

Meeting Minutes Template

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| **Date** | 09.01.24 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Christopher Clark, Jenny Ling, Laura perry |

Discussion Points

* We have several Ukraine Line Ops who intend to continue with support the NSL on a volunteer basis. They will have had to follow a set application process and as far as we know so far, some of them are still going through the recruitment stage but some are cleared and ready to get started. They have had all access updated and we hope to see some of them on the line soon when they are ready to join shifts.
* As previously mentioned, - 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. – Please do mention in briefings/debriefings to gauge interest or in engagement with aligned call handlers and report back to ops/your aligned co Ordinator
* It is looking rather likely that Assemble Rota's will be the replacement Rota tool for DRIM. Testing for the rota's has almost completed. We will have more on this very soon. 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)
* Training will commence this week for our new recruits for the year, the first SLO session will take place tomorrow with many of those candidates joining the Mitel session on Friday.
* We are still waiting for confirmation of the go live date for the new Dynamics tool. Chris has a planned meeting with Dawn (& Martyn) for today, this is to get confirmation from Dawn regarding the capacity in her team to support when the new tool goes live. Chris expects that by today, we should have an idea of when we can launch.
* We are interested to find out how the Group Lead arrangement is working for everyone, how are you finding engagement with your allocated call handlers? Any difficulties that you may still be experiencing at all? – CC Next engagement meeting planned for January 18th, but will call all aligned call handlers in-between time to catch up and find out what they are looking for from the meetings and how we can encourage them to attend.
* We were looking at the reflective sessions that the staff currently take part in and wanting to see how we could make something similar happen for volunteers? Tues evening drop ins currently, do not have many vols attend so we were looking at alternatives to have a reflective session. - CC Will mention this in the calls with aligned call handlers, to ascertain their thoughts around this. CC had arranged that a member of PMHT come along to a Drop-in prior to Christmas but there was a hiccup which meant that the PMHT member was not present as planned. CC may look to arrange something on a more regular basis.CC feels that these are very relevant for those on the line full time, but possibly may not be so relevant for some of those that are not on very frequently. Would be good to have a better understanding of how these might work, when, no’s in the session etc.

Actions

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

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