SURF
Survivors Fund
Supporting Survivors of the Rwandan Genocide
www.survivors-fund.org.uk

Dear all,

Thank you to those that made it along to our first SURF Projects Team meeting on Monday night. It was an excellent meeting, and really helpful to get your feedback on how SURF can better engage with volunteers in strengthening our work.

Some of my learning from the meeting:

1. Not everyone was aware as to exactly how small we are as an organisation, as I am the only full-time employee of SURF in the UK. As such, I am responsible for maintaining the website, blog, facebook, twitter accounts – as well as all fundraising, advocacy and reporting. Thus the great benefit I am deriving from the additional capacity enabled by the SURF Projects Team!

2. Supporters want to hear more from SURF – particularly on twitter and facebook. This includes hearing about related events on Rwanda and the genocide (as SURF itself does not organise many events) as well as relevant news, articles announcements.

3. Supporters are not averse to helping out physically (such as with charity collections, which we do have the option of undertaking through the Transport for London tube collection programme)

4. As well, supporters do at times prefer coming into the office, not always working remotely, as this provides greater interaction with SURF (including providing company for our part-time administrator, Flavia) – as well as access to more resources and materials which can be helpful in the work.

5. Though there is an interest in undertaking work that matches the skills of team members – such as translation projects for those fluent in French – it is good as well to offer an array of projects to enable individuals to determine what interests them.

6. In setting projects, it is always useful (and preferred) to set a deadline for the work – which will help ensure that individuals prioritise projects, and that they are undertaken in a more promptly manner.

7. Supporters had an interest in meeting with and supporting projects with survivors here in the UK.

8. Google docs was considered to be a good vehicle for collaborating on research projects involving spreadsheets (such as the funder's database). However, it can be less useful for editing projects when it is helpful to have one individual leading the work to ensure a consistency in style in the editing.

9. The monthly update email is useful to flag up the priority and status of projects, as well as sharing other news of relevance and interest to the team.

10. There are further means of utilising the SURF Projects Team than the editing, translation and research which is the main focus thus far. In particular on social media – to help with managing twitter and facebook in particular, and possibly the SURF website too.

Please do let me know though if you have any thoughts on the comments above, and I will then incorporate them into the monthly update that I plan to email around next week.

Thank you again for your interest and support!

Best – David