**Document 2 - Action Points and Minutes**

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

**Monday, 8 April 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 – 8 April 2024

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| --- | --- | --- | --- | --- |
| **Page No.** | **Action point** | **Assigned To.** | **Deadline** | **Status** |
| **4** | * 1. The forum agreed to form a Freedom Pass Task Group to co-produce solutions for matters arising with Freedom Pass process, Blue Badges applications and Taxi Card allocations. | LHS | 01.06.24 | pending |
|  |  |  |  |  |

| Agenda Number and Item | Action by: |
| --- | --- |
| **Item 1. Welcomes, Apologies and Introduction**   * 1. AMD opened the meeting and welcomes members present and online.   2. AMD went through ground rules and housekeeping.   3. Members introduced themselves and apologies were received |  |
| **Item 2. Actions and Minutes of the previous Forum on Monday 8 April 2024**   1. Minutes of the previous forum were agreed 2. Forum reviewed actions from the last forum |  |
| **Item 3. Newham Budget 2024/25 Update including Care Charging meetings**   1. The Adult Social Care budget was signed off by Full Council. 2. We are moving forward to deliver actions from the budget and the savings. 3. The council intentions are to continue regular engagements with residents throughout the year and ahead of the next budget cycle. 4. The council will continue the conversation with residents on care charges and the care charges cap via a series of online and in person information and engagement sessions. 5. This includes meeting with groups, presenting care charging process and presenting Frequently Asked Questions (FAQs). 6. Groups can also advise on communication methods. 7. JG – Did the council carry out an Impact Assessment and can we have view of it? 8. CT – Yes, the council have carried out an assessment and the outcome will be shared as part of the engagement sessions. 9. SP – Disabled residents are being charges twice for their care. Via the Care Charges and by the Council Tax Precepts. 10. SP – Can the council communicate this accordingly for residents with English as an additional language 11. CT – We want to learn from groups what the challenges are and take those actions forward, including contributions towards the FAQ’s. 12. NJ – Can we have information about the changes in easy read? 13. CT – Yes, we will ensure the information is in accessible format. |  |
| **Item 4. Freedom Pass update (Transport including BB and Taxi Card) with an introduction to Transport for All**   1. Rochelle Paisley 2. Freedom pass work as part of the ombudsman complaint and in part to Streamline process. 3. JG – In line with co-production, the task group should have been formed before any improvements are made to the policy, application processes or introducing new systems 4. RP – suggested the work being carried out is groundwork for the task group in preparation for questions that will be asked. 5. Changes – resident known to Adult Social Care will not be asked for additional administrative information to support their Freedom Pass application. 6. Creating an online form to complete automatically with the option to upload supporting documents. 7. Rochelle detailed improvements to application process with regards to the Discretionary Criteria. The criteria are now included in the Freedom Pass policy, online. 8. The forum had a lengthy debate around the complications determining the automatic or discretionary Freedom Pass based on an applicant’s evidence and medical conditions. 9. LHS gave an update on the number of Freedom Passes issued to residents as a result of the Ombudsman’s ruling. 10. RP –The forum had a brief discussion about the advantages and disadvantages of introducing double swipe option for Taxi Cards. This conversation will continue in the Accessible Transport task group addressing. 11. **Action:** The forum agreed to form a Freedom Pass Task Group to co-produce solutions for matters arising with Freedom Pass process, Blue Badges applications and Taxi Card allocations. 12. Emma Koprena of Transport for All delivered a presentation on how residents can get involved in lobbying and campaigning for accessible transport. 13. More information can be found on the presentation slides sent out with these minutes. | **LHS** |
| **Item 5. Service Issues**   * 1. LHS responded to the service issues   2. Please review Service Issues document shared via email ahead of the forum. |  |
| **Item 6. Newham Population Growth Project update**     1. Ryan Suyat delivered an update and talked about work done to date, areas to cover, and next steps. 2. Research identified a series of areas to address first, including Cardiovascular Disease, Diabetes, Respiratory, Frailty and Dementia, and Learning Disability and Autism. 3. Next steps include reviewing the model and interventions with stakeholders, and identifying which intervention to develop first. 4. RS asked the forum for direction on identifying residents to co-produce interventions of any existing groups and forums to speak to when developing the interventions. 5. Forum held a short discussion on this and suggested many suggested several of the groups represented at the forum |  |
| **Item 7. We Said, We Did and What we’re going to do’ including Resident Experience – Homelessness**   1. Cllr Wilson introduced this item by paying tribute to everyone involved in the strategy. 2. Cllr Wilson stated it was one of the most successful parts of Adults and Health in Newham. 3. Rough Sleeping is the biggest issue under homelessness. 4. Further details and statistics can be found in the presentation slide sent with these minutes. 5. HM updated the forum on the proposed plans to reinstate the Newham Homelessness Action Group (NHAG). 6. NHAG is a front facing platform for residents with lived experience of homelessness to co-design and co-produce services and solutions addressing the impact of homelessness. 7. Two meetings have been held this year, with another scheduled for late May. 8. The forum will receive progress reports throughout the year. |  |
| **Item 8. Forward Plan**  Due to shortage of time, this item was carried forward to the next forum |  |
| **Item 10. Any Other Business**   1. Rochelle informed the forum of the upcoming Care Quality Commission (CQC) visit 2. In 2023, CQC were given powers to inspect local authorities against the Care Act, Part 1. 3. The framework is made up of four themes – working with people, providing support, ensuring safety and leadership. 4. The CQC will draw on people’s experience, feedback from staff and leaders, observations of care, feedback from partners, data, reviewing our processes and the outcomes of care and support. 5. CQC have sent notification of their intention to hold the assessments in the next few months. A date has not been confirmed. 6. The assessors will want to speak with residents, as individuals receiving services and or as part of the co-production forum. 7. Forum members can register their interest to be interviewed by CQC by emailing [Rochelle.Paisley@newham.gov.uk](mailto:Rochelle.Paisley@newham.gov.uk) 8. AMD invited forum members to join the online event ‘Greenhill Centre: A space for Community’ on June 28th 2024 from 12:30 – 1:30pm. The event is curated and hosted by Together 2012 and Newham Council. 9. AMD will show a short film co-created with Diane Ofori 10. To book a free ticket, please click [here](https://url.uk.m.mimecastprotect.com/s/L4NsCYQgqtg56B2t0xaIO?domain=newhamheritagemonth.org/) |  |
| **Item 11. Date and time of next meeting:**  Co-Production Reps Pre meeting  Date: Friday, 25th June 2024  Time: 10:30am – 12:30pm  Venue: Online via Zoom  Newham Co-Production Forum (A)  Date: Monday,22 July 2024  Time: 10.30am – 1pm  Venue: Hybrid with in-person at Canning Town Library, 18 Rathbone Market, E16 1EH |  |