



Helpline Volunteer Team Meeting Agenda

Date: 28 October 2024

Time: 6pm

Location: MS Teams & Lavender

1. Welcome and Introductions

- Brief introductions, welcome first-time volunteers. There were three first time attendees, which was lovely to see. Welcome all!
- Present: Sam, Sammy, LiJingyi, Abby, Tatyana, Kenny, Chris C, Chris B

2. Updates from Management

- Jane & Jack are no longer with Switchboard, so only Sam & Chris are on safeguarding. – How is that going? All reported that the online support during shifts has not been impacted with current management changes.
- Fundraising campaign – could do with some social media support. Contact Chris
- Rainbow Neighbours on pause – no new matches for now.
 - Chris to review health & safety, safeguarding, buddy system.

3. Review of Recent Helpline Activity

- Signposting 79 Q2 v 22 Q1 – keep it up
 - Chris mentioned that this has been covered several times in newsletters (how to log signposting) but that there are still people who have not logged any. Undoubtedly people are doing signposting with service users, we just need to make sure it is logged. Chris will reach out to volunteers individually who appear not to be logging signposting.
 - Discuss any specific challenges – generally agreed that safeguarding had calmed a little on the helpline and we have fewer calls that are in critical crisis. Discussed some regulars and about people who call with the same issue each time. Agreed that this was not a concern, as long as we are able to signpost them to services that can help practically, it still makes sense for us to be a listening ear, even if it feels repetitive.

4. Training and Development Needs

- ASIST training 14/15 Nov now all finalised. Are people interested in more? It is highly encouraged.
- Other training? What do you want/need?
 - Do we have info on travelling abroad for gender-affirming care? We do not keep any specific information as this changes frequently. Please recommend they connect with online forums like facebook (e.g. <https://www.facebook.com/groups/705742769526196>)
 - Motivational interviewing – Chris to look into getting some training made available to volunteers

5. Shoutouts and Celebrations

- Chris Couldridge won breakfast for 2 at the Permit Rooms for making the most signposting records last quarter. Congratulations Chris!

6. Any Other Business (AOB)

- Please complete the social activities survey.
- Sammy has joined the social committee. Yay! If anyone else is interested, please contact me (Chris)

7. Next Meeting Date

- Next meeting is 25th November