

Meeting Minutes

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| **Date**  | 16th May 2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Present – Laura Perry, Haajarah Razaq, Alan Williams, Christopher Clark, Clare OuaddaneAbsent – Charlotte Thorne, Andrew Sheldon, Evelyn Paul, Nuala Hemphill, Alice Honeycombe |

Discussion Points

* We are aware that the IT security 101 has caused some confusion, we are looking into this – We have been advised by MyLearning this week, that this learning relates to Staff only, there is no changes to volunteer training requirements at this time.
* Re the staff being encouraged to attend the Supervisor meeting, We have shared this as an expectation for the new supervisors to join the meeting.
* Operators should no longer be raising Food Referrals a referral on Dynamics, just required to complete the MS food referrals from moving forward.
* 18th April - Point raised - Inconsistency in DRIM entries especially UL. Why ? Alan W - Please could we have more information around this if Alan in attendance – Alan further adds that the UL operators do not seem to utilise their DRIM Rota in the same way that the Support Line Operators do. Alan wonders if this could be raised as it is difficult to know when he supervises a UL shift, who to expect on shift – Point has now been raised with Euan & Dhan on the Ukraine Line Team.

Other

* Comments around Food Support - Christopher /Clare/ Alan - scrutiny around Food Huggg is at very high level for a small value - should be the same across the board for such a small amount IR Crisis response etc do not perform such checks. - Alan - uphill struggle to provide consistent positive outcomes on the NSL, we offer the listening ear but creating positive outcomes seems difficult
* Alan/ Haajarah - UL Ops join but have no experience of SLOM ; Alan - It may be useful if UL team have a collective meeting to go over What a case should look like on NSL/Dynamics and go over and familiarise with SLOM – This point has been raised in Ops Support and there are plans moving forward to provide additional support to prepare UL ops for shifts on the Support Line.
* Clare - Lucy is coming back to the drop in on the 23rd May?? Clare to check with Lucy and will have this added to the newsletter. – Comms with Lucy have taken place – Ops Support can confirm that Lucy will be attending the drop in on the 23rd May – the information will be included in this week’s newsletter.