

## MINUTES OF JOINT PARTNERSHIP BOARD (JPB) MEETING

**Date: 9 March 2023**

**Location: Tottenham Town Hall and MS Teams**

**Time: 13.00 - 15.00**

### Present

Helena Kania Sharon Grant Isha Turay Vida Black Amanda Jacobs  Jano Goodchild Anne Gray  Lourdes Keever Mary Langan  Rachel Sanders (Minutes) Debra Ayipeh  Jessica Russell Claire McCarthy  Vicky Murphy Communities  Gill Taylor	Co-Chair, JPB (Joint Partnership Board) Chair of Public Voice and Co-Chair of the JPB Chair, Carers Reference Group Chairs, Carers Forum, and SCALD member Chair, City of London Access Group and Haringey Resident Partnerships Manager, Public Voice Older People's Reference Group and Haringey over 50s Forum Member of Older People's Reference Group Chair, Severe Complex Autism and Learning Difficulties Reference Group Project Officer, Public Voice Community Engagement Manager, Public Voice Participation Delivery Lead , Haringey Council Assistant Director for Strategy, and Collaboration, Haringey Council Director of Adults, Health and  Haringey Council Assistant Commissioner, Haringey Council
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**Apologies:** Andrea Kelly, Paul Allen, Phil Stevens, Cathy Statsny, Graham Day

### 1. Last meeting actions:

Action	Assigned to	Deadline
<b>Action 1:</b> The role of the JPB and possible name change to be discussed at the next meeting. Rachel to write to the chairs of the reference groups and ask everyone to think about it and email Rachel with suggestions	<b>RS</b>	Agreed to do a poll of suggestions
<b>Action 5:</b> Beth has reported back what they are using now for weed control and noted that the Parks service are looking at alternatives for weed control. Concern has been raised by members with Beth including Cathy regarding the use of Glyphosphate weed killers and the council has stated that they	<b>BW/CS</b>	CS to feedback at the next meeting

are trialling alternatives thereby demonstrating the commitment to looking at viable alternatives.		
<b>Action 6:</b> Tanya to report back on the outcomes of the London Ambulance Survey in July when she hears from LAS.	<b>TM</b>	July meeting

#### **New actions:**

<b>Action</b>	<b>Assigned to</b>	<b>Deadline</b>
<b>Action 1:</b> JG/RS to send out a poll of suggested names before the next meeting.	JG	27 April
<b>Action 2:</b> AJ to invite Jon Abrams from Inclusion London to discuss LTNs.	AJ	27 April
<b>Action 3:</b> To distribute emergency planning packs to our carers.	JG/RS	27 April
<b>Action 4:</b> The Haringey Deal to be added to the agenda on the JPB and the group to be involved with creating the Participation Framework and invite the Head of Consultations to a JPB meeting.	JG/JR	27 April
<b>Action 5:</b> To ask Head of Library Services Flo Armstrong to come to the next JPB meeting.	JG/RS	27 April

## **1.Chair's report & last meeting minute actions**

### **1.New name for the JPB**

The council have stated that the group would benefit from having a name which is clearer, and which will ensure other departments will engage with us more and update the image of the JPB.

**Action 1:** JG to send out a poll of suggested names before the next meeting.

Names suggested so far:

- Suggest a name and strapline and keep the Joint partnership board
- User Consultation Forum
- Adult Social Care Service User Group
- Adult Inclusion Forum
- Residents Inclusion Board, working as the JPB.
- Adults Inclusion Board
- Residents Inclusion Partnership
- Adults Community Forum
- Inclusion Forum for Adults
- Partnership Board for Adults
- Inclusion Haringey

1.2 LK raised the Autistic forum – 29-31 March which she highly recommends.  
<https://www.haringey.gov.uk/events/202303/london-virtual-autistic-conference>

## **2.Sub-group updates**

### **2.1 LTN Update.**

2.1.1 Transport Planning are going to remove the questions on the application form about the essentialness of the journey, where you are going, and what time you are travelling.

2.1.2 We have input into an email to make it much clearer letting the remaining people with Blue Badge virtual permit know they have been given an exemption and their details added to the ANPR cameras.

2.1.3 The Council are to provide feedback on the progress on the London Councils research pilot for taxis and timescales for this work at the next meeting.

2.1.4 The Bruce Grove and St Ann's commonplace are now live until 10 March. Rachel has sent a reminder e-mail.

HK noted having to pay the ULEZ charge on top of taxi fares.

IT noted that she hasn't had her exemption yet and she has a blue badge.

**Action 2:** AJ to invite Jon Abrams from Inclusion London to discuss LTNs.

## **3.Reference Group Updates**

**3.1 Carers Reference Group** - The group met in early March and were pleased to have a few more members. Carers First attended the meeting and the group discussed Emergency planning for carers and safeguarding. Future concerns for carers include carers assessments and housing repairs.

**Action 3:** To distribute emergency planning packs to our carers.

**3.2 Dementia Reference Group** -The next meeting is on 31<sup>st</sup> of March with Paul Allen, the Police, Women's Aid, London Fire Brigade and the Adult Safeguarding Team to discuss safeguarding issues for people with dementia and their carers.

### **3.3 Physical Disability Reference Group**

This group met on the 18th of Jan and discussed the London Ambulance Survey and the consultation around waste management. The next meeting will be in April.

### **3.4 Learning Disability Reference Group**

We are working to expand the group. We have recruited Debra Ayipeh to provide advocacy support. We have identified a few new members and had a meeting with Sharon Austin and Qasim from the Community and Resident Engagement Team for Housing in Haringey, and we had a positive discussion on recruitment of new members. Mary raised concern that progress has been slow to set this up. We have been in touch with the Council to help with setting this up but have not received replies.

### **3.2 Mental Health Reference Group**

We have recruited a few new members and have a meeting booked for the 13<sup>th</sup> of March to discuss the future development of the group.

### **3.6 Older People's Reference Group**

We had several new members attend. Helena spoke to the HO50s forum and has recruited more new members. Topic discussed included the Integrated Care Board Inequalities Project, where the lack of Physiotherapists and we provided feedback on Haringey Haricare and an update on Reach and Connect and Social Prescribers. Future topics include Assessments for social care, discharge to assess and district nurses, Community safety and the toilet manifesto. The priority for the next meeting is sheltered housing and repairs backlogs.

### **3.7 SCALD Reference Group.**

Andrea Kelly and Sophie Fraiss gave a review of Day Opps and Vicky Murphy discussed her vision for Haringey services. The meeting sparked a review of Day Opps which the SCALD group will take part in. They raised concerns about in-borough respite and opposition to LTNs with little progress on concessions.

The group have been giving feedback to the care@home parking permits for carers and have raised concerns about how people might claim these.

ML raised concern about the lack of expertise in the Council to write an email which is inclusive and the use of easy read and cited the work that AJ put into re-writing an email about exemptions for LTNs. AJ raised that disabled people giving their input are not remunerated, this is seen as a nice to have but needs to be regarded as on a par with professionals. HK noted that the NHS is remunerating for contributions, and in an Integrated Care system this needs to be done by the Council too. SG raised that to achieve Co-production the Council needs to think about the implications for their workforce and ensure they have the skills, confidence and authority to do co-production.

3.8 LK raised the Autistic forum – 29-31 March which she highly recommends.

<https://www.haringey.gov.uk/events/202303/london-virtual-autistic-conference>

## **4.Haringey Deal**

### **4.1 The Corporate Delivery Plan**

The corporate delivery plan – 2022/23 and 2023/24 for the council has been published and one of the key themes is Resident experience, participation and collaboration.

[https://www.haringey.gov.uk/sites/haringeygovuk/files/final\\_corporate\\_delivery\\_plan.pdf](https://www.haringey.gov.uk/sites/haringeygovuk/files/final_corporate_delivery_plan.pdf)

<https://www.haringey.gov.uk/news/haringey-council-sets-out-ambitious-delivery-plan-coming-year#:~:text=Key%20outcomes%20in%20the%20Corporate,trees%20and%20improved%20flood%20defences.>

### **4.2 Key themes (see slides)**

- Positive Resident Experience: All residents, businesses and other stakeholders can easily access services which are designed and operated in a resident-centric way. Co-production puts resident voice and experience at the heart of everything we do. Positive interactions with the council will support better relationships with the community, increasing mutual trust and confidence.
- Inclusive Public Participation: More residents take part in formal council decision-making processes, such as voting in local elections, as well as in new forms of public engagement and consultation. The council will play a facilitatory role in making this

easier and more attractive to residents, including by removing barriers to participation, especially for seldom heard groups.

- Enabling Community Collaboration: More residents take part and interact with community and peer-led activities and organisations. The council make this easier and more attractive to residents, where we can, recognising the role that civil society plays in community flourishing, resilience, and cohesion.

4.3 HK asked how the staff are being trained to become more collaborative, for example reviewing how could the implementation of LTNs could have been done differently.

CMC – noted that this is creating a culture change and new values which the Council staff have all contributed to and changes in behaviours are expected from staff to put the values into practice. This will require training and professional development and a suitable skill set. This is an ambitious vision which will be delivered over time.

JR – Defined participation as the process by which the Council will engage with residents and stakeholders to give them the opportunity to take part in decisions to influence their lives. This is the first time that the Haringey Deal is being presented to community groups. They are working on the participation toolkit and want to develop this with the JPB and reference groups. They would like to receive feedback - Emails received go directly to Jessica and the Policy Manager Jean Taylor.

4.4 HK raised problems with the parking system and high levels of complaints and problems with the IT system.

4.5 ML raised the diversity of Haringey communities and the level of need of social care users who are not on a level playing field. ML feels that the mechanisms for this community to engage are weak.

CMC agreed that one of the foundations of the deal is getting the basics right – such as parking permit applications. A transformation programme is in place to deal better with complaints and get a prompt response. These basics need to be right before people will engage with conversations; a new website is planned for the summer, and they need to improve two-way conversations. A key element is knowing the communities and recognising that different people need different kinds of support. Many of these issues were raised at The Fairness Commission and the Haringey Deal is acting on this.

4.6 IT asked how you go about the sharing of power and digital engagement. How do we train people with computers.

JR recognised the need to close the feedback loop and that participation cannot always be digital. They are going out into the community and listening so residents are assured that they are genuine, and it feels different this time.

4.7 JR – raised that there are a number of ways to carry out power sharing:

- Co-production needs to put councillors, officers and residents together to embed co-design in deliverables.
- Citizens' assemblies.
- Participatory budgeting.

IT noted people want to see the outcomes and results.

GT – noted that they have been doing co-production in adult social care, but this has been hard and needs organisational commitment. Mulberry junction was co-produced. Osborne Grove is being coproduced. The Haringey Deal shows commitment to co-production across the whole organisation, and you can hold the Council to account on this. They need to be aware it takes a lot more time and resource. The participation framework will set out best-practice and needs to ensure people are informed and get feedback about how their views are taken into account to allow people to challenge these if needed.

AG suggested having a consultation centre in public libraries giving information about what consultations are on and have a council officer present to be able to give feedback to. They need to avoid questionnaires as they lead answers. She suggested that residents engage with the Next-Door app – people show a lot of ignorance about council services. Local radio could also be used, and AG suggested council officers attend community groups.

4.8 CMC –noted there is good practice in Adults and Communities, but they need to ensure this is Council wide. They want online to be as good and engaging as possible but need also to allow for people not to engage digitally. For example, in the Wood Green voices project there were drop-ins and workshops over a two-week period. It showed that the demographics of those who contributed online and in person was different, so it highlighted the need to do both. For cost-of-living information they have developed podcasts to try something new.

4.9 LK raised the Co-production report written by Scrutiny and the need for a definition and agreement on co-production and feedback on what happened to the report. She also said that she recently saw a change in plans made because of the Council listening at a public meeting on the Osborne Grove project.

4.10 AJ noted the need for attitudes to change and cited a Council officer being defensive to a resident at an LTN meeting. AJ noted that communities may be challenging, and officers need to be trained on how to deal with these situations.

SG raised the importance of training staff in the co-production culture, and they feel confident they can feed back to their senior managers on resident feedback. SG suggested finding exemplary projects on how resident involvement has changed outcomes.

JR offered people from the groups and board to talk to her to feedback about projects, what is working well and what is not. The values have been drawn up by staff across the Council and they do want to speak truth to power.

HK noted the group wants to work as an entity and this is the start of an ongoing relationship – and suggested the Deal be added to the agenda for every meeting and monitor progress on all these projects. We need to know about these projects on time, we often find out about consultations late.

GT noted that the Haringey Deal is set to report back to Cabinet twice a year about progress on projects – they could pick out items that are relevant to the JPB before this.

The group noted that consultations need to be made resident friendly – e.g., the housing consultation was too lengthy and needs to be focused. Could the JPB be involved to discuss consultations prior to publication?

**Action 4:** The Haringey Deal to be added to the agenda on the JPB and the group to be involved with creating the Participation Framework and invite the Head of Consultations to a JPB meeting.

## **5. AOB**

5.1 Cuts to Library Services AJ raised that the Home Library service which supplies books to 150 housebound residents could possibly be cut. This is part of overall cuts of £300,000 to library services. HK asked what is the effect on the loneliness factor?

The group asked could the Home library service be better promoted?

**Action 5:** To ask Head of Library Services Flo Armstrong to come to the next JPB meeting.

5.2 HK and the group thanked Gill for all her contribution to the work of the JPB and social services over the last 7.5 years and were very sad to see her go.

Next meeting 27 April 2023