



Central Improving Mind

Away Day

23rd June 2022.

- The day started with a welcome from Mark Wood, facilitator.
- John Bristow talked about the day and expectations, and how we needed to look at our participation strategy. John explained why we had asked mark to facilitate. He also talked of the changes we had made, some achievements and the importance of participation.
- Mark asked us all to think of words that we would use to describe our participation strategy, he then asked what we thought was good, working well and what wasn't.

Words offered were:

- Empowerment
- Partnership
- Enrichment
- Valued experience
- Communication
- Choice
- Challenge
- Transparency
- Inclusion

What part of the strategy would we keep, ditch, change.

Keep

- Networking
- Outward facing
- Structure

Ditch

- Central improving mind name? (to be discussed)

Changes needed to be looked at:

- People talked about feedback and the need to highlight what we do
- Better communication, and explanations when things can't be done
- Clear wording with no jargon
- Training and support to staff and service users
- Should we use the term service user or another term
- Making sure participation was real not tokenistic

- Need to allow more flexibility at a service level
- The strategy should include explanations on the different types of participation
 - Coproduction
 - Outreach work
 - Community champions for feedback
 - Involvement
 - Peer support Peer mentor
 - Peer led

lunch

After lunch Mark invited us to think of a way forward and our next steps

- People felt that we need to consult on the strategy
- We could look at the strategy in parts and start with the introduction (July CIM)
- We should consider being less restrictive with expectations on Participation and how delivered, more choice for managers and stakeholders at a local level
- The need for participation to be a part of the service plans
- The need for managers to give feedback to people using their service

Mark asked us to mark from 1-10 how we felt we were doing in terms of participation, the mark was 7-8 from the entire group.

Problem areas included feedback, community engagement and payments

Actions

- Look at possible name change of CIM
- Look at possibility of co-opting more members to CIM
- Community champions role in services and centrally
- Recruitment training to change
- Ensure wellbeing of those people who participate, don't ask too much
- Peer support groups held three monthly for people engaged in participation
- Be clear on using a specific type of participation and explain expectations
- To build a vision in the 3 year strategy
- Look at "service user" and possible change the term