

Highlights of Samaritans in Spain Board of Trustees Meeting 164
20 November 2025, Zoom

Present:

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

Apologies: Nil

- Pres held first Open-Door meeting – 5 participants but felt it was worthwhile. More to follow
- Misuse of Service – Excessive Callers – policy approved and will be communicated to Listeners
- Pursuing AgeinSpain about potential referral of some callers – early stages
- Hopefully Listener Refresher Training for those who completed online training 3 years ago will commence in Apr 26
- First Aid & Defibrillation training being looked at for shop volunteers
- IG attended the Torre Vieja Expo, it was very good and worthwhile. Next one is in Apr 26 – it would be good to have some extra volunteers to help man the stand
- Request that any planned large volunteer gatherings are communicated on chat and a request for other volunteers to help fill shifts over the gathering time
- Update on 'V' – calling within her limits, has emailed also during her down moments. Monitoring closely
- Listener Recruitment – it was agreed that recruitment should remain on hold until Jun 26 as the early 2026 courses are full already. This message needs to be consistent from all
- Discussion about offloading shifts by new listeners & those that do not listen. It had been agreed previously by the BoT that any volunteer that has completed listener training can be an offloader. That position remains unchanged.
- AI GRACE App – the BoT and a select band of listeners have trialled an AI app that could provide a service when our lines are closed. However there are too many concerns about the service and the message it may send to pursue it immediately. The Pres will contact the app owners to see if the messaging service can be tweaked. It will be reviewed again in 3 months
- Trustee Event Promotions – possibly 2 applicants but neither has fully committed at this stage
- Youth Calls – long discussion. Agreed our policy does not need amending because we are talking to U18s. LOW will review UK U18 guidelines to see if we need to adapt anything. Potential strategic signposting, by exception, to a specialist organisation set up to deal with U18s.

Meeting opened: 1000hrs
Meeting closed: 1220hrs