

Meeting Minutes

Date	05/07/2022
Time	9am
Platform	Zoom
Session	Supervisor Official Meeting
Aim	
Attendance	Present – Absent –

Discussion Points

- Alan noted that no-one has yet been added to the Teams channel/group, which means people can't yet test it out. – [Comms released this week, adding names to the channels is in progress LP](#)
- More detail requested on how the roll out process will work, e.g. when/how people will be added to the group (all at once, or during shift briefings?) [see above](#); dates for starting using Teams for shifts; [This will be effective as of the 15th July](#). any opportunities for 'trailing' Teams before a shift, e.g. during a Tuesday drop-in session – [Plan to include this opportunity in the next Drop In Session 12th July](#)
- Also request that the Supervisor group on Teams be made 'live' so that Supervisors can start practicing ahead of when we first use Teams within a shift – [Supervisor Channel is now live](#)
- Can Supervisors be given 'owner/admin' rights to the main NSL group, so they can add volunteers to the group during briefings if they have been missed? – [In Discussions](#)
- Newsletter: are we able to get any data about how many people actually open/read the SWAY? – [This will be shared in the Newsletter as of 8th July](#) E.g. people apparently don't know about the NSL Social Group, which is odd as it's widely publicised in the newsletter – [In Discussions](#)
- Could there be a 'Friendly Reminder' section on the Operator Manual which operators can browse through when they have free moments on shift; could include info such as 'remember to click the 'ready to review' button on case records' – [In Discussions](#)
- Question below: will the Social group on Whatsapp continue once we make the move to Teams? ACTION: could you check with Vol Ops if there is any guidance on us hosting 'social' forums like this, please? I suspect it's discouraged in general. – [In Discussions](#)