

Meeting Minutes Template

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| **Date**  | 29/02/2024 |
| **Time** | 7pm |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Paulina Bieleninik, Alan Williams, Bernadette Ryan, Andrew Sheldon, Nuala Hemphill, Christopher Clark |

Discussion Points

* 29th March & 1st April are bank holidays and those shifts have been removed from the rota.
* We have our next recruitment in April and we are looking forward to involve our wider team with facilitating training i.e. Dynamics and Mitel trainings to start with. Wanted to hear your thoughts on that idea, any recommendations/suggestions? Could you please discuss t his with your groups and let your coordinators know if you get any interests. We will reach out to those interested well in advance to let them know the next steps, there will be enough shadow opportunities and support before anyone starts training.
* 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.
* From the next month onward, we will reduce from 2 AM Supervisor meetings to 1 each month. PM meeting stay without changes. Which week of the month it would be most comfortable for you?
2nd Tuesday AM, Last Thursday of the month PM
* Newsletter frequency has also been changed as you would have seen in this week's NL, we will not be sending 1 NSL newsletter on 2nd Friday of the month.
* Update re CMS - We are still waiting for the technical fixes to be implemented, we will keep the group posted on the progress

Keeping an eye on Sandbox when new volunteer coming on the line

* Traceable service user feedback update - The testing has not been completed and details have been share with the Onecom (mitel) & the Davis group to provide access to dashboard to everyone. We are yet to decide on the go live day, will keep the group posted.
BR has mentioned how testing went. It links the feedback to your ID
* There has been an Internal Safety Alert issued instructing BRC people not to use their role to intervene with supporting to resolve traffic accidents. Not massively relevant for NSL, but worth sharing as some of our volunteers might have dual roles. This document will be sent to everyone on an email if you would like to read.

To check about and rise with the OST team:

* **Mitel** issues about ‘No busy code’, missing buttons etc. What actions has been taken? In real like update would be expected.
* Euan came with, Cash cards