



## SERVICE USERS ENGAGEMENT TRAINING SUB-GROUP

Held: 2 p.m. 23<sup>rd</sup> October 2008  
Phoenix House, White Lodge Business Park

### Minutes

Present:	Apologies:
Mike Hutchinson ( <i>Chair</i> )	George
Roni Nelhams ( <i>Minutes</i> )	Tom
Andy Wicks	Carrie-Ann
Helen	
Allen	
Brett	
Malcolm	
Shaun	
Donna	
Tania	
Clare	

Item	Subject
1.	<p><b>Apologies for absence and introductions</b></p> <p>Several new members from different services turned up today and Mike welcomed everyone to the meeting. Andy Wicks was a guest from The Junction in Cromer. Apologies were as shown above</p>
2.	<p><b>Acceptance of minutes from previous meeting of the Service User Engagement Training Sub-Group held on 15<sup>th</sup> September 2008 (including any confirmation of any part of the minutes exempt under the Fol Act)</b></p> <p>The minutes of the last meeting were accepted as a true and accurate record of the meeting on 15<sup>th</sup> September 2008.</p>
3.	<p><b>Matters arising from the minutes of the previous meeting held on 15<sup>th</sup> September 2008</b></p> <p>Shaun said that he had attended the BITC day at Norwich City Football Club.</p> <p>Mike said that the presentation skills training had gone extremely well and he was available to do other sessions if required.</p> <p>Tommy and George went to the Forum to take part in the Living Library.</p>
4.	<p><b>Service Users and Contract Reviews</b></p> <p>Carol Bowen, Contracts Officer at the DAAT, told the group about the contract reviews she had annually with all the commissioned services and asked how she could involve service users in future reviews.</p> <p>The group generally agreed that service users should be involved and felt that 2 service users should be invited to each review as a single service user might feel a bit intimidated.</p> <p>The group also felt that a pre-meet to discuss the process might be helpful for the service users involved in each review.</p>

<p><b>5.</b></p>	<p><b>Alcohol Strategy</b></p> <p>Daniel Harry, Norfolk DAAT Partnership Liaison Officer, attended the meeting to discuss the alcohol strategy.</p> <p>The group felt that heavy drinking should be made socially unacceptable in a way similar to smoking. The group also felt that drinks that appealed to the very young market such as alcopops should be banned together with banning extremely cheap but highly intoxicating drinks such as White Lightening which they thought had been produced purely for binge drinkers.</p> <p>The group also felt that supermarkets could segregate the drinks section from the main part of the store so that people are not forced to walk through the alcohol sections.</p> <p>The group discussed the possibility of alternative places for socialising should be set up particularly in the more rural areas where there is usually only a pub and a church e.g. coffee bars; but these alternatives should be cheaper than going to a pub or club.</p> <p>The group talked about how the trade could help and the general consensus was that the trade should put more money into alcohol awareness training; alternative social events and raise the age of people allowed to purchase alcohol in pubs. They highlighted America where the legal age for drinking was 21 and identification was required.</p> <p>It was also thought that television had a part to play as all the soaps continually had scenes that were set in bars or clubs; this should be minimalised and other forms of socialising shown.</p>
<p><b>6.</b></p>	<p><b>What Next?</b></p> <p>There was some discussion about service user groups being county-wide. It was felt that this was already happening as groups were being started or attempting to be started in North Norfolk; Thetford; Kings Lynn; Gt Yarmouth and Norwich. The DAAT group had members attending from most of these areas.</p> <p>NORCAS, Norwich, seemed to be the only commissioned service that had not and were not attempting to set up a service user group and it was felt that we should invite someone from NORCAS to discuss the possibility. Brett agreed to take this on.</p>
<p><b>7.</b></p>	<p><b>Round Table Update</b></p> <p>Tania – was doing volunteering at St Edmunds and was soon to start on the Befriending course.</p> <p>Donna was doing some work at Kings Church and was attending the structured day programme.</p> <p>Clare was looking at voluntary work and was starting a computer course.</p> <p>Brett said he was looking for voluntary work.</p> <p>Shaun was linking with Steve to build the service user group in Thetford and had applied to The Matthew Project for voluntary work.</p> <p>Allen said that he was very involved with the north Norfolk Service users Group and had been busy with meetings trying to get funding for The Junction.</p> <p>Helen had been interview for voluntary work with the Probation Service as had Malcolm.</p>
<p><b>8.</b></p>	<p><b>Any Other Business</b></p> <p>Allen said that the people from The Junction had been very disappointed that no one from the N-DAP Partnership had attended their AGM or Open Day. As the Training sub-group</p>

	was not the right arena to highlight this it was felt that he should write to the Strategy Manager of the DAAT so that their disappointment could be noted and passed through to the Partnership.
<b>9.</b>	<b>Date, time and venue of next meeting</b> The next meeting is scheduled for 2.00 p.m. on Monday 24 <sup>th</sup> November 2008 as Phoenix House.

Copies of Minutes and papers can be obtained from:-

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