



# Central Improving Mind

## Minutes of Meeting

**22<sup>nd</sup> June 2023 12.00pm Graham Street/Zoom**

**Present:** JB JH AN MA SR MW MZ (**chair**)

**In attendance:** RH NT FC

**Apologies:** No apologies were given.

**Minutes:** MB

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

**Matters Arising:** No matters arising.

### **Action Sheet:**

- 1 – Volunteer Strategy – Emailed out – **Closed.**
- 2 – Estate Committee – Eileen McCabe has taken the post. – **Closed.**
- 3 – Beechcroft Building Plans – Completed. – **Closed.**
- 4 – Statistics Database re Vas Referrals – **Closed.**
- 5 – Business Plan Summary – **Closed.**
- 6 – VAS Referrals Statistic Database – AN to chase Jess. **Open.**
- 7 – North Connect Coproduction – AN to chase Jess. **Open.**
- 8 – Fircroft Digital Skills Course – AN to chase more details. **AN**
- 9 – Tai Chi at SUC – Richard Hawkins will run these sessions. **Closed.**
- 10 – SU Communication Issues – JB suggested Rachel McNair could be involved regarding events, opportunities and updates. **RM** is to be asked to send out information. AN discussed difficulties regarding getting the word out about the SUC poetry competition, particularly among the Mens Group. JB discussed the I&P strategy; a meeting will take place next week amongst managers regarding their own service plans and how they can implement the I&P strategy. The review process was discussed and will also be launched at the SUC. The Service User Survey will also ask about communication and how this can be improved.

**Ongoing.**

### **Organisational Updates:**

This is JB's last CIM before he hands over to JH. There is a lot of handover taking place and they have both been visiting services as part of JH's induction process. JH will continue over the next few weeks to visit all services.

Sycamore Lodge - One of our residential care homes on the Erdington site is due to close at the end of the month. Colleagues have been working very hard to get the residents relocated. There has been significant movement over the last few weeks regarding assessments and we are hopeful that most of the residents will move on in the next week or so.

The plan for the building is that it will be closed up and decisions made on what to do with the site. There have been discussions regarding Beechcroft could use the building but this is being discussed. Once all residents have left, the building will need to be secured for insurance purposes.

Helpline – The service manager Michaela moved on a few weeks ago and Donna Henderson has moved across and acting as the temporary manager. She is still working with Talking Space and is assisting with recruitment. We have had great feedback from commissioners this week regarding the Helpline, this was welcome news as we have been going through a challenging time at the Helpline regarding recruitment.

Intensive Community Rehab Team ICRT – There is a group of BM staff who are co-located with colleagues from the Mental Health Trust in Small Heath. The service has now gone live and they are supporting people in the community. The service aims to prevent deterioration in mental health. The service is similar to Rookery Gardens but is delivered to people living out in the community and will support people in acute services. There is a manager, deputy and 9-10 community rehab workers. There are also 3 peer mentors working for the service.

Peer Mentors – Danielle Murinas is the Peer Mentor Lead and is responsible for recruiting. There are 8 Peer Mentors working across the organisation. The programme is going very well. JB is running a ‘Mind Mapping’ session on Thursday for staff which is a welcome to the organisation session. CIM group are all invited if they wish to attend.

HR Recruitment – Anita has recently started in her role within HR on a 12-month contract to assist with recruitment and retention. She will be working closely with Managers. JB suggests she is invited to a future CIM meeting. **AN**

New Leaders – A pilot we ran for 14 months within the organisation to support staff who had aspirations to be leaders. Some of the feedback received from the workshop regarding influence and participation showed people were unaware of what work was being done with I&P and they were surprised by the work done by people with lived experience. This work is being carried forward to involve more people with lived experience having training.

There will be future training for SUs who are interested in the recruitment process.

Committee Representation – There are a number of committees within the organisation, the majority of which are chaired by Trustees. There are a number of people from CIM who attend meetings as service user representatives. There is a terms of reference which will need to be reviewed. JB believes we are in a good place regarding representation and governance.

### **James Harper – New Director of Operations:**

JH introduced himself to the CIM group.

Prior to this role, he worked for Beacon Counselling based in Stockport and delivered a wide range of therapies and worked with people of all ages. He was the lead there for over 16 years and it grew from a part-time role with a handful of people and now has over 75 staff. The growth gave him the opportunity to be involved with all areas of the company from development, creation, improvement and maintenance. He felt the time was right to move on as was ready to take on a bigger



challenge and felt Birmingham Mind was the ideal progression. He was aware of BM's great reputation for being driven by values.

Outside of work, he is from South Wales but he moved to the city. He is married with 2 daughters, he has some lived experience with mental health and this has inspired him to work in mental health.

He is really keen to get involved with CIM and respects the work done by JB and AN and is looking forward to working with everyone.

**Nick Taylor – Health and Safety Officer** – Been in post 4 months and is working with Health and Safety across all areas of the organisation. He has visited all buildings connected to BM and extensive work has already taken place including asbestos management.

He is also working with compliance and ensuring that the organisation meets all requirements. There is a need for everything to be made into a uniform system.

He is updating policies which will all go to committees for approval.

Risk assessments are a key part for NT and he has noted the quality of risk assessment varies throughout the organisation and aims to improve this and make them less complicated.

He proposes we move to a 5-level risk system to give a risk rating.

There are various stages in each organisation regarding Health and Safety and most are reactive rather than proactive. NT aims to manage risk and train people to spot risk and put precautions in place to prevent accidents.

He is developing a staff questionnaire that will go to the Health and Safety meeting for approval but will show the opinions of staff regarding training and health and safety. He would like stats on staff absence that is related to work i.e. through stress and work-related accidents; this will not be personal information, just basic stats so he has an overview of the status across the organisation.

His aim is to go beyond compliance and for Health and Safety to be the bedrock of the organisation.

MZ discussed service user representation and NT said he is happy to involve service users wherever possible.

There was a conversation about staff and service user training and how



we can improve this moving forward. JB feels that the more people that have health and safety training and awareness, the better. MZ feels that Peer Leads and some service users should do Health and Safety training.

Post-conference, AN will add service user training to a future agenda.

**AN**

### **Conference Update:**

AN discussed updates from the planning group and most issues have been resolved. JB will launch the strategy and JH will close the session.

National Mind will say a few words regarding how our strategy links with there and they would like to formally congratulate us on our award.

AN went through the current agenda.

Greg, who is a service user will be providing the PA system along with a singer and will be MC for the day.

We have only had 1 entry for the poetry competition so far but we are hopeful we will get more.

There are 50 service users that have confirmed their attendance, AN is pushing to encourage more service users to attend from all services.

We will be supporting people with travel but AN urged caution regarding the costs of people taking taxis there and back; MZ recommended people collaborating and getting buses and minibuses where possible.

AN will liaise with everyone who will be running sessions regarding what will happen during the day. **AN**

### **AOB:**

Benefits – EM recommended Citizens Advice is invited to do a surgery at Beechcroft regarding benefits and disability resources. – JB to talk to Rebecca Nolan and Shaz regarding this. – **JB.**

Service User Survey – Rachel will launch the survey at the SUC.

Expenses – Emails to go out to managers regarding confirming service



user expenses payments have been processed. To be raised in a further agenda point as more discussion is needed. **AN**

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