

Meeting Minutes

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| **Date** | 24/10/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Alan Williams, Christopher Clark, Clare Ouaddane, Paulina Bieleninik |

Discussion Points

1. General feedback on how the shifts have been these days, any specific type of calls to highlight.

* Calls from Israel yesterday, gov.uk to go to web - update on [OM Israel travel advice](https://www.gov.uk/foreign-travel-advice/israel) and [Help if you're in Israel or the Occupied Palestinian Territory](https://www.redcross.org.uk/get-help/israel-and-occupied-palestinian-territory#:~:text=If%20you%20are%20in%20the%20UK%20and%20concerned%20about%20a,volunteers%20can%20offer%20emotional%20support.)
* more homeless people calling now and SAT
* 7 days (not 28 days) for refugee to settle

1. How are the group catch-ups going? Anything unclear or unsure of at this point? Has anyone managed to arrange this yet?

CC- made a Catch-up group 9th Nov. But messages start disappearing. Laura to be informed.

AW: Acronyms - do not use that much. Make a point what's that's mean on the beginning of the documents. Perhaps create NSL Acronym list?

1. It was raised in a previous sup meeting about having a deputy supervisor role that we used to have in the past, thoughts on this idea.

CH: to complicates - if group decide then ok but i am on a fan, I would call them 'Joint Sups'

1. Any feedback on Mira's Fairytale content from NL's? Please pass this onto her directly or share here and can be passed on. Any topics you'd like to see a fairytale on?

Passed over - avoid references to holly bible other than this make interesting reading.

1. Any feedback regarding handling of SG cases? We have become increasingly aware that perhaps the process isn't always being followed, any further thoughts or things that you have noticed recently?

SG cases - put info to dynamics & track, clear communication and process dynamics notes - call tracker - made a call.

1. CSM update.

Great update about being able to send sms and emails.

1. CBA team is finishing at the end of October, UL will be there to support us till the end of Dec