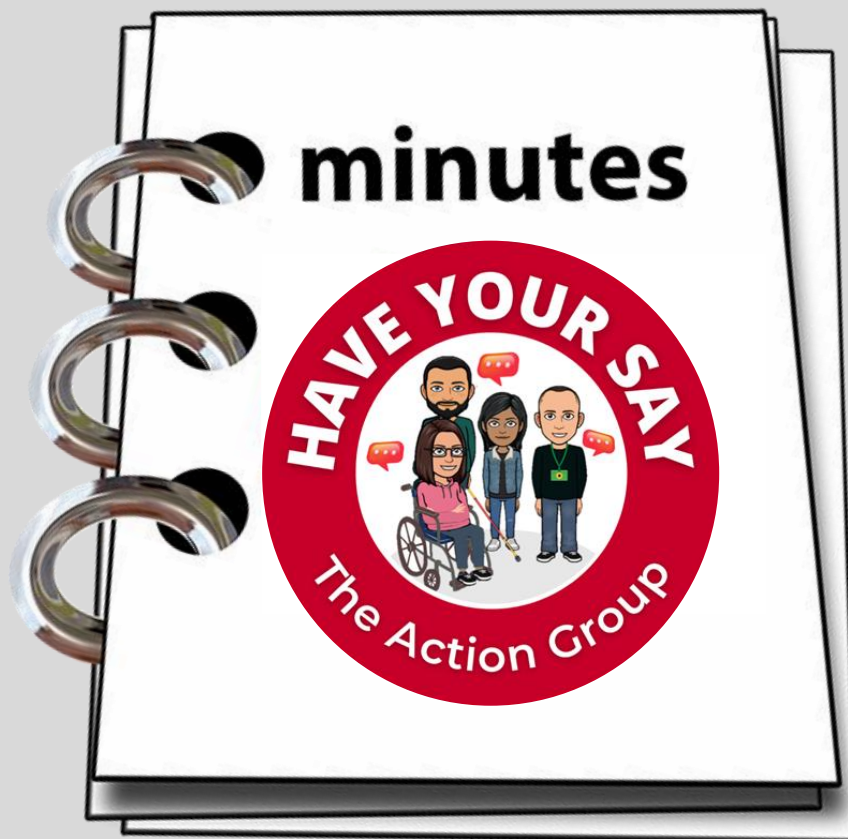
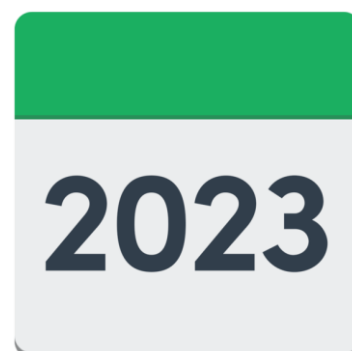


HYS Meeting Minutes



What we talked about on





Welcome



Hello and welcome



Robin Hamilton, Head of Services joined us to answer questions about support services at The Action Group.



This also included updates on

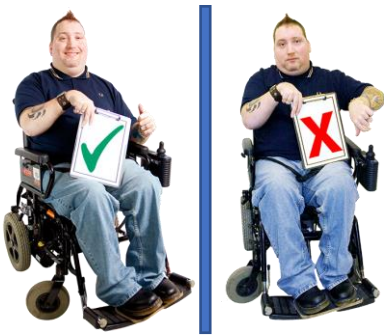
- live in carers
- how people we support can get involved in recruitment.



Update on live in carers



HYS asked for an update on live in carers.



Robin said: Like all new things there have been things that have gone well and things that things that could be better.



It is important that The Action Group can offer support in different ways.



The Action Group will continue to work with live in carers if it is right for the person being supported.



Update on recruitment



HYS asked for an update on getting the people supported by The Action Group involved in recruitment.



Robin said: We had to pause this work due to Covid and the staffing crisis.



It is important to get this started again but we will have to take small steps.



We will start by looking at how we can get people we support involved at recruitment fayres.



We will work with Lorna Paton to see how we get this started early next year.



Support to clean your home

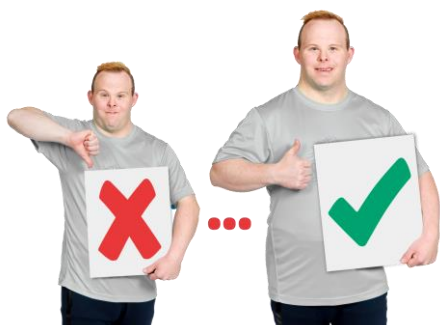


HYS said some people can get a cleaner to help support them to look after their home.



HYS said is important to agree how things should work and how people like to communicate what they need when a cleaner starts.

Sometimes this could be better.



Robin said this is important to know and I will take this back to team managers so things can be better.



It is important to remember that having a cleaner can only happen when

- It matches support goals
- support is funded in a way that allows this.



Recruitment



The Action Group do not recruit cleaners.



We can only provide a list of cleaning agency's that have safety checks like the PVG scheme.



The Action Group are still using agency staff.

Agency staff are recruited by the agency they work for and not The Action Group.



Sometimes The Action Group has recruited staff by sponsoring candidates from other countries.

At this time we cannot offer any more people to be sponsored as we have used all our sponsorship licences.



Digital learning



HYS said: Learning about digital devices is important but not always easy.



Everyone wants to learn different things. The yearly evaluation is a good way to see what topics are most important to people.



Staff need support to learn too as things may be new to them too and things change quickly.



Some HYS members still miss the support they had through the Digital Connections Project.



Digital learning



Robin said the Digital Connections Project finished as the funding came to an end.

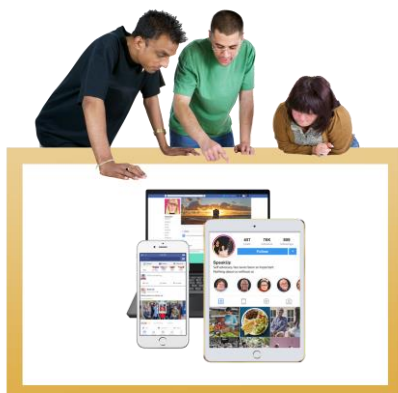


It is important to raise any digital concerns you have so we can get you the right support.



If your support staff can not help you they can ask for support from other staff at The Action Group who will know

- how to help
- where to get help.



TAG are always looking at ways we can help now and in the future. This is called TAG Digital.



Other business



Thank you for coming to Have Your Say