

## Minutes of Supervisor Meeting 3/8/21

Attended – A. Williams, C. Clark, L. Smith, S. Gater, J. Bright, T. Duncanson, C. Ouaddane, B. Okpeki, H. Notyal.

TD. Welcome and thank you for everyone's continued efforts in delivering the NSL.

JB. Requested that full and consistent information of PPVs start and finish times be provided for supervisors.

ACTION. TD to formalise a process with the staff team to provide this information via the DRIM shift notification SMS.

LS. Raised a concern over the length of PPVs active shift time. HN confirmed that PPVs will cover longer shifts but that beyond 4 hrs PPVs may be removed (with supervisor consultation) to attend training etc – in line with their PPV agreement. PPVs should take breaks whenever required – as with all operators, to ensure wellbeing and maintain resilience.

AW. Reported having recent difficulties with his access to WhatsApp and thanked OST members for their support during his affected shifts.

AW. Confirmed the benefit of supervisors having full knowledge of PPVs start/finish times.

CC. Thanked CO. and the team for their joined response to the repeat caller issue.

SG. Suggested the AM supervisor to pass repeat caller info to the PM supervisor

ACTION. Supervisor team fully in support of this.

ALL. Felt and voiced opinions that the current repeat caller script was not great for spoken conversation or person-centred communication.

ACTION. CO/CC and operations team to develop response further.

HN. Shared that an additional operator may be invited (with caller consent) to assist in such instances as handling a repeat callers call.