

Meeting Minutes

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| **Date**  | 18/04/2022 |
| **Time** | 9 am |
| **Platform** | Zoom |
| **Session** | Supervisor Meeting |
| **Aim** |  |
| **Attendance** | Present – Paulina Bieleninik, Clare Ouaddane, Christopher Clark & Alan WilliamsAbsent – Andrew Sheldon, Nuala Hemphill Charlotte Thorne, Lesley Jackson, Alice Honeycombe, Haajarah Razaq |

Discussion Points

* PB: Mobility Aid – Interactive Voice Response new option 3
*AW: Why Scottish Mobility Aid does not work anymore? Scottish GOV delivering the wheelchairs but what about rest of the service?* *– We do not have a solid or official answer at this stage. Although the decision was not based purely on the Scottish Government's decision to increase provision. MAS teams are releasing relevant communications to people/teams as and when they become pertinent - so more information will follow which should answer most questions, we ask for patience and for everyone to work sensitively and responsibly, with our Scottish colleagues as we make the transition.*
* PB: Anti – Racism level 4 need to be finished by end of April.
* PB: Conference button – works as should now.
* PB: Supervisor development session – we planning to have them soon (more info to follow).
*AW: For who is a supervisor meeting (just NSL or UL too)? Also, why staff supervisor is not attending this meeting? We should all work together, be more integrated, no one left behind. – We have had the staff supervisors join the meetings; however, another reminder has been sent to all.*
* *AW: Why there is inconsistence DRIM entrance – especially on UL? – As Dhan happens to be the manager for UL, this will be best picked with him.*
* *AW: Briefing & page updates – why they are not updated anymore? – We have not had many updates recently; hence no briefing updates were needed.*
* PB: HIU - it was discussed that handover of this information takes place to the PM sup so that message can be shared on shift for those taking calls on additional line.
*CC: How to pass over the information? Just verbal? What about pass the info during the shift?* *– Is being discussed internally, will share more details soon.*
* PB: Message from Chris - as mentioned at the drop in a couple of weeks ago, from the feedback we received so far, it's been agreed that the drop in's will now be completely volunteer driven and will now be a social space, rather than a timetable of various activities. There is an agreement that at least once a month there will be a reflective space for volunteers to discuss the impact of any calls they've taken. These sessions will be planned by Clare (or one of the other PMHT). Planning of other drop ins can be discussed and agreed by the volunteers
*CC & AW: Those sessions are reflective already and anyway mostly driven* *by vols.
CC: There will be not agenda anymore? Will any staff member will be attending them?*

*PB: That’s right, there will not be an agenda anymore.*

*AW: That should be completely safe space for all vols discussion. Morale – if we do not work together, it effects a team.*

* PB: Asked Christopher: does he think someone might be well placed to support Clare in leading/planning these sessions?

*CC: He will be happy to help Clare with that.*