



Service User Network – Minutes of Meeting  
 Monday 11<sup>th</sup> October 2010 --1:30pm – 4:00pm  
 Broadwalk Centre, Salford

<b>Attendees:</b>	Sharon Martin (Chair) C Annon Patrick Arnold J Bagguley Samia Barkatali Colin Baron Lisa Bennett Thornton Katy Bottomley Adam Bowden Linzi Brooke Scott Collinge Hosna Dewan Jackie Elwers Alan Freeman Emily Grace Robert Green Ian Hilton Lynn Holden Peter Horsfall Peter Hudson Valerie Ivison Gaynor Jacobs Jenny Leach Michelle Lee Ruth Lowe M Mulhall B Murray Peter Newman Robert Noble Patrick O' Donnell Michael Portland Lucy Pitener James Sharples Barbara Sithole Chris Spencer Margaret Stewart Alison Surtess Claire Sutton Russ Thompson Agnes Thorpe Derek Thorpe Robert Walker Vicki Wright Julie Honeybourne-Price	Supporting People, SCC Carr Gomm City West Servic User, Carr Gomm Salford Link Project Northern Care Liberty House Youth Offending Service, SCC Helping Hands, SCC LD Team, SCC Service User, Project 34 Salford Link Project Supporting People, SCC Salvation Army Supporting People, SCC Service User, Turning Point Sustainable Regeneration, SCC Supported Tenancies, SCC Service User, City West Service User, City West Claremont Carers Group Supported Tenancies, SCC Turning Point Service User, Turning Point Carr Gomm Service User, Northern Care Older Peoples Forum TP May Road Service User, Northern Care Project 34 Project 34 Youth Offending Service, SCC Project 34 Tenancy Support Team, Service User, Turning Point Riverside ECHG Cris TP May Road Service User, Carr Gomm Services for Older People Services for Older People Service User, Northern Care Turning Point
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<b>Welcome</b>	<p>Sharon introduced herself to the group and briefly went through the agenda explaining that Part B would consist of 2 breakout sessions taking place in separate rooms and 1 presentation which will take place in the main hall. The group will have a choice of which one they would like to attend.</p> <p>Ruth from CarrGomm informed the group that information leaflets on their service are available to take away. Housing application forms are also available as there are currently some vacancies. Carr Gomm provides housing, care and support to both male and female who have support needs such as mental health problems, addictions, physical disabilities, learning disabilities and domestic violence or who are leaving long term care.</p> <p>CarrGomm can be contacted on 0161 745 7399 and their website address is <a href="http://www.carr-gomm.org.uk">www.carr-gomm.org.uk</a></p>	
<b>Part A</b>	<b>DVD: Awaken Shalom, film project – Lisa Bennett Thornton, Liberty House</b>	
	<p>Lisa introduced herself to the group explaining that she works at Liberty House, a service which supports 16-25 year olds who are single and homeless, or are at risk of homelessness.</p> <ul style="list-style-type: none"> <li>- After successfully gaining government funding to make a film project, residents at Liberty House were consulted on what they would like the film project to be about. The group chose to make the film about the Jewish community and the challenging issues facing them.</li> <li>- Visits were made to Jewish schools and interviews took place with the Jewish community.</li> <li>- Rabbis were also invited to discuss barriers facing the Jewish community. The Rabbis said that the Jewish community do not want to look negative and come across as victims so their input was welcomed.</li> <li>- The film was premiered at the Cornerhouse and attended by the Mayor of Salford who presented awards to the young people involved.</li> <li>- The making of the film also gave an incentive to some young people to attend drama / film making courses.</li> <li>- Lisa informed the group that copies of the film on DVD are available to take away at the end of the meeting but if you require any further copies please let Lisa know after the meeting or contact Lisa by email <a href="mailto:LBennettThornton@adullam.org.uk">LBennettThornton@adullam.org.uk</a> or telephone 0161 492 0191</li> </ul> <p>The film will be shown during the break.</p> <p>A DVD was then shown to the group regarding the actual making of the film.</p>	
<b>2.</b>	<b>DVD: Adult Safeguarding Film – Alison Surtess</b>	
	<p>Alison introduced herself to the group. Alison is Director of CRIS (Creative Industries in Salford) who are a non for profit organisation specialising in Creative Project Delivery with Communities.</p> <p>Alison has been working alongside a wide range of adults with various needs including those with learning difficulties in the Salford community for the past 12 months to work with them to develop films in relation to Adult Safeguarding. The groups have used their personal experiences and issues to develop the content for the work from their perspective. The aim is to</p>	

	<p>ensure that end users are delivering the information they need not only for their own use, but for that of staff and workers in supported housing and the wider field of Adult Safeguarding.</p> <p>Unfortunately the council laptop does not support Quicktime files and Alison was unable to show the clips of the films in progress, for feedback before final edit. Alison offered to show the film on her own laptop during the break, and did so to several staff who have been involved in the project.</p>	
<b>3.</b>	<p><b>Safeguarding Procedures – Lindsay Hassan</b></p>  <p>Safeguarding SUN</p> <p>Lindsay introduced herself to the group. Lindsay is the Safeguarding Officer for the Sustainable Regeneration Directorate.</p> <p>Lindsay informed the group that any confidential issues must not be shared / discussed in front of the group and that if anyone would like to discuss any issues please speak to Lindsay at the end of the presentation.</p> <p>The aim of the presentation is to give information / an awareness of knowing what to do / who to contact / who to talk to if you are worried about a child or vulnerable adult.</p> <p>At the end of the presentation Lindsay asked if anyone had any questions:</p> <ul style="list-style-type: none"> <li>- What happens when you report a concern? <ul style="list-style-type: none"> <li>o If the concern is about a child / children or a family involving children then you speak to the <b>Referral and Initial Assessment Team on 603 4500</b>. You can speak to a Duty Social Worker about your concerns and it will be logged and passed onto a manager who will make a decision as to whether an initial assessment is needed. You have done your duty just by contacting them and no further contact will be made with you unless you are a worker making raising the concern or making the referral.</li> </ul> </li> </ul> <p>If your concern is about a vulnerable adult, you can contact the Safeguarding Reporting Line which will then in turn be passed onto the Adult Safeguarding Team, they will then inform the Social Care Team / Duty Social Worker for that particular area</p>	
<b>4.</b>	<p><b>What's going on in Salford</b></p> <p><b>Update on City West LGBT (Lesbian, Gay, Bisexual and Transgendered) &amp; Disability Groups – Patrick Arnold, City West</b></p> <p>Patrick introduced himself to the group. Patrick works for City West as a Tenant Empowerment Officer and is here today to update the group on two special interest groups. These groups are facilitated by City West in order to support vulnerable tenants and minority groups. With Patrick today are some of the representatives from these groups to answer any questions.</p> <p>The 2 x special interest groups are:</p>	

	<ul style="list-style-type: none"> <li>- City West Disability Forum: originally a focus group established to assist City West develop its Single Equality Scheme and adaptation's service. The group has now evolved into a Disability Forum, with its own terms-of-reference and links to the city-wide Salford Disability Forum.</li> <li>- City West LGBT Network: The Network was established to bring LGBT residents from across west Salford and service-providers together in order to improve the services they provide. This Network is linked closely to SCC's (Salford City Council) LGBT multi-agency group in order to achieve outcomes listed in an overarching action plan. The terms of reference are due to be completed shortly.</li> <li>- In May 2010, the LGBT Network held a meeting on 'International Day Against Homophobia/trans-phobia' to help City West develop it's procedures for dealing with hate-crime.</li> <li>- Residents from across west Salford also attend meetings to support each other and share important information.</li> <li>- Currently, the network is working closely with the Council to organise a LGBT community engagement event taking place on <b>the 9<sup>th</sup> December 2010</b></li> <li>- Please contact Patrick by email <a href="mailto:Patrick.arnold@citywest.org.uk">Patrick.arnold@citywest.org.uk</a> or telephone 0161 605 7630 for further information or to get involved.</li> </ul>	
<b>Part B</b>	<b>For this meeting we are going to have a couple of different things going on in Part B, please choose which you would like to learn more about:</b>	
	<p><b>Learn about the new Housing Support Link Service</b> which provides a new way of accessing Floating Support – Sharon Worgan, Supporting People team. This took place in a separate room from the main hall.</p> <p><b>Tell us what you think about the Supporting People website and tell us how we can make it better.</b> – Emily Grace, Supporting People team. This took place in a separate room from the main hall.</p> <p><b>Presentation from Ian Hilton regarding (CBL) Choice Based Lettings. This took place in the main hall and Ian answered questions afterwards.</b></p> <ul style="list-style-type: none"> <li>- CBL has been remarketed and a new system has been developed following stock transfer and customer expectations; little supply and high demand.</li> <li>- The new system will allow service users to see everything on the internet once they log into the system.</li> <li>- HASS (Housing Advice and Support Services) will be moving location from Crompton House to Brotherton House where the Homeseach team / CBL Officer are based. The 2 teams will then be on the same premises.</li> <li>- City West, Salix, St Vincent's, Great Places and Harvest are now using the new system and there is also a lot of interest from other Local Authorities.</li> <li>- CBL will be linked the Salford City Council CRM (SCA) system. This system will have links to council tax, housing benefit, births, deaths etc so information can be pulled from the system</li> <li>- Ian advised that if anyone wants to discuss individual cases they are welcome to speak to him after the presentation.</li> </ul>	

	<ul style="list-style-type: none"> <li>- Ian also explained the 'N' band which means 'no local connection' meaning you do not live in Salford in settled accommodation, you have no relatives that live in Salford, you do not work in Salford. Basically you have no connection to Salford whatsoever. This also applies to prisons, hostels etc although 'The Foyer' is being looked into.</li> <li>- Ian is also aware that not everyone has a PC or access to one so staff are directed to the most vulnerable groups. This is not a replacement for the call centre, face to face contact but is an addition. Also looking into making home visits again.</li> <li>- Ian is arranging an event late 2010 early 2011 to show advocates (social workers, scheme managers etc) how to use the system therefore they can show service users how to use it.</li> </ul> <p>Unfortunately due to technical error the internet was not available for Ian to show a live demonstration on how to use the system.</p> <p>The presentation of the new system was completed in a break out room.</p>  <p>CBL Presentation</p>	
	<b>Date of next meeting</b>	
	Details of the next meeting will be sent out shortly.	