

Meeting Minutes

Date	07/12/2021
Time	9am
Platform	Zoom
Session	Team Meeting
Aim	
Attendance	Present – Jennifer Bright, Evelyn Paul, Lesley Smith, Harshi Noyal, Laura Perry, Martyn Cooper, Alan Williams Absent – Christopher Clarke, Andrew Sheldon, Colin Sawyers, Chris Beck, Clare Ouaddane

Discussion Points

*Andrew via LS –

Afghanistan – additional info required in Operator Manual relating to Home Office Support

Repeat Caller – Can an update be added in SLOM with suggestions on how to end calls

MC – 2nd Call Queue – proposition is to bring in 2nd queue, we will only know by making this live how this will work, managing breaks etc. Withheld callers will get same response as any other caller.

EP – feels that until we try it only then can we see how the queue is going to work out. Still concerns about some things that may not work.

LS – Mentions how and op found that they had struggled to continue to know how to respond to and help a repeat caller. Emphasises that new ops do not necessarily know who our repeat callers are, and still putting this in WhatsApp. Can we please not continue to do so as unconscious bias creeping in. Suggests that ops put into separate message to the supervisor on shift rather than the official group.

MC – has the ability to register withheld & nominated numbers against the new call queue so that ops can be confident that the calls coming in are not repeat callers.

HN – suggests moving away from referring to them as “repeat callers” Guidance in reference in relation to “**high intensity users**” perhaps we class them as this instead.

LS – also clarifies what is regarded as a repeat caller, i.e. someone calling back in relation to existing case for follow up or calling once a week should not be regarded as repeat callers. Feels that the reference “High Intensity User” is more useful. Also suggest that a **dictionary in SLOM for the definitions of what caller frequency types would be useful**

MC – raises that not aware of a service rule in relation to the 30 minute maximum call time.

LS – clarifies that this was agreed some time back with PK, TD, CL and that it is in the training that we deliver. But in addition, much like therapy sessions, it does not do the SU or the operator any good to speak for longer. Only sometimes is there a genuine reason for the call to go past 30 minute mark. **Re-iterates that Ops should be using scripts in order to help end the calls**

HN – asks if the 30 min max is for all calls or just psychosocial calls?

JB – states that LL calls can often be longer

LS – applies to the majority of calls.

MC – would like to re-visit this subject and would like to be sure that we are delivering correct message in the training.

LS – Also came about to wrap up calls that come in at end of shifts

MC – recalls that the 30 min max calls was linked to shifts but not at the start of shifts, would like to revisit for clarity.

- *Language used in briefings and debriefings – clarified – delivered respectfully and confidently.*

MC – in relation to activating the 2nd Queue – this is ready and waiting, once given the green light, will take only a couple of days to go live via OneCom. Plan to have one nominated person sitting on both queues. Has confidence that the main pool of operators will be able to deliver the service effectively. Also clarifies that many callers are using the service appropriately, such as calling for follow ups or calling every weekend and agrees that wouldn't want to use inappropriate reference to these SU's. Any thoughts following the previous weeks discussion?

LS – what if there are not volunteers that would like to take the calls on the 2nd queue

MC – During the week, would largely be staffed by an op from the KS pool. Week-ends, we are reliant on volunteers confident to take those calls.

EP – Questions how to manage call backs; if one dedicated operator taking calls on both queues, do they have Voicemails/calls backs allocated to them?

LS – should not give those people the call backs, should be left to focus on taking calls. **Asks, could staff take the calls on the 2nd Queue?**

LP- Shares the recent difficulty experienced when covering Sup over 2 shifts on a weekend, as well as completing OST requirements and supporting operators. Feels that although it wouldn't be out of the question, it depends on the situation OST find themselves in on that day.

LS – *Had previously put to MC the suggestion that weekend staff carry out the SUP roles or the OP roles.*

HN – We do need staff to support SUPs & Ops on the weekends, staff are presently also picking up SG via SG team as well as Datix issues. Acknowledges it's a great idea but that the responsibility for the Staff is a little more.

LS – Thought SUP to deal with SG. LS deals with SG herself, Datix doesn't take long to deal with, can be created at anytime as wont be picked up until Monday

HN – Weekends have been busier. Where SG unreachable, we may call multiple times as Ataa is unavailable, staff call SG and raise the case.

LS – would this not wait until Monday?

MC – Currently, we manage KS staff during week days, thoughts have been raised that we may give resource in the form of KS staff throughout the week as times goes by.

AW - Feels that there are some volunteers that let the team down

LS - Feels PPV's also let the team down

AW – feels that a risk management is required

EP – comments that some KS have not attend briefing/de-briefing, what is the policy?

All – Yes all should be attending briefs/debriefs

MC – clarifies KS house – 5 hours per day, 25 hours per week.

AW – Some KS have hours over 2 shifts, Alan then advises the next SUP so that they can debrief them.

EP – how can we check the shifts if we don't have the on the dashboard

LS – Should be able to see all that are on the shift on DRIM

EP – notes that capacity to carry out call backs is limited, whereby SG/RS cases

HN – clarifies that RS at capacity; some being sent back – suggesting **SP?** – we may also have some sent back from SG – will gain clarification for SP, maybe we could add to SLOM to avoid the to & fro.

LS – asks why RS unable to make the call backs, ops numbers are low, impacts on the SUP & the Ops time on the line. It is our belief that RS to deal with the case.

MC – seems most efficient for RS to make the call back.

LS – additional training for OPS? Add SG clarity into the briefing again? LS monitors the WhatsApp for training as sees many cases regularly raised by some ops, asks do we need SG clarity training?

MC – Additional training suggestion, to clarify what is and what isn't a SG case.

Aware we do something different in terms of SG to the rest of organisation.

LS – comments no other service expected to call SAT initially. Process is different between NSL and other parts of Red Cross.

MC – will give notice when 2nd Queue activated. Info to be put together on staff allocation.

LS – Are we opening over Christmas..

MC – update to go into Supervisor Briefing and Operator Update.

Actions

(Bullet points and who is assigned to task)

- Create document for X,Y,Z – **NJ**