



CIM Away Day Aims and Notes 22nd August 2024

In attendance

Michelle Black, James Harper, Vicky Proctor, Sabika Rezavi, Shola Yorke, Mohammed Zaman

REVIEW PROGRESS FROM THE LAST YEAR AGAINST THE PARTICIPATION & INFLUENCE STRATEGY

Notes

- CIM is low on members, possible relaunch alongside Associates to create awareness amongst service users.
- Possibly information in a newsletter?
- Time to Change no longer exists and the Associates Group is running in its place.
- Collaboration with JAG's and Associates.
- Waiting until we get the new I&P manager to push forward with new CIM members.
- Confusion between Jags and Improving Mind groups, only have 1?
- Staff awareness training regarding CIM and Associates.
- JAG sits with service managers.

Actions

- Possible information video giving an insight into CIM and meetings. MB
- Create a glossary of terms, even terms like 'chair' etc.
- Getting a list of questions to be asked. MB JH
- Guide to meetings and what is expected and training for service users. MB JH
- Set up a meeting with service managers and JH regarding merger of JAG and Improving Mind. MB

PLANS NEXT YEAR, WITH ANY REFINEMENTS TO THE PLAN BASED ON OUR EXPERIENCES FROM THE LAST YEAR

Notes

- Increase the pool of CIM members.
- Increase training for interview panels and recruitment.
- Training for staff members to deliver recruitment training to service users.

Actions

- Invite Roz Ratliffe to a future meeting to discuss training. MB JH

CONSULTATION ON DEVELOPMENT OF THE PARTICIPATION & INFLUENCE LEAD

Notes

- Reflecting on Andrew's death, we have been reviewing his role and how to build on Andrew's incredible work.



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- CIM to be involved in the creation of the recruitment pack.
- CIM to be involved in the recruitment shortlisting. and interview. SR and VP would like to be involved dates pending, Thursdays and Fridays are better days.
- MZ recommended during the interview process, don't specify people's roles so everyone is equal. Casual dress. Open questions.
- MZ recommended the interviews not happening within a Birmingham Mind venue, he suggested a Mosque.
- CIM to be involved in the successful candidate's induction process.
- SR would like the individual to get stuck in early with an event. MZ would like them to be inducted within every service.
- No funding for Mind Associates. Looking into Public Health and BCC for new funding.
- Look into funding from external companies, partnerships and promotion (logos on posters.)
- If funding for Associates is not achieved, we will need a proposal for trustees to plan for alternative funding and contingencies.
- It is hoped for the new Lead to have a small team of people including peer mentors.
- The lead will build relationships with staff, service managers and volunteers.
- The trustees have agreed the elements of the role, and it will help us continue our work with influence and participation.
- The role will be line managed by the Director of Operations.
- There will also be a new volunteer coordinator recruited as a full-time role.
- It is hoped to utilize more Volunteers in order to increase our VAS capacity.
- The quality of the candidate should be paramount. We can learn from Andrew and his qualities.

Discussion of qualities Andrew possessed that are important to the role

1. Approachability responsiveness.
2. Calm and good under pressure.
3. Unshakable belief in people.
4. Strong leadership skills, nurturing others to lead.
5. Empathic, diplomatic and a good listener.
6. Compassionate.
7. Able to bring out the best in people.
8. Supportive with a strong belief in people.
9. Able to challenge people in a supportive way to become champions.
10. Passionate and enthusiastic.
11. Open and comfortable talking about mental health.
12. Strong people skills and community driven.



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13. Empowers others.
14. Organisation and communication skills.
15. Proactive.
16. Relationship building and good networking.
17. IT Literate.

Actions

- Recruiting in September, training in November, starting in earnest in December. We would like to include an introduction to CIM in the recruitment information. SR to create a version within 2 weeks and send to MB.
- Consider how Peer Mentors could support the work of Mind Associates. JH

REVIEW OF CIM ITSELF: FACILITATION: SABIKA

How well is it functioning?

- Minutes on time and organisation have been working well.
- Getting guest speakers in.
- Communication with CIM members.
- Connection with National Mind.
- Accountability from managers.
- Mind emails are now up and running.

How can we improve it?

- Get more members and connect back to JAGs.
More open feedback from ex members.
- Create more visibility so people know the function of CIM.
- Relaunch in connection with Associates group.
Make more relevant for service that haven't been represented previously.

Is there more that CIM can do?

- More frequent reviews on progress,
- Be more transparent regarding reviews.
- Be more visible to services.
- Have information more accessible to new members.
- CIM access to SharePoint.
- Have more IT support.
- Have open space to discuss community issues.



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How to get SU perspectives beyond CIM so we will invite more people

- Posters within services.
- Staff more trained on what CIM does.
- Merging of the groups.
- Improving communication.

Actions

- Are CIM members with emails part of the ALL_STAFF group? MB

ANDREW NICHOLLS AWARD

Actions

- Purpose – To recognise outstanding contributions to empowering the voice of others.
- Criteria – Form with criteria in them for nominations that link to decision-making criteria and form asking at least ‘why have you nominated this person?’
- Frequency – Annual, each Spring.
- Nominations – Staff, service users and volunteers,
- Categories agreed – Service users, staff member, service award.
- Panel, mix of 3-5 people of staff, service users and CIM members. Also Associates and Staff Forum members.
- Decision-making – longlist (if lots of nominations) shortlist (not voting, as open.)
- Communication – Communicate with nominees, or at least let them know directly via line managers, highlight the nomination period.
- Having an award assembly with staff and service users present or combine with long service awards in December and Internal Innovations Award.
- Birmingham Mind Awards Night? Increases visibility between services.
- Add a community category or expand the service user charity?
- Include volunteers internal and external.
- Can carers be nominated? MZ suggests yes.
- How to judge nominations? Proof of action?
- One overriding award a la Pride of Britain award, one stand out nomination.
- Not just a person, awarding a group or a service etc.
- Look into other company’s methods for the nominating process.
- Certificate for every nominee.
- Online and postal forms.
- Confirm receipt with estimated guide to completion and next contact.



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Actions

- Criteria and outline to be created. JH and CIM

ASSOCIATES GROUP

Notes

- Associates Group of the back of Time to Change, it's carrying on the work of erasing stigma. It would run specific events.
- Create a calendar of events and information poster.
- Funding needs to be address, Andrew said he had arranged.
- Workshop for new Associates Members.
- All events have service users and BM staff members.
- Getting a peer lead involved.
- Establishing a pool of people.
- Establishing what is needed in communities.
- Meeting to be arranged for JH MB SR VP FC MB
- Anyone can be involved in Mind Associates, not just staff and service users.
- Using social platforms to reach out.
- Open Zoom meetings with outsourced speakers.
- Connecting with other Minds and National Minds. 'Stronger Together.'
- Working with other mental health organisations.
- The Associates Group is separate from Mind but supported by us. In future, this needs to remain.
- Peer Supports can also be Associates.
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- Peer Supports can also be Associates.
- Initiation token/certificate.

Actions

- Contact National Mind regarding current state of play regarding Associates Group. JH5
- Talk to Danny regarding getting a bid in with.
- Contact previous member of Associates Group for a catch up and planning session. (Including Mark Woods.)
- Email Associates contacts to Michelle Black.
- Connect with the Positive Mental Health Group –



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- Create a core Associates meeting with Gary O'Brian, Rached McNair Sandra Smith (Recovery Navigator) and Bobby Podcast. (Check with RR and MM and HW.) Plan a hybrid Zoom meeting on a weekday.
- Create a communication plan for CIM and Associates Group (WhatsApp group via Shaz.) MB
- Relaunch party planning. MB
- P&I and Associates to be added to the ongoing CIM agenda. MB