

## SurvivorsUK Service Users' Panel

14.6.20

Staff present:

Alex Feis-Bryce CEO (AF-B)

Katherine Cox Groupwork Co-ordinator and services Manager (KC)

Trustee Present:

Brock Chisholm (BC)

Attendance 4 service users

Actions from previous service user panel are integrated into the summary

Topic	Comments	Actions
Fundraising	<p>AF-B said that setting up a fundraising group with service user involvement had been delayed by lockdown but was still very much the plan for the future.</p> <p>AF-B also fed back that we had made a number of applications for Covid-contingency funding and we have funding for more counselling and ISVA hours as well as for a caseworker position.</p> <p>Suggestions were made to look into supermarket carrier bag funds and sponsored video games</p>	<p>AF-B and KC to update re setting up a Fundraising group</p> <p>AF-B and KC to look into these suggestions</p>

<p>Rebrand update</p>	<p>We have engaged a rebranding company and have involved a number of service users in the rebrand process. We have fed into this process concerns that were raised at the last service user panel regarding how best to articulate who we support and why. This will involve rewording the tag line. We have also ensured that the rebranding company as well as all staff are aware not to shorten the organisational name but to use the full name SurvivorsUK.</p>	
<p>Waiting list</p>	<p>This continues to be significant. BC pointed out that the SurvivorsUK waiting list is equivalent to or shorter than other sexual violence and trauma-specialist services. Nevertheless reducing the waiting list is one of our high priorities. AF-B mentioned a number of measures we have introduced to reduce the waiting list and support those who are waiting for services. These include funding for additional counselling hours, office refurb in order to increase counselling room capacity, Saturday surgeries, providing one-off appointments to those on the waiting list, new groups and the new caseworker and ISVA posts. AF-B fed back his thanks to those service users who met with the Victims Commissioner in January. This has led to a number of productive discussions re increasing our funding.</p>	

<p>Office refurbishment</p>	<p>AF-B updated the panel on the office refurbishment plans. These are now going to involve making the building more appropriate for social distancing. We will be consulting with service users on redecoration. The sound proofing will be of the required standard. There are some access issues which need to be resolved.</p>	<p>AF-B and KC to continue to provide updates and service users to be involved in the decoration and décor stages.</p>
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<p>Service user and Trustee dialogue and service user involvement on the Board</p>	<p>At the previous panel there was a request for a Trustee to attend the next meeting so Brock Chisholm (BC) attended.</p> <p>The following queries were raised by those present:</p> <ol style="list-style-type: none"> <li>1) The demographic of the Board doesn't reflect the service user demographic</li> </ol> <p>BC agreed. He said that it can be hard to recruit trustees and that the current Board had been recruited on the basis of their skill base to fulfil various roles and tasks. BC said that we are looking to recruit more Trustees and have produced a Trustee Recruitment pack</p> <ol style="list-style-type: none"> <li>2) Two of those present stated that they had attended the previous AGM and had asked to become members. They then had not had their enquiry followed up.</li> </ol> <p>BC said that currently the Board are looking at the organisational constitution. He agreed that we need to look at better representation at Board level and more transparency from the Trustees to service users.</p> <p>BC said we had trustees with marketing, legal, clinical and financial experience but we have just lost a trustee with charity governance expertise.</p> <p>It was noted that the Chair has</p>	<p>BC to send KC constitution to be circulated to those present</p> <p>Trustees to consider Board constitution and service user involvement on the Board at the next Board meeting. AF-B and KC to attend</p> <p>KC will ensure service user feedback following the Board meeting</p>
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<p>Provision of remote services</p>	<p>There was a query about whether remote services might continue after lockdown. AF-B, BC and KC all confirmed both a commitment to providing face to face services again once conditions permit and also to considering keeping remote services for those who find it difficult to access in person. AF-B fed back that we have applied for Covid contingency funding to review our remote service provision.</p>	
<p>Obstacles to increased service provision</p>	<p>A question was asked regarding bottlenecks for increased service provision. AF-B, KC and BC variously named them as:</p> <ol style="list-style-type: none"> <li>1) Office space for staff and clients, which will be improved by the office refurbishment</li> <li>2) Funding - and if we are successful in our latest funding applications this will be eased</li> <li>3) Infrastructure in terms of IT supplies, admin etc</li> <li>4) There is a danger of a too rapid expansion without the opportunity to consolidate</li> <li>5) We have had some difficulties in recruitment</li> </ol>	

Next service user panel  
Sunday 11<sup>th</sup> Oct 2020 17.00