

## Central Improving Mind

### Minutes of Meeting

17<sup>th</sup> August 2023 12.00 pm Graham Street/Zoom

**Present:** MZ (chair) YH MA AN JH

**In attendance:**

**Apologies:** MH

**Minutes:** MB

**Previous Meeting Minutes:** Agreed with no amendments.

#### **Matters Arising:**

**1** - The first paragraph. AN talked about his consultation on a permanent chair. The majority have opted for a permanent chair. Two candidates have put their names forward Sabika and Mustak. AN offered to have an election that would be confidential. It was suggested that both Mustak and Sabika be co-chairs, and the group agreed to this. One of them May become vice chair but this would be left to them to decide. MZ would remain vice chair until the new chairs settle in.

**2** - AN has sent a report out regarding the conference which will be distributed. The main criticism was regarding the food being taken too early and the final part of the conference taking too long. We will strive to improve the food at the next conference and the agenda will be revised. MZ, on behalf of the group, passed on thanks to all the staff for organising and putting the event on, this was echoed by the group.

**3** - The strategy was discussed along with training for the CIM members.

**4** -JH would like to know the next steps regarding values; he will link up with AN and YH to discuss further. **JH**

**5** - YH would like it made clear to Beechcroft Service Users regarding what meetings they are able to attend. **AN**

**6** – Work is required regarding updating the information pack which is in the communication remit. AN to liaise with RMc. **AN**

**Action Sheet:**

**1** – Statistic Database regarding VAS referrals – **Closed.**

**2** – Co-Production re North Connect – **Closed.**

**3** – Digital Skills Course at Fircroft – **Closed.**

**4** – SUC Post-conference – **Closed.**

**5** – Service User Representative Connection Issues – **Closed.**

**6** – Anita Jhali – Anita and Roz Ratcliffe will be invited to the September meeting. **Closed.**

**7** – Health and Safety training – **Closed.**

**8** – Session leads for SUC – **Closed.**

**9** – Citizens Advice Surgery at Beechcroft – **Closed.**

**10** – Expenses Discussion – A discussion took place; it will be agreed to have managers confirm PO submissions and payments paid within 1 month of the activity. This will be added as a future agenda point.

**Closed.**

**Organisational Updates:**

JH discussed the final closure of Sycamore Lodge.

Charles David House is fully occupied having had voids filled by Sycamore Lodge residents.

The Intensive Community Rehab is now really picking up and receiving referrals with a likelihood that it will be at full capacity shortly. Staff are feeling more settled and there are a few people who have already moved through the service and are now in their own accommodation.

VAS is experiencing issues including not having full staff capacity; this is down to issues in recruitment and a high level of staff absence. We are



looking into the reasons behind these reasons and offering support to staff who are experiencing issues including exhaustion and burnout.

PURE Service is coming towards its scheduled end in December.

We are looking at the future of Birmingham Mind buildings considering what improvements are needed to ensure all offices and services are fit for purpose.

The Helpline is getting good outcomes and feedback but there are also challenges being experienced by the staff dealing with crisis calls. We are ensuring that all staff are supported.

MA asked regarding Sycamore's next steps. JH answered that now it is closed, we have an opportunity to look at the site as a whole and potentially it holds.

YH asked if the building is fit for purpose of being an extension of Beechcroft and JH confirmed that it wasn't. It is likely the building will be demolished with considerations for the site including possibilities for supported accommodation whilst having a low impact on the environment. Updates might take some time to be processed but discussions are taking place.

MZ asks if Sycamore Lodge is going to be demolished, would the building materials be recycled and upcycled. JH confirmed this would be done as much as possible. Phil Hallam who manages Estates would be in charge of this.

MA asked about access to Beechcroft when demolition takes place and JH confirmed this would be put into consideration to ensure a safe entry is maintained.

MA asked how long the Bullring location will be live. MB confirmed that officially it is September but there is real hope the Bullring might arrange a permanent location. The Bullring is very happy with the service and there has been great feedback already.

MA would like a schedule of who is working at the site at any given time. JH will get this information from Julie Carnell. **JH**

**Survey:**

There have been around 170 surveys completed but we need to extend the deadline by 2 weeks as hard copies have not yet been made available. It is hoped that we will get over 320 completed surveys but ideally over 400.

JH will send an email out to prompt staff to assist with the surveys. **JH**

**CIM Terms of Reference:**

AN discussed the days and times of the meetings moving forward but it was agreed to keep the day and times as they are, the 4<sup>th</sup> Thursday of each month at 12pm.

AN went over other elements of the ToR with parts he recommends should be removed including 'Membership of Group.'

The group is happy for the 3-year term to remain with the opportunity to co-op.

The line about chairperson and deputy needs to be amended as discussed above.

There is no minimum number required in meetings although we do need at least one service user present for a meeting to take place.

AN discussed alternate standard and review meetings involving managers.

YH discussed rules regarding taxi use and why it is currently only allowed as a one-way journey. AN expanded on the rules and the payment policy. He agrees that service users should be able to have taxis to and from venues.

The payments section needs to be thoroughly rewritten.



MZ would like service user updates to be fed back to the board of trustees at the Executive Committee. AN says this should be raised at the next Executive Committee. **JH** and **MZ**

JH questioned the purpose of the group; he doesn't disagree with any part of the ToR but he would like CIM to have the responsibility of holding the organisation, managers and trustees to account. There is already a lot of this in practice, but he recognises the potential of the group and the ability to develop influence. AN confirmed that this is involved in the strategy but agreed it should be included in the ToR. Regarding holding to account, the group can make observations and suggestions regarding areas that need improvements. Holding the Account to be added to the ToR. **AN**

**AOB:**

No other business.

**Date and time of next meeting:** 21<sup>st</sup> September 2023.