



Annual Report

2018

SAMARITANS

SWANSEA

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DIRECTOR'S REPORT

And finally, after months of work finally, we made it through on Transition on 1st November 2017. So we are now a CIO and an Affiliated Branch of Samaritans.

This feels like my first and final AGM. First as Single Leader and last as by this time next year there should be a new Director in place.

Swansea Branch can be extremely proud of what they have achieved in the last year whether it is supporting our Callers at times of need or supporting our Volunteers through bereavement or illness.

We are so lucky to have such a skilled group on our Leadership Team. It certainly makes my role easy and whoever takes over from me will have a Branch in a good place to move forward.

It was very sad to hear of the loss of Iggy – a listening Samaritan and Elizabeth – a support Samaritan from the Shop.

We were delighted to hear that William – who was with the Branch for almost 40 years received the British Empire Medal in the Birthday Honours list and then Darren received the British Citizen Award at The House of Lords.

We have continued to support the persons in the Custody Suite and our listeners in Swansea Prison as well as the Bail Hostel.

We have attended both the Mental Health Forums and the Suicide and Self-Harm Groups and this keeps Samaritans on top of the agenda of agencies that others can signpost to.

Another success has been fundraising. We had a donation of £5,000 from City of Swansea Crematorium as well as donations of around £2,200 from Sarah Millican Concerts. Also, over £800 from the Voucher scheme at the Evening Post.

Having a Branch Administrator is a major help as Mandy has kept the administration going with letters to funeral directors and other organisations. The trickle feed has been a help to the Branch. As always our major source of income is our Shop which continues to support the Branch.

When it comes to a request for support to fill a shift or help on outreach Swansea Branch responds. It has been a challenge at times to keep shifts filled. Our Training Team continues to work hard to bring new volunteers through and helped on the Regional Training event.

We are currently working on a possible partnership with Port Talbot Lifeboats (RNLI) and are collaborating with Bridgend Branch on this project.

Thank you everyone for the support you have given the Branch in the past year, let us continue doing the good work together for the years to come.

John - Director

BRANCH DETAILS

Registered Charity Number: 1173627

Registered Address: Swansea Samaritans, 17 St John's Road,
Manselton, Swansea, SA5 8PR

Website: www.samaritans.org/swansea

The Trustees of Swansea Samaritans as at 31st March 2018:

Director/Chair of Trustees: Mr. I. Phillips

Secretary: Ms. L. Sanders

Treasurer: Mr. A. Williams

Trustees: Mrs. C. Bassett (Deputy Chair)

Mrs. C. Heard

Mrs. H. Powis

Mrs. I. Anderson

Mrs. D. Smith

Mr. G. Thomas

Mrs. M. Jones

Mrs. M. Bugelli

Bankers: Barclay Bank plc

RECRUITMENT AND SELECTION REPORT

It's been another busy year for the team, we have held information events every month. In January 2018 it was standing room only as so many potential volunteers turned up. We have not seen such numbers again and except for one session where nobody turned up they have still attracted some interesting potential volunteers.

We have become far more flexible these days by offering potential volunteers a chance to come in for a chat about what we are and what we do in a bid to get our numbers up to a hundred. This is the number of volunteers that John and the rest of the team would like to see in the Branch before we all change with a new director next year. As John approaches his final year we will work hard to get to that mark.

When one of our long serving support volunteers decided to train as a listening volunteer, (his wife already a listening volunteer) it seemed to start a trend. We now have four married couples plus two mothers and daughters in the branch.

In the last year we have had so many wonderful volunteers join us, very talented people who have made a great contribution to the life of the branch, joining in with fundraising and many other outreach events.

We have also decided to take our recruitment further afield and have held information events in other areas - the first two in Neath and hopefully in Port Talbot, Llanelli and Carmarthen at a later date. Advertising is important to our recruitment campaigns. Any one of our branch volunteers can help by taking posters and displaying them in their communities and in that way we can spread the word.

Anyone in the branch who would like to join our team would be more than welcome. Our recruitment and selection days are great fun to be part of. The more of us that are involved shows the new volunteers what a really friendly and caring branch they can be part of. Volunteering for Samaritans is one of the most rewarding ways of giving something back to the community.

Recruitment team for Swansea branch.

TRAINING SIT1 AND SIT 2 REPORT

This year we delivered more than 100 hours of SIT1 training, including induction for 3 groups: October/November 2017, February/March 2018 and June/July who are now being mentored.

We also delivered 36 hours of SIT2 training.

It is always very satisfying to observe the new volunteers in their journey to become fully fledged Listening Volunteers.

In the beginning many new volunteers often feel overwhelmed by the amount of information, but after 6 Saturdays they are all feeling positive towards the next step and can't wait to start a duty with their mentor.

During SIT2 the (by then) Probationers are growing in confidence. And it is a proud moment indeed when they are presented with their certificate and Number.

The training team is a small and very dedicated group of volunteers who give their time over and above their duties as Listening Volunteers. All trainers hold other senior volunteering roles within our Branch and within the region. This level of experience enables them to give our new volunteers a comprehensive understanding of how Samaritans and in particular our Branch works.

I would like to thank all those volunteers who have helped and supported the Training Team.

I also would like to thank every volunteer in branch who helped with skills practice, mentoring new volunteers and in general made them feel welcome and part of our big Samaritan family.

Monika

VOLUNTEER DEVELOPMENT REPORT

All volunteers are required to undertake a minimum of 5 hours on-going training each year as part of their commitment to maintaining quality and standard. Only 3 volunteers did not meet the mandatory OGT.

We continued sessions on emailing, ending calls and safeguarding. Several of us did additional ESOB/ESOS training (Emotional Support Outside Branch and Emotional Support in Other Setting) and in July 11 members of our Branch attended the Tri Regional Conference in Bath, a wonderful experience. I urge every volunteer to consider attending such a conference when another opportunity arises.

Monika

SWANSEA SAMARITANS CHARITY SHOP REPORT

Once again our shop continues to thrive and despite the pressures on retail still returned a good amount of income to the Branch.

Very sadly they lost one of their long-serving staff members as mentioned by the Director.

Now in its 17th year of continuous trading.

A big thank you to all the shop volunteers for the work they do in supporting the Branch.

OUTREACH REPORT

Another successful year on Outreach. We held 3 events on Network Rail – Brew Monday (giving out teabags) and St David's Day (postponed due to the weather to the 20th March) giving out packets of seeds at Swansea train station and then Samaritan day (24th July) at Port Talbot Parkway.

We continued our partnership with the Police, manning most of the Sunday custody suite evening shifts.

We held a number of talks to the National Trust, Neath and Swansea Job Centres, the Ministry of Justice as well as Mental Health forums and Suicide and Self-Harm Groups.

We supported Morrisons at Baglan with an awareness raising day and attended Port Talbot and Swansea theatres to collect funds at Sarah Millican Tour events.

We also gave talks to youth groups and the Lifeboats, attended health and well-being events, a schools conference, a Veterans Day and a Veterans Conference.

In addition, we supported the Welsh Office at their awareness event at the Senedd on Poverty in Wales. In fact the BBC came and interviewed our Director the day before the event.

In April we ran a Facing the Future event supporting those bereaved by suicide (in Cardiff). This was the third such event we have facilitated.

Our activities did not go unrewarded, as we received funds from many sources, like the National Trust, Neath Rotary Club and the Ministry of Justice.

The support has been well received from the voluntary sector organisations and they send out our flyers far and wide in our request for volunteers.

John

EDUCATION REPORT

This year we have been to secondary schools and colleges and spoken to hundreds of young people. We have also been involved in the Crucial Crew Project in Neath. And for the first time in the history of Swansea Samaritans we have given talks in junior schools to Years 5 and 6. We hope that this is a new trend.

We are a great team, some of us giving talks and some facilitating entry to educational establishments.

What are the content and context of our talks? We talk about the importance of emotional health. Educationists talk about the 3 Rs – Reading Writing and Arithmetic. Samaritans talk about a R which is equally important as the other three, RESILIENCE. How do we bounce back when life gets on top of us? Talking, listening and taking time out are the three ways we suggest to help young people become resilient to difficult situations.

We have also responded to tragic events in educational establishments with our STEP BY STEP policy or Postvention.

Margaret

PRISON REPORT

This is my last year as Deputy Director with responsibility for the Prison Team.

It has been a time of many challenges for all of us, the staff who work within the Prison, our volunteers who support and train the Listeners, and last but not least the Listeners who do the role of Samaritans within the walls of Swansea Prison.

Although a small team the commitment, passion and unshakable loyalty consistently shown by these volunteers have ensured that we can continue to support the Prison and maintain the presence of the Listener scheme.

The use of the Chapel has been so important in giving us the space and facilities that is essential for our meetings and the two training events we carry out yearly to train the Listeners.

The Listeners have carried out their role and responsibilities to the expected standard often under difficult circumstances. They are themselves incarcerated and must work within the rules and regulations of the Prison. To a great extent they are self-regulated and have so often been a credit to the Samaritans.

The staff of Swansea Prison put a great deal of effort to ensure the well-being and safety of all the men in their care. They seem to rarely get recognition for all the good work we know takes place.

They do a complex role and it requires a multi-skilled workforce which seems much maligned at every opportunity.

I consider it a privilege to have been part of the Prison Team and would like to say a huge thank you to everyone who has supported me. We have met some very special people and it has been a very rewarding experience.

Judith

QUAY HOUSE REPORT

We continue to support residents of Quay House on a weekly basis. This support is welcomed and valued by everyone connected to the establishment.

We have been very fortunate to have increased the volunteers on the team and it has been of great benefit, meaning that we can offer consistent cover so that they can rely on the Samaritans presence.

Many residents find it difficult to adjust to life outside a prison regime. We can offer them the opportunity to share their concerns and fears for the future.

I feel our support is vital to the well-being of the men we meet. They are often very grateful we are willing to be there to support them and not judge them. This is an important 'outreach' and it is vital it is maintained for the future.

Judith

Y LLINELL GYMRAEG/ WELSH LINE REPORT

We have installed a Welsh line in the branch and we have a team of volunteers answering calls to people whose first language is Welsh. We all agree that everyone should be allowed to choose the means of communication in which they are most comfortable. Callers can choose between making phone calls, writing emails, SMS or letters.

In Wales, they can also choose between making calls in either English or Welsh. Being able to speak your first language when feeling emotionally drained makes a big difference to our callers.

Margaret

CORRESPONDENCE BRANCH REPORT

It has been a year of change for us in Correspondence branch, as we are now part of the Central Charity. This made sense for us as we are funded by Central office. We are a small non-brick branch and our volunteers are scattered all over the UK. Therefore it is very difficult for us to raise the funds we need to keep our branch open.

Another change this year was our change to a director instead of a chair. After four years Andy stood down and Karen took his place. Andy saw us through the majority of the changes and did a fantastic job, staying on for an extra year until a replacement was found in addition to having a full-time job and his work in his brick branch. Unfortunately Andy has now resigned from his branch and Correspondence. Karen is proving to be a wise replacement for Andy. Karen is also a brick branch volunteer and is working very hard to raise the profile of Correspondence.

The welcome news is that we now have Welsh speaking volunteers who are supporting Welsh speaking prisoners by answering letters in Welsh. Margaret, a volunteer in Swansea Branch, is also in training to become a letter writer in English too.

Our letters have slightly reduced this year. However we are still kept busy with the ones that do come to us and we all find it a rewarding way in which to support lonely and vulnerable callers.

We do a great deal of training in order to make sure our standards are as good as they can be in our letters. We do OGT every time we meet up which is three times a year. Correspondence trainers are always available to visit branches to train volunteers in brick branches to improve on their written word skills.

Please remind callers when you inform them of ways to make contact with Samaritans that they can also write letters and will always have a handwritten reply.

Ida

Swansea and Correspondence.

CEFNOGI GALWYR/ CALLER SUPPORT REPORT

Last year Samaritans spent 1 million hours responding to callers and offering emotional support via phone, letters, email, face to face, and SMS. We also supported half a million people outside our branches.

Our Branch has been active on railway stations, in prison, in bail hostels and in police stations, as well as doing numerous hours in the Branch.

Our mission is that fewer people die by suicide, and yet sadly suicide is still the biggest killer of men under 50 and young people between 20 and 34, far more than those killed by traffic incidents. We no longer talk about traffic accidents, but traffic incidents, because we have realised we can do so much to reduce them, use of seat belts, drink/drive laws etc.

Isn't it time we did something about the suicide rate? Are these inevitable? We don't think so. Many of these deaths are preventable. 6364 people took their own lives in UK and ROI last year. As Samaritans, we strive to keep the suicide rate as low as possible, partly through putting pressure on governments and partly through the work we do inside and outside our branches week in, week out.

The main reason why people take their own lives is a feeling of loss – loss of identity, loss of meaning and loss of purpose - and our research has shown that the reasons for this feeling of loss are mainly loneliness, relationship problems, mental health, physical health, debt and deprivation. These are all issues which can be helped by government policies.

There has been a huge increase in the number of callers, rising from 3 million to 4 million in the last four years, and Swansea Branch has reacted magnificently to this increase by working hard and conscientiously night and day to respond to our callers' needs. We should congratulate ourselves on our dedication.

Margaret

VOLUNTEER SUPPORT REPORT

I would like to begin by thanking my team for their continued support and commitment to the volunteers and myself. Unfortunately through the year two of my valued team members had to stand down as Samaritans due to illness. One has decided to retire and will be greatly missed by all. The other has fortunately recovered and hopefully will return to the Branch at a later date.

One of my team's husband sadly passed away in June and it gave us pleasure to support her during that difficult period. She has now returned to the fold and we welcome her back with open arms..

Another member is unwell at the moment and is on rest. We have sent our love and best wishes for her recovery.

With the team's help we have been able to provide support, advice and a caring environment for all our volunteers.

The Newsletter which was instigated last year has continued and this provides updates on procedures, news and occasional requests in order to help keep the Branch running smoothly with all staff being equally informed of new issues.

It was with great sadness that we heard of the sudden and unexpected passing of a much respected volunteer, Iggy. He was a true gentleman whose smile lit up our days and he contributed so much to Swansea Samaritans. His funeral was well attended by a number of volunteers.

We also lost one of our lovely shop volunteers, Elizabeth. The shop is such an important and integral part of the Branch. Her funeral reflected her warm and caring nature and was attended by so many people that many had to stand outside during the service as the Crematorium was full.

Over the year we have lost some valued volunteers due to personal reasons but we always tell them that once a Samaritan, always a Samaritan and we will welcome them back into the fold, hopefully when their circumstances change.

One of these volunteers made such a massive contribution to the Branch in so many different ways. We wish her well in her retirement. We will all miss her greatly.

When one of our very long serving volunteers retired he asked whether we could recommence a Christmas get together for past Samaritans. This we did and had a very successful Christmas Lunch at Sketty Hall. This was well attended by both past and some present Samaritans. As a result this year we will hold a joint Christmas celebration for past and present Samaritans. We plan to organise it after Christmas with the venue to be confirmed.

The Christmas dinner for present Samaritans was held after Christmas, but unfortunately for various reasons was not well attended. However those of us who came together at Sketty Hall had a very pleasant evening.

On the topic of social activities in the Branch Review a request for Quiz Nights was put forward and I am looking into the possibility of this.

During June we heard the wonderful news that a retired Samaritan William who had served for 40 years had been awarded the B.E.M. for his services to Samaritans and other charities. He was put forward by one of our Rota Secretaries and we are all so thrilled with the fantastic result.

At the same time we also had the news that Darren, a current Samaritan, had received a very prestigious award, The British Citizen's Award, for his contribution to volunteering in many charities. We will hold a gathering to celebrate both their successes during September.

Yet again due to the hard work of the Recruitment and Training teams we have a number of new volunteers and we welcome them and hope that they will be happy in their new roles.

The year has been a busy one, but yet again it is an absolute honour to work with and get to know our lovely volunteers. They make my role so worthwhile.

Thank you to everyone for your continued commitment to the Branch, my team and myself. Swansea Samaritans are represented in so many aspects of society and our volunteers should be really proud of all their contributions. Together we enable our Branch to grow, flourish and provide so much support for so many people!

Kay

PREMISES REPORT

It has been a fairly quiet spell in respect of buildings maintenance, thankfully we've had no major problems. Work carried out has included -

- The outside of the building and walls have been totally repainted and the building looks much cleaner and fresh looking. The fascias have been cleaned which has given the building a bit of a face lift.
- The side gate has been replaced. This is also a fire exit and is marked accordingly.
- The garden has been tidied up.
- In response to requests from volunteers, the lighting has been improved in the training room. A doorbell has also been installed in the room. This is great news, as previously anyone ringing the doorbell couldn't be heard which was particularly problematic when training sessions were going on and no-one else was in the branch.

THE SHOP

- Damage and rot to sections of the front woodwork has been repaired.
- A shelving unit has been replaced and attached securely to the wall.
- Gutters have been cleaned out to prevent rain water cascading over the shop front.

On behalf of the volunteers I'd like to thank Ed and John for the work they do to make the building safe and comfortable.

Jacqueline

SAMARITANS RISK MANAGEMENT REPORT

During the past 12 months a number of actions have taken place to ensure the safety of the volunteers and visitors of the Branch in Manselton and the shop in the Uplands

The Branch

6 monthly Fire Risk Assessment has been undertaken by Ed and report given to committee for its approval. All the fire-fighting equipment was checked by Fire Check Wales in November 2017 and regular monthly checks on fire blanket, extinguishers and heat detectors undertaken.

All Alarms and Safety checks continue on a monthly basis highlighting any failures. Alarm report 54 carried out on 16th July 2018

PAT of portable equipment completed.

The Shop

A review of the Risk Assessment has been undertaken by Ed. From the assessment a number of safety features were highlighted.

PAT of portable equipment completed

The outside gutters were cleaned on Monday 16th October to prevent rain water cascading over the shop front.

Damage and rot to some of the front woodwork has been repaired and a shelving unit that had fallen away from the wall has been securely replaced.

Flickering lighting has been repaired and new heater fitted to replace broken unit.

General

Inspections and assessments will carry on in the future. If anyone has any concerns or suggestions regarding the safety of the branch please let Ed know or any member of the committee.

Ed

Swansea Samaritans Annual General Meeting 21 July 2017

Present: Monika, Joan, Archie, Vicky, Ed, Ida, Sid, Joyce (Shop), Liz (Shop), Mair (Shop), Enid (Shop), Margaret, William, Peter, Millie, Pauline, George, Mandy, Jacqueline, Catherine, May, Colin, Judith, Helen, Phillip, Jill, Lynne, Dan

Susan Francis – Valleys Project

Sarah Stone - Executive Director, Wales and the Marches

Joanna Emerson – Regional Director

Guest Speakers: Jackie Preston – Director, Swansea Citizens Advice

Apologies: Pat, Carol, Tom, Rosemary, Maureen, Lynda, Ella

Minutes of the 2016 AGM

The minutes of the 2016 AGM included in the Annual Report were approved

Proposed by: Judith Seconded: Monika

Matters arising

There was an additional notice for the AGM which was presented by Archie as below:

I hereby give notice that at the Annual General Meeting we need approval to amend our existing constitution as follows:

6.5 The Committee

(a) shall comprise:

(i) up to 12 elected members (who must be Samaritans other than ex-officio members):

and

(ii) 4 ex-officio members who shall be the Director, a Deputy Director (who shall be appointed by the Director, the Secretary, the Chairman and the Treasurer of the Charity; and

(b) may also include co-opted members in accordance with Rule 6.4 above.

6.6 elected members (excluding ex-officio members) shall comprise a majority of the members of the Committee entitled to vote at meetings of the Committee.

Further that Clause 7.5 (b) is removed.

7.5 (b), which refers to a Deputy Director being on the committee.

All references to a Publicity Officer being on the Committee will be removed.

Approval of these amendments to the constitution - proposed by: Margaret Seconded: Philip. The amendments were approved by those present.

Director's report

John said thank you to all volunteers for the work undertaken. He's had a great year, received plenty of support and really appreciated everyone.

Chair

This is the last AGM at which we have both a director and a chair due to the alterations. Archie standing down after 5 years. He wishes John and all the new trustees all the best in the coming years. John presented him with a model bike as a thanks for all his hard work as chair over the years

Treasurer

Nice to be back as Treasurer. 10 of the pages in the Annual Report are taken up with the accounts. All the facts and figures are there. They are sorted out clearly and he is open to any questions. George specifically mentioned that an investment subcommittee was set up this year because of the amount of money we have and the way things are going, being affiliated etc. St James Place investment raised £6500 for doing nothing. Add that in plus the shop income, brings us up to a figure that is half of those items on our expenditure. We had some larger legacies a few years ago, so no need to raise money unnecessarily. Deficit 24, 500 – 25,000 this year and is as expected. It will take us 15 years until we will get to a stage when we will need to panic. The books, facts and figures are open to any volunteer at any time.

George recommended the accounts were accepted. This was approved by all present.

Recruitment selection

No report

Training

All ok. Starting new training in October.

Shop

Barclays bank closing in Killay which is an issue as they bank there every Tuesday.

The post office will not take coins only notes. Loads of change so what is the answer? Means having to go into Swansea to main branch or Gorseinon. What can they do with their change? They don't mind going to the bank once a fortnight but is it ok not to bank the money every week as long as the money is kept safe? George will have a look at it with the shop volunteers.

Also they have been putting 2 pink bags out each week and have been ok to put it out until now for free. They need a pink sack and this will be sorted out for them.

Prison

No listener present. There will be one at the next AGM hopefully. They are just about to train another 16 prisoners as listeners. The training takes 3 weeks.

Caller support

Ok now

Volunteer Support

Apologies for being late. Lost William but he will now be looking after our retirees – Evelyn, etc. We need to do what we can to retain experienced volunteers. Thanked team.

Risk Management

Everyone's responsibility to look after the branch and shop. Report any concerns to Ed.

AOB

EGM coming up 4 weeks tonight. Opportunity to vote in new trustees. We are not allowed to hold that meeting before 1.10.17. Transition is on track and we should be able to do this from 1.10.17 as planned.

Speakers

Sarah Stone – Executive Director for Wales

Great pleasure to be here, her 3rd Swansea AGM. She will be succinct and will tell us what the Wales office has been doing which is influencing policy, thinking and raising awareness with the Welsh Government, publicising Samaritans and the suicide and self-harm strategy – Talk to Me 2.

In the Cardiff office there is Susan – Valleys Project officer, Laura - office support and Emma - Policy and Communications officer.

Also works with Joanna (Regional Director) as they need to know what each other is doing so they can maximise coordination. Newsletter produced on a monthly basis and sent out to Samaritans. Today the Office of National Statistics (ONS) released the suicide data for Great Britain (GB) today – a statistically significant drop in GB, Wales 322 recorded in 2016, 9% drop on year before. How should we interpret the changes year on year? There is a general trend downwards. ONS saying the reasons are government action, health service, charities and name the Samaritans. Need to dig around these to raise awareness of what we are doing.

Highlights of activity – newsletter top story headed the news on the BBC website – school mental health – emotional resilience lessons in schools as a norm. Good example of how we can join up local and national work. 5 schools in Cardiff piloting a new scheme and evaluating this. We have the Welsh Government's (WGov) attention and she is chair of the WGov children's committee. Announcement due – how young people are able to handle the stresses that come to them in light of evidence of increasing distress.

Loneliness and isolation evidence to committee resulted in suicide intervention being adopted as a top priority. This is important as suicide is complex and needs all agencies involved. They are gaining the ear of government and professionals with influence and have really got some good things happening. Swansea branch is engaging with national initiatives such as the St David's day campaign on the railways. Please keep on doing that as it makes a big difference. She then congratulated us on our annual report and all the good works.

Joanna – Regional Director

She has been the Regional Director since the beginning of March. Volunteers in Herefordshire and Newport branch.

She didn't have a sense of all the stuff that goes on when she started. The role of branches has been changing. The HQ, Ewell visit – going round to the people. Really are the backbone for the support of what we do. Being there was a bit of an eye opener, but also made her recognise how much of a 1 organisation we are. Not just 1 branch, part of something much greater than that. 3 region conference being held again and this is a fantastic opportunity to meet people from other branches. The instant messaging conference took place last weekend, c 200 people there talking about introducing instant messaging to help young people. Great opportunity to understand the breadth of Samaritans. Core is the service at branches – callers, outreach. Branches work is changing and the whole of Samaritans has a new governance structure. The role of region has also been training.

She works very closely with Welsh office. All affected by the way more people are trying to contact us than we can get back to. SMS number now on Facebook. How come? What do we do? Get more volunteers and keep them, meaning volunteer care and attention is vital. How can we bring more people in? Looking nationally and regionally as whether there are better ways to support branches to get people, e.g. change SIT – make things faster but without losing the quality. People expect things to happen more quickly – so need to be more efficient. Lot of work in regional offices about this. In North Wales region they are piloting a new way of recruiting.

Council is coming up this month and they will be talking about our values – what makes us who we are. We recruit volunteers to be non-judgemental, to listen and understand other people's points of views. We are good with callers but perhaps not with each other. What words do we want to use? John will feedback and hopefully we will be happy.

The Welsh language line is run out of the Bangor branch – 8-11pm. We want to extend the hours and now have 4 branches that are going to be involved in providing a Welsh language service - Aberystwyth, Pembroke, Bangor and Rhyl. There is a new prison in N Wales and letters are being received from its prisoners in Welsh. Berwyn said that unless we can respond bilingually, we should not be encouraging the letters. Correspondence had no Welsh speakers

and had not wanted to take on Welsh speakers as there was already a waiting list. However, they have now agreed and taken people on. They will primarily respond to the prisoners in Welsh, but once they are able to do this more widely they can publicise it.

Regional vacancies

- Regional Quality and Development Officer – Management role (paid).
- Regional Fundraiser in place (Alex) to help branches.
- Regional Caller Support
- Regional Prison Officer
- Regional Contact Distribution – person standing down. How to make sure all the branches have people there when we need to have contact with our callers? Very good liaison role.
- Regional Partnerships and Outreach Officer to help coordinate what we are doing on a regional level and support branches to get new formal partnerships arranged.

Massive thank you to volunteers. Swansea branch is one she does not have to worry about. A tribute to us all.

Susan – Valleys project

A big thank you for all the support and help we've given. Given in kind – paid for people to go to conference and speak there, given resources (the biggest cost as they have no building and van) – hiring venues, vol expenses and publicity materials that they distribute. All bilingual. Thanks so much and it has made a massive difference.

In April 2015 the project consisted of 1 person (Martin the director) and always had a steering group She then joined in July. They managed to start a new branch and did their first support shift in October 2015 and then some more. These were run by neighbouring branches and Swansea helped out with this. 100% of the shifts were delivered by volunteers from other branches.

Their first volunteers were being trained in Feb 2016 and they had to have shifts to put them on. Now had 3 cohorts and had the same problems as every branch, i.e. not able to retain all the volunteers they recruited. Their volunteers made up 30% and others 70%. In 2017 their

own volunteers now represent 71%, and still getting 30% of support from other branches. Swansea is still helping with recruitment, selection and training. Their own volunteers are growing and developing and taking on roles.

They have now covered 87 shifts, supported 217 individuals, have 23 volunteers and the next training is in October. This is due to the partnership, volunteers been on shift with them etc. S Wales police partnership –helped to provide support in custody suites and the police wanted it elsewhere too. Swansea has taken this on. Really helped that partnership. A review meeting is coming up next week. Posters are now sprayed on the ceiling of the cells in Swansea and that really helps. Before we were there, they had referred people to Samaritans 112 times over 3 months, 2.8% of the people in the period. We are going in there and showing how effective we are and what we can provide. Next month envisaging over 300 referrals. We are now invited to participate in the induction of new police in the custody suite. The police has a print dept. and is considering printing contact cards for us. Again thank you from the S Wales Valleys project. It would not be where it is today without our support.

Citizens Advice Bureau (CAB)- Jackie Preston

Thanks to the Samaritans on behalf of the community. Some of them will be clients they have directed to us.

CAB services - day to day problems and to influence policy to improve things for the future. 4 principles – free, don't tell, don't judge, we welcome all who welcome all. Very similarly structured to Samaritans, independent registered charity, member of a wider organisation. No longer CAB – now Citizens Advice. Governed by a trustee board. Quite a bit of funding from Welsh Government for community work, specialist work – debt/benefit. Funding from Money Advice service to deliver debt advice project – face to face/telephone. Money from ABMU to deliver in health centres too.

Nationally – wealth of information on website. National virtual call centre – Advice Line Cymru and they centrally deliver the consumer helpline holding traders to account.

Locally, they have their own telephone number and deliver across 2 local authorities. Their website is currently being revamped. They offer 104 appointments across the local authorities.

Evaluation of the service by service users – 95% increase in peace of mind, 90% increase in confidence 94% increase in knowledge. Prior to the advice 91% had their life significantly affected which impacts on their ability to engage with other services, particularly statutory agencies.

They help individuals not just on a 1:1 basis but also through their wider regional and national work e.g., policy work. They also do a lot of partnership work – strategic groups, groups re introduction of UC, literacy, mental health as they can't deal with all issues.

Jackie asked if we had any questions:

Q. How much can they influence government? Citizen Advice (CA) chosen as the consumer champion, regular meetings with directors and ministers. People present evidence to select committees and at assembly level. Represent clients' views and evidence.

Q. How do you rate your relationship with people in statutory agencies? People don't get responses. CA in the main have a good relationship and will escalate if not satisfied. It is sad that they will speak to the DWP and Council in the same way as the client has and are listened to, whereas the client has got nowhere with them. There are issues however and then they make complaints.

Q. What is the best way to have contact with CA and how quickly can they respond? Best is by telephone. Use their telephone number, leaflets and the advice line number across Wales. John stated that as a lot of the calls we get are national we should give the Advice Line Cymru number.

Archie thanked all the speakers and everyone for coming and opened the buffet.

Meeting closed at 8pm.



COULD YOU BE THERE WHEN I CALL?

A lot of people need us.

That's why our volunteers are always around to give anyone who is struggling to cope the space and time to talk.

Find out about joining us

Come along to our next information session



 **17 St John's Road, Manselton
Swansea SA5 8PR**

 **samaritans.org/swansea**

SAMARITANS
SWANSEA

A registered charity

THE SAMARITANS OF SWANSEA
(Registered charity no: 1173627)

REPORT AND ACCOUNTS

YEAR ENDED 31st MARCH 2018

Boyd Patrick & Co Ltd
Chartered Certified Accountants & Registered Auditors
34, Dillwyn Road
Sketty
Swansea SA2 9AE

**INDEPENDENT EXAMINER'S REPORT TO
THE TRUSTEES OF THE SAMARITANS OF SWANSEA**

We report on the accounts of The Samaritans of Swansea for the year ended 31 March 2018, which are set out on pages 3 to 12.

Respective responsibilities of trustees and examiner

As the charity's trustees you are responsible for the preparation of the accounts and you consider that the audit requirements of section 43(2) of the Charities Act 1993 (the Act) does not apply. It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 43(7)(b) of the Act, whether particular matters have come to our attention.

Basis of independent examiner's report

Our examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

- 1) which gives us reasonable cause to believe in any material respect the requirements:
 - to keep records in accordance with Section 41 of the Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act have not been met; or
- 2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Bayd Patnel + Co Ltd

Chartered Certified Accountants

30 September 2018

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

STATEMENT OF FINANCIAL ACTIVITIES – YEAR ENDED 31 MARCH 2018

Funds		Un- Restricted	Restricted	All Funds	All
	Note	Funds £	Funds £	2018 £	2017 £
Incoming Resources					
Collections		-	-	-	-
Donations		1757	-	1757	1219
Fundraising Events		70	-	70	101
Deposit Interest		379	-	379	379
Dividends Received		2436	-	2436	1517
Unit Trust Income		725	-	725	8503
Prison Support		3195	-	3195	4331
Shop Income (Net)		11977	-	11977	15360
Network Rail		-	-	0	108
50 Club		607	-	607	274
Miscellaneous		-	-	0	50
Total incoming resources		21146	-	21146	31842
Resources expended					
Branch Centre Running Costs	2	21651	-	21651	19297
Direct charitable expenditure	3	17187	-	17187	23403
Fundraising Costs	4	0	-	0	0
Management and Administration costs	5	11093	-	11093	14836
Total resources expended		49931	0	49931	57536
Net incoming resources for the year		(28785)	-	(28785)	(25694)
Movement in funds		-	-	-	-
Fund balances brought forward at 1 April 2017		390916	2995	393911	419605
Fund balances carried forward at 31 March 2018		362131	2995	365126	393911

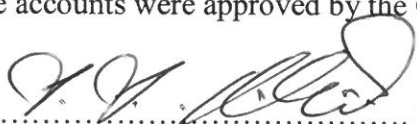
THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

BALANCE SHEET AS AT 31 MARCH 2018

	Note	2018 £	2017 £
TANGIBLE FIXED ASSETS	6	198636	202695
INVESTMENTS	7	47229	44502
UNIT TRUSTS		79228	78503
CURRENT ASSETS			
Debtors	8	2875	2875
Cash at Bank and in Hand	9	<u>13036</u>	<u>47385</u>
		15911	50260
LESS CURRENT LIABILITIES (Amounts falling due within one year)			
Creditors	10	<u>6874</u>	<u>13510</u>
NET CURRENT ASSETS		<u>9037</u>	<u>36750</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>334130</u>	<u>362450</u>
NET ASSETS		<u>334130</u>	<u>362450</u>
REPRESENTED BY:			
UNRESTRICTED FUNDS			
General Fund	11	362131	390916
Investment Revaluation Reserve		(30996)	(31461)
RESTRICTED FUNDS			
Other Funds	12	2995	2995
		<u>334130</u>	<u>362450</u>

The notes on pages 5 to 12 form part of these accounts.

The accounts were approved by the Committee on...6th September...2018


..... I.J. PHILLIPS, DIRECTOR


..... A. G. WILLIAMS, HON. TREASURER

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2018

1. ACCOUNTING POLICIES

- a) Basis of Accounting. The accounts have been prepared under the historical cost convention, as modified by the revaluation of freehold property, and in accordance with applicable accounting standards and the Statement of Recommended Practice of Accounting by Charities (Charities SORP).
- b) Voluntary income by way of donations is included in the Statement of Financial Activities (SOFA) when received. Gifts in kind are valued and brought in as income.
- c) Gross fundraising income from events organised by the Charity itself is included in the SOFA when received. Fundraising proceeds not yet received by the Charity for events which took place during the year have been excluded from the SOFA, as it has not been possible to estimate the likely receivable amount.
- d) Income from legacies is included in the SOFA when received.
- e) Grants for immediate financial support are recognised in the SOFA on receipt and on satisfaction of any pre-conditions.
- f) No depreciation is provided on freehold property and improvements as the Trustees pursue a full repairing policy. Depreciation is provided on a straight line basis on equipment and furniture, and motor vehicles, at the rates of 15% and 25% per annum.

The Charity purchased the leasehold interest in the leasehold property on 30 April 2002.
- g) No provision for taxation is included in the accounts as the Charity is entitled to the exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988.
- h) During the year ended 31st March 2018, Swansea Samaritans voted to become an affiliated Branch of Samaritans. This resulted in a new charity having to be registered with the Charity Commission, and all assets and liabilities of the old charity being transferred across as at 1st November 2017. This was an administrative exercise following a change in the governance procedures of the national charity.

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2018

2. BRANCH CENTRE RUNNING COSTS	2018	2017
	£	£
Motor Expenses	5806	2740
Water	434	388
Light and Heat	3579	2216
Repairs, Renewals & Maintenance	2807	2866
Security	254	990
Cleaning, Housekeeper & Gardening	1877	1773
Health & Safety Expenses	0	0
Office Telephone	1507	1757
Insurance	1328	2004
Depreciation	4059	4563
	<u>21651</u>	<u>19297</u>

3. DIRECT CHARITABLE EXPENDITURE

Emergency Telephones	1172	927
Caller Support	58	84
Volunteer Recruitment & Selection	105	1825
Volunteer Training & Support Costs	1369	436
Volunteer Travel Expenses	4384	8646
Volunteer Care & Housekeeping	1570	1291
Publicity	487	5753
Outreach	1174	335
Director's Expenses	1245	877
Conferences	10	1700
Sundry Expenses	280	239
Prison	1060	950
Valley Project	3701	340
Visitor Expenses	572	0
	<u>17187</u>	<u>23403</u>
	=====	=====

THE SAMARITANS OF SWANSEA
(Registered Charity No. 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2018

4. FUNDRAISING AND PUBLICITY COSTS	2018	2017
	£	£
Fundraising Expenses	-	-
	<u>-</u>	<u>-</u>
	<u>-</u>	<u>-</u>
	<u>=====</u>	<u>=====</u>
 5. MANAGEMENT AND ADMINISTRATION COSTS	 2018	 2017
	£	£
Branch Affiliation Fee	3083	11213
Postage, Stationery & Sundries	4327	2348
Accountancy Fees	400	400
Other Professional Fees	35	0
AGM & Other Governance Costs	125	875
Legal Fees	3123	0
	<u>11093</u>	<u>14836</u>
	<u>=====</u>	<u>=====</u>

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2018

6. TANGIBLE FIXED ASSETS

	Motor Vehicles	Fixtures Fittings	Shop Fixtures & Fittings	Office Equipment	Freehold Property	Total
	£	£	£	£	£	£
Cost or valuation						
At 1 April 2017	-	15677	7163	30422	198635	251897
Additions	-	-	-	-	-	-
Disposals	-	-	-	-	-	-
	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>
At 31 March 2018	-	15677	7163	30422	198635	251897
	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>
Depreciation						
At 1 April 2017	-	15677	7163	26362	-	49202
Charge for year	-	-	-	4059	-	4059
On Disposals	-	-	-	-	-	-
	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>
At 31 March 2018	-	15677	7163	30421	-	53261
	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>
Net Book Value						
At 31 March 2018	-	-	-	1	198635	198636
	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>
At 31 March 2017	-	-	-	4060	198635	202695
	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>	<u>=====</u>

The title to the freehold property is held by The Samaritans as custodian trustee, and the Charity is subject to a Trust Deed in respect of the property.

7. INVESTMENTS

	Barclays Bank PLC	HSBC	Lloyds TSB	Total
	£	£	£	£
At 1 April 2017	15696	26785	2021	44502
Additions at Cost	-	2262	-	2262
Disposals	-	-	-	-
Revaluation	(1330)	1681	114	465
At 31 March 2018	<u>14366</u>	<u>30728</u>	<u>2135</u>	<u>47229</u>
Cost at 31 March 2018	<u>34169</u>	<u>30739</u>	<u>13317</u>	<u>78225</u>

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2018

8. DEBTORS

	2018	2017
	£	£
Prepaid expenditure:		
Insurances	0	0
Shop Rent	2875	2875
	<hr/>	<hr/>
	2875	2875
	<hr/> <hr/>	<hr/> <hr/>

9. CASH AT BANK AND IN HAND

	2018	2017
	£	£
Barclays Bank:		
Current Account	2479	193
Current Account (New)	470	0
Shop Current Account	99	545
Shop Account (New)	972	0
50 Club Current Account	673	1066
Business Saver Account	0	1000
Cash In Hand:		
Cash on Hand	0	1
Shop Account	269	331
Virgin Money Account	8074	44249
	<hr/>	<hr/>
	13036	47385
	<hr/> <hr/>	<hr/> <hr/>

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2018

10. CREDITORS	2018	2017
Accrued Expenditure (Audit, BAF,)	6874	13510
	<u>6874</u>	<u>13510</u>
	=====	=====

11. RECONCILIATION OF FUNDS

	General Fund £	Restricted Fund £	Total Funds £
At 1 April 2017	390916	2995	393911
Transfers	-	-	-
Deficit For The Year	(28785)	-	(28785)
	<u>362131</u>	<u>2995</u>	<u>365126</u>
	=====	=====	=====
At 31 March 2018			

General Fund : Funds are held available for the ordinary purposes of the Charity.

Restricted Funds : Funds have been received for the specific purposes shown in note 12.

12. RESTRICTED FUNDS

Volunteers' Support Fund	2018	2017
	£	£
Balance 1 April 2017	189	189
Raffles at Branch Meetings	-	-
Donations etc.	-	-
Flowers etc to the sick and bereaved	-	-
	<u>189</u>	<u>189</u>
	=====	=====
Balance at 31 March 2018		
Prison Support Fund		
Balance 1 April 2017	2806	2806
Donations	-	-
	<u>2806</u>	<u>2806</u>
	=====	=====
Balance at 31 March 2018		

New Telephone System Fund

Balance at 1 April 2017	-	889
Payments during the Year	-	-
Old Balance written off	-	(889)

Balance at 31 March 2018	<u>0</u>	<u>0</u>
	=====	=====

TOTAL OTHER FUNDS

2995	2995
=====	=====

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2018

13. TRUSTEES' REMUNERATION AND EXPENSES

None of the Charity's Trustees are directly or indirectly remunerated in any way. It is the policy of the Charity to reimburse all expenses properly incurred and claimed by its volunteers in connection with its charitable activities. The Charity's Trustees (those who serve on the Management Committee) are reimbursed expenses in accordance with that policy in common with all other volunteers, and the total amount involved is not considered material.

14. INDEMNITY INSURANCE

The Samaritans has centrally effected professional indemnity insurance to protect employees, trustees, directors and other volunteer members of all Samaritans Branches.

15. RISK MANAGEMENT

In accordance with the Statement of Recommended Practice 2000, the Trustees recognise the risks to which a charity may be exposed. The Trustees have carried out a review of such risks in order to identify risks that may be applicable to The Samaritans of Swansea, and to initiate systems in order to mitigate those risks.

16. RESERVES POLICY

The Trustees consider it prudent to carry reserves, in keeping with the Charity Commissions Guidelines, amounting to between twelve and eighteen months of total running costs. For the current year this would amount to £74,897 (2017 - £86,304). Unrestricted reserves as at 31 March 2018 amount to £331,135 (2017 - £359,455). This is inclusive of all fixed assets, which the Trustees acknowledge is greater than required under the guidelines but in keeping with the formal Reserves Policy of the branch. Excluding the property the Charity's Reserves currently stand at 35 months (2017 – 39 months). The Trustees are committed to ensure that the maximum benefit accrues to the charity and its beneficiaries from the current level of reserves and that income streams are reviewed regularly.