

Meeting Minutes Template

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| **Date** | 09/04/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Mira Bhatt |

Discussion Points

* 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.
* Trainings have begun for our Spring recruitment cycle; we are looking at having 22/23 new joiners.
* 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)

CC – Is there going to be a group lead meeting to discuss this further?

CO – If they are having debriefs, they are still well connected. Is this enough?

Overall, no time/want to do 1-1 check ins, doesn’t believe there is a need.

AW – Try to check in/message vols when they are on the shift if possible.

Suggestion – Perhaps we offer 1-1 check ins on as and when needed basis & then offer the group meetings.

CC – Lack of purpose of these group check ins perhaps, to discuss in a group lead meeting perhaps

* Thoughts on updating a system (UPT) instead of sending notes to coords about volunteers (if they are granted access)

Happy to pass notes on to the coordinator, comments from group discussions wouldn’t be attributed to 1 individual. It is overall thoughts and feedback.

* Lucy's capacity/remit has changed as of October last year and is busier than usual to support on case-by-case basis. Do we feel there are any gaps in knowledge that we can identify and ask Lucy to support and resource us with filling these.
* MB will be creating an MS Form to track signposting suggestions. Working on re-vetting existing signposting & also new ones which you should hopefully begin seeing soon.

Actions

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

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