**Document 2 - Action Points and Minutes**

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

**Monday, 22 July 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 22 July 2024

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| --- | --- | --- | --- | --- |
| **Page No.** | **Action point** | **Assigned To.** | **Deadline** | **Status** |
| **3** | * 1. ZM would like the forum to reconsider the terms Lived Experience and Service Users on page 1 of the minutes under ‘References to people engaged in Co-Production’

**Action:** LHS to take to the Terms of Reference  | Latifat Honey Sarfo | October 2024 |  |
| **4** | * 1. ZM said the only issue was that service providers who committed to be there were absent.

**Action:** Sophie to send CT a list of the providers who were absent from the co-production event. | Sophie Ibotson | 25 July 2024 |  |
| **4** | * 1. There is also a dedicated telephone line for support.

**Action:** JK to promote the consultation in Newham Talking Newspaper | Jennifer Kumi | 8August 2024 |  |
| **5** | * 1. **Action:** Anne will circulate a list of all objectives and measures set by the delivery board
 | Anne Bowers | 26 July 2024 |  |

| 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
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| **Item 2. Minutes and Action Points from the last forum on 2 October 2024**1. AMD invited members to comment on the minutes
2. Easy Read version of the minutes is delayed due to the cost of producing it.
3. SA commented that the council always take away from resident with the most need.
4. Cllr W committed to looking into the budget and cost of producing the minutes in Easy Read
5. ZM would like the forum to reconsider the terms Lived Experience and Service Users on page 1 of the minutes under ‘References to people engaged in Co-Production’

**Action:** LHS to take to the Terms of Reference  | **LHS** |
| **Item 3. Review Co-production Week**1. LHS gave a short presentation on Co-Production Week 2024.
2. The theme this year was, ‘Co-production: What’s Missing?’
3. There were 2 workshops and 1 in person event.
4. YN said there should have been more representation from senior officer and councillors, including the Mayor.
5. Cllr W apologised for the Mayor’s absence and explained she received invitations to 5 other events that day and local bi-elections.
6. Cllr W also stated there are 66 councillors who support the Mayor, attend events in their wards and those related to their lead areas, such as Adults Social Care.
7. CT apologised for her absence which was unavoidable.
8. CT said the event was rescheduled due to the General Elections which resulted in a clash with a pre-planned workshop for Adult Social Care Officers and Public Health events.
9. Cllr W said general feedback from Tony Jobling and other officers was positive.
10. ZM gave positive feedback and said ‘I felt our voices were heard’ and ‘Tony Jobling’s presence was good.’
11. ZM said the only issue was that service providers who committed to be there were absent.
12. **Action:** Sophie to send CT a list of the providers who were absent from the co-production event.
13. HM said ‘the Caribbean food was great and well appreciated’
 | **SI** |
| **Item 4. Care Charges Cap Consultation and Co-designed Engagement Plan**1. CT introduced the presentation and specified the difference between annual Care Charges and Care Charges Cap
2. CT went through the engagement plan and upcoming opportunities for residents to respond to the consultation
3. CD asked if the council had made arrangements to support blind residents to complete the consultation survey
4. CT said measures have been made to make the consultation accessible and the drop-ins were an opportunity for residents to get one to one help to complete the surveys.
5. There is also a dedicated telephone line for support.

**Action:** JK to promote the consultation in Newham Talking Newspaper1. SP asked that consultation literature is translated to non-English languages and provide interpreters at meetings.
2. SP also said that several carers are unpaid and have been for years. Now they themselves need care, they are being asked to pay towards it. This is unfair.
3. More support is needed for people to claim benefits they might be entitled to.
4. CT responded that the consultation literature includes a language panel for translation services.
5. The information has also been translated into Easy Read.
6. The engagement plan includes drop-ins for people who need one to one support to complete the survey and a session for British Sign Language users.
7. CT also reminded the forum that the care charges are a national requirement so core services can be sustained. Resident contributions are based on financial circumstances.
8. Cllr W asked that further questions be sent directly to CT due to time
 | **JK** |
| **Item 5. We Said, We Did and this is what We are going to do next**1. Clair Solley (CS) opened with a briefing on her role as Director of Quality Assurance, Safeguarding and Workforce Development in the Commissioning Team. Newham Adult Social Care
2. Residents were independently supported by the co-production team
3. The post has been offered. The candidate will be names once the HR process is complete.
4. CS thanked the co-production team. Particularly, Sophie and Aidan
5. Yetunde spoke about her experience as a resident on the recruitment panel
6. Getting residents involved in co-producing from the initial process.
7. I felt included and the saying, ‘nothing about me, without me’ applied.
8. The council is acting on ‘We Said, We did’
9. YM said, “It was a good experience and I enjoyed the challenge. It was good to be part of the process.”
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| **Item 6. Service Issues**1. Young Carers are the future
2. JG said in reference to the Freedom Pass that there are bigger issues than the Ombudsman’s decision
3. Cllr W said he is committed to ensuring the task group gets going.
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| **Item 7.** 50 Steps Workshop1. Anne gave a brief overview about the steps and new framework
2. The framework will focus on 3 areas, People, Places and Partnership.
3. HM asked ‘How will the council measure the set objectives’?
4. Cllr Wilson noted the work is owned by Health and Wellbeing Board and chaired by Mayor Fiaz. The objectives and outcomes will be measured and made publically available.
5. **Action:** Anne will circulate a list of all objectives and measures set by the delivery board
6. AP stated that Many residents don’t have access to meetings like this to discuss health. How are officers working with the community to share the strategy and do they have the same goal?
7. AB replied, Yes, we are working to improve health literacy and communication.
8. AMD said the forum does not to go through how we engage with people, we want to move forward past explaining co-design and co-production.
9. AB responded that we do need practical solutions about how we plan to talk to people and identify which people.
10. We need to identify what is working and what isn’t, how we work around them and the resources we have available to us.
11. HM suggested change of language from health literacy to health communications?
 | **AB** |
| **Item 11. Any Other Business**1. AMD shared with the forum that Enabled Living won an award
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| **Item 12. Date and time of next meeting:**Co-Production Reps Pre meetingDate: Friday, 27 September 2024 Time: 2:30pm – 4:30pmVenue: Online via ZoomNewham Co-Production Forum (A)Date: Monday, TBC November 2024Time: 10.30am – 1pmVenue: Hybrid with in-person at Canning Town Library, 18 Rathbone Market, E16 1EH |  |