Total Communication Advisory Group Meeting

2 June 2010

Present: Claire Bartlett
             Vicky McCall
             Anita Beverton
             Karen Kingsland
             Peter Craske
             Kate Woodall

Feedback

Lucy has put together a summary of feedback from the day.

There are some difficulties with photos taken on the day – it will be tricky to publish these photos on website as we don't have permission from the subjects in the photos. There may be a way around this where we know the person/people in the photo and can ask their permission. Bigger 'crowd scenes' will be more problematic. Karen suggested Lucy contact the Council Communications team re: including some of the images in presentation e.g. for Staff Conference.

There was some feedback received on the day that wasn't reflected in the written comments collated at the end of the day.

There were some comments regarding lack of activities/workshops for service users. Discussed that our main aim for this event was to raise awareness generally regarding TC, but that we could have been clearer in our communication to people about the event about what was on offer and who the specific parts of the day were targeted at.

KK reported that there is an Assisted Technology showcase event at Hove Town Hall in February 2011. Would be useful for TC to have a presence at this event. Rebecca Bond at Care Link Plus is organising the event.

TC Charter

II Services have signed up. CB met with Annie King and Lucy last week and grouped people according to services/organisations. Each service will be asked to nominate a Communication Champion. Lucy will co-ordinate this and organise training/support around specific communication issues. Champions will be invited to forums to discuss issues/share ideas/network.

In 6 months, the charter packs will be reviewed to check that Services are meeting communication standards or are working towards this.

Anita told us about Southdowns own Communication Champion initiative and we discussed that Southdowns Services may not necessarily need to take part in our Charter, thought this could be used as additional resource for them as necessary. Another idea would be for service users to come along to forum with their Communication Champion to show what has been happening in services.

Communication Advisory Group

Also discussed that Communication Champions may need their own space within the forum to discuss specific issues around their role. This could be done at the end of the 'Surgery' sections of the meeting.

Suggestions for Agendas

Karen suggested we could have 'themed' forums around specific ideas e.g. Objects of Reference. These could also take the form of 'mini TC Events' around different topics or issues that services are experiencing.

May need to create a separate 'Steering Group' meeting where business is discussed and planning happens for future events/groups. This would probably work better if added on to the forums. CB suggested 45 mins forum for ideas sharing, presentations etc, 15 mins 'surgery' for troubleshooting followed by 30 min business meeting. Next Forum is 7 July. CB suggested 'Makaton Taster' as our forum topic. Peter agreed that he would be happy to do this in principle if his diary allows. He will contact Harry to ask if he would be available to co-facilitate. Will also need to find a suitable venue. KK suggested asking whether Buckingham Road or Wellington House could host this as they have the space and some of the Service Users are Makaton trainers themselves – CB to action.

Peter Craske will look at whether training rooms would be available for future forums.

Suggested agenda:

1.30 – 2.15	-	Makaton Workshop
2.15 – 2.30	-	Surgery/troubleshooting
2.30 – 3.15	-	Business Meeting (Each service to allocate someone to be on the Steering Group)

Need to produce some advertising for the forum – flyer about what the workshop will involve, who it is for and what to expect from it. Peter Craske to action.

Lucy to email members of the forum to ask for ideas for future forums or offers of workshops/presentations.

<u>Business</u>

Have secured 6K for this year. Two further bids have been submitted and we are waiting to hear from this. Due to current financial climate, there is likely to be very little funding available in the foreseeable future. CB is exploring other avenues for generating some income for TC at present. This may include using Lucy's expertise as a Graphic Facilitator.

Ideas for future 'major' TC events include working with Downs View Link College on an event for people with high support needs/transitions. KK mentioned that Transitions Forum and Workforce Development subgroups may have some money available for projects but at present are not able to make any decisions on how to spend this.

<u>TC Website</u>

KK confirmed that Lucy would be able to update the Webpage.
CB and VM asked whether we could swap the basic info on 'What is TC' to the top of the page with list of website/organisations for further info underneath.

Charlie Danger has offered to design Webpage for TC group for approximately £300.00. This would be additional to the Brightpart page. KK advised that there would be ongoing costs involved in maintaining a website. Agreed to shelve idea for dedicate TC Website for now. This could be revisited if and when funding allows.

Agreed to cancel meeting scheduled for 4 August as lots of people will be away on leave.

<u>AOB</u>

Agreed that publishing communication passport template on the website would be a good idea. Anita raised question of who should be making the passport – ideally this should be something that comes from the person's home but in some cases this is not possible or day centre staff are better placed to co-ordinate the passport.

This may be a topic for a future forum. <u>VM to send</u> all versions of passport to KK to put on website.

Peter Craske suggested that it would be good to flag up training workshops offered by B & H that would be useful for service signing up to the Charter to attend by putting the TC logo in the electronic brochure.

KK suggested that as an additional 'hook' for services to sign up to Charter, the first 50 services could get one of the licences for the Photo symbols software package.

Next Meeting: **7 July 2010 at 1.30pm**

Venue: **Buckingham Road Day Centre**