

BLACK AND MINORITY ETHNIC (BME) SERVICE USER FORUMS – working with and for people from the BME communities.

The Adult Health & Community Services Directorate, Carer and Customer First Team are supporting the above forums to have a say in service design, service delivery, and service development.

Even if they are supported by the Carer & Customer First Team, the forums have their own terms of reference and work in partnership with the Team to set the agenda for their quarterly meetings.

The Aims of the forums are:

- ❖ To find ways of presenting a larger voice on minority issues that focuses on Social Care
- ❖ To identify and address barriers to user involvement
- ❖ To promote the benefits of user involvement across different ethnic communities
- ❖ Publicise the Forum within different community groups
- ❖ To create a platform for developing positive dialogue between service providers and users
- ❖ To involve users from the BME communities in services planning, development and to monitor the effectiveness of service delivery
- ❖ To establish a viable, sustainable and representative membership base

There are 2 forums operating within Warwickshire, one in the North (Nuneaton & Bedworth) and one in Rugby.

Over the last 12 months they have been involved in various consultations and information exchanges:

Consultations

- ❖ Priorities for Quality of Life Indicators
- ❖ Supporting People 5 year Strategy
- ❖ Care & Choice (Accommodation) Programme
- ❖ Supporting People – Older Peoples services review

Information Exchanges

- ❖ Regular updates from the Older Peoples Partnership Board representatives
- ❖ Information on Mental Capacity Act
- ❖ Home Fire Safety Checks from Warwickshire Fire Service
- ❖ Advocacy presentation

The groups meet quarterly in their local areas, transport is provided for people to attend, or expenses are paid if you use your own car and for a sitting service if necessary.

If you would like to attend or you know someone who would like to attend then contact the Carer & Customer First Team by ringing Ewa Romaniuk on 01926 743026 or email us on customerfirst@warwickshire.gov.uk