

## Central Improving Mind

### Minutes of Meeting

**22nd February 2024 12.00 pm Graham Street/Zoom**

**Present:** MM (Chair) SR YH VP MW AN MH

**Also in attendance:** RM

**Apologies:**

**Minutes:** MB

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

**Matters Arising:** No matters arising.

#### **Action Sheet:**

Shared Learning Event – Closed

2024 Schedule – MB Completed. Closed

Birmingham Mind Email – Closing.

Training – Ongoing

Organisational Updates – Closed.

BM Counselling Service – Not currently planned. Closed.

Away Day – Open.

#### **Survey 2024 – Rachel McNair:**

RM talked about the annual service user survey. For the last 5 years, we have used ‘Survey Monkey’ as the online platform due to its ease of use and effective reporting.

We are mindful that the survey has become static and there is a need for consistency, but we can add additional questions. RM asked how this could work regarding individualizing questions per service.

AN added that the survey is part of the strategy and that we should keep around 8 centralised questions but add specific questions per service.

RM discussed intelligent questioning which will present different questions depending on which service a person selected in one of the initial questions. She would like a more engaging survey with an even better survey. It was asked what questions should be focused on in the next survey.

YH asked if the survey could be sent out twice a year due to frequently changing services. In practical terms, it could be done twice a year, but it would raise issues whereas there are difficulties currently with 1 survey and getting effective responses.

VP pointed out that she didn't plan to do the survey this year as actions from previous surveys are yet to be implemented.

The 8 central questions will mirror previous years to ensure consistency on benchmark questions. There will be contractual questions that need to be asked but there are also other issues that we can establish through the survey.

It was agreed that we should try one particular service to see if specific questions are a way forward to build on in future surveys. AN thinks this should be done as a pilot survey. MW agreed with this and suggested Residential as a service to pilot specific questions.

MM thinks that accessibility should be a focus of the pilot survey. SR feels the level of service users' comfort and feeling safe should be asked, AN mentioned that some questions do cover some of these aspects.

The head office location move was discussed along with the move to a more accessible location, this will make a huge difference to service user representatives attending Committee meetings.

SR asked if the results of a pilot could be fed back to CIM to discuss trends which could lead to more appropriate questions in the main survey.

Regarding timescales, various months have been trailed in the past and he suggested that early summer is the best time to launch the survey. The survey will be live for 6 weeks, which should be enough time for

people to fill in the forms at their leisure. MH suggested an 8-week duration, and this was discussed with the possibility of sticking with 6 weeks but having a 2-week potential extension.

RM discussed a question regarding cuts to service and if service users are concerned by this. MH added a potential question 'What has the impact of the cost-of-living crisis been on you?' RM is concerned the question may cause some fear in people so questions regarding cost of living and BCC cutting services should be written with care.

### **Operational Update:**

MB read out the organisational report, questions brought up are as follows:

MM asked regarding the Helpline and 111 integrations. To be added to the March action sheet.

### **Away Day 2024:**

AN suggests a half-day away day from 10am-2pm rather than a full day. SB had suggested a BBQ, but this might not be practical as it would be weather-dependent; AN and JH agree it should be a more informal day. AN discussed potential venues that are being considered.

**MB** to send AN detail on St Germain's Church.

Themes were discussed including strategy updates. 'Strengthening the Strategy' 'Forward Together' 'Next Steps Together.'

### **Payments Policy Update:**

The payment policy was introduced by AN and discussed by the group. AN pointed out that the allowance policy has been out for consultation since October 2024 and the document will need to be agreed by the SMT and executive. National mind has stated that an hourly rate should not be offered and a payment per meeting should be made as in document.

AN pointed out that a number of service users have expressed concern at having to declare any payment others are happy to do this. AN explained that vouchers are being given in areas and HMRC are ignoring



vouchers given as a thank you if £20 or under. The whole group must be thanked in the same way to avoid it being classed as a payment for time. AN has talked to the governance reps, all have agreed to pilot the use of vouchers over the next twelve months. The helpline service improvement group have also agreed to do this. The group agreed unanimously.

**Items for Future Agendas:**

March – Survey with Rachel (**MB** to send RM details)

Policy Updates

Away Day

James Attending

**AOB:** No other business.

**Date and time of next meeting:** Thursday 21<sup>st</sup> March 2024 @ 12pm

CIM APPROVED