



**HEAR US**



# Croydon User Council

Meeting at: Orchard House

1.00 – 4 pm 7<sup>th</sup> April 2009

ITEM	ACTION	WHO
1.	<b>MINUTES, WELCOMES, INTRODUCTIONS, APOLOGIES &amp; HOUSE RULES:</b>	
	<p><b>MINUTES:</b> 3<sup>rd</sup> March            Everyone was welcomed.            Apologies were given for people above            Amendment: Vice Chair did not attend the last CUC meeting on 3<sup>rd</sup> March.</p> <p>Invitees to submit something in writing for the Newsletter.</p>	
2.	<b>DAVID BEST</b>	
	David sadly passed away recently. David was a steering group member who retired about a year ago, worked for age concern and AIMS and was setting up a local charity. And all agreed he would be dearly missed	
3.	<b>HEAR US CHARITY UPDATE TRUSTEES</b>	
	<p>There is a subgroup being formed of the Hear Us steering group/trustees that are meeting once a month, that are looking at the legal implications and documents of Hear Us becoming a charity, such as accruals accounting, charity and fundraising, new trustees (what trustees need to know), charities and their meetings etc.</p> <p>There are going to be 3 original members of Hear Us who will visit our solicitor and sign documents leading us to forming Hear Us as a Company limited by guarantee. All previous members will be contacted by post (and email where poss.) and asked to renew membership.</p>	<b>TO</b>
4.	<b>SLaM USER INVOLVEMENT REGISTER DO WE ALL NEED TO SIGN UP?</b>	
	If service users want to be involved in involvement work with SLaM they have to join the Involvement Register, according to Sue Folan in charge of the register. There are implications for any service user giving their time up for involvement work. It could affect benefits because of the amount of time given. If you want to be paid for the work you do, this could also have an affect on benefits. The Involvement Register was created to enable service users to work legally and with support from SLaM, as well as being insured and having all the benefits any SLaM employee would have.	<b>TO</b>



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Our dilemma is 'Do we do what SLaM wants us to do?' Hear us are an independent organisation, that provide slam PCT and other mental health services with service users that are willing to take part to improve, develop and monitor services. We are losing our independence if we do what SLaM wants us to do.

Tim had a meeting with Steve Davidson, Borough Director for mental health services, looking at issues regarding the register, such as service users having to have a CRB check, go through Occupational Health, be on a list, have a SLaM sponsor and the worries about the effects on benefits. Steve has gone back to discuss with Sue ways around some of the issues. Steve says a CRB check is required in all forms of involvement because of confidentiality and contact with vulnerable adults (e.g. Linkworkers). People who sit on an interview panel look at confidential information about employees.

Occupational health is required by law for an organisation as large as SLaM.

Steve will talk to Sue Folan (in charge of the involvement register) and Ray Johannson-Chapman who is in charge of the PPI (Public Patient Involvement) to look at ways to make the process smoother, quicker and more service user friendly. SLaM is going to arrange a mass sign up date.

Anybody on benefits can earn 20 pounds a week, apart from Jobseekers Allowance, without benefits being affected. Everyone joining the register would have an interview with Welfare Benefits within SLaM and they clarify what you can earn.

My question is 'Do we all sign up?' Currently, in Croydon, Hear Us are the only service user group that has service users on the register, and there are only around 15 **active** service users on the register, thus excluding 4000 service users from participating in involvement work. Do we grind their system to a halt by doing a mass sign up ourselves, or do we go on strike? I don't think we should go on strike, I think we should play them at their own game, and do a giant mass sign up!

Tim to invite Sue Folan and/or Ray Johannson-Chapman to the CUC open meeting in June to discuss people's worries concerning benefits and CRB check. This will be advertised in the next Hear Us newsletter and invitations will also be sent out to all Hear Us members, encouraging them to attend the CUC meeting and put their worries about joining the register to Sue Folan. People will also be informed via the Hear Us website.

5.

## **WHAT'S HAPPENING AT YOUR CENTRE**



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	<b>KINGFISHERS</b>	Hear Us Project Workers are on an interview panel today to appoint a Service Manager for Imagine. John Haseler, Patrice Beveney and Margaret Young have visited Kingfishers several times to try and ease concerns about closure of daycentre.	
	<b>VOICES</b>	London VOICES has collapsed because the person who runs it has resigned. This doesn't affect the Croydon centre.	
	<b>D.A.N.D.A</b>	Several issues raised. Tim to contact Disability Croydon and suggest an autistic group representation.	<b>TO</b>
	<b>LANTERN HALL</b>	No Rep available	
	<b>FAIRFIELD CLUB</b>	No Rep available	
	<b>OASIS</b>	No Rep available	
	<b>BME</b>	Upcoming Conference, 29 <sup>th</sup> June, multi-faith, cultural perception, BME communities and 'mental health': 'not an illness but a curse'?	
	<b>PURLEY USER GROUP</b>	No Rep available	
	<b>PARCHMORE</b>	No Rep available	
<b>6.</b>	<b>LINKWORKING</b>		
	<p><b>BETHLEM LINKWORKING</b> Mixed Ward on Gresham 1 to be closed in July and the women's ward Alex ground floor will move into Gresham 1 whilst Alex Ground Floor to become an outpatients for Personality Disorder patients.</p> <p>There will be a loss of 9 beds with the closure of the ward. Beds have been opened at Westways Rehab, Selhurst Road, Ashburton and PICU.</p> <p>Linkworking: Linkworkers will be visiting weekly rather than the current fortnightly visits.</p> <p>Format of Linkworking to change. Focus should not be on the questionnaire, but on a peer work basis providing an open forum for patients to air their own issues. There will still be a quarterly 'gathering of information' Hear Us owned Questionnaire</p> <p>Ward management will be making a space in the ward programme for the Linkworking sessions to take place, to avoid clashes with OT activities etc.</p>		
	<p><b>CMHT LINKWORKING</b></p> <p>Linkworkers visited at Purley Resource Centre and Crescent recently.</p>		



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	<p>However there are concerns about the low number of patients who attend. It was suggested to get the figures:</p> <ul style="list-style-type: none"> <li>• How many service users attend?</li> <li>• How regularly?</li> <li>• To see whom?</li> <li>• What services are provided at the different centres?</li> </ul> <p>Resource Centre Reception Windows: Need to get statistical justification for the presence of the thick glass screen at Tamworth. Concerns over the microphone and lack of privacy in speaking to reception staff. Suggestion that Health and Safety submit a written report as to why the glass screen is necessary and statistics to back up their theory.</p> <p><b>PRIORITY</b> Online Questionnaire: Due to run Tim was to go to pilot group therapy discussion, but got wrong location! To be rearranged for another date.</p>	
<b>7.</b>	<b>LINKWORKING WHERE NEXT? CIPTS!</b>	
	<p>More money put in by PCT to clear backlog. Steve has asked to hold off Linkworking at CIPTS till after backlog cleared – not a popular view! Suggestion to have a focus group to work out what <b>we</b> want for Linkworking at CIPTS.</p>	
<b>8.</b>	<p><b>NEXT MEETING: Shelley Leckey &amp; Carol Waylett (ESA) and Kay Hicks (Permitted Work)</b> <b>5<sup>th</sup> May 1.30 – 4.30 Fairfield Club</b></p>	
	<p>MIND (National) publicity has been rather scaremongering service users about changes to their benefits. Hopefully this will be cleared up at this meeting.</p> <p>The changes won't affect people currently on Incapacity Benefit for at least 2 years.</p>	
<b>9.</b>	<b>ANY OTHER BUSINESS</b>	
	<p>Institute of Psychiatry: Elaine Rohan to interview service users who have experienced stigma or discrimination. Have had 40 interviews, want to do 60 more. Pay £15 for time.</p> <p>Perinatal mental health meeting. Two Linkworkers will sit on Steering group meeting Tuesday 14<sup>th</sup> April. Based in Thornton Heath, working with 3 GP practices, aimed at families with mental health issues.</p> <p>The future Open Meetings will all start at 1.30 and finish at 4.30 to enable those that are attending the Fairfield Club to finish their lunch and join our sessions</p>	



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MEETING TYPE	DATE	TIME	VENUE	Guest
Closed	Tuesday 6 <sup>th</sup> January	1 – 4 pm	Hear Us Office	None
Closed	Tuesday 3 <sup>rd</sup> February	1 – 4 pm	Hear Us Office	<b>CANCELLED</b>
Open To All	Tuesday 3 <sup>rd</sup> March	1 – 4 pm	Fairfield Club*	John Clarke, from the Home Treatment Team & Psychiatric Liaison Service
Closed	Tuesday 7 <sup>th</sup> April	1 – 4 pm	Hear Us Office	None
Open To All	Tuesday 5 <sup>th</sup> May	1 – 4 pm	Fairfield Club*	Welfare Benefits here to discuss the New Benefit; Employment and Support Allowance (ESA) & Permitted Work & A researcher from the IOP (Institute of Psychiatry)
Closed	Tuesday 2 <sup>nd</sup> June	1 – 4 pm	Hear Us Office	None
Open To All	Tuesday 7 <sup>th</sup> July	1 – 4 pm	Fairfield Club*	TBC
Closed	Tuesday 4 <sup>th</sup> August	1 – 4 pm	Hear Us Office	None
Open: AGM*	Tuesday 1 <sup>st</sup> September	1 – 4 pm	Fairfield Club*	TBC
Closed	Tuesday 6 <sup>th</sup> October	1 – 4 pm	Hear Us Office	None
Open To All	Tuesday 3 <sup>rd</sup> November	1 – 4 pm	Fairfield Club*	TBC
Closed	Tuesday 1 <sup>st</sup> Decem	1 – 4 pm	Hear Us Office	None

Please send apologies to Tim Oldham or Jane White on 020 8681 6888  
 Email: [tim@hear-us.org](mailto:tim@hear-us.org) or <mailto:jane@hear-us.org>

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