

# About Samaritans

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Branch Director

**SAMARITANS**



# Today we will talk about

- Who we are
- Why we're here
- What we do
- How you can help



# Samaritans' service at a glance

Every

**10 seconds**

Samaritans answer  
a **call for help\***

Samaritans has  
**more than**

**200**  
branches  
and locations

There are around

**23,000**  
Samaritans volunteers



It is **free to call us** on

**116 123**

People who use Samaritans' helpline report **a significant reduction in distress<sup>2</sup>**

**We are open**

**24** hours  
a day **365** days  
a year

Our volunteers spent over

**900,000**

hours answering  
help last year



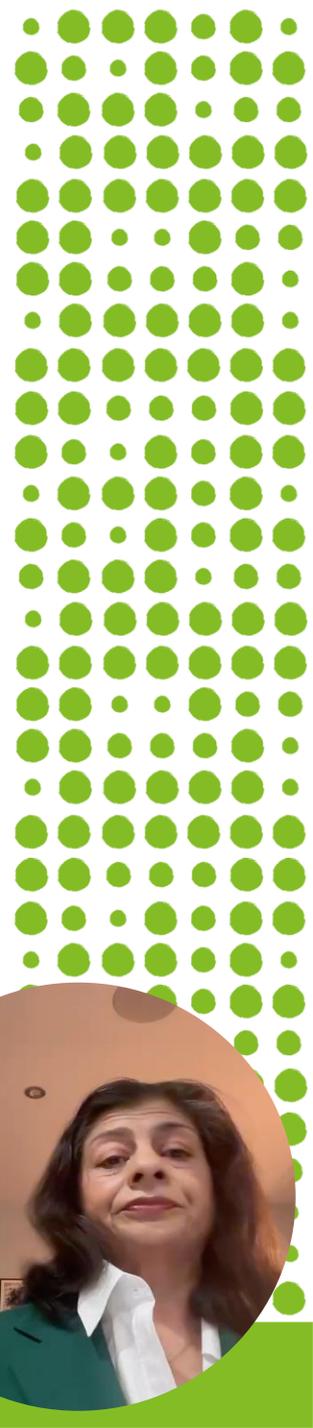
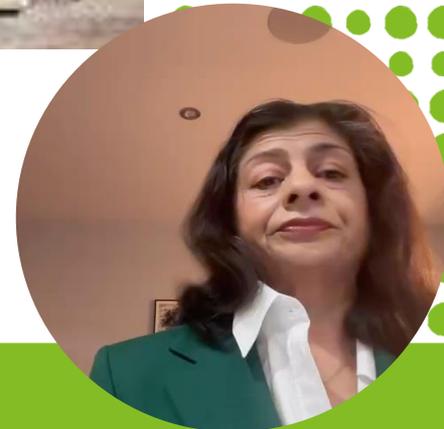
## Samaritans branches

(map not showing branches/hubs that are remote or without a fixed location)

1. A 'call for help' is any contact method made to Samaritans by phone, email or face to face in branch. This figure is based on data from Samaritans' helpline.
2. Markham, T., Forshaw, A. and Sutcliffe, R. (2020). Samaritans' impact on mental health. Birmingham: MEL Research Ltd.



**Over the last 70 years, we have answered more than 134 million calls for help**



# Why what we do matters

Every  
**90 minutes,**  
someone in the UK  
or Ireland takes their  
own life. <sup>1, 2, 3, 4</sup>

Males are  
**three times**  
more likely to die  
by suicide than  
females. <sup>1, 2, 3, 4</sup>



 **Samaritans branches**  
(map not showing Festival branch  
or Correspondence branch)



Suicide is not equal. People  
on the lowest incomes have  
a higher suicide risk than  
those who are wealthier. <sup>6</sup>

For every suicide, it is  
estimated that 135 people  
knew the person who died. <sup>5</sup>



# Our values

These are Samaritans' core values for our listening service:

## Listening

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.

## 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

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

## Human contact

Giving people time, undivided attention and empathy is a fundamental emotion that reduces distress and



Samaritans' vision  
is that fewer people  
die by suicide

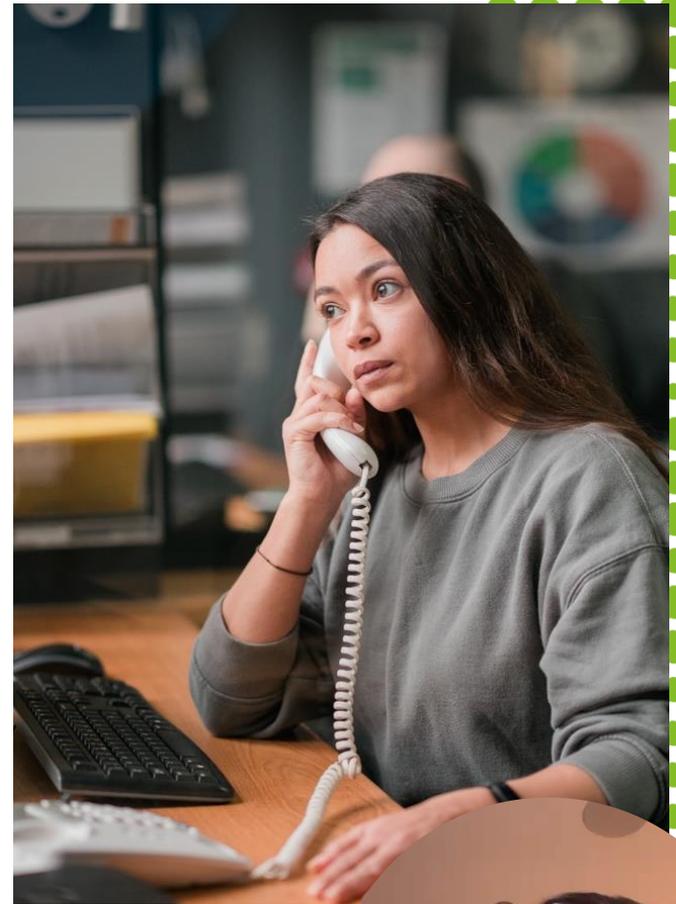




## **Samaritans is the charity that prevents suicide through the power of human connection**

We make sure there's always someone to listen if you're in crisis or feeling suicidal.

And we unite to raise awareness and campaign for suicide prevention.



"I never used to talk to anyone.  
I called Samaritans, they helped  
me so I called again.  
Things are tough but they don't  
judge, they listen. At my lowest  
point they saved my life."

**Samaritans caller**



# What we do

- We're available round the clock, every single day of the year
- We reach out to people in their own communities
- We work in partnerships
- We influence others to take action



# What happens when people contact us

## A volunteer will answer

If you phone us, we answer with something like "Samaritans, can I help you?"

## We give you space to be yourself

We'll focus on your thoughts and feelings, and may ask questions to help you explore how you feel.

## You talk, we listen

We listen to you and help you talk through your concerns, worries and troubles.

## We won't tell you what you should do

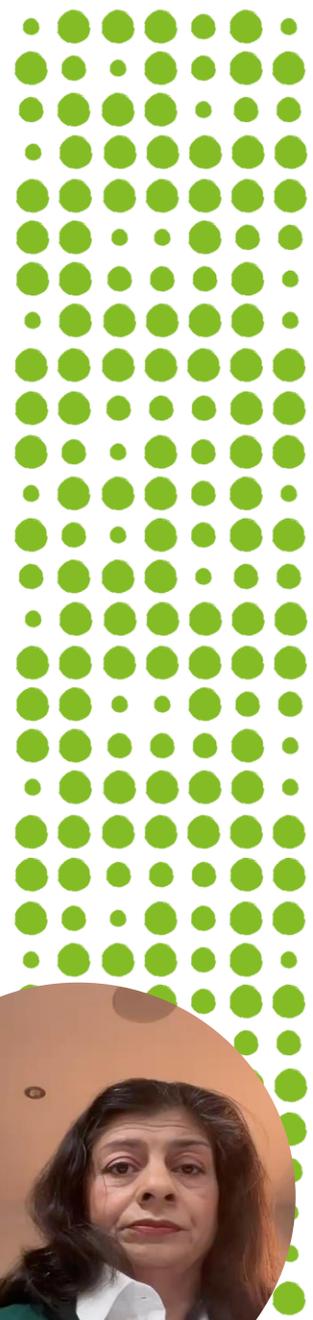
We won't make decisions for you, our advice or opinions are not important for the call.



# Your local branch



## Bromley & Orpington





We're recruiting



# Help us fundraise



**We rely on the public's kind donations to keep our service going**

- **£10** could help answer a life-saving call for help
- **£133** could help recruit and train a new listening volunteer to answer calls for help
- **£500** would fund our branch running costs for a week so we can keep the lights on and the phone lines open



# Help us fundraise



## Do your own thing for Samaritans

- **Run, cycle, hike** or **dive** into an active challenge for your local branch
- Organise a bake sale or raffle – they're easy to put together and fun for everyone
- Whatever you'd like to do to fundraise, we'd love to have you as part of **#TeamSamaritans**

**£10** could help answer a life-saving call for help



# Donate



- By phone – call our Supporter Care team on **03709 000 032**
- Text **LISTEN3** to **70470** to start donating **£3 a month**
- Text **LISTEN5** to **70470** to start donating **£5 a month**
- Set up a direct debit or make a donation online at **[samaritans.org/donate](https://www.samaritans.org/donate)**
- Leave a gift in your Will, visit **[samaritans.org/wills](https://www.samaritans.org/wills)** to find out more



**Any questions?**



**SAMARITANS**

Call day or night on  
**116 123**

**Visit us**

Find your nearest  
branch on our website

**samaritans.org**

A registered charity

