Third Sector Roundtable meeting
30 August 2018
Deaf Hub, Dundee
Note of feedback

DEVELOPING ENGAGEMENT TOOLS

Capturing a range of voices:

- There needs to be enough engagement events to reflect the diversity of the population.
- Engagement needs to reach different sections of society that are vulnerable to mental ill health including:
  - Older people
  - Young people
  - Vulnerable women
  - LGBT community
  - BME community
  - Those with addictions
- People not engaged with agencies and organisations could be left out. There needs to be thought on how to reach these people.
- Voices may be missed if engagement focuses on group workshops as some may feel uncomfortable with this; similarly, those who do contribute need to be supported with the emotional impact this may have.
- Need to recognise the limit of the third sector – could we reach out to GPs, link workers, social workers etc.

Needs of organisations to run engagement events:

- Time to properly plan engagement and speak with members.
- A timeline for the Inquiry so that organisations can plan an engagement programme to fit in with this.
- Support in facilitating focus groups.
- Support in promoting, distributing information and finding venues – practical support.
- ALLIANCE to ensure that all the information gathered gets to the review team.
- ALLIANCE to frame reports after events around the three questions.
- Provision of clear and succinct communication with easily accessible information.
- Clarity of ALLIANCE role in the process.
What should the questions look like?

- Could be:
  - What works well and what services are valued?
  - What is challenging and what needs to change?
  - What is missing and what might help with that?

- Or:
  - Barriers to service?
  - What are your practical ideas for services? What will help me?
  - What are the negatives and what would make this better?

- One set of questions won’t work for all groups
- Need to know the background to the questions along with some ideas/information on the current state of ‘end-to-end services’
- There will be a need to develop a way for people to respond individually, such as an online questionnaire, potentially with a different set of questions
- Build in a feedback loop – ‘Has anything been missed from what has been gathered so far?’

**EXPLORING MODELS FOR IMPROVEMENT – WORKSHOP DEVELOPMENT**

**Timing of the workshops:**

- Proposed dates are during Suicide Prevention Week – there could be an opportunity to link these in
- The fixed dates will impact who can attend – need to get the details out as soon as possible
- Going out along with the call for evidence could confuse people as to the role of these workshops
- Too soon to start thinking about ‘sustainability’ so should consider re-naming the workshops

**Workshop Audience:**

- Could be a key stakeholder facilitation event.
- Open to members of the public, 3rd sector orgs and anyone with an interest in mental health support in Tayside.
- Front line workers should be involved.

**Workshop Content:**

- Should cover:
  - Background to the Inquiry
  - Current position
  - How to influence the review
  - What the future could look like
GATHERING EXAMPLES OF GOOD PRACTICE

How to define good practice

- There should be a role for service standards
  - This must include proof that staff are trauma informed with regard to adverse childhood experiences and switched on to how someone presents/or impact of intervention on individuals of interventions
- Engagement is not enough – need to see proof that people have been listened to and influenced
- Organisations need to be held to account – not enough just to claim good practice
- There could be a role for Awards in recognising good practice
- Journey mapping can be a good approach in examining what good practice is and it allows a service to be challenged at each step of a persons journey
- Need to convince people this isn’t the same old, same old process i.e. we have had reviews before and things haven’t improved.