

Meeting Minutes Template

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| **Date** | 06/02/2024 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Clare Ouaddane Christopher Clark Alan Williams Laura Perry |

Discussion Points

1. Qs for sup meeting for Euans investigating resize timer issues: 1. How often are you seeing a resize timer?   
   2. Is it happening to more than one operator at a time?   
   3. How often does an operator tell you about an issue to language line?   
   Please add the above answers in the notes of the debrief form.  
     
   *Alan - usual things are buttons disappearing, calling LL and pressing 1 drops the call, could this be LL end? Also notices that resieze timer seems to come into play around peak times, notices this around 12-1 affecting about 1/3rd of ops. Alan suggests that we continue to have all Language Line issues reported via Tech Forms.*
2. Briefing update has been added regarding - Technical Support Form We are happy to announce that the Technical Support Form is now back up and running, and you no longer need to email the SupportLine mailbox for any technical issues. If you have any technical issues, please complete the form found in the Operator Manual under Operator System Training and Technical Support, and the quick link button “report a technical issue”. Please save a bookmark of this form to your browser so it is easily accessible. *\*\*Could supervisors please ensure that the technical support forms are filled so we can monitor the technical errors\*\**
3. Chris/Martyn are planning to attend a drop-in session soon, Group leads could you please pick this in your group session to drive participation.  
     
   *Alan - suggest that we start pushing interest in groups when a date is confirmed for Chris & Martyn’s drop in session; In addition, can it be considered that giving fair notice would probably ensure larger attendance so people can make arrangements to be there if they* are *usually otherwise engaged*.
4. Recruitment - Our recent onboarded volunteers are this week completing suicide & self-harm awareness sessions. We hope to have them start completing pre shift one to one’s next week.
5. Update regarding UL operators –
   * Olena Kravetska - Cleared to start - will start picking up shifts from 12th Feb
   * Olena Tyomna - Cleared to start - Having issues with Myapps, sorting it out with IT
   * Kala Mailoo - Cleared to start - Did a shift on 1st Feb
   * Paul Graham - Cleared to start - Awaiting to hear
   * Sveta Ashworth - Cleared to start - Awaiting to hear
   * Allan Camara – Staff Cleared to start - Awaiting to hear
   * Grace Eluchie - Cleared to start - Awaiting to hear

*Clare mentions that we should consider checking whether these ops have completed SYAO & S&SHA training.*

1. Thank you for your patience and support around the Assemble Rotas, especially during the initial teething phase. Your support to help migrate to this new way of working is very much appreciated. Please do continue t support if you are comfortable but encourage operators to email supportline@redcross.org.uk where there are any technical issues. Shift changes should & can be carried out on the rota in real time, however if this is not possible, these should still be emailed to [UKOsupportlinerota@redcross.org.uk](mailto:UKOsupportlinerota@redcross.org.uk)  
     
   *Christopher - Overall, the Assemble Rotas are fabulous, and work really week, they are so simple to use - however they can be a bit slow at times*
2. We are planning to have 1 official morning meeting a month, same as the evening meeting. the rest of the Tuesday's can be utilised as informal catch-up session.  
     
   *Christopher - this is ok, we are generally a smaller number that attend, doesn’t feel it would make a difference and will continue to attend every Tuesday - Alan - also doesn't mind - would suggest and element of flexibility for the benefit of the operators although it is generally quite easy to speak to ops if any new concerns come up - Clare - would prefer the sessions to run as they are now.*

Actions

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