



### EOC RPF Meeting

Date / Time:	13 December 2018	1300 hours
Location:	CR2, Millennium Point	
Chair:	Jeremy Brown	JB General Manager
Vice chair:	Adrian Gibson	AG EOC Commander
	Jenny Cocks	JC EOC Commander
	Liz Parker	LP EOC Regional Training
	Vickie Whorton	VW EOC Clinical Manager
	Rachel Bishop	RB Human Resources
	Sally Hampson	SH UNITE
	Gillian Wilson	GW Unison
	Emma Musticone	EM Unison
	Jackie Hull	JH Unison
	Reena Farrington	RF Unison
	Stuart Gardner	SG Unison
	Peter Green	PG Unison
By Invite		
Secretariat:	Louise Bowater	LB PA to Jeremy Brown

<b>1</b>	<b><u>Apologies</u></b>	
1.1	Jenny Cocks	
<b>2</b>	<b><u>Minutes of previous meeting</u></b>	
2.1	Item 2.2 It was agreed that this item should have been added as a standard agenda item.	<b>LB</b>
<b>3</b>	<b><u>Actions arising</u></b>	
3.1	Action 1 – Item 7.1.3 on 02/02/18 Ongoing. An update was also given that Dispatchers are now updating the crews to confirm how long a call has been held for and if any further calls are received relating to that case.	
3.2	Action 2 – Item 7.4 on 26/09/18 Complete. IT have confirmed that only EOC SMT have access to the EOC	

	Management folder on the N-drive.	
3.3	Action 3 – Item 2.1 on 01/11/18 Complete. Meeting was arranged for 23/11/18. LB was asked to arrange a second meeting.	<b>LB</b>
3.4	Action 4 – Item 3.2 on 01/11/18 Complete. Meeting took place on 07/11/18. SG advised that these meetings should be minute. JB agreed to capture the meetings in bullet point form when holding further meetings.	
3.5	Action 5 – Item 3.6 on 01/11/18 Complete. Going forwards, a process will be put in place to ensure that training/updates will be shared with staff side and then uploaded onto the team site with a link emailed out to staff.	
3.6	Action 6 – Item 4.7 on 01/11/18 Complete. Delivery of new fridge took place on 08/11/18.	
3.7	Action 7 – Item 5.1.3 on 01/11/18 Complete. From a management point of view, work has been carried out and it should now be complete/correct. However there are still some queries if all hours are 100% correct. All queries should be sent to JC and AG who can check hours/follow up. SG added that from April new starters will be expected to agree from their start date where they will schedule in additional shifts to pay back annual leave.	
3.8	Action 8 – Item 6.1.1 on 01/11/18 Ongoing. JB has discussed with the SMT the importance of updating staff/ staff side with any queries relating to outcome letters. JB asked for some time to see if we notice any improvements in the way in which these are handled. JB accepted the concern raised about missing information but did also clarify that these meetings are not minuted and only key points are noted during the meetings. RF clarified that what staff side are asking for is answers to questions during the meetings, even if an adjournment is required, rather than having to wait weeks for an answer.	
3.9	Action 9 – Item 7.1.2 – on 01/11/18 Item to be removed from actions. No further issues have been reported relating to expense cut off dates at Tollgate.	
3.10	Action 10 – Item 7.3.1 on 01/11/18 Ongoing. JB was unsure how best to tackle the issue of standing down/ reassigning/returning to break when in window. He felt that staff are most likely trying to be too proactive due to the pressures in place. All managers were asked to monitor this.	
3.11	Action 11 – Item 7.4 on 01/11/18 Complete. LB has arranged regular pre-meets before the SMT for JB and RF.	
3.12	Action 12 – Item 7.9 on 01/11/18 Outstanding. JB to discuss best utilisation of resources with the HCRT desk.	

<b>4/5</b>	<b><u>General update/Festive arrangements</u></b>	
4.1	JB confirmed that staffing is looking strong for the festive period. He explained the changes that have been made to the forecasting which takes into account the new starters and reducing the number of calls per member of staff.	
4.2	Call Assessor establishment is over 165 which is approx. 15 over the budgeted amount. The CEO has been very supportive with EOC recruitment.	
4.3	Shortlisting is taking place again specifically for Tollgate and thoughts need to be given about capacity in the room.	
4.4	There is also resilience on the first floor at MP for a further 12 positions.	
4.5	Staff side queried the introduction of ITK and whether this would result in taking other Trusts calls as the norm. JB explained the ITK and buddy site process further and added that he genuinely believes that there are no other plans to take other Trusts calls as a general rule.	
4.6	Discussions are taking place nationally around performance targets and benchmarking: Mean under 5 seconds 90 <sup>th</sup> centile in 20 seconds They are also looking at the 2 minute delays.	
4.7	JB advised that there is only 1 Dispatch vacancy. RF noted that they are missing the Police Dispatcher. JB confirmed that he is trying to attract additional support.	
4.8	ITK with Police and fire (MAIT) is on the agenda. JB confirmed that LAS already have the capacity to do this. JB believes that it will eventually become mandate.	
<b>6</b>	<b><u>Recruitment</u></b>	
5.1	Recruitment has taken place and shortlisting is being done for TG.	
<b>6</b>	<b><u>AOB</u></b>	
<b>7</b>	<b><u>AOB</u></b>	
7.1	Staff side queried why the latest new staff did not have buddy's when moving to the live environment. JB advised that due to the number of new starters in such a short period and how the rota's fell, that it made it difficult to schedule and pair up with mentors/buddy's. He clarified that the buddy system works well and has by no means been stopped. There is a mentor course running in January which should help bolster numbers.	

7.2	A shift swop functionality on GRS is to be rolled out in EOC. This went live in ops in September. JB advised that he would look into what is involved.	<b>JB</b>
7.3	RF queried what the trends, parameters etc were for the recent instruction that went out to Supervisors around call lengths. JB accepted that there are a lot of new staff in the system but it was concerning that call lengths were up by around 20 seconds since October. JB confirmed that he would provide RF with the details.	<b>JB</b>
7.4	EM to send JB specific details around issues/queries recently raised around safeguarding referrals.	<b>EM</b>
7.5	It was confirmed that with the new welfare process there was no requirement for CSD to complete the tick box anymore. LP will make the relevant changes on CAD to reflect this.	<b>LP</b>
7.6	The number of emails being sent out with updates or changes to process was raised as a concern. LP advised that she would send out prompts to staff to refer to the team site for any changes.	
7.7	SH asked to highlight the issues with transfers at Burton again for the minutes.	
7.8	RF queried if there were any additional plans in place for the weekend with the talks of snow. JB advised that WMAS had not received any weather warnings for snow and no plans were in place at present.	