



**Croydon User Council
Meeting at: Friends Meeting House
1 – 4 pm 6th November 2007**

Names of the CUC members have been removed

ITEM	ACTION	WHO
1.	<p>WELCOME, HOUSE RULES, INTRODUCTIONS AND APOLOGIES</p> <p>All were welcomed to the meeting, and everyone introduced themselves.</p>	
2.	<p>HOUSE RULES & SEATING - STRUCTURE OF DISCUSSION</p> <p>WRITING MATERIALS</p> <p>FAG AND COFFEE BREAK</p> <p>NEW VERSION OF GROUND RULES DISTRIBUTED.</p> <p>Which included:</p> <ul style="list-style-type: none"> • One person to speak at a time. • If you want to talk or put your view across you must put your hand up first <p>& all members at the meeting should respect the Chair and help to uphold the rules.</p> <p>The meeting will be held around a table formed as close to a circle so all can be seen and heard. The tables and chairs need to be organised in advance of meeting: and tables are preferable for people to have something to lean on for writing. Hear Us will provide writing materials for open meetings in future.</p> <p>Regular breaks will take place.</p> <p>MEETING STRUCTURE</p> <p>Hear Us Coordinator (HUC) asked the following questions of the CUC</p> <ol style="list-style-type: none"> 1. Why do the CUC meet? 2. What do members want from the CUC? 3. How do we improve the CUC? 4. How do we discuss issues that affect us and others that create actions we need to take? <p>CUC has 2-way structure. To campaign etc on issues, and also to disseminate information about services, and to feed views back to the services.</p>	
3.	<p>MINUTES FROM SEPTEMBER MEETING</p> <p>HOW DO PEOPLE WANT TO RECEIVE MINUTES SENT TO THEM, AND BY</p>	



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WHEN?

HUC stated that we should send out minutes and agendas via email to saving the planet and postage, saving money; However if members want to receive via conventional post that is OK. HUC was only asking for those that have internet access to accept minutes and agendas via email if possible. Paper Versions can still be made available on the day.

Minutes should be available in different formats for those that require them. Such as on grey paper on A3 or a larger font size.

HU Administrator (**HUA**) will look into the cost of grey paper and look at alternative fonts.

Corrections to minutes:

Previous minutes stated that the next meeting should be held at Lantern Hall but was at Friends Meeting House.

HUC stated that all members had been written to and the event had been published and posters had gone up across the borough.

P1: 'Elmore Road' should read 'Enmore Road'

P6: Extra date for CUC meeting added as December 4th.

Additional things for discussion:

Forms were given out at a previous meeting so that CUC members could bring up areas they wanted us to discuss, although all subjects on the form were suggested.

Website:

It was suggested that a summary of minutes should go on to the Hear Us website, as well as the agenda for future open meetings but names of members should be not be disclosed

HUA

4. PCT DAYCARE CONSULTATION

Today (6/11/2007) is the final day for the consultation documents to go in to PCT. The PCT had informed us that only 30 consultation documents have been handed in so far: far fewer than the previous consultation.

There plan for Croydon is to have 6 user-led groups, one of which will be a BME group. Should be service-user led, although not service-user run. HUC explained the difference in meaning between these two terms.

A problem that he had previously with Kingfishers. He pointed out that Croydon needs both centres like Kingfishers and also the ones run by MIND.

HUC – lots of rumours are circulating about what is happening, many of



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which are untrue. Some of which are being spread by staff.
There are problems with Fairfield club members being told that they need to be on a CPA to remain members.
Some clarification needs to be made as to what exactly the review means in some terms; also differences exist between what services provide and what they are funded to provide.

There is some confusion between 'user-led' and 'user-run' organisations as these do overlap somewhat. Staff are still required for day-to-day running, obtaining funding for projects etc.

5. PARTNERSHIP UPDATE - IAMHS 3 YEAR BUSINESS PLAN

IAMHS = Integrated Adult Mental Health Services

At the last Partnership meeting (which are a group of stakeholders in mental health services in Croydon; SLAM, Mind, Social Services, Mental Health Forum, Hear Us and the PCT (Primary Care Trust)) Steve Davidson gave a presentation about IAMHS 3 Year Business Plan,

Which included:

SLaM for next 3 years have to save £500,000 pa in Croydon. Currently SLaM, are cost-cutting as much as possible on miscellaneous costs at present (e.g. stationery). No changes to any services are to be made until next April.

The following are currently being proposed

Bethlem. Creating an intensive outpatient treatment centre at Bethlem (or possibly off site) for patients that don't require inpatient care. As currently patients enter the wards of stabilisation and observation. No actual treatments such as talking therapies happen on the wards. This will initially be an intensive, daily, 3 week course, which can be extended if needed or required.

To pay for this SLaM are thinking of closing one of the wards at Bethlem. This would mean the mixed ward Gresham 1 closing and Alex Ground Floor female ward moving into Gresham 1 space.

Steve Davidson will attend the next CUC meeting to discuss these issues and others.

What is being offered sounds like the old day-hospital but would offer better, more effective treatment rather than that of the highly criticised daycare of old

The Hear Us Coordinator will in future be having meetings with Steve Davidson to inform SLaM of Service User issues, concerns and reactions to possible changes to services & for Steve Davidson to



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inform Hear Us who in turn will inform Service Users of proposed changes to services. This will open up better channels of communication between services and service users. Hear Us and the **PCT** should also have a similar meeting.

Steve Davidson surgeries – people have stopped going to these meetings. In future, subjects may be suggested as the main focus for each surgery, although people attending could still bring up any other queries or problems that they have.

6. ADVOCACY CONSULTATION

The advocacy consultation which is concerned with reviewing advocacy services in Croydon has one week left to run.

Project Worker found that the document took a long time to complete.

It was stated again that on the Disability Equality legislation, the PCT are again not fulfilling their obligations as the document is hard to understand, and not available in easy-to-read formats.

HUC stated that the document had been passed by Service User, Carer and voluntary groups

7. FOOTY – WORLD MENTAL HEALTH DAY 10TH OCTOBER 07

The football tournament organised by Hear Us was a great success and enjoyed by all who took part including many spectators.

Westways OT department have asked HU to run a football tournament again next year.

Status Employment have decided to apply for funding to start a new football project with Charlton Athletic (WHY NOT CRYSTAL PALACE)

Kingfisher requests copies of the photographs that were taken at the competition

8. LINKWORKER @ BETHLEM

The Linkworking project has now started and the minutes from the meetings were distributed.

3 new Linkworkers are currently being trained. One woman to swap between Alex Ground Floor and Gresham 1, and two men who are currently volunteering on PICU. They will all observe before starting. The main focus for the project to date has been on building confidence, experience and knowledge of Linkworkers over the patients and wards

and staff. We will now begin to focus our skills on patients, wards and reporting back to staff.

Reports of the topics discussed during Linkworking will be sent to Patrick Crehan, Paul Chambers, Ward Managers, Steve Davidson, John Haseler for their input!

9. ANY OTHER BUSINESS

NEW CUC MEMBERS; We need new CUC members!!! Anyone who knows of a person who may be interested or who they think would be a benefit to the CUC in joining is encouraged to get in touch with Hear Us.

The Hear Us **Xmas Party** is being held on December 11th. This year the party is being held at Lantern Hall from 1pm until 5pm. Organising the party is being undertaken by Events Project Worker of Hear Us, so any volunteers to help out should contact him at Hear Us by phone, or by email to events@hear-us.org.

Xmas cards are going out shortly. The picture has been chosen and was agreed by CUC members.

CUC MEETING AT THE FAIRFIELD CLUB 2008 ON A MONDAY OR WEDNESDAY The Fairfield Club has offered their meeting room for CUC meetings next year. This is cheaper than the Friends Meeting House and tea and coffee can be supplied. Attendees can also have a hot meal if required.

It was suggested/stated that the large room at Kingfishers might be available for meetings when the flat refurbishment there has been finished.

Linkworking will eventually be extended to the six new User Led Projects so Kingfishers room would be suitable for these meetings.

Minutes Signed off by Chair.		
Name:	Signature:	Date:



CROYDON USER COUNCIL MEETING CYCLE 2008

MEETING TYPE	DATE	TIME	VENUE
Open To All	Tuesday 4 th March	1 – 4 pm	TBC
Open To All	Tuesday 6 th May	1 – 4 pm	TBC
Open To All	Tuesday 1st July	1 – 4 pm	TBC
Open: AGM*	Tuesday 2 nd September	1 – 4 pm	TBC
Open To All	Tuesday 4 th November	1 – 4 pm	TBC

* AGM/EGM maybe held in March 2008 to vote on issues regarding Hear Us Charity Status.

Please send apologies to Tim Oldham or Robert Yaxley 020 8681 6888
 Email: tim@hear-us.org or Robert@hear-us.org

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