

Highlights of Samaritans in Spain AGM & Board of Trustees Meeting 172
9 July 2026, Punta Prima

Present:

Donna Williams – President
Les Holloway – Vice President & Income Generation
Belinda Coombes – Listener Operations & Welfare
Ade Webster – Secretary & Treasurer

Apologies: Nil

BoT Meeting

- Pres has conducted pre-interviews for next training course, due in Sep. Details passed to trainers for next stage.
- Recruitment for the Nov & Jan courses will open in mid Aug
- Advertising for new R&T Trustee, closing date of 9 Aug 26
- Interview of one candidate for Trustee Secretary will be late Jul
- Treasurer presented the half-year financial report, this will be published on the Vols Area of the website
- Agreed to attend Benidorm Pride, volunteers to be in the parade are needed, contact Pres if you are interested
- Two new shop staff have started recently, great news
- Summer shift cover – *In order to protect listeners' welfare, the trustees have decided to reduce our operating hours over the main summer holiday period (as many organisations do). With effect from Monday 20th July until Monday 31st August, the late shift from 10pm to midnight will be closed. This is a purely temporary measure, and we will reopen the late shift with effect from 1st September. This will be announced on our social media [and on our website]. ACTION If you have already booked a late shift during the weeks affected, please cancel it and replace it with a shift at another time, if you possibly can. We very much appreciate the commitment of all our listeners and volunteers and thank you for your collaboration in this matter.*
- Dealing with U18s – *The trustees have recently received updated legal advice on the handling of calls from under 18-year-olds. Spanish law imposes a duty of care which overrides the right of self-determination in the case of risk of harm to minors. Therefore, and in order to protect listeners and the SiS organisation, the trustees have decided we can no longer provide a service to callers who identify themselves as under 18. Instead, we will refer all such callers to the ANAR helpline. A communication about this will be made on our social media and website by our president. ACTION with immediate effect, if listeners receive a call from someone who tells you they are under 18, gently inform them that our service is for over 18 year olds, and provide them with the number for ANAR which is specialised in emotional and other support for under 18s, and is available to English speakers. If in any doubt about the age of a caller, you should ensure they are over 18 by saying something like, "Our service is for over 18-year-olds, can I just check you are over 18? If not, I can give you the number of a partner organization to call".*

Meeting opened: 1100hrs

Meeting closed: 1305hrs