

Meeting Minutes Template

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| **Date**  | 20/06/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Mira Bhatt, Haajarah Razaq, Clare Oddane, Alan Williams, Christopher Clark  |

Discussion Points

* It was mentioned in a recent debrief note, that in some cases it may be more beneficial for handover to be done in a Teams Message, as this may free up the supervisor’s time given to the ops on the next shift if there is a large amount to handover. - Thoughts? - Additional Comment received - "It would be helpful, if, when leaving a note to the following shift the supervisor, it could include, where operators are on for the whole day, who is on the additional line and whether they are prepared to stay on for the next shift. "

*MB- Alan inbetween shifts can get hectic, operator numbers depleted. Busiest time – Teams messages & calls from operators. Putting lengthy message together on teams can take away time needed for operators. CC – Agrees, needs to know who is on the AL and if they are prepared to stay on. All confused about first note, usually send Teams handover message or join zoom for quick handover slightly early before debriefing. CC – helpful UL vols show on DRIM now and it is more up to date. AW – Sometimes UL call operators are not showing on DRIM, and reminder is needed to OST. Unsure of who they are expecting sometimes. CC – Not accurate UL sheet shared my Dhan for who is going to be on. AW – Empower the UL staff to add their own shifts to DRIM when they know they are joining. AW to check but they should know in advance and should be able to add their own. AW – Teams messages can be sent when there is time but prefer to zoom handovers at busier times. CC- Are call handlers encouraged to go to Tuesday Drop ins, HR – Not mandatory. Perhaps they could be encouraged more.*

*Additional - CO + CC – did not receive NL from 16th*

* Utilising 'Notes from Supervisor meetings' from SLOM to add meeting minutes discussion points, instead of having them sent via email. <https://operator-manual.redcross.org.uk/notes-from-supervisor-meetings/>

*MB- CO – Recordings stopped; AW CC & CO says bullet points for those who missed is better. Not in favour of recordings, but in favour of having these notes added to the SLOM in that section. What to do with old recordings & Notes on SLOM? CC scrub recordings and scrub notes every 3 months.*

*Additional AW – Staff CH breaks 30 min breaks, CC + HR up to individual how they want to split their entitled break up. AW – Monday morning meetings deplete the line. MB – Have explored other times but do not We have done what we can to support with this, work for the team, while the line is of importance and priority. Will take this away, summer months expecting less operators.*

* We welcome feedback regarding UL Staff Operators, who have now had Mitel and SLOM refreshers in the last 2 weeks. We hope this helps but please do pass on feedback on or add to your debrief notes.

*CC + AW – Great to see them joining the line but work through support when needed*

* 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 though/inputs

*MB- CC – Would like to do this, leave staff to do 1:1’s, happy to offer them, but if not mandatory (like Tuesday drop ins) will volunteers be encouraged to join? Revisit date of drop in? Change the time/day? Can manage small group activities. Coords in 1:1’s to ask vols what days would work better for drop ins again? Could move it or offer at alternative date/time.*

Actions

*(Bullet points and who is assigned to task)*

* *Create document for X,Y,Z –* ***NJ***