

Side by side activity: The Life Rooms Advisory Group (LRAG)	
Date:	30 th April 2021
Time:	10am-1pm
Venue:	Online – Zoom

Name and initials	Role
Present:	
Clare Rotheram, Michaela Lynch, Amanda Geggie, Rebecca Kelly, Zoe Hji-Christoforou, Tom Millar, Rachel Flaherty, Ellie Besant	Staff Members
JW, MB, CJ, TR, SC, SO, SC, ML, MH	Participants and Volunteers
Apologies Received:	
None received	
Minutes by:	
Ellie Besant	

Main themes and points to be considered by other side by side groups:

Discussed	Action	Lead	Timescale
Timings of LRAG meetings (identified overlap with learning sessions)	CR to review LRAG meeting timings and inform the group of any changes. Learning team to consider whether nay overlapping session can be recorded/put on Facebook live to be viewed at a future date	CR/Learning team	28 th May 2021
Keeping users' contact details up to date	Consideration to be given to how to keep users'	CR	28 th May 2021

<p>Accessibility discussion. Shared that accessibility side by side meeting to take place on 20th May 2021 at 10am</p>	<p>contact details up to date</p> <p>Ensure Zoom guidelines are accessible</p> <p>CR to share details of the accessibility side by side meeting with the LLAG group</p> <p>Etiquette document for Zoom meeting accessibility to be discussed at the accessibility side by side meeting</p>	<p>CR/Learning team</p> <p>CR</p>	<p>28th May 2021</p> <p>20th May 2021</p>
<p>Welcome to new Innovation & Development Volunteers</p>			
<p>Update on the pathways service, including new partnerships</p>	<p>MH to share details of Bootle autism groups with pathways</p>	<p>MH</p>	<p>28th May 2021</p>
<p>Update on online learning and upcoming side by side meeting with the Playhouse</p>			
<p>Health and safety measures at The Life Rooms sites</p>	<p>Keep LLAG group informed of health and safety updates across sites</p>	<p>ML</p>	<p>28th May 2021</p>
<p>Overwhelmingly positive feedback was given on the revised promotional flyer but there is further work to be done based on feedback from the meeting</p>	<p>CR to share the latest version of the flyer with LLAG group</p>	<p>CR</p>	<p>28th May 2021</p>
	<p>LLAG group to send any further feedback on the flyer to CR</p>	<p>All</p>	<p>28th May 2021</p>
	<p>RK to work further on the flyer based off everyone's suggestions</p>	<p>RK</p>	<p>28th May 2021</p>
	<p>CR to invite LLAG group to smaller design meeting for the flyer</p>	<p>CR</p>	<p>28th May 2021</p>
	<p>RK to put together some brief information around</p>	<p>RK</p>	<p>28th May 2021</p>

	NHS comms guidelines and CR to share this with the LRAG group		28 th May 2021
	Check permissions for photos used on the promotional flyer	RK	28 th May 2021

A1 - Introductions

Discussed	Action	Lead	Timescale
Welcome, Zoom Guidelines, agenda. Everyone introduced themselves and took part in an ice-breaker task.	CR to share Zoom Guidelines with group in accessible format	CR/RK	28 th May 2021

A2 - What is side by side?

Discussed	Action	Lead	Timescale
Revisited Life Rooms 'side by side' aims: The Life Rooms aims to design, develop and evaluate services in a side by side way. This means the service is shaped by everyone in the Life Rooms community; this includes people who access, work and volunteer within the service, as well as partners and the wider community.			

A3 - Review minutes/actions from previous meetings and any relevant themes/suggestions from other side by side activity in the service

Discussed	Action	Lead	Timescale
Minutes and actions from the previous LRAG meeting were shared and an update was given on each action point: <ul style="list-style-type: none"> Pathways will be putting their side by side activity on the learning timetable and advertise this to the LRAG group 			


<ul style="list-style-type: none"> • The learning team have ensured that mindfulness of actions are added to the group agreement • Complexity of passwords has been reviewed as much as possible within NHS Zoom guidelines • Benjamin Coleman will be sending out other side by side opportunities to the LLAG group • CR has spoken to the co-ordinator at Southport Life Rooms. Sessions will initially be held in Room 6 with windows open. Health and safety visits will ensure that everything is in place • Mark Bell is in discussion with the Playhouse around recording drama sessions – this looks positive • Anyone wishing to join the LLAG mailing list should add their email address to the Zoom meeting chat • We are in discussions to see what we can do about updating user contact details – there is a review of the website being undertaken currently so there could be a reminder for people to update their details, but this is likely to be an ongoing action 			
<p>There was a query around LLAG meetings overlapping with other sessions. CR advised that she has always asked for this not to happen but will go back to the learning team on this, otherwise the LLAG meetings could be changed to 9.30am.</p>	<p>CR to review LLAG meeting timings and inform the group of any changes</p>	<p>CR</p>	<p>28th May 2021</p>
<p>It was queried whether users keeping their contact details up to date could be a condition of using The Life Rooms. CR advised that some people only use the service once or twice, but we do need to remind regular users to keep their details updated. There could perhaps be something on the registration document.</p>	<p>Consider how to keep users' contact details up to date</p>	<p>CR</p>	<p>28th May 2021</p>
<p>There was a suggestion of sessions that overlap with LLAG going live on Facebook/being recorded.</p>	<p>CR to suggest that Facebook Live/recording of overlapping sessions be picked up in the learning side by side forums</p>	<p>CR</p>	<p>28th May 2021</p>

A4 - Service updates

Discussed	Action	Lead	Timescale
<p>CR advised that on 20th May 2021 at 10am, there is going to be a accessibility side by side meeting.</p>	<p>CR to share details of the disability side by side meeting with the LLAG group when confirmed</p>	<p>CR</p>	<p>20th May 2021</p>
<p>MB advised that work on his constitution is ongoing.</p>	<p>MB to share info on constitution with CR for her to circulate</p>	<p>MB/CR</p>	<p>28th May 2021</p>
<p>CR welcomed SC and SC as the two new Innovation & Development Volunteers within the Business & Innovation Team.</p>			
<p>RF provided an update on the pathways service. It has been busy but, in April, they have made 198 appointments and signed users up, followed by 98 follow ups. This is across Sefton and Liverpool. From those contacts, they have provided 516 social prescriptions. RF has had new partnership meetings to see what community assets they can start accessing: the Cells Project in Kirkby to educate (primarily) young people on crime, with ex-offenders sharing their life experiences; New Start Homes, who provide homelessness support; and Liverpool Care, a befriending programme that matches those 65 and over with young people and puts on functions.</p>			
<p>TM updated everyone that Zoom sessions have been continuing. There will be new Philharmonic sessions in May. TM has the Playhouse side by side meeting this afternoon and will discuss issues including recording sessions. There is ongoing work taking place around the learning platform.</p>			
<p>ML advised that they are putting health and safety measures in place at Life Rooms sites and will keep teams and LLAG updated.</p>	<p>Keep LLAG group informed of health and safety updates across sites</p>	<p>ML</p>	<p>28th May 2021</p>

<p>MH mentioned two recently established autism advice groups in Bootle.</p> <p>AG advised that they have a blind ordered for the dome in Walton Life Rooms, so the building should not get as warm in the summer.</p>	<p>MH to share Bootle autism advice groups with pathways advice service</p>	<p>MH</p>	<p>28th May 2021</p>
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A5 - Ideas and future side by side projects

Discussed	Action	Lead	Timescale
<p>MH advised that a redesign of the promotional flyer for The Life Rooms is currently in progress. A few people have been meeting and trying to create something for people who are completely new to the service. This flyer would be distributed to appropriate places, such as GPs, churches and cafes. As well as producing the flyers, maintaining their distribution is also a consideration.</p> <p>CR shared the latest version of the flyer on her screen and talked through it. This would be both in print and available digitally.</p>  <p>LRAG leaflet landscape.pdf</p>	<p>CR to share the latest version of the flyer with LLAG group</p>	<p>CR</p>	<p>28th May 2021</p>
<p>Feedback was given on the flyer, including that: it is a great idea to use postcards as they are very accessible; there could be something at the top that clearly states the aim of the service; it would be good to add The Life Rooms charter to the flyer; the postcard will be A6 size; the website URL should be included. Overall feedback was that the new version is a great improvement.</p>	<p>LRAG group to send any further feedback on the flyer to CR</p>	<p>All</p>	<p>28th May 2021</p>
<p>CR asked for people's thoughts on the tree imagery. Feedback was that the tree is a big improvement – the colour and imagery is very calming. There was also a suggestion to incorporate colour into the tree image, and utilise the spaces around the image. The tree could have different parts to represent different</p>	<p>RK to work further on the flyer based off everyone's suggestions</p>	<p>RK</p>	<p>28th May 2021</p>

Discussed	Action	Lead	Timescale
The next LTAG meeting will be on Friday 28 th May at 10am.			

Post-meeting discussion (main points and actions only):

- There was a query around an etiquette document on accessibility being produced for Zoom meetings.
- There was a further query around photo permissions from the people featured on the promotional flyer. RK advised that the majority of pictures were taken in a professional capacity and people will have filled out a consent form. If not, these will be substituted for alternative pictures. People have the right to withdraw their consent for their picture being used.
- There was a question around new staff roles at The Life Rooms. CR advised that two new Health and Wellbeing Coaches have started and another is waiting to start – they will be based from GP surgeries in South Liverpool as this is a contracted service. The previous Receptionist at the Walton Life Rooms is now a Pathways Advisor so this position is now vacant. The three new Support Worker vacancies have been recruited to continue proactively contacting Mersey Care service users over the next 12 months. They have been contacting clinical service users who haven't been contacted for 20 weeks and have no planned contact for a further 8 weeks. Over the next 12 months, they will be contacting people who are on the list for Asperger's support.
- It was asked whether The Life Rooms is actively supporting the Mersey Care support line. CR advised that both Mersey Care helplines are within the highest signposts for pathways advisors and we share these services on social media.

Action	Lead	Timescale
Etiquette document for Zoom meeting accessibility to be discussed at the accessibility side by side meeting	CR	20 th May 2021
Check permissions for photos used on the promotional flyer	RK	28 th May 2021
Ensure that Mersey Care helplines are on the website and shared regularly on social media	RK	28 th May 2021