

Meeting Minutes Template

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| **Date** | 28/09/2023 |
| **Time** | 7pm – Last Thurs Eve meeting |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Laura Perry  Christopher Clark  Charlotte Thorne  Andrew Sheldon  Nuala Hemphill  Bernadette Ryan |

Discussion Points

* Recruitment update
* Training Roll out plans.
* CMS system update
* Any other Feedback
* Any good practice that anyone has experienced to share with others Re Vol Engagement process - anything finding difficult, any expectations they may have – May be putting the staff off as it is called VOL engagement - should be called something else - team engagement. - 001 is still called volunteer operators!! NSL Volunteers additional line 025. Comment that they were not aware that additional people had been added to the list of people they were to engage with. Engagement - Difficulties in collating meetings with volunteers, getting them added to WhatsApp groups, getting responses, Staff seem to be somewhat quiet - Alan has not yet got started
* Polite reminder- please feel empowered to make decisions, please don't feel you need the approval of aligned co Ordinator's.
* Reminder of My Apps as of Monday onwards - briefing update will be rolled out - My Apps - all good, good experience over all great layouts
* Meet your teams’ story – Meet your team - Can we have perhaps 4 questions to follow and a word limit? Set expectation so that people would know what to write and would be more inclined to get involved. - Paulina advised

Other items mentioned.

* Charlotte - deputy supervisor role - we used to have this , feels it would be beneficial to re introduce
* SAT guidance - another mention - about calling SUP in SAT cases (except emergency)
* Can we have someone from PMHT to deliver a NSL focused suicide awareness course - Nuala is happy to deliver this - worthwhile regular updating and offering refreshers sessions for operators?
* Nuala - Assemble is saying that she has training that she has done or cannot do are outstanding. \*\*\* FA required (Is it the primary roles that is affecting this again)

Actions