

Meeting Minutes Template

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| **Date** | 15/08/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Christopher Clark, Alan Williams, Clare Ouaddane, Jennifer ling, Laura Perry |

Discussion Points

CRM Update

We have some small tweaks to make to the CRM, the system is nearing completion. once the final tweaks have been made, we will go ahead and roll this out to staff and operators as well as create training recordings, guidance and we will also be setting up drop in zoom rooms where any support may be required.

NSL RS Weekly Drop in’s

As you may now be aware, Lucy has set up some NSL drop-in sessions where all are welcome to drop in for support if required. The next one will take place Weds 23rd Aug 1:30-2:30. From September these will alternate weekly between Weds & Fri, 13:30-14:30. Please see the Newsletter for more around this.

Safeguarding Refresher Suggestions

Safeguarding refresher, that supervisors have asked for. Will this need be met with a generic refresher or is there anything specific that we should address?

CC - Reminder of the steps - review of the reasons that we might talk to safeguarding - some ops might say this is SG - but others may put things in the notes and not seek SG advice

AW - A lot of this is responsive, the types of questions that we ask and the answers - need for ops to use instinct during the conversation - whether there are children are involved are they involved - we should never make assumptions –

CC – it is also best that we are erring on the side of caution rather than leaving it - even if SAT say it is not a SG case - Operators wellbeing can be impacted and worth them making that call.

AW - difficulty we find is that they are already know to local SS but may have lost contact - do we make the assumption, if they are already known, situation could have changed between the last contact to now, food, financial, people, housing

CC - Sometimes there is reluctance to take it forward - as they are concerned that it might reflect badly on them as a parent.

AW *Safeguarding* is a difficult word.

CC - Maybe we should say we could talk to a colleague rather than mentioning safeguarding. AW - enquire further as to the circumstances - gather further info by asking more questions.

CC - refresher of the kinds of things that SAT might need to gather, names, DOB Address, medical issues etc. to omit the necessity of a call-back to gather more information.

CC - Ideally it would be good to add in the notes on Dynamics, what questions have been asked and what the responses were.

Volunteer Engagement Plan – Update

Update re Volunteer engagement plan - We have 5 supervisors who expressed interest in the role i.e. Alan, Andrew, Bernadette, Christopher & Nuala. We are now working on creating groups for each group lead and will be able to share them out by the end of this week, these groups will include all call handlers i.e. staff and volunteers. We will also be able to share more guidance/ideas with you re the meetings to be carried in the next week and can have a catch up with the coordinator and group leads so that all of us are on the same page.

AW – can I suggest we delay kicking this off until September.

Future Supervisor Suggestions

Update in relation to the names for supervisor that Christopher and Alan suggested, any more suggestions please?

AW & CC – will discuss further.

AW – feels that it is always goof for everyone to swap roles, ie co ords to cover sup and operator, sup to cover operator and vice versa

LP – There is certainly a plan in place for co ords and other staff members to cover some time on the line moving forward.

Recruitment Update

Recruitment update - We are planning to have the advert open soon to invite in applications and are hoping to get the new volunteers trained up to join the line latest by the end of October.

AW - May have some contacts interested in VOL roles/Recruitment - How long is the turnaround for application to onboarding?

LP – We are looking to have candidates onboarded from interview, completing trainings to going live, around 5-6 weeks.

Actions

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

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