

Minutes of the Supervisor Meeting – 20th July 2021

Attendees: Christopher Clark, Martyn Cooper, Tearlach Duncanson, Sara Gater, Jill Organ, Clare Ouaddane, Evelyn Paul, Lesley Smith, Alan Williams

Apologies: Chris Beck, Jennifer Bright, Anna Hadland, Christine Lynch, Colin Sawyers, Andrew Sheldon,

Notes taken by JO

Supervisor Drop-in / Meeting schedule

Next week there will be a Supervisor Drop-In on **Tuesday 27th July** from **9.00 to 9.50 am**.

The next Supervisor meeting will take place on **Tuesday 3rd August** from **9.00 to 9.50 am**.

Please Note: The Monday evening Supervisor event will be postponed for a while, as attendance at the Drop-ins has dropped-off!

However, if you are unable to make the regular Supervisor meetings or Drop-ins on Tuesday mornings, please feel free to pass on your comments and feedback via the Support Line Inbox or to one of the team. We are happy to raise your points at these forums.

Communication & Information

The team were welcomed to the meeting by Tearlach Duncanson.

Rota Update 22nd to 25th July

There are currently supervisor gaps for shifts on Thurs AM, Saturday PM and Sunday PM. If you can help with any of these shifts on a full or shared-shift basis, please let us know.

Recruitment of New Operators

- Alan Williams asked about the progress in recruiting new operators.
- There will be a few new operators available for shifts this week and 'a surge' of new operators (approx. 6 or 7) next week, plus the PPVs later this month.
- In the meantime, members of the back-office team are able to take shifts as operators to provide more resilience in answering calls.

Requests for operators to sign up to shifts

- It was felt that operators respond positively to requests for help when they come from the supervisor team.
- It was suggested that the AM shift supervisor could look at the operator numbers for the whole day rather than just the morning shifts, so that offers of help could be allocated to the AM or PM shifts according to need.

Retaining Operators

- Sara Gater asked if operators leaving the NSL are surveyed to find out the reasons behind their decision to go.
- Operators are asked about their reasons for leaving. These include: it is a huge time-commitment; change of personal circumstances; lockdown is easing; and people are returning to work or other volunteering duties.
- Many teams across the BRC are finding that volunteers are leaving to go back to their normal lives.
- It was felt to be a good suggestion to survey volunteers about their experience of the NSL as this could highlight some simple changes to help retain operators.

Time Commitment involved with shifts

- Evelyn Paul highlighted the time commitment involved in supervising, with preparation time alongside briefings and the shift itself. One shift can be up to 5-6 hours in total.
- Lesley Smith posed the question “Do we need supervisors at weekends?” when the call rates are lower and often the OST team step in to cover briefings and technical issues. It could free up supervisor time for the busier weekday shifts.

ACTION: MC, CL and TD to discuss this idea.

DRIM – Part Shift Information

- Sara Gater asked if DRIM could be altered to show when operators have signed up for a part-shift.
- Martyn Cooper confirmed that this change is in progress, but as the DRIM software was built for other parts of the BRC, checks were needed to ensure our design changes don't negatively impact other teams.
- The part-shift information is in the next scheduled amendments for the DRIM software.

Mitel Issue

- Lesley Smith highlighted a fault with Mitel for 4-5 new operators where the 'hold' and 'transfer' icons were not being shown on their screens.
- It has been raised with OST and appears to be an issue that Olive needs to resolve.
- The fault will mean that these operators are unable to use the Language Line or contact their supervisor confidentially as the caller cannot be put on hold and will be able to hear the conversations.

Supervisor WhatsApp Social Group

- Supervisors agreed that they would like a Social WhatsApp group. This would allow for the supervisor team to socially engage in a forum outside of shift duties.
- It was proposed that the guidance would be similar to the operator social group in allowing for requests for rota support and cover for breaks or appointments, alongside fun communications and mutual well-being.

Response to Call-back Proposals

- Martyn Cooper asked whether there were any thoughts or views on the discussions about the possibility of introducing a call-back system to the Support Line as a measure to help manage demand with our capacity on a daily basis.
- Martyn summarised the overall response as 'at best tentative' and confirmed more detail was needed.
- It was requested to pass on any operator feedback about the discussion, and to direct anyone who had not been able to attend the Drop-in last Tuesday (13th July) to the NSL SWAY Newsletter sent out yesterday (19th July).

Last Supervisor Meeting for Jill Organ

- It seems a little strange to add a bullet point about myself, but as this was my last supervisor meeting I just want to express my complete admiration for our supervisor team, all you have achieved and your kindness and passion for the NSL. Thank you for making my time with the team an absolute pleasure. I wish you every success for the future.

Next Supervisor Drop-in: 27th July, 9-9.50 am,

Supervisor Evening Drop-in: Postponed for the time-being

Next Supervisor Meeting: 3rd August, 9-9.50 am