

Online Response Service Report March 2016

After a somewhat turbulent start as ORS Administrator and team coordinator, and now that things have settled down, I can report that ORS is continuing well. It is with regret that we said farewell to Barry after many years in ORS and I wish to thank him for all of his hard work over the years.

There have been 3 resignations but on the positive side, we have managed to train up 4 new responders and a further 3 previous responders have returned to the service.

Most of the gaps on the rota are being covered, if not taken up on a regular basis. The exception to this is the 10pm-12midnight slot, however any mails received overnight are dealt with promptly the following morning.

AA Service News this month are carrying an article on ORS and we expect further applications. She, our roster lady, has also produced some stunning new recruitment flyers, which can be e-mailed, shown as a PowerPoint presentation, and of course printed out for manual distribution.

So with all these initiatives, I am confident that we will shortly be able to recruit further new responders and that we will be able to continue with good cover and maintain a good quality of responses to our incoming e-mailers.

In my (albeit short) experience to date, training up new responders is quite labour intensive. I am finding that for approx. every two responders I train only one will continue in the role. It was suggested by ECSC that an assistant admin role be created to help out when the team administrator is away, and also with training up new responders.

I have approached a couple of the team, and am confident that there will be a taker - or two - for this role.

This role would not be an ECSC appointed role, but might be useful in terms of when the present Admin rotates out of office and assistant would then be in a stronger position to take over.

Our incoming e-mails and subsequent responses are increasing month by month - see Powerpoint - attached.

We have also updated the ORS User Guide - see attached.

Eleanor E
18 March 2016