

Document 2 - Action Points and Minutes
Newham Co-Production Forum (A)
Monday, 27 February 2023

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***References to people engaged in Co-Production**

Residents	a term used to describe people who live in Newham
People with lived experience	a term used to describe people who are expertise by having first-hand experience with a diagnosis, health condition, caring role or experiencing homelessness
Service User	a term used to describe people who live in Newham and access services from East London Foundation Team (ELFT)
Patients	A term used to describe people who access health services and medical treatment from the NHS or Clinical Commissioning Group (CCG) North East London Integrated Care Board

Summary of Action Points from Monday 27 February 2023

Page No.	Action point	Assigned To.	Deadline	Status
<u>2</u>	2.4 AK to send a calendar invite and include partners to the co-production workshop	AK	03.03.23	Complete
<u>3</u>	4.5 APB will co-produce an accessible slide presentation detailing Public Health work. Co-Production team will support.	APB		
<u>5</u>	4.12 AK to locate the notes from previous workshop with Farheen Butt (Co-Production Apprentice) ahead of co-production workshop	AK	20.03.23	
<u>10</u>	7.11 LHS to follow up and report back before next forum	LHS	22.05.23	
<u>10</u>	8.10 SW will ask colleagues in private sector housing on plans to engage residents	SW	10.03.23	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>Item 1. Welcomes, Apologies and Introduction</p> <p>1.1 SA welcomed the forum members and introductions were made by members in the room and online.</p>	
<p>Item 2. Public Health update with Anne Pordes-Bowers, Community Public Health Manager, Public Health Newham</p> <p>2.1 Item 3 was brought forward to allow APB to leave to attend another meeting.</p> <p>2.2 For the benefit of new members and to serve as a refresher, APB gave a summary of the purpose of Public Health, the aims and objectives.</p> <p>2.3 Forum members discussed areas of interest for Public Health colleagues to present at future forum.</p> <p>2.4 NJ asked that the information be made accessible for residents with Autism and Learning Disabilities</p> <p>Action: APB will co-produce an accessible slide presentation detailing Public Health work. Co-Production team will support.</p> <p>2.5 SA thanks APB for the consistency in sharing public health information. SA suggested a central place for residents to access public health information and updates.</p> <p>2.6 APB shared a link to Newham’s health and wellbeing strategy 50 Steps to a healthier Newham</p> <p>2.7 Cllr Wilson noted that the strategy will be refreshed and co-produced with residents</p> <p>2.8 SA praised the strategy and wants to make sure it is being carried out as designed.</p>	APB
<p>Item 3. Minutes and Action Points from the last forum on 28 November 2022</p> <p>3.1 All actions reported as complete</p> <p>3.2 Noted corrections to item 8.24. PT was given an award of five thousand pounds via the Community Neighbourhood awards process, not the Senior Learning Disability Group.</p> <p>3.3 Minutes were agreed by all</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>Item 4. Sharing our Co-Production Ambitions workshop with Charlotte Taylor, Director of Improvement, Change and Control, Commissioning, Health & Social Care</p> <p>4.1 CT presented the purpose for the planned co-production workshop 4.2 The workshop is an opportunity to co-produce the definition of co-production and what it means. 4.3 The agenda will cover</p> <ul style="list-style-type: none"> • What works well? • What are the opportunities? • What could we improve or develop? • What is important to you when coproducing? • How can we ensure that our work is representative of the diversity of the borough? • How can we encourage more residents to get involved? • What is the role of the coproduction forum? <p>4.4 RS asked if there has been thought given inviting partners who do co-production or would like to do it better to maximise the learning and maximise the reach 4.5 CT welcomed the suggestion to extend the invite to partners. Action: AK to send a calendar invite and include partners to the co-production workshop 4.6 CT noted that following the workshop, we will co-produce a report for reflection. The report will be shared with partners and with colleagues in Children’s services. 4.7 CT added the forum want to be able to hold itself to account for doing the best possible co-production and be as inclusive as possible 4.8 SP asked if the conversation would include a discussion on families and how to create a clear route for where and how to raise issues impacting families. Especially families of children with disabilities. 4.9 CT said she will give more consideration to how the workshop captures issues that fall outside of the questions but are important to the members. 4.10 Forum members were asked to share accessibility requirements in advance 4.11 AMD suggested the workshop be extended. 2 hours is not long enough. 4.12 YN pointed out that similar work has been carried out previously. For example, the definition of co-production. The notes from that session could be used as a baseline.</p>	<p style="text-align: center; vertical-align: middle;">AK</p>

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>Action: AK to locate the notes from previous workshop with Farheen Butt (Co-Production Apprentice) ahead of co-production workshop</p> <p>4.13 CT said co-production work and the co-production forum pre Covid looked and worked differently. The workshop will also allow consideration to how to get the best from hybrid meetings</p> <p>4.14 Sharing our Co-Production Ambitions workshop, Monday 20th March, 1pm – 4pm</p> <p>4.15 Preference is for in person participation. In person at Keir Hardy Room, Custom House and Canning Town Neighbourhood Centre, 18 Rathbone Market, E16 1EH</p> <p>4.16 Hybrid option will be made available.</p>	<p>AK</p>
<p>Item 5. ‘We Said, We Did and What we’re going to do’ including Resident Experience</p> <p>Accessible Events Checklist with Angus McKenzie Davie, Greenhill Cumberland and Sophie Ibotson, Co-Production Services Officer</p> <p>5.1 SI introduced the Accessible Event Checklist.</p> <p>5.2 Following several concerns raised by forum members and residents about accessibility at Newham led events. Lack of accessibility such inadequate signposting cause confusion and anxiety.</p> <p>5.3 SI formed a Task Group with residents to discuss how events can be more accessible. The group co-produce the checklist.</p> <p>5.5 AMD noted accessibility is about the Social Model of Disability and removing barriers.</p> <p>5.6 AMD went through parts of the checklist and pointed out such things as the importance of considering travel and arrival at a venue being just as important as the accessibility of the venue itself.</p> <p>5.7 AMD gave an example that the forum forgot to cover Housekeeping at the start of the meeting. Housekeeping is vital in delivering accessible events.</p> <p>5.8 The checklist is a live document that can be amended as and when issues come up.</p> <p>5.9 The checklist covers, physical spaces, other needs, digital events, communication needs, information accessibility, and useful resources with links to further information.</p> <p>5.10 Next Steps: Natalie Orringe, Assistant Chief Executive Marketing Officer for Newham council, has expressed interest in developing and promoting the document throughout the council. This will serve to make Newham events more accessible.</p>	

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<p>5.11 MM would like to use the checklist at the Down Syndrome Day event on Tuesday 21 March. Attendees will be asked to feedback on the accessibility of the event and MM will share this with the task group.</p> <p>Learning Disability Action Plan with Melissa McAuliffe, Commissioner, Adults and Health, London Borough of Newham</p> <p>5.12 MM presented the Learning Disability Action Plan video. You can watch it here</p> <p>5.13 MM noted a lot of residents took part in co-producing the Action Plan and will be part of co-delivering the goals of the Action Plan.</p> <p>5.14 SA and Cllr Wilson praised the video and expressed their emotion</p> <p>5.15 MM said there was an amazing amount of support from residents to produce the video and capture resident voices.</p> <p>5.16 Cllr Wilson noted the council budget supports inclusion. This includes the needs of residents with Autism, LD, mental health and physical health. Partnership work is encouraged with partners including the NHS.</p> <p>5.17 YM commented that the video represents what Newham wants to do, but the council are not doing a good job in practice.</p> <p>5.18 MM said a report will be ready for Learning Disability Week in the third week of June</p> <p>5.19 MM will return to the forum to present on the outcome of the report</p> <p>5.20 For more information on Newham’s new Learning Disability Action Plan, click here</p>	
The forum took a 10 minute break	
<p>Item 6. Integrated Care System with Ryan Suyat, Borough Transformation Lead, NHS North East London and Sam Walker, Engagement and Community Communications Manager, NHS North East London</p> <p>6.1 RS and SW presented the North East London Integrated Care System and Place-Based Partnership.</p> <p>6.2 Integrated care systems (ICSs) are new partnerships between the organisations that meet health and care needs across an area, to coordinate services and to plan in a way that improves population health and reduces inequalities between different groups.</p> <p>6.3 The North East London Integrated Care System is known as North East London Health and Care Partnership (NEL HCP).</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>6.4 The board is chaired by Marie Gabriel, a Newham resident and former chair in East London Foundation Trust and across North East London Primary Care Trusts, and Chair of the NHS of the NHS Race and Health Observatory.</p> <p>6.4 North East London Health and Care Partnership is a formal alliance of partners with a role in improving the health and wellbeing of residents.</p> <p>6.5 Together they set the overall strategy that will guide collective work and hold the wider health and care system to account for how services are delivered in a more joined up way.</p> <p>6.6 Cllr Wilson noted that he sits on the Integrated Care Partnership Board at borough level.</p> <p>6.7 Patients, resident and community head the structure of the board.</p> <p>6.8 47 primary care networks work together at neighbourhood level for a population of 30 – 50 thousand</p> <p>6.9 Integrated Care Partnership ambition is to “work with and for all the people of north east London to create meaningful improvements in health, wellbeing and equity.”</p> <p>6.10 There are seven place-based partnerships, one for each of the boroughs. Each has a structure that suits local need and engages local partners.</p> <p>6.11 London Borough of Hackney and the City of London Corporation operate as a single place-based partnership.</p> <p>6.12 Place Based Partnership priorities are, Children and Young People, Mental Health, Learning Disabilities and Autism, Ageing Well, Primary Care and Urgent Care</p> <p>6.13 The Integrated Care System standards for participation include a commitment to putting people participation at the heart of the work, collaborating to identify where a high standard of participation can be achieved. Sharing insight and producing plans based on evidence and feedback and ensuring accessibility to allow for full participation and being responsive to the voice of local people.</p> <p>6.14 The board also seeks to identify 5 Voluntary, Community and Faith sector (VCFS) representatives for the Newham Health and Care Partnership Board</p> <p>6.15 Further work will be carried out to refine the co-production process</p> <p>6.16 By April 2023, roles on the Newham Health and Care Partnership Board will be filled, training and induction provided – this will include governance, procedures, context and language of Newham’s boards</p> <p>6.17 The roles will be refreshed in April 2024</p> <p>6.18 AMD asked that to make the meetings accessible, they should be held on Zoom and not MS Teams</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>6.19 Consideration will be given to using Teams for accessibility</p> <p>6.20 AMD noted that the Clinical Commissioning Group were already doing some of this work. Are the board using some of the data collected as part of the process?</p> <p>6.21 RS replied that ICB are building on the work already done to avoid duplication and time wasting. The difference is working across 7 borough and linking in health data and care data for a holistic view. This should allow for better decision making for the transformation of care.</p> <p>6.22 Cllr Wilson asked where GP's fit into the structure</p> <p>6.23 RS responded that Primary Care and Newham Health collaborative sit on the board and are very vocal and engaged. Primary Care is one of the 6 joint panel groups.</p> <p>6.24 Cllr Wilson added, Newham have Primary Care Networks and discussions are ongoing about how the local authority and residents' co-produce.</p> <p>6.25 SP asked where families of children with additional needs fit in</p> <p>6.26 RS noted that Babies, Children and Young People group forms one of the 6 joint planning groups with a wider representation across health care. One of the initial areas of focus is children with complex needs and the areas of concern can be outlined as part of successful co-production.</p> <p>6.27 AMD asked if board would implement a recognition policy</p> <p>6.28 SW responded that there is a need for a recognition policy though this doesn't currently exist. More information will be shared as the expression of interest process continues.</p>	
<p>Item 7. Service Issues and Actions with Latifat Honey Sarfo, Co-Production and Participation Facilitator</p> <p>7.1 LHS presented the Service Issues raised by Co-Production Representatives</p> <p>7.2 Issue 1: In April 2021, Thames Water changed the way that council tenants pay for their water and wastewater. Newham, like all other council's and housing associations stopped charging tenants for water and wastewater via their rent, and Thames Water started charging residents directly. Many Newham residents set up payments with Thames Water, yet their rents did not decrease as a result. In essence they were charged twice. These residents are either still paying the higher rate or are yet to receive a rebate for what appears to be an over-charge. Raised by Greenhill Cumberland</p>	

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<p>7.3 Cllr Wilson responded that in 2021 all Housing Revenue Accounts (HRA) who were encompassed by this management arrangement, saw the water charge be removed from April 2021. This would not have impacted the rent level, and most would have seen an increase in rent or other services at the same time the water was removed as a charge. As such it is expected that the Gross weekly charge for most would not have seen a notable reduction.</p> <p>7.4 A HRA is the account in which a council's housing revenue, example a tenants' rent, and housing costs, example, property management and maintenance are kept.</p> <p>7.5 Additional queries or for verification of transactions on individual rent accounts will be directed to Newham's Income Collection Team.</p> <p>7.6 Issue 2: Did Newham council carry out an impact assessment on those who are on disabled benefits and pensioners on fixed incomes considering that council tax is going up (4.99%) and 8% increase on rent which is over £500 per annum plus heating bills? Rasied by Greenhill Cumberland</p> <p>7.7 LHS confirmed Newham did carry out an income assessment ahead of the proposed 2023 – 2024 budget. Details of this will be shared via email following the forum.</p> <p>7.8 Issue 3: Accessible transport serving Newham residents has become inaccessible. Redbridge, Barking, Waltham Forest, Hackney has private transport scheme, but Newham does not. Services such as Dial-a-Ride, Com Cab and Taxi Card are unreliable, limited to one journey a week for many residents. Or they are restricted to in-borough journeys only, operate until 9pm only or no longer provides hospital service. Can Newham investigate providing flexible accessible transport for residents? Raised by VIPON (Visually Impaired People of Newham)</p> <p>7.9 LHS reported that investigations will take place to identify the issues with available travel providers and how it is impacting Newham residents. Alternative transport provided by Newham council is a statutory provision to meet the needs of residents who receive travel support as part of a care package.</p> <p>7.10 Drivers parking on drop curbs and blocking access for vulnerable, disabled and elderly resident. Raised by Ask User-Led Mental Health Group</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>7.11 LHS reported that more information is needed for an investigation into be carried out to identify trouble areas for parking on drop curbs in the borough.</p> <p>Action: LHS to follow up and report back before next forum</p> <p>7.12 AMD noted that drop curbs often fill up with rainwater, some 4 inches deep. Pedestrians who have no other alternative get wet.</p> <p>7.13 Cllr Wilson noted the council is behind on its Highways improvement programme but are catching up.</p> <p>7.14 SA added that the council needs to review their signage. ‘No parking’ signs are driver focused and do not advise to park on drop curbs because of the use for disabled and vulnerable residents. There is a need to educate drivers and road users.</p>	<p>LHS</p>
<p>Item 8. Any Other Business</p> <p>8.1 Simon Ware</p> <p>8.2 Update was shared with meeting papers and will be shared again with the minutes</p> <p>8.3 Canning Town Housing Hub has opened at Ferrier Point. To book an appointment, email stratfordhousinghub@newham.gov.uk</p> <p>8.4 For more information on housing hubs and what services are available and when, please see Housing Hubs – Newham Council</p> <p>8.5 Housing will continue to launch further working and scrutiny groups through the year and ensure to reach out to those who have expressed an interest in these initiatives and others as and when we launch them. The aim is to improve co-production with residents.</p> <p>8.6 Residents who wish to attend, get involved or speak to the housing team about the initiatives can contact them via getinvolved.housing@newham.gov.uk</p> <p>8.7 There is an application process to join the scrutiny groups. Please email Simon.Ware@newham.gov.uk if interested</p> <p>8.8 SI asked if residents will be offered Reward and Recognition for attending the scrutiny (co-production) meetings</p> <p>8.9 SW responded reward and recognition may form part of the conversation in the discovery session. Advice from the co-production team on how to do co-production right is appreciated.</p> <p>8.10 YM asked if the listed engagement opportunities will be open to residents who own their own property</p> <p>Action: SW will ask colleagues in private sector housing on plans to engage residents</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>8.11 NJ noted the Stratford Police Station is now closed. Along with Plaistow station, this leaves only Forest Gate. There are less places for people with disabilities and vulnerabilities to go for help.</p> <p>8.12 Cllr Wilson agreed that this is a priority for the council. In recent meetings with the Metropolitan Police Borough Commander, consideration has been given to potentially opening stations/police shops.</p> <p>8.13 SA reflected on the impact of inadequate services on resident's wellbeing, as witnessed during the meeting. SA said, issues cannot continue to be taken out of the forum and must be addressed publicly.</p> <p>8.14 SA has pledged to raise money for Turkey and Syria after Ramadan. Further details on how members can get involved will be shared in due course.</p> <p>8.15 SA requested that officers attend forum meetings in person to show commitment.</p>	
<p>Item 9. Forward Plan</p> <p>9.1 Item was tabled for later discussion</p>	
<p>Date and time of next meeting: Co-Production Reps Pre meeting Date: Friday, 28 April 2023 Time: 1pm – 3pm Venue: Online via Zoom</p> <p>Newham Co-Production Forum (A) Date: Monday, 22 May 2023 Time: 10.30 am – 12.30 pm Venue: Hybrid with in-person at Canning Town Library, 18 Rathbone Market, E16 1EH</p>	