MINUTES OF ALL VOLUNTEERS MEETING 29TH FEBRUARY 2020

IN ATTENDANCE Torrejoven Hotel 3.30pm

**Trustees**

Lynda Brettle, Ade Webster, Belinda Bradley, Donna Williams, Jan Knight, Martin Bentley, Les Holloway

**Centre Managers**

Carol Cox, Heather Pearson, Linda Bentley, Richard Hunt

**Volunteers**

Marian, Gary, Emma, Hazel, Linda, Brenda, Michael, Helen, Tina, Hazel, Shona, Sheila, Lesley, Howard Christine, Sally, Jilly

**Lynda Brettle,** our President, opened the meeting by welcoming everybody and paid tribute to one of our long-standing Shop Volunteer Mandy Crawford-White who sadly recently passed away.

Lynda introduced the Trustees to those in attendance.

The annual report and financial report had been circulated to the Volunteers, and a few copies were available on the tables, for those in attendance.

Any questions could be directed to the Trustees at this point, there were no matters arising.

Lynda passed over to the centre managers so they could continue with the running of the meeting.

**Linda Bentley** on behalf of the other Managers, she thanked everyone for coming and went on to introduce the other Centre Managers, Shop Supervisors and thanked them for all their hard work and commitment.

Linda then introduced Garry and Emma from Assist who are in the process of starting a joint venture with Samaritans in Spain.

Jilly and Sally had travelled all the way from our Sotogrande Satellite, a long way to drive, also Christine from Madrid who had arrived earlier that morning. Linda said we appreciated them coming all this way and for all the work they do for Samaritans.

The other Satellites were mentioned Calpe, La Marina, Lumsden Charity Stall and Barcelona where Emma is in the process of starting an online charity Auction on Amazon for Samaritans, she was wished good luck with this new venture.

Linda then went on to talk about Samaritans and that as a Listener when a person is supported on the end of the line and they could have prevented someone committing suicide that day. It is not just the Listener who has done that but all of us as a team. We help and support people in a team effort. Also we are Samaritans every one of us and we should carry that ethos with us whatever we do in life.

Linda passed the floor to Jilly from Sotogrande.

**Jilly Hodges** discussed their sponsors, who are Lobster and St Georges. Lobster advertise Samaritans alongside their adverts and donate sim cards. St Georges do a lot of photocopying and printing for them. She said their training was going well and she found it easy to get new recruits.

**Christine Logan from Madrid** spoke about how they carry out face to face meetings and would like appointments to be made through our pat email site. This point will have to be discussed further with Christine and the Centre Managers.

The Madrid Team have been asked if they could occasionally take Spanish callers they have declined this. They only have one Listener who could carry this out at this moment in time.

Linda passed over to Richard to discuss Training and Social events.

**Richard Hunt** discussed the fact that we are holding Open days at the Drop in Centre to help with recruitment.

The dates of these are 16th, 17th and 18th March. Adverts are going in the local English papers the week before. Training dates have been set for the 3rd and 4th May. The logistics of these dates being a Sunday and Monday should make for a smoother training period in and around the Centre.

Donna thought that there might be too much time in between the Open days and the dates for Training and people would lose interest. It is only 6 weeks and interviews have to be done and references called for. The Centre managers said they felt the time span was correct. This point had been discussed at length with those who had previous experience in dealing with the time span in dealing with new recruits.

Jilly and Sally at this time spoke about training and about their selection day plus the fact they have training over four days, one day a week. It was agreed that they would share some training material.

Lynda said that hopefully we would be getting new training packs from the UK soon.

Howard spoke about how hard it is to get inmates to meet with Samaritans in the prison. There must be lots of English speaking inmates and after contacting the Consulate and putting leaflets up there is still only one inmate being visited at the moment.

Richard also discussed new social events throughout the year, the first being a Petanca Match between the Shop and the Listeners on 17th April, Good Friday. Evenings were mentioned in the summer at the Plaza when they have entertainment on, one was the Three Degrees in September, and another was mid August, when a local band called Retrospect are playing, we would like to see if we could have bucket collections at the latter concert. We have a connection with Jac Bentley being a band member. We need to check with the Plaza organisers to find out if this is allowed.

**Question Time**

Linda Stewart mentioned forms of income generation and awareness, as she had previously taken part in bag packing at Iceland Supermarket and awareness in Zenia Boulevard. Lack of volunteers at the moment,, means that these activities have had to be shelved for the time being. Efforts will be made to reinstate these fundraising activities later on in the year.

Shona Charib Hood had some questions for the Treasurer, regarding some entries on the balance sheet regarding IVA payment/charges. Ade answered the questions fully and clearly to everyone’s satisfaction.

The meeting was closed at 17.15 pm followed by Tapas and a Country & Western singer. Not forgetting the raffle organised by Les Holloway.