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Meeting Minutes Template

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| **Date**  | 28/03/2024 |
| **Time** | 7pm |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Mira Bhatt, Nuala, Andrew |

Discussion Points

* MB will be creating an MS Form to track signposting suggestions
* Regarding check ins, we want to ensure Volunteers who aren't attending group meetings still have a 1-1 check in fulfilled by the group lead & please feedback to coordinators with check in names, dates and any takeaway points (should the coordinator not be present at the group check in)
* NH doesn’t agree some get 1-1's and some get groups (no time to chase or individually message)
* Thoughts on updating a system (UPT) instead of sending notes to coords about volunteers (if they are granted access) - coordinator should say which status vols are on to keep group leads in the loop
* An update on the new case management system - we continue to experience delays due to short head count in the team supporting us with the tool, we will be share something in April newsletter to update everyone
* Traceable Customer Service Feedback - We are planning to launch this in May. There will be training videos shared with everyone to upskill and space planned in for any questions

Actions

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

* FR form requires an email, what if somebody doesn’t have one? & signposting details at the end printed small and inaccessible