

North West Regional Conference

Saturday 31st October 2026

Listening in a Changing World

The next chapter of our shared future

Aims: To increase volunteer engagement by providing an opportunity for volunteers to connect with others from across the North West Region. To develop understanding of the critical importance of the need for Samaritans to change and develop as an organisation to maintain future relevance to callers and long-term sustainability of the service.

9.00	Tea & Coffee on arrival – Meet & Greet				
9.30 - 9.40	Welcome & agenda • Introductions • Purpose of the day & Outcomes				10 mins Mike Nudd
9.40 - 10.40	In Conversation with Julie. • What makes Samaritans successful and unique • Our current challenges and how do ensure the future relevance of Samaritans • What the future vision of Samaritans looks like 2030 and beyond • Questions & answers – 20 mins				60 mins Julie Bentley 40 mins plus 20 mins Q&A
10.40 – 11.00	Break – Tea & Coffee				20 mins
	<i>Each workshop repeats four times and each group rotates between the workshops to ensure everyone has attended all workshops</i>				
	Workshop A – Being a Samaritan - Our Culture Provide volunteers with an overview of the “being a Samaritan” project The current perception of our culture, Why and what needs to change				45 mins Hayley Peters
11.00 – 11.45	Workshop A	Workshop B	Workshop C	Workshop D	
	Workshop B – The Home Listening Service Provide volunteers with an overview of the “home listening service and insights so far Why this work is important and how it will be evaluated.				45 mins Gilli Seymour
11.50 – 12.35	Workshop B	Workshop C	Workshop D	Workshop A	
12.35 – 13.20	Buffet Lunch - Restaurant				40 mins
13.25 – 14.10	Workshop C – Ensuring the quality of our service Explain the importance of managing the quality of the service and how the quality hub is structured to support this.				45 mins Jude Richardson
	Workshop C	Workshop D	Workshop A	Workshop B	
14.15 – 15.00	Workshop D – Pathfinder branches – testing new ways of working Explain the importance of the futureproof work and how pathfinder branches are testing new ways of working to enable a more efficient and effective service.				45 mins Tracey Thompson
	Workshop D	Workshop A	Workshop B	Workshop C	
15.00 – 15.20	Break – Tea & Coffee				20 mins
15.20 – 16.45	Self-Harm Satveer Pedraza-Nijjar - Attention Seekers https://satveernijjar.com/ Aims to: Gain awareness of the current prevalence of self-harm, the contributing factors and how we may work towards supporting someone who self-harms.				85 mins Satveer Pedraza-Nijjar
16.45 – 17.00	Questions, Summary & Close <i>Final questions to the panel</i> Summary & Close • Highlight key points • Sharing the message with others in your branch				15 mins Mike Nudd
17.00	Close				