



**CHARTER
FOR
INVOLVEMENT**



HAVE YOUR SAY !

Review of The Year 2022





Charter Statement No. 1



We must be at the **heart** of any plans about **our** lives.



No. 1 We must be at the heart of any plans about our lives.



Support Information on Access

Paul McCrory, Head of Digital and Facilities and Dale Goodfellow, Quality Manager came to HYS to talk about Access and how it can be used to see your support information on staff phones.

We also talked about being able to use Access at home on your own or a parent/carers digital device.

Actions



Access at home launched in June



Easy Read information requested by HYS used in the launch



Access information hub on the Activity Website



No. 1 We must be at the **heart** of any plans about **our** lives.



Improving reviews and keyworkers at TAG.

Dale Goodfellow came to HYS to update the group about work on reviews and keyworkers.



Charter Statement No.3



We must be **involved** in
our **communities**.



No 3. We must be **involved** in our communities



Digital Connections Project

HYS had sessions with the Digital Connections Project to find out how they can help reduce isolation through digital devices.

Actions

Some HYS members have had support from the project and completed training courses.



TAG Talks: Staffing Crisis

HYS members asked Senior Managers what TAG have done to find new staff. Update given.

Actions

This update was shared in APRIL HYS Meeting Minutes

Living our lives

We talked about how people's lives have been affected by Covid and the increase in the cost of living.



Actions

- Results were shared with Linda Tuthill, CEO at The Action Group.
- The Community Pack continues to share helpful information on these topics.
- Members of the group will attend an Assembly event so that thoughts on the increase in the cost of living can be shared with the Scottish Government.



No 3. We must be **involved** in our communities



Accessible Transport and Shopping

HYS talked about what was working well and what could be better with shopping and transport.

Actions



Looking at options to work with SCLD's programme for change



Communicating directly with Lothian buses to find out more about our rights and how staff are trained



Looking into linking up with other speaking up groups for example The Assembly and ELDAG



Charter Statement No. 4



We must be able to **speak** about how our **support** is working for us and what would be better.



No. 4 We must be able to **speak** about how our **support** is working for us and what would be better.



TAG Talks: Paying for reduced Support

HYS members asked senior managers why people are having to pay for support they have not had.



Actions

Robin Hamilton Head of Services joined HYS to talk about support services. This included a presentation on how funding works and agreement to create an easy read on how TAG can and can't help with Care Charges



Actions

A care charges support group has been set up at Duke Street. This is open to any one and advertised in The Community Pack.



Actions

Sonya Bewsher, from The Assembly joined a session to talk about care charges and what is happening now.

Members of the group will attend an Assembly event so that thoughts on care charges can be shared with the Scottish Government.



No. 4 We must be able to **speak** about how our **support** is working for us and what would be better.



HYS members asked senior managers why staff car rules can not be relaxed now that lockdown rules have changed?

Actions

A easy read guide was made so it was easier to understand how staff cars can and can not be used and the reasons why.





No. 4 We must be able to **speak** about how our **support** is working for us and what would be better.

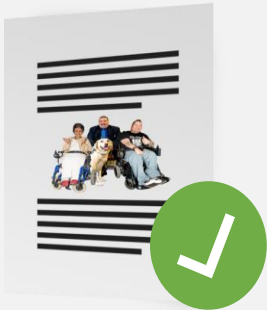


Changes to support

HYS told Dale Goodfellow, Quality Manager that communication around changes to support rotas could be better.

The Quality Team were already looking at this.

Actions



A guide has been shared with Team managers about how changes to support should be told shared.



HYS asked for an easy read guide. This way people know what to expect. This has not happened.



This will be done and we will look at how we can stop this from happening again.



Charter Statement No. 5



We want to be **involved** in **choosing** the people who support us.



No. 5 We want to be **involved** in **choosing** the people who support us.

Finding new staff to work at The Action Group



HYS members who wished to, took part in a TAG recruitment meeting to improve how people are involved when TAG are looking to find new staff.

For example training, interview questions, different ways people want to be involved in interviews etc...

Actions



6 new questions added to support worker interview



Videos of interview questions made



Project on hold due to staffing shortages



Charter Statement No. 6



We want to give **information** and **training** to staff at all levels.



No. 6 We want to give information and training to staff at all levels.

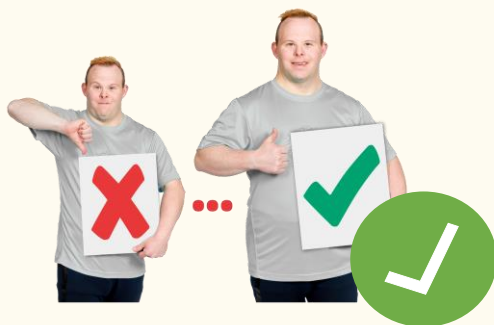


Training new staff

Quality audits showed that people were not involved in enough when introducing new staff to their team or able to do this in a way that was right for them.

Dale Goodfellow, Quality Manager asked HYS members if they would be interested in testing a new guide that may help people to introduce new staff to their team.

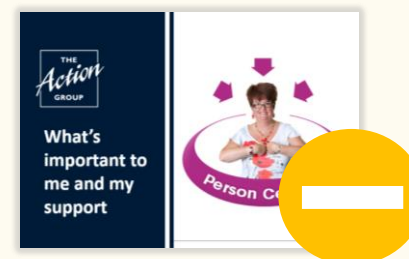
Actions



Changes were made using feedback given by HYS



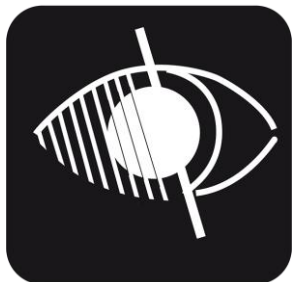
Guide launched at the AGM in October.



More work needed so more people can try and use the guide.



No. 6 We want to give information and training to staff at all levels.



Visual Impairment Training

HYS members told Robin Hamilton, Head of Services that visual impairment training for staff could be better.

Actions



Liz Taylor from Learning and Development will add HYS ideas on what could be better to staff training.



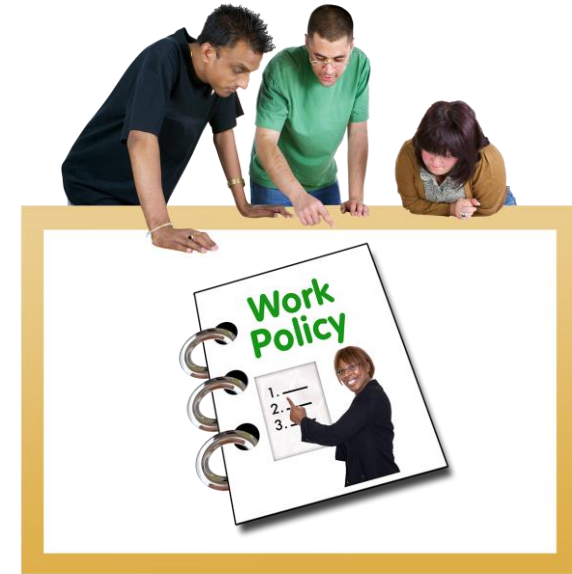
Training was offered to staff teams. This has been challenging to complete due to staff shortages.



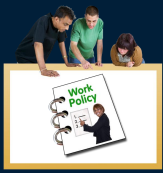
Making personal videos of what support is needed so its right for you. Work still needs to be done on this for those who want to.



Charter Statement No. 7



We want to be **involved** in writing **policies** that affect us and making them easy to understand.



No. 7 We want to be **involved** in writing **policies** that affect us and making them easy to understand.



TAG Talks

HYS members asked senior managers how TAG can officially recognise volunteers.

Actions

Linda Tuthill asked for the volunteering policy to be reviewed and updated. This work will be done in partnership with the Quality Team in the new year.



Charter Statement No. 9



We want to be **involved** in **events** run by the organisations that plan and run our support.



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TAG Talks

HYS members asked senior managers when will The Action Group have our party to celebrate being able to see everyone again after lockdown and how people can be involved?

Actions



Linda Tuthill, Lisa Williamson and Johanna Romero joined HYS to listen to event ideas.



Ideas were also gathered through the staff conference, Facebook and a surveys.



Ideas taken through to the event for example, photo booth, Scottish Country dancing, volunteering and more.



Charter Statement No. 10



We want to be **involved** with
‘Speaking-up’ groups.



No. 10 We want to be involved with 'Speaking-up' groups.



Actions

HYS talked and agreed to the following:

- One group for all the areas. Areas attending have included Edinburgh, East Lothian, Mid Lothian and West Lothian.
- Meetings being held at Norton Park with the option to join on Zoom also.

Actions

HYS asked that Linda Tuthill attends HYS twice a year.



Linda has agreed to come twice a year in June and December. HYS have asked that. Our December meeting is used to look back at what HYS has achieved this year.



Actions

HYS are working on a HYS logo designed with help from Sean, Have your Say Member and Johanna Romero, Communications Officer. This will be voted on in mid December.





This year HYS worked on the following Charter Statements

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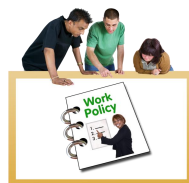
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