

People's Participation Committee

Minutes of the People's Participation Committee meeting held on 15 March 2018 at 14:00 in the Boardroom, Trust Headquarters, 9 Alie Street, London E1 8DE

Present:	Marie Gabriel	Trust Chair (Chair)
	Alan Strachan	PP Children's Services
	Bethan Williams	Service User
	Dean Henderson	Borough Director – City & Hackney
	Eddie Rose	Service User
	Felicity Stocker	Service User
	Graham Savage	Service User
	Hannah Stephens	Service User
	Jane Fernandes	Tower Hamlets – Service User/Carer
	Jenny Kay	Non-Executive Director
	Lorraine Sunduza	Interim Chief Nurse
	Lynn Lalero	Service User
	Mananda Kaur	Newham Service User
	Navina Evans	Chief Executive
	Paul Binfield	Head of People Participation
	Paul Calaminus	Chief Operating Officer
Raymond Smith	Service User Hackney & PP Mentor	
Sandra Da Gama	Service User	
In attendance:	Georgia Denegri	Interim Trust Secretary
	Linda McRoberts	Corporate Minute Taker
	Samantha Simpson	CQC (observing)
	Jim Pope	Playing On
	Bob Gough	Crossrail
Apologies:	Edwin Addis	Membership Manager
	Edwin Ndlovu	Borough Director, Tower Hamlets
	Justin West	People Participation representative
	Rubina Shaikh	Public Governor

The minutes are produced in the order of the agenda

- 1. Welcome and apologies for absence**
 - 1.1 The Chair welcomed everyone to the meeting, did a round of introductions and noted apologies as above.
 - 1.2 The Chair explained that if the attendance register is signed, names will appear in the minutes which are publicly available; there is, however, no obligation to sign in.
- 2. Declarations of interest**
 - 2.1. There were none.

3. Minutes of previous meeting

- 3.1. The Minutes of the meeting held on 18 January 2018 were **APPROVED** as a correct record.

There was a query on p.4 of the minutes under 'Active membership' it had said "The Communications & Engagement Committee would be asked to look into defining active membership" – a question was raised about whether that is the right place.

4. Action log and matters arising from the minutes

- 4.1. The action log was updated.
- 4.2. There were no matters arising not otherwise on the agenda.

5. Implementation of People Participation Strategy – City & Hackney Directorate

Dean Henderson, Borough Director for City & Hackney and Raymond Smith, service user and PP mentor, presented an update on work in City & Hackney to progress People Participation. Key points were:

1) Peer Support Workers (PSW)

- Hackney was at the forefront on this and has been doing it for several years now.
- They are now looking to expand the role and settings in which they work.
- All PSWs are now employed on Band 3, usually working one day per week.
- Some recruitment has recently taken place and 13 have just finished the training and they will be in each of the recovery teams. Now looking for more on inpatient unit.
- As well as being useful to the users, this is proving helpful for people moving on, as the peer support workers are gaining valuable skills.

There were a few questions/points of discussion:

- The terms 'recovery' and 'unrecovery' and the role of the peer support workers in social justice were queried. Dean explained 'unrecovery' focusses on social justice, recognising that recovery is often about the outside circumstances in which people live – the term originated in service user groups. **Marie Gabriel to discuss outside this meeting with Paul Binfield.**

Action: Marie Gabriel

- The Committee questioned the diversity of PSWs and whether they are from the same range of backgrounds as the service users. Paul Binfield confirmed that this is monitored and that they are.
- The question was raised as to whether that included people with learning disabilities? Paul said that this was early days, but is being thought about.
- It was suggested that the opportunities for PSWs can be difficult to access and queried how the Committee can be sure that people who enquire about it do get a response. Paul Binfield replied that consideration is being given to bringing the management of the contract in-house which would help. He is also looking at other options which could be offered to people. One of the difficulties is that the PSW posts are part-time, but sometimes people can obtain full-time posts elsewhere.
- A query was raised that in Bedford PSWs in the recovery college are paid through the reward scheme, not as Band 3. Paul confirmed this had been addressed and Bedford would be ensuring this changed within the next month.

2) Continuing the Culture Change

- There is a new CPA care programme approach, which is service-user centred.
- In Hackney four service users were trained to be CPA trainers – the experience of becoming a trainer has been hugely beneficial and is on-going.
- A local recovery college opened in October 2017 and a series of courses were piloted last year.
- This gives service users opportunity to develop their skills.

Questions/points of discussion:

- Paul Binfield queried how peer tutors are being paid. Dean Henderson will check – he confirmed they should be Band 3 Bank.

Action: Dean Henderson

- The uptake and feedback from courses was queried. Dean Henderson said that topics had been those suggested at the open day they held and service users had suggested over time. There had been good attendance. Feedback has yet to be collated and will be collected and analysed as time goes on.
- It was suggested that Mersey Care have a good package of training – Paul Binfield undertook to look at this.
- Courses were attended by service users, carers and staff, although service users were the majority of users.

3) Supporting Carers Programme

A new Carers support worker has started who it is hoped will come up with new ideas for this area.

4) Young Carers

Hackney is developing a strategy for young carers. Carers are involved in the Working Together group.

5) Emphasis on Physical Health

Dean Henderson reported they are fortunate to have a really successful programme called “new life through sport” which is encouraging access to gyms etc. in their area. They encourage and support people to be involved in physical activities.

Raymond shared some strong personal experience of this programme, in which he had been given six months’ gym membership with a personal instructor.

6) Increasing options to link to community

The Working Together group is back up and running and building up numbers. There is also a long-standing initiative linking with Hackney Community College.

7) Challenging Stigma

Raymond reported on a forum launched to gain a better understanding and awareness to reduce stigma.

Raymond had taken part in a film for this purpose, aimed particularly at BME men sharing their experience.

Questions/points of discussion:

- Marie Gabriel suggested adding a look at representation of BME communities to the forward plan.
- The Committee were told that Lorraine Sunduza rolled out training on a human rights based approach, especially about discrimination which has been well

received.

- The film Raymond is in is on ELFT You Tube channel.
- It was noted that involving service users on recruitment panels works well and is important.

8) Transitions

- It was noted that PSWs have been very useful in supporting transition, especially back into the community when discharged from hospital.
- Hackney is discussing how this is done with Tower Hamlets as well and at sickle cell service.

Questions/points of discussion:

Jenny Kay noted she had recently visited Hackney and asked if the transition for Adults to Older People Services is involved in the transition work. Dean Henderson believed so, and will check on how this is done.

Action: Dean Henderson

Raymond Smith closed the presentation by reporting:

- He has done the training for QI about monitoring and recording service users' experiences to hopefully improve services.
- The Working Together group meetings want service users to raise issues for the Trust to priorities.
- The Fighting Stigma campaign is trying to dispel taboos/stigma.

Marie Gabriel thanked Dean and Raymond for their presentation, which she commented showed a very impressive amount of work going on in Hackney.

6. Back on Track (DLR) Update

6.1 Bob Gough, previously from DLR and now with Crossrail, presented this item.

He explained that 'Back on Track' was conceived with Paul Binfield to look at how transport can positively impact on people's lives.

- There were some accessibility issues and they hoped to help to support people on DLR.
- DLR funded some hours for a community mental health nurse to support the project.
- They also gave mental health training to all front-line staff, approximately 400 people, which has been a huge benefit in the company. This has proved useful for supporting customers but also for staff to talk about their own mental health issues.
- A project that started with helping users access transport has moved on to also help staff.
- DLR has won a couple of awards for this programme – Paul Binfield has met with the new person at DLR who is taking this on.
- Through this work, Paul Binfield is now talking to other organisations about similar projects – including the Met Police and Crossrail.

Marie Gabriel thanked Bob for attending and updating the Committee – and for his personal contribution to making this project work.

7. Playing On Theatre project update

Jim Pope from the Theatre company explained that he had been involved in a drama

project with Playing on Theatre – which did a really powerful play with Stratford Theatre Royal. The play brought home the nature of shared experience between those providing care and those receiving care as well as carers, family and the wider community

He explained his group's future aims broadly, as:

- To give a voice to disenfranchised communities
- To diversify the workforce
- To make quality theatre, and
- To affect social policy, if possible.

They have developed theatre with service users and staff, they are now working to quantify what this is doing, which is where ELFT has been very helpful.

They have collected feedback from those who were involved in the play and they are running more sessions at the Theatre Royal, Stratford.

They are also running workshops now for about 12 people, which are free.

The theatre group are aiming for a future programme involving staff and service users and want to develop long-term and sustainable training using the arts; they also want to increase the links with long-term mental health and physical conditions.

They are now running a programme of weekly drop-ins to create scenes relating to the challenges in mental health. They are also creating role-play. They will be using material and members from these groups to perform some of these scenes at ELFT's training day.

They have good experience of providing training for service users and providers together.

After this, they aim to create another professional piece of work which may be able to tour round to generate further interest in a new programmes of work.

They need to make a credible funding case with a strong detailed argument to take to funders.

At the moment, the theatre group are trying to raise funds from the Wellcome Trust and the Arts Council.

Questions/Discussion:

A question was raised about availability of this in Bedfordshire – Jim said they would very much like to do this, however, they would need to apply for some funding first. Hannah Brown volunteered to work with Jim on this and had some ideas about venues that might be used. Paul Binfield will send Hannah and Jim each other's contact details, so they can progress this.

Action: Paul Binfield

Marie asked if Community Services could be involved in this project and whether it would be possible to use some current funding to do something sooner than waiting on funding bids. Navina Evans and Paul Binfield agreed there is a need to think about whether funds the Trust already has could be used to spread the use of this project. Also that we could approach theatres to see if they would support.

Action: Paul Binfield

Hannah suggested a play could work well for raising awareness of eating disorders and addictions.

Jenny asked if Arts Therapies staff were involved and Paul confirmed they were and are helping with the evaluation.

Marie thanked Jim for attending and for his informative presentation.

8. Mental Health Community Service user Survey update

Paul Binfield presented the report summarising the results from the survey from 2017. He informed the Committee that this was the first time Luton & Bedfordshire, and East London had been in the survey.

The Trust didn't fare as well as before so it raises some concerns and results in looking at how to improve things. However, the report shows work is already being done on this.

- The results can be broken down per Borough to share with each People Participation lead. People Participation groups will discuss the results and identify one or two local priorities.
- The items that turn up consistently are:
 - Crisis care, and
 - Shared decisions in care plans
- There is, therefore, a need to think over the next couple of years about ways to consistently improve and do better on these.
- Lorraine Sunduza informed the Committee that some work had been done on the breakdown of respondents to analyse why people are not responding.
- It was mentioned that patients with a long-term relationship with the service can find the survey irrelevant, as it focusses just on the last few months.
- Navina suggested that the low level of responses does give us information, there is work to be done on making this meaningful for service users. It is important to use the headlines for service users to come up with a plan locally to make meaningful change. It was agreed this needs to be meaningful, not just focus on improving next year's survey results.
- Paul Calaminus suggested some of what's working from the QI team should be included, e.g. CAMHS QI about access, they have set a goal that 100% of young people in crisis have a 'good crisis'. The goal is to get different patients to feel comfortable and confident with their relationship with these service, so this provides feedback about what works and what does not. Paul Calaminus suggested we share this with the groups as well as the survey results to inform their plans.

Action: Paul Binfield/Paul Calaminus

- Marie Gabriel suggested we ensure we draw from best practice as well as the difficult areas when deciding on local priorities.

Action: Paul Binfield

The Committee **NOTED** the Report.

9. Discussion on how to involve our communities

Marie Gabriel introduced this item as part of a new ambition for the organisation: being about physical as well as mental health and part of the wider community. She said that if the Trust wants to engage with the wider community, as well as service users and carers, this is to look at how they do it.

Paul Binfield suggested thinking about the prevention element and talking to those who may need services at some time. The aim is find out if some issues can be prevented by working in different ways, e.g. the DLR work, the gym memberships: it is about quality of life for everyone. This raises questions, such as what skills are needed, what capacity and how do we do more of this?

The following points were discussed:

- It was suggested the Trust should talk to young people and try to engage with major employers – such as the civil service.
- It was agreed this is connected to how we turn around stigma.
- Jenny suggested we need to decide what the messages are and encourage our networks to spread those for us. She highlighted that as an organisation there are 5000 staff, their families and friends, our service users and membership, which adds up to a huge network that could be spreading a positive message.
- Navina Evans emphasised that she feel this is very ambitious but important to do. It fits with wanting to be involved in local communities because it often is not just the Trust that can help. There are lots of creative solutions in the communities, so this is more like a campaign – maybe we need some help in turning this into a proper campaign?
- One service user commented that when she was initially referred from her GP she had no idea that she was being referred to ELFT and knew nothing about recovery college or people participation. ELFT could help GPs to know what else to offer.
- A service user questioned if we work with local MIND charities, it was confirmed that the Trust does and that they are very helpful.

Marie summarised that this could represent a very different way of working for the organisation and ELFT needs to really understand what is involved: it may be about letting go of some of the power. In summary, as part of this, the Trust should:

- Work with young people
- Work with major employers
- Ensure community offers assets, rather than deficits
- Other resources help and ELFT to learn how to use them as part of this movement
- Focus on communication with partners, such as GPs, so it is easy for them to be part of this movement
- Need to be clear about who we are communicating with and what the messages are.

The Committee **NOTED** the verbal report.

10. People Participation Proposal

Paul Calaminus distributed papers on the structure of the People Participation team, focussing on next steps.

One of the reasons to look at this is around Bedfordshire Community Health coming into the Trust and IAPT.

The paper with the proposed new structure shows some possible new posts. Paul asked for views from the Committee.

Paul Binfield commented that the new structure offers opportunity for People

Participation leads to step up and offers the potential expansion of the focus of People Participation.

A question was raised about whether the structure offers opportunity for staff to share across each service: it was felt the links needed improving, so it was less hierarchical.

With this amendment, the Committee **AGREED** the new structure.

11. Any Other Business

11.1 CPA

A service user raised this issue, as he felt the co-ordinator asked questions which covered information he could easily have gathered at the regular meetings.

Paul Binfield reported that the aim for the future is to make this more technology focussed, so this will allow the user to say what they want before the meeting.

Another point was raised about whether the purpose of their care plans is always understood by service users, it was agreed this needs improved induction about how to use it better.

Paul Binfield informed the Committee that there is an evaluation of a new process taking place including a survey going out to 600 users.

Marie Gabriel agreed that ELFT needs to look at different ways of engaging service users and how effective the new care plan approach is. She commented that actions need to be tighter and clearer with less covered in one session.

Paul Binfield will bring the research findings back to this Committee for their review.

Action: Paul Binfield

11.2 CQC

Samantha Simpson, from the CQC, explained that there is a well-led inspection of the Trust starting 16 April 2018. There was a full inspection in June 2016, but inspections are no longer carried out in the same way. The 'well-led inspection' includes looking at how the Trust works with service users, carers and families so it had been really useful to come to this meeting.

11.3 Venue for these Committee meetings

It was noted that several members feel that the Alie Street Boardroom is not appropriate for this meeting, as space is limited for the number of attendees and it is a difficult location for those coming from Luton & Bedfordshire.

Marie Gabriel agreed that this should be looked at with a view to offering a better venue.

Action: Paul Binfield

14. Date of next meeting

21 June 2018, from 2-4pm, Boardroom, Alie Street.

The meeting closed at 16:00