



## Co-production network meeting notes 14<sup>th</sup> January 2025

### Venue – Chalvey Community Hub

#### Attendees

*Karen (co-chair), Sally (co-chair), David, Shanaz, Marcia, Sarah MacDermott, Barbara, Joycelyn, Kevin, Jordan, Marj, Ash, Cheyenne, Jane, Mohamed, Diana, Sue, Bernadette, Shahanaz, Dolly, Gaye, Zoe, Sarah Macadam, Bestina.*

#### Apologies: Vickie, Shahnaz, Zhora

#### Agendas

##### 1. East Berkshire Healthwatch recommissioning

Ash Hussain adult social care commissioner presented Healthwatch recommissioning plans and said the following.

#### Overview of Healthwatch Services

HealthWatch is an independent organisation which champions people using health and social care services to ensure statutory services put people at the heart of care, address concerns, and work with local authorities and NHS for future improvements. Local authorities must commission a local Healthwatch service under the Health and Social Care Act 2014.

Slough Borough council, Bracknell Forest, and Windsor and Maidenhead jointly commissions Healthwatch Services in East Berkshire.

#### Healthwatch Services in East Berkshire

- **Collaboration:** Strengthens approaches within the Frimley Integrated Care Systems (ICS) work programme.
- **Unique Approach:** Tailored to the demographic and health needs of each area with individual work plans.

#### East Berkshire Recommissioning Project

- The current HealthWatch contract for East Berkshire expires in December 2025. We are looking to recommission the service in 2026 with specification co-designed with resident's feedback using engagements and workshops.

#### Actions:

- Design a specification and questionnaire to capture the needs of Slough's diverse population.
- Conduct research and market exploration.

- Engage with residents for feedback on the service.
- Open Tender for selecting a provider.

Involve residents in the provider selection process.

### **Call for Participation**

- **Workshop:** we are asking Coproduction volunteers to review the current Local Healthwatch service and provide feedback.
- Help to design service and tender specifications.
- **Bidder Presentation:** One volunteer to attend, must not be associated with the current Healthwatch service to avoid conflicts of interest.

**Outcome:** Volunteers will participate in project group workshops. Regular updates of the project will be provided.

## **2. Addressing Temporary Accommodation issues in Slough**

Diana Balsom Interim Commissioning Manager - Prevention

Slough faces a shortage of affordable accommodation, both in social housing and private rentals. This shortage leads to an increase in referrals to temporary accommodation for individuals and family groups.

### **Challenges with Temporary Accommodation:**

- Temporary accommodation is costly, impacting the Council's financial position.
- Extended stays in temporary accommodation negatively affect people's wellbeing.
- There is often a lack of information on whether individuals:
  - Need extra support.
  - Require different types of accommodation.
  - Have changed circumstances.
  - Can find independent accommodation.

### **Proposed Solution:**

We have spoken and learned from other local authorities that have successfully supported people out of temporary accommodation, therefore we are planning to:

- Develop a business case to commission a trial service for Slough to evidence that the model can work to support people to move on from temporary accommodation.
- Goals of the trial service are:
  - Help people move on with their lives.
  - Reduce the cost of temporary accommodation.
  - Provide evidence for the benefits of a long-term service.

### **Community Involvement:**

- Seeking thoughts and views from the community, including personal experiences of temporary accommodation.
- Gathering experiences of supporting others in temporary accommodation.
- Belief that these experiences will strengthen the case for more support.

### **Engagement:**

- Conducting face to face workshops and sending paper-based and online survey

### *Next Steps:*

- Submitting the business case to the leadership team by mid-February.
- Providing updates if the business case is approved.

- Continuing to receive community input to shape the service description based on real experiences.

**Outcome:** Volunteer will participate in the project group workshops.

### **3. Safeguarding Partnership information review**

Barbara Jacobson, Safeguarding Partnership Adults Lead presented the following about producing safeguarding information leaflets.

Slough safeguarding partnership board is producing information leaflets to help people to stay safe, prevent abuse and neglect of adults at risk.

The safeguarding partnership wants to work with residents in safeguarding initiatives to make sure that the information is relevant to the community and residents know types of abuse and neglect and can identify signs of abuse, they can be active participants in safeguarding efforts and encourage reporting of safeguarding concerns.

#### **Types of Leaflets to be Produced:**

- Making a safeguarding concern: Types of abuse and neglect, and the indicators of abuse and neglect.
- What to expect from a Section.42 safeguarding enquiry.
- What is a SAR (safeguarding adult review)?
- What to do if an adult needs help.

We are asking members of the coproduction network consider their perspective, understanding, and time to:

- Review and finalize the safeguarding information for the leaflets.
- Ensure the information is accessible and easy to understand.
- These leaflets will be distributed to Slough communities and professionals and also be available on the Safeguarding Partnership and Adult Social Care websites.

#### **Key Considerations:**

Use plain language and avoid jargon. Ensure accessibility (languages, easy read, BSL).

#### *Recommendations:*

- Consider also collaborating with groups such as HESTIA, Victims First and other relevant organisation as well as people with support needs.

#### **Outcome:**

- Members of the coproduction will participate in reviewing safeguarding information.

### **4. Thames Valley Positive Support - BeYou**

Sarah Macadam and Zoe Coates gave an overview of the Thames Valley Positive Service – BeYou project and said the following.

Thames Valley Positive Support is a service that supports LGBTQ+ community and people infected or affected by HIV living in Berkshire and Hampshire, providing safe places for people to share information and peer support. Other support includes counselling, Mental Health, Immigration, and homelessness ensuring people's views are heard confidentially. Contact details and referral into the service are on the Thames valley positive website.

## **Outcome**

- Thames valley representatives to maintain presence I the coproduction network.

## **AOB**

### **Library consultation**

- Consultation survey circulated; survey will close on 25<sup>th</sup> Feb. There are opportunities to give views in person and online. <https://slough.citizenspace.com/libraries/slough-library-service-public-consultation/>

### **In-person drop in dates**

#### *January*

- Saturday 11, Cippenham Library, 11am-1pm
- Thursday 16, Cippenham Library, 12noon-2pm and 3-4pm
- Friday 17, The Curve, 2-4pm
- Tuesday 21, Langley Library, 3-5pm
- Thursday 23, Britwell Library, 11am-1pm
- Saturday 25, Langley Library, 11am-1pm

#### *February*

- Wednesday 19, Cippenham Library, 11am-1pm
- Wednesday 19, Langley Library, 3-5pm

### **Volunteer 'thank you' event 29<sup>th</sup> Jan.**

- The chief executive together with interim director of adult social care will hold an event to thank adult social care volunteers on 29<sup>th</sup> Jan at council chambers observatory house. We hope you can attend.

### **Mapping volunteer contacts**

- We are planning to increase engagement beyond the coproduction network therefore we ask volunteer who have links with other community groups in Slough to share those links were possible we can engage with those communities to shape services.

### **Venue for future meetings**

- Due to cost associated with external venue, all future coproduction meeting will be held at the council.

### **Next meeting: 11<sup>th</sup> February on Teams**

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

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