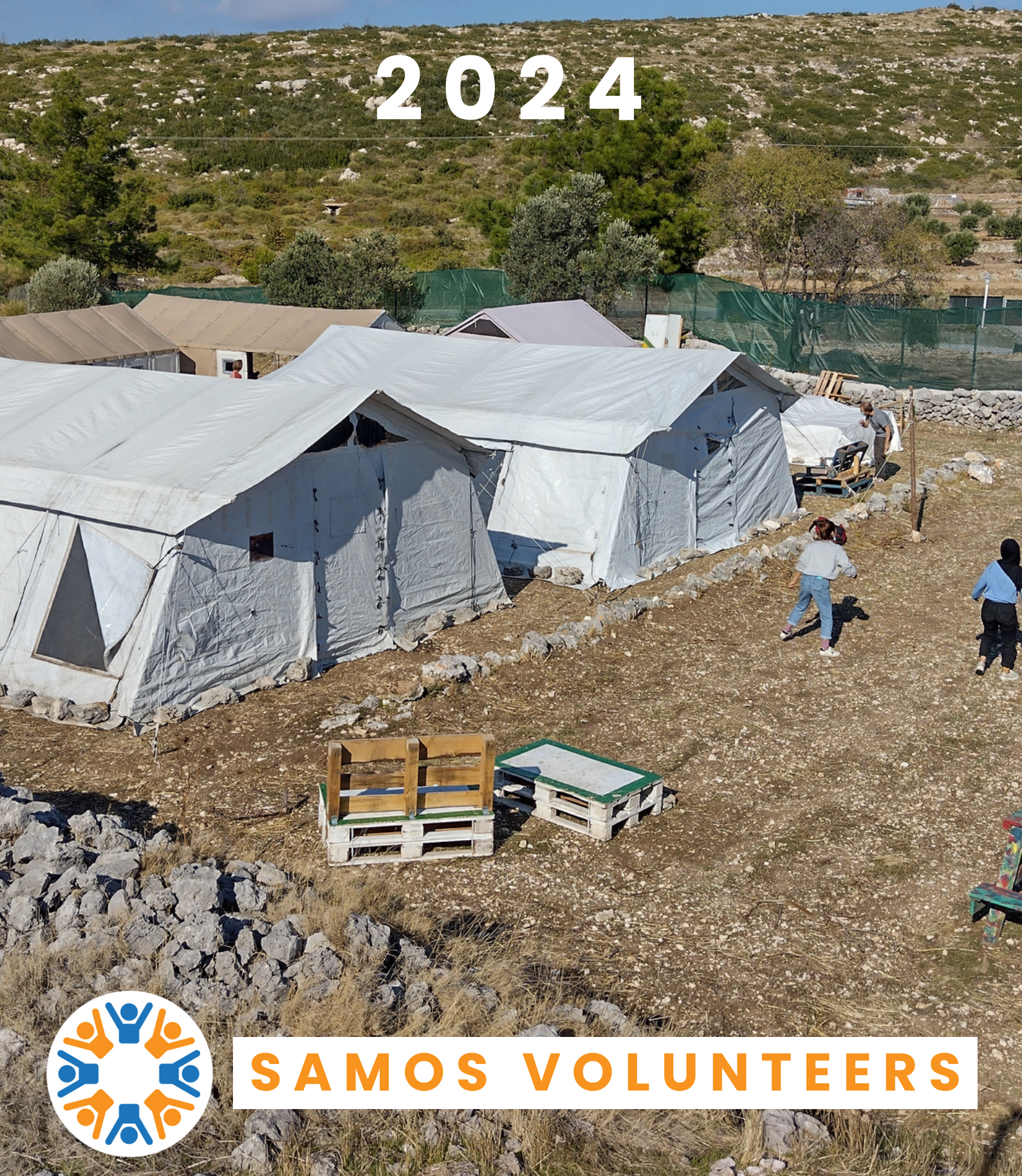


STRATEGIC PLAN 2024



SAMOS VOLUNTEERS

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ACRONYMS

- CCAC** Closed Control Access Centre
 - MEAL** Monitoring, Evaluation & Learning
 - NFI** Non-food items
 - SV** Samos Volunteers
-

LOOKING FORWARD

Looking forward to 2024, this plan outlines our key priorities and strategic goals in order for us to continue to effectively deliver our mission throughout the year.

Building on our new quarterly committee structure and strengthened monitoring and evaluation mechanisms, our 2024 plan allows us to be more focused and critical in ensuring we continue to deliver needed, effective, and valuable services.

2023 saw a sharp increase in arrivals to Samos, and the CCAC became over capacity for the first time since its opening in 2021. Once again, we have seen conditions as we did in the old camp, and the needs of the camp population have changed. At the same time, the average time that asylum seekers stay on Samos has decreased significantly. This has posed significant challenges for our service delivery, and as such, our 2024 strategic plan reflects these changes.

2023 has also seen significant changes to SV's organisational structure. At an operational level, we have restructured our personnel to decrease the number of coordinator positions and introduced a new manager role for each of our service areas.

Moreover, at a governance level, we have introduced quarterly committee meetings for each of our strategic areas to ensure that we consistently monitor, evaluate, and learn, using this information to inform our service delivery.

Samos Volunteers commits to remaining flexible, adapting its services to the best of its capacity, and continuing to provide services to the refugee and asylum seeker population as long as needed. This plan demonstrates how we hope to achieve this throughout 2024.



OUR VISION

All refugees and asylum seekers are welcomed, respected, and live in dignity during their stay on the island of Samos.

OUR MISSION

We sustainably promote the basic rights and well-being of all refugees and asylum seekers on the island of Samos.

We encourage community participation by working with - not for refugees and asylum seekers, ensuring their expertise and experiences are at the heart of what we do.

We maximise our collective impact by working collaboratively with other non-governmental organisations and advocating for social justice.

OUR VALUES

We're accountable. We're responsive. We're inclusive.

During 2023 we took time to consider and update our Mission, Vision and Values to ensure they were reflective of the organisation that Samos Volunteers has become and they form the backbone of everything we do as an organisation.

CONTEXT

Samos's context remains constantly changing. As we look forward to our eighth year of operations, we reflect on what happened in 2023.

In August, we have seen an increase of people arriving in Samos and other Aegean islands. On the 1st of August, Samos' CCAC had 599 residents. On the 31st of August, the CCAC accommodated 1662 residents. In September 3168 new arrivals reached the Samos CCAC, being the month with most arrivals in 2023 (data from the [Hellenic Ministry of Migration and Asylum](#)). The full registration procedure in the CCAC of people seeking asylum exceeded 25 days in many cases, leading to many people not being able to exit the CCAC for over 2 months upon arrival. Residents were left in the facility without sufficient provision of basic services. To reduce the number of the population, many transfers. Despite the transfers, the CCAC reached 200% of its capacity at the end of September, with more than 4,000 people living there. This exacerbated the pre-existing lack of access to essential services: drinking water, running water, sanitary facilities, food, medical care, psychological support and shelter.

At the end of 2023, the number of new arrivals had decreased, but the camp remained over capacity.

Island Residents ⁴						
MONTH	KOS	LESVOS	SAMOS	CHIOS	LEROS	TOTAL + OTHER ISLANDS
Dec-22	953	1.994	1.029	385	358	4.735
Jan-23	1.068	2.067	983	336	363	4.819
Feb-23	841	1.972	950	336	302	4.438
Mar-23	483	2.358	890	422	258	4.419
Apr-23	256	2.512	776	443	286	4.286
May-23	225	2.655	624	288	276	4.075
Jun-23	344	2.159	526	391	499	3.946
Jul-23	660	2.874	599	489	714	5.366
Aug-23	1.495	3.351	1.662	638	1.213	8.430
Sep-23	2.385	5.075	4.264	986	2.355	15.143
Oct-23	3.900	4.253	3.915	1.029	2.713	15.824
Nov-23	3.882	4.958	3.503	1.040	2.612	16.056
Dec-23	3.387	5.545	3.905	1.094	2.192	16.139
Difference from 31/12/2022	255%	178%	279%	184%	512%	241%

Data on asylum seekers on the islands 2023 from the [Hellenic Ministry of Migration and Asylum](#)

SERVICE USERS

Our service users are asylum seekers and refugees on the island of Samos. Most of our service users are residents of the CCAC Samos, but we also offer services to asylum seekers or refugees staying outside of the CCAC and those that have been on Samos for a longer period of time. The demographics of our service users such as gender, age, nationality, language, religion and sexual orientation are diverse.

VOLUNTEERS

Samos Volunteers is a volunteer-based organisation which means that our operations are run by a team of volunteers and we rely on volunteers to offer our services.

Our team consists of around 30 volunteers at a time with various backgrounds and skills. Our volunteers are external (international and national) as well as from the local and displaced community.

RESOURCES

As a non-governmental and non-profit organisation, Samos Volunteers does not receive any government funding but relies solely on private financial donations, financial support from charitable foundations, and NFI donations. We are committed to supporting people on the move on Samos as long as possible, until we are no longer needed. While we continually adapt as an organisation, over the past year, the increase in arrivals has also led to an increased need of resources. Moreover, the continued impact of inflation means that the basic costs of running our services have also increased.



MONITORING, EVALUATION & LEARNING

We have actively worked through 2023 to strengthen and develop our monitoring, evaluation, and learning tools.

We want to continue our MEAL process throughout 2024. As part of the development of this plan, we have used the SWOT (Strengths, Weaknesses, Opportunities and Threats) Analysis to reflect on what we currently do and have used this to inform our 2024 priorities. Moreover, this year, we have focused on outlining our priorities and how they will be SMART (Specific, Measurable, Achievable, Realistic and Time Specific). This allows us to evaluate our progress in achieving our goals better and outlines what we must continue to do to get there. Monitoring and evaluation will help us determine the difference and impact we will make through our projects. This plan will assist in delivering the intended outcome and help us improve our services and management. We must underpin reflection, learning and improvement to adapt our services and management.

Being responsive and accountable are two of our core values, and we want to ensure that we are accountable to ourselves, those we provide services for, and those who support us in providing our services (donors, volunteers, or other stakeholders).

The first step in evaluating our strategic plan is to define our indicators according to our objectives to monitor the project: we identify the data sources we need to inform our indicators. They may already exist, but we must also collect quantitative and qualitative data. Then, we assign responsibility for data collection. The [Logical Framework](#) includes our objectives, our activities to achieve these objectives and the indicators to monitor over the year. An indicator table can be used by team members to collect the data we need to monitor the project.



We use our internal monthly report to evaluate our progress each month and reflect on what is working well, our worries, our opportunities and any risks. Each quarter, we'll hold our committee meetings in each strategic area:

- **Our People**
- **Our Organisational Sustainability**
- **Our Logistics Services**
- **Our Psychosocial Services**

In these meetings, we explore our progress toward our strategic goals and ensure we are setting and completing the actions needed to achieve them. After the second quarter of 2024, we'll release a short progress report so all of our stakeholders can see our progress.

After quarter four of 2024, we will release our full 2024 impact report outlining our progress, achievements and learning from the year.

We aim to strengthen our organisation by maximising our impact through review and learning with our communities.

Our [Feedback Guidelines](#) outline the procedures for collecting feedback from our service users, volunteers and donors.

The monthly report is the tool used to gather feedback. Each coordinator is responsible for reporting the feedback they have received in their section. The feedback contributes and guides our decision making processes and adaptation of services.



STRATEGIC PRIORITY 1

OUR PSYCHOSOCIAL SERVICES

Strengths	Weaknesses
<p>Samos Volunteers is well-known among refugees and asylum seekers for educational programme. We are the sole organisation in Samos offering consistent language and IT courses. Our community spaces are safe, with various recreational activities and psychosocial services. Service users provide positive feedback for these services.</p> <p>In addition to this, we have support groups for the LGBTQI+ community and women, two of the most vulnerable populations currently residing in the CCAC.</p>	<p>Conditions in Alpha Land have been substandard since October due to the weather conditions and increase of service users. The infrastructure in Alpha Land is an ongoing challenge, including unusable tents and poor physical boundaries (e.g. broken fences). These challenges are increased by cold and windy weather and affect reception services and classes. Volunteer teachers currently work in this difficult environment.</p>
Opportunities	Threats
<p>In 2024, we will host art and psychosocial projects for adults and children in collaboration with other external organisations. We have the opportunity to establish collaborative work with Cambridge University to strengthen our English programme, expanding educational resources for our volunteer teachers.</p>	<p>The instability of asylum procedures and the expedited transfer rate are ongoing threats to our education programme. In this changing environment, registered students and their progress are difficult to track, leaving volunteer teachers overwhelmed.</p>

STRATEGIC VISION

Samos Volunteers is an organisation that provides safe spaces with a wide range of valuable services to asylum seekers and refugees living in Samos. We aim to support and empower.

STRATEGIC MISSION

Our mission is to support refugees and asylum seekers living on Samos through various educational programmes and psychosocial activities.

STRATEGIC VALUES

We aim to keep our programme consistent and sustainable. We follow the no-harm approach and practice cultural awareness. We keep our spaces safe and welcoming to everyone; there is no tolerance for harassment or discrimination.



AREAS OF WORK

INFORMAL EDUCATION PROGRAMME

Our informal education programme offers language (English and French) and computer classes. The programme prioritises communicative, practical language skills that people can use and practice immediately.

We aim to provide a place of stability and a space where people can invest their time learning a new language or skillset.

Our curriculum is designed to last eight weeks and is very flexible, allowing teachers to adapt to the situation and the student's needs.

COMMUNITY SPACES

Alpha Centre in Samos town is a community space where people can relax, drink tea or coffee and socialise. People can connect to Wi-Fi and print and photocopy documents. We provide a wide range of recreational activities and a library service. Alpha Centre has an information point, and our volunteers help to redirect the service users to legal counselling, medical assistance, and other services provided by NGOs in Samos.

Alpha Land is located within walking distance of the CCAC. We host most of our educational programme (English and computer classes) and our Women's Safe Space here. We also offer recreational activities, and the space allows our service users to play sports and do physical activities (volleyball, football, and ping-pong) and do gardening. In October 2023, we moved the registration for clothes distribution to Alpha Land to make it more accessible for camp residents.

Both places are safe spaces where a community can be built, and people can create social connections. We aim at creating a relaxing, supportive, respectful environment to promote people's well-being and resilience.

RECREATIONAL ACTIVITIES

SV provides various recreational activities organised by volunteers, such as knitting, painting, bracelet making, music, yoga, chess, board games, gardening, and sports. The recreational activities programme aims to promote the participants' expression and well-being, engage people in conversations to find referral pathways to legal, medical and psychological services, or have a relaxing and creative moment to cope with stress.



STRATEGIC PRIORITY 1: OUR PSYCOSOCIAL SERVICES

CHILDREN'S ACTIVITIES

SV recently reestablished a child-friendly space in Alpha Centre. We provide a safe and stimulating environment where children can play and participate in recreational activities, which supports their resilience and well-being.

WOMENS SAFE SPACE

Women are one of the most vulnerable populations in the CACC. The aim is to provide a safe space for refugee and asylum-seeking women. Diverse classes, workshops, and creative and recreational activities give them the opportunity to learn new skills, express themselves creatively, and relax in a female community.

The women's space can also act as a safe and trusted pathway to further medical, legal, or psychological assistance. The safe space is based in Alpha Land, but sessions and activities are offered in Alpha Centre as well.

LGBTQI+ SUPPORT GROUP

The LGBTQI+ group is an initiative that seeks to support LGBTQI+ asylum seekers and refugees on Samos. The group has a weekly session in which diverse recreational and psychosocial activities promote connection within the community and referral pathways for LGBTQI+ refugees and asylum seekers to access support services, legal support and protection.

The group has partnerships with legal, medical, and protection organisations. The group participates in an LGBTQI+ working group with organisations all over Greece to develop different actions to advocate for the LGBTQI+ community's rights.



2024 STRATEGIC GOALS

1 TO STRENGTHEN OUR EDUCATION PROGRAMME ONGOING

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>We have new students enrolled each week. There are classes with good and regular attendance from students.</p> <p>Students recommend other people and friends to come to our language classes.</p> <p>Students feel confident to communicate in English.</p> <p>Teachers use a variety of teaching strategies but maintain a consistent approach.</p> <p>The transition between teachers runs smoothly.</p>	<p>We improve the space in Alpha Land such as winterise in advance and maintain the tents so the classes can take place in better conditions.</p> <p>Improvements in our space will motivate students and teachers.</p> <p>We establish partnerships with universities to recruit trained teachers and obtain educational resources for our teachers.</p> <p>SV supports teachers in keeping consistency in the teaching approach (curriculum and resources).</p> <p>We review and adapt the offer of classes and topics to the student's needs.</p> <p>The registration system in place allows students to enrol easily and reduces waiting time.</p>	<p>With the classes, we aim to provide a place of stability, as well as a space where people can reclaim their humanity and dignity. The education programme also offers something positive that people can take when they leave Samos: a new language or skill that can be useful in the future.</p>

2 IMPROVE SUSTAINABILITY OF OUR PSYCHOSOCIAL PROGRAMME

ONGOING

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>Psychosocial activities and sessions improve and assess the person's well-being, and function as an entry point to trusted referral pathways (legal, medical, psychological, protection service).</p> <p>We receive positive feedback from our service users after the recreational activities.</p> <p>Participants expressed that the activities respond to their expectations and needs.</p> <p>We have good attendance at the activities.</p>	<p>Establish a partnership with other NGOs on the island to host mental health and legal workshops for our service users.</p> <p>During the volunteer recruitment process, we identify the volunteers who are able and motivated to offer psychosocial and recreational activities.</p> <p>SV provides mental health support and intervention trainings for volunteers.</p> <p>We find resources online and establish partnerships with NGOs that have mental health and psychosocial programmes and ask for support and training.</p> <p>We create a handbook for the psychosocial programme for our volunteers including how to facilitate our recreational activities.</p>	<p>Our recreational activities and the psychosocial support aim to build resilience and improve the well-being of refugees and asylum seekers in Samos.</p>

3 IMPROVE & MAINTAIN OUR COMMUNITY SAFE SPACES

ONGOING

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>More members of the LGBTQI+ community reach our group.</p> <p>The most vulnerable populations (including women and children) continue coming to our spaces.</p> <p>Volunteers feel safe to work with SV.</p> <p>There is ubiquitous agreement and expression that our spaces foster a safe and inclusive environment.</p>	<p>Volunteers and coordinators know the SV code of conduct and follow the no harm principle.</p> <p>We foster a climate of cultural understanding, acceptance and inclusion in our spaces.</p> <p>We maintain a safe, respectful and harmonious working environment, free of intimidation and any other form of prohibited conduct. In SV we have a zero tolerance policy towards harassment and discrimination.</p>	<p>Our community spaces are safe spaces where a community can be built and people can create social connections. We try to build a positive environment that is relaxing, supportive and respectful to promote people's wellbeing and resilience.</p>



4 SET UP FEEDBACK SYSTEM AND MEASURE QUALITATIVE IMPACT QUARTER 1

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>People regularly attend English classes and recreational activities in Alpha Centre and Alpha Land.</p>	<p>SV develops an easy questionnaire to distribute after an activity. We have a suggestion boxes in AL and AC and encourage our service users to use them.</p>	<p>SV aim is to provide useful resources and support to service users. A questionnaire can help SV to measure the impact and also provide activities that fit expectations and needs of our service users.</p>



STRATEGIC PRIORITY 2

LOGISTICS SERVICES

Strengths	Weaknesses
<p>Standard Operating Procedures are in place regarding the distribution of clothes to service users.</p> <p>The current warehouse and free shop are highly functional and appropriate for distributions.</p> <p>Data is reliably gathered on distributions and is key in reflecting our impact as an organisation on both monetary and NFI donors.</p>	<p>The inadequate storage space does not accommodate the items we need to cover the needs of a high number of service users. Storage space does not reflect our distribution and donation capacity.</p> <p>Inconsistent data regarding the CCAC population affects our ability to predict future needs.</p> <p>Specific NFI items are lacking and received insufficiently to provide to every service user.</p>
Opportunities	Threats
<p>We expand our search for possible new donors (organisations, companies, and individuals) and the local community to form stable and reliable collaboration opportunities.</p> <p>We use the potential for more storage space to be created within the original warehouse and expand to an extra storage space.</p>	<p>Warehouse structures are old and occasionally unstable.</p>

STRATEGIC VISION

Samos Volunteers aspires to consistently and sustainably meet the key needs of displaced populations on the island , remaining a solid yet flexible actor in NFI provision on Samos.

STRATEGIC MISSION

SV continues to provide support for refugees and asylum seekers through regular and adequate clothes distribution, aiming to reduce the lack of clothes amongst asylum seekers and refugees on Samos.

STRATEGIC VALUES

To achieve this, Samos Volunteers must endeavour to be self-reflexive and continually assess information from all stakeholders to ensure that we provide a safe, dignified and inclusive distribution experience that addresses identified needs.



AREAS OF WORK

NFI DISTRIBUTION

The Samos Volunteers free shop distributes clothing items (a full set of clothes) to all CCAC residents, service users of international and subsidiary protection, and asylum seekers residing on Samos Island twice per year (summer and winter distribution) in a dignified manner, allowing service users to choose the items they like.

GENERAL LOGISTICS

To ensure that service users enjoy activities and services in dignified and safe spaces and that volunteers work in a safe and dignified environment, we maintain and upkeep all SV premises (Alpha Centre, Alpha Land, SV Warehouse).

The maintenance of SV3 and SV2 houses ensures that volunteers reside in safe and well-maintained homes. The same applies to the two vehicles currently rented for SV purposes.



2024 STRATEGIC GOALS

1 STANDARD OPERATING PROCEDURES JULY 2024

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>At least two morning briefings per week with the logistics and distributions team take place.</p> <p>Warehouse and distribution standard operating procedures are standardised in the creation of a handbook that will be made accessible to all volunteers.</p> <p>The transition between previous and new volunteers runs smoothly.</p>	<p>Everyone is aware of the updates and changes and knows their specific tasks and objectives of the day. Additionally, notes will be shared over Whatsapp so that non-regular members of the team still receive consistent communication. Every volunteers must have a distribution induction. It allows the team to be more flexible, stable and consistent in case we need more volunteers.</p> <p>The team must have the same knowledge about the warehouse so they can rely on one another to achieve tasks to a high standard efficiently. We therefore need standard practices that can be taught and verified through various resources.</p>	<p>Making the procedures uniform is a good way to provide a consistent and professional service to the service users.</p>

2 STRENGTHEN AND DIVERSIFY DONOR RELATIONSHIPS DECEMBER 2024

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>We send a newsletter every three months to all donors (NFI and monetary).</p> <p>The logistics and distributions coordinator will also endeavour to form an interpersonal bond through personalised updates, pictures and requests.</p> <p>Our NFI donors database is up to date, and includes collecting organisations, companies and individuals.</p> <p>We have received more than one donation from the same donor in one year.</p> <p>We keep track of all received shipments.</p>	<p>We post on social media to show our donating partners are integral to our distribution strategy.</p> <p>A trimonthly report will ensure donors have consistent updates on SV's impact and key needs.</p> <p>With a donors database, we will keep a comprehensive record of all donor interactions, successful or not. With this we can standardise donors outreach and research.</p> <p>A shipment tracker will improve data collection from historical shipments. It will allow us to have an accessible overview of shipment size, quality and frequency.</p>	<p>We need more stable donors to be sustainable.</p> <p>Having stable donors and a strong relationship with them allows us to provide a better, more professional and consistent service for service users.</p>



3 STRENGTHEN RELATIONSHIPS WITH LOCAL POPULATION

DECEMBER 2024

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>We have three collecting points in other cities on Samos by the end of 2024, that consistently provide us with good quality, usable stock.</p> <p>We give out at least ten flyers monthly when locals come to Alpha Centre to donate.</p>	<p>Flyers in English and Greek need to be distributed to local donors when they arrive our spaces.</p> <p>Additionally, contact can be made with shop owners, with the aim of hanging flyers in and around their shopfronts.</p> <p>Collecting points in other areas of Samos need to be maintained and established and be clear and secure, with the donations being frequently transported to SV storage spaces.</p>	<p>Supporting our community means creating a safe environment: having donations from the local population creates a vital link between SV, asylum seekers and the local population.</p>



4 BEING PROACTIVE IN LOGISTICS

JULY 2024

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>A logistics plan is made to avoid any hazards and expected problems during winter. The plan will include an assessment of the future weather in tandem with the strengths and weaknesses of SV's various locations, concluding with a recommended logistics schedule to ensure all necessary tasks are completed in time.</p> <p>The logistics request form is used and updated weekly during the coordinators' meeting. Progress will be reported in the manager's meeting. The logistics Trello board is accessible to all members of SV and used proactively by the logistics and distributions team.</p> <p>A logistics handbook is made and used primarily by the logistics manager.</p>	<p>We need to ameliorate future issues by having a logistics plan for our locations that will anticipate and respond to winter-related issues.</p> <p>The coordinator and manager keep track of the logistics requests and organise their schedule to triage and address needs. Visual to-do lists in the form of a Trello board strengthens team communication, encouraging proactive self-organisation in order to keep on top of varied warehouse and logistics tasks. Volunteers can take initiative by adding tasks and feel a sense of ownership and responsibility by choosing and completing tasks.</p> <p>A logistics handbook will record past methods of fixes achieved by the logistics team. It will also record the various contacts garnered by SV over the years, alongside comments on the efficacy of the fixers and contractors.</p>	<p>Maintaining the spaces ensures a safe place for service users but also for volunteers. Thus, SV continues to provide services in safe and dignified spaces and in turn respects the welfare of the volunteers.</p>

STRATEGIC PRIORITY 3

OUR PEOPLE

Strengths

Offering a good experience to volunteers on the ground helps us with recruitment because people are encouraged to apply based on the positive stories of their friends. SV is now well-known for being a serious, honest and supportive work environment.

The manager's role in the team is to provide the support needed to the responsible coordinator and the project.

Weaknesses

There is a lack of people with professional experience in the field. Currently, we are mostly attracting people who are very young and passionate about humanitarian work but still need to be trained.

A proper mental health support service for volunteers and coordinators is missing.

Opportunities

Spreading the word about our project among the local community is a great opportunity to expand our network, recruit new volunteers, and build a project that is rooted on the island.

Threats

The instability regarding the asylum process policies and practices is threatening our project and, most of all, the community-based approach. A context that changes suddenly and very fast can threaten the job of our volunteers and their mental health.

STRATEGIC VISION

Our aspiration is to have a diverse and numerous team that can support SV with fresh energies and expertise, operating in a harmonious working environment.

STRATEGIC MISSION

SV continues to support external, local and community volunteers through all stages of working with the organisation, from before they arrive to joining SV Alumni.

STRATEGIC VALUES

Our strategy must focus on expanding our collaboration with the local community and former volunteers to build a reliable network supporting SV with volunteering and spreading the word about the project. Partnerships with institutions like universities would be a good way to attract long-term volunteers and ensure stability for our activities. Invest resources in creating a supportive space for volunteers encourages them to come, stay longer, and eventually come back or support us remotely.



AREAS OF WORK

VOLUNTEER RECRUITMENT AND VOLUNTEER WELFARE MANAGEMENT

As a volunteer-run organisation a crucial part of our work is to recruit external, community, and local volunteers, manage the recruiting platforms and implement SV visibility for recruitment purposes. During the volunteers engagement we manage and monitor the team regarding adherence to the Code of Conduct, respect for policies, well-being, and professional commitment. In the weekly schedule all volunteers will be assigned their area of work, meetings and tasks for the week that makes the daily running of the organisation possible.

TRAINING AND DEVELOPMENT

New volunteers receive a general induction and a protection training. Volunteers have the opportunity to participate in a legal training and other trainings and workshops offered by Them. They receive a distribution, teaching, Alpha Centre or Alpha Land induction depending on the area they will work in.

COMMUNITY-BASED APPROACH

The involvement of the asylum seeker and refugee community on Samos through community volunteers, feedback collection and needs assessment are fundamental to ensure our services are in line with the community's needs and accessible to everyone in the community.

While volunteers are with SV, we are responsible for their protection, safeguarding and welfare and intervene in cases of concern. We have monthly wellbeing check-in chats with the volunteers. Once per month, a team-building day takes place and reflective spaces and volunteer forums are organised weekly. Psychological resources offered by our partner Indigo are made available to the team and a follow-up email is sent to former volunteers. Leaving chats with volunteers are an opportunity to reflect on their experience and collect feedback.



2024 STRATEGIC GOALS

1 IMPROVE OUR HUMAN RESOURCES AND WELFARE STRATEGY WITHIN JUNE 2024

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>The team will be able to work on the field without feeling the danger of getting burned out or overwhelmed, and the activities will run smoothly without the team feeling the pressure of an intense workload.</p> <p>The team will know that mental health support resources are always available and accessible.</p>	<p>We collaborate with professionals that provide regular group and individual mental health support sessions to our team.</p> <p>Human resources tools are introduced, to make the team feel supported and encouraged to share their feelings and thoughts.</p> <p>We review and improve our training pathway and professional development offer.</p> <p>Partnerships with universities and other NGOs can help us to recruit already trained volunteers to diversify volunteers' skills. New platforms can diversify our recruitment pool.</p> <p>A human resource policy provides a clear framework on expectations for our team members.</p>	<p>Offering mental health support permits SV to set up a healthy and supportive working environment and avoids people staying short-term because of too much pressure, burnout or stress.</p>

2 IMPLEMENT A COMMUNITY-BASED APPROACH: CAMP COMMUNITY WITHIN JUNE 2024

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>Asylum seekers and refugees are involved in the team, when it comes to project planning and the decision-making process. Our projects must lead to the empowerment of the community and must be an effective and accessible response to the needs.</p>	<p>Community volunteers are a constant part of our team and will have equal power in decisions, responsibility and planning in the team.</p> <p>Former service users will join the team in a paid position.</p> <p>A feedback system for service users and community volunteers will be in place.</p> <p>When it will not be possible for external conditions to have community volunteers in the team, focus the efforts on understanding the needs of the community the same.</p>	<p>The community-based approach is the heart of our projects and involving the community directly in them enables us to support them in the best way.</p>



3 IMPLEMENT A COMMUNITY-BASED APPROACH: LOCAL COMMUNITY WITHIN DECEMBER 2024

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>The local community will be involved in our project through volunteers, donations or simply being aware of our existence and why we are working on Samos.</p>	<p>People know about us and our mission and goals. Together with the other NGOs we try to find ways to implement the locals' knowledge about the situation on Samos and raise awareness. To promote opportunities for interactions between asylum seekers we participate in public events and open days with institutions. We engage in projects with local initiatives.</p>	<p>Creating a network with the local community and building a bridge between asylum seekers and locals will create a better life situation for the displaced people and will ensure mutual respect. It will empower the local community too, by being involved in a matter that is happening in the place they live in.</p>



STRATEGIC PRIORITY 4

OUR ORGANISATIONAL SUSTAINABILITY

Strengths	Weaknesses
<p>We have a large and growing online community that ensures engagement with our posts on social media platforms.</p> <p>We are sharing quarterly newsletters so that subscribers are informed about the situation on Samos and our work.</p> <p>We are consistent in our advocacy efforts through our social media and by co-signing joint statements.</p> <p>Remote volunteers are supporting our fundraising and grant application efforts.</p>	<p>Our photo consent form for service users needs to be available in different languages.</p> <p>We do not have a finalised code of conduct for journalists, photographers and researchers.</p> <p>The advocacy and fundraising strategy in place is not detailed enough.</p>
Opportunities	Threats
<p>A photo consent form and code of conduct for journalists, photographers and researchers are in the pipeline.</p> <p>We are working with other NGOs on the island to create and design targeted advocacy. We are currently working on a joint statement with two legal organisations.</p> <p>One remote volunteer is working on our alumni network that will provide an opportunity to increase a sense of community among our former volunteers, raise funds and increase in kind donations.</p>	<p>There is a decreasing lack of interest among journalists and donors in the situation in Greece and Samos, which affects media coverage and our financial sustainability.</p> <p>We have not won any grants recently, and we have not yet received enough donations for our winter campaign, which is impacting the organisation's financial stability.</p>

STRATEGIC VISION

We aspire to be financially sustainable and strongly connected to our supporters and alumni. Our communication and advocacy efforts reach a diverse audience and reflect our work and the realities and perspectives of those living in displaced communities.

STRATEGIC MISSION

We continue to operate as an effective and stable organisation, with constant volunteer capacity and sustainable income streams, including grants from funding organisations and private donors. We raise awareness about the refugee situation in Samos and advocate for fair and dignified migration policies.

STRATEGIC VALUES

We expand grant research and fundraising efforts and actively involve alumni in our work. Those living in refugee and migrant communities shape and determine advocacy strategies and outcomes. We diversify our content and framing across our platforms and always prioritise safeguarding the community.



AREAS OF WORK

COMMUNICATIONS

We maintain contact with the media, researchers and others who contact us. We share about SV's work, our advocacy and fundraising through our social media platforms (Facebook, Instagram, Twitter and LinkedIn), maintain our website and share a quarterly newsletter.

FUNDRAISING

We plan and deliver fundraising campaigns, apply for grants and organise fundraising events. We maintain positive relationships with donors and involve former volunteers and our online community in our activities.

ADVOCACY

Our advocacy work includes designing and implementing participatory research whilst always prioritising the safeguarding of the community.

We participate in national and European advocacy networks, maintain positive relationships with partner organisations and solidarity movements, and collaborate with local and national organisations to create targeted advocacy. We share situational updates on the island with external actors.

ALUMNI NETWORK

Our Alumni Network is a group of former SV volunteers who still want to stay active and connected and support SV without being on Samos. The work includes managing its platform (WhatsApp), sharing updates and ensuring that leaving volunteers are added to the group.



2024 STRATEGIC GOALS

1 IMPLEMENT A TARGETED ADVOCACY STRATEGY DECEMBER 2024

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>Our advocacy reflects the realities and perspectives of those with lived experiences.</p> <p>We work individually and with other NGOs to design advocacy and actively seek to engage diverse audiences to maximise our reach.</p> <p>Our advocacy is community-driven and allows members from the community to participate in advocacy efforts.</p>	<p>Our advocacy strategy is updated.</p> <p>We design and implement participatory research.</p> <p>We work with other NGOs on joint advocacy.</p> <p>SV is proactive in taking opportunities to raise awareness about the situation in Samos.</p> <p>Our advocacy efforts and their reach are tracked.</p>	<p>A targeted advocacy strategy enables advocating for a fair and dignified migration policy and raising awareness about the refugee situation in Samos, that reflects the realities and perspectives of those living in refugee and migrant communities.</p>



2 DIVERSIFY FINANCIAL INCOME

ONGOING

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>The income of our organisation is diverse and sustainable. We receive money through grants from private donors and fundraising activities organised by our alumni, among others.</p>	<p>We update our grant and fundraising strategy and apply for more grants. Members of our alumni network are inspired and feel equipped to organise fundraising activities. Our collaboration with our partners is intensified by organising events and other fundraising activities. Our network of partners we work with is expanding.</p>	<p>Securing financial sustainability is needed to operate as a stable organisation.</p>



3 UPDATE COMMUNICATIONS STRATEGY

MAY 2024

How will we know when we have achieved it?	What needs to be done to achieve it?	Does this align with our mission and vision?
<p>We reach a wide and diverse audience through our communication channels. Our communication strategy is stable and consistent. Our communication efforts support other objectives such as raising awareness about the situation on Samos, raising funds, and recruiting volunteers.</p>	<p>We write and update our long-term communications strategy. A photo consent form for service users a code of conduct for visiting journalists, photographers and researchers is finalised. Our contact database is maintained and expanded. We prioritise the diversification of content and framing by exploring different sources and platforms. Texts and photos on the website are updated.</p>	<p>An updated communications strategy supports the effectiveness and stability of the organisation and is indispensable to achieving other objectives.</p>



BUDGET FOR 2024

Throughout 2023 we have made an active effort to strengthen and develop our monitoring, evaluation and learning tools, also reflecting in our 2024 budget.

Account	Total
Income	
Bank Account Donations (8.1)	€75,600.00
Rent from volunteers (8.5)	€7,200.00
Website Donations (8.2)	€54,000.00
Total Income	€136,800.00
Gross Profit	
	€136,800.00
Other Income	
Choose Love (8.3)	€37,000.00
Total Other Income	€37,000.00
Less Operating Expenses	
Bank and transfer fees (6.1.1)	€2,400.00
Bus tickets community volunteers and programs (4.2)	€12,480.00
Car fuel (4.1.2)	€4,200.00
Car rent (4.1.1)	€9,600.00
Community volunteers lunches (1.2.1)	€6,240.00
Coordinators stipends - incl. travel (1.1)	€52,080.00
Electricity (Alpha Centre) (3.1.2)	€3,600.00
Electricity (Warehouse) (3.4.2)	€600.00
General Supplies (7.1)	€10,800.00
Insurance (Alpha Centre) (3.1.4)	€120.00
Internet (7.4)	€1,200.00
Legal & Accounting Fees (6.1.2)	€1,320.00
LGBTQI+ group activity expenses (5.1.1)	€600.00
Logistical supplies (7.3)	€1,200.00
Maintenance & furniture (Alpha centre) (3.1.5)	€600.00
Maintenance & furniture (Alpha Land) (3.2.2)	€600.00
Medical supplies (7.2)	€0.00
Miscellaneous expenses (6.3)	€0.00
Office (educational) supplies (5.5)	€4,200.00
Online accounts expenses (6.1.3)	€1,800.00
Petty Cash Expenses (6.2)	€0.00
Phone credit (Community volunteers & work phones) (1.3)	€2,400.00
Recreational activities (5.3)	€600.00
Rent (Alpha Centre) (3.1.1)	€14,918.40
Rent (Land) (3.2.1)	€6,000.00
Rent (Warehouse) (3.4.1)	€6,000.00
SV 2 - Electricity (2.1.2)	€1,440.00
SV 2 - Rent (2.1.1)	€5,400.00
SV 2 - Water (2.1.3)	€180.00
SV 3 - Electricity (2.2.2)	€4,800.00
SV 3 - Rent (2.2.1)	€10,692.00
SV 3 - Water (2.2.3)	€180.00
Team building activities (1.2.2)	€1,200.00
Volunteer accommodation - Maintenance (2.3)	€600.00
Warehouse - items for distribution (5.4)	€6,000.00
Water (Alpha Centre) (3.1.3)	€240.00
Womens activities (activity costs) (5.2)	€600.00
Total Operating Expenses	€174,890.40
Total Expenses	€174,890.40
Net Profit	-€1,090.40

Like many other organisations, we saw a sharp increase in service costs due to inflation throughout 2023. In addition, the number of people needing NFI distribution access increased.

As part of ongoing efforts to ensure a stable and supported field coordination team, we took the initiative to increase compensation for coordinators and introduce compensation for our managers. This funding increase is reflected in our 2024 budget. While this cost will benefit our service delivery long-term, we must intensify fundraising efforts to sustain it.

Being responsive and accountable are two of our core values, and we want to ensure that we're accountable to ourselves, those we provide services for and those who support us.



SUMMARY

Throughout 2024 we will continue to effectively deliver our mission by staying responsive, inclusive and accountable.

As outlined above, Samos Volunteers is committed to ensuring we continue to develop as an organisation throughout 2024. Using our new monitoring and evaluation framework, we will ensure we remain reflective and reflexive during the year ahead.

Thoroughly adapting our services to the ever-changing context, building on the growth of our distribution service, improving our psychosocial services, and much more across our spaces, we aim to remain inclusive, adaptable, and responsive.

Our team has always been at the heart of what we do at Samos Volunteers, building on our good practice to develop our human resources and wellbeing offer further to ensure we continue to have a strong and well-supported team ready to take on the challenges over the next year and beyond.

Moreover, through further developing our advocacy and communication efforts and diversifying our income streams, in 2024, we hope to get closer to our goal of being sustainable and remaining independent in ensuring that all refugees and asylum seekers are welcomed, respected, and live in dignity during their stay on the island of Samos.

Finally, we couldn't have done this without the support of our donors, volunteers, and camp community members. Thank you!

