AGENDA

DATE: 16th March 2023, TIME: 10 – 12pm, VENUE: Microsoft Teams Meeting

10:00	**Welcome** – Introduce Cecilia Motley to the Board	Jane
10:05	**Minutes and Action Plan** from previous meeting	Cecilia
10.10	**Digital Skills Programme for people aged 65+.**	Andrea Miller
10:40	**Not Another Coproduction Project**	Sophie
10.50	**Update on Experts by Experience Involvement Policy** progress so far and Experts Only Meeting 17th March	Laura T Jane G
10:05	**Feedback from working groups** - Information Review - Local Account - CQC Readiness - Communication meeting feedback - Co Production Champions - Web pages (demo of new pages)	Sophie
11:20	**Any other business**	Co-Chair
12:00	**Close**	Co-Chair

DATE: 16ᵗʰ March 2023, TIME: 10 – 12pm, VENUE: Microsoft Teams Meeting Chaired by Cecilia Motely and Jane Garner

Attendees: Jane Garner (Co-chair), Cecilia Motley (Co-chair), Katie Rose Stone (Co Co-Chair) Andrea Miller, Ted Goodman, Liz Florendine, Natalie McFall, Stewart Smith, Lisa Middleton, Sarah Thomas, Sophie Davies

Apologies: Tanya Miles, Laura Tyler, Emma Louise Jenson, Fiona Williams, Beth Mcdowall, Clare Mobberley, Gaynor Kelly – Teare, Julie Mellor, Kate Manning, Sue Gerrard, Zara Bowden, Rich Amos

Welcome
Jane Garner introduced Cecilia Motley to the Board as the new co-chair

Minutes and Action Plan from previous meeting
Signed off

Digital Skills Programme for people aged 65+ - Andrea Miller, lead on the digital skills programme for Shropshire Council

Andrea took the board through a brief run through of the programme. (Report attached)

- Pilot run from 2020 through the pandemic
- Programme has grown now have over 19 learning locations.
- The Council has now awarded another three years of funding at £90,000 a year to support 2250 older people to improve their digital skills and to help make their lives simpler, easier, better connected and happier.
- Regular working groups with a group of 20 digital learners and the web development team looking at aspects of the Council website, helping to make our website better work better for them. First looking at the Council Tax pages

Andrea commented: All of our learning providers are really open and good about sharing, sharing learning and supporting new volunteers coming through. And I just wanted to add that the age range for the one-to-one support is over 65, but with the new programme I have managed to have the digital drop-in age group lowered to over 50s. So we've got one to one support which is the primary focus of the programme.

ADDED 21ˢᵀ MARCH 2023:
To better meet the needs of our digitally isolated citizens, access to the Digital Skills Programme 2023 to 2026 has broadened.

Participants in all aspects of the programme must now meet one or more of the following criteria:

- Be aged 65 and over.
- Live alone
- Provide unpaid care for a friend or family member or receive formal or informal care.
- Have a disability or health condition.
- Be in receipt of Pension Credit or other means-tested benefit.

This is great news and means that 2250 of our area's most isolated and harder-to-reach individuals can access free digital help and support.

Questions & Answers

Q. Are there any plans by the Council or any options to offer the same sort of support to different groups such as carers or individuals with learning disability perhaps?

A. I'm in the process of commissioning, so we've got existing providers that are going to be having new commissions, but we've also got some publicity going out to encourage organizations to come forward so that they can benefit from delivering the digital skills programme. And I'm really, really keen to work with specialist organizations and support them to deliver digital skills for other groups.

I've got a remit that it's got to be over 65s, but I'm keeping an open mind because I'd really like to have specialist programmes for people with learning disabilities, for people with sight loss, because you can't get this help in one of our digital learning centres from a volunteer. We can only expect so much from volunteers. But that kind of specialist support needs to come from specialists. So I'm already in conversation with Sight Loss Shropshire. And I think in those circumstances, we should be looking at different age groups.

Q. What's the average age of the people who are attending the skills programme, do you get really elderly people in their 80s and 90s attending?

A. 59% of participants are over the age of 75. We've do have one participant who's 96 and that's the oldest participant we've got taking part at the moment. The majority are in the 75 to 84 age category, so we are working primarily with our older residents.

Q. Is the three years' funding absolutely guaranteed?

A. Yes. I've put the project information document in for three years and I've been told it's for three years, but the grants will be awarded annually in those three years. So, no provider will get three years of funding, they'll get annual funding to deliver, set to set outcomes.

Q. Is there any way of pulling in more funding with other organisations applying for grants to do this?

A. That has happened several times in the last 15 months that I've definitely been supporting our community groups to apply for more funding. We haven't had any success yet. So, the last bid that we put together, obviously this is me supporting them with the evidence and showing them the Power BI reports and all the data that they needed.

Mayfair, Roy Fletcher and Age UK put together a bid to Santander to set up more digital learning hubs and that failed. But when I met with Age UK, she said that the same team are getting together to put in some Big Lottery funding because they want to deliver more over a larger area. Bearing in mind they want to include Telford and Wrekin as well.

And to also set up a digital network of community providers, to convene and share best practice and so on. I encourage sharing of best practice. And when new providers come in, I get them to visit existing learning centres so that they can learn how to do it well and also new digital volunteers can be trained up in other learning centres on how to deliver the programme.

Not Another Coproduction Project

Sophie Davies updated the Board on the 'Not Another Co-production Project' being held in the West Midlands by the Ideas Alliance.

- 12 organisation have been chosen to be part of the project.
- Number of workshops have been set up.

- Online training for the organisation
- The project is just for organisations-only to help organisations start to work co-productively with local residents, giving them the tools and knowledge and advise on what to do and how to evidence.
- Festival at the end to showcase to each other what the participants have learnt and what has work well/not worked well in their organisations.

Update on Experts by Experience Involvement Policy

Experts by Experience meeting arranged for Friday 17th March to look at developing an Experts by Experience involvement Policy that will be used by the council and the ICS (NHS). The meeting will be a space for the Experts to speak freely about their experience, good or bad and make suggestion on what should be included in the policy.

Feedback from working groups

Information Review
- Review finished of information sent out via Let's Talk Local
- Hospital Discharge changes proposed.
- First Point of Contact changes proposed.
- Meetings to be arranged with each team to discuss changes the MiR group have made.
- Propose monitoring response from residents receiving the new literature.
- Pull together feedback from teams and promote the Information review the group are offering.
- Look at having a central point to house all new letters and archive old – SharePoint could potentially do this.
- All letters will have the 'last updated' date on the bottom right-hand corner.

CQC READINESS
CQC readiness meeting, peer review arranged for the 30th of March. A number of board members will be attending to represent people with lived experience. The focus of this session will be Co-production in Shropshire. Focusing on these questions.

- What works well?
- What are our challenges?
- What are we doing to address them?

Communication meeting feedback
An initial meeting has taken place with the Communications team manager, Laura Pell, to discuss the language and style of documents and reports that go out to the public. Suggestions put to Laura were:

- Style guides to help staff write appropriately for their audiences.
- Glossary of alternative words to use to cut out the 'council' jargon.

Local Account
Sophie Davies asked the board to help with producing the Local Account
- Ideas on a new layout
- Provide content and stories form the community.

Co-Production Champions
Sophie Davies explained to the board the idea of having Co-production Champions within each team in the council, trialling initially in Adult Social Care. A 1-page outline proposal has been written by Sophie and Jane and sent to Laura for consideration. Should the idea be successful, Sophie has asked the board to co-produce the idea and move it forward.

Web pages
Sophie Davies took the Board through the draft version of the Making it Real web pages. They will be going live week commencing 27th March, Sophie will organise communications and adverts to be put out via the council to advertise the new web pages.

Any other business
Stewart Smith invited interested parties to come along a Workshop on day opportunities, taking place on the 28th April, led by NDTI (National Development Team for Inclusion). Slides attached.

Useful Links

https://www.england.nhs.uk/wp-content/uploads/2021/06/B0661-ics-working-with-people-and-communities.pdf

https://www.engage.england.nhs.uk/consultation/working-in-partnership-with-people-and-communities/user_uploads/b1133_i---guidance-on-working-in-partnership-with-people-and-communities---consultation-draft-may-2022.pdf

This provides details of the co-production model we are using in Shropshire SEND work
Shropshire SEND Coproduction Workshop (paccshropshire.org.uk)

ACTION PLAN

Date	Action	BY whom	Date to be completed	Comments
16.03.23	Sophie to contact Andrea for a piece about the Digital programme for the Local Account	Sophie Davies	ASAP	
16.03.23	Andrea Miller to send more information about the Digital project to Sarah Thomas - PACC enquiries@paccshropshire.org.uk	Andrea Miller	ASAP	
12.01.23	Tanya welcomed feedback and suggestions from the board on the next steps in terms of how we strengthen our model of coproduction in Shropshire	ALL		Ongoing
12.01.23	Tanya to feedback comments on language to the appropriate teams.	Tanya Miles		Ongoing
12.01.23	Sophie Davies and Tamsin Waterhouse to meet up to discuss the possibility of using people with lived experience in training courses or providing training to staff.	Sophie & Tamsin		Ongoing
12.01.23	Lisa Middleton asked for any board members that would be interested in helping with the evaluation of the Winter Support Programme to contact her.	ALL		Ongoing
15.09.22	contact the Communication team to arrange a marketing package to help with the launch of the web page	Sophie	10.10.22	Ongoing – Once web pages are ready Maria will be contacted – Web pages to go live week commencing 27th March
20.06.22	Sophie to provide a template for all board members to write their short Bio's	Sophie	ASAP	Ongoing
22.04.22	Lisa J to pull together diagram of engagement for LA.	Lisa		Ongoing – underway.
22.04.22	What are the different models of working with and supporting people with lived experience used by other boards?	?		Ongoing – Please see above comment
	CLOSED/COMPLETED			
12.01.23	Margarete Davies to arrange a meeting with Sarah Thomas from Parent and Carer Council to discuss further.			12.01.23
15.11.22	SD to send question to Emily Fay about her presentation	Sophie	ASAP	Completed

15.11.22	LM to look at setting up a working group for the evaluation of this years Winter Support Service and invite Board member to join	Lisa Middleton		Completed
15.11.22	SD to contact Alison Miller and to ask if in the next project will it include support for adults with learning disability and / or Autism in her future funding bid. Could be for some in their 60s but possibly also younger.	Sophie	ASAP	Alison will be attending March's Board meeting
15.09.22	Sophie to send out link to LA and article around MiR	Sophie	21.09.22	Sent to the Board on the 22nd Sept awaiting feedback
15.09.22	Task and Finish group for Public Involvement Policy to arranged	Laura Tyler	ASAP	Completed
15.09.22	SD to upload ToR to webpage	Sophie	21.09.22	Completed
15.09.22	Invite Rachel Robinson to future board meeting	Sophie	3.10.22	Emily Fay presented in Rachels place
15.09.22	Invite Tamsin Waterhouse to sit on the Making it Real Board.	Sophie	3.10.22	Completed
20.06.22	Timeline of the history of Making it Real Shropshire	Stewart Smith/ Katie Stone	15.09.22	Completed
22.04.22	Sophie to look at dates and times for future board meetings	Sophie	ASAP	Completed
22.04.22	Sophie to create and send out an expression of Interest form for co-chair	Sophie	ASAP	Completed
22.04.22	Feedback regarding the JD to Sophie	All		Completed
22.04.22	Short report on what Making it Real has done in the past – Topics and outcomes	Stewart		SS presented at the Board 20.06.22
22.04.22	Circulate Pause and Reflet Report	Sophie		Completed
22.04.22	Sophie to create an action plan – using traffic light method	Sophie	ASAP	Completed
22.04.22	Sophie to look at setting up working groups and task & finish groups to work on key tasks and papers, and circulate with the board	Sophie	ASAP	Completed
22.04.22	Laura to collate some of the national changes, give a brief description of these areas for the board to decide which areas they want to focus on.	Laura T		LT presented at the Board 20.06.22