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**Haringey Service User and Carer Forum**

9th December 2019 14:00 – 15:45

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| **Chairs:**  **Present:**  **Minutes:**  **Abbreviations:** | A. Dipino (A.D) & H.Brindley (H.B)  P. Rana (P.R)  D. (D.M)  P. Case Robinson (P.C.R)  L. Sampson (L.S)  B. Amadi (B.A)  H. Wei Ng (H.W.N)  M. Groza (M.G)  J. Smith (J.S)  S. Kabra (S.K)  M.Hamaizia (M.H)  L. Huyskes (L.H)  D. Cooper (D.C)  O. Ibrahim (O.I)  S. White (S.W)  P. Cowcool (P.C)  L. Hansen-Bay (L.B)  S. Olubi (S.O)  S.C  P.B  M.P  N.K  S.O’Halloran (SOH)  **DP**=Discussion points |
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|  | Meeting Summary | **Action** |
| 1  2  3  4  5 | Round of introductions  Actions  Notices  Agenda Items  Moving towards work – from volunteering to paid employment |  |

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| **1.** | **Introductions** | **Action** |
| 1.1 | Introduction of meeting attendees |  |
| **2.** | **Actions** | **Action** |
| 2.1  2.2 | **Communications team staff to attend a Forum**.  Jim Smith from the Communications team attended to provide an update on the Forum webpage, which can be found under the Services section of the Barnet, Enfield and Haringey NHS Trust Website.  **Words of Recovery Booklet**  Following the enquiry about whether an online version of the book could be made available for service-users/carers to access freely**,** S.S has sourced an online PDF version which was circulated with the November Minutes. This can also be found on the Forum webpage. |  |
| **3.** | **Notices** |  |
| 3.1  3.2  3.3 | **St Ann’s Redevelopment Workshops**  Staff, carers and service users were invited to attend the third workshop (on 10th Dec) asking how the new wards at St Ann’s should be set up to deliver the activities and approach we want. Feedback from forum members who have attended previous workshops state that it was an interesting and useful session to attend. Attendees will be reimbursed for their time.  **Table Top Sale**  Cate Ablett will be holding a table top sale on Thursday 19th of December, 11am to 2pm where she will be selling her artwork and has copies printed on cards and postcards.  **Halliwick Service-User and Carer Christmas Party 2019**  Service users and carers are welcome to join the Christmas fun at the Halliwick on Thursday 12th of December 2019 from 12pm-3pm. Food and drinks will be provided. | H.B to find out discussion points from these workshops and provide for the forum. |
| **4** | **Agenda Items** |  |
| 4.1  4.2 | **Sewn Together**  Representatives from Sewn Together informed the Forum that they will be delivering a range of craft workshops for individuals keen to learn new skills and create pathways to training and employment in the creative industries.  These workshops will teach people skills such as embroidery, crochet and upcycling, and will be running for 12 weeks starting in February. Workshops will be run weekly for 4 hours, in either Shine on Turnpike Lane, or in Chestnut Community Centre, and are open to anyone who is unemployed and in receipt of benefits. Individuals can attend any session depending on their interests, but if they attend all 12 weeks they will be given an award. The sessions will include seminars from the Credit Union with advice on how to improve your credit score, and on digital media and marketing and how to sell your creations online. For more information, please see attached flyer.    **Trust Matters Magazine**  Upcoming edition will include information about the Halliwick Art Wall, and the training on Trauma Informed Practice being run by Dr. Ed Freeman from the PTSD Pathway.  Anyone who would like a physical or digital copy can email the communications department ([beh.tr-communcations@nhs.net](mailto:beh.tr-communcations@nhs.net)). |  |
| **5.** | **Moving Towards Work - from volunteering to paid employment** | **Action** |
| 5.1 | Pritty Rana from Mind in Haringey and Hoi Wei Ng from Twining Enterprise spoke about entering the work force or volunteering, and the various support opportunities available to service users.    Points raised in the discussion included:   * Many people are volunteering for a long period of time and find it difficult to move into paid work * Twining Enterprise provide specialist support for service users looking to go back into work. Their model of individual placement and support (IPS) is based around the specific skill set of each individual * Both Twining and Mind in Haringey can help provide support and advice around benefits and work. * People are encouraged to start back to work slowly – to start with part-time hours and progress from there. * Certain employers are registered as disability-friendly, or Two Ticks employers. Examples given, such as Sainsbury’s and John Lewis, with a comprehensive list available online. * Volunteering can be a significant step for service users, and they often require support. Remploy and Work and Health programme (from the Job Centre) provide in-work support, however these services focus more on those who are in work and struggling, rather than those who are struggling to find work. * Twining Enterprise offer ongoing support for service users, usually lasting 6-8 months once they have started work. This continues even after being discharged from mental health services. * Service users shared their experiences of the many barriers that can make it difficult to goback to work. * Some service users are highly qualified and returning to work for less professional roles does not feel like a suitable option; either you may be told you are over-qualified for the role, or the role you are appropriately qualified for may not accept part-time. * “The importance of being realistic” was experienced in different ways * It can be interpreted as being patronising to the service user, as it can often sound like they should not aspire for more. * It is also interpreted that the employer must be realistic in what they can expect from the employee. Twining’s employment specialists will liaise with employers to ensure this is understood. * When is the right time to disclose mental illness to employers? * The simple answer is that it depends on the employer in question. * Equality Act 2010 states that you do not have to disclose your mental health when applying or interviewing for a post, and it is at your discretion to disclose once you are in the role. If a job offer is rescinded after you disclose, this constitutes discrimination. * Employers are encouraged to have 12% of their workforce be people with disabilities. However, it is noted that this scheme is most often taken up by larger companies, and within Haringey there are more small-to-medium businesses than in any other area. * Twining Enterprise can provide a character reference for service users if it is required. However, it is better to have one from a previous employer, or from a volunteer post. * Will volunteering impact benefits or Personal Independence Payment (PIP)? Can they claim you are fit to work if you are volunteering? This can be confusing and difficult to navigate on your own, it is best to get support and advice to help navigate this situation. * The Bridge Renewal Trust, the Do It website, and Clarendon Recovery College were recommended for those looking for volunteering opportunities. * Volunteering can be a very positive experience during recovery, as it can provide people with a sense of purpose.   **Next Meeting:** January 13th– 2020 Forum Planning | Action: P.R to find out what other services there are for service users who require support around work or volunteering.  Action: H.B to find out what percentage of employees by BEH have disclosed a disability, and whether this meets the 12%  Action: P.R and H.W.N to compile a list of recommended organisations that can provide volunteering opportunities. |