

Minutes of the Supervisor Meeting – 22nd June 2021

Attendees: Charlotte Bath, Christopher Clark, Tearlach Duncanson, Sarah McCrory, Jill Organ, Clare Ouaddane, Lesley Smith, Georgia Walker, Alan Wyn Williams,

Apologies: Chris Beck, Jennifer Bright, Martyn Cooper, Sara Gater, Anna Hadland, Christine Lynch, Evelyn Paul, Colin Sawyers, Andrew Sheldon,

Notes taken by JO

Supervisor Drop-in Next Week

Next week there will be a Supervisor Drop-In for anyone who would like to catch up with colleagues. This will take place from **9.00 to 9.50 am on Tuesday 29th June.**

Our next scheduled Supervisor meeting will take place on **Tuesday 6th July.**

Communication & Information

Volunteer Management Team - Update

Sarah McCrory and Georgia Walker shared the news of their departures from the team.

Sarah will be re-joining the Community Education Team as the new Regional Community Education Manager for Scotland and Northern Ireland from the 19th July. Georgia is joining the international team as Team Assistant for the Middle East, North Africa and Mediterranean on the 5th July.

Both were wished every success in their new roles.

Proposed New Debriefing Form – Feedback Required

Charlotte Bath explained that the debriefing form (completed by supervisors at the end of a shift) is being reviewed. This is in order to make the information it provides easier to share and ensure it reflects the current processes.

Charlotte shared a view of the proposed form and asked for feedback. The main difference is that information would be recorded for each operator on shift. This makes it easier to manage part-shifts and to document issues such as technical faults that a single member of the team experiences.

There were concerns that providing information for each operator would take longer to complete, but Charlotte explained that not all sections would need to be filled, some would be tick boxes and some could be cut and pasted as the data would be the same throughout.

The form is at the proposal stage and will not be changed without seeking consensus from the team. Any streamlining and improvements need to work for everyone.

Supervisors will be sent the form and asked for their feedback and suggestions.

Supervisor feedback

Part Shifts

- Alan Williams raised a concern about the time involved in briefing/debriefing operators on part-shifts. It can lead to supervisors being tied-up in briefings rather than available for the rest of the team.
- Having OST take a supervisory role, particularly at weekends has worked well and alleviated some of this pressure.

ACTION: Feedback to be provided to OST.

Recruitment of New Operators

- Alan Williams asked about the progress in recruiting new operators as there have been very few available for recent shifts.
- Sarah McCrory updated the team on the recruitment of 11 x Project Placement Volunteers with the aim of having a new cohort of operators ready to take shifts by the end of July.
- In the meantime, many members of the back-office team have been trained and are able to take shifts as operators to provide more resilience in answering calls.
- It is hoped that some of the new operators will cascade into the supervisory role.

Volunteer Support Line

- A question was also asked about the organisation and running of the Volunteer Support Line. Some volunteers appear to be unaware of this resource.
- Sarah McCrory confirmed that it is run by Rhian Davies, initially with staff involvement (during lockdown) but now with more volunteer input.
- Lesley Smith confirmed that information about the VSL was provided during training.

Operator Reminders

- Lesley Smith and Clare Ouaddane mentioned that it would be useful to remind operators about the following:
 - When to refer and when to signpost
 - When it was/was not appropriate to take personal information
 - Not to look back at case notes but to take each call on its merits
 - To treat each caller with dignity and respect (not to use nicknames, or terms such as 'you know', or to refer to callers in a mocking way)
- Alan Williams described this as having the ability to 'walk in their shoes'.

ACTION: Information to be shared via the NSL newsletter.

Technical Issue – Ready to Review

- Lesley Smith passed on information about a technical issue with the 'Ready to Review' button. If you press 'Save and Close' twice after selecting 'Ready to Review' it deactivates 'Ready to Review'. Best practice is to select 'Save and Close' just once, and then select the 'Home' button to get you back to the home page ready for the next call.

ACTION: Information to be shared via the NSL newsletter.

Retaining Operators

- Christopher Clark complimented the team on the fantastic work of training new operators and asked if any analysis has been done on the reasons given for leaving as some do not return after the first few shifts.
- Sarah McCrory explained that volunteers are always asked about their reasons for leaving. Training can't truly prepare for being on the line and it is a huge time-commitment, also personal circumstances can change.
- Christopher mentioned that some operators who start with a two-hour shifts, then continue to only volunteer for short shifts.
- Sarah confirmed that some analysis is being done on the frequency of some operators only working short shifts, and that during the 1st post-shift one-to-one discussion, the topic of full shifts will be raised.

Fantastic Support from Supervisors

- Tearlach Duncanson confirmed (from recent 1st post-shift one-to-ones) that operators find the first shift quite demanding, but are hugely grateful and appreciative of the level of support they are given from supervisors and backroom staff. They feel a sense of community and belonging as part of the NSL team.

Bitesize CALMER for Drop-ins

- Clare Ouaddane confirmed that CALMER would be delivered as bitesize sessions during Drop-In meetings.

Updates to Previous Meetings

Mitel Issues - There have been problems experienced with Mitel over the past few weeks including operators being on 'yellow' and still receiving calls.

ACTION: Awaiting feedback on the results of discussions.

Next Supervisor Drop-in: 29th June, 9-9.50 am,

Next Supervisor Evening Drop-in: 5th July, 6.30-7.15 pm

Next Supervisor Meeting: 6th July, 9-9.50 am