

Meeting Minutes Template

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| **Date**  | 12/03/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Laura Perry, Christopher Clark, Alan Williams |

Discussion Points

* Update on CMS (Dynamics new version) – *LP advises new CMS version still being worked on. Further delay due to focus being taken away in DDAT due to a different system failure in organisation requiring works.*
* Recruitment Update - M & G Starts Monday 18th with first SLO taking place 5th April and subsequent trainings following SLO x 3 – *For our next round of recruitment, we will be commencing meet & Greet sessions starting Monday 18th March, followed by 4 further sessions planned with the final taking place Wednesday 27th March. SLO (3 sessions planned) will commence Friday 6th April with all further training to follow.*
* *Customer Feedback* - Davies Tech/OneCom work almost complete – *Our new Customer feedback set up is complete, there is a small tweak requested from OneCom.Davies Technology before we go live. moving forward, following training, Operators will be required to take some action on Mitel main screen to enable the survey. Training is upcoming.*
* New Starters - Any feedback on how they are settling in/observations? considerations for learning pathway? – *No feedback regarding Training perse; Point to note, it would be useful to be reminded that the way that we give feedback can have a big impact on the operator’s wellbeing and motivation for returning to the role. It should be considered whether we are always offering feedback in a constructive and considered way and that we should be offering developmental opportunities in a thoughtful and positive fashion, to encourage the operator to remain motivated and engaged in the role, and not to put them off.*
* The NSL has been working with “Helpline Partnerships”. NSL have now achieved the Standards certificate. This will remain in place for 3 years. This is a huge achievement for the NSL.
* *CL raises that there are some confusions around some of what the functions in the RS restoring family links/ IFRC do, are they the same? What are their main differences? How can we be sure we are signposting to the right service? Can this information be clearer in the SLOM?*

Actions

* *CL raises that there are some confusions around some of what the functions in the RS restoring family links/ IFRC do, are they the same? What are their main differences? How can we be sure we are signposting to the right service? Can this information be clearer in the SLOM? – LP to share with HN & NJ regarding seeking clarification around RS services and when which applies to which situation*