

Minutes of Client Commission Meeting 12 August 2011

Venue: Val Roberts House, Nottingham.

Present: Leigh Barlow, Dave Smith, Kaz Mayes (Framework); Charlotte Hueso, James Boulter, Zoe Bendelow (SEA); Diane, Ursula, Julie (Noelle); Michael, Jamie (Elizabeth House); John (SUAG); Chris, Fred, Dean, Chris, Daniel (Solutions South).

Introductions

Minutes were agreed from the last meeting. Leigh apologised for losing the list of attendees.

Skills For Independent Living

Kaz Mayes explained that the idea for the workshops came from many years ago when she worked at Handel Street. At the time Broadway offered something called 'It's Your Move' and they had found that those workshops could help people once they left accommodation services.

There had not previously been any funding available for the workshops, but Framework found a small amount of money and this allowed the courses to be designed. They were rolled out to a number of accommodation services and at the moment 15 are running them, across Nottingham City and Nottinghamshire County. If more money is secured then changes may happen both to how they work and what they contain.

Feedback from clients is that they feel they are being pushed into attending the workshops. Kaz explained that the ethos was to get service users to become motivated to attend and there was no intention to force them. She had not issued warnings to anyone in Elizabeth House for non-attendance although as the courses were being run by individual services Kaz was not able to vouch for what was happening elsewhere.

It was also mentioned that the local councils like the workshops as it shows that people are ready to move on.

TSA Client Report

Leigh Barlow showed the meeting the latest draft of the Client Report, and explained that a lot of the changes that had been requested by service users (larger writing, more pictures).

The addition of statistics in the form of graphs was suggested, as were improvements to the layout. Leigh agreed that these would be done. A final copy will be shown at the next SUAG (Service User Advisory Group) meeting.

Health Shop Consultation

The drop-in service at London Road provided by The Health Shop is not being used as much as it could. SEA are using a questionnaire to find out if it is being used and by whom. HLG are also offering drugs support.

SEA will speak to residents about how the service can be used and add a comments section to the questionnaires.

One issue that is difficult for people to talk about is self-harm. It is often a lack of confidence that means people do not bring it up at the drop-in although having the same Key Worker can help people.

SUAG Visits

SUAG is the Service User Advisory Group which meets with members of Framework's board of directors four times each year. Anyone who is interested in joining will be given training.

Recently the group has undertaken visits to services in Nottingham City and Nottinghamshire County. It was noted that during these visits staff were still very happy and working hard to help service users, even though they were still facing redundancies. SUAG will be preparing a full report about the visits.

Missing Items

There has been a recent trend of service users complaining about their items going missing when they leave accommodation.

Framework does have a policy although this would benefit from some updates. Most of the problems occur when a service users is evicted.

The current recommendations are:

- If a service user returns to collect their belongings they should check them at that time.
- If a friend or family member is collecting the items on behalf of the service user then the service should be informed.
- Service users should also be aware that if they do send someone else to collect items there is a risk that some may go missing.

Michael Whippman Award

The video made by SEA called 'Not Just Pounds and Pence' was short-listed for the Michael Whippman Award. Unfortunately the video did not win, but being nominated has raised the profile of SEA and the video and this may lead to other things.

Any Other Business

It was raised by one of the service users that more positive things should be said about Framework. Support Workers should not be expected to do everything. They are certainly not trained in everything and each of them has a lot to deal with.

Some good news should be added to each agenda.

SEA asked if anyone was willing to step forward as a chair and minute taker for the meetings. Training will be given.

Next Meeting

Venue: Val Roberts House
Date: 23 September 2011
Time: 11:00 – 13:00