

## Central Improving Mind

### Minutes of Meeting

21<sup>st</sup> September 2023 12.00noon Graham Street/Zoom

**Present:** SR (Chair) MM FC AN JH YH MW

**In attendance:** OM

**Apologies:** MZ MA MeIM

**Minutes:** MB

#### **Previous Meeting Minutes:**

Agreed with no amendments.

#### **Matters Arising:**

This is the first meeting and planned review for future practice.

#### **Action Sheet:**

1. **Values and Strategy** –MM would like this to be made a priority so that new staff and volunteers have the correct information to offer the best support. **JH** will link up with AN and YH to make a start on work. **MB** to share the current Birmingham Mind values. – **Ongoing.**
2. **Meetings** – AN has spoken to the manager at Beechcroft who assured him that at the beginning of every session or meeting, they will advise what the meeting is for – **Closed.**
3. **Welcome Pack** – AN has spoken to RMc who feels that too much information can overburden people and believes the influence and participation information should be included in the general welcome pack. AN has asked the managers of all services to discuss with service users if they would like a single welcome back regarding I&P or if this should be included in their general welcome back. AN discussed information about involvement being dealt with on a local level. AN will ask managers to print information and display it in all services. JH added that information should be integrated and training regarding I&P should be given at induction; this will allow for effective updating. MB to send the current welcome pack to CIM. **MB - Ongoing.**

4. **Expenses** – Finance sends out emails automatically when POs are sent but the system isn't working to send to service users. KH will send an email to AN to clarify the situation and resolve it. In the meantime, if people could get a BT account temporarily, this would guarantee receipt of these emails. AN has requested that managers send confirmation of payments to the service users. JH asked if service users could receive a Birmingham Mind email, this would ensure good communication, AN has requested this previously, but IT felt that only volunteers should receive a BM email. JH would like this to be put to IT again taking SharePoint access into consideration. **AN to action. – Closed.**

5. **Bullring Schedule** – **JH** to follow up. YH discussed how people are struggling to find the venue in the Bullring, good directions need to be created to assist people in finding it, **JH** will feed this back to JC. **Open.**

6. **Survey** – The survey is closed with 411 surveys submitted, which is 100 more than last year which is an achievement AN will write up the information. **Closed.**

7. **Terms of Reference** – On the agenda. **Closed.**

8. **Service User Updates** – MZ to follow up. **Ongoing.**

#### **Advance Warning of New Policy:**

JH asked how we clarify boundaries when staff work for a service and other issues including conflicts of interest. A policy is being drafted which will come to this group for CIM input. This will likely be brought to the December meeting.

#### **Owain Mason:**

JH welcomed OM to the meeting as a graduate recruit within the NHS.

OM discussed the trainee scheme which is for graduates from all backgrounds.

250 trainees come through every year and work for the NHS all across England. It is a 2-year course and OM will be in Birmingham for this time.

He will also be taking a post-graduate diploma in healthcare leadership.

His background is 8 years of community care. He will be based at the Oleaster, but the first days will be introductory with the various trusts and organisations.

He discussed the values of the NHS, in particular, compassion and inclusive leadership. The aim is to train staff to be future leaders in the NHS in an inclusive manner and they are part of the workforce plan to create leaders from within the NHS.

OM has a background in project management and would like to do this within the NHS, this is a way to achieve that and gain a qualification to assist in this, he is from Birmingham so he was happy to take the placement in this location but the various placements are given to him.

MM said that we are lucky to have OM's contribution and is proud to be a part of the scheme.

YH advised that OM will be working alongside Birmingham Mind and is happy to meet him. SR believes it's a celebration of the initiative.

#### **CIM Terms of Reference:**

There was a unanimous vote of support for the new terms of reference.

AN advised that there should never be a 'them and us' situation and that any changes will be implemented gradually. The CIM should set the examples set out in the terms of reference.

#### **WhatsApp and Data Security in Services:**

There has been a recent incident regarding scammers attempting to scam members of staff via WhatsApp. It became clear that WhatsApp shouldn't be used to protect security as it cannot be monitored but there are issues as managers and service users enjoy the benefits WhatsApp provides. The challenge is being discussed and JH welcomed a discussion regarding WhatsApp.

SR believes that it is important to separate private and work accounts to protect security. She recommended the use of 'Sponds' app which is being used for Sports.

MB pointed out that the new iPhone update has improved the text app which has made it more like WhatsApp.

MW discussed how banning WhatsApp on work phones wouldn't help service users who use it as their primary method of contact.

OM discussed that the NHS didn't use WhatsApp due to security concerns but this changed and is now being treated as any other app in regards to security and confidentiality.

#### **AOB:**

1. AN is picking up concerns regarding peer leads not feeling supported and

terminology being used. There was a preference for peer leads to have a distinction between peer leads and volunteers.

YH would also like the confusion regarding terminology cleared up. JH offered a form of clarification that peer leads are volunteers with a certain level of experience and lead activities; volunteers may have experience but won't be leaving an activity.

He would like clarification on these issues and if there is a separate strategy for peer leads and volunteers. He believes that as the issues regard service users, this should be discussed by CIM at a future meeting and will invite SS to the meeting along with Shaz from Beechcroft. **AN**

2. AN recommended the chairs decide on an annual program to be discussed at the meetings including things like the survey etc. **AN SR MM. MB** will assist in collating information for this including 2024 meeting dates and upcoming policy renewals.

3. **AN** to invite JB to a future meeting regarding service plans. He will also invite RR and someone from HR to attend future meetings in turn.

4. JH will attend alternate CIM meetings to shift focus.

**Date and time of next meeting:** 19<sup>th</sup> October 2023.