Mind Birmingham

Central Improving Mind

Minutes of Meeting

19th October 2023 12.00 pm Graham Street/Zoom

Present: MM (Chair) AN SR MZ FC MH
In attendance: JB RR AJ
Apologies: YH EM
Minutes: MB

Previous Meeting Minutes:
As there is a full meeting every 2 months, all members need to give their approval to the minutes.
On completion of the minutes, MB will email them to MM and SB, and once they are approved MB will email them to AN and JB, once finally approved she will distribute them to the rest of the group.

Matters Arising:
No matters arising.

Action Sheet:
1. **Values and Strategy** –
2. **Welcome Pack** –
3. **Bullring Schedule** –
4. **Service User Updates** –
5. **Peer Leads and Volunteers** –
6. **Annual Meeting Program** -
7. **Service Plans** -

Jess Brown – VAS and Supported Housing Service Plans:
JB is passionate about service user involvement, and she has been outspoken about her own care and support. She is forthcoming with suggestions regarding support.
When she began her role. She felt that we were failing our duty for service user involvement and made it her mission to ensure that

everything was improved and done correctly; she is proud that we now have peer mentors back in the service and the feedback has been phenomenal.

We are looking at the support we offer to staff, service users, volunteers and peer mentors so everyone has opportunities to contribute to the services.

We are focusing on improving mind meetings as not all localities have them, we would like a consistent level across the whole city. She would like these meetings to be run by service users or peer mentors, so it is not biased by staff to remove fear of repercussions.

AN asked if we were building service user involvement into the service plans, JB confirmed that we are building upon the 3-year model in line with the Birmingham Mind business plan, we are not as far along as we'd like but work is taking place. AN continued that there have been issues regarding budgets and would like an audit so we can show how much we are spending as an organisation. JB agrees that budget is something that has been overlooked and clarification would be beneficial.

We are identifying more roles and opportunities with options for people to come to us with new ideas.

MH shared her thoughts that JB is an amazing person and always makes service users feel safe and secure.

There hasn't been much interest in the advisory groups but we are hoping to have a join-up group for several localities. The staffing levels and sickness levels also affect the support and interest in advisory groups, but this is stabilising.

MM asked how long it would take to create the peer lead group and JB discussed that it is easier in places with supported accommodation as they have venues; at the moment the groups are staff lead but JB would like them to be led by peer mentors, but it will take around 6 months.

JB discussed the importance of lived experience and the taboo regarding mental health, she praised working for Birmingham Mind as

they are a company that respects and supports staff with mental health issues.

RR added a statistic that only 30% of employees admit they have mental health issues in their workforce.

FC asked regarding work flexibility at Birmingham Mind and JB replied that they offer reasonable adjustments to everyone.

MM thanked JB for attending and bringing her experience to the meeting.

Roz Ratcliffe – Training for New Starters:

Training will be co-produced with RR and MZ regarding service user involvement and participation. This will be half a day for all staff during their induction period; this will ensure staff understand what this is and can actively promote it. It is a new concept which will be led by service users; the service users will also have training to deliver this training and ongoing support.

RR asked for ideas on what to include in the training sessions.

The involvement strategy will also be part of the training and the training will be updated often to stay up to date.

AN asked if the training would be central or delivered within the service, and RR replied that this would be open to suggestions and practicalities.

It is also hoped more service users will be recruited to be part of the training.

SR gave thanks to RR and praised her energy and enthusiasm for service users being involved in training.

RR will send updates to the CIM group.

Anita Jhali – Service User Training for Recruitment:

AJ discussed a new recruitment piece that will involve service users being a standard part of every interview panel.

There are 2 pieces to the training, HR and diversity and equality; these two pieces will be combined and condensed into half a day of training. It

will be delivered to managers who will pass on this training toolkit to service users.

AN discussed the role of service users on interview panels.

MM discussed how some service users may be put off if they don't have a good experience on a panel, he recommends that feedback is taken from the service users after each interview.

Service users will be paid for their time.

Items for Future Agendas:

A new manager is being sought for recovery, AN recommends the new manager be invited to the February meeting. The group agreed.

MM would like to discuss how to further support the helpline, AN will add this in the new year.

The December meeting will take place at the Bullring Hub.

Survey Report 2023/New survey format to be decided for 2024.

Checking on Birmingham Mind email updates.

AOB:

Today was MZ's last meeting but AN hopes that he will be able to attend one more as there were connection issues. AN discussed MZ's extensive contributions to CIM and how he was instrumental in the creation of the strategy. MZ has given AN a lot of support over the years and AN extended his sincere thanks and he will continue to value him as a person and friend.

AN asked if people are using their Birmingham Mind emails, a lot are but MM and SR haven't yet. They must download the authenticator app on their phones. **MB** to send information to support.

Date and time of next meeting: 23rd November 2023.