



**HEAR US CROYDON**

Croydon's Mental Health Service Users Group

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# Hear Us

## QUALITY MANUAL



### SECTION C: Running the Organisation

#### C.1.2 Link Trustees Role Description

#### Mental Health Open Forum

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#### **Hear Us**

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## Hear Us

To promote, educate, communicate and empower, for the benefit and interest of people affected by mental health issues

### Link Trustee Role Description: Mental Health Open Forum

The Hear Us trustees play a vital role in making sure that the Mental Health Open Forum Project achieves its core purpose, ensuring that the organisation complies with its governing document, organisation law, and any other relevant legislation or regulations.

Aims of the Open Forum Project:	
<b>Create Discussion:</b>	To bring together the Mental Health community, particularly current service users of South London and Maudsley (SLaM) services, to discuss Croydon’s mental health and wellbeing services, accessibility, quality and development of these services.
<b>Debate &amp; Influence:</b>	To provide Croydon’s Mental Health community with a safe place and a chance to meet and question commissioners, the <b><u>NHS South West London Integrated Care Board (ICB)</u></b> and <b><u>Croydon Council</u></b> , and service providers. We involve other service providers, such as the <b><u>Mind in Croydon</u></b> , <b><u>Croydon BME Forum</u></b> , <b><u>APCMH</u></b> and other providers of social inclusion and preventative services. (preventative means: service that helps develop wellbeing and positive mental health attitude)
<b>Bringing together to meet and to network:</b>	A place for the Croydon Mental Health community to meet, network, and discover new opportunities that aid positive mental health and wellbeing, help to prevent dependency on clinical services and support people to regain self-esteem, confidence and empowerment.

# of Open Forums per quarter	Q1	Q2	Q3	Q4	Annual Total
Number of Hear Us Forum	3	2	3	2	10

The Open Forum has been affected by the COVID pandemic. We have run all Open Forums since April 2020 as online events and are currently returning to face-to-face hybrid, live streaming. We are currently working on what equipment is required. The aim is to return to hybrid events from September 2023.

*Working Together for Change and Better Understanding in Mental Health*



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The Link Trustee will also ensure that the Open Forum Project has a clear strategy and that our work and goals align with our vision. Just as importantly, they support and challenge the Senior Management Team to enable Hear Us to grow and thrive and, through this, achieve our mission.

The Board member who is linked to the Open Forum Project is responsible for informing the board of any successes or any concerns or issues regarding the linked project that they feel need discussion at the board level.

The Link Trustee will work with the SMT, including the CEO and Deputy CEO, and the Open Forum Project Coordinator and Deputy CEO who acts as the Open Forum Chair (*and staff when this is felt required, particularly around staff wellbeing and workload*).

As the Link Trustee becomes more involved in the [Open Forum Project](#), their knowledge and understanding of its impact on our community will grow in turn; this will make Hear Us trustee board and The Charity stronger.

The purpose of Link Trustees is to work alongside the [Open Forum Project](#) Coordinator to evaluate and oversee their work, with support from the CEO and/or Deputy CEO – aligns with the project's purpose, vision, goals and activities (*aims and targets listed above*).

The Link Trustee will require support from the CEO to access accounts to review budget spending and funding and oversee the project's financial funding/budgets and spending.

They will have:

- Access and assistance with accounting Software, QuickBooks,
- Access and assistance with Online Banking, currently the Cooperative Bank,
- Access and assistance with Bank Statements,
- Access and assistance: With projects outcomes
- Access and assistance: Equal Ops Monitoring
- Access and assistance: Evaluation: Of Service by Service Users



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- Access to Team Meetings with staff to discuss the well-being of staff & workload; this can be one-to-one if staff requests.
- Access and assistance: Safeguarding Alerts
- Access and assistance: Complaints made against the project or staff
- Ensure there is effective and efficient administration.
- Keep abreast of changes in the operating environment.
- Attend Board meetings with Manger and help contribute to presentations
- Help ensure that key risks are being identified, monitored and controlled effectively.
- Contribute to regular reviews of governance.

Equal Ops Monitoring has been severely reduced due to COVID. We are working to reestablish collection and monitoring of equity and inclusion information.

Evaluation of service has been severely reduced due to COVID. We are working to reestablish the collection of information to evaluate the service being provided.

The majority of the above is reported quarterly and annually with the project funder, the South West London Integrated Care Board, which should make this easy to access the data.

The Link Trustee can choose what access they want to see, but staff need to be given a reasonable time to respond to requests.