



## Co-production network meeting notes

### What words mean...

Words that were explained on our **Jargon Buster** will be explained in **bold** in the blue box at the end of the notes.

### Who attended.

Sue (facilitator), Janine (facilitator), Vicki, Shahnaz, Shahanaz, Zhora, Diana, Sally, Marc, Jordan, Graham, Marjorie, Giuseppe, Joycelyne, Bestina, Ann

### Apologies:

Karen, Natasha, Jane, Vicky, Mike

### 1. Approve meeting notes – All CPN members.

**Meeting notes from January 2024 approved by all members of the CPN.**

Action: Approved and will now be included on SBC website.

### 2. Update on voluntary sector and community connector – Diana

#### [Further info in presentation – Appendix A](#)

Diana provided the following updated for the voluntary sector and community connector's services.

- Since the introduction of the Community connector's role, there are two community connector positions, one working across adult social care and the other based at the Wexham Park hospital. There is active recruitment to replace the community connector at Wexham park team.
- We also launched a community directory of services. This is a universal service which allows people to search for local services for health and wellbeing activities within Slough.
- We regularly monitor and review the demand for the community connector's service and how people are referred. In our last review, we changed the referral approach to allow members of the social work team to refer people directly into the community connector's services as part of a strength-based conversation.
- There are also self-referrals and as well as people being referred by local community groups. However, this approach needs to be monitor closely as demand may exceed service capacity.
- Part of all this is to understand what areas has the greatest impact and target the most demanded service.

- The community connectors hospital service is currently based in the hospital discharge lounge. This will remain unchanged but will continue to be monitored to make sure it is effective.

### **Progress:**

- This progress report covers the period from October to December 2023. A total of 480 people were referred into the community connector services. This is an increase by 25%
  - Of those, 347 were referrals from Wexham Park hospital, 23 from Adult Social Care, 19 from other community groups, 15 out of area referrals sent to their local services network, 13 self-referrals and 6 from Slough Borough Council customer services.
  - The majority of referrals were sent to health and physical activities. Others were referred to mental health and wellbeing support, arts and recreational activities, carers support, housing and benefits, disability support services and poverty support.
  - These referrals have brought up the understanding of the gaps in the service availability, for example befriending services and accessible wheelchair sports.
- The community directory of services has continued to attract new users making it easier for people to find information and activities as well as those listing a service provision in the community.

### **3. Learning disability partnership update – Giuseppe**

#### [Further info in Learning Disability Partnership update presentation – Appendix B](#)

Giuseppe Di Martino Slough Borough Council commissioner for Learning Disability and Autism provided updates about the development of the Slough Learning Disability Partnership Board and said the following:

- The Slough Learning Disability Partnership Board is created to oversee the implementation Learning Disability Strategy 2023-2028 priorities.
- People with learning disability together with their families and carers have identified priorities in the strategy to help improve their lives.
- The Partnership Board will work to create initiatives and services to avoid people reaching crisis.
- We want to ensure that co-production is the way of working with people who use the services.
- We want to ensure that learning disability services are of good quality and are fit for purpose and that people can use their experience to make recommendations and influence the decision about learning disability services.
- We also want to ensure that relevant professionals and service providers are involved.
- All board members will be required to maintain confidentiality.
- Members of the board will be supported to contribute and voice their opinion in simple language that easier to understand.
- The first meeting will be on 21<sup>st</sup> of February between 11.00 and 1.00pm at the council chambers to discuss terms of reference.

#### **Members of the co-production network asked the following questions.**

- How can people get involved other than joining the board or attending meetings?

### **Response**

- There will be different work streams from all the priorities for example topics about employment and advocacy. People will be able to contribute in different ways about specific work not only attending board meeting.
- Last time we discussed about starting a newsletter produced in easy read, is that still going to happen?

### **Response**

- Yes, the newsletter will happen. We are also discussing using other media to help reach as many people as we can. For example, we are considering recording videos and other ways of accessible communication.
- We have plans for two members of the co-production network to record a video.

## **4. Adult Social Care Updates – Marc**

Before giving updates Marc acknowledged:

- How the agendas and presentation are now easy read and expressed that he would like this approach to be standardised and common practice.
- The effort of raising the profile of coproduction has been great and i take this opportunity to welcome new volunteers who have joined the network.

Marc - Executive Director for adult social care provided updates for complaints and compliments, Transformation Programme and senior management recruitment as follows.

### **Complaints and compliments**

[Further info in Complaints and Compliments presentation – Appendix C](#)

Between June and December 2023, adult social care received 21 complaints and 6 compliments.

### **Complaints**

- The complaints we received were mainly about delayed payments to providers, lack of support in procurement process, delayed adaptation for disabled facility grants and occupational therapy assessment, communication, delays in response time.

### **Compliments**

- Social workers going above and beyond their duty.
- Providing accessible information
- Social workers showing kindness and compassion and genuine concern – this is heartening because it shows that they care for others and not just doing a job.

### **Action**

Following these complaints, several actions are being taken to make sure providers outstanding invoices are being paid, information provided is accurate and timely, greater cohesion to resolve issues and prioritising adaptation and occupational therapy assessments, as well as providing applicant information about the status of their application.

Co-production members agreed to receive updates about complaints and compliments will be provided every six months.

## **Adult Social Care Transformation Programme**

- The adult social care transformation delivery programme 2023/24 was set to generate a savings of 5.6 million pounds, last month's report provided assurance that we are still on track to deliver these savings which is an incredible achievement.
- There is credit to the teams that have worked hard to create efficiency to generate these savings without failing in our statutory duties despite the challenges.
- The transformation programme is a mixture of different work streams. The financial efficiency for some of the work streams will not be realised until the next financial year. For example, the Assistive Technology programme work stream has potential to bring savings of 400k, however as the work is just beginning the delivery of savings will not be realised until next year.
- The Reablement programme has achieved savings target because of improving people's independence which has enabled the reduction of domiciliary care uptake.
- Joint Funding activity has overachieved its target of over 300k.
- Efficiency has been achieved by making sure that those eligible for NHS support get this support. This has generated 500k for the council's general fund.
- Other programmes are also on course to deliver financial efficiency as was designed for 2023/24.
- For the financial year 2024/25, there are significant financial challenges which will have impact on savings we make. However, the savings target much lower than 2023/24.

## **Adults Social Care Senior management staff recruitment**

- Senior management staff recruitment, Jane Senior has been appointed as Director of Commissioning.
- We are recruiting for adult social care director and have shortlisted two candidates with interview taking place on 21<sup>st</sup> February.
- Four members of the coproduction network volunteers will form a stakeholder interview panel.
- Interview for the director of public health will take place on 15<sup>th</sup> February.
- Recruitment for heads of services will follow soon.

## **5. AOB**

### **Volunteer Recruitment feedback**

- We have successfully recruited 3 volunteers who collectively have a wealth of experience using social and health care services. We look forward to working with all volunteers and thank them for joining the coproduction network in Slough.
- We are working with HR to complete recruitment process.

### **Volunteer Training**

- We have been working with slough CVS to arrange a training programme for the new and existing volunteers.
- The planned training sessions will be around safeguarding, communication, commissioning cycle and council governance.
- We will keep everyone informed when training dates are confirmed.

### **North-West ADASS Request**

- NW ADASS Co-production leads have requested slough coproduction lead to attend their meeting later this month and share information and good practice after learning of the good work that our coproduction network has done
- We have arranged to attend their meeting along with one of our volunteers who can share information from a volunteer perspective.

### **Volunteer feedback**

- We have created volunteer feedback form which will be circulated. We would like volunteers to fill these outlining how well they were supported during projects and if information provided was enough and what could have been better.
- We are also looking for another volunteer to be part of the assistive technology project if anyone is interested to contact Vicky.
- We have set a date to start preparing for the national coproduction week celebration, more information will follow soon.

Next meeting: *12<sup>th</sup> march. At Arbour Park*

### **What words mean...**

**Jargon terminology** or language which is complicated or difficult to understand.