

Document 2 - Newham Co-Production Forum (A)
Monday 28 November 2022

Action Points and Minutes

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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)

Summary of Action Points from Monday 28 November 2022

Page No.	Action point	Assigned To.	Deadline	Status
<u>2</u>	Action 2.6: MM to coordinate sharing information on cost of living with both LD and Autism groups	Mellissa McAuliffe	23 Dec 2022	
<u>4</u>	Action 2.15: TJ will ask AB to send cost of living information to the Talking Newspaper	Tony Jobling	23 Dec 2022	
<u>4</u>	Action 2.23: AK will check with Newham Food Alliance for a list of Food Banks that deliver	Aidan Keightley	23 Dec 2022	
<u>6</u>	Action 6.16: NA to inform the Provider Forum of Care Quality Inspection monitoring on Death and Dying	Naheed Anwar	23 Dec 2022	

<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>1.2 Su-R co-chaired the first hour in the absence of Cllr Wilson.</p> <p>1.3 The forum held one minute silence in honour of people who have lost their lives to domestic abuse as part of the start of 16 Days of Action.</p> <p>1.4 Housekeeping - SA requested the forum reintroduce the attention cards (Red/Green Cards).</p> <p>1.5 Ground Rules - SA went through the ground rules.</p>	
<p>Item 2. Minutes and Action Points from the last forum on 26 September 2022</p> <p>2.1 SA reminded members to send corrections to the minutes to the Co-Production Team ahead of each forum.</p> <p>2.2 There are no recorded changes to the minutes of 26 September 2022.</p> <p>2.3 Minutes were signed off by members of the NCPF (A).</p> <p>2.4 All actions have been completed</p> <p>Following from Action 4.16 of Actions and Minutes of 26 September 2022 regarding Cost of Living Crisis information the forum held the following discussion.</p> <p>2.5 NJ requested easy read information on Cost of Living crisis for members of the Learning Disability Partnership Advisory Group, and members of the Learning Disability community.</p> <p>2.6 SP suggested the Autism community/groups be included</p> <p>Action 2.6: MM to coordinate sharing easy read information on cost of living crisis with both LD and Autism groups</p> <p>2.7 YM asked if residents who cannot access the internet can request written information on Cost of Living crisis.</p> <p>2.8 MM added Public Health and Adults and Health are working on ensuring written information can be distributed and accessed in various locations throughout the borough.</p> <p>2.9 AB joined the meeting online to and shared the following:</p> <p>2.10 Leaflets are present in Libraries, Shops and GP surgeries.</p>	<p>MM</p>

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>2.11 Information is regularly presented in resident newsletters and Newham Mag, and on boards by bus stops.</p> <p>2.12 AB will reach out to radio stations as well.</p> <p>2.13 If residents identify a place that could do with the leaflets or should have but don't, email costoflivingresponse@newham.gov.uk</p> <p>2.14 CD added printed information (and others) are not accessible to blind and visually impaired residents. Residents without sight are left behind.</p> <p>2.15 CD suggested written information should be shared via email which can be read out loud by screen readers, and in audio format for ease of accessibility.</p> <p>Action 2.15: TJ will ask AB to send cost of living information to the Talking Newspaper</p> <p>2.16 MM responded to SA that commissioned services do receive information from the council and are required to share it with residents who access their services.</p> <p>2.17 CF read a message from AB stating Public Health are reaching out to the most vulnerable residents and training front line staff to support residents.</p> <p>2.18 SA suggested Social Workers should share relevant information when making home visits.</p> <p>2.19 TJ confirmed this is being done.</p> <p>2.20 AK responded to HW that information on the location of Newham warm centres, and what else they provide, has been shared with the OPRG Coordinator, and will be sent to all members very soon.</p> <p>2.21 YN also suggested information be included in school/college newsletters etc.</p> <p>2.22 ZM asked if Newham is aware that Food Banks are requesting contributions of £2 to £5 for food parcels.</p> <p>2.23 ZM asked if it is possible for food banks to deliver food parcels to the most vulnerable who struggle to transport parcels home.</p> <p>Action 2.23: AK will check with Newham Food Alliance for a list of Food Banks that deliver</p> <p>2.24 SA reminded reps of the opportunity to invite Public Health to group meetings to present information on the cost of living crisis.</p>	<p>TJ</p> <p>AK</p>
<p>Item 3. Service Issues</p> <p>3.1 Service Issues raised and the responses have been shared with the groups who raised them and the wider forum via email.</p> <p>3.2 Service Issues document will be shared with these minutes.</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>Item 4. Covid-19 Update with Anne Bowers Community Public Health Manager, Public Health Newham</p> <p>4.1 Anne Bowers was unavailable to present due to last minute changes.</p>	
<p>10 Minute Break</p>	
<p>Item 5. Resident Experience Introduction</p> <p>5.1 AK introduced the Resident Experience agenda item and explained the background to the change in title. Going forward the section will be referred to as 'You Said, We Did' with the addition of 'and What we will do'.</p> <p>5.2 This item serves to demonstrate the impact of the ongoing work of residents and officers in relation to procuring and improving services.</p> <p>5.3 PB added 'You Said, We Did' is not conducive to co-production, and suggested 'We Said, We Did'.</p>	
<p>Item 6. Resident Experience – 'You Said, We Did'</p> <p>6.1 SI presented resident experience reflections on the Domestic Abuse Strategy and the Death and Dying strategy.</p> <p>6.2 Domestic Abuse Strategy - Women's refuge procurement formed part of the Domestic Abuse Strategy in 2021. Sharmeen Narayan is quoted saying 'the Women's refuge procurement marked the beginning of a strong Co-production framework which is now embedded'. As a result, all Domestic Abuse strategy work now includes Co-Production.</p> <p>6.3 A resident reference group was formed to inform communications strategy and supported with the planning and delivery of the Domestic Abuse launch event on Friday, 25 November.</p> <p>6.4 Social Worker reflection session inviting survivors to talk about their experiences of support from social workers, share good experiences and ways to improve.</p> <p>6.5 ongoing work will include,</p> <p>6.5.1 recommission of community domestic abuse service,</p> <p>6.5.2 partnership with Safe Lives to develop authentic voices,</p> <p>6.5.3 addressing outcomes in the Domestic Abuse Strategy action plan;</p> <p>6.5.4 developing a calendar of Domestic Abuse events for 2023</p> <p>6.5.5 and developing the resident/survivor group</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>6.6 Death and Dying – Gerry O’Kello leads on commissioning Dementia support services, Bereavement support services and Advanced Care Planning, including Death and Dying.</p> <p>6.7 GO’K introduced the work and added the impact of Co-production in sharing information widely within Newham communities.</p> <p>6.8 In-part, the work included the Aging Well Strategy which was promoted widely via several community events as well as the introduction sessions for the My Wishes online platform.</p> <p>6.9 This piece of work aimed to get Newham residents talking openly about death and dying, addressing and challenging the stigma and fear around making plans for death.</p> <p>6.10 ongoing work will include:</p> <p>6.10.1 ensuring accessibility for all residents,</p> <p>6.10.2 providing information via video,</p> <p>6.10.3 community engagement with LGBT Seniors, Heal Together, Afro Caribbean groups and Learning Disability and Autism groups.</p> <p>6.11 SP added that many young people live with life threatening conditions.</p> <p>6.12 SP also added the challenge explaining the importance of death and dying to those with learning disabilities and/or autism; and the concern from parents of what happens to their loved ones after they have passed on. Work needs to be done to meet people with unique needs.</p> <p>6.13 GO’K added 950 professionals will be trained to talk about death and dying with residents. These will include Nurses, Social Workers, council officers, commissioned services, provider organisations and community organisations.</p> <p>6.14 GO’K responded to HM that training will be co-produced and co-delivered with residents.</p> <p>6.15 GO’K responded to NA that the End of Life Programme Board is attended by from all areas of health and social care including children and young people services.</p> <p>6.16 TJ informed the forum that if a provider is regulate by the Care Quality Commission, they will be monitored on death and dying as part of the Care Quality Inspection program.</p> <p>Action 6.16: NA to inform the Provider Forum of Care Quality Inspection monitoring on Death and Dying</p> <p>6.17 For the full list of the You Said-We Did and what we still have to do for both areas, please refer to the presentation that accompany these minutes.</p>	<p>NA</p>

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>Item 7. Newham Mental Health Recovery College</p> <p>7.1 Recovery Colleges taking an education rather than a clinical approach to improving mental health.</p> <p>7.2 The college will be joint funded by NHS and Newham council (local authority) and is included in Newham Mental Health Action plan.</p> <p>7.3 The college is for everyone with a connection with the borough.</p> <p>7.4 The development of the college has been co-produced.</p> <p>7.5 All courses are co-designed, co-developed and co-facilitated by people with lived experience alongside experts by profession.</p> <p>7.6 Focus on strength based - what people <i>can</i> do</p> <p>7.7 Personal tutors available for those who need additional support. For example with learning plans.</p> <p>7.8 The courses will be available in a variety of physical spaces including within the community, libraries and computer access points.</p> <p>7.9 The college approach differs to clinical services. Attendees are students and not service users and the process is user led and not professionally prescribed.</p> <p>7.10 The college offers employment opportunities for Newham residents. Residents with lived experience are encouraged to apply for roles.</p> <p>7.11 A steering group to launch in December to oversee the development of the college. Representation of the Newham Co-Production Forum (A) is requested on the steering group.</p> <p>7.12 An action for the Steering group is to develop the business case to secure funding.</p> <p>7.13 Public Engagement events planned for January 2023. One online and one in person.</p> <p>7.14 Further Co-Production opportunities including co-designing courses will be available in the near future.</p> <p>7.15 BD responded to YN that the college is open to over 18's. BD added Discovery Colleges are open to CAHMS service users (Children and Adolescent Mental Health Services) aged 13-18.</p> <p>7.16 BD responded to HM that the physical location of the college is yet to be determined. The location will be decided through the co-production process. There are limited options available in Newham.</p> <p>7.17 BD responded to HM that she is working on ensuring Digital Inclusion is part of the support for the students.</p> <p>7.18 BD responded to NA that the overall capacity is unknown. Other colleges accommodate up to 12 students per session over 15 sessions per week on average.</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
7.19 PB responded to ZM that courses/subjects available at the college will be decided as part of the co-production process.	
<p>Item 8. Any Other Business</p> <p>Learning Disability Action Plan video 8.1 Due to technical issues, MM was unable to screen Learning Disability Action Plan 2023 – 2024 video. Please see it here Newham Learning Disabilities Action Plan Overview FULL - YouTube 8.2 The action plan will be launched in the New Year.</p> <p>Updates from Housing’s Resident Engagement 8.3 SW gave the Housing Engagement updates. 8.4 Housing have held Local Area Forums for residents to raise issues and ask questions directly to officers. Further information email getinvolved.housing@newham.gov.uk 8.5 Housing launched their Neighbourhood Champions programme. The aim is to better relationships and offer support to residents on how to get issues sorted. 8.6 Launching High Rise Working Group. 8.7 Launched the first approved Tenants and Resident’s Association located at Hamara Ghar. This option is opened to any residents groups in the borough in Council housing. 8.8 Stratford Housing Club – drop in to speak to housing services officers face to face about lettings, repairs and engagement etc. Canning Town club to open later in the year with other neighbourhoods in the Spring/Summer of 2023. 8.9 SW responded to YM that the Private Sector Housing team support home owners with all areas of housing needs including cost of living and repairs etc. 8.10 SW that co-production in being implemented. All core performance review/improvement reviews include resident involvement panel co-producing with residents and service managers. 8.11 PB added that upon reflection the current format includes a lot of consultation. Consideration to Consultation vs Co-production as a philosophy. PB offered support to move the forum in the direction of Co-production. 8.12 CNW and SA seconded PB comments. 8.13 CNW added it is the responsibility for the local authority to make certain the forum is functioning as a co-production and co-design tool.</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>Proposed changes to Co-Production Forum meeting frequency</p> <p>8.14 CNW presented the proposal to change the frequency of the forum to quarterly for reasons of accountability.</p> <p>8.15 HM agreed and suggested an increase in communication in between each forum.</p> <p>8.16 CNW for forum will continue to review its progress and effect</p> <p>8.17 NJ added the need for more support for members representing Learning Disability groups. Currently there is no communication with the Learning Disability Partnership Advisory Group.</p> <p>8.18 NA expressed concerns regarding issues that would be brought to the forum being delayed due to the reduction in meeting frequency. AK commented that reps or their members can, as ever, raise issues at any time with the Co-Production Team or officers rather than wait for the next forum meeting.</p> <p>8.19 CNW gave assurances that changes will be reviewed as an ongoing process.</p> <p>8.20 PB need to consider:</p> <p>8.20a. The structures in place to support task and finish work.</p> <p>8.20b. Preparing residents to attend the forum and understand its function. Should residents be at leadership level?</p> <p>8.20c. The potential is the same core group of people are involve. How does the forum spread the net wider and involve more people?</p> <p>8.21 CNW responded the Co-Production Induction session serve to prepare residents to engage in co-production. There is also greater involvement in council engagement than ever before within public health, cost of living forums, warm haven approaches, community neighbourhoods, and community assemblies and resident community forums in Housing.</p> <p>8.21a CNW acknowledged work needs to continue to ensure the council does all it can for residents so their voices can be heard.</p> <p>Awards</p> <p>8.22 Violet White, Chair of Newham Older People’s Reference Group (OPRG) and representative at the Newham Co-Production Forum (A) has been awarded the Newham Civic Award in the Good Neighbour category. Hazel Watson, Deputy Chair of the OPRG will attend the ceremony on behalf of Violet.</p> <p>8.23 Sophie Ibotson, Co-Production Service Officer has been nominated for the Newham Heart Awards (Staff Awards) in the Engaging with the Community category.</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>8.24 The Senior Learning Disability Group have been awarded five thousand pounds (£5K) through the Community Neighbourhood award process.</p> <p>International Day of Disabled People 8.25 International Day of Disabled People event at Plaistow Library on Saturday, 3rd December.</p>	
<p>Item 9. Forward Plan</p> <p>9.1 Presentation on the North East London Integrated Care Board (NELICB) – Integrated Care</p> <p>9.2 Councillor Zulfiqar Ali, Cabinet Member for Finance and Resources will present Newham Council’s 2023-24 Budget proposals at the next Co-production forum.</p> <p>9.2a The council will deliver Budget Summits in January open to all residents to attend.</p> <p>9.2b Councillor Ali has offered to attend and present the proposed budget to community and grass root groups by invitation.</p> <p>9.3 Future meeting dates will be shared to reflect the changes to the frequency of the forum.</p>	
<p>Date and time of next meeting: Co-Production Reps Pre meeting Date: Friday, 3 February 2023 Time: 1pm – 3pm Venue: Zoom</p> <p>Newham Co-Production Forum (A) Date: Monday, 27 February 2023 Time: 10.30 am – 12.30 pm Venue: Hybrid</p>	