

Samaritans in Spain Board of Trustees Meeting 149
21st August 2024

Highlights

- Welcome Christine as new Trustee Volunteer Welfare.
- A new project called 'One Community' will be launched. More details to follow idc.
- Geographic British population in Spain obtained, will be analysed and a targeted awareness campaign (inc radio) will be initiated.
- Decision to withdraw from Benidorm Pride 24 in light of Stevie's illness, offer our slot to a cancer charity.
- Finances in a good place
- Trustee Listener Operations – still not filled. External advert running to 2 Sep but looking at another internal push for a volunteer. Desperate to fill this post which is seen a critical.
- 3CX continues to be a problem. We must aim at a 1 Oct switchover as we are paying for both services at present. ALL volunteers not currently switched onto the new system MUST do this quickly.
- Hoping to run Tapas Trail in Punta Prima locality on 12th Oct, as part of our Mental Health Awareness Week. Also hoping for tin shakes at Food Co in Mazarron, Fuengirola and Quesada.
- Need more Mentors.
- Add new listeners to 3 Rings earlier, to make MegaCall easier.
- Recent feedback from the listeners was gratefully received.
- Extended Hours – agreed to extend the trial to 31 Dec. A report will be written in early Nov, for the Nov BOT, and this will form part of the final decision process about a permanent roll-out.
- It was decided that we will not be using Care Plans going forward. We will retain the ability to block and restrict nuisance callers.
- Rota Monitor (previously Duty Manager) – due to a role change this position responsibilities have changed – we are hoping for (and need) some volunteers to come forward to help with this role asap.
- Shift Patterns – discussed and after the Sep BOT all listeners will be canvased with 3 different options for the shift patterns. The data from the canvas will be analysed and the final decision will be made at the Nov BOT with a view of implementing in the New Year.

- Intention to hold a Zoom Board Q&A for all volunteers – mid year All Volunteers meeting – in Oct/Nov. Details and date tbc, watch this space.