

Meeting Minutes Template

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| **Date**  | 21/11/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Mira Bhatt, Clare, Christopher |

Discussion Points

* Lucy to Update me about RS festive closures, alternative signposting for each office is to be updated soon. As it had been put out in briefing updates last Friday, the family reunion advice line will be closed from Dec 1st and Reopen in Jan.
* All SLOM signposting has been updated and has correct information. We are working to fill gaps in existing signposting and vet new signposting to provide additional signposting. This will be updated soon. If you have any new signposting suggestions, please pass these onto me.
* In the new year, we will be looking towards finalising SLOM objectives to improve the SLOM. To manage expectations, we will be working with what we have already got, and this will not be a redesign, however, we want to make the platform more user friendly and to have some additions to improve it. If you have any suggestions, please email me.
* CMS - To briefly note, we are continuing to prep the SLOM with Training videos and FAQ's. It is looking likely that moving over will take place in January and utilise Dec for upskilling staff, sups & vols. We will get back to you when we have a more definitive date for go live. - CC says not to mention any more until definitive go live date, people will always be on holiday and should not delay go live date?
* Message for Clare, Laura asked if you received her Teams msg and just wanted me to remind you here if you were to join. This was regarding training dates for our next recruitment cycle. (Suicide & Self Harm awareness sessions)
* Update on Recruitment – We have 4 Meet and Greets planned and should be onboarding 20-25 volunteers in January. We have 6 new starters who have already begun signing up for shifts already as you may have seen. - Clare – Vols need to know more about the UK when joining, might think policies from other Red Cross in other countries applies?
* Christopher - WhatsApp ‘names’ should be the name of the operator; however, operators are using their own phones. Perhaps guidance that operators could have names clearly displayed so you can identify who they are. BRC religious policies should be aligned with this.

Actions

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

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