



## SERVICE USERS ENGAGEMENT GROUP

Held: Wednesday 14th November 2007 @ 10 a.m.  
Phoenix House Conference Room

### Minutes

| Present:                         |    |                 | Apologies:    |
|----------------------------------|----|-----------------|---------------|
| Tony Oram ( <i>Chair</i> )       | TO | Norfolk DAAT    | Neil Howard   |
| Clare Stone                      | CS | Matthew Project | Peter Patzika |
| Andrew Cleveland                 | AC | Norcas GY       | Katie Hammett |
| Denise Hockridge                 | DH | TADS GY         |               |
| Mike Hutchinson                  | MH | Norfolk DAAT    |               |
| Veronica Nelhams ( <i>Mins</i> ) | VN | Norfolk DAAT    |               |

| Item | Subject   |
|------|---|
| 1.   | <p><b>Apologies for absence:</b><br/>TO welcomed everyone to the meeting and apologies were as shown above.</p>   |
| 2.   | <p><b>Briefing Sessions</b><br/>TO said that as already outlined to the group by e-mail the invitations to the countywide Engaging People Briefings had not had a very good response. The proposal put to the group was to cancel all but the Norwich briefing and to send a letter to all the invitees to let them know and to try and ascertain why there had been no interest. This was agreed.</p> <p>CS said that a short questionnaire of pertinent questions could be enclosed with the letter together with a self-addressed to envelope to see why the invitees had shown no interest. The group felt that this was the best way forward.</p> <p><b>Action 1:</b> VN to draft letter and questionnaire for posting on 14th November.</p> |
| 3.   | <p><b>Conference Proposal and Funding – link to needs assessment work</b><br/>TO said that due to the lack of interest in the briefings he did not feel that a conference would generate the information required to assist the Needs Assessment work. As this meant that we may not be able to feed in any links for the Needs Assessment work it was agreed that TO discuss this with Katie Hammett and Vivienne Maskrey.</p> <p>Any feedback received from the questionnaire would help gauge interest in a conference.</p> <p><b>Action 2:</b> TO, KH and VM to discuss other methods of feeding into the Needs Assessment.</p>   |
| 4.   | <p><b>Attendance Allowances for Service Users Groups</b><br/>DH told the group that she had been discussing the possibility of Norcas and TADS in Gt</p>  |

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|                  | <p>Yarmouth having a joint Service User Group but there was disparity in the recompense made to committee members in that TADS paid expenses plus an attendance allowance and Norcas paid just expenses. She also suggested it might be an idea for services in the different areas of the county to consider having joint service user groups as the client groups often inter-relate.</p> <p>TO said that he maybe able to help with a small amount of DAAT funding to help support service users groups but that this funding would have to be shared equally over the county possibly being piloted for a joint Norcas/Tads group in Gt Yarmouth. AC said that he was having a meeting in the next few weeks to discuss the Norcas policy regarding service user groups. DH to discuss costs with Isabel Pollock and to ascertain the costs for a series of joint service user committee meetings over a year.</p> <p><b>Action 3:</b> DH to estimate costings for a joint Norcas/TADS group.</p>                                   |
| <p><b>5.</b></p> | <p><b>Taking the Group Forward</b></p> <p>There were discussions about a number of possibilities for taking the group forward as attendance was always low and the work that was planned for this year had made no progress. These suggestions included concentrating on the strategic side; limiting the scope to BME/Diversity or just to review the diversity walks prepared by Debbie Carr on a quarterly or bi-annual basis.</p> <p>As the Service Users Training Sub-Group seemed to be pro-active and would like to continue meeting to do pieces of work the SUEG thought it would be a good idea to propose that the Sub-Group take on the diversity work that had been proposed for this year.</p> <p>It was agreed that the future of SUEG would be re-visited on 17th December after the November Engaging People had taken place and when the Sub-Group had been asked about taking on some of the diversity walks.</p> <p><b>Action 4:</b> MH to take proposal to Sub-Group and report back to SUEG on 17th December.</p> |
| <p><b>6.</b></p> | <p><b>Any other business</b></p> <p>MH said that there were unconfirmed rumours that some of the workers in one of the big food processing plants in Norfolk were smoking cannabis both at work and in the transport on the way to work. Besides health problems this would cause breaches in Health &amp; Safety Regulations and could be the cause of a severe accident.</p> <p>The group agreed that a low key approach to the H R departments of 5 of the largest food-processing employers offering them awareness training or other help would be the best way to go.</p> <p><b>Action 5:</b> MH to write to 5 food processing companies telling them about the work the DAAT does and offer them support; guidance or awareness training.</p>  |
| <p><b>7.</b></p> | <p><b>Date, time and venue of next meeting</b></p> <p>17th December 2007 at 3p.m. Phoenix House Conference Room</p>   |

Copies of Minutes and papers can be obtained from:-

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