

Samaritans in Spain

All Volunteers Meeting

10am Saturday 27th April 2024 at The Captains Table, Punta Prima

Present

Donna Williams, Les Holloway, Louise Denny, Ade Webster, David Upjohn, Joanna Urbanek, Noleen Crotty, Diana Grayland, Tanya Balashova, Belinda Coombes, Marie Worrall, Faye Carole, Lesley Critchley, Monica Segoviano, Linda Williams, Noleen Crotty, Tina Trant, Deborah O'Malley, Sandie Leonard, Marion Sharp, Nilsa Climent, Andrew Dier

1. Welcome

Donna Williams welcomed everyone and introduced the members of the board.

2. Annual report

There were no questions about the annual report

3. Shop Update

Lesley presented an update on the shop.

4. Marketing Update

Donna presented an update on marketing

5. Training Update

David presented an update on recruitment and training.

6. Mystery Listening

Joanna presented an update on mystery listening, Mystery listening is required to monitor the quality of the training and identify areas for improvement/development this is done by an experienced listener listening in on real calls. Role play will continue to be used in the mentoring stage to ensure new listener competency.

There were a number of comments/suggestions as follows

- The listeners would like a summary of the feedback from the mystery calls, not individual but as a group periodically.
- It was suggested that mystery listening could be conducted periodically as opposed to being continuous.

7. Our Continuing Journey

Donna announced some changes to the Board David Upjohn is retiring from The Board and Louise Denny will take on the Recruitment and Training Trustee Role. Deborah O'Malley is going to become the new Secretary Trustee taking

over from Louise. Donna explained that there were currently two Trustee vacancies a Listener Welfare Trustee and an Operations Trustee.

Extended hours – there is to be a trial of extending the hours from 10am to midnight this trial will be for 3 months beginning at the end of May.

VOIP – following the trial of VOIP it has been decided that this will be implemented as the new telephone system for SAMS. There is a deadline of mid May to get all of the mobile phones registered on the system. They can be done after this date but at an additional cost.

There was a discussion about downloading the app and how the system works. It was identified that some of the mobile phones we currently have are not up to date enough to run this app.

Les is going to buy some new mobile phones and upload the app onto them before sending them out to the people that need them. Alternatively listeners can purchase a new mobile phone and claim the money back through their expenses.

8. Workshops

Shop Profile – Les explained in detail how the shop works, how many volunteers work in the shop, what happens with surplus stock and how SAMS works in close partnership with other charities.

There were a number of comments/suggestions as follows

- To look into using Bizum for the shops as this is a free contactless way of paying for goods in the shop - **A/P Les**
- Look into claiming lost property from Jet2 at airports other than Alicante. Suggestions to start with Madrid and Malaga - **A/P Les**

Culture & Communication – Donna conducted a workshop and people were asked to identify what type of organisational culture type we had. The majority identified us as a Hierarchy Culture.

Hierarchy Culture - Hierarchy Culture (also known as Control Culture) offers a work environment that is more structured and process-driven. Most activities are dictated by existing procedures, rather than a lot of innovation and free thinking.

It was also identified that we would like to aspire to work under a Clan Culture.

Clan Culture – Clan cultures offer a very friendly working environment where things like relationships, morale, participation, and consensus take centre stage. In terms of leadership, managers are looked to as mentors rather than figureheads who dish out instructions and reprimands.

There were a number of comments/suggestions about how we can achieve this as follows

- Listeners, would like information to be freer, they would like to know more about decisions are made and would like more information about the direction in which the charity is going.
- We could have virtual coffee mornings
- We could have guest speakers
- To stop taking things personally
- Leaders need to stop making decisions without explanation
- Create a community online forum
- President to meet with new listeners
- Using 3rings front page to communicate 'welcome' and other messages
- More zoom meetings with board members
- Ad hoc news bulleting
- 2nd chat based WhatsApp group
- Additional tier between trustee and listeners
- Summary from board meetings
- Quarterly all vols meeting via zoom
- Volunteer issues and ideas to the board

The Board agreed to review and agree an action plan of initiatives to take us forward.

9. Q & A Session with the BoT

- It was suggested that the website front page is too focused on the charity and not enough on the clients. It was felt that the telephone number opening hour etc to help callers should be on the front page – **A/P Donna**
- Is there a need to change the call codes? The codes don't always relate to the type of call that has been taken. Ade explained that this cant be changed mid year due to the fact that the reason this data was collected was to supply statistical data. **A/P Ade** – to look at this in preparation for next year.
- It was raised that the code 3 guidelines are a bit ambiguous and repetitious. **A/P Donna** to check that the guidelines are clear.

10. Presentation to Richard Hunt

The board made a presentation to Richard Hunt to thank him for all of his hard work over the years.

The meeting closed at 4.45pm