**Document 2 - Action Points and Minutes**

**Newham Co-Production Forum (A)**

**Monday, 29 January 2024**

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

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| 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 North East London Integrated Care Board |

Summary of Action Points from Monday 29 January 2024

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| **Page No.** | **Action point** | **Assigned To.** | **Deadline** | **Status** |
| **4** | **4.9 Action:** Honey to invite Transport for All to the forum in April | LHS | 8 April 24 | Pending |
| **4** | **4.16 Action:** LD to contact London Councils and ask them to consider changing the Freedom Pass policy and update the forum. | LD | 8 April 24 | Pending |
| **5** | **4.32 Action:** LD to discuss the decision with parking colleagues and edit the booklet accordingly. | LD | 8 April 24 | Pending |
| **5** | **4.36 Action:** We will take action to create a version of the booklet for visually impaired residents. | LD | 8 April 24 | Pending |
| **5** | **4.40 Action:** LD to share Cabinet decision on Taxi Card double swipe policy. | LD | 8 April 24 | Pending |
| **13** | **11.6 Action:** LHS to email forum reps the opportunity to be a Housing Rep | LHS | 8 April 24 | Complete |

| Agenda Number and Item | Action by: |
| --- | --- |
| **Item 1. Welcomes, Apologies and Introduction**   * 1. Cllr W opened the forum and welcomed members   2. Forum members introduced themselves and apologies were given   3. Cllr W went through the ground rules and housekeeping |  |
| **Item 2. Minutes and Action Points from the last forum on 2 October 2024**   1. Highways – Councillor Wilson continues to take this forward at member level 2. AMD- Greenhill Cumberland are meeting with Highways later in the week 3. The minutes were agreed |  |
| **Item 3. Corporate Update**   1. Newham council welcomed a new Chief Executive, Abi Gbago 2. Recruitment is ongoing to fill vacancies in the executive team 3. Jason Strelitz, Director of Public Health is the current interim Director of Adults and Health 4. Jason is also the interim statutory Chief Officer of Director of Adult Social Services (DASS) 5. Newham council will recruitment to the permanent role of Director of Adult Social Services (DASS) 6. Resident Engagement and Participation team have moved into Adults and Health and Public Health directorate 7. Where possible, residents will co-produce the recruitment of senior roles 8. Corporate Updates will be added to the agenda as and when there is information in the public interest to share |  |
| **Item 4. Active Travel Booklet**   1. LD presented the Active Travel Booklet 2. The booklet has been co-produced with the Ageing Well Resident Advisory Group (RAG) 3. The content, design, style and feel were determined by members of the RAG 4. The finer details of the booklets content will be determined by legislation or policy of the transport provider such as Transport for London 5. Newham’s Older People’s Reference Group will have an opportunity to review the booklet 6. Forum members were invited to share their comments on the booklet 7. PB - This is consultation and not co-production 8. LD – with regards to championing concessionary travel, members were encouraged to get involved with the campaigning group Transport for All 9. **Action:** Honey to invite Transport for All to the forum in April 10. SP - There needs to be an easy read version of the booklet 11. LD - Once the standard version is signed off, there will be an easy read version 12. SP - There is too much text and not enough images 13. SP - Older Persons Freedom Pass can’t be used before 9am and this means older residents have to pay or not travel before this time. 14. Why do Freedom Passes automatically change from Disabled Persons to Older Persons when a person turns 65? 15. LD – Freedom Pass eligibility criteria is set by the London Council. All London councils will need to agree a change in policy. 16. **Action:** LD to contact London Councils and ask them to consider changing the Freedom Pass policy and update the forum. 17. PB – Potentially, this could be considered age discrimination. Is it legal to enforce the age limit? 18. Is the decision to issue the older persons Freedom Pass about cost? Is there a big difference between the two Freedom Passes? 19. LD – I don’t know the answer to either questions. 20. JG - Over 65’s eligible for a Freedom Pass have the option of either, but they cannot hold both. There is no formal ruling on which pass an older person can have. 21. Older people can elect to have both Freedom Passes. 22. Residents are not give the option to choose. 23. All councils are members of London Council. 24. Mayor Fiaz is chair of various groups within London Councils remit. There is a need for better understanding of whether they are doing their job. 25. Newham council have the opportunity to influence decisions. They are acting on behalf of residents. 26. With regards to Carers Parking Permits - page 10 of the booklet asks residents to provide evidence of their care needs. 27. A letter from the GP ranges between £10 - £55 and was previously required every year. 28. The Newham Co-Production Forum (A) challenged the policy and it was agreed that residents in receipt of Adult Social Care services or known to Adult Social Care would not need the letter. 29. If the policy was changed again, it was done without consulting residents. 30. LD – The letter does not need to come from a GP. It can come from a social services or care provider. 31. This information is currently online and was edited by the parking Team. 32. **Action:** LD to discuss the decision with parking colleagues and edit the booklet accordingly. 33. CD – Usually, impaired people face specific challenges going out and staying active. The information in the booklet is only useful if everyone it’s aimed at can access it. 34. Will the booklet be provided in any other format, including, via the Talking Newspaper Association and Newham Language Shop? 35. LD–This was not considered. 36. **Action:** We will take action to create a version of the booklet for visually impaired residents. 37. CD - Will Newham please consider changing the Taxi Card double swipe allowance? 38. LD - Taxi Card double swipe policy was agreed by Cabinet in 2019. 39. Newham offer the most journeys of all the boroughs in East London. 40. **Action:** LD to share Cabinet decision on Taxi Card double swipe policy. 41. YM - Dial-a-Ride have recently changed the way they work. They no longer informing residents of the name of the driver. 42. A further example is the route the drivers takes often takes passengers past their destination in order to pick up another passenger, and then returned to their original destination. Often increasing the journey time. 43. LD - A residents attending a service at Chargeable Lane recently waited 4 hours for Dial-a-Ride. 44. Mark Jackson (Head of Service, Community Opportunities) has been asked to gather examples of similar instances to present to the case to Dial-a-Ride. 45. All residents are invited to keep a record of their experiences. | **LHS**  **LD**  **LD**  **LD**  **LD** |
| **Item 5. Service Issues and Actions**   1. **Freedom Pass Review:** 2. LHS presented key stats following the Freedom Pass policy review and current data on Freedom pass renewal March 2024. 3. SP - Residents who have previously been eligible for Freedom Pass are asked to provide evidence when renewing, even though their situation has not changed. Why is that? 4. LHS – Providing evidence with each renewal is in line with government guidelines. Similarly, when applying for Personal Independence Payment, or any other benefit. 5. The DWP and local authorities need to ensure the resident is still eligible for the benefit as medical conditions, disabilities and lifestyles can change. 6. Any cases where a resident is eligible but has been denied a Freedom Pass can be challenged. Please share any such cases with the co-production team. 7. **Care Charges** 8. CT – Some people have expressed confusion around care charges and costs. 9. We will circulate material about care charging process and what it looks like. 10. If there is a need, we can arrange for officers to visit groups to talk more about the process. 11. Care charges are highly personalised and based on individual financial circumstances. 12. We also need to ensuring people are maximising welfare benefits and claiming what they are entitled to. 13. There will be changes to care charges due to the limited amount of funds. 14. SP - We learned that central government have given local government additional funding towards social care. 15. If we follow Hammersmith and Fulham and remove the care charges altogether, this will resolve the issues Newham residents face. 16. Furthermore, many residents need support to understand the outcome of the assessment letter. We need to do better communicating with residents where English is an additional language or require information in a different format. 17. Understanding the outcome of the assessment includes ensuring the resident understands the number of care hours they may have been awarded and how to use them etc. 18. So many areas that need to be addressed to support disabled residents and cares that will alleviate the stress they face. 19. CT – Yes, the government have announced some funding. The amount is still unknown. It is very likely to be ring fenced to specific areas of care and support. 20. There is a lot of funding we were expecting but have not received in the last year including Winter Pressures money amounting to millions of pounds. 21. Any money received will not be new money but the same money, renamed under a different heading. 22. Central government keep very quiet what they don’t or haven’t given us. 23. With regards to information - social work officers should be sharing information about care charges with residents and talking through them. They will be reminded to do that. 24. Hammersmith and Fulham are the only local authority that do not charge. They are a very wealthy borough and we are not in a position to do that. 25. Everybody is individually financially assessed and will only be asked to pay if they can afford to do so. 26. Contributions range anywhere from £2 to £400 a week. 27. Care charges take into account the disability related costs. 28. By charging those who can afford it, the funding will go further. We need to be sure the process is fair and equitable. 29. **Housing Hubs** 30. ST asked for clarity on the concerns about Housing Hubs. 31. What are the expectations when visiting the hubs? 32. Staff are not present every day. They can make appointments in advance via email or in the hubs. 33. Residents might be directed to the phones when the query is repairs related. 34. Any specific examples, please contact Simon directly. |  |
| **Item 6. Newham Council’s Budget Proposal**   * 1. Cllr W provided an overview of the progress of the budget proposal and shared the budget proposal is still underway  1. CT - The local government finance settlement came through just before Christmas. Not as promising as we hoped. 2. ADASS and other groups agree the amount doesn’t go far enough to do what is needed. 3. There are other pressures including financial market. More pressures on London councils with regards to Adults Social Care services. 4. There is a small provider market in London and costs have increased. Some placements have increased by 50% which has an impact on the budget which is fixed. 5. Newham demographics means more people are contacting the council for social care. The complexities of needs and cost of care services have increased. 6. Over 75% of the budget goes directly towards care for people at home, day care services etc. 7. We are waiting for plans for residents to consult on the budget. There is unlikely to be a Town Hall session because of the shortness of time. 8. We have also completed a Quality Impact Assessment which considers the impact of the proposal against protected characteristics. This will be published online. 9. Transformation is the key to our approach and thinking about how we can do things more smartly and work more proactively such as preventing ill health. 10. Working with public health on 50 Steps, getting out and about for older people. Promoting independence and promoting that within the community with the appropriate level of care and support without reliance on social care services. 11. Using equipment and technology etc. to help people live the life they want to lead. 12. Our approach is ‘Strength Based’ – taking into consideration what a good life looks like and looking at what someone can do, and not what they can’t do and what support is in the community. 13. We need to be person centred in what we’re doing. And we take that on board as we shape people’s independence. 14. It’s all still very live. This is where we are at present. 15. Details of planned public consultation will be share with this group. 16. Cllr W – With regards public consultation, there will be an emphasis on is making sure they will be accessible – both with regards technology and in communication. 17. The impact on central government expenditure doesn’t consider Newham is the 10th largest city area in Brittan. We will be the largest borough by next census. 18. We have real issues about health and equalities and disproportionality around people’s health in a population in deprivation. Central government does not hear this enough. 19. We are concerned we are not restructuring and renaming things, we need proper resources for a population increase. 20. Even with a change in government, it’s unlikely there will be immediate improvements. However, Newham is not effecting our residents unfairly. 21. We’re still at very initial stages of the budget, but not yet at the consultation stage. 22. SP – Newham needs to consider caring for the whole family – all age. 23. AMD – It’s been going on for 14 years. We should be used to it. 24. It’s a badge of honour that we spend so much on social care. We are one of the most underfunded and underprivileged boroughs. 25. I recall Public health talking about prevention 10 years ago, it’s good to see it’s finally at the forefront of what we do. |  |
| **Item 7. Newham Population Growth Programme**   1. RS - North East London Integrated Care Board based within the Place Based Partnership Team provided an introduction. 2. Place Based Partnership is about bringing together NHS organisations, the local authority, residents and Voluntary, Community and Faith Sector organisations to integrate and achieve best outcomes for our residents. 3. Placed Based Partnership was launched 12-18 months ago. 4. A report was presented to the board which detailed the expected growth of Newham’s population and other areas in East London and the UK. 5. The report forecasted that Newham is expected to have the highest number of population growth in the next 10-20 years 6. The growth is reported to have started already 7. North East London and Barking and Dagenham are similar in forecast position. 8. Both are close to Newham University Hospital. The hospital is likely to see an increase in the use of acute services. 9. Current priority is to plan and deliver programmes to prepare for the growth. 10. PA Consulting are funded by Integrated Care Board (ICB) to lead on resident and patient engagement to co-design services. 11. Olivia and Gulsen of PA Consulting delivered a short presentation outlining the plan of work. 12. AMD – This is not the first time we have done work on population growth. 13. What are you advocating we do as you will have plenty of information and data from previous similar work with residents? What is going to be different this time? 14. AH – Echoing what has previously been mentioned, we have carried out similar work in the past, but we have not been able to find a solution for how we provide services to those in need. 15. Newham is a very multicultural borough. How will you reach out to those communities, and figure out a culturally appropriate system that you can recommend so everyone can access services? 16. NA – Well done on the presentation. It was accessible, short and to the point. 17. Following on from points already made, how are they going to work with the organisations to ensure the services that are planned for the future will work taking into consideration the culture of people living in Newham 18. PA consulting – we know how much work has been done previously and we will build on existing work and symphysis analysis. 19. We will use what we already know build detailed implementation plans to then move forward and bring the systems together so everyone understands what they are doing so services can be delivered. 20. What has lacked in Newham historically is ‘one version of the truth’. Depending on who you ask, you will get a different perception or view of what the priorities are. 21. This work is building on the momentum that’s being developed through the Health and Care Partnership Board who have integration in mind. 22. There’s committed to having one version of the truth with a focus on identifying what will have the greater impact. 23. Our work will lay the foundation on how the board will prioritise its portfolio going forward. 24. We will work with the community – considering Newham’s unique and diverse populations, working with the voluntary and faith organisations and learning how people access services currently so we can build that into the design. 25. Talking to residents will mean we can design services from the bottom up. 26. We don’t have the luxury of time and two and a half months doesn’t allow for deep resident engagement. 27. We won’t be able to get it all done in that time, but there will be ongoing work beyond that working with forums long term. 28. How are we going to work with resident’s - we will attend forums and meetings and boards across Newham to scope what primary care forums looks like. 29. We sill set up steering groups to look closer at the work. 30. The Health and Care Partnership Board are championing equity for Newham. Part of this work is having a plan ready for when a funding opportunity is available. 31. AMD – We don’t always get feedback from consultations. 32. The project is due to end at the end of March and the results of the consultations will be presented at the next forum or via email. |  |
| **Item 8.**  **We Said, We Did and What we’re going to do’ including Resident Experience – Commissioning Community Drug and Alcohol Treatment Services**   1. Substance Misuse Commissioner, Sarah Currie gave and introduction to the co-produced service. 2. SC detailed the process and methods used including one to one sessions and group work. 3. Stakeholders and residents were invited to consult on the service and helping to understand the priorities. 4. Residents were heavily involved in the commissioning process. 5. There was real emphasis on ensuring the process was inclusive for full engagement and participation. 6. The service is paid for via grant funding and does not impact the core council budget. 7. Thanks to the co-production team for great service. 8. The team created an opportunity for real resident insight which otherwise may have been missed. 9. Racheal Dzumbira, member of the substance misuse service procurement talked about her resident experience on the project. 10. RD – I came across co-production by chance. This was the first co-production opportunity and I was able to learn about substance misuse services in the borough that I was able to share with others. 11. Lessons learnt include process is not a ‘formality’, the importance of providing feedback to participants throughout. |  |
| **Item 9. Introducing the Terms of Reference review**   1. The formal terms of reference are due to be reviewed. This is done annually. 2. We will form a small working group to look at the changes that need to be made. This will include what we do and what we no longer do. 3. The updated Terms of Reference will be presented for agreement at the forum in October. 4. The co-production team will contact reps to share their expression of interest in the Terms of reference working group. |  |
| **Item 10. Co-production and Adults and Health Forward Plan**   1. We want to share experiences of residents shaping services. To do that we will need to look at the statutory and non-statutory planned work for Adults and Health over the next year. 2. The planner of work will help identify where co-production opportunities are and start brokering and recruiting for them much sooner. 3. It will also support to shape our agenda’s moving forward. 4. Co-chair and Deputy Co-chair will discuss with Charlotte, how we present that information with the forum. |  |
| **Item 11. Any Other Business**   1. Housing Hubs – question from forum member was picked up by SW. 2. Question – what is the process for families with young children with Special Education Needs and Disabilities are served with an eviction notice. Where would they go? 3. SW – There is a legal process for eviction. Families should contact Homelessness and Homelessness Prevention Advise service in the first instance if homelessness is a possibility. 4. Follow up visit to the hub may be to attend pre planned appointments potentially around lettings and temporary accommodation. The hubs would not be a primary place of support for homelessness. 5. LHS – In an aim to highlight the great co-production work undertaken across the council, there is an opportunity for a resident’s rep to meet with Simon regularly and discuss where and how residents can engage and shape housing services and feedback to the forum. 6. **Action:** LHS to email forum reps the opportunity to be a Housing Rep 7. HM expressed interest in being a Housing Rep 8. ZM **–** with regards to wellbeing for carers, the Sauna’s in Newham are closed and have not been replaced. 9. Cllr W – There is a new leisure provider starting in April. The question will be addressed outside of the forum. | **LHS** |
| **Item 12. Date and time of next meeting:**  Co-Production Reps Pre meeting  Date: Friday, 15 March 2024  Time: 1pm – 3pm  Venue: Online via Zoom  Newham Co-Production Forum (A)  Date: Monday, 8 April 2024  Time: 10.30am – 1pm  Venue: Hybrid with in-person at Canning Town Library, 18 Rathbone Market, E16 1EH |  |