

Meeting Minutes

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| **Date** | 29/06/2023 |
| **Time** | 7pm |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Present –Clare Ouddane, Andrew Sheldon, Charlotte Thorne, Christopher Clark, Nuala Hemphill, Bernadette Ryan, Laura Perry |

Discussion Points

* Supervisors in the past had volunteered to do check in activities with our volunteer team and as per the review of volunteer engagement plan, we have been thinking to assign all our supervisors a group so that the check in activities could be more personalised and it can become a group activity instead of a one-to-one call, unless specifically asked for. Please let us know your thoughts/inputs (Only Christopher had the opportunity to share his thoughts in the last Tuesday Morning Sup Meeting)
  + CC, AS & Nuala think it is a good idea. (Few questions about what is involved)
  + AS raised the point of the Tuesday Drop in and the numbers that don't attend there and to consider that it might be the same issue trying to collaborate and get smaller teams together.
  + CO mentioned having smaller groups gives the opportunity to build relationships as well as likely to be a smaller number of people attending (Less daunting)
* Theme for the Newsletter this week is - Meet your Team. This theme is about getting to know one another and sharing things about ourselves. The theme runs every 5th Friday, so September will be the next time this is run. If you would like to include something about yourself, please send this to paulinabieleninik@redcross.org.uk by Friday at 1PM to be included in this week’s newsletter. A few things that we could share are around who you are, what you like, where you live, how you spend your free time maybe some photos or videos if you are comfortable to share.
* Reminders -
  + 1) Discussion took place regarding handover from AM to PM shift - Feelings were that other supervisors would like to keep the channel of comms open either by Teams Chat or a phone call, please do what works best for you according to the volume of info to be shared. Handover can be done after the briefing or however this works best for individuals. Perhaps share details in the chat
  + CT made a comment about watching the Teams chat to keep up to date on how the shift has gone etc to ahead of taking a shift over.
  + LP – No one size fits all, it may be necessary to consider hopping on a call before or after briefing/debriefing if something being handed over needs a little more time given. Please work together to establish what works best according to the level of detail that you need to hand over. Teams write up for the next supervisor is a good way to give most information.
  + 2) If there is anything specific that you would like to share around feedback thoughts or feelings shared with you, please try, and put these into a private message instead of shared as a general message in the group.
  + 3) Feedback has been given, that at times, operators are sharing a little too much with an SU - in terms of "I have been in this situation" etc - If you are finding this is happening - please do offer feedback directly around Professional boundaries etc.
  + CO will be able to raise the “Professional Boundaries” as a topic again for Tuesday Drop In. Perhaps consider a mention in the Newsletters also. - Suggestion to add into Briefing around refreshing on these guides – LP to take away.
  + LP – Consider taking the opportunity to feedback on shift/in debrief in the moment.
* A Heads up – The Media team have reached out to Martyn, if any vols want to get involved in a video in relation to Heatwaves. Please drop an email to the support line mailbox - More details will go into this week’s newsletter.
  + Mike Lucas may be good for the Heatwave Video. Perhaps Co Ord to possibly reach out and ask Mike? Has a medical background. Explained in clear detail the difference between heatstroke and heat exhaustion recently.
* New Dynamics CMS - we are in the last leg now, carrying out some last testing of the system, will give you some more information about this in due course.
* Recruitment will start again soon - 3rd until End July. When closes, Recruitment will evaluate applications until around Mid August.
* Propose/Ask if people are ok with the supervisor sessions being recorded once again? It has been shared that these recordings are useful for some and so if everyone is in agreeance we can start recording as of Tuesday.
  + No one opposed to the meetings being recorded.

***OTHER POINTS RAISED***

* Conversation took place about how important the Debriefs are for the mental health and wellbeing of our operators and that some are still not attending –
  + LP suggested that direct feedback to Ops Support or a mention in the debrief form is a safe space to share this information –
  + CC still requires a mention to all to ensure that this is adhered to - suggests in the Briefing for updates SS/SLOM.
  + BR & Nuala - highlights the benefits of the knowledge share in how we deal with situations on the line as well as the social/psychosocial support that we give each other/building relationships.
* Meeting Link - Send out invites Charlotte and Bernie cannot access these from the SLOM
  + LP to investigate.