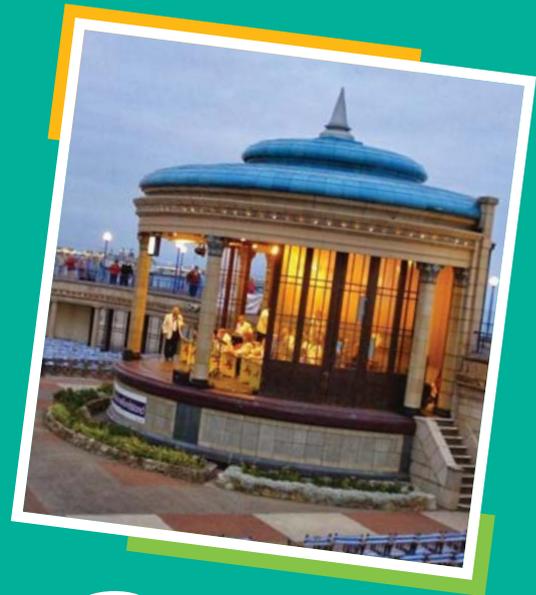




# SAMARITANS

## EASTBOURNE & DISTRICT



# 2018-19 Annual Review

Registered Charity No 1170508





# Hello



Thank you for taking an interest in Eastbourne and District Samaritans and the work we have been doing over the last year.

Our branch, situated in Bolton Road, is affiliated to the Samaritans national charity which is a unique organisation dedicated to reducing the feelings of isolation and disconnection that can lead to suicide. Samaritans provide a 24 hour service, every day of the year, to make sure there is always someone there for anyone who needs someone to talk to. As one of the 201 branches, we contribute to supporting people all over the country and locally here in Eastbourne. By providing people with a confidential, non-judgemental space to talk, we know that we are able to reduce painful feelings and provide hope and support where this is needed.

Every life lost to suicide is a tragedy and Samaritans vision is that fewer people die by suicide.

Over the following pages you will also find details of the other work we have engaged in, reaching out to people in our local community to raise awareness of what we can offer and to raise funds which pay the costs of our work.

So, please read on, and if you would like to make a donation, become a volunteer, select us as your business charity, leave a legacy in your will, or just want to find out more, our contact details are on the back page. We'd love to hear from you.



**Gill Mills**  
Branch Director.

**SAMARITANS**  
EASTBOURNE & DISTRICT





# Our FIVE values

## 1 LISTENING

Exploring feelings alleviates distress and helps people reach a better understanding of their situation and the options open to them.

"I feel so empowered after talking to you... thank you..."

## 2 CONFIDENTIALITY

If people feel safe, they are more likely to talk about their feelings.

"Thank you for making me laugh..."

## 3 NON-JUDGEMENTAL

We want people to be able to talk to us without fear of prejudice or rejection. People making their own decisions wherever possible.

"It's been really great speaking to you - I feel more positive that it's all going to be ok..."

## 4 PEOPLE MAKING THEIR OWN DECISIONS

We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.

"You have been a God send to me this evening - more than you will ever know..."

## 5 HUMAN CONTACT

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.



# On Becoming a Listening Samaritan...



**It's a big step, deciding to become a volunteer with The Samaritans. But why do people volunteer, and how do you become a fully-fledged, "listening" volunteer?**

In January 2019, a group of complete strangers meet for the first time - new trainees embarking on their Samaritans training journey together.

One member of this group, Davina, describes her journey: "Working in an independent school and thinking of volunteering in some capacity (perhaps as a school governor?), I noticed a Samaritans recruitment poster. So I signed up to find out more"

"Within minutes of entering the building I knew this was what I wanted to do. The people I met, how the training and the service was described, all really appealed to me. Although I knew on some level this was more than simply volunteering my time, I had no idea back then just how I would feel about it".

The training, delivered in a lively, practical way, took place over six months. Davina says, "The induction day and training introduced a variety of new things and ways of thinking. Attending twice a week was really helpful in that it kept it real for me and helped build my confidence into thinking, 'I can do this'".

Between two phases of training is a time for putting skills into practice in the Duty Room, with an assigned mentor.

"Moving on to the mentored sessions was so much better than I thought. Always worrying that I'd do it wrong, the encouragement and support from my mentee and other listeners made every moment a complete joy," continues Davina.

This group consists of a diverse group of people of all ages and backgrounds - from a young Student Nurse to a retired Head Teacher and everything in between and from all walks of life.

Another member says, "I thoroughly enjoyed being part of a new team, going through the training together...lots of humour, a real sense of camaraderie and tremendous mutual support from everyone".

"It is a complete privilege to be "there" at times of real need when people reach out, sharing their thoughts, dilemmas, fears and even sometimes their hopes and dreams. Davina adds, "I absolutely love the fact that for a few hours, I get to be totally present with someone, listening to them, not 'fixing', but genuinely being there - just for them".

She summarises: "Without a doubt, this has been one of the most delightful, meaningful and fulfilling things I have ever done, at the same time, completely blasting my very comfortable comfort zone!"

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**If you are interested in becoming a Listening Samaritan, go to:**  
[volunteer.samaritans.org/volunteer/other-support](https://volunteer.samaritans.org/volunteer/other-support)



If you are interested in becoming a Support Volunteer, go to:  
[volunteer.samaritans.org/volunteer/other-support](https://volunteer.samaritans.org/volunteer/other-support)

# What's it like to be a Support Volunteer?

I became a Support Volunteer about 9 months ago. The local branch was asking for volunteers. I didn't want to be a Listener, but was happy to help out with other things. I do photocopying, ordering and any other office tasks that are required. I feel that I am doing something useful, and I also get to meet many of the other Samaritans.

Samaritans is entirely funded by donations. Support Volunteers play a vital role in raising funds and keeping our Branch running efficiently.

Samaritans is a very welcoming and friendly organisation. As well as fundraising, we hold regular the coffee mornings throughout the year, and organise country walks in the fine weather.

**Helen** - Support Volunteer



# Call info

Every life lost to suicide is a tragedy and Samaritans vision is that fewer people die by suicide. In Eastbourne alone, our 100+ volunteers have had a busy year. In shifts lasting two or four hours, we have:

- Spoken with 18,046 callers on the telephone, lasting 5,076 hours
- Sent 2,596 emails and 1,952 SMS messages to people needing our help in the UK and abroad
- Spent time listening to 638 people who visited the branch in person. (approx. figures)

## Our callers

Calls to Samaritans are confidential; phone numbers and email addresses are encrypted, and we don't know who callers are unless they choose to tell us, but we record some anonymous data to help us to improve our service.

*“ Suicidal feelings were expressed during 1 in 4 calls for help that involved emotional support ”*

*“ We reached more than half a million people through our work in local communities ”*

*“ Samaritans volunteers responded to 675,757 calls for help by SMS – 17% more than in the previous year - as well as 332,411 calls for help by email, an increase of 15% ”*

*“ In 2018, 85% of calls for help that involved emotional support were from adults, 4% from children under the age of 18, in 11% of calls the caller's age was unknown ”*

*“ We supported more people who were struggling to cope, including over 300,000 unique callers in the UK by phone (3% more than in 2017), over 77,000 unique email callers (6% more) and over 33,500 unique SMS callers (almost a fifth more than 2017) ”*

*“ Each month, around half the people who call Samaritans for help are first time callers ”*

# Samaritans and the Prison Listener Scheme

## What is the Listener Scheme?

The Listener scheme is a peer support service which aims to reduce the incidence of suicide and self-harm in UK prisons. The scheme has been in place for over 25 years and operates in most prisons throughout the country.



## Why are Samaritans involved?

Suicide among UK prisoners is 15 times more common than in the community. In the 12 months to March 2019, there were 317 deaths in prison custody. Of these, 87 deaths were self-inflicted. Self-harm reached a record high of 55,598 incidents in 2018.

## How does it work locally?

Volunteers from Eastbourne, Brighton and Horsham Samaritans train prisoners in HMP Lewes to become Listeners. Once trained, the Listeners are called upon by other prisoners who are in distress and at risk of suicide or self-harm. The training we provide is closely based on that for new Samaritans, but is adapted to be relevant to a prison environment.

## What's it like to volunteer in a prison?

“I was immediately struck by the commitment to their work and the respect that the Listeners have for each other. They show real skills in very difficult and stressful circumstances. The training is challenging but it can radically change their outlook – and make a real contribution to their rehabilitation.”

**Samaritans Prison Team Volunteer**

For more on the Listener scheme:

[www.samaritans.org/how-we-can-help/prisons/listener-scheme](http://www.samaritans.org/how-we-can-help/prisons/listener-scheme)



# The Samaritans Shop in Eastbourne

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Our shop in Grove Road is a very important part of the Samaritans family, not just because it raised over £20,000 in 2018, but also because the staff there provide valuable time to support customers who sometimes need to talk to someone who is prepared to listen.

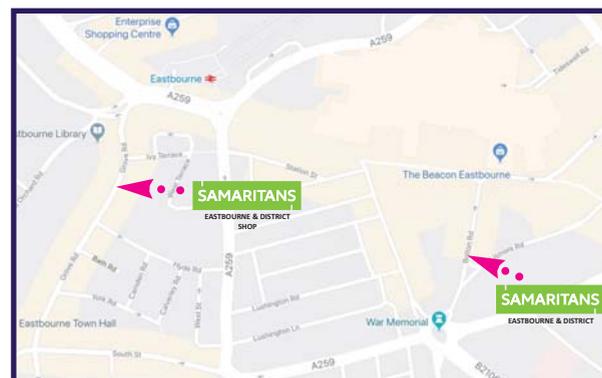
Obviously the staff and volunteers at the Samaritans Shop are vital to the continued smooth running of the branch.

Laura, one of the shop volunteers says: "It was working as a volunteer for the shop that prompted me to train as a listener over 3 years ago.

The work is varied and interesting and we have a great, albeit quite small team, who work hard but also have a lot of fun.

I believe working in the shop is an extension of my role as a listener as a lot of our customers are lonely and come in for a chat, so just smiling and saying hello can be the first human contact that a person has had that day. I've also directed customers to our The Haven if they've needed to talk to someone in confidence.

**If anyone has an extra couple of hours a week to spare, come and join us, there are roles to suit everyone".**





# The Haven & The Rebourne Centre

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## The Haven

We are based at The Haven in Bolton Road which is ideally situated close to Eastbourne town centre, just one minute's walk from The Beacon Centre. The branch is open **365 days** a year, from **10:30am** until **10:30pm**, for callers to visit for face-to-face talk with a Samaritan volunteer if they wish.

We have recently installed disabled access, for the benefit of both volunteers and visitors, which has enhanced the facilities we can offer.

## The Rebourne Centre

Rebourne Centre is a Salvation Army day centre run by Pauline Peagam-Phillips, the Community Development Manager and her trusty assistants. It has helped many people in distress find hope and a way out of their spiralling, chaotic lives. They help clients cover all their essential needs such as showers, laundry, clothes and food. Often they accompany clients to doctor and dentist appointments, visit clients in hospital and provide support with employment and benefit issues.

The day centre is open **Monday to Friday** and offers a non-judgemental, safe space to relax in, away from the insecurities of rough sleeping and vulnerable housing. Many of the clients have addictions and mental health issues and feel very isolated.

Eastbourne and District Samaritans visit **every Wednesday morning** in the hope that our presence provides emotional support and an opportunity for clients to share their feelings with us.

The Rebourne Centre continually strives to ensure that **homelessness and isolation are never CHOICES** but a **SHORT TERM STRUGGLE** that can be overcome with **help and support**.

**Eastbourne and District Samaritans play a valuable role in supporting The Rebourne Centre Community.**

"I have learned to be far more accepting, understanding and less judgemental. I realise how important it is to accept each person for who they are and not what they have done."

"Thank you for making me laugh...."



# Reaching out to our community

We work in close partnership with other local organisations who are concerned with helping those who are struggling to cope with life.

We are actively involved with The Beachy Head Management Group, where local and County Council representatives work with the emergency services with the aim of helping those who visit this area with the intention of ending their life.

Samaritans works in partnership with Network Rail and the wider rail industry to reduce the numbers of suicides on the railways and to support everyone affected by them. Every suicide leaves a lasting effect on family and friends, as well as rail staff, commuters and the wider community. Rail employees have been



trained by Samaritans to engage in suicide prevention and support activities and to highlight to anyone contemplating suicide, that Samaritans are available constantly to help and support. The latest campaign, Real People, Real Stories, is aimed at men who are finding life toughened to encourage more men to seek help by sharing stories from other meant.

Raising awareness of our work and the services we offer is an important and ongoing activity. We are regularly about in our town, taking part in events such as Eastbourne 999 and the Good Life fair, giving talks to local groups, and being present in the Beacon Centre, with enthusiastic support from the Beacon Management Team.



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# Educational Outreach

## SAMARITANS

### EASTBOURNE & DISTRICT

Eastbourne Samaritans have been busy with local schools, colleges and universities, attending Annual events such as Freshers' Day at Brighton and Eastbourne, Hailsham Community College Careers Day, Eastbourne Academy Careers Day and Mental Health Awareness Week events at Brighton University Library.

We have provided interactive emotional health workshops, developed with PSHEE Staff as part of the PSHEE curriculum to years 6 to 12, including annual visits to Year 10 at Heathfield Community College and Year 12 at Seaford Sixth Form College.

We attended Brighton University student conferences and events, including the recent Jonny Benjamin Talk in Eastbourne.

We also provided educational topics and activities for teachers to download and include in their own PSHEE school workshops (Developing Emotional Awareness and Listening)

[www.samaritans.org/how-we-can-help/schools/deal/](http://www.samaritans.org/how-we-can-help/schools/deal/)

Our branch have also been working with Judy Perraton, co-ordinator of East Sussex County Council Mental Health and Emotional Wellbeing (MHEW) project in schools and colleges. Two of our volunteers [Dave & Kevin] are leading a workshop at the Forthcoming Conference at Brighton.

Finally, we've been working closely with Jo Tomlinson and the Brighton University Student Services team in several other areas of student welfare

**For more information contact:**

[education.outreach@eastbournesamaritans.org](mailto:education.outreach@eastbournesamaritans.org)

mobile: 07711161



## Turning Blue Monday into Brew Monday

On Monday the 21st January our volunteers went to Eastbourne train station to offer residents and commuters a brew on us and a chance to talk. On what is typically the most depressing day of the year our volunteers took time out of their day to stand on a rather chilly platform and let people know that no matter what they may be going through, Samaritans are here for you.

A cup of tea can't solve everything but getting together and taking time out of our busy days to talk about how we're feeling can really help improve our emotional health and wellbeing. We handed out 100's of tea bags and it was great to be out in the community. We'd like to say a huge thank you to Network Rail for their support in this event and to all our volunteers who helped on the day.



# SAMARITANS

EASTBOURNE & DISTRICT

# Fundraising

Eastbourne Samaritans branch is totally reliant on fundraising to support our work. Our grateful thanks go to all our volunteers who give up their valuable spare time so enthusiastically, and also to the kind people of Eastbourne, to come along to support our events, fundraise on our behalf, make donations, big and small, and put money into our collecting tins - we sincerely thank you one and all.

One of our main fundraising events takes place at the Bluebell Wood near Arlington. The owners very kindly allow a different charity to run their cafe each day. The charities get to keep the money that they make in the cafe, together with a portion of the entrance fee. It's a great way to raise funds and to meet other Samaritans.

Bluebell Walk near Arlington





Merchants garden open day



Tom and Sam at the start of their sponsored Mongol rally



Collection at the Sarah Milligan show in Brighton



The East Sussex National Spinathon team



Acapella group singing at Wilmington church



**SAMARITANS**

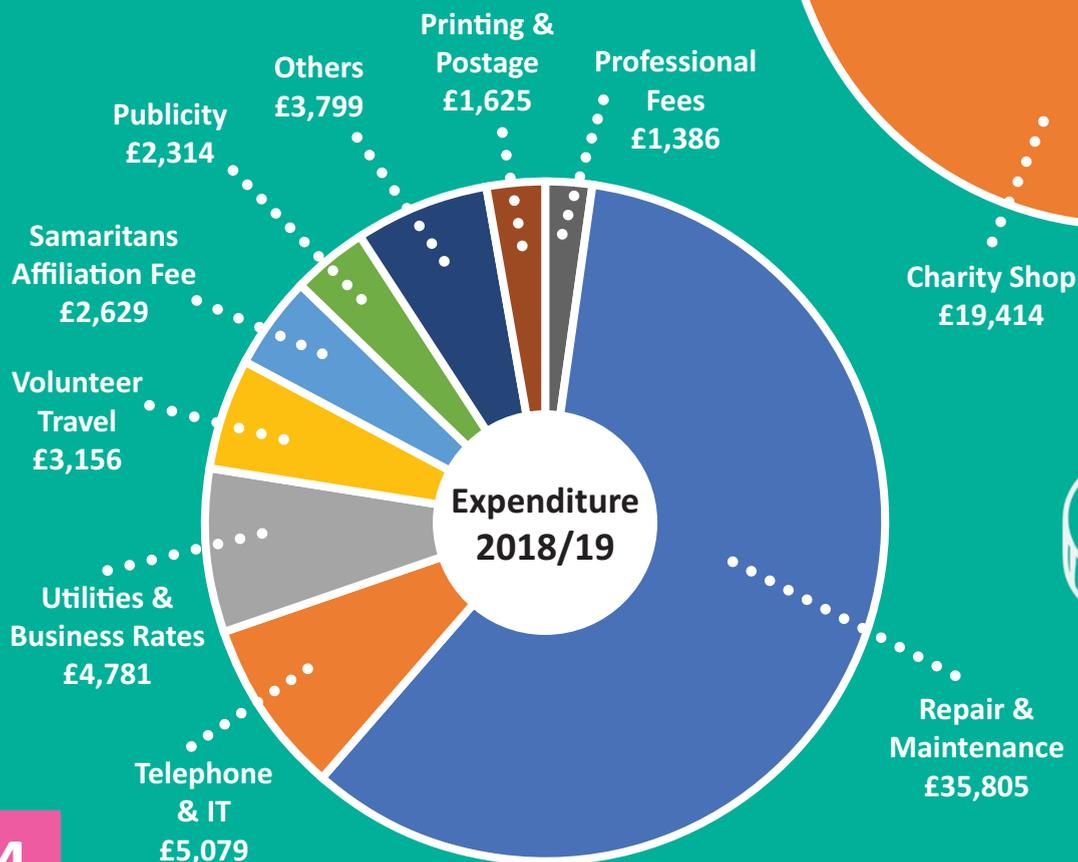
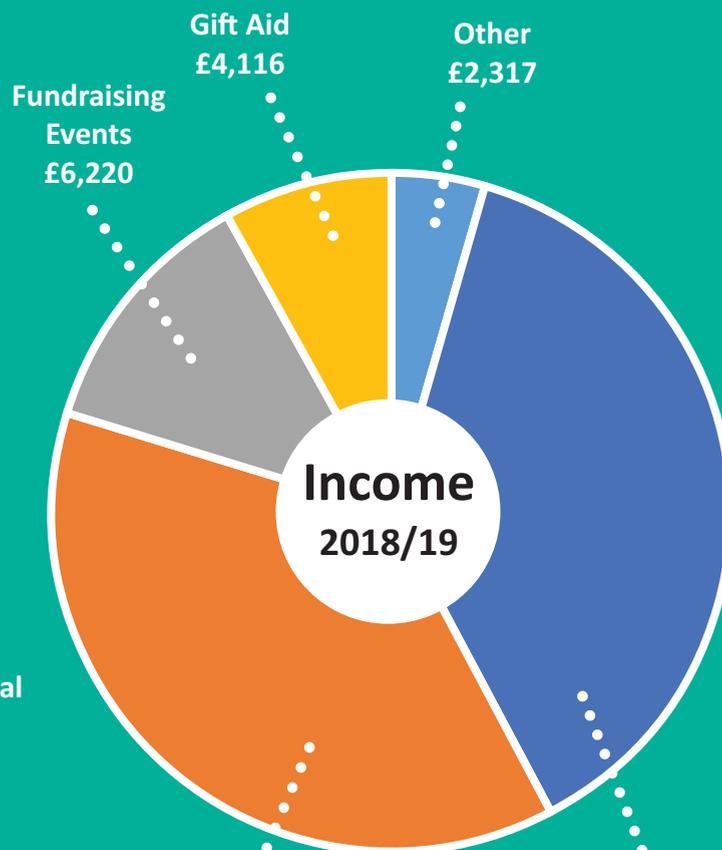
**EASTBOURNE & DISTRICT**



# Finances

Our branch receives no grants of any kind, so we are totally reliant on money raised by our shop in Grove Road, fundraising efforts, donations and legacies to provide the service to all our callers.

Last year, we had to spend c£28,000 on essential repairs and maintenance work at the shop and our thanks go to the staff, directors and volunteers for all their hard work and efforts through what has been a difficult year, given the disruption of these repair works, coupled with the disruption to the town centre caused by the construction of The Beacon Shopping Centre.



**SAMARITANS**

EASTBOURNE & DISTRICT

# COULD YOU Volunteer with us?

*Learn new skills, meet new people, be there for others*

## Why we want you:

Samaritans volunteers have been listening to those who need to talk since 1953. People can get in touch by phone, email, letter and text, or by visiting us in the branch. We also reach out to the community by working with schools, colleges and universities, prisons, hospitals and major music festivals.

There are many way to get involved as a Samaritan volunteer. Our 201 branches are all managed by volunteers. So if you wish to be a listening volunteer, fundraise, manage branch accounts or help with publicity, there could be a place at Samaritans for you.

Visit our website or contact us via the details on the back page to find out more about Samaritan volunteer roles. You can get in touch with us at the Eastbourne branch to find out what roles we have available, or contact Samaritans.

## Who we are, what we do:

Anyone can talk to Samaritans, at any time, about whatever is getting to them. We're just ordinary people, who give up our time to listen.

**Someone to talk to** - people contact us when things are getting to them. They don't have to be suicidal.

**We're always here** - round the clock, every single day of the year.

**A safe place** - as volunteers, we're ordinary people, who give others the space to talk about what's troubling them.

"You people are a lifeline. We are so lucky to have you there...."

"It's really helped me - I have calmed down a lot after speaking to you...."

**People can be themselves** - whoever they are, however they feel, whatever life's done to them.

**We're a charity** - it's the public's kind donations that help to fund our valuable service.

## So many ways you can help:

**Listening** - being a listening volunteer means being part of a supportive branch that works together to reach out to those who are going through a difficult time. To make sure you're fully prepared for your role, you will take part in a thorough training programme, which includes working alongside a mentor. This will help you understand how to give your full attention to each caller, without judgement and without giving advice.

**Fundraising** - our branch always needs to raise funds. As a fundraiser, you will join a team that plans and delivers all fundraising activities for our branch. This can include street collections, running raffles and events, attending fairs and fetes, or writing to local companies for their support.

**Administration** - Are you super-organised? Good with paperwork? Could you help to create and maintain a rota or keep volunteer lists up to date? You could help to streamline how our branch works.

**Shop volunteer** - our shop in Grove Road is always on the look out for willing volunteers to join the hard working, but extremely friendly group of people who provide such a valuable source of income for Eastbourne Samaritans, whilst also providing their valuable time to talk to customers who may be in need of just a chat.



## Talk to us:

Samaritans helpline is open 24/7,  
365 days a year to provide emotional  
support to people in distress

# 116 123

This number is **FREE** to call from  
UK mobiles and landlines



## Visit us:

The Haven, 13 Bolton Road,  
Eastbourne, BN21 3JT  
**open 10.30am to 11.30pm**  
every day of the year



[jo@samaritans.org](mailto:jo@samaritans.org)



[@EastbourneSams](https://twitter.com/EastbourneSams)  
to keep up to date with our  
events and fundraising



[samaritans.org](http://samaritans.org)  
[samaritans.org/eastbourne](http://samaritans.org/eastbourne)

If you would like to donate to  
Eastbourne Samaritans please visit our website  
[www.samaritans.org/branches/eastbourne](http://www.samaritans.org/branches/eastbourne)

To contact our branch please email :  
[events.organiser@eastbournesamaritans.org](mailto:events.organiser@eastbournesamaritans.org)

# SAMARITANS

EASTBOURNE & DISTRICT

## Volunteer Information Session

### Dates:

Thursday July 11th

Tuesday August 6th

Monday September 16th

Saturday October 26th

Thursday November 14th

### Local Recruitment Information

[volunteering@eastbournesamaritans.org](mailto:volunteering@eastbournesamaritans.org)

### Samaritans Central Office

03705 627282

Eastbourne and District Samaritans  
would like to say a big thank you to all  
our volunteers who give their time so  
generously for others and to members  
of the community who have supported  
with donations . In particular, thanks go  
to the following people

**Photographs:** Kristi Edwards; Debbie Edwards;  
Alison Dunbar-Dempsey; Clive Elrick; Kevin and Helen Lucas

**Printing:** All at Print Matters ([printmatters.co.uk](http://printmatters.co.uk))  
Tel: 01435 813044)

**Bluebell Walk:** John McCutchan at Bates Farm, Arlington

**The Spinathon Team at The East Sussex National**

**Quiz Nights:** Mary and John Stratton; Jo and Paul Richards;  
Ronnie and Chris Clark

Registered charity number 1170508

