

# Meeting Minutes

<b>Date</b>	23/11/2021
<b>Time</b>	9am
<b>Platform</b>	Zoom
<b>Session</b>	Supervisor Meeting
<b>Aim</b>	
<b>Attendance</b>	<b>Present</b> – Alan Williams, Jennifer Bright, Christopher Clarke, Lesley Smith, Evelyn Paul, Sara Gater, Clare Ouaddane (Initially) <b>Absent</b> – Andrew Sheldon, Colin Sawyers, Chris Beck,

## Discussion Points

- AW - has ER meeting and cannot make Thursday pm meet, LS will check if Andrew can attend and confirm whether need to re-schedule/cancel.
- TD – LP,CA,NJ will attend Sup Official Meetings going forward and will have new manager.

### Whatsapp usage

- LS – Can supervisor please remind Operators to mute Whatsapp when not on shift and ideally only message into group when on shift. Also to clear messages when shifts end (Official c-19 group). Social group can be contributed to at any time.
- AW – suggested google play online tutorial – TD to look into.

### Repeat Callers

- TD – How are we communicating about repeat callers? How are we managing putting limit 30 mins per day? We don't have a process to pass to operator team. (TD has an update for new call que)
- LS – we don't need to monitor repeat callers anymore, as this is causing unconscious bias. If operators receive genuine repeat callers, who are regular callers (not just weekly) then REPEAT can be put in the notes. The 30 mins was only put in place for F1. We are treating each call as a new call and on it's individual merits. We don't need a process. The current way is working. The messages in Whatsapp about repeat callers weren't always correct.

### New Queue

- TD – Some of the staff team and some of the KS operators are trained and looking for all to sit on both strands of the line.
- LS – We wanted to avoid using operators and move to staff team.
- TD – We wanted to channel away from main operator team and be handled by selected operator team. They would be picking up calls where they would be impacting operator's wellbeing.
- LS – We wanted to take those calls away from the line.
- TD – How's everyone else's thinking on that?
- SG – Agree with LS. It effects the shift, takes operators away for 30 mins.
- TD – Will raise this with Management team. Continue with concern that this is going to impact the line as it's still coming out of the main pool.

### **AOB – Celebratory**

- CC – More operators on shift. Very positive.
- LS – 3 further 1:1s completed yesterday.

### **DRIM**

- LS – Questioned why communication went out telling Ops they cannot add themselves to a live shift, surely, we want them to be able to do that especially if numbers are low.
- LP - clarified that it's not that they cannot join the shift, it's that the Portal won't allow them to add to the shift rota when shift has gone live. LP to check wording re instructions as it is felt that has been miss-communicated.
- CC – Ops to email UK rota team if any issues adding during a live shift.
- LS - requests that Ops message Shift SUP first to ask if needed as shift may be adequately covered.

### **Dynamics**

- AW – System does not give cross reference to Postcode? Believes that single letter postcodes when adding no name contact card are not correct - RESOLVED – Magnifying Glass will give access to relevant postal code areas.

### **KS – Shift lengths/Vol leaving shifts for other Vol work.**

- AW, LS, CC - Concerns about KS doing longer shifts. It can impact wellbeing. AW - has encouraged operator to take breaks.
- TD – Nikki requested to do longer shifts. TD is Nikki's line manager and seems to be doing well. Will continue to check in with Nikki and monitor her wellbeing. She is the exception.
- LS – Has Barrie got a particular agreement? Can Barrie Hampson sign up to shift and then respond to a ER call out? If there is an arrangement, that's fine, but we need to be aware so we can ensure we have enough operators for the shift. We wouldn't want to lose him from shift, but ideally would only be signed up to one shift.
- TD - not aware of a particular agreement. All volunteers are of course free to leave shift if they need to, but if you sign up you agree to be there unless there is something urgent.

### **Duty Manager**

- TD - There is now a Duty Manager on call during weekend shifts. The coordinator would know who that is on the day.
- LS – Can we know who that is? As if the coordinator isn't there, we need to know who to contact.
- TD – to decide how to communicate this out each week.

### Technical Issues Comms

- TD – Whatsapp chat not heavily monitored by Ops team, requests that any tech issues are communicated via direct messaging or phone call into the team.

### AOB

- LS – Suggests if Ops interested in additional learning: - 'Protect', e-module – human trafficking, things to be aware of & 'Core training e-module' - Safeguarding lots of links.

## Actions

- **THURSDAY DROP IN** – LS confirms that Andrew will be present and meet will go ahead as planned.
- **NEW TM POSITION** - will be confirmed in SUP Update, CL to confirm.
- **WHATSAPP** – Reminder in SUP & OPS Update regarding muting when off shift, reminding that ops can message into Social group at any time but that official groups should only be accessed when on Shift. Include link to WhatsApp guidance in the Operator Manual & You Tube Whatsapp Tutorial.
- **NEW QUEUE** – Meeting to take place regarding how the line will be staffed, update to follow
- **AOB** – Update about the positive effects of extra staffing – Incl. in SUP & OPS Update
- **DRIM** – Clarity on messaging in relation to being able to join Live Shift, Purely part shift DRIM functionality in SUP & OPS Update.
- **DYNAMICS** – Will look into query raised, in regards to contact card single letter postal code issues... TBC
- **KS SHIFT DURATIONS** – SUP Update
- **DUTY MANAGER** – TD to clarify/confirm process for weekends – TBC
- **TECH ISSUES** – SUP Update – Remind that Tech issues to be communicated via OPS Support team.
- **E-LEARNING** – Include new and upcoming options available to OPS via SUP/OPS Updates.