

Document 2 - Newham Co-Production Forum (A)
Monday 26 Sept 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 26th September 2022

Page No.	Action point	Assigned To.	Deadline	Status
<u>5</u>	Action: SI to share vaccine schedule	SI	Ongoing	
<u>6</u>	Action: SI to find Mayor's speech on the cost of living crisis and the campaigning work she has done with Andy Burnham.	SI	7 th October 2022	
<u>6</u>	Action: APB will feedback to Comms colleagues that online information on the Cost of Living crisis was asked about specifically.	APB		
<u>6</u>	Action: Action: APB will share the Cost of Living website details with SI when it is available.	APB		
<u>6</u>	Action: APB to feedback on the actions decided about how residents will be proactively contacted regarding the cost of living crisis and what support they can be offered	APB		
<u>6</u>	Action: SI will connect offline to bring somebody from the support service to attend group meetings with translation support	SI		
<u>6</u>	Action: LHS to invite Catherine Fitzgerald to future meetings	LHS		
<u>6</u>	Action: APB to look into Shirley Biro's directory	APB		
<u>9</u>	Action: LHS to invite relevant officer(s) to attend forum regarding Integrated Care Systems	LHS		
<u>10</u>	Action: AK to source second microphones and wipes to maintain hygiene during meetings	AK		

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>Item 1: Welcomes, Apologies and Introduction</p> <p>1.1 Introductions were made by all and apologies shared. 1.2 SA shared the updated housekeeping rules for members on Zoom and those attending in person.</p>	
<p>Item 2: Review Minutes of the last forum on 23rd May 2022</p> <p>2.1 Minutes were signed off by the NCPF(A)</p>	
<p>Item 3: Co-Production Report on Outputs and Outcomes 2022-2023</p> <p>3.1 AK gave an overview of the six months to date figures for 2022/2023, including numbers of task groups and residents claiming Reward and Recognition. 3.2 Events are considered in the reporting as they are co-design and co-produced with residents, officers and stakeholders. 3.3 The Co-Production Team review numerous requests to support with task groups and other co-production activities. 3.4 Task Groups are pieces of work directed as a result of items discussed at the NCPF(A) or via work requests from lead officers in Adult Social Care or other council departments for residents to help shape services. These include resident involvement in recruitment panels and Procurement. 3.5 New Task Groups to date – 15 3.6 Residents are invited to claim Reward and Recognition. Close to 50% of residents do not claim Reward and Recognition. Reward and Recognition can affect benefits. 3.7 Reward and Recognition can be paid directly into individual bank accounts, via vouchers or paid to a charity of choice. 3.8 127 residents are new to Co-production activities and have not engaged in co-production work before. 3.9 Of the 127 residents new to co-production, 55 we engaged in the Mayor and Children Service led Special Educational Needs and Disabilities Written Statement of Action looking at the impact of the result of the Children’s Services Care Quality Assessment. The Co-production team managed the Reward and Recognition process. 3.10 48 residents new to co-production took part in task groups and other co-production engagement opportunities with Adults and Health.</p>	

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<p>3.11 Co-Production team's target is to increase engagement by 15% annually. The target is exceeded each year by up to 60%.</p> <p>3.12 More residents have been made aware of Co-production via word of mouth and testimonies supported by distribution of the bi-monthly Co-production newsletter.</p> <p>3.13 There are currently 200 people on the newsletter mailing list.</p> <p>3.14 TJ asked for some examples of what has changed as a result, not just numbers?</p> <p>3.15 AK responded with some examples including identifying a number of changes that need to be considered by the Procurement and Legal Teams to offer more flexibility with the procurement timeline. This will ensure residents who have caring responsibilities, hospital appointments or mental health conditions are not dismissed from engagement due to unforeseen circumstances.</p> <p>3.16 As a result, Co-Production team have been asked to put together a guide to procurement and engaging residents.</p> <p>3.17 Co-production have also assisted to identify areas that do not require investment such as the Shopping Support Service. The service was not required by residents and was cancelled.</p> <p>3.17 Cllr Neil Wilson spoke about the value of co-production, especially in Adults and Health and thanked everybody involved.</p> <p>3.18 CT noted that they and colleagues from Adults and Health absolutely echo Cllr Wilson's commitment from Adults and Health to co-production and involving residents in the work.</p> <p>3.8 Cllr NW asked if the web design was a Task and Finish group or ongoing improvements.</p> <p>3.9 AK responded that task groups do not necessarily have definitive ends as they can be called together again for as part of a review.</p> <p>3.10 The co-production team raised the issue of accessibility, especially for those who don't have access to technology; and have been speaking to enabled living services about the accessibility of web sites and for the purpose of sharing information.</p>	
<p>Item 4: Covid-19 Update with Anne Bowers Community Public Health Manager, Public Health Newham</p> <p>Winter Job Updates</p> <p>4.1 APB: LBN have stopped tracking Covid infection rates a long time ago but health colleagues are not reporting signs of huge increases, so public health are not worried about Covid rates in Newham.</p>	

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<p>4.2 Public Health Newham are continuing to run pop ups and walk in clinics for people to have their boosters.</p> <p>4.3 Anyone getting their vaccine, booster or otherwise, are having Moderna (with a tweak to respond to Omicron variant).</p> <p>4.4 The flu vaccine is also being offered and Polio for 1 – 9 year olds.</p> <p>4.5 Anyone who is supposed to have a booster but hasn't been contacted can speak to APB or Cllr NW who will pass your name on so that the right people are in touch with you.</p> <p>4.6 Our response to Monkey Pox is focussed on the communities who are most affected e.g. LGBT communities are being offered the vaccine. Please contact your GP if you suspect you have money pox.</p> <p>4.7 We're expecting to hear back from the NHS about Measles, Mumps and Rubella (MMR) vaccines for children and we're working to get polio and MMR messaging lined up.</p> <p>4.8 YM - Do you have a choice on which vaccine you have? APB - No choice, everyone is receiving Moderna. There is no clinical need to have a choice and Moderna is most protected against the latest variant.</p> <p>4.9 JG - Is a person is eligible for a Moderna booster, can they walk into their local pharmacy or do you have to get an appointment? CD - Was told by her local pharmacy that you can get your vaccine anywhere as long as you have your NS number. APB - Yes. Also check the weekly schedule for other drop ins. Cllr NW - You can get your flu and Covid booster at the same time.</p> <p>Action: SI to share vaccine schedule</p> <p>4.10 Cost of Living Crisis</p> <p>APB - The cost of living crisis is getting worse and the council/partners are:</p> <p>4.11 Providing Direct Support: Food, warmth, additional funds</p> <p>Newham Food Alliance – remains open and supportive</p> <p>Warm havens – places where people can go to be warm and other community services – announcements in the next couple of weeks</p> <p>https://www.newham.gov.uk/advice-support-benefits/newham-food-alliance</p>	<p><u>SI</u></p>

<u>Agenda Number and Item</u>	<u>Action by:</u>
4.12 Improving awareness: emergency support and benefit uptake	
4.13 Mayor and Policy team: advocating for a better deal for Newham at a national level Action: SI to find Mayor's speech on the cost of living crisis and the campaigning work she has done with Andy Burnham.	<u>SI</u>
4.14 Good data: quantitative and qualitative data	
4.15 FA - Do you have a website of support services and resources that residents can access for Cost of Living?	
4.16 APB - The website is being worked on. At the moment, there are lots of different places to get this information but we're working to put it all in one place. Action: APB will feedback to Comms colleagues that online information on the Cost of Living crisis was asked about specifically.	<u>APB</u>
4.17 SP - How are you tackling the inequalities certain groups faced due to disability discrimination and institutional racism as this does impact on people health and wellbeing? Action: APB will share the Cost of Living website details with SI when it is available.	<u>APB</u>
4.18 APB - Look into the kind of support service which was available during Covid, which would proactively check in with residents who are vulnerable to the cost of living crisis e.g. those living alone, carers. Action: APB to feedback on the actions decided about how residents will be proactively contacted regarding the cost of living crisis and what support can be offered	<u>APB</u>
4.19 SP - A lot of support and advocacy services don't provide the right language support, which means that a lot of community members aren't claiming the right benefits. Action: SI will connect offline to bring somebody from the support service to attend group meetings with translation support	<u>SI</u>
4.20 APB would like to attend the NCPF(A) going forward and suggests that Catherine Fitzgerald (Policy) who is overseeing the work on the data Action: LHS to invite Catherine Fitzgerald to future meetings.	<u>LHS</u>
4.21 NA: Subco Trust provide advocacy to residents and need the language needs of people who speak South Asian languages. Shirley Biro also has a directory of different organisations which community groups should feed into.	

<u>Agenda Number and Item</u>	<u>Action by:</u>
Action: APB to look into Shirley Biro's directory	<u>APB</u>
15 Minute Break	
<p>Item 5: Resident Experience - Domestic Abuse Strategy Task Group</p> <p>5.1 Cllr Wilson has put through the Domestic Abuse strategy earlier this year. The strategy will last 5 years and had been co-designed with residents with lived experience.</p> <p>5.2 Cllr Wilson introduced the residents who helped to shape the strategy, Sandra Amoah. Hilda Mango and Paula Cowans.</p> <p>5.3 SA gave an overview of her experience of domestic abuse as a child through to adulthood. The opportunity to co-produce the strategy was excellent. SA scored 9 out of 10 and noted this way of working is the way forward to make a difference in the lives of residents.</p> <p>5.4 SA noted there is a need to talk about adult abuse also such as parent and elder abuse.</p> <p>5.5 HM scored their resident experience of the strategy a 7 out of 10. This score could have been higher however there was lack of communication between officers and residents before the strategy was submitted.</p> <p>5.6 HM reported the experience was fulfilling though difficult. Highlights include being listened to and feeling heard. The meetings were not tokenistic. Officers expressed more than just empathy. There was opportunity to clarify anything not understood. Residents were not rushed. Officers were respectful of resident time, paid attention and did not use their phones.</p> <p>5.7 As part of the strategy, residents highlighted the importance of working with perpetrators willing to engage.</p> <p>5.8 HM thanked the officers for their support during the process and ensuring there was professional mental health and wellbeing support available throughout.</p> <p>5.9 PC not being a survivor of domestic abuse but has supported a number of people with lived experience of domestic abuse. PC reported being proud to work on the strategy specifically with SA and HM.</p> <p>5.10 SA informed the forum of the 16 Days of Action during November and encouraged residents to engage.</p> <p>5.11 Cllr Wilson thanked the officers and residents involved for shaping the strategy.</p> <p>5.12 SN reflected that the strategy would not be what it is without the residents involved.</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>5.13 SN said the aim was to make the work person centred and recognised a trauma informed approach would be important. Residents were offered a choice on how they would like to be engaged - via survey, face to face, in a group setting etc.</p> <p>5.14 Recognising how difficult the work would be, therapeutic sessions and debrief sessions were offered after each meeting. Residents were allowed to lead the way.</p> <p>5.15 AMD noted that the work resonates with residents who experience abuse in the 70's. This was seconded by Cllr Wilson with regards to similar work done in the 1940's.</p> <p>5.16 AMD commended SA for her bravery.</p>	
<p>Item 6: Newham Volunteering Due to officer absence, this item was tentatively moved to the November forum.</p>	
<p>Item 7. Neighbouring Services and Co-Production</p> <p>7.1 SW gave an introduction to the Integrated Care System. Neighbouring Services.</p> <p>7.2 Newham is one of the fastest growing areas in the UK growing at 1.5 times faster than the rest of London. To support the increase, the NHS have changed the way they operate to an integrate service.</p> <p>7.3 An Integrated Care System also referred to as ICS, has been introduced.</p> <p>7.4 NHS, trusts, councils, voluntary sectors and other partners will work together to deliver health and care services. To ensure the services deliver exactly what residents' need, residents are invited to co-create the integrated care system. Ideally, each neighbourhood team will be within 15 minutes from resident's homes.</p> <p>7.5 The project is scheduled to last for 3 years. No firm decisions have been made and none will be made without resident involvement.</p> <p>7.6 AA gave a brief update on the Frailty Project as an example of the kind of work that will be carried out within an Integrated Care System (ICS) Neighbourhood service.</p> <p>7.7 AMD asked for an introduction on the current structure for the NHS and Clinical Commissioning Group; and will the current makeup of the Neighbourhoods be included in the Integrated Care System framework?</p> <p>7.8 AA responded that information on the current proposed ICS structure is available via the links shared.</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>7.9 SP asked what is being done to help young people aged 25 plus who have been excluded from school or have disabilities who are not engaging. Also, single older people struggling with loneliness.</p> <p>7.10 AA responded that NCPF reps are best place to advice on the correct groups to co-produce the project with.</p> <p>7.11 TJ noted the presentation missed an opportunity to include the Local Authority. This may have addressed the points AMD and SP made as these areas are included in the discussions at the Integrated Care Board.</p> <p>7.12 TJ suggested inviting the Director of Commissioning NHS and Local Authority and NHS officer reps from the relevant health service's to attend the forum on a regular basis.</p> <p>7.13 AA responded that conversations are taking place in different forums and CS is part of that. The project is in its infancy and lead officers having learned from the Frailty Project are deliberate in inviting residents to co-produce at the earliest stage.</p> <p>7.9 YM raised concerns regarding experiences of similar previous transformation or shaping exercises which turn out to be consultation with no consideration to the resident voice. YM asked that AA and SW attend the Older People's Reference Group to allow older people the opportunity to engage in the ICS Co-production process.</p> <p>7.10 HW noted that more information will be needed to encourage residents to participate and consideration should be given to how this is publicised.</p> <p>7.11 AA has offered to attend future forums to brief on the progress of the work. AA also offered to attend and present at local groups.</p> <p>7.12 Cllr Wilson and TJ asked this be standing item for future forums.</p> <p>Action: LHS to invite relevant officer(s) to attend forum regarding Integrated Care Systems</p>	<p>LHS</p>
<p>Item 8: Service issues and Actions Log from community and groups</p> <p>Responses will be shared via email as staff is unwell.</p>	
<p>Item 9: Any Other Business</p> <p>9.1 SW - Housing Service will hold Local Area forums on Wednesday's during November. This is an opportunity for residents to meet Housing Officers and Managers and discuss housing issues.</p>	

<u>Agenda Number and Item</u>	<u>Action by:</u>
<p>9.2 SP - MacMillan Coffee Morning fundraiser at the Renewal Centre on Thursday 29th September from 11am – 3pm</p> <p>9.3 ZM - Mental Health Day 2022, Monday 10th October. 1. Mental Health Matters from 11am – 1pm, St Marks, Beckton 2. Stress Management from 6pm – 8pm St Johns, Stratford</p> <p>9.4 PB noted two microphones are needed for the forum. While one is in use, the other needs to be cleaned. Action: AK to source second microphones and wipes to maintain hygiene during meetings</p>	<p>AK</p>
<p>Item 10. Forward Plan</p> <p>10.1 HM - re-establishing Newham Homelessness Action Group</p> <p>10.2 YM - Tree Cutting in Newham Cllr Wilson invited YM to discuss after the forum</p> <p>10.3 SP - Learning Disability and Autism Safeguarding (Healthwatch research and findings)</p> <p>10.4 Due to issues with the sound, the following forward plan suggestions were submitted via email.</p> <p>10.5 ZM - waiting for item</p> <p>10.6 AMD - waiting for item</p>	
<p>Date and time of next meeting: Co-Production Reps Pre meeting Date: Friday, 4 November Time: 1pm – 3pm Venue: Zoom</p> <p>Newham Co-Production Forum (A) Date: Monday, 28 November Time: 10.30 am – 12.30 pm Venue: Hybrid</p>	