

Meeting Minutes Template

Date	21/12/2021
Time	9am
Platform	Zoom
Session	Team Meeting
Aim	
Attendance	Present – Jennifer Bright, Clare Ouaddane, Alan Williams, Christopher Clark, Sara Gater, Evelyn Paul, Laura Perry, Chris Lynch Absent – Andrew Sheldon, Anna Hadland, Colin Sawyers, Lesley Smith, Chris Beck

Discussion Points

- CL confirms new queue now active, for withheld numbers. Request sent for high intensity SU number to be added, request with OneCom. TBC.
- CC requests that if new queue is going to pick up Voicemails, and these are to go into same inbox as current line, then can add to VM spreadsheet for frequently as seen delays.
- CL confirms that operator on new queue will pass over findings/frequency of certain callers to next operator/Supervisor to ensure consistency when taking calls from those calling back regularly.
- LP confirms that in regard to High Intensity user, there will be a process and definition, currently being worked on by management. There will also be a script for current Male high intensity user, which will be added to briefing sheet outlining one call per day and process.
- All in agreeance with Official Supervisor meetings (Not drop-ins) being recorded and saved to SLOM for a week or so for those unable to attend. Then to be deleted. Action points still be to be shared from Ops Support, as not ideal to have to watch the whole meeting if unable to attend it in person. This may also eliminate the need for the PM session.
- CC raised that communication needed surrounding context and specific action points input by OPS in case notes relating to Safeguarding. Specifics are needed, i.e. "who" needs/advised what action to be taken etc. Use of "They" not helpful to determine next steps.
- CL raises that Dynamics to have added reminder in relation to selecting "ready for review" on cases.

- Evelyn raised points about festive period Ops Support as well as Winter referrals. Updates available in Ops News letter 20th Dec. CL will also share details of staff/shift managers available throughout the festive period.
- CO raises the idea of Safeguarding representative to go along to evening ops drop ins. CL confirms that guidance surrounding SAT will be put together. CL will also invite member of SAT (reach out to Helen) to drop in.
- Request was made for Refugee/Ed recording to be shared. CL to chase.
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Actions

- Message to Ops Support in relations to moving voicemails to Vm Spreadsheet in a more timely manner
- Request clarity in relation to case notes in Dynamics, i.e Operators need to be more specific of actions required, especially where safeguarding is concerned, record SAT instructions and clear wording. Eliminating use of “they” in write ups, being concise, “who” is to do what and when etc.
- Email to Supervisors, details for Ops support available over festive period - **CL**
- Invite SAT to Operator drop in meeting – **CL**
- Chase refugee support/Ed recording from Drop in in November.

(Bullet points and who is assigned to task)

- *Create document for X,Y,Z – **NJ***