

Meeting Minutes Template

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| **Date** | 01/08/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Christopher Clark, Haajarah Razaq, Laura Perry |

Discussion Points

Group Lead Role

Group Lead role interest - cut off for expression is 4th August.

Please let Harshi know in writing by 4th August, including those who verbally expressed interest.

Also, regarding group lead, any staff CH’s who are supervisors, we have opened this opportunity up to them, including those who are not supervisors. We would like to involve CHs in this also. Coordinator will check in with group leads, so we can see if there’s any training needs identified, anything to be discussed, or anything to highlight to operations team or anything operational to pass on.

This can be a meeting agreed between group lead and coordinator.

CC will be sharing his interest with Harshi directly. If we sign up for the lead role, how many volunteers are we likely to get?

CC also asked about having data on the number of shifts volunteers have completed as well as the current number of volunteers that are active at this time - *Laura will be doing this, and it will be shared soon*

Lucy Joining Drop in 8th August.

Lucy Simmonds will be joining the Drop in on the 8th August (suggestion for Vol reps to request questions in this week’s NL's?)

CC suggests that if one has any specific questions or scenarios, pop it to Lucy in advance of the drop in *or* in the WhatsApp to be shared ahead of the drop in – would be good to have questions in advance.

CC will pop something in the WhatsApp.

Lucy Open Zoom suggestion

Lucy has suggested having an open drop-in zoom support session to support with any questions or support needed, throughout a week/month (TBC) "looking to establish interest in the outset" (Lucy will also mention this on the 8th of August, we will also be mentioning this in the newsletter this week)

CC agrees – good idea, will let Lucy make the offer, some might prefer this option – suggests leaving for Lucy to mention this in the session on the 8th August.

Safeguarding

What is it that you have in mind that you would like Safeguarding to talk about with operators if a session is run - CC can you please also take this to the drop in, what is it that you would like to have SAT talk about please.

CC – Agrees that this is a good idea. Re-assuring for the operators, would be a good idea to have Dagmar/SAT run a session – reassurance that they are doing the right think if nothing else – Benefits individuals learning as well as supporting the SU.

HR – Some people think a lot of calls are SG but others that don’t think that some SG situations are in fact SG.

CC – Is there perhaps a list if indicators that could be put together, pointers in the conversation, that could indicate whether the call relates to a safeguarding enquiry with SAT?

Abbreviations

We are considering a list of agreed abbreviations, anything that is not on the list, should not be abbreviated. Is there anything else that you might suggest?

CC – dislikes abbreviations – (Could this be built into the new CRM system? Perhaps an auto corrects or similar?)

HR – believes that there is possibly a list that Martyn already sent somewhere but this may relate toe BRC as opposed to being NSL specific?

CC – Ops team could pick up the abbreviations from reporting of Dynamics perhaps and utilise those as the focus for forming the abbreviation lists?

Crisis Response – Quick Links

New quick link added, still a work in progress.

Drop-In Sessions – Change of time

There was a suggestion to change the time of the Drop In to 6pm - as this is now a volunteer space and you think that 6pm will work, please do feel free to make the change.

CC - Will raise this in the Tuesday drop-in session. The recent change of time was a trial.

New Dynamics Version

We are getting closer to creating the training programme around the new system, watch this space, we are excited about the new system, new signposting so that you will now not have to type them in, new SMS and email functionality etc. We are sure that you will all be as thrilled to use it as we are.

Other –

* *Perhaps an RS rep could re appear at a Drop in? CC will talk to Vol Reps about this suggestion.*
* *Do we have to use SWAY? – Could it be in an email – headlines/highlights in the email of what is in sway? Or could add a contents list of what is in the email? Might encourage them to open SWAY? Something that excites people to pull them in. Still the concern around, do people read it?*

Actions

* Identify how many volunteers a group lead is likely to be assigned – **LP/HN**
* Questions/Scenarios to be sent to Lucy ahead of session Tues 8th Aug – **CC** to place a mention around this in WhatsApp.
  + NSL to also put something in the NL Friday 4th August – (CONFIRM WHETHER THESE ARE TO GO TO LUCY OR OTHER? **LP/HN**
  + Could we put together a checklist of indicators that might denote whether a call is perhaps leading to SAT enquiry/advice – **LP/HN**
  + Is it possible to have an auto correct function in new CRM for the abbreviations? **LP/HN**
  + Drop-in session – time change – will be managed by Christopher and mentioned in the drop in this eve **– CC**
  + Consider an alternative ti SWAY, an option that is more easily viewed – perhaps all on one email version (Like weekly update) or highlights in the email to draw people in to read the newsletter. **HN/PB**