

Meeting Minutes Template

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| **Date** | 6th June 2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Present – Alan Williams, Laura Perry, Bernadette Ryan, Harshita Notyal, Christopher Clark, Clare Ouaddane, Jenny Ling |

Discussion Points

* New database management system upcoming - Chris & Clare perhaps can introduce this in the drop in (we would like to introduce 2 volunteers into the testing phase also) We would like to promote advocacy for the upcoming changes to ensure positivity through the team.
  + *Confirmation that this will come in the form of some changes to our current Dynamics to enable a more user-friendly tool. Ops Support have not seen everything at this stage and confirm that the new system will go through rigorous testing prior to official roll out.*
* Check in calls this month will be centred around the new updated system - please direct the calls/query's to named Co Ordinator's
* Update on UL Operator support - training plan in place - trying to make sure they are upskilled as soon as possible.
* Alan & Haajarah strategy - allow UL Ops some space to find the answer or take the approach that they could consider locating the answer themselves with some pointers.
* For Christopher and Clare - From when is the timing of the drop in needs to change? Will the link change? Comms in this weeks NL to be included by vol rep team?
  + *C.O/C.C - Drop in changes - Change from next Tuesday 13th - no change to the link - starting an hour earlier. Will mention this in this evening’s drop in. Will let it run after 6.30pm in case not everyone sees the update - Drop In-Leaving it at Tuesday eves for now. Lucy will be coming back on the 20th June - 5:30. She confirms she is happy to come monthly.*
* Alan proposed that we could invite people from the organizations we signpost to quite frequently to the drop-ins so our team could learn more about them and the work they do,
  + *Harshi has raised this with Chris and awaiting an update.*
* Low numbers of volunteers currently picking up shifts, is there anything anyone can add around why this may be?
  + *Shift numbers – A.W time of the year? Family time & Holidays. C.C PM shift is shorter so unsure why vols not booking on, perhaps because they prefer it in the A/M as is busier, B.R- Re regular supervisor volunteers – ops appear less enamoured with change of sups. Own experience of being a volunteer - often had a preferred volunteer Sup. A.W&C.O - Sense of “Team” with other preferred VOL ops on shift & between ops & sup.* *HN - take away “how can we develop better relationships with ops and sup?”*
* A.W – Had a team of 7 showing on DRIM Monday 5th - 3 of them were unavailable - Can the structure of when meetings take place be re considered - consider the peak time in the shift. *HN – to take away.*