

SurvivorsUK Service Users' Panel

9.2.20

Staff Present:

Alex Feis-Bryce CEO (AF-B)

Katherine Cox Counsellor & Groupwork Co-ordinator (KC)

Attendance: 12 service users

Topic	Comments	Actions
Fundraising	Several people present expressed a willingness to take part in fundraising activities	AF-B thanked everyone. He said that we have plans for setting up a fundraising working group and we will keep service users informed about joining this group
Gender	There were some questions about the gender identity of service users of SurvivorsUK. AF-B and KC clarified that SurvivorsUK exists for men, boys, trans and non-binary clients and anyone who feels we are the right service for them. The rebranding exercise which SurvivorsUK is about to engage in will more effectively articulate who we support and why	AF-B and KC to take into the rebranding process

<p>Waiting list for services</p>	<p>There were some questions about the waiting list for services. AF-B and KC both said this was also a concern for SurvivorsUK staff and is an issue of rooms, resources and numbers of counsellors. AF-B fed back about the positive response from the Victims' Commissioner and that there may be further funding available.</p>	<p>AF-B will follow up discussions with the Victims' Commissioner</p>
<p>Role of Thrivers</p>	<p>JP who facilitates the Thrivers group stated that he hoped Thrivers would be a potential point of contact while people are on the waiting list.</p>	
<p>Casework service</p>	<p>The need for a casework service was raised to provide service users with support and advice around housing, tenancy support and benefits.</p>	<p>AF-B stated that this is a post for which we are actively seeking funding</p>

<p>Branding</p>	<p>There was discussion about the tag line 'male rape and sexual abuse' which was unpopular with many present, as well as shortening the name of the organisation to its initials</p> <p>There was a discussion about the need for a clearer message about who we are and what we do and an agreement that, although rebranding was important, our financial priority is service provision.</p>	<p>AF-B and KC agreed that they would circulate to all staff the need to use the full name of the organisation at all times.</p> <p>Rewording the tag line is part of the rebranding programme. AF-B and KC said they would feed this back to the rebranding company</p> <p>AF-B and KC will be contacting service users to be part of the rebranding working group which will also involve staff and trustees</p>
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<p>AGM and Board of Trustees</p>	<p>Some of those present raised their experience of the AGM. They noted that three of the Board are women and that they felt a fear that the organisation might divert its energy away from adult men as a result of unconscious bias. Those present said they would like a trustee to attend the service user panel.</p> <p>AF-B said that we would really welcome service users as representatives on the Board as well as placing importance on the contact between trustees and service users in other contexts</p> <p>Those present stated that they would like service user(s) to be invited to a Board Meeting and for a Trustee to be invited to a service user panel</p>	<p>AF-B and KC to feed back to Board of Trustees</p>
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<p>Office refurbishment</p>	<p>There were some questions about the office in Shadwell and the proposed refurbishment.</p> <p>AF-B gave the following update:</p> <p>The ground floor of the building is going to be taken over by SurvivorsUK and converted into space incorporating a waiting room and welcome area, some office space, an accessible counselling room and a private room where staff can make confidential 'phone calls</p> <p>The middle floor will have an additional counselling room where the current waiting area is</p> <p>The top floor will have a refurbished kitchen</p> <p>There will be an entrance at the back of the building and the ground floor will be accessible.</p> <p>AF-B stated that we will be looking for service user involvement over how the space looks and feels. We are wanting it to feel friendly and welcoming and a priority is that it will be properly sound proofed.</p> <p>There were some questions about what will happen to clients while the work is being carried out. AF-B said that the</p>	<p>AF-B and KC to contact service users for input into the office refurbishment</p>
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