

REMOTE WORKERS MEETING

Thursday 4th June 2020 -

ATTENDING (total = 32):

Catherine, Vikki, Kalpna, Rosie, Salim, Farrukh, Pui Wah Carter, Ian K, Malcolm, Frank, Helen, Afshan, Jamie, Jerome, Lesley, Carmel, Patsy, Ruth, Penny, Judith, Shelly, Annette, Raminder, Rita, Rosy, Birgit, Fikile, Mahtab, Ian L, Leena, David, Peter

GUEST SPEAKER: Karen Lingwood from Herts MIND Network talking about Mental Health & Wellbeing

SALIM: Opening of Bx :

- the Council have asked about our plans to reopen the office and enquired as to what support we would need
- CA are providing support with materials on carrying out risk assessments and adjustments at the premises and have also asked what we need to ensure that staff feel safe to return to work at the office.
- In view of above, Salim has sent out a survey to all with questions on what would make you feel safe to return to work and suggest any adaptations that would assist in this. Please complete and return these surveys.
- WCA is looking for specific funding to assist with above. CA have received funding from central govt. But we are unsure yet whether and if so how much of this will be distributed to individual bureaux.
- WCA has received external funding to train people to work remotely - RW is managing this fund.

ROSIE: training:

- More than happy to provide training/learning material inc webinars for those who are looking to expand their knowledge whilst waiting to return to work. CM added that we should all be checking Docebo on S&V page for trainings available; to discuss with RW if there is training you are interested in.
- "Thank you for your patience" to the group of new volunteers who started in January and were just some 2 weeks away from their starting on the rota before lockdown. They will be starting by taking calls on Advice Line from next week.

FARRUKH:

- Thanked all staff & volunteers for their efforts during these difficult times.
- Looking to ensure that we have a safe working environment at the Bx to enable us to return to work
- Stressed that if anyone feels uncomfortable or are caring for someone vulnerable, then to let CM/Salim know to return to work.

MALCOLM:

- Presenting a tour of the S&V page within its new layout. Malcolm stated this is still work in progress

CATHERINE:

1. Stats:

- Referred to the new "Covid19 Project" started approx. 2 weeks ago. We have a team of 9 assessors managed by CM and VM, contacting cl's who had been in contact with WCA over the last year, over the age of 69 years and/or with MH conditions and/or suffering mid/long term health Conditions to check how they were and to ask if there were any issues on which they needed advice & assistance. To date we have contacted over 100 clients. Feedback from the assessors working on the Project:
 - Rita: the project provided a good introduction for her as a new assessor before starting on the Advice line rota
 - Ian L.: feedback from clients was very positive; the cls he spoke with were happy with the support they received from WCA and were happy to be called.
- In April we:
 - took 208 AL calls;
 - Provided 116 Advice appointments
 - Received 32 enquiries via the info@ email
- In May we:
 - Took 247 AL calls
 - Provided 135 Advice appointments
 - Received 43 enquiries via info@ email
 - These figures are in addition to the calls made on the Covid19 Project

2. Other News:

- Carlos has left us to continue his final year studies. He had indicated that he may return to WCA as a volunteer in due course
- Vanita has been appointed as the new Housing Advisor (to work on the project with New Hope and WCA) to take over from Judith who will be working as a Money Advisor at WCA.
- As this week is Volunteers Week, there will be a Remote Social evening this Friday at 7pm via the catch up link (BYOB, chat & connect!)
- Thank you to all the staff who have moved and adjusted to remote working from the office to the home so quickly and so well.
- Thank you too, to all the volunteers for their support whether they are working from home or not; without them the service would not exist.

Went around to everyone at the meeting to say a few words on how they were and what they have been doing since last workers meeting/lockdown if not attended latter.

NEXT WORKERS MEETING: Wednesday 1st July 2020 9.30am