

Meeting Minutes

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| **Date**  | 26/09/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Christopher Clark, Alan Williams Clare Ouaddane |

Discussion Points

1. Update about recruitment.
2. Update from Supervisors regardless group lead tasks, how is it going? Any support needed?
3. General feedback on how the shifts have been these days, any specific type of calls to highlight.

AW & CC- Both are concerning that SUs leaving us with just 1 signpost such as RS and there is not managing the expectation. As we know RS are usually busy and they will not pick up the phone and not many operators telling the SU that 'please be patient they are busy they will back to you when they could'. Also, of course we cannot promise any-thing for any signposting (especially those outside BRC). So, there was concern about the level of positive service.

1. Reminder re this week's NL, if any Supervisors want to share about themselves? Or if they can shar info.

CC- Will pass information about ‘Meet your team’ NL issue to volunteers.