Samaritans in Spain Board of Trustees Meeting 158
15 May 2025, Zoom

Highlights

- Financial state remains good.
- Decision taken to add a 2nd radio campaign alongside Barcelona – new area tbc
- Reminder that Listener should contact offloader and end of shift regardless of if a call overruns shift end time, equally the offloader should remain available. Ongoing calls can be checked on 3cx
- New design for t-shirt, vest tops and polo shirts approved. This will be finalised and sent to printers.
- All Volunteers wash-up:
    - Final costs inc travel - €1303.85
    - Pres to set up Zoom meeting with all volunteers in lieu of her absence from All Vols Day
    - Disappointing attendance considering number of volunteers that we have
    - Encourage all volunteers to follow on Facebook and to share posts as much as possible
    - Awareness targets. The Board feel that target is the wrong word. Awareness is constant, call volumes are increasing and are constantly monitored. Volunteers should understand that the Board are constantly growing the organisation and are not standing still.
    - Newsletter – this will be addressed in a volunteer survey.
    - Signposting. Discussed in depth and agreed that we **do not** signpost. It does not form part of the training; takes emphasis away from the call; it is too difficult to ensure that any list remains 100% accurate.
    - Shifts – booking in advance. This was discussed and the Board feel that allowing advance booking allows those that do have restrictions on their time more opportunity to book. Remain as is for now, review constantly.
    - All Vols Location – Will be added to volunteer survey. Also to try to find out why volunteers are not attending.
    - Recruitment – now reopened and website will be updated
    - Skills on website – decision not to do this as this is picked up in initial phone interview
    - Welfare Support Leader – deemed a good idea but to be reviewed once a new Trustee Welfare is in position
    - Event protocol – very much available, more info available from the Pres if required
    - Large corporate sponsors. Must be careful not to align too much to UK as we are for all English speakers not just Uk, also we are not Sams UK! Happy for our volunteers to pursue initially if they see an opportunity. Conscious that we could have too much money, so care must be taken.