

Meeting Minutes Template

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| **Date**  | 20/06/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Mira Bhatt, Lucy Simmons, Christopher Clark, Clare |

Discussion Points

Lucy - Please remind call handlers to be recording when a caller tells them they have been referred to NSL by Migrant Help. This can be done by filling in the referral source box on Dynamics. The data that we can get from dynamics will be so helpful in the meeting that we have coming up with Migrant Help next month.

What were people asking from MH before they were advised to contact NSL (Gentle reminder to operators)

Lucy - Discuss Working Group for RS E-Learning Module, please could Christopher mention this in drop into volunteers who may want to be a part of this.

Lucy to email CC to discuss working group dates in sup WhatsApp

Lucy - Scenario Based Training - Ideas?

Conversation about who brought this idea to Harshi.. Do the people from Tuesday Evening Drop in want to know more? Or are these people who haven’t been able to attend the drop in? – Need to reach wider audience than drop in. Utilise scenario’s Lucy has created already. CC to pose question in the drop in this evening.

Lucy - Plug Training Session on 22nd

Clare cannot attend but Lucy happy to deliver again. CC to attend. Ask for sups to ask vols for other dates that may work too.

MB - Gentle Reminders regarding Check ins, if you haven't already, please send an email out to your respective volunteers as an introduction. Perhaps get an idea about availability for setting groups up. Some supervisors (Bernadette/Andrew) have set up WhatsApp groups with their volunteers, may be an idea if you would like to. The groups have been revised and an updated email was sent on Friday evening, please take follow the link shared in the email and in case you have any issue in accessing the documents on SharePoint, please reach out to your coordinator or Harshi

MB - Update on Recruitment - the recruitment for volunteer roles started last month, the advert went live on the 15th of August we are looking forward to onboard 15 new volunteers, recruitment has started to pass on the new recruits to us. As we have enough applications the advert has now closed. If we don't have the quota for recruitment, the advert may get re-opened and close again on Friday. There is an expectation to have them trained up and ready to get on the line in 4 weeks from when they have been passed on to NSL by the recruitment team.

MB - We have now started to update SITREP details regarding any crisis on SLOM, this is available in the Crisis section and is updated once everyday. The idea of adding this is to ensure that you are up to date with any actions taken by BRC and if calls come in regarding an ongoing crisis you can get information from the page.

Actions

*(Bullet points and who is assigned to task)*

* *Create document for X,Y,Z –* ***NJ***