

Meeting Minutes Template

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| **Date** | 10/10/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Laura Perry  Christopher Clark  Clare Ouddane  Alan Williams  Haajarah Razaq |

Discussion Points

* Any good practice that anyone has experienced to share with others Re new Engagement process - anything anyone finding difficult, any expectations they may have of us, anything useful that can be shared with other lead – AW & CC have opted to set up WhatsApp groups and have found this particularly useful for sharing information
* Recruitment update - SLO now completed, Mitel training session 1 completed, further Mitel and 1st Dynamics this week
* Meet your team NL issue (Next one - December!) - please see the comment
* Mentioned in last Eve meeting that the Mitel agent group 001 was still called National Support Line Volunteers - in the interests of inclusivity & equality a request has now been made to have this reworded.
* General feedback on how the shifts have been these days, any specific type of calls to highlight.
* There was feedback passed on regarding the need for a summary sheet of all information needed to be utilised on a Safeguarding call. It was observed that DOB, Home office Port ref numbers etc get missed and call backs are needed sometimes 2-3 times before all information is gained. Are there any ideas that can be shared about what could be included in this? – Suggestions were that as standard practice, it would be useful to obtain Names, DOB for all (Not the ages), Port reference where applicable, previous address if relevant. Enquire whether such things as:- whether secure accommodation lined up, consideration of hygiene needs. A request to have all relevant call back actions, added to the case notes and not the call back tracker as not everyone has access to the callback tracker. Was also highlighted that taking as much of this in the initial call is useful as often, call handlers might go on breaks, end their shift etc which would delay getting back in touch for further information, and then delay taking any actions to support the SU. Suggested that we could update the Gentle Reminders page or update current SG page/process.

Other items mentioned.

* There have many instances of staff colleagues (Coordinators) reaching out directly to call handlers on shift instead of Supervisors. It would preferred that this did not take place as supervisors would then be unable to keep up to date of certain situations and/or any actions taken/required throughout the shift.
* There have been instances of call handlers appearing on the dashboard as logged in and taking calls but have not been booked onto DRIM, nor was the supervisor notified to expect them. Supervisors have a duty of care to take care to call handlers while on shift, as such Supervisors need to know who is on it. There could be safeguarding implications if this does not happen.
* In relation to language Line calls, it feels in some instances that the Language Line operator runs the calls, as it seems there is more said or a two conversation between them and the SU with minimal translated back. \*Is there a way to monitor the accuracy of the call? Could we use other R/C volunteers instead? Suggestion that the Op on the call – Mentions their concerns, documents the concerns and raises it with a supervisor to raise with the Ops team.

Actions

* Safeguarding Process review is underway.
* Staff reaching out to call handlers being addressed and communication released around this.
* Call handlers not booked onto DRIM, request to review this and 2-way communication between Ops and Supervisors required to keep all in the loop, as well as address with the call handlers to ensure they are booking onto DRIM prior to joining the shift.