

# Central Improving Mind

## Minutes of Meeting

**18<sup>th</sup> April 2024 12.00 pm Graham Street/Zoom**

**Present:** MM (Co-Chair) SR (Co-Chair) YH FC AN

**Also in attendance:** RM

**Apologies:** VG MW

**Minutes:** MB

### **Previous Meeting Minutes:**

Agreed with no amendments.

### **Matters Arising:**

1. Away Day Budget for CIM: I've spoken with Ruth Galvin and any budget for this is already within the Inclusion & Participation Budget, and that is managed by Andrew
2. Speak to NU regarding exit interviews: I have and the info will be shared once collated (this query actually came from Charlotte at the meeting, and not from CIM members, so may not make much sense to the rest of the group, but there it is).

### **Action Sheet:**

All actions completed and cleared.

### **Operational Update:**

The group read JH's update.

YH is happy that we have been added to the 111 service which is working well.

There were no further questions or observations.

### **Survey 2024:**

The survey will run from 3<sup>rd</sup> June until the end of July with the scope to extend if needed.

There have been 3 new questions including 'how welcome/safe do you feel at your Birmingham Mind service' which has a star rating. This will allow a reflective answer per service.



RM asked if a comments box would be appropriate for these questions. The group felt a small optional box would be fine to give further clarity to their rating.

AN noted that CDW needs to be removed from the form.

Previous questionnaires have had one set of questions for everyone but this year it will start to be service-specific, starting with residential.

SR recommended question prompts to give further details into questions, for example, regarding safety it could be taken as personal, physical or environmental safety.

Question 6 is regarding accessibility and disability accommodations, which was added as recommended by MH.

SR feels 'disability accommodations' could be confusing and recommends 'Do you have any access needs that aren't currently being met?' SR would also like some examples to be listed.

The influence and participation questions were discussed with thoughts they were too vague. It was recommended to add brief elaborations on the meaning of influence and participation.

Question 15 leads onto more questions when 'Do you live in a Birmingham Mind care home' is answered.

RM will reshare the updated survey. A poster with a QR code will be emailed to all services and will also be displayed in all venues.

RM asked for ideas on how to further promote the survey with our limited budget. AN believes staff are key to getting service users to fill out the survey.

### **Away Day Update:**

AN is still looking into venues. Some venues can't confirm until the end of April but currently, the most promising at the moment is St Germain's Church. We would have to bring our own catering but AN is happy to bring in food from a Supermarket to save on budget.

He will continue to give updates as they come up.



**Items for Future Agendas:**

Mark Hillier and John from Staffordshire Mind will attend the June meeting.

A person from Rethink may be attending the May meeting but this needs to be confirmed.

Co-production group on training.

**AOB:**

No other business.

**Date and time of next meeting:** Thursday 23<sup>rd</sup> May 2024 @ 12pm