

## SurvivorsUK Service Users' Panel

10.10.20 Staff present:

Alex Feis-Bryce CEO (AF-B)

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

Attendance 8 service users

Actions from previous service user panel are integrated into the summary

Topic	Comments	Actions
Fundraising	<p>At the previous meeting there were some fundraising ideas put forward such as setting up a fundraising group and looking into sponsored carrier bags and video games. We have recruited a fundraiser who starts in Nov 2020 and we will feed these ideas to them to take forward.</p> <p>Additional fundraising ideas put forward: Service users donating art and poetry for fundraising Fundraising outside tube stations etc. A similar campaign to Miles for Refugees</p> <p>AF-B also said we have successfully bid for some Covid contingency funding.</p> <p>There was a question about Trustee expertise re fundraising. AF-B said this was a current gap on the Board which hopefully will be filled with the latest Trustee recruitment.</p>	AF-B and KC to feed these suggestions to new fundraiser

Remote working	<p>Given current circumstances, we have decided to continue to provide all services remotely until at least Jan 2021. We will review in December 2020 and make a decision about whether we continue this into 2021 or resume face to face.</p> <p>There was a question about the continuation of some remote working and AF-B and KC said that remote service provision would remain alongside F2F provision for all aspects of the service.</p> <p>There was a question about service user consultation around this decision. KC said that there had been informal discussion with clients about this decision, their views and the impact, but the decision had been taken as an organisation with government guidelines, staff and client safety in mind</p>	
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<p>Office refurbishment</p>	<p>AF-B said that the office refurbishment plans had revealed a number of underlying, costly but essential building requirements. There have been lengthy conversations with the landlords of the property who are not going to take any financial responsibility for these necessary works and may increase rent in the future on the basis of increase in value to the building. We may need to take a decision on ethical as well as financial grounds to relocate the office. We are currently considering other venues and will be consulting service users regarding this.</p> <p>AF-B and KC stated that we are looking at:</p> <ul style="list-style-type: none"> <li>Accessible for those with mobility needs</li> <li>Zone 1 or 2 or inner areas of zone 3</li> <li>Excellent public transport links (including train and bus as well as tube)</li> <li>Some parking for clients</li> <li>Secure bike parking</li> <li>Welcoming, well-lit and safe, yet discrete</li> <li>A required level of sound proofing</li> </ul>	
<p>Rebrand</p>	<p>We have been working with Shape History to create a rebrand which will involve a reskinned website, the same logo and name but a new tag line. Shape History have worked hard fully to understand and appreciate the organisation's core values and to create a brand which will feel accessible and welcoming. A group of service users have been very involved in this process and we also recently held an art workshop for service users to create visual imagery for us to use on the site.</p>	

<p><b>Soap storyline</b></p>	<p>AF-B said that we have been consulted on a prominent soap storyline which is due to break on the 12<sup>th</sup> Oct 2020 and continue through Christmas and New Year, taking a central place in the Christmas and New Year episodes. AF-B and KC have signed a non-disclosure agreement so couldn't name the programme but advised the panel to check the press and SurvivorsUK social media. The producers and the principle actor in the storyline have been very respectful of SurvivorsUK input and have crafted the story accordingly. Two service users were very involved in this as well as in the press release. After key aspects of the story, viewers will be guided to SurvivorsUK as well as Samaritans and other key services.</p>	
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<p>Service user involvement</p>	<p>KC and AF-B discussed plans for a more coherent and systematic framework for service user involvement which will consist of the following:</p> <ol style="list-style-type: none"> <li>1) Thrivers – the peer support group will come fully under the SurvivorsUK umbrella and receive more staff support as well as remaining a peer support system</li> <li>2) We will vote in 2 or 3 service user reps. This will be done by inviting any service user to put themselves forward for this position. There will then be a representative panel of service users to consider the applications and to take a vote</li> <li>3) The service user rep position will be time limited. There was some discussion about the length of tenure but 2 or 3 years was suggested and with possibly a staggered tenure to ensure continuity</li> <li>4) Service user reps will have a clear job description and person specification and will be expected to work within the policies and procedures of SurvivorsUK. They will be fully supported in their role, through staff, external supervision and potentially mentorship from another organisation</li> <li>5) The service user reps will take a lead role in Thrivers and will also gather Service user feedback and feed this into the organisation. They will take a lead in the service user panels</li> <li>6) The service user reps will also attend designated parts of the Board of Trustees meetings</li> </ol> <p>AF-B fed back about the Trustee recruitment. The Board managed the shortlisting process but AF-B is in the process of meeting the shortlisted candidates. There is a significant proportion of the shortlisted candidates who have used our services and / or are survivors themselves or closely linked with survivors</p>	<p>AF-B and KC will fully inform all service users about this</p>
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Next service user panel Sunday 21 Feb 2021 5-6pm