

Meeting Minutes

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| **Date** | 30/05/2023 |
| **Time** | 09:00- 10:00 am |
| **Platform** | Zoom |
| **Session** | Supervisor Meeting |
| **Aim** |  |
| **Attendance** | Present – Alan Williams & Harshita Notyal |

Discussion Points

* It was recently mentioned in a supervisor debrief - about whether we were helping a particular caller on the additional line, by taking their call. The issue of having potentially four operators (2 per shift) on the additional line meant that they could call four times during the day and speak to four different operators because we had no way to let the other operators know that the individual had called. - What is it that you feel that we might be able to do or are there any suggestions they might have? – AW thinks teams could be helpful and passing information to the PM super will be useful.
* We are putting together a support initiative to ensure that Ukraine Line Operators are prepared for shifts on the Support Line. Please do feedback any areas of support that you have noted/you feel is required and email or teams them to Laura Perry. – AW – Has already shared feedback with Laura on an email
* A Map has now been added to SLOM to assist with verifying local RS area coverage when on the line. Please do take a look if you have not already and feedback if you experience or hear of any issues with the use of this tool.
* Discuss: Supervisors newsletters! What do you think - should we keep them weekly? Or maybe we can create one 'Volunteers NL' and send the Sups updates if something urgent? AW- Happy with the idea of 1 NL
* Suggestion in last meeting from Christopher - One item that has come up is the timing for the Tuesday drop-in. Now that the afternoon shift ends at 5 pm we were wondering whether the start time for the drop-in should be moved to an earlier time as this might encourage colleagues to join the meeting. Say 17:30, 17:45 or 18:00?   What do you think?’ Any thoughts from the supervisors? – AW – happy with the change in the timings, thinks we can always try and see how it goes. AW also suggested that it will be good if we can have the specialist sessions recorded, only where the information is being shared and the Q&A bit could be off the recording. There was also a suggestion to invite specialists from the frequently signposted organization. HN to take this back to Chris and Martyn to see if there is a set process to do that or can we directly reach out to organisations.