



## Co-production network meeting notes 12<sup>th</sup> March 2024

### 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:

Shahnaz (facilitator), Vicki (facilitator), Shahanaz, Marcia, Gaye, Marc, Jordan, Giuseppe, Joycelyne, Zac (new interim Assistive Technology Commissioner), Bestina, Ann, Jane, Bernadette, Natasha, Karen, Marriyah, Vicky, Remi ( new Carers Development Officer )

### Apologies:

Mike, Sally, Graham, Marjorie, Janine, Zhora

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

- Meeting notes from February 2024 approved by all members of the CPN.

**Action:** Approved minutes will now be included on SBC website.

### 2. Better Care Fund – Frailty and Complex needs support – Vicky

- [Further info in Appendix A presentation slides](#)

Vicky presented outline of a workshop which brought together healthcare, social care, and voluntary sector partners to review the service provision for people living with frailty and complex needs. The aim is to get wider perspective from partners and stakeholders focusing on three areas listed below.

- I. Maintaining independence / supporting people to live at home.
- II. Avoiding admissions to hospital
- III. Hospital discharge, including maintaining focus on return to people's usual place of residence.

The following are the identified priorities.

- Building Connections Communications / What's Available
- Remote Monitoring / Assistive Technology

- Dementia Services Support
- Reablement Capacity/ Development
- Information and How to Access services.
- Social Connections / Reducing Isolation / improving Health & Wellbeing

The project seeks stakeholder perspective on the identified priorities.

- Are there existing gaps or areas that need to be improved and developed?
- Do these feel the right areas to focus on or are there other priorities/anything missing?

### **What's missing?**

Members of the co production network identified that Advocacy should be considered in priorities because no matter what someone is going through, they should not alone. An advocate can help them along in the face of any problem. An advocate can be a professional, or a friend, or a family member - whoever can help the most by way of their knowledge of the person and ability to speak up, explain or act on behalf of someone at any given point.

### **The co production network provided the following feedback.**

- Flow of communication needs to be improved and information shared within services so that people's needs are addressed.
- Advocacy to support people to make decision. It could be a family member, a friend, or professionals.
- Community groups can support discharge flow to ensure connectedness.
- 'Medically fit for discharge' does not always mean people are emotionally or socially fit for discharge. Their discharge must be carefully coordinated to ensure that people are connected to community services to support continuity.
- Training development of peer mentoring so that people do not feel alone.

## **3. Adult Social Care Projects Updates**

Marc Gadsby, Executive Director for People (Adults) provided the following updates.

### **Recruitment of Adult Social Care senior management**

- We have successfully recruited to the Director of Adult Social Care. They will replace Ann McGale who is moving on.
- Deborah Broadrick has been appointed as Head of Mental Health services.
- Interviews for Head of Commissioning and Head of Locality and Hospital Social Work Team are scheduled for this week.
- Recruitment for Heads of Safeguarding, Learning Disability and Market Management will follow soon.

### **Slough Borough Council recovery updates**

- [Check out the latest commissioner's report.](#)

After Slough Borough Council issued section 114 in July 2021, the Government appointed Best Value Commissioners to oversee the Council's financial recovery and sustainability effectively in December 2021. The Commissioners regularly audit and report upon the Council's progress against the given directions to achieve best value and in the time required to do so.

The Best Value Commissioner's 4th report on 17<sup>th</sup> Jan 2024 highlighted the following.

**Progress:**

- The council's new political leadership is providing skilful leadership and has implemented administrative and reporting structure with directors reporting into service portfolio holders.
- There is notable improvement in children services which sits as an example for the council as whole.
- Improvements have also been made in Special Education Needs and Disability services (SEND), Procurement and Contract Management.

**Concerns:**

Some of the concerns raised by the Best Value Commissioner are as below.

- Organisation in the council is fragile, whilst corporate leadership team is committed to ensure progress is made, the pace and consistency of change is not as desired.
- Concerns are also raised on the number of staff leaving citing displeasing organisation culture.
- Whilst the council is committed to recovery, it is not meeting its best value duties.
- Financially, there is expected 8.2 million overspend in the second quarter.
- Lack of strategic drive and overall pace brings into question the leadership strength.

As a result of the above concerns, the minister for Levelling Up, Housing and Communities has indicated that the Government's intervention may continue after the current term ends.

**Next step**

The minister has asked a report to be completed by April on the following.

- An assessment of best value progress and failures against each direction.
- A review of the time required for the council to meet its best value duty.
- A review of the suitability of the current directions.

**Members of the co-production network asked the following questions:**

**Question**

- Is the council's HR workforce outsourced or in-house based?

**Response**

- HR is in-house with several interim workers as well as permanent council employees.

**Question**

- The staff migration has had a knock-on effect relating to colleagues working across integrated care system, is the current leadership team taking responsibility to address the culture issues within the council?

**Response**

- A programme to improve organisation culture led by Chief Executive for Children Services has been implemented.

**Question**

- What are the cultural issues within the council?

**Response**

- The level of collective responsibility and transparency has not been as desired. The report suggests that the council needs strong leadership team to drive forward

collective vision and direction that will inspire workforce. A cultural change is needed to enable people to work together in a cost-effective way, co-productively and enabling.

**Action:** Following interests and concerns raised in the commissioner's letter; Marc has agreed to provide update to the CPN after April report.

### **Assistive technology update**

Vicky Tutty, Group Manager for People, Strategy Team provided the following updates.

- The Assistive Technology project group with Marjorie in the project processes and communication work stream
- From April the project will take on community and stakeholder involvement
- Going forward Zac (Assistive Technology commissioner) will lead the project, currently he is working on leaflets and website improvement to make it accessible.

### **Learning Disability Partnership Board**

Giuseppe Di Martino, Autism and Learning Disability commissioner provided the following updates.

- The first Learning Disability Board meeting took place on 21<sup>st</sup> Feb. to discuss and agree on terms of reference and the priority areas action plan.
- The co-chairs of the board are Bernadette and Karen
- In order to help increase the accessibility of learning disability information sharing, it has been agreed to record a video to reach more people in the community.
- We have extended an invitation for ideas and representation at the Autism and Neurodiversity awareness day on 2<sup>nd</sup> April.

### **Volunteer training & Volunteer agreement – Bestina**

- Three sessions are booked for volunteer training on 16<sup>th</sup>, 30<sup>th</sup> April and 21<sup>st</sup> May.
- The training will cover areas of Governance, introduction to Safeguarding and communication.
- SBC officers will lead on Governance training, safeguarding and communication will be facilitated by Slough CVS trainers.
- These will take place at the observatory house.
- We have circulated volunteers' agreement to all volunteers, we ask that you read through before signing, if have any question or need more information please contact Bestina

### **AOB**

- **Co-production network toolkit – Bestina**  
Volunteers will review and update the toolkit to make sure it is relevant.

Next meeting: **9<sup>th</sup> April on Teams**

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

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