

Meeting Minutes Template

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| **Date** | 23/01/2024 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Mira Bhatt, Alan, Christopher, Clare |

Discussion Points

A concern was recently raised in relation to some call handlers taking extended breaks, returning from lunch breaks over the allocated 1 hour, returning from meetings a long time after it has finished and so on. While it is appreciated that some calls are particularly strenuous and require an additional break, the pattern for some was exceeding what should be accommodated - We would like to please encourage Supervisors to reach out to the CH/s in question at the time and check in. It is perfectly appropriate for this action to take place, as the supervisor managing the shift. Any feedback post-action should come via the supervisor debrief form to be passed on to TM for any further discussion/action if required.  
CC – Believes this is a management issue, managers should pass this feedback that we are monitoring their time away, just as a heads up but after this they would be happy to manage case by case basis.   
AW – Compassion fatigue, lack of confidence, or burnout? What is the reason there are extended breaks?

AW – Evening meeting- Manager's responsibility to address these issues. There are people who are not attending debriefings despite reminders. Managers should have a word with the team to ensure these basic things have been followed.   
More wellbeing support required for CH’s?  
Perhaps because there is a lack of support on the line, CH’s are feeling pressured to meet the call volumes?  
Core thread of wellbeing to be throughout trainings before joining the line, working from home means it’s more isolating and we cannot see what is going on for them

* Further Update on recruitment, we are in the process of onboarding and training 10 new volunteers, and we also hope that the UL members who wish to continue volunteering will begin again soon.   
  AW – conduct exit interviews to gain an understanding of why someone is leaving or won’t be able to continue- Exit interview should happen?  
  Should a CH be a part of SLO/M&G to answer any questions or give some guidance on joining the line, to reassure new joiners?  
  Should new joiners listen to call examples in the training?
* Could we have the role shadowed on zoom for the new volunteers
* Update re Case Management System - Since the primary person who was working on the implementation of the case management system from the CRM team has left we have been trying to get the new team member up to speed with a couple of essential updates needed on the CMS. As of now we do not have a date decided for the go live, we will let you know as soon as possible.
* Update re Assemble Rota's - We are just carrying out final checks against the live rota's/teams allocated etc, we are looking to share guidance this week, step by step on "how to" and a video for both the desktop & app version of the Rota's. We hope that we can count on the support of supervisors with this project, to support call handlers on how to add their shifts if they are in any doubt. Technical issues, of course, should be put in an email to supportline@redcross.org.uk where they will be answered. We are also putting a short Q & A document together to support possible queries that may arise.
* Is the problem coming on because people are set up on Assemble with their personal email id?
* As we are in the new year and don't have the Ukraine line any more, we are seeing an increase in the no. of calls on the line and the signups from our volunteer team needs a push, it would be great if the group leads could reach out to their groups and request some availability if possible. Would it help if we get share a write up for the group leads to send so that the messaging is uniform?  
  CH’s reminder to be a part of the group lead sessions
* Nuala – What do you do if someone does not follow the instructions given re SAT – Reminder re SAT
* Reminder re Briefing & Debrief attendance
* It looks like people are missing out on the basics, having reminders in place will be the right way to go.
* Reminder document re the protocol

Actions

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

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