East Surrey branch
Registered Charity No. 238020

Annual Review March 2012

Supporting our Community around the clock
If you need to contact us in confidence:

Phone: 08457 90 90 90
Email: jo@samaritans.org
Text: 07725 90 90 90
Visit: 4b, High Street
Reigate, Surrey RH2 9AY
(See Page 2 for Face-to Face opening hours)
Who we are and what do we do…

Patrons
Danny Murphy
Joanna Taylor

Director
Jill Clark

Branch Trustees/
Management Committee
Chair: David Plowman (Elected 2010)
Director: Jill Clark (Ex Officio)
Deputy: Alison Honisett (Ex Officio)
Hon. Treasurer: Peter Higgins (Ex Officio)
Hon. Secretary: Susan Tanton (Ex Officio)
Pauline Mallinson (Elected 2012)
Alex Merrett (Elected 2012)
George Gibson (Elected 2012)
Leigh Towell (Elected 2012)
Martin Edser (Elected 2012)
Joe Obertelli (Elected 2011)
David Meanwell (Ex Officio): Publicity Officer

Branch opening hours for face-to-face visitors:
Mon :  09:00 - 21:00
Tue :  12:00 - 21:00
Wed :  12:00 - 21:00
Thu :  09:00 - 21:00
Fri :  09:00 - 16:00
Sat :  09:00 - 11:00
       14:00 - 17:00
Sun :   Closed

Deputy Directors
Alison Honisett
Bobs Gray-Knott
Brenda Beamish
David Plowman
Elaine Rogers
Joe Hines
Joe Obertelli
John Manfield

Vista Partners Limited

Providing emotional support in your local area …

Honorary Independent Examiner
Brian Woods

Editor’s Note
To all our branch volunteers who have contributed to this publication either directly or indirectly...Thank you. Joe Obertelli
Our Values:

**Listening:** because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

**Confidentiality:** if people feel safe, they are more likely to be open about their feelings.

**People making their own decisions:** wherever possible. We believe that people have the right to find their own solution and telling people what to do takes responsibility away from them.

**Being non-judgmental:** we want people to be able to talk to us without fear of prejudice or rejection.

**Human contact:** because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

*Samaritans of East Surrey* is a charity made up of local volunteers. We are dedicated to providing 24-hour confidential emotional support to people whose life is in crisis. Our aim is that, by listening to them and supporting them, we can help them once again cope with life's challenges. A large number of those who contact us have thoughts of suicide. For them the confidential support of a fellow human being can be the difference between life and death.

As a branch of Samaritans, a registered charity founded in 1953 and the emotional support charity for the United Kingdom and the Republic of Ireland, we operate within its policies and guidelines and are able to contribute to and draw upon its regional and organisation-wide support networks. However, whilst funds are raised nationally for the corporate management, support, publicity etc., each branch is a separate independently constituted charity and is responsible for its own premises, running costs, local initiatives and promotion.

Our volunteers go through a rigorous selection and training process, first, to ensure that they have the necessary caring qualities and then to develop their capacity to listen and to respond non-judgmentally with empathy and warmth.

Whilst many of our contacts may come from out of our area, we have a specific focus on the local communities in Reigate and surrounding East Surrey. As well as our drop-in facility in Reigate, we take our message and our support to a variety of local groups.
Director’s Report

The past year has been as busy as ever! I thought I would go through my diary to give a taste of the way we work to promote the service we offer and how we join with other branches on a Regional and National level. Volunteers commit to a minimum of 15 hours duty every month most of which will be spent in the branch on the phone or answering text and e-mails.

In a typical month we would also: give 3 Schools Talks, support people visiting prisoners on 4 occasions, make 8 visits to HMP High Down to support Listeners, meet with detainees at 2 centres near Gatwick on 3 occasions. Also, during the year we would offer 3 training sessions for both the Listeners and for volunteers joining us in the branch, each of which can involve a group of 10 or more giving up weekends and evenings; all this on top of monthly commitment.

April — Feet on the Street in Reigate begins.
May — Joanna Taylor and Danny Murphy agree to be our patrons.
June — Priory Park Event: awareness and fundraising.
July — Research group Volante consult with branch on the ‘Who We Are and What We Do’ doc.
       — Mayor Brian Stead and Danny Murphy help celebrate Samaritans National Day: 24/7.
       — The Temperance 7 perform at a fund raising Jazz concert held in St Bede’s school.
August — Talk to Cheam Rotary Club.
September — Talk to Woodhatch Rotary wives.
       — Launch of Friends of Samaritans group.
       — Samaritans Affordable Art Fair.
       — Samaritans Annual Conference in York attended by 6 volunteers.
October — “Songs to Save a Life” CD issued. A branch initiative launched nationally.
         — We were interviewed on BBC local radio.
November — Thanksgiving quiz night.
          — Branch represented by 6 volunteers at the Regional Conference in Brighton.
          — Newbold Revell: Joint Prison/Samaritan/conference attended by our Prison Co-ordinator.
December — Shift leaders visit the “Clink” for Christmas lunch.
January — Dr Mueller a local GP, joined a group of volunteers to discuss mental health issues.
February — Princess Anne visited HMP High Down and met Kate Jones, one of our prison co-ordinators.
          — Shane Martin ran the Brighton half marathon for us.
          — An ex-Samaritans volunteer gave a talk on our behalf in Brockham Church.
          — Caribbean evening in Bridget’s Barn.
          — Talk to Caterham 41 Club.
March — Tandridge Volunteer Fair at The Arc in Caterham.
          — AGM: Jill Clark starts her three-year term as the new Director.

Diane Stephens
Volunteers: The “heart” of Samaritans

Without them our organisation would not exist. They not only respond to our callers and undertake regular training in order to upgrade and develop their skills, but they also take responsibility for governance and management of the charity. During 2011, a serious challenge was the recruitment and training of additional volunteers so we can strengthen and expand our service thereby widening and increasing our community contacts. Our equalities policy, together with plans for greater flexibility and a positive recruitment drive by our dedicated team, have shown good results but, in order to expand our work, particularly during the busy night-time hours, we still need more volunteers able to offer around three/four hours a week of their time. It is worthwhile and rewarding work and some would even say life changing.

In addition to Samaritans volunteers we have a very committed group of eleven “supporting” Samaritans who do many of the important back-up jobs which are so vital for the smooth running of our branch. We are very grateful for their support and commitment.

2011... our branch in numbers:

Answered 14,389 phone calls on our two lines.  
Replied to 1,596 emails from people in distress.  
Sent 6,518 text messages providing emotional support.  
Had 26 visits to our branch in Reigate for face to face support.  
Provided 1078 face to face support at out of branch locations.  
Trained 64 new Listeners in HMP High Down who gave support to a further 4,451 prisoners.

Our service was provided by 87 Samaritans volunteers.  
and 11 support volunteers.

We received 111 enquiries about volunteering and welcomed 19 new Samaritans volunteers to the branch after completing our training programme.

Our volunteers make a major contribution to our finances, but we still have to raise a further £350 each week to keep the branch running.
Chair’s Report

The Management Committee comprises the trustees of the charity (ref page 2). The Committee is responsible for the finances, fund-raising, property maintenance, legal compliance, health & safety, paying the bills and so on. During 2011 the Committee met eight times as well as holding the AGM in March and the Special Meeting regarding the selection of the new Director in October.

Property and Health & Safety

There have been no major developments as regards the fabric of the building during the last 12 months though estimates for refurbishment work have been sought and the Committee will evaluate these carefully before making a decision to proceed. During the year work continued in maintaining the property by Stuart Mathew and to keep it up to date with changing Health and Safety requirements by Derek Epps; I would like to thank them both for their help during this time.

Equipment

Generally the telephone and IT equipment has functioned well during the year and thanks are due to Pauline Mallinson and Joe Obertelli for taking control of this difficult area. In addition, Susan Tanton has continued to keep our notice boards up to date and organised.

Risk Management

As a committee we discuss and revise, if necessary, our Risk Assessment Register at each committee meeting in accordance with national guidelines.

Finances and Fundraising

Thanks are again due to Lorna Edser for her hard work with the on-going Volunteers’ Expenses Gift Aid project and to Diana Crawshaw who organises our street collections. Without the commitment of all those involved in fundraising we would not be able to provide our valuable service and so thanks to everyone who helped organise an event or other activity and to everyone who supported these efforts. A special thanks for all their professional advice and hard work in helping us prepare our management accounts and end-of-year accounts to Gary Proudlock, Ian Postles and the rest of the team at Vista Partners LLP who continue as our Honorary Accountants. Likewise, I would like to thank Brian Wood, the retiring Honorary Independent Examiner, for his efforts on behalf of the branch.

Management Committee

On behave of myself and previous Chairmen, I would like to thank Jo-Anne Hartwell, Jackie Morey and Ruth Matthew who left the Management Committee after this March’s AGM, as their three-year term of office ended, for their support and commitment to the branch. I am extremely grateful to the Committee, Susan Tanton our Committee Secretary, Diane Stephens our Director of the previous three years, Peter Higgins our Treasurer, Michael Johnson our Branch Administrator and Edwina Pidgeon our housekeeper for their commitment and support throughout the year.
We are delighted to announce that Joanna Taylor and Danny Murphy have agreed to be our patrons. Both Danny and Joanna provide excellent role models and we are confident that they will form a long and fruitful bond with the branch. Both are committed to publicising the aims and values of Samaritans, especially in the local area; Danny has already appeared on local London radio explaining the merits of our service.

Danny is presently captain of Fulham Football Club (the nearest Premiership Club to the branch) and has previously played for Liverpool, Charlton Athletic (when they were in the Premiership) and Tottenham Hotspur; he has also been capped for England nine times and would almost certainly have played in the 2002 World Cup had it not been for injury.

Joanna is Danny’s wife and is an actress, model and writer. She starred in the TV series “Hollyoaks” and “Merseybeat” before becoming a mother and has gone on to be a columnist for The Times newspaper and other publications. Joanna is also a patron of the charity CLIC Sargent.

Joanna and Danny will be helping to publicise the activities of the branch which will include press interviews, attendance at events and generally increasing the profile of the branch and Samaritans. We wish them both well in their new roles and thank them for the support they are giving and will give to the branch.

David Plowman
OUTREACH: An Overview

As a branch, Samaritans of East Surrey are very involved in activities outside of the brick built branch. Many people do not realise the extent of services provided besides the telephone, letter, email and text services.

In the order that they have developed, our out of branch services are:

Prison: We have a very active prison team that visit twice a week. They train prisoners as listeners. The prisoners undergo the same training as a regular Samaritans volunteers. We support Prison Staff, Prison Listeners and Prisoners. (Review on Page 12)

Schools: We attend a number of schools where we talk about the importance of emotional well being, how to recognise people under stress, the basics of active listening (which is often demonstrated as part of our presentation), the services we provide and how we can be accessed. (Review on Page 9)

Prison Visitors Centre: This gives the very vulnerable people that are visiting friends, family and/or loved ones the opportunity to talk about how they are coping with the situation in which they find themselves. (Review on Page 13)

Feet on the Street: On a regular basis Samaritans are physically on the streets, promoting the organisation in general and also providing the opportunity for individuals to talk about their emotional well being. (Review on Page 10)

Gatwick Detention Centre: Its aim is to provide a secure temporary residence to those who are going to be deported. The reality is that often the detainees are held for several months. We regularly visit the detention centre giving the detainees the opportunity to talk about their feelings. (Review on Page 11)

Gatwick Detention Centre Visitors Centre: In exactly the same way as we support the friends, families and loved ones of prisoners so do we support those visiting those held at Gatwick Detention Centre. (Review on Page 11)

Network Rail: With a drive to reduce suicides on the railway by 20% by 2015, Samaritans in partnership with Network Rail and other agencies have come up with a unique awareness programme for staff and those using the railway. From educating staff in the service provided by Samaritans, through greater advertising at Stations and the development of a three tier support service that can result in Samaritans attending distressed people at railway stations, there is a common goal of working together to achieve this reduction.

In addition a number of volunteers support Samaritans Festival branch where we provide emotional support at various festivals throughout the UK and other volunteers support the Crisis at Christmas shelters for the homeless over the Christmas period.

Kevin Lewis
Outreach: Schools

During the current academic year, Samaritans volunteers from East Surrey branch have undertaken a series of presentations at local secondary schools, reaching around 800 students in the 15 - 16 year old age group. This is twice as many students as we met in the previous year.

The focus of these sessions is very much on what we refer to as emotional health, that is, the way one thinks and feels, one’s sense of wellbeing and one’s ability to cope with life events. Essentially, what we seek to achieve is to raise awareness among young people as regards how they can best prepare themselves to cope with the challenges that life throws up and also some measures they might consider taking to help themselves or their friends when things do not go as expected and life becomes a struggle.

The pressures facing this age group are not commonly appreciated by the general public, very few of whom would be aware that in the 10 - 19 age group, there are 24,000 attempted suicides each year in England and Wales - an average of 1 every 20 minutes.

So what are the issues worrying them? Some things are the same as young people have always encountered, such as the family tensions that can arise as they move from childhood to adulthood, whereas in other areas, the basic issue may be the same, but now experienced under far more difficult circumstances. Bullying, for example, is no longer simply the face to face issue it once was, instead, via texting and social networking sites on the internet, these days, a victim of bullying can find the attacks absolutely relentless.

Studies have shown that when faced with difficulties, young people will, in the first instance, usually turn to their friends for support; unfortunately, the same studies have also shown that all too often, their friends have no idea how to help them.

Accordingly, in our schools sessions, we discuss the various difficulties that young people can come up against, so as to try and reassure them that what they may going through is not something that is unique to them. We talk about the signs to look for as regards recognising when a friend is in a tough place, we share ideas as to what they might consider doing to help their friend move to a better place and last, but by no means least, we discuss the ways whereby they can build resilience and look after their own emotional health.

Many young people have fairly sophisticated techniques for looking after their emotional wellbeing at times of stress, but inevitably, there will be major life events like parents’ divorce or being a victim of crime that can be hard to deal with and when that situation arises, these students now know that Samaritans will be there for them.

Peter Higgins
Outreach: “Feet on the Street”

For over a year now, as part of the branch’s Outreach programme and in common with a number of other branches across the country, Samaritans of East Surrey have been providing a service on the streets of Reigate – Feet on the Street (FOS). The service has been developed in consultation with the local police who have helped to identify the needs (in particular the hours and location) and provide some basic personal safety guidance for the volunteers.

At least 2 Samaritans volunteers spend a couple of hours in the town centre, available for people to talk to or handing out information cards (usually 30+ each time). FOS provides an opportunity to raise awareness and discuss both the Samaritans service and/or about becoming a volunteer.

The service is provided in the early evening every third Friday of the month and late evening every fourth Saturday of the month.

The profile of those passing through during each session is different: although many people in the early evening are on their way home from work or shopping, some linger in the town centre, particularly on a fine evening; in Reigate whilst many people are out to enjoy themselves on a Saturday evening in the restaurants and pubs, some are just wandering about and others (young people) are moving on from the pubs to the local night club.

In these settings, there have been occasions when the volunteers have been able to provide initial emotional support to people who would probably not otherwise have contacted Samaritans; there have been others who have acknowledged that they might need to contact us sometime in the future or know someone else who could benefit from support; and some who have expressed interest in becoming a volunteer at some point in the future. Thus, in addition to providing some immediate support, Feet on the Street paves the way for future contacts with Samaritans.

Susan Tanton
Outreach: Gatwick Detention Centres

Following Samaritans’ initiative of Outreach into the community and East Surrey branch’s history of supporting prisoners, three years ago Samaritans of East Surrey approached G4S, a private company who manage the two detention centres at Gatwick Airport for the UK Border Agency to see if we could work together to provide confidential emotional support to detainees in the two facilities.

In early 2010 we started monthly visits to Tinsley House, which although secure, has a hostel like relaxed regime; it holds mainly men, although there is also accommodation for both women and families. Their stay is meant to be short and with the close proximity of the airport the aim is that they should be put on a plane and returned to their country of origin within a matter of days. What seems to be more common is that they are kept in custody for months – we have listened to callers who have been in detention for in excess of two years while paperwork and travel documents are sorted out and appeals heard. This adds to the emotional and psychological stress and pressure they are already under, including the worry of being separated from wives and children, also the apprehension and fear of being returned to a country where their safety and even lives may be at risk. These circumstances give rise to thoughts of suicide and self-harm.

Last year we extended our service to those held in Brook House, which is designed and run as a category 'B’ prison with a much higher level of security, but the fears and worries of the inmates remain just as real. Many of their stories are heart-rending, journeys of thousands of miles over mountains and through deserts, from war torn countries where they have seen family and friends killed for cultural or religious reasons.

A further area into which we would like to extend a more regular service would be to the Visitor Centres of both facilities which are open every day. As touched on earlier, often the impact on the partners and families of those held is as bad if not worse than those in custody; financially and emotionally they are left to fend for themselves in what to many is an alien society. The opportunity to talk to someone not involved in the problem may give them a clearer view of a way forward.

The people we meet in places like the detention centres are not our normal callers. We need to extend and advertise our core service of confidential, non-judgemental emotional support to those on the edges of our society – please help build a team to do this.

Alan Collins
Outreach: HMP High Down

High Down is a local category "B" prison in Banstead with 1,100 prisoners who may have committed a whole range of crimes. Samaritans of East Surrey gives support to prisoners in distress and despair or who are experiencing suicidal feelings.

The suicide rate in prisons is significantly higher than in the general population. Over the last six years there have been five suicides and a number of attempted suicides at High Down. Many prisoners are on remand awaiting trial, causing great uncertainty which is exacerbated by being cut off from partners and children. The risk of suicide and self harming is higher during the first few weeks in prison, especially if this is their first time. Another vulnerable time is immediately after sentencing, coming to terms with their sentence and being transferred to another prison many miles from their families.

We work very closely with the Governor and Officers at the prison. Our prime roles are:

- To select suitable prisoners who have volunteered and have been security screened to become ‘Listeners’ (“Samaritans”) in the prison.
- To provide the same training to those selected as is provided to prospective Samaritans.
- To provide support to all the Listeners. We do this by holding a meeting with all the Listeners every Saturday morning enabling them to offload to two Samaritans.
- To mentor newly trained Listeners by visiting prisoners who are of a concern with them. Two Samaritans visit the prison every Wednesday afternoon and following the Group meeting with the Listeners for this purpose.

Listeners provide a 24 hour on-call service to prisoners in distress or despair. Every prisoner has the right to ask to see a Listener at any time of the day or night. Prisoners get particularly low at night and Listeners often spend several hours when they are on rota supporting prisoners who have got themselves into a very emotional, distressed state. There is a small Health Care facility which accommodates prisoners who are suffering from some form of mental illness and Listeners are often called to see these prisoners. There is a high turnover of prisoners and we need to train new Listeners three times per year. The number of Listeners available varies between 15 and 30. The selection and training requires 6/8 Samaritans to be involved on 12 Saturdays and 9 various evenings each year. We have a team of 15/20 Samaritans who spend a total of about 1,200 hours at the prison per year.

There are telephones in each residential block which connect only to Samaritans. Prisoners have the right to ask for a call to Samaritans. Volunteers at the Centre are trained to deal with these calls. Finally we provide a support service to the prison when a prisoner either takes or attempts to take their own life. On such occasions we go into the prison to give support to any Officers, Listeners or other prisoners who may have been involved in these very distressing events.

George Gibson
Outreach: Visitors Centre at HMP High Down

One of the many important activities we are involved in Outreach is the Visitors Centre situated just outside High Down prison; supporting the families and friends of inmates. Single mums coping on their own with no other support; distraught parents worried about their son, (who could be as young as eighteen); grandparents who sometimes play a big part in caring for young offenders. Their concerns are many and varied: are they receiving the correct medical help, physical and/or mental. Wives and partners make up a large proportion of visitors, who have to suffer all the anxiety and problems that their partner’s incarceration would cause.

If a friend or family member is seriously concerned about their man inside we can report back to our prison team, so they can go into the prison and give on-going support to that person when he may need it. This link with the inside is a great comfort to families, to know that their inmate is not alone and is getting the support he needs.

The people we meet are from all walks of life and all have an emotional story to tell; because of the intensity of feelings and issues of visitors we meet, a feeling of apprehension is sometimes felt by Samaritans volunteers, to approach a person you do not know and ask them to talk about their most personal worries and fears, takes some overcoming. Yet, in my experience is that it is one of the most rewarding things anyone can do, as the responses we receive are one of trust in that what they say to us is in confidence and that of not being judged, but just to be listened to with understanding at the difficulty of the situation they are in.

The great majority of people we meet are amazing in how they cope with adversity, sometimes with situations that most people would find intolerable. A friendly face and someone to talk to, is sometimes all some people need to get them through the stressful waiting time before, what could be for some, an emotionally uncertain visit.

It is not all bad news and stress at the prison visitors centre. We sometimes listen to the successes of prisoners turning their lives around by the education or drug and alcohol counselling they have received inside. The turnaround these men and women have made, make them keen to talk to us about their new life and success and to encourage others that there is another way. The gaining of much needed self esteem and for some, qualifications such as diplomas or degrees, gives these men and women a new opinion of themselves, who now face the world and their future with a different and positive frame of mind.

Due to the length of some sentences, we get to see some visitors many times and hear how their friend or family member are progressing and coping inside. We get the chance to develop friendships with people you may never have met in the normal course of daily life. These contacts, for a Samaritans volunteer, help to add value, quality, and a broadening of experience to our lives, for which personally, I am very grateful.

Tom Langdale
Treasurer’s Review 2011

I am pleased to report that notwithstanding the very difficult economic environment that existed throughout 2011, the financial position of the Samaritans of East Surrey showed a marked improvement on the preceding year.

In 2010, the Branch suffered a net shortfall of £5,655, whereas in 2011, a surplus of £7,182 was generated, so a turnaround of £12,837, which is quite remarkable given the prevailing economic conditions.

This change in the Branch’s fortunes is attributable to a number of factors. On the expenses front, a drive to contain costs produced the desired result and total costs fell from £53,289 in 2010, (excluding a £1,000 donation that was made) to £52,728 in 2011. Conversely, total income, excluding "restricted income", rose from £43,384 to £54,606. Of this increase, some £4,480 was due to an increase in external donations, which rose from £5,293 to £9,773 as a result of the numerous street collections that were undertaken in 2011 and also because several “one off” donations were received. In addition, some very energetic fund raising on the part of several Samaritans volunteers via various other events produced further income of £10,445, significantly up on the 2010 figure of £6,106.

However, as in previous years, over 50% of the Branch’s total income continued to come in via Gift Aid Donations, which is a direct reflection of the generosity of our Samaritans volunteers. By way of explanation, Samaritans volunteers are entitled to reclaim costs incurred in performing their duties, travelling expenses, for example, but in practice, the vast majority of volunteers subsequently elect to return these funds back to the branch as a donation via the Gift Aid Scheme. It follows that many of the volunteers here in Reigate are not just giving up a substantial amount of their time to provide the Samaritans service, they are also doing so at their own expense.

This heavy dependency upon Gift Aid related income is not without risk. The rules surrounding the Gift Aid scheme could change, indeed, the Chancellor of the Exchequer’s recent Budget introduced a cap on the tax relief available on charitable contributions, and obviously, the personal circumstances of our volunteers can also change, so for these reasons, the branch has continued to maintain a reasonable level of reserves, since failure to do so could jeopardise the branch’s financial viability.

Finally, it would be remiss of me not to mention our professional advisors. Gary Proudlock’s firm Vista, and specifically Gary and Ian Postles, have continued to provide us with valued advice and accounting support. We are also indebted to our departing Independent Examiner, Brian Wood, in respect of the service that he has provided to the branch. Their support is very much appreciated. We would also like to welcome Edward Finch, the incoming Independent Examiner.

Peter Higgins
EXPENDITURE

Copies of the 2011 branch accounts are available on request
Interested in becoming a Samaritans volunteer?

Come along to one of our informal sessions to find out more about our work:

**Information Evening** -
- Wednesday 18th July 2012 19.30 – 21.30
- Wednesday 5th September 2012 19.30 – 21.30

 Interviews: Time and date to suit.

**Selection Day** -
- Saturday 28th July 2012 09.30 – 16.00
- Saturday 15th September 2012 09.30 – 16.00

All sessions are held at: 4b, High Street, Reigate, Surrey RH2 9AY

**Contact** - email: selectionreigate@gmail.com  call: 07855 148930

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**Can you help Samaritans of East Surrey raise funds?**

Our volunteers make a major contribution to our finances, but we still have to raise a further £18,000 every year to support our branch’s work.

If you can help us with a gift, legacy or by organising a fundraising event please write to:

Samaritans of East Surrey
4b, High Street,
Reigate, Surrey RH2 9AY
or call 01737 248444

Donations to the branch can also be made by texting ‘**SAMS09 £X**’ to **70070** *(where X can be either 1, 2, 3, 4, 5 or 10)*. All text donations are free and won’t come out of any inclusive texts you have as part of your price plan. You simply pay the cost of your donation. **Samaritans of East Surrey** will receive 100% of your donation and if you add Gift Aid, at no extra cost to you, it increases your donation by allowing us to re-claim any tax you’ve already paid on the amount you give.

For full terms and conditions please visit: [www.justgiving.com/info/terms-of-service](http://www.justgiving.com/info/terms-of-service)

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**Interested in becoming a support Samaritans?**

In addition to listening volunteers we have a very committed group of Samaritans who do many of the important back-up jobs which are so vital for the smooth running of our branch. We are very grateful for their support and commitment. Do you have one of these vital capabilities and would you be willing to donate a few hours?

**Contact** - email: selectionreigate@gmail.com  call: 07855 148930

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