

Meeting Minutes Template

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| **Date**  | 30/05/2024 |
| **Time** | 7pm |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Alan, Andrew, Charlotte, Nuala and Lesley. Christopher sends his apologies |

Discussion Points

* Dhan has sent out an EDI update (this will be sent out monthly) to the Group Leads who will share this with their respective groups
* Mobility Aids Update From June to September, we’re transitioning our mobility aids service to our new Direct-to-Customer service and closing most of our local hire locations in England and Wales - thank you to our MAS staff and volunteers who are continuing to work through these difficult circumstances. The Direct-to-Customer service goes live on 17 June and customers will be directed to the new service in two phases as we manage the wind down of local MAS services. You can find our position statement and details of the transition plan on RedRoom and more details on Assemble. We are continuing to provide wheelchairs in Northern Ireland and Norfolk through our existing contracted services.
* Change to our opening times as of Monday 3 June. Shifts will now be 10-1pm & 2-5pm (Wed staying the same). Email has been sent to everyone, briefings update added & on SLOM. Assemble already changed for week beginning 3 June.
* Social Media videos have been completed and submitted to Marketing, thank you to Campbell, Anna, Stanley, Grace and Yvonne for creating the videos.
* Does anybody else needing training on Adept?
* Dynamics does not let 2 people save notes in the case at the same time, losing one set of case notes. People can be unaware that someone else is in the case.

**UPDATE** – *the new Dynamics will not have this issue and multiple people can be in the case at the same time.*

Actions

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

* *Can we make sure that the Minutes of these meetings are added to the*

*Superivisor section of the Operator Manual (most up to date one is January 2024) –* ***LJ to take forward***

* *An additional drop in session for training on Adept and transferring calls to the survey using Mitel. This has been arranged for 6th June.* ***LJ*** *to invite Dorothy to this session.* ***Alan & Charlotte*** *to provide other dates they are available to LJ and* ***ALL*** *to discuss with operators to see if anyone else requires support*
* *Can we provide any additional training around Safeguarding – possibly a reminder to read again the full process on SLOM (****LJ to take forward with OST****). LJ is currently reviewing the Learning Modules to see if they need to be updated*
* *Can we also look at options for upskilling around signposting –* ***LJ to discuss with OET/OST***
* ***ALL*** *please make sure ay pre booked shifts you have on Assemble reflect the new opening times.*