Community Wellbeing Centre Stakeholder Group Minutes

Seventh day of July, 2022

Via Microsoft Teams

Attending: Claire Johnstone -Chair (CJ), Wendy Callander (WC), Lindsey McNab (LMN), Heather Wilkins (HW), Louise Yanetta (LY), Tammie Brown (TB), Derek Hart (DH), Linda Graham (LG), Martyn Sloan (MS), Kenny Thom (KT), Bobbie Lawson (BL), Arlene Mitchell (AM) Sheila Allan (SA), Danielle Hinton (DH) , Mar Chalmers (MC), Ruth Brown (RB), Eddie Baines (EB), Sam Dolan (SD), Nadine Cousins (NC)

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| Minutes | Actions |
| 1. **Welcome/minutes and actions from last meeting 10/03/22 (Claire Johnstone, DVVA)**   CJ opens meeting, welcomes all and acknowledges group has not met for a while. Today’s agenda will discuss Progress on the CWC and from the Workstream Sub Groups and the next steps. Previous minutes agreed as accurate |  |
| 1. **Latest update/developments (Arlene Mitchell, Linda Graham, DHSCP)**   CJ: A timeline developed by RB was included with the meeting’s agenda.  AM: The CWC is coming to a point where we need to report on it’s progress in regards to the centre’s opening. A report will be made at the end of August to the IGB. Mental Health Response ambulance vehicle progress would also be valuable. We received just over £300,000.00 funding from the Scottish Government towards setting up the CWC to be spent on furniture for the South Ward Road premises, furniture for the associated flats and on IT infrastructure to support the CWC. This funding is on top of the other monies already in place. Related to the CWC, we recently submitted a mental health and wellbeing in primary care plan to receive funding from the Scottish Government to extend our model already in place, information coming from this may be of interest to the CWC stakeholder group in future.  LG: As an update for the Tayside wide groupings, including the reallocation and investment back into community mental health teams in Dundee, the disaggregation of acute mental health assessment away from intense cold treatment, which are two workstreams separate from the CWC. The non CWC workstreams have been adversely effected by staffing issues. As this would link in with the CWC this has a knock on effect on the CWC. From the POV of the CWC, our workstream is complete for the moment which we have been able to share and draft a document structured around the functions that the CWC needs to meet. Points standing out we may need to think about; people were mentioning that the approach vectors for service users of the CWC are broad, including social media platforms, texting, or other messenger services. The other things worth mentioning is referrals to and from the CWC such as Police Scotland, Scottish Ambulance Service, Out of hours primary care services, etc. and the procedures and protocols around these referrals  DH: Can referrals come from the 3rd sector or community groups?  LG: People can self refer, and be supported in those referrals by those groups. We would be happy to discuss support with such groups, but the person would still follow a self referral route to allow for easier access. | DG to circulate DBI information from KT  *AM wishes to speak with Phil re a support service development.* |
| 1. **Workstream updates**  * **Procurement (Claire Johnstone, DVVA)** * **Pathways, Connections and Technology (Wendy Callander, WBW)** * **Building and Aesthetics (Arlene Hirons, DHSCP)** * **Communications and Engagement (Louise Yanetta, DVVA)**   CJ: I’ll be reading the update from the Procurement Workstream as Laura, the lead for the workstream is unable to attend today. The Workstream has met several times and have agreed on the questions to be used in the tender document which is being finalised, and the timetable for all the actions is on the agenda produced by RB sent out with the agenda for this meeting. The evaluation process of the Tender responses will take place between August 15th and 26th, and notification of the outcome letter being sent on the week beginning the 29th of August.  RB: AH, is the group still open to people who have lived experience?  AH: Yes, however the Tender paperwork is already almost complete. However if they wish to weigh in on any submissions received they would be welcome.  CJ: If you or anyone you know of, wishes to be involved in the selection process, please notify DG. Next update is in regards to Pathways workstream.  WC: Our group met three times, we looked at the journey of a CWC attendee from, looked at the variety of potential CWC attendees and the considerations that came from that. We also looked at the interventions happening within the centre, ie the role volunteers will play, what staffing would look like, resources that would be required, etc. The third part of what we looked at was the outcomes, what happens when they leave, are they referred to other services or Mental Health services? And what that journey would look like. There is a Tayside wide bit of work going on about referral protocols so it was decided this fell outside the scope of the group. We also discussed data sharing protocols and what that would look like, from IT experts who attended it was pointed out that initial contact methods with the centre needs to keep up with modern contact methods (Texting / Messenger apps / online, etc) and the factors that would need to be considered when using such technology. There is more work to be done on this but should become clearer going forwards, or overlaps with other sub groups, likely to be discussed at the steering group.  RB: In regards to the service directory, a focus session has taken place recently, looking at how people were accessing information currently and what the challenges were, and how these could be overcome, potentially with a Portal. A draft SBAR was already made up, so we will look to update this and then take it forward to strategic partners to potentially develop the platform. One thing I will reiterate here from the discussions had is that whilst the portal will assist in referrals, we want to avoid formal referrals where possible.  AM: From the meeting chat – Around the Recovery Roadmap, is it a good start?  AM: I’d say yes, that it has been worth it’s weight in gold, Linking up everything we have pulled together in the city, and being able to learn more has been invaluable.  AH: For the Building and Aesthetics workstream, since the last meeting I know some people have had the opportunity to visit the site and feedback has been positive. The discussions we have had so far have gone into detail around floor coverings, paint colours, floor types/styles, etc. Quite a bit of work and some choices have now been made. The next stage will be around the reception area desks, chairs, furniture, etc. The additional money mentioned by AM earlier will aid for this and for the three associated CWC flats. The building warrant did go into planning section in April, MC may be able to provide an update on this.  MC: As an update for the planning application and the building warrant were lodged in April. The planning application will hopefully go for approval by the end of this month. The building warrant we are in a second round of technical queries, however this is quite standard and no issues have arisen so far, likely later this month or early next we will have whittled down the queries ready for approval.  AH: The Building and Aesthetics Work Stream is still ongoing and will continue to meet.  EB: Has the outdoor spare at the site being considered for use as a green space?  AH: There has been some consideration around this, however we are quite restricted in what we can do with the space currently, discussions are still ongoing though.  LY: Any possibility of further site visits?  AH: The previous visit was set up before work had started on the building. For Health & Safety reasons this may be difficult.  LY: For the Communications and Engagement Workstream we have a short presentation. [*Powerpoint presentation is displayed on screen*]. We have been looking a communication and engagement plan for the CWC, aiming to keeping Dundee informed as to what is happening with the CWC. The process will be ongoing for the foreseeable future, if you wish to join please let us know. To date we have identified how information should be available, and that we reach as many communities as possible. From now until the CWC opens, we will continue to aim for as much information about the CWC to be available on as many platforms as possible (leaflets, website, etc.).  SA: Is there something that plainly lays out the developments we have discussed in these meetings that we can send out to people?  LY: Yes, we are at the point where we are able to point out a community briefing, this is being developed currently by DVVA’s communication officer and will be available in the coming weeks after the steering group has signed off on it. | Contact [Drewgreeenwood@dvva.scot](mailto:Drewgreeenwood@dvva.scot)  to be involved in selection process. |
| 1. **AOB/Next meeting date**   CJ: Date of next meeting set for 3:30PM on the 15th of September, 2022. |  |