



**The Co-Produced Support Project Steering Group  
Meeting Minutes 02/07/21**

**Chair**

Banos Alexandrou - Research and Policy Manager, Inclusion Barnet

**Scribe**

Eve Byers - User Voice Project Lead, Inclusion Barnet

**Present**

Caroline Collier – CEO, Inclusion Barnet

Jennifer Pearl

John McCafferty

Geraldine Yenwo

Naomi Jacobs

Paul Baldwin

Phillip Rackham

Richard Banks

Shaan Mehmood

Sunethra Goonewardene

**Absent**

Maria Nash

Banos Alexandrou thanked the participants for coming and to those who had helped with setting up, recruiting people, and signposting him to other services so far.

**John McCafferty**

I think there's a typo on p.6 Qouracy (?) on ToR.

(Banos to amend)

**Richard Banks** explained that he has worked with IB on various projects. His background is mostly social care and recently he has worked primarily with peer-led and co-production focused organisations.

Paul explained that he was chair of IB until the end of 2020.

Shaan explained that he is studying physics and philosophy.

John said that he used to work for BCIL then IB, then Barnet Council and is now CEO of Community Focus. He receives health and social care funding.

Naomi is a volunteer Social Researcher on the project. She was a direct payment user for many years until care charges made this impossible. She has family in Barnet but lives in Islington herself.

Phillip is a Trustee of IB. A few years ago, a DVD was made about his life story.



Sunethra has helped Banos get in touch with the Sensory Team at the Council. She was Chair of BBSI during Covid, with visually impaired people, though they now have an acting chair.

Jennifer is Co-Chair of IB and works as an Expert By Experience for the CQC. She is also a member of the National Association of Co-Production. She is involved with various other lived experience projects to do with improving services.

Caroline is CEO of IB. She has worked for it and its predecessors for just over 10 years and is happy to see many old and new faces.

Banos explained that he had sent various documents prior to the meeting, but will not be going through these as he would like to keep the meeting informal today. However, he said that he would welcome any feedback from anyone who had had a chance to look through them. This can be sent to him by email.

He said that the group has received some money from Trust for London in order to conduct some research by speaking to people (qualitative research) and via questionnaires (quantitative research). We will then think about what we need to communicate to people on how they can make a difference. Thirdly, we will work with the Council to help them shape Social Care policy.

Banos has been trying to recruit people to the Steering Group. He has talked to lots of different organisations in Barnet, read about Social Care and about co-producing research. Co-production means involving the people who the project is about (e.g. the Steering Group) in designing the project.

The big question for today is: how can we find Barnet Social Care users for our research? This means people who receive services which are funded by the local authority. There are probably 4,000-4,500 people who receive these services, out of around 400,000 who live in Barnet.

We are not just looking for people who have particular needs, but people who both have those needs and are receiving support funded by the local authority.

### **Richard Banks**

There will be many people in the approx. 80 care homes in Barnet who don't come from Barnet. Due to being out of the centre of the city, it has people coming to its care homes from other boroughs due to capacity. Some pay for themselves, some are funded by insurance or charitable processes and others are funded by the local authority. Care home managers will say that they have to charge different fees depending on who is paying – the local authority usually has a much lower limit for what they will pay than the managers would otherwise charge. This is a sensitive issue which we need to negotiate our way around. There are also different types of care homes – private, charitable org, not-for-profit. I am mostly talking about care homes for older people. There will also be some set up for working age people.

### **Banos Alexandrou**

I can determine from my database what age group is served by each care home. Will the care home managers know who is funded how?

### **Richard Banks**

Generally they will know, but if it is a large corporate home that may be handled at head office level.



**Jennifer Pearl**

You also have supported living. I am unsure how data protection regulations will impact on ability to find people who are local authority funded. Some may be funded by other local authorities than Barnet. Some people use care agencies at home. Some receive direct payments. When I do CQC inspections I receive information on who is funded how – getting the information is not hard, but getting permission to get that information is.

**John McCafferty**

Community Focus have online socials. This could be of interest to some of them. There is a group of between 15-20 people weekly. I can put this to one of our tutors to see if this could be put to them. Some live at home and some in care homes, very broad age range but all adults.

***[Action: Banos to follow up with John]***

**Jennifer Pearl**

In my experience many of the older adults will have quite advanced dementia. In my CQC work most of what we do is through observation and talking to relatives

**Banos Alexandrou**

We can talk to relatives and carers. We know that there will be capacity issues in some cases

**Richard Banks**

There is the Residents' and Relatives' Association. They have been very active over the last 18 months in regard to visiting rules etc.

***[Action point: Banos to look into this Association]***

**Sunethra**

I am happy to invite you to speak at one of BBSI's meetings and see if anyone is happy to get involved.

***[Action point: Banos to follow up with Sunethra about coming to September BBSI meeting]***

***[Action point: Sunethra to emphasise to Luxman from Sensory Team that Banos doesn't need him to pass on information, just inform people of this project]***

**John**

It may also be worth emailing Claire DeSouza, who manages the prevention and wellbeing team. They provide longer term support to some people.

***[Action point: Banos to contact Claire DeSouza]***

**Shaan Mehmood**

I don't know any other students who receive local authority funded care at the moment.

**Phillip Rackham**

I will come back to you on whether I know anyone else who receives care.



**Caroline Collier**

John's offer to talk to his group made me think that we need to avoid a situation where the council or care providers are cherry-picking whom we get to speak to. What other groups are this via the third sector or private sector where we could get in front of groups of people without it being mediated by local authorities.

**John McCafferty**

Meridian Wellbeing have online projects.

(Action: Banos to contact Meridian WellBeing)

**Jennifer Pearl**

I am Chair of Healthwatch Barnet and Nitish has a list of groups they use for engagement work. There is also the Enablement team, who provide short-term support after hospital discharge for six weeks. Sometimes long-term support is arranged thereafter. There are also carers' groups such as via the Alzheimers Society

(Banos to contact the Alzheimer's Society)

**Eve Byes**

The neuro-rehab team at the Royal Free are active in engaging with VCS and may be able to help

**Geraldine Yenwo**

I was thinking of Carewatch Barnet. Barnet Carers' Centre. Surgery. Churches. For data of parents carers it is not infringing consumers rights.

(Banos to contact Carewatch Barnet, Barnet Carer's Centre and think about contacting GP surgeries and Churches)

**Sunethra**

Luxman himself provides mobility lessons, assessing needs etc. Does this count as care?

**Banos**

It does

**Richard**

Some people who use day centres may also receive council support. Some of these centres will have been using Zoom etc during pandemic

**Jennifer Pearl**

MS groups, stroke association groups in Barnet, Mind in Barnet run groups. Meritage Centre. The council list of vol sector orgs, may have groups we have not thought of. Lots of zoom stuff. Age UK Barnet. Barnet College run courses and recovery groups getting back to work courses. Sangham Centre.

(Banos to follow up with Meritage Centre, Mind in Barnet and Sangham Centre)



**Naomi**

Brent Irish Community projects. Community groups where day centres have closed down and they have filled the gap. Some have opened back up now post-Covid and others are keeping in touch through other means such as online, phone calls.

(Banos to follow up with Brent Irish Community Project)

**Banos**

Future meetings of the Steering Group will work similarly to this. I will bring you questions – hopefully something new each time – and will spend the 3 months between meetings pursuing the ideas you come up with.

One thing we have touched upon is working with Barnet Council, which we will need to do further down the line. What are people's experiences of the council; do you have any thoughts on how I should approach them?

**John**

They used to have an expert by experience panel, but I'm not sure whether that is still in existence.

**Banos**

I have been invited to their involvement board. We have tried to find some members for the Steering Group via their People's Voice.

**John**

It might be worth contacting the Direct Payments team. Their guidance online hadn't been updated for at least five years last time I checked. I don't know how informed they want service users to be.

*[Action: John to contact Banos re contacts at Direct Payments team]*

**Banos**

Last year, councils were allowed to opt out of the adult social care survey. Previously it had been mandatory, and most councils including Barnet opted out when permitted. They have decided that from next year it will be mandatory again.

**Richard**

Would it be useful to contact Councillors and MPs to tell them about the project and its intent, and to see if any of the people they are in contact with via e.g., case work might be interested in talking to you? They will likely be the people who are dissatisfied.

*[Action point Banos: to investigate local MPs/Councillors' surgery sessions]*

John suggested that a schedule of approximately when things will happen in the project might be useful. Banos agreed with this and will circulate it.

*[Action point: Banos to send round a schedule for the project]*



**Geraldine**

There are lots of people at e.g. church groups etc. As long as people understand the purpose of the project – that it is to improve the services they receive - they shouldn't be hesitant to give you information

**John**

Do you need to target specific geographic areas within the borough?

**Banos**

We would like to get a good geographical spread, but this may be difficult due to the other things e.g. type of care that we need to make sure we have a variety of people.

Banos thanked and closed.