



# Central Improving Mind

## Minutes of Meeting

**18th December 2023 12.00 pm Bullring Hub**

**Present:** MM (Chair) AN

**Also in attendance:** Julie Carnell, Fatima Hickman

**Apologies:** SR

**Minutes:** MB

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

**Matters Arising:** No matters arising.

**Action Sheet**

**Guest Speakers –**

**Shared Learning Event –**

**2024 Schedule –**

**Birmingham Mind Email –**

### **Julie Carnell and Fatima Introduction to the Hub:**

The hub space became available in early June and Birmingham Mind decided to build on their relationship with the Bullring. Her line manager asked JC to look at the unit on offer (which used to be a Bridal shop) and she put a team in place including Fatima and began to create the Bullring Hub service. There were a series of challenges just to get the keys to the until and it took 2 weeks but eventually they opened. The furniture was flat-packed, and a lot of love, care and attention went into the creation of the service. FH thanked the Bullring Management for giving them a prime retail spot and reflected the value placed on the service.

We are the envy of the charitable sector for having such an amazing space and other companies have asked to use the space alongside them and arrangements have been made with some other charities.



They operate Monday – Friday and opening hours will be extended to cover the footfall.

The hub is a safe space for people any anyone can access the service and staff do their best to create an environment of calm and peace. FH discussed a gentleman who frequently visits just to enjoy the calm; another lady who has a difficult family life comes in just to be quiet and knit.

There have been several families come in of all nationalities and the hub is also a safe place to them.

FC says that FH should be incredibly proud of the work she does with all the people who visit the Hub.

Leaflets are given out along with other communications to create awareness of the Hub. There have also been other events take place including live music.

Attitudes towards mental health are being changed and people who would usually not prioritise the mental health are now seeking health. There has been no negativity to the Hub being there.

Some people have walked past the Hub but haven't had the confidence to come in, staff would like this to change so everyone feels able to come it.

There will be areas to improve but it is a strong service built out of flatpack furniture, but it has already made a huge difference to a lot of people. It will be important to open the Hub on Saturdays and Sunday as there is a big need for the service on the Weekend. Staff and volunteers are being sourced to make this a reality.

FC would like more stability from staff and senior managers so FH can have a more solid staffing rota.

There isn't a firm plan to keep he hub open, but Helen Wadley is very keen on making it a permanent service.

National Mind have visited and there is currently nothing like the service within any other Mind.

It was discussed about having events with children so their parents could come in, have a break, and seek support which their children are entertained.

MM asked how they safeguard their staff in the event of aggressive or anti-social behaviour. FH often worries about keeping staff safe but there is a panic alarm and security often come in to check on everyone. Fiona Coakley is the line manager who is always informed if there are any incidents.

It is hard to predict who will come into the hub and people in crisis will be at varying levels of risk, but staff safety is a priority.

Some people struggle to find the Hub in the Bullring and clearer directions need to be shared when trying to access the service. MM recommends the use of social media to help get the word out about the hubs' locations and spread the word to marginalised communities. FC paid money for a shoutout on a radio station but this did not prove successful.

S suggested that we should reach out to universities to put the word out within their internal communications. **AN**

Overview of what Hub intends to do: Primarily a drop-in and signposting: Monday-Friday 10am-4pm, enviable space as between Grand Central and Bullring, partner/let other related organisations use the space.

-Reviews from the public - 'sense of calm', Saturday event well received (over 200 people turned up, 500 leaflets given)

-A lot has changed in the last 10 years - from being told to hide the services to being in a prime location and having a good relationship with Bullring

-Service so essential - many service users come in having suicidal thoughts and requiring help- suicides have occurred in the Bullring (even very recently among teenagers)

#### 2024 Aims:

- \* More consistent staffing for Fatema
- \* More sessions for men's health
- \* More surrounding neurodiversity
- \* Open more on weekends
- \* More events and open days
- \* More to combat stigma so people will feel more comfortable to come in
- \* Ask universities to share it on noticeboards - many nearby universities and students may be interested
- \* Mental health first aid training for security and other staff

**Survey Updates:** AN shared the most recent survey.

#### **Service User Payment Policy Update:**

Two documents were agreed.

1. Informing people of their responsibility when taking part in participation and receiving an allowance
2. Schedule of allowances for the established roles/focus group's executive etc.
3. That the allowance should be increased to ten pounds an hour equivalent.
4. That we seek a way for people to participate without having any implications for benefits or tax purposes.
5. That this now be consulted on at the service level. To be bought back to January/February CIM for final agreement before going back to DOF.

#### **Items for Future Agendas:**

#### **AOB:**

**Date and time of next meeting:** 18<sup>th</sup> January 2024 at Graham Street.