

Meeting Minutes Template

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| **Date**  | 20/02/2024 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Mira Bhatt, Clare, Christopher, Alan |

Discussion Points

* We are thinking of reopening Sup Development again, in your group check in sessions, please ask if any volunteers would be interested in this and please feed back to your respective coordinators.

AW – Continuation Sup Training?

CC – Use every other week Sup Meetings for the above purpose

* Regarding Group Leads, Harshi will be putting together a meeting with Group Leads and coordinators at some point, to discuss what is working well and if there is room for improvement, to assess how these are going.
* We have lots of new signposting suggestions passed on from volunteers and call handlers that I will be vetting soon, and we will hopefully have some new signposting additions to the SLOM this spring.
* Expectation setting around the SLOM - We often receive feedback about the SLOM not being a user-friendly tool, we will be looking into improving the SLOM and providing the word press team with some objectives. This is an everchanging tool that is a work in progress, this will take time and so we need to manage expectations around improvements we can make and time frames. Feedback is welcomed and can be passed on to myself, Euan or preferably to the SupportLine email.

Maybe have a keywords sheet for top 20 signposts and what keywords to search for in the search box of signposting guide

* Martyn is joining the Tuesday drop-in session on 20th Feb, please let as many volunteers know as possible, he will be talking about the NSL development plan for 2024.
* 29th March & 1st April are bank holidays and those shifts have been removed from the rota.
* We are looking forward to involve our wider team with training i.e. Dynamics and Mitel trainings to start with. Just wanted to hear your thoughts on that idea, any recommendations/suggestions?

Involve in M&G’s & SLO trainings too

Actions

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

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

Less Voicemails, 8 mins has made a difference

Operators need reminding about their status on Mitel more