

### Minutes of Newham Co-Production Forum (A)

#### Monday 24 January 2022

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### \*References to people engaged in Co-Production

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 Clinical Commissioning Group (CCG)



Attendance Record of Newham Co-Production Forum (A) held on Monday 24 January 2022

Name	Initials	Job Title	Present	Apologies
	L	Forum Members		·
Sandra Amoah	SA	<b>Co-Chair</b> Chair, ASK User-Led Mental Health Group	~	
Councillor Zulfiqar Ali	CZA	<b>Co-Chair</b> Cabinet Member for Health & Adult Social Care, Newham Council	~	
	U	ser Led Group Representatives		
Angus McKenzie-Davie	AMD	Chair, Greenhill Cumberland Group		~
Julian Geoghegan	JG	Co-Chair, Greenhill Cumberland Group	~	
Joel Le Tort	JLT	Autism Awareness and Support Group	~	
Neil Johnston	NJ	Chair, Newham People First		✓
Violet White	VW	Chair, Older Peoples Reference Group		✓
Hazel Watson	HW	Older Peoples Reference Group		✓
Yetunde Muda	YM	Older Peoples Reference Group	~	
Sarifa Patel	SP	Co-Chair, Disability Reps Forum	~	
Christine Dolyak	CD	Co-Chair, Disability Reps Forum	~	
Prabhudas Tanna	PT	Co-Chair, Senior Learning Disability Group	~	
Remi Osunsanya	RO	Co-Chair, Senior Learning Disability Group	~	
Zhenreenah Muhxinga	ZM	Chair, Carers Community Mental Health Group	✓	
June Hanshaw	JH	Co-Chair, Carers Community Mental Health Group		~

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People at the Heart of Everything We Do 2



Name	Initials	Job Title	Present	Apologies
Yamou Njie	YN	Chair, Newham Parents Forum	~	
Lisa Saunders	LS	CarersFIRST		~
Taskin Saleem	TS	Chief Executive, Subco Trust		✓
Naheed Anwar	NA	Holistic Operations Consultant, Subco Trust	~	
Anab Hoffman	АН	Founder and Director, Healtogether		~
Walid Ahmad	WA	Deaf Forum		✓
Ron Candy	RC	Visual Impaired People of Newham (VIPON)		√
Parice Vandenbussche	PV	Change Grow Live (CGL)		√
Elizabeth Duhig	ED	Powerhouse for Women		✓
	•	Support Workers	<u> </u>	1
Yasmin Shamsoo	YS	Newham People First		~
Jordan Shamsoo	JS	Newham People First		~
	1	Newham Council Officers	I	1
Aidan Keightley	AK	Co-Production Manager	~	
Latifat Honey Sarfo	LHS	Co-Production and Participation Facilitator	~	
Sophie Ibotson	IS	Co-Production Information Officer	~	
Colin Ansell	СА	Corporate Director of Adults and Health		~
Tony Jobling	TJ	Director of Operations, Adults & Health	✓	



Name	Initials	Job Title	Present	Apologies
Fiona Hackland	FH	Assistant Director of Commissioning Adults and Health	~	
Charlotte Taylor	СТ	Director of Improvement, Change and Control	~	
Laura Barker	LB	Head of Resident Engagement and Participation		~
Helen Murphy	НМ	Senior Commissioner, Commissioning Health and Social Care		~
Melissa McAuliffe	MM	Commissioner, Learning Disability Lead, Commissioning Health and Social Care		~
Claire Solley	CS	Director of Quality Assurance, Safeguarding and Workforce Development	~	
Jennifer Kumi	JK	Business Change Manager, Commissioning, Health and Social Care		~
Diane English	DE	Care Curriculum Lead, Newham Adult Learning		~
Lydia Drummond	LD	Assistant Director of Commissioning, Adults and Health		~
John Wood	JW	Travel Assistance Service Lead, Education, Inclusion and Achievement		~
Simon Ware	SW	Resident Involvement Co- Ordinator, Housing	~	
Jennifer Pereira	JP	National Management Trainee, HR Leadership Team	~	
	Presenters			

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Name	Initials	Job Title	Present	Apologies
Susan McDonald	SMD	Financial Assessment and Charging Team (FACT) Manager	~	
Julie Mellor	JM	SEND Commissioner Children and Young People, Newham Council	~	
Andrew Ward	AW	Assistant Director Finance and Transformation	~	
Councillor Terence Paul	СТР	Lead Member for Finance and Corporate Services	~	
	Stakeh	olders and Partners and Observ	vers	•
Kaine Webber	KW	Healthwatch Newham		✓
Maria Olaribigbe	МО	Healthwatch Newham	~	
Simon Bedeau	SB	People Participation Lead, Learning Disability Service, East London Foundation Trust		~
Abdi Ali	AA	Newham Integrated Community Care Borough Transformation Lead, NHS North East London Clinical Commissioning Group	~	
Ryan Suyat	RS	Borough Transformation Lead, Integrated Community Care, NHS North East London Clinical Commissioning Group	~	



### Summary of Action Points from Monday 24<sup>nd</sup> January 2022

Page No.	Action point	Assigned To.	Deadline	Status
<u>7</u>	Action: LHS to find out how a resident with a learning disability can get issued a vaccine exemption letter.	LHS	28.01.22	
<u>8</u>	Action: The accessible information on vaccinations will be shared with forum reps.	CT/LHS	28.01.22	
<u>8</u>	Action - LHS to amend minutes of November 2022 to reflect the suggested changes and add 'Carers' or 'Carers and their families' to item 6 and future written information.	LHS	24.01.22	
<u>8</u>	Action: CZA asked ZM to forward her emails to OneSource regarding Procurement documents and escalate on her behalf.	ZM	24.01.22	
<u>9</u>	Action: LHS to share the criteria for accessing Learning Disability services via East London Foundation Trust.	LHS	28.01.22	
<u>10</u>	Action: Create a Questions and Answer document and share with the forum members via email.	AK	04.02.22	
<u>11</u>	Action: When it is available, LHS will share details of the Great Day to Play event, 19 <sup>th</sup> February 2022 at Newham Leisure Centre.	LHS	ASAP	
<u>15</u>	Action: TJ to speak with CT and SMD with regards to producing a summary of travel options available to residents in receipt of social care.	TJ/CT/SMD	12.02.2022	
<u>16</u>	Action – LHS to refer the issue of tree cutting with Louis Foulsham, Environment.	LHS	04.02.2022	
	Additional Action – To review the presentations Do's and Don'ts	LHS/Reps	21.03.2022	

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People at the Heart of Everything We Do



Agenda Number and Item	Action by:
Item 1: Welcomes, Apologies and Introduction SA and CZA welcomed everyone to the meeting. All attendees introduced themselves and apologies given.	
Item 2: Covid-19 Update 2.1 CZA provided a national and local Covid-19 update and referred to the Newham Dashboard covering Saturday 9 to Friday 15 January. The dashboard gives a summary of the number of cases and tests in Newham	
2.2 Despite central government lifting the last of the restrictions as of 27 January 2022, Councillor Ali encourages all residents remain vigilant by testing regularly, taking up the vaccine and booster and to keep wearing masks in public spaces where possible	
2.3 SW reminded the forum in that commuters will still be required to wear marks on Public Transport including Buses and London Underground	
2.4 RO noted that some residents with a learning disability might have an aversion to needles and find it difficult to received injections	
<ul> <li>2.5 RO asked how residents can get vaccine exemption letters required for international travel</li> <li>Action: LHS to find out how a resident with a learning disability can get issued a vaccine exemption letter. Deadline Friday 28 January</li> </ul>	LHS
<ul> <li>2022</li> <li>2.6 LHS noted the Clinical Commissioning Group are working to identify residents who have not had their vaccines.</li> <li>2.7 CS added that East London Foundation Trust (ELFT), North</li> </ul>	
East London Clinical Commissioning Group (NCCG) and London Borough of Newham (LBN) are working in partnership to support autistic residents and residents with a learning disability to have access to the Vaccination Programme. The identified residents will	
<ul> <li>be given additional support by the Vaccination Team to address</li> <li>their concerns or anxieties around the vaccines. This is preferred to</li> <li>exemptions in the first instance</li> <li>2.8 ZH asked if Newham produce accessible information regarding</li> <li>Covid-19 testing and vaccinations</li> </ul>	



24 January 2022	$\smile$
Agenda Number and Item	Action by:
2.9 CT confirmed that Public Health have accessible information on Covid-19 testing and vaccines <b>Action:</b> The accessible information on vaccinations will be shared with forum reps	CT/LHS
2.9 FH included a link in the chat to the Newham website for more information on the vaccinations <u>What to expect and side effects – Covid-19 vaccination – Newham</u> <u>Council</u>	
<ul> <li>2.10 For up to date information on local Covid-19 testing and vaccinations, please use the following link <a href="https://www.newham.gov.uk/site-search/results/?q=dashboard">https://www.newham.gov.uk/site-search/results/?q=dashboard</a></li> <li>2.11 A copy of the dashboard referenced will be shared with these minutes</li> </ul>	
Item 3: Review Minutes of the last forum on Monday 22 <sup>nd</sup> November 2021 3.1 With reference to Item 6, ZM requested 'Carers' be added to descriptions when referring to Residents, Service Users or Patients and updating the minutes of September 2021 to reflect it 3.2 NA supported the statement and asked that 'and their families' be added when 'service user' is mentioned in future forum meetings and in minutes Action - LHS to amend minutes of November 2022 to reflect the suggested changes and add 'Carers' or 'Carers and their families' to item 6 and future written information	LHS
<ul> <li>3.3 With reference to item 5, ZM noted that she is having difficulties accessing the required reading when engaging in the Procurement process</li> <li>Action: CZA asked ZM to forward her emails to OneSource regarding Procurement documents and escalate on her behalf</li> <li>3.4 With reference to item 6, ZM noted that not all residents with a learning disability can access the Community Learning Disability service and therefore, they will not be included in the participation meetings and co-designing of training or other Co-Production</li> </ul>	ZM
activities lead by the East London Foundation Trust 3.5 TJ responded that the eligibility criteria for accessing East London Foundation Trust's Community Learning Disability team is	



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Agenda Number and Item	Action by:
quite specific and not open to every resident with a learning disability. Newham is not involved in setting the criteria <b>Action:</b> LHS to share the criteria for accessing Learning Disability services via East London Foundation Trust. Deadline - Friday 28 January 2022	LHS
3.6 SA reminded members to read the minutes and send suggested corrections and amendments to LHS prior to forum meetings. Minutes of future forums will no longer be reviewed during forum meetings	
3.7 Minutes of the Co-Production forum were agreed as true and accurate	
3.8 An electronic copy of the November 2021 minutes will be available for residents to view online following this forum 3.9 To access both the standard and accessible minutes, please use this link <u>https://www.newham.gov.uk/health-adult-social- care/co-production/2</u>	
Item 4: Co-Production Report on Outputs and Outcomes 2021-	
<ul> <li>2022 by Aidan Keightley (AK)</li> <li>4.1 AK presented the Outputs and Outcomes for Co-Production work looking at 6 months from April 2021 to September 2021</li> <li>4.2 The spreadsheet looks at the majority of task groups completed so far, outlines the specific outputs set and the outcomes</li> <li>4.3 Between 1 and 12 residents/people with lived experience and carers engaged on each task group</li> </ul>	
4.4 AK noted 127 residents/people with lived experience and carers engaged in Co-Production from April 2021 to date have claimed Reward and Recognition; however the number is greater when those who did not claim Reward and Recognition are included 4.5 Many of those engaged have taken part in Community Neighbourhood Citizens Assemblies	
<ul> <li>4.6 AK noted the overall number of residents/people with lived experience and carers participating in Co-Production activities is likely to increase before the end of March 2022</li> <li>4.7 AK talked thorough two examples. The procurement process for Newham's new Bereavement Service and the Live Event Website User Research</li> </ul>	
4.8 Outputs for all task groups were achieved	



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Agenda Number and Item	Action by:
4.9 Additional outcomes include successful Procurement training for	
residents/people with lived experience and carers who are now	
more confident in the procurement process	
4.10 Overall Scoring from 1	
4.11 Overall, the lead officers and Commissioners were very happy	
with the engagement process, expertise of residents and support	
from the Co-Production team	
4.12 AK will carry out further investigation to find out if the	
expectation for residents/people with lived experience and carers	
were also met	
4.13 SA noted the outcomes were good news;	
4.14 Members asked a series of questions including the following;	
4.15 How was the process of scoring decided? SA	
4.16 How were residents selected? YN	
4.17 How many individual residents are involved in Co-Production?	
SA 1.10 Have a second a second	
4.18 How many carers are included? SP	
4.19 How many young people are engaged in Co-Production? SA	
4.20 In Procurement, the council have 70% decision making power	
and residents only 30%, what is the influence of the resident's	
<ul> <li>participation? RO</li> <li>4.21 What method was used to collect feedback from residents</li> </ul>	
and what does the feedback say? YN	АК
Action: AK to create a Questions and Answer document and share	
with the forum members via email. Deadline 4 February 2022	
With the forum members via email. Deadline 41 ebidary 2022	
YM and SMD joined the meeting	
CS left the meeting	
Item 5: Co-Production in Children and Young People Services	
with Julie Mellor (JM) and Yamou Njie (YN)	
5.1 JM gave a brief overview on Co-Production work within Children	
and Young People Services	
5.2 JM noted the service is still on a journey and acknowledges	
there is still much more to be done	
5.3 In the last 12 months there has been a review of Co-Production	
and Co-Production opportunities	
5.4 The review identified parents and carers were not involved in	
work streams. Parent/Carers have now been included in most of the	
SEND Improvement work streams	



Agenda Number and Item	Action by:
5.5 Worked with Newham Parent Forum structure to re-stablish	
their role and developed a Memorandum of Understanding and	
agreement for those representing others through Co-Production.	
5.6 As part of the SEND strategy a Rights, Awareness and Co-	
Production group was formed and as a result, Newham officers,	
parent/carers and partners work jointly to co-produce a	
Communications plan and Co-Production framework	
5.7 A tool was developed to measure the success of Co-Production	
work and engagement	
5.8 Co-produced listening events, access to leisure services for	
parent/carers and young people and co-produced a survey.	
5.9 Young people and parent/carers have been trained in interview	
technique and sit on interview panels	
5.10 Ongoing work that parent/carers and young people are involved in:	
5.11 Refresh of local offer website	
5.12 Children's and Young People Steering Group	
5.13 Ordinarily Available Inclusive Practice Documents to be used	
by educational settings. Opening remarks for the documents will be	
written by young people	
5.14 Ongoing review of the Rights, Awareness and Co-Production	
work	
5.15 YN noted an event on 19 <sup>th</sup> April with over 100 people attending	
is evidence that Co-Production can work, if done correctly. Co-	
Production should work for the every community	
5.16 All age Co-Production principals – LHS attends the Rights	
Awareness and Co-Production meetings and shares views and	
lessons learnt from Adults	
5.17 SP noted that training is needed for staff when addressing and	
working with parents and families and focusing on language used in	
engagement	
5.18 JM responded that the voice of the child and parent will be	
covered in upcoming training for	
5.19 ZM asked if there are activities for over 18's with Autism or a	
Learning Disability to ensure they are doing something meaningful	
engagement	
5.20 JM responded that youth services, individual Co-Production to	
ensure people are aware of local services available to them know	
what services – some of this will be covered in the Ordinarily	
Available and the 'Great Day to Play' work	
Action: When it is available, LHS will share details of the 'Great	LHS
Day to Play' event, 19 <sup>th</sup> February 2022 at Newham Leisure Centre	
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24 January 2022	$\sim$
Agenda Number and Item	Action by:
<ul> <li>5.22 NA asked how can services work together to ensure that children and young people access the right service and the process works for the family. From previous experience and currently, it's a challenge to get services to work together for the family, as a whole 5.23 YN responded that current sharing sessions cover age appropriate activities and services within the borough; they do not currently cover all ages or the family as a whole. Work needs to be done in this area</li> <li>5.23 TJ noted that some of the issues being raised fall outside of Co-Production which is a very small element of Special Education Needs and Disabilities. The ongoing need for service improvement has been recognised and is being addressed within the overarching targeted Special Education Needs and Disabilities Improvement Plan</li> </ul>	
Item 6: Budget Roadshow and Adults Social Care Financial Assessments by Councillor Paul (CTP) Andrew Ward (AW) Charlotte Taylor (CT) and Susan McDonald (SMD)	
Setting the 2022-23 Budget	
6.1 CTP sets out to summarise Newham Council's Budget process	
6.2 The presentation shared has been delivered to the wider community as part of the Budget Roadshow	
6.3 The Covid-19 pandemic cost Newham council £26m. Central	
Government has given £19m with a balance of £7m is outstanding	
6.4 Central government have not yet confirmed how the increased	
demands on social care will be funded	
6.5 Inflation is now up 5% compared to the 2% planned for. Current	
inflation rate is the highest since 1992 6.6 Newham council is committed to supporting residents most in	
need and in 2022-23 the council will further it's investment into:	
6.6.1 Children's Social Care,	
6.6.2 Providing Accommodation,	
6.6.3 Supporting families with no recourse to public funds and	
6.6.4 Building on foundations of previous budgets, including	
improving the London Living Wage and work to reduce rough	
sleeping and building genuinely affordable homes 6.7 An additional £5.2m has been identified to address the cost of	
inflation so front line services will not suffer	
6.8 Another priority is to continue engaging with resident to co-	
produce cost effective and efficient services	



Agenda Number and Item	Action by:
6.9 CTP concluded by saying the council and other local authorities	
are facing difficult times ahead, there will be less and less money	
flowing from central government into local authorities	
Budget Overview	
6.10 AW covered the areas the council spend money on including	
refuse collections which costs the council £22m per year	
6.11 Newham Council spends 69p of every £1 on Adults Social	
Care services and Children and Young People Services. The Adult	
spend of £110.6m is 38% of the overall budget leads with Children	
and Young People following at 34%, equal to £109.9m	
6.12 Children's budget spend does not include Education	
6.13 Newham council's core budget funding is predominantly via	
Central Government and topped up by income from Council Tax	
6.14 Central Government funding to Local Authority funding has decreased since 2010 at a loss of 25%. 20% in real terms	
6.15 The 3 year Medium Term Financial Strategy (MTFS) plan	
comes to an end in 2022-23	
6.16 Efficiency savings of £3.7m gained from reduction of staff, not	
from cutting back front line services to residents	
6.17 This includes reducing the need for Agency staff, tightening	
staffing costs and savings on phone and printing costs and external	
training, amongst others	
6.18 Council Tax proposed to increase by 1.99% and ASC precept	
by 1%. That is an increase of 43p in Band D property	
6.19 Newham Council Tax (Band D property) is the lowest in East	
London	
6.20 The increase in Council Tax will return £1.8m	
6.21 The increase in Adult Social Care Precept will return £0.9m	
Next steps:	
6.22 Cabinet Decision - Tuesday 8 <sup>th</sup> February 2022	
6.23 Full Council approval - Monday 28 <sup>th</sup> February 2022	
6.24 Council Tax Statements issued - Mid March 2022	
6.25 For more information, visit	
https://www.newham.gov.uk/council/spend-spend	
6.26 To have your say, email <u>newham.budget@newham.gov.uk</u>	
CS re-joined the meeting	



Agenda Number and Item	Action by:
Financial Assessments	
6.27 CT introduced the Financial Assessment and Charging Team	
also known as the FACT team	
6.28 Residents identified as having a care need will be supported	
by the FACT team through a financial assessment	
6.29 Financial Assessments are underpinned by the Care Act 2014	
6.30 Newham have a local charging policy that reflect the law of the	
Care Act 2014 and good practices specified within it	
6.31 Due to the UK Government White paper 'People at the Heart	
of Care: adult social care reform', significant reforms to charging is	
underway, therefore information provided at this time is subject to	
change – for the better	
6.32 New guidance will be in effect from October 2023	
6.33 Financial Assessments help to determine how much a resident	
may need to contribute to their care and this will vary from person to	
person	
6.34 The team gather information on income and benefits from the	
Department for Work and Pensions and Council systems (including	
Council Tax or rent) and are able to support residents to apply for	
additional financial support where possible	
6.35 Residents with savings below (the current limit) £23,250k per	
annum are not required to contribute to their care	
6.36 Residents with savings of more than (the current limit)	
£23,250k will be charged the full amount of their care to a maximum	
of £300 per week – until their savings fall below (the current limit)	
£23,250k	
6.37 Newham disregard a higher amount of the minimum income	
guarantee than that set by Central Government	
6.38 Evidenced disability related expenses are also deducted.	
6.39 Residents are advised of the assessment outcome first by	
telephone and then by a detailed letter	
6.40 Residents should contact the team when their circumstances	
change	
6.41 ZM asked if the amount that pensioners contribute is ring	
fenced	
6.42 CT referred ZM back to the current limit of savings specified	
earlier. The amounts charged are not age related	
6.43 CT added the amount of contribution outlined in the new	
legislation will be more generous	
6.43 SMD noted that only one third of residents who require care	
contribute to the cost of their care	



Agenda Number and Item	Action by:
<ul> <li>6.44 CTP added that 7k pensioner households are supported with Council Tax reduction</li> <li>6.45 NA noted that not all outgoings are reflected because residents (elderly) do not always keep receipts of expenses</li> <li>6.46 SMD responded that residents can gather information on their ongoing expenses and payment will be made retrospectively or backdated. Amendments can be made to invoices already</li> <li>6.47 With regards to travel expenses (to Hospital appointment etc.) FACT team can cross reference the information with Electronic patient records to confirm</li> <li>6.48 SMD also noted that residents in receipt of care support may be eligible for other forms of transport including Taxi Card, Dial-a- Ride, and Hospital Patient Transport or use the Mobility element of their Personal Independent Payment/Disability Allowance to cover the cost of travel</li> <li>6.49 Social Workers are required to inform residents of different forms of travel support at the time of assessments</li> <li>6.50 When attending a hospital appointment residents can claim the cost of travel from the Hospital cash office</li> <li>Action: TJ to speak with CT and SMD with regards to producing a summary of travel options available to residents in receipt of social care. Deadline Friday 12 February 2022</li> <li>6.51 Forum representatives are asked to share the information with the members of their group</li> <li>6.52 Financial Assessment and Charging Team can be reached via email <u>fact@newham.gov.uk</u> and post FACT, Building 1000, Dockside Road E16 2QU</li> <li>6.53 The following documents and a copy of the Financial Assessment and Charging Team presentation were shared ahead of the forum</li> </ul>	TJ/CT/SMD
of the forum 6.54 Charges for Non Residential Care Services	
6.55 Charges for Residential and Nursing Care	
<ul> <li>Item 7: Service Issues and Actions Log</li> <li>7.1 LHS referred to the updated spreadsheet.</li> <li>7.2 Service Issue 1 – Street Safety and Environment concerns around fly tipping, dog waste, broken glass and fallen leaves have been noted and are being addressed.</li> <li>7.3 SA reported identifying Newham Officers urinating outside</li> </ul>	



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Agenda Number and Item	Action by:
7.4 CZA assured the forum that Cabinet have given street cleansing	
serious consideration and the service back is now back 'in-house'	
and managed by the council	
7.5 CZA listed different methods used to address the issue:	
7.5.1 Ensuring street cleansing team are carrying out their duties	
effectively	
7.5.2 Education and Awareness programme	
7.5.3 and Enforcement (fines)	
7.6 JG noted local statistics indicate a handful of Fixed Penalty	
Notices are issued which gives the impression of a lack of	
enforcement	
7.7 Enforcement needs to be a deterrent and the council should	
publicise any formal action taken	
7.4 Service Issue 2 – Budget Proposal and Impact Assessment and	
Service Issue 3 – Financial Assessment have both been covered on	
the agenda for the current forum	
7.5 SW shared the following link to the online page where residents	
can report Fly tipping https://love.newham.gov.uk/reports	
7.6 YM raised the issue of tree cutting – not to be added to the	
Service Issues and Actions Log	
Action - LHS to refer the issue of tree cutting with Louis Foulsham,	LHS
Environment	
Item 8. Any Other Business	
8.1 No other business raised.	
8.2 Forum members were reminded to send LHS items for	
discussion under AOB before each meeting	
Item 9. Forward Plan	
9.1 Forum members were reminded to send LHS ideas for the	
forward plan by close of business on Friday 4 February 2022	
Item 10: Forward Plan and Date and time of next meeting	
Co-Production Rep's pre-meeting, Monday 7 March 2022,	
2pm - 3.30pm via Zoom	
Co-Production Forum, Monday 21 February 2022,	
10:30am - 12:30pm via Zoom	