



AGENDA

DATE: Thursday 8th February, TIME: 2:00-4:00, VENUE: Microsoft Teams Meeting

2:00	Welcome	Co-Chair
2:05	Social Care Story	Tamsin/Michelle Williams
2:15	Could Making it Real get back to making it real?	Sue Gerrard
2:45	Feedback mechanism <ul style="list-style-type: none"> • How to gather feedback – Current feedback form and process attached. 	Sophie/Rachel
3:00	Raising the awareness of Making it Real <ul style="list-style-type: none"> • Social Care week • Adult Social Care Conference • MiR on tour. 	Sophie/Rachel
3:15	Updates: Do all documents need to be All Age? <ul style="list-style-type: none"> • Payment Schedule Will there be some kind of minimum requirement for attendance/involvement for those who are claiming repeat payments? Will there be a mechanism for dismissing those who attend but don't really contribute anything? • Co-Production Framework • Experts by Experience Guide 	Sophie Sophie Rachel
3.40	Any other business <ul style="list-style-type: none"> • Rationalisation of the Partnership Boards Please see attached diagram. • Infographic on what Co-production means to MiR and strapline for MiR Board Please see attached document. • Think Local Act Personal – NEW Making it Real website. makingitreal.org.uk • Calendar of Events Please see attached. 	Sophie Sophie Rachel

Making it Real (MiR) Shropshire

DATE: Thursday 8th February 2024,

IME: 2.00PM - 4 PM

VENUE: Microsoft Teams Meeting

MINUTES

<p>Attendees: Simon Jones – Chair, Katie Rose-Stone (Expert by Experience) Jane Garner (Expert by Experience), Ted Goodman (Expert by Experience), Sue Gerrard (Expert by Experience), Julie Mellor (Chief Executive Officer – Taking Part), Bernise Tasker (Social Care Practitioner), Laura Tyler (Assistant Director of Commissioning), Tamsin Waterhouse (Principal social Worker), Margarete Davies (Carers Lead), Cathy Thorpe (Team Manager Client Property & Appointeeship Team) Attended first part of meeting only, Sophie Davies (Making it Real Co-ordinator), Rachel Woods (Making it Real Co-ordinator), Tracy Yates (guest and to help with the minutes)</p> <p>Apologies: Clare Mobberley (Customer Service Centre and FPOC team Manager), Fiona Williams (Team Manager – Mental Health Social Work Team), Gaynor Kelly-Teare (Senior Social Worker), Tanya Miles (Executive Director for People), Emma-Louise Jansen (Occupational Therapist), Lisa Middleton (Place and Personalisation Team Manager), Stewart Smith (Commissioning and Development Manager)</p>	
<p>Welcome Explanation that we would be trialling an AI minuting programme and Tracy Yates would be sitting in on the meeting to help with this. Everybody introduced themselves.</p>	Simon Jones, Co- Chair
<p>Social Care Story – Cathy explained what her team did. Cathy then gave us an example of a piece of work she had done recently with a man moving from residential care to supported living. Questions were asked Thanks were expressed to Cathy</p>	Tamsin Waterhouse and Cathy Thorpe (Team Manager Client Property & Appointeeship Team)
<p>Could Making It Real Go Back to Making It Real This item was prompted by a lot of work being given to the Making It Real Board.</p>	Sue Gerrard

<p>As an introduction Sue told us about her journey with Social Care and her involvement with The Making It Real Board, as well as some of the history of The Making It Real Board.</p> <p>At the moment The Board is doing Co production at the operational or strategic levels, but we should also be making sure Co production is happening at the individual level where peoples' support plans are being worked out.</p> <p>Currently there is no forum for people to come to talk about their concerns about their support plan. Sue feels we have drifted from The Making It Real Framework. It's all documented.</p> <p>A long and open discussion was had on this. Many of the Experts agreed with Sue but stated that they enjoyed the Co production that they had been doing and would like to continue that as well.</p> <p>Laura asked what the group wanted to be involved with Co Production or to be more involved with individuals' issues. The council will support whatever the group decides. Action Plan – A group to be formed to discuss what the focus of the board should be. Other questions to be answered: -</p> <ol style="list-style-type: none"> 1. Can Coproduction and Making IT Real Coexist or do they need to be separate? 2. Should we bring back Advisory groups back, all be it with a different name and maybe a slightly different structure? 3. Should the Board have more Social Workers? 4. What about Armchair Panels, how would they work? <p>Publicising Making IT Real The suggestion of a road show around the county, maybe linking up with some of the Voluntary sectors already existing drop ins to listen to people's stories. Tamsin would happily be involved. Group to be set up to organise and talk about this.</p> <p>The Joint Strategic Needs Assessment could this be used as a type of Feedback to help direct some of The Board's work. Laura to ask about this.</p>	
<p>Feedback Mechanism We have a feedback form on the website hard copies were put out as well. It's been there for 12 months. There have been 6 responses.</p> <ul style="list-style-type: none"> • Need to take it when we go out and about. • Need a clear process of what happens to the information and people need to know. <p>The carers have a really good process that we have adopted.</p>	<p>Sophie</p>

<p>QR code linking to the feedback form to be put on every page of the Local Account.</p> <p>Need to have a word with the Insight and improvement team about how we gather feedback.</p> <p>Complaints need to go through the complaints process.</p> <p>The need to listen to partner organisations too.</p> <p>We need to think about how to promote it.</p> <p>People need to feel really listened to.</p> <p>If workers don't respond then it needs to escalate through the hierarchy – senior managers, assistant directors and so on. There has to be a valid reason why people don't respond.</p>	
<p>Raising Awareness Of Making It Real</p> <p>We've been allocated a slot on Social Work Week – 22.3.24 11- 12 to talk about Making It Real and Co Production.</p> <p>Workshop at The Adult Social Care Conference at the Shropshire Council</p> <p>Developing a Comms plan to raise awareness of Making It Real, including regular contributions into the Three-minute brief, putting information about Making It Real and Co Production onto the Lock screen of Council employees' computers.</p>	<p>Sophie</p>
<p>Updates On Policies, Guidance and Frameworks</p> <p>The documents need to be all age, so they can be adopted right across the people's directorate. This shouldn't slow them down.</p> <p>Payment Schedule</p> <p>Laura to look at Payment schedule to add the relevant bits for children and young people. We need to get it done.</p> <p>Engagement Policy</p> <p>We need an Expert's Engagement Policy not just a handbook.</p> <p>It will be easier to call it Guidance instead of a policy as far as governance, oversight and signing it off but it will be the same, in all but name as a policy.</p> <p>We need to know what happens if things need to be escalated.</p> <p>Needs to be Co-Produced.</p> <p>A meeting to be arranged.</p> <p>Co production framework</p> <p>Ready to go. Just needs a few changes to make it all age.</p>	<p>Sophie and Rachel</p>

<p>Policies will be adopted by all boards.</p>	
<p>Any Other Business</p> <p>Rationalisation of the boards</p> <p>See diagram attached.</p> <p>All the boards feed into Health and Well Being Board, Shropshire Integrated Place and Partnership Board and The Quality Improvement and Service Development Board.</p> <p>We need a bottom box where the Health and well being feed into the ICB. Sophie to add this.</p> <p>There is an adult social care Partnership Boards Web page. Could all the minutes of the Boards be put here so that they can be accessed by the public.</p> <p>Should Making It Real and other partnership boards feed into SHIPP, via a six-monthly report, which would be brief and to the point. SHIPP would then feed into the Health and Wellbeing Board. It would really heighten the work of the boards across Shropshire and give them more of a voice in terms of what work is being looked at.</p> <p>This is a conversation to be had. Laura to have that conversation.</p> <p>If the partnership boards did a joint brief and to the point summary every 6 months of what they have been doing to be fed into the Health and Well being Board, that might help with coordinating the boards.</p> <p>Dates for Calendar</p> <p>Can you give us any dates that need to go on the calendar or taken off the calendar..</p>	

**Next Making It Real Board Meeting – 11th April 1.00 - 3.00 on Teams
Meeting ended 4.03PM**

Making it Real board action plan 8th February 2024 - with objectives

Date	Objective	Suggested by	Action	BY whom	Date to be completed	Comments
08.02.24			Any additional dates to be added to the MiR events calendar	All	11.04.24	
08.02.24			Partnership board to produce a six-monthly report, for SHIPP?	Laura Tyler to explore	Feedback 11.04.24	
08.02.24			ICB box to be added to Partnership structure.	Sophie	ASAP	
08.02.24			Experts by Experience Guidance – Next meeting to be booked ASAP	Rachel	ASAP	
08.02.24			Payment Schedule - relevant bits for children and young people.	Laura Tyler	ASAP	
08.02.24			In-house Comms plan to be developed to promote Making it Real	Sophie & Rachel	ASAP	
08.02.24			QR code for Feedback form	Sophie	ASAP	
08.02.24			The Joint Strategic Needs Assessment could this be used as a type of Feedback.	Laura Tyler	Feedback 11.04.24	
08.02.24			The suggestion of a road show around the county, maybe linking up with some of the Voluntary sectors already existing drop ins to	Sophie/ Rachel/ Tamsin	Feedback 11.04.24	

			listen to people's stories. – A group to be set up to organise and talk about this.			
2023						
23.11.23	Make information accessible		Rich to talk about Social Care futures	Rich Amos	4 th Feb Board meeting	
20.07.23	Make information accessible		Lisa to bring feedback about the letters that have been co-produced to the November Board meeting.	Lisa Middleton	November Board meeting	Outstanding
20.07.23	Make information accessible		Making it Real Shropshire Council Feedback on webpage's to makingitreal@shropshire.gov.uk	All	Ongoing	Ongoing
12.01.23	Make information accessible		Tanya to feedback comments on language to the appropriate teams.	Tanya Miles		Ongoing