

Meeting Minutes Template

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| **Date**  | 21/12/2023 |
| **Time** | 7 pm – Final Thursday Meeting |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Bernadette Ryan & Nuala Hemphill |

Discussion Points

1. We are looking for 3 volunteers to join the EDI Forum to become group members alongside the current team, information will be shared in the Newsletter tomorrow. For scope - the team meets once per month on a weds with Martyn & Chris, where they take note of actions on all EDI related work we are trying to do at the NSL. The group members also join the CRCR equalities forum on rotational basis, this is on the directorate level; other teams also join such as ER & CR. Any interest should be shared with Dhan to join the Equality, Diversity & Inclusivity forum. Nuala expressed some interest in the EDI Dorum – but would step back if there were other offers
2. We have interest from many of the staff and volunteers from the Ukraine Line who plan to join us as volunteers offering some time to support the Support Line for 2024. It is unclear for how long they will be able to do so, but many are looking to support as much as possible for as long as they can. We welcome their support.
3. In relation to the CBA, there is a script being written which will be shared in the Operator Manual to support call handlers on the Support Line when receiving these types of calls.
4. Update on Recruitment, we have 18 Volunteers joining us, training will start January kicking off with SLO on 10th January. We hope to have all training complete by 9th February. We have multiple sessions running for SLO, Dynamics & Mitel during these dates, in order to give choice and flexibility to our newcomers.
5. For those that have not yet seen the briefing updates from 20th, all RS teams will be closed from 22nd Dec until 2nd Jan. Please encourage operators to signpost SU's according to the options available in the drop down lists for their areas, on the RS Page.

On the point of RS updates, you will no doubt be aware of the changes to the layout on Operator Manual in the RS section. Mira is working with the WordPress manager to see if they can improve the overall presentation of the page, please do bear with us, in the meantime, we can use the arrow keys on the keyboard to scan across the page to view more of the slightly hidden information.

1. It is looking rather likely that Assemble Rota's will be the replacement Rota tool for DRIM. Testing for the rota's has now begun with a few people. We will have more on this in the new year. Providing all goes to plan, we hope to have everyone trained throughout January and plan for this new tool to be rolled out and live for all for February Rota. (As with all Tech related tools, this may be subject to change although we hope that we can run with this as planned)
2. Tomorrows Support Line newsletter will be the final one for 2023.
3. Finally, we would like to take this opportunity to thank you all for your extremely hard work and dedication throughout what has been another amazing the year. All of us on the NSL wish you all a truly wonderful Christmas.

Other Comments

1. Nuala feels the power of kindness is absent in relation to how we have dealt with staff and volunteers leaving. (She felt that we were losing good staff and that we had not treated them well in letting them go, even though she understood the funding situation.  She also felt that we didn't really give them a good send off.  She also felt that we didn't much care if vols left, but she feels that this is an organisational problem, especially obvious in ER)
2. Nuala queried if staff/vols should be having a child and adult DBS.
3. Nuala Suggested a flow chart for how to deal with safeguarding cases - that does sound like an interesting idea.

Actions