

COMMUNICATIONS GROUP MEETING

MINUTES 22ND NOVEMBER HELD IN THE PEOPLE FIRST OFFICE



PRESENT: Fiona Wallace (People First, Mid Lothian), Jimmy McIntosh (Edinburgh Advocating Together, Edinburgh), Michael White, Anne Edmonstone.

SUPPORTERS: Lisa Shine (People First), Neil McCarthy (People First)

1. Welcome and Introductions

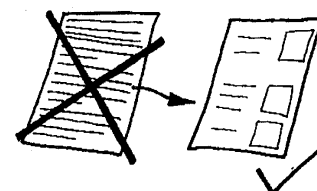
Fiona Wallace chaired the meeting and welcomed everyone to the Communications Group.

The group spoke about who is not here.

It was agreed that we should have representatives from East and West Lothian.

2. Ground rules for making user involvement better in meetings

Fiona Wallace read out a list of ground rules. The group spoke about these rules.



Everyone agreed that these ground rules were really important.

Jimmy McIntosh suggested that these rules should be used at the board meeting and all the sub group meetings.

Anne Edmonstone said that some people might want the minutes of meetings in video or tape format.



The group agreed that they would report this back to Denis Rowley.

3. What is Inclusive Communication?

The group spoke about inclusive communication and what it means?

It is about making information available in lots of different ways.



Information should be made to suit everyone's needs.

Examples:

Breakdown difficult words into words that are easier to understand.

Use short sentences

Use font size 16 or over.

Double spacing between sentences.



Information should be supported by pictures and these pictures should be realistic.

Listen to each other.

Give people time to speak.

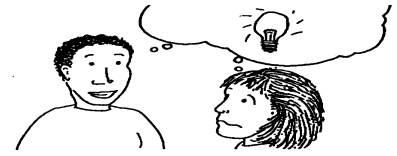
We should respect the way people communicate.

We should remember that people communicate in different ways.



Some people need support to communicate (This should be someone that they trust).

4. What is the purpose of the Communication Group?

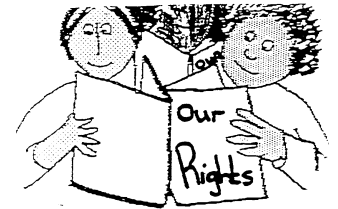


Members of the group spoke about the purpose of the Communications group and agreed on the following ideas:

The group should give advice on how information should be made easier to understand.

The group should look at information that different people give out and advise on what changes should be made to it.

The group can make sure that people with learning difficulties get information about changes to services. This information should be easy to understand.



The group could make sure that people have a say about changes to services. We need to get the views of as many people as possible.

This can be done in different ways.

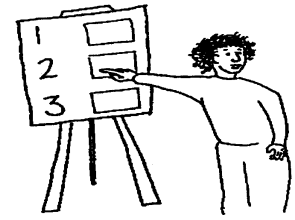
The communications group suggested the following ways of getting the views of people who use services:

- Questionnaires
- Conference
- Drop-in Days in local areas
- Road show



5. Who is going to feedback to the Board?

It was agreed that Fiona Wallace and Michael White would feedback to the Board Meeting.



6. Date and time of next meeting

The date and time of the next meeting has still to be arranged.