



Southampton

**SAMARITANS**

Annual Report  
2006

# Samaritans

## Serving Southampton and its environs

### SOUTHAMPTON & DISTRICT SAMARITANS

Registered Charity No 249298

11 College Place

London Road, Southampton SO15 2FE

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E-mail: [jo@samaritans.org](mailto:jo@samaritans.org)

Available 24/7

OPEN TO VISITORS DAILY 8am to 10pm

Administration Answerphone 023 80232309

Admin E-mail : [Samaritans\\_soton@btinternet.com](mailto:Samaritans_soton@btinternet.com)

### Our catchment area



### Where to find us



### Patrons

The Mayor of Southampton Councillor John Slade  
 MP for Eastleigh Chris Huhne  
 MP for Romsey Sandra Gidley  
 MP for Southampton Itchen John Denham  
 MP for Southampton Test Alan Whitehead

### Officials

Director Sue Roberts  
 Deputy Directors Annie White  
 Brenda Lawrence  
 Elaine Flower  
 Mike Rigby  
 Mike Rowles  
 Geoff Smith  
 Chairman of Management Elisabeth Reynolds  
 Vice Chairman Clive Mitcheison  
 Treasurer Maureen Baker  
 Secretary

### Other Committee Members

Annie Barrett  
 Tom Daniels  
 Dale Lane  
 Terry Peterson

### Trustees

Maureen Baker  
 Annie Barrett  
 Tom Daniels  
 Dale Lane  
 Clive Mitcheison  
 Terry Peterson  
 Elisabeth Reynolds  
 Mike Rigby  
 Sue Roberts  
 Geoff Smith

### Auditors

Messrs Dawkins Lewis and Soar

# Director's report

## A busy year



2005/06 has been another busy year for Southampton Samaritans, with over 24,000 contacts. Most contacts are by telephone, an increasing number come

via e-mail and we've welcomed around 850 face-to-face callers to the centre.

Our Branch has been able to play a major part in achieving The Samaritan Mission Statement, which is to be available 24 hours a day to provide confidential, emotional support for people who are experiencing feelings of distress or despair, including those feelings that might lead to suicide.

The Samaritans Organisation has undergone significant changes this year. A new Trustee Board and Council of Samaritans will ensure that we function as an efficient, professional 21st century organisation while continuing to provide an effective, caring, listening service to our Callers.

Our greatest resource is our highly trained and committed team of volunteers. Due to the dedicated efforts of our skilled Training Team our current register of volunteers stands around 130, which is a tremendous achievement. A debt of gratitude is owed to the Training and Recruitment Teams, as this is an increase in numbers in our Branch whereas nationally numbers appear to be declining. Recruitment and Selection has been rigorous to ensure volunteers are aware of the challenges and the commitment involved.

We operate using the national Samaritans telephone number and a local number. Thanks to the new Caller Distribution system installed nationally at the end of November 2005, Samaritans has a very low telephone engaged rate, on average down to 4%, sometimes as low as 1%;

previously this the rate was around 25%. Sadly, for a variety of reasons, our Branch was unable to maintain 24/7 service during August this year and the branch closed on Sunday and Monday nights. However we were very pleased to reinstate full 24/7 service as of September 1st.

The public may not be aware that there is almost no government funding for Samaritans, each branch needs to ensure it raises sufficient funds to maintain the service it offers. Due to a serious shortfall in funds this year in our Branch, we have undertaken a very successful Profile Awareness and Fundraising Campaign. This has achieved three aims, it has raised the funds needed, attracted more volunteers to our door, and raised the awareness of what we offer Callers who might need us. It has been very hard work for many volunteers in the Branch, but very rewarding as it achieved our aims. We have also been fortunate in gaining the support and patronage of the Mayor of Southampton, four of our local MPs, and many local and national businesses and many individuals; we would like to give grateful thanks to them all.

The Branch continues on a limited scale to give talks on what we offer and how to access these services, we hope to increase this in 2007, and the Branch continues to support Haslar Immigration Removal Centre on a fairly regular basis.

Lastly, I would like to pay particular tribute to my Deputies who have worked tirelessly in their various areas of concern, all their Teams, The Management Committee and all the Volunteers who have undertaken extra roles while continuing to fulfil their Listening commitment. Thank you everyone for all the dedication and support you have given me and our Branch.

Sue Director

# Caller care

## Providing the best care for our callers



**In this, my first year with responsibility for Caller Care, I have constantly been aware of the high quality of the volunteers who deliver our service. We have again been fortunate to recruit new volunteers of a very high standard.**

We hope our increasing numbers will ensure we are able to maintain our status as one of the diminishing number of Branches able to offer support every day of the year. We have had occasions when, unfortunately, we have been unable to open every night, but we hope, with new volunteers becoming fully trained, that will be avoided in the future.

Throughout the nationwide Samaritan network we maintain good links between Branches and Regions. This ensures that those in need of our support receive a consistent standard of care. It is important that our practices are seen by Callers as fair, honest and non-judgmental. We do not offer solutions or advice but we hope that by listening, and exploring Callers' feelings, we may help them to see their options more clearly. Sadly there are Callers who abuse our service, either by verbal

abuse, or by behaving in a threatening, or violent manner. Again we aim for fairness and honesty in telling such Callers we cannot help them.

Support continues to be given to the detainees at Haslar Immigration Removal Centre. We also receive calls from prisons, mainly at night when mobile phones are made available for inmates to call us. During the day they have the use of dedicated phones.

Contact by e mail to our Branch is increasing. This is particularly, but not exclusively, chosen by the young and by those who have difficulty in visiting a Branch, or lack the privacy to call by phone. Texting is also beginning to be offered as a means of accessing our service, but, as yet is not happening in all Branches.

We are exploring ways of forming links with our local Mental Health services. Since many of our Callers have mental health problems we feel the need for better understanding. We already have a fax link, actioned by the Doctor, for any hospital patient who requests a call from us.

I must thank Sue, our Director, and the other Deputy Directors for their consistent kind support whenever I, my fellow volunteers, or our Callers have needed it. It would also be very remiss of me not to thank my own Caller Care support team, who help me throughout the year, as well as fitting in their own duties.

**Annie** Deputy Director Caller Care

# Publicity and beyond

## Publicity, recruitment and training

### Publicity

**By the end of 2005 there was a clear need to raise the Branch profile and our publicity this year has been largely geared to this.**

Useful headlines and reports in the Southern Evening Echo in February described our poor financial state and helped to put our branch on the map. Since then articles have been printed in other local magazines.

Other publicity showed Mike 1759 ready to run in the London Marathon to raise funds for the Branch and Robert Gibbs (Gibbs Home Electronics) generously donating £2000.

In July many volunteers and friends manned local rail stations, thanks to South West Trains, to raise funds and place our name before the travelling public.

Steve has worked effectively to have emergency phones and new signage on the Itchen Bridge. In addition to this he has worked with other local branches to improve Samaritans signage in New Forest car parks.

Publicity, our life-blood, supported by a small number of volunteers has worked well for us so far this year!

### Recruitment

**Branch publicity and a raised local profile have brought forth 167 enquiries for membership up to 1/08/06. 46 attended one of a number of Information Events. Of these 31 have been interviewed and nearly all of those went on to be trained as Listening Volunteers.**

We have also been fortunate in training a small number of non-Listening Volunteers.

A further group was interviewed in September and an additional Information Event has been planned for October.

Sally 1764 and Mike 374 have attended a Selection Day with Bournemouth Samaritans and are considering ways of enhancing recruitment for the future.

Many thanks are due to Sally and Derek 1725 and to a loyal interviewing team of volunteers.



### Training

**Another busy year for the training team. In excess of 40 new volunteers have successfully completed initial training and been welcomed into the centre.**

In addition returning volunteers have joined sessions throughout the year on their fast track route back into the centre.

My thanks must go of course to all of the training team for their hard work and invaluable support. Thanks also to everyone who has helped with role plays and mentoring - we could not do it without you!

**Mike** Deputy Director Publicity, Recruitment and Training

# Management

## Chairman's report

For Southampton Samaritans 2006 has been a very challenging year. After many years of financial security derived from a steady income being received from our shop, we entered 2006 with the knowledge that, with limited enterprise resources and low cash reserves, the branch stability would soon be endangered unless action was taken to change the situation.



Security and stability are key elements in the smooth operation of any Samaritan branch and it has been the priority of this branch committee to stabilise our foundations and create an effective organisational strategy which would enable the service to respond to the challenges of a 24/7 branch.

The committee have been fully aware of the issues involved in maintaining the fabric and the security of our building. This has been a major undertaking and I particularly thank Tom 1620 for the many hours of investigation, analysis and practical maintenance that have been spent in bringing projects to fruition. Security concerns still exist and the committee will remain vigilant with regard to the practicalities of a main street location.

Publicity, both direct and indirect, has lifted the branch profile during the past year and this newly

found status has prompted a keenness on the part of others, from both outside and within the service, to respond. This has been a year of giving. To us all time is so precious and yet it has been given in abundance. Daily challenges have been met with offers of finance, skill, support and Samaritan friends have provided funds and offers of help. Throughout the year many people have worked tirelessly for the good of our branch. Many reports have been written, many phone calls made and countless e-mails forwarded.

This working togetherness has particularly shown itself when we have been faced with the ever important issue of fundraising. It is vital that our fundraising efforts are maintained as they have been this last year; from tin shakes to golf tournaments to marathons, the sponsorship and support has been incredible. Our thanks go to Annie 1674 for so much hard work throughout the year. The future must also be one of reaching out to the wider community to encourage their support for a service so beneficial to all.

We are indebted to Clive our treasurer for bringing many of these strands together. His report highlights how far we have come, and also shows the journey ahead.

My thanks go to Sue and Clive for their continued support and to all members of the branch committee for their time and commitment in seeing through difficult decisions in the most challenging of times.

The branch committee are resolute in their commitment to maintain the momentum of this past year and we look forward to 2007 with optimism and enthusiasm.

**Geoff** Chairman of Management Committee

# Fundraising

## Excellent effort brings rewarding results

**Fundraising efforts were stepped up this year to an initially daunting target level, as the branch found itself with funds dwindling rapidly and no real plans in place to provide the necessary funds needed to maintain the Branch and the service.**

After much discussion with Volunteers and outside interested parties wanting to help us, it was felt that a Profile Raising Awareness Campaign could help us in 3 ways. Firstly by raising funds to assist in solving our serious funding shortfall, secondly by attracting volunteers to the Branch and thirdly telling the public what we do and where we are. The Campaign started with the Southern Evening Echo coming to the Branch and interviewing Mike who is deputy for Publicity. After much explanation of our plight and the journalist's insistence, we (Director, Sue was also present) stated the worst case scenario, we received some sensationalised press indicating that we were about to close. This did cause some concern from our volunteers and General Office BUT it made the public well aware of our serious problem. From then onwards the Public have been very supportive and coupled with the efforts of the enlarging Fundraising Team, a dedicated and relentless campaign has continued.

The net results of this campaign has been overwhelming, the support we have received in letters of encouragement and donations large and small from Individuals, Organisations and Business has been tremendous. By September 2006 we felt much more secure for the immediate future, we still have to secure our long term future.

We have undertaken Store Tin Shakes, a Volunteer ran the London Marathon for us, another volunteer and her family organised an Orchestral Concert by a visiting USA Youth Orchestra, The Rotary Magna, Southampton donated the proceeds from a Pro Am Golf Tournament on our behalf. SW Trains allowed

a three station collection at Southampton Central, Parkway and Eastleigh stations to mark 24/7 National Samaritan Day. A 12 hour Samaritans Show of Music and Words was held at Chandlers Ford Methodist Church. Another volunteer organised a car boot sale and we received donations from Trusts, and Grants from local authorities.

Sincere thanks go to Sir Chris Ball from Oxford Samaritans, Simon Spurrier from Salisbury Samaritans, Sarah 1775, Alan 1765, Rhiannon 1772, Clive 1789, Derek 1784, Maureen 1027, Steve 1297, Becky 1750, Robin 1792, Dale 1742, Ex Sue 1231, Peter and every one else who has supported the Fundraising efforts, you know who you are.

We would also like to mention The Mayor of Southampton, Sandra Gidley MP, John Denham MP, Chris Huhne and Dr Alan Whitehead MP for all their support and patronage.

We are at present planning our 2006/07 Fundraising programme, any offers of help and support are always very greatly appreciated.

**Sue, Geoff and Annie**  
Fundraising Team





# Treasurer's report

## Overview

**We started Financial Year 2005 / 2006 in a precarious position with very limited cash funds and with various debts outstanding.**

At the beginning of the year we set out to achieve financial stability and to put in place a long term plan so that we could pay off our loan on the premises ideally within 10 years. We also wished to ensure we maximised income and looked very carefully at our costs particularly as our main source of income in previous years the Charity Shop was due to close in December 2005 due to increased rent, declining takings and increasing other costs. We also put in place a strict budgetary control system to enable us to focus on all aspects of our finances without scrimping on looking after the fabric of our premises in College Place. My sincere thanks go to Tom Daniels who has worked tirelessly to ensure the building has been kept up to a high standard of repair.

These measures worked extremely well with our finances now in a much stronger position. Although the accounts are unaudited at present our income was nearly £85,000 with expenditure at nearly £42,000 giving us a surplus of £43,000 of which £27,000 was used to reduce our loan some £17,000 more than in our 10 year plan.

We are extremely grateful to all of our supporters, as every donation helps us to provide vital services to those in emotional distress. Our supporters not only include business and private donations but also those numerous organisations that gave us their services free of charge. The prison service also reimbursed our expenses for providing a listening service at the Haslar Immigration Removal Centre. Later in this Annual Report we have listed all of our supporters to show our gratitude. We are also very grateful to Itchen College who rent from us the front half of our

building for agreeing to pay us by Direct Debit as this has assisted our cash flow position.

We are now in a much healthier position with everything under control, we have proper plans and budgets going forward particularly in respect to fundraising to give us all the comfort factor of being able to continue to provide what we believe to be a very worthwhile service to the residents of our community.

Finally can I thank all of the volunteers, donors and supporters who have helped this year from a financial perspective.

**Clive** Treasurer

# Financial activities

## Statement of Financial Activities: year ended 30.9.06

	2005 £	2006 £
<b>Incoming Resources</b>		
Donations	23,744	47,722
Activities for Generating Funds	52,541	14,409
Interest	10	433
Other Incoming Resources	12,000	15,614
<b>Total Incoming Resources</b>	<b>88,295</b>	<b>78,178</b>
<b>Expenditure</b>		
Cost of Generating Funds	38,068	12,037
Charitable Expenditure	23,563	22,521
Management and Administration	5,015	4,371
<b>Total Expenditure</b>	<b>66,646</b>	<b>38,929</b>
<b>Net Incoming Resources</b>	<b>21,649</b>	<b>39,249</b>

# Balance sheet

## Balance sheet: as of 30.9.06

Fixed Assets	519,688	519,688
Current Assets / Liabilities	8,304	18,102
Creditors	(91,749)	(62,298)
<b>Total Net Assets</b>	<b>436,243</b>	<b>475,492</b>
<b>Represented by</b>		
General Reserves	436,243	475,492

# SAPS

## Suicide Awareness Project Southampton

From April 1997 until 2004 this project was funded by Southampton & South West Hants Health Authority (SSWHHA) and Southampton Samaritans. Funding ceased from SSWHHA in 2004 and Southampton Samaritans funding ceased in January 2006 as they too have had a funding shortfall this year to run their service.

However the project is continuing on a voluntary basis with the main responsibility taken by Roy, and at this present time three further volunteers have joined the team.

The aim of SAPS is to raise awareness of the issues that surround depression and suicide amongst youth (and those that care for them) and other vulnerable groups in Southampton and The New Forest.

The Team have talked to various Organisations, Schools and Haslar Immigration Removal Centre

about suicide issues and the importance of good emotional health. We have several all day series of sessions pending in two schools, and we are planning some sessions with a school where the pupils have learning difficulties. We are exploring running a SAPS CONFERENCE next summer.

We are exploring further funding as our ability to function as we would like to, is limited due to lack of funds. If anyone can help with funding of this very worthwhile and valuable project please ring me on 023 80232309.

SAPS are happy to discuss the possibility of designing a workshop or talk for individual client groups.

For further information call us on 023 80232309

Roy SAPS Leader

# Haslar

## Supporting men at Haslar Immigration Removal Centre

Haslar is an Immigration Removal Centre run under detention centre rules on behalf of the Immigration Service, while it isn't a prison as such, it can feel like one to the detainees

I have seen changes at Haslar during the years that I've been visiting there, some very welcome - previously many of the detainees would have been held for about three years, but over time that has reduced to an average of around six months

They have many ways to spend their time now including learning art and computer skills, English

and hygiene in food preparation as well as being able to make use of the library and gymnasium. Some of the men get very down because they are in "prison." The fact that they have trained prison officers there, bars at the windows and they are locked in their dormitories at 8.30pm lowers the moral of the men, especially during the first few days of their detention.

Visiting Haslar is very worthwhile and the men detained there do need our support.

Beryl Haslar visitor

# Gallery

## Some of our events and generous supporters...



# A big thank you

to all of those that have made donations and given their support to us...

Becky Carter  
Bitterne Police Station  
Bishopstoke Parish Council  
Bob Cantwell  
Brambridge Garden Centre  
Carswell Gould - Public Relations  
Chandlers Ford Methodist Church  
Charlotte Jackson Trust  
Coffin Mew and Clover  
Colourspeed Printers  
Curdridge Parish Council  
Delta Blades Services Ltd  
Eastleigh Borough Council  
Eastleigh Lions Club  
Eclipse Cleaning Services  
Esso Petroleum Company  
Exxon Mobil Chemicals Ltd  
Fair Oak and Horton Heath Parish Council  
Fawley Parish Council  
Ford of Britain Trust  
Gibbs Electronics - Shirley  
Gifford - Southampton  
HSBC  
IBM Hursley  
Itchen Bridge Authority  
Itchen College  
Jill 880 - Donators for her 70th Birthday - Instead of Presents  
John Lewis Partnership  
Jurys Inn - Southampton  
Lawther Foundation  
Lordshill Road Runners  
Mantra Systems  
Marchwood Parish Council  
Marsh McClennon  
Mike Curtis - Marathon Runner  
Morgan Simmons Associates  
Morrisons - Portswood

Mr A Cookson  
Mr D A Smith  
Mrs P Taylor  
New Forest Rotary Club  
Norwich Union Health Care  
Paul Campbell  
P Barber - Mill Charity Trust  
RETA Hants Ltd  
Rownhams Service Station  
Ruff Laing Foudation  
Sainsburys - Shirley  
Salisbury Green Reform Church  
Simon Spurrier - Salisbury Samaritans  
Sir Christopher Ball - Oxford Samaritans  
Snows Business Forms - Mr Graham Cutts  
Solent Lions Club  
Southampton Beer Festival  
Southampton City Primary Care Trust  
Southampton Fellowship Church  
Southampton Magna Rotary Club  
Southampton Rotary Club  
Southampton Voluntary Services  
Southern Daily Echo  
South West Trains  
St Edmunds Catholic Church  
Stetson Chamber Orchestra (USA)  
Terry & Valerie Horn  
Test Valley Borough Council  
Upstairs Creative Company  
Vespasian Lodge Ladies Evening  
Wade Foundation  
Warner Goodman & Streat  
Whiteparish Parish Council

Thanks also to many other individuals too numerous to mention by name





# Become a volunteer

## Could you listen to our callers?

**Could you listen to a caller's story and understand how they feel? Would you recognise how dreadful life is for them right now without making judgments about how they got there? Can you just listen when others might start making assumptions and offering advice?**

If you think you can, you may have the potential to become a great Samaritans volunteer.

The Samaritans branch in Southampton is a busy one, with more than 24,000 calls a year. And, because we're that busy we are always on the look out for new volunteers who will help to ensure that our callers get the support they need, 24 hours a day, 365 days a year.

Not all caller contact is made by phone, we also offer our service face-to-face to callers that visit the branch and we support people via e-mail.

Samaritans offer confidential, non-judgmental, emotional support to anyone in distress or despair. Through active listening we give them time and space, not advice. We keep an open mind and offer callers the opportunity to explore their feelings, including feelings of self-harm and suicide.

Being a Samaritan can be very rewarding, but it isn't always easy, which is why we provide full initial, and on-going, training to all volunteers, as well as ensuring that a solid volunteer support network is in place. Samaritans are a team and we're never alone or lacking support.

Being a Samaritan involves commitment. Samaritan volunteers make a commitment to offer their time on a regular basis. In Southampton, volunteers schedule their own weekly shifts in a flexible way, but all commit to do at least one

three or four hour shift, or a night shift, each week (with a minimum of eight night shifts per year) and attend all training sessions.

If you think you could help us we'd love to hear from you.

**Call us on 023 8023 2309** or write to...

### Volunteer Recruitment

Samaritans, 11 College Place, London Road, Southampton SO15 2FE

### Not sure?

If you want to help, but don't think you could be a listening volunteer, we'd still like to hear from you. We always need the help and assistance of volunteers who can work on fund raising and other projects that make it possible for us to be here for our callers.

# Make a donation

## And make a real difference

**A lot of us have friends or family that we can turn to. Many of us can sort out life's up and downs on our own. But, not everyone is so lucky. Many people have no one to turn to.**

That's where we come in. Samaritans offer confidential, non-judgmental, emotional support to anyone in distress or despair. Through active listening we give them time and space, not advice. We keep an open mind and offer callers the opportunity to explore their feelings, including feelings of self-harm and suicide.

Samaritans are all unpaid volunteers, but the costs of keeping our branch open and providing a year round 24/7 service, are considerable. We need around £40,000 a year, all of which comes from fund raising and donations.

We hope that you might feel able to help us maintain our service.

### You can help us in many ways...

A donation always helps a lot and a regular donation by standing order is a tremendous help. But, you can help in other ways, perhaps by running a sponsored event or helping our fund raising team as a volunteer. Whatever you do will help us to help those in need of support at a time of emotional distress or despair.

### Gift Aid

If you pay tax you can increase the value of your donation at no cost to you. Tick the declaration on the form to the right and we will claim an extra 28p for every pound you've donated, from the Inland Revenue.

**DONATION** I enclose a cheque, made payable to "Southampton & District Samaritan Branch" for the sum of £.....

**REGULAR DONATION** I would like to make a regular donation and have completed the standing order form below.

**FUND RAISING** I would like to help you raise funds, please contact me.

Name.....  
Address.....  
.....  
..... Post code.....  
Telephone.....

### STANDING ORDER MANDATE

#### To the manager

Bank name.....  
Bank address.....  
.....  
..... Post code.....

### Please pay

£..... per month quarter year (please ring)  
To "Samaritans - Deed Deposit Account"  
Lloyds TSB. Sort code: 30 97 80 Acc No: 07231404  
Starting on.....

### To be paid from

Name of account.....  
Account number.....  
Sort code.....  
Signature(s).....  
Date.....

**I pay tax and wish my donation to be gift aided**   
(please tick if applicable)

**Please complete this form and send it in an envelope, with your donation (if applicable) to Fund Raising, Samaritans, 11 College Place, London Road, Southampton SO15 2FE.**





*"I'm scared and confused"*



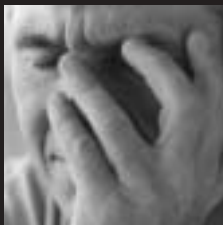
*"I'm lost without her"*



*"I don't know how to tell my mum"*



*"I don't want to be here"*



*"They all rely on me"*

## *There is someone to talk to...*

It can be very difficult to talk about our feelings. It's often easier to keep them bottled-up. But if you're feeling low, in a state of emotional distress or despair, or feeling suicidal, talking can make a real difference.

When you contact us you can talk in complete confidence, we don't even need to know your name. You can talk to us about anything that is troubling you. We won't judge you, or tell you what to do, we'll simply listen - and we'll be with you for as long as you need.

We're here for you 24 hours a day, 365 days a year.

### **CALL US ANY TIME - DAY OR NIGHT**

Use either of the numbers below - you will get straight through to a Samaritan.

### **CALL IN TO SEE US BETWEEN 8AM AND 10PM**

You are welcome to visit us at the Southampton branch and talk to a Samaritan face-to-face.

We're open for visits between 8am and 10pm every day of the year. You'll find us at **11 College Place, Southampton.**

### **E-MAIL US**

You can e-mail us at [jo@samaritans.org](mailto:jo@samaritans.org)

## *Call us at anytime*

**023 8063 2888**  
**08457 90 90 90**