

Minutes of Supervisor Meeting 17/08/21

Present – C. Clark, L. Smith, S. Gater, J. Bright, T. Duncanson, C. Ouaddane, E. Paul

Apologies – A. Sheldon, A. Williams, C. Sawers

TD – Stated apologies and thanked all present for attendance and all for their ongoing commitment to NSL and handling recent repeat caller issue.

TEAM – Welcomed EP who has returned from holiday and will be picking up shifts from end of next week onwards.

LS – Shared recent developments on NSL for supervisor awareness to support EP smooth return. Items – repeat callers progress, silent calls, supervisor communications at hand-over. Potential of new repeat caller.

CO – Asked for confirmation that operators are entering f1/f2 to identify repeat callers at the beginning of case notes. LS confirmed this is the guidance and it is widely followed by operator team.

CC – Raised the point that during the shift handover responsibility for sharing repeat caller info. is not solely the responsibility of the AM supervisor. The team agrees that this is good practice for the AM supervisor, and that PM supervisors should enquire of the AM supervisor if this information is not offered forward.

LS – Asked all supervisors to remind operators to end abusive calls, and to refer to our guidelines if they are not clear on process.

LS – Is piloting a memory device during training to support operators in their clarity between Signpost and Referral. S = Self = Signpost.....R = RedCross = Referral.

LS – Reminds team that operators only need to apply 'category' signposting in Dynamics.

SG – Shared insight that she has potentially deduced the geographic location of f1 repeat caller from call subject matter information. This was shared with CO and the meeting.

CC – Asked if operators are fully aware of ending abusive calls. LS confirms.

EP – Asked for an update on PPV progress. LS reported, team agreed widely, positive experience with PPVs. LS recommended, where a PPV has a support issue with case notes to ask them to call their supervisor before submitting the case.

SG – Reported a number of calls (3) from refugees stating they are 17 years old but being dealt with as adults due to wrong recording of their personal details. Team reflected that while we are aware of known strategies used for 'case escalation' each call must be treated at face value, and safeguarding activated where relevant.

CO – Reported a rise in calls related to recent events in Afghanistan – and suggested the need for a supportive script on this subject.

SG – Let the team know she will be on holiday next week, returning in the second week of September, but may have to revisit her commitment to the NSL due to other life commitments. Team wishes SG happy hols and all good luck!

TD – Raised the subject of moving an official supervisor meeting to the afternoon to allow the wider team to attend to the benefit of all. Times discussed.

ACTION: TD will reschedule 1 official and 1 social supervisor meeting to a Tuesday @ 4.30. TD will aim to set this up by/for the official meet on Tuesday 31st Aug, and set the meetings forward accordingly.

TD – Informed the team of the need to postpone this weeks Supervisor Update. All updates will continue to go to the Briefing Spreadsheet and SLOM where relevant.

TD – TD asked supervisor team to think of any new (not already in-the-pipeline) tech improvements they'd like to see. Part Shifts in DRIM remain the known priority – LS to raise this at Op Drop-in tonight.

TD – Communicated supervisor gaps for the week ahead. LS may have some availability tomorrow AM post briefing.

TD – Thanked everyone for a lovely and productive meeting – and wished good days ahead.