

Meeting Minutes

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| **Date**  | 04/07/2023 |
| **Time** | 09:00- 10:00 am |
| **Platform** | Zoom |
| **Session** | Supervisor Meeting |
| **Aim** |  |
| **Attendance** | Present – Allan Williams & Harshita Notyal |

Discussion Points

* All the supervisors are happy with the calls to be recorded, we will record the calls and share MOMs. Both these things will be updated on SLOM in the supervisor section. – AW – Said is happy for the calls to be recorded as at times will be good to watch the recording if meeting was missed.
* Some of our operators have been getting involved in conversations with the SU's where they share personal experiences that SU is experiencing. Clare to mention about professional boundaries in tonight's drop-in session.
* Media team has reached out to Martyn, if any vols want to get involved in a video in relation to Heatwaves. Please drop an email to Martyn directly, details have been shared in the Newsletter that was sent on Friday i.e., 30th June – AW – said is usually interested in such activities and will try to find time to get involved.
* Hope all saw the NL that Paulina sent last week as it was the 5th week of the month the NL was themed as "Meet the Team", the next meet the team NL will be sent on the 29th September, could you please remind everyone in tonight's drop-in session that if they are interested to share a little bit more about themselves with the team so that the team gets to know them better. Please send an email to Paulina, her details are mentioned in the NL.
* Any feedback re the UL operators, have the refresher sessions helped? have the queries reduced? AW – Since has not done a shift recently as a supervisor, did not have specific feedback.
* Reminder - 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
* 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 group.