

## NOTES FROM 'VOICE OF A RESIDENT' MEETING 16<sup>TH</sup> MARCH 2023

- Action points from last meeting – these are covered in the notes.
- Name of the Group.
- Discussion around including an Agenda and A.O.B. for future meetings to ensure continuity in the discussions at the meetings (and for those who are absent from the meeting but a part of the workstream).
- **Meetings need to be driven by Resident relationships with Officers:**
  - Voices of Residents need to be heard by Officers.
  - Agenda needs to be set by Residents who have lived the experience / users of the Services.
- Local Community Partnerships are fertile ground for future development of all different working groups.
- Local Account: 12-month summary of actions and changes, so that Residents can hold people to account.
- **Comms:**
  - + Autism Carers Group.
  - What is the other partnership work doing?Needing clear Comms strategy.  
Does not need to be complicated.  
Working towards great outcomes.  
Imploring for a good mindset.  
Spidergram - a diagram with lines and circles for organizing information, making it easier to use or remember.

### Network / Mapping

- Health / Mental Health / Social Care.
- Safer / Happier / Healthier.
- Showing the strength of the Group “Residents Voice” through respective individual connections.
- Promoting “Residents Voice” precipitating engagement and invitation to be part of “Residents Voice”.
- Council charging letter - can this be included for the next meeting?
- Do we constitute the Group “Residents Voice” in the same way as CASSAP was?
- How would we like the Group to be run?
- Do we have a Chair or a Facilitator?
- CASSAP came to an end as there was low membership, and it was financially unviable. It became too small to be sustainable.
- **Action:** Hold the decision around constituting the Group for the future.
- **Suggestions around the Agenda:**
  1. Timing the agenda.
  2. Points to structure the meeting and conversation.
  3. How do people get support when they need it?

## **Portals – Presented by Jamie Dorman**

- Slides to be sent to the Group – not received to date.
- Sensory and access testing are taking place. Jamie to ask colleagues on the extent of the testing.
- Phone line will still exist for referrals.
- Not able to say if this will improve the timing of Social Workers picking up referrals.
- Annette McPartland – Corporate Director of Adult Social Care & Health attended the meeting.