

## AGENDA

**DATE: 5<sup>th</sup> June 2023, TIME: 3-5pm, VENUE: Microsoft Teams Meeting**

<b>3pm</b>	<b>Welcome</b> <b>Jane Garner</b>	Co-Chair
<b>3:05</b>	<b>ADASS Spring Seminar</b> (10 mins + 10 mins Q&A)	Rich & Tanya
<b>3:25</b>	<b>Commissioning work programme</b> (10 mins + 10 mins Q&A)	Laura
<b>3:45</b>	<b>PACC</b> <ol style="list-style-type: none"> <li>1. Inclusion and SEND Strategy updates and opportunities for learning from the Co-production process</li> <li>2. Update on some of the work we are doing in health around Co-production</li> </ol> (2x5 mins + 2x5 mins Q&A)	Zara/Sarah
<b>4:05</b>	<b>CQC next steps</b> (10 mins + 10 mins Q&A)	Laura
<b>4:25</b>	<b>Reablement model rethink – co-production</b> (5 mins + 10 mins Q&A)	Natalie
<b>4.40</b>	<b>Any other Business</b> Jane's proposal (rationalisation & champions) Clenton workshop update Co-production week 5 <sup>th</sup> July Best day and time for board meetings.	Jane  Sophie Sophie

## MINUTES

**DATE: 5<sup>th</sup> June 2023, TIME: 3-5pm, VENUE: Microsoft Teams Meeting**

**ATTENDEES:** Sophie Davies (Shropshire Council), Jane Garner (Expert by Experience) (Co-Chair), Simon P. Jones (Shropshire Council) (Co-Chair), Sarah Sweeney (Shropshire Council), Rod Ward (Enable), Stewart Smith (Shropshire Council), Natalie McFall (Shropshire Council) Hilary McGlynn (NHS SHROPSHIRE, TELFORD AND WREKIN ICB), Cath Challinor (Shropshire Council), Gerry Crow, Laura Tyler (Shropshire Council), Lisa Middleton (Shropshire Council), Tanya Miles (Shropshire Council), Sue Gerrard (Expert by Experience) , Fiona Williams (Shropshire Council), Elaine Thomas (MPFT), Krissie Cooke (Expert by Experience), Rich Amos (Expert by Experience), Katie Stone (Expert by Experience) Ted Goodman (Expert by Experience)

**APOLOGIES:** Leeona Marsh (Shropshire Council), Gail Owen (NHS), George Branch, Stephanie.Dowen@shropshire.gov.uk (Enable), Gaynor Kelly-Teare (Shropshire Council), Emma Louise Jansen (Shropshire Council), Tamsin Waterhouse (Shropshire Council), Julie Mellor (Taking Part,

**CHAired BY:** Jane Garner

### **Welcome**

Jane Garner welcomed the guests to the Making it Real Board meeting. Board members introduced themselves.

### **Commissioning work programme**

#### **Presentation attached – Summary of Commissioning Work Programme 2023-24**

Laura Tyler gave an overview of some of the work that is planned around the commissioning agendas, development areas, including reviews of some contracts. She also expressed it's a really good opportunity to really make sure we're reviewing where coproduction and engagement involvement is happening or could be happening, and where there are opportunities for the Making it Real Board to be involved with any of the areas.

- She suggested an overarching group across children's and health and Making it Real.
- Task and finish groups to lead on specific areas such as fee review rates, the digital side, the infrastructure and what domiciliary care needs to look like moving forward.

If anyone would be interested in joining a Task & Finish group, be a representative at the Transformation Board, get involved with the Supported Living Commissioning review, prevention contracts work please email [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk)

- The Commissioning Board has redesigned the business cases and processes. Co-production must be evidenced before being agreed by the Joint Commissioning Delivery Group.

### **Questions**

**Q.** Is there's any possibility for having a transition phase, where people can find out what it's like, dip their toe in the water as it were before they make the final decision to move in to supported living. And if so, how I would find that out too.

**A.** This is one of the areas that we want to pilot within Greenacres House. We've got the idea of having that house do exactly what you've just described and see whether we can use that as a bit of a transition, a bit of a trial. So, we're scoping, we could use that as part of the supported living and redesign work and thinking about that.

We are looking at how do we use other contracts such as shared lives in a much more comprehensive way - a lot of the idea of shared lives historically was always about having a bit of support but actually getting people ready for transition to move on. And so, they could remain independent, which was always an obvious safety net for them. So, I think we need to get back to looking at what was described as like a ladder of different support systems and a little framework. When people are at different points in their lives and they will move backwards and forwards at different points because they might not be ready right now, but that doesn't mean they are never going to be ready. It's making sure that we've got that flexibility and that flexed in order for people to go in and out of different services but making sure those services are there and that those models are really clear on what those homes, what those accommodations, what those providers are there to do.

**Q.** Could you use independent people who would do a walk through the system cold for you? Some people might be very good at that but not have direct personal experience of the area you're talking about.

**A.** Absolutely. The commissioning board is to redesign the business cases and the process. So, nothing will go through and be agreed by the Joint Commission Delivery group unless they can evidence coproduction in that.

### **ADASS Spring Seminar**

Tanya Miles fed back to the group about the experience she and Rich Amos had at the recent ADASS (*Association of Directors of Adult Social Services*) conference - Tanya is now the Co-Chair for ADASS West Midlands.

It's an annual conference for all directors of adult's social services across the country, there's 151 local authorities.

And what was really different and great about this conference, and I've been to many, is that they're getting better at involving people with lived experience on the stage leading and contributing to the seminars. Rich was invited on the stage to talk about co-production and spoke really, really well about his experiences and thoughts on co-production.

We are thinking and discussing the following points.

- What can we do to bang the drum and try and get some positive messages out there to show coproduction isn't as complex as it sounds, but not doing it is not the right thing.
- How we can support ADASS in that planning. So rather than a few people just planning the conference, how we can ensure the lived experience of part of the overall planning?

### **Reablement model rethink – co-production**

#### **Presentation from Natalie McFall attached – Shropshire ASC – Future Reablement - MiR**

- What we stand for in terms of prevention and early intervention and it's about people living independently, but also how we're enabling people to do that.
- Multidisciplinary approach to this and we have an in-house service, but actually what does that need to look like from a partnership perspective and a co-produced perspective going forward?
- Wanting to explore community assets and the technology part to this – there are some potential opportunities there.

- We need to really think about how we use data differently and thinking about themes, thinking about trends and thinking about how we inform our model, but also evolve so that we just don't have a model that sits stagnant, that it's continually evolving.
- We want to look at the customer journey. What you can see from this is the acute end of this, but also the community element as well.
- Then it goes back to that clear definition around a reablement model.
- We need to also look at our current reablement service and people that have accessed that service.
- Definitely around admission avoidance, but more and specifically around supported hospital discharge and thinking about the role of the voluntary sector. There's a whole wealth of activity and different things going on in the social prescribing and e.g., the British Red Cross.

If anyone would like to be involved in the Reablement model rethink, please email [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk)

### **Question**

**Q.** Are the NHS on board with this?

**A.** They are but at the moment this is a transformation piece of work that the Council has invested in. It's about how we look at that model becoming more integrated in the future and we're not there yet.

**Q.** Could part of your thinking definitely include the people who don't go into reablement. Maybe not when they come out of hospital, but then do ultimately for some other reason, but also the people who go into reablement and go out of it.

**A.** Definitely yes

**Q.** In the midst of all your planning don't forget the family carers, the reablement bit is when they're first thrown into everything and that doesn't have to actually be a crisis but often is.

**A.** Absolutely, we've got an opportunity to do something different here. We do need the right people to feed into this so that we're covering all aspects.

**Q.** How are we helping the voluntary sector to kind of maximise their potential?

**A.** Developing the Community assets model and we've just got a bit of work to do - where's the line between that, the statutory services and then the grey areas in the middle. And we're in a really, really good place to think about that.

There are plans for one comprehensive directory of services that would have all this information, but there's a lot more that we can do. We need to do more about making those connections to avoid people going into hospital and also to support people when they do come out of hospital, that's that support in the community is not intended to replace care but can be effective.

Landau have been recruited and there are specific workers paid for by the Midlands Partnership University Foundation Trust that have actually been compiling details of what's available in each locality in addition. This will be looked into.

Landau is a supported employment and training charity that provides routes to employment, access to learning, social enterprise help and support for personal growth, across the West Midlands

**Q.** Are we liaising closely with the GPs - the social prescribing officers?

**A.** Yes, there's a programme of work that will be starting called the neighbourhoods work, which sits under the local care programme. The GPs aspect and the social prescribing will be in that, it's around what's in people's local communities and how these services work together differently to support people. It's very early stages and is a system wide programme.

**Q.** Is neighbourhoods work being co-produced as well?

**A.** It hasn't started yet, but it will be.

### **CQC next steps**

#### **Presentation Attached – CQC Readiness feedback briefing**

Cath Challinor talked through the CQC readiness process and feedback the Council had received from Birmingham Council detailing good and bad feedback.

#### **Questions**

**Q.** Why would people volunteer to be part of this pilot project (to be among the first local authorities to be assessed by CQC this summer)?

**A.** Local authorities that have nominated themselves are very brave and I'm not actually sure for them individually what those benefits are. Because everybody's going to be rated all the local authorities are going to get a rating of either outstanding, good, requires improvement or inadequate. But those initial ratings are now potentially going to be published straight away.

**Q.** How much notice will they give you when they turn up?

**A.** We've been told it's likely to be a 20-week process from the initial start right until the end, where there's a report published, so we'll likely get the call to say...

- We want these documents
- We want this data
- We want it produced into us within a four-week period
- We'll get details of when they're going to come and visit
- Who they want to speak to
- What meeting they wish to attend (e.g. a Making it Real meeting)

The process will be quite long winded and then they'll go away and assess the information they've got, potentially ask more questions. Then they'll produce a draft narrative report that will be given, and we will have a chance to do what's called a factual accuracy test.

### **Any other Business**

#### **Co-production Week 5<sup>th</sup> July**

Sophie asked for any ideas for National Co-production week 5 – 8<sup>th</sup> July and asked the board members to send any thoughts and ideas to [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk)

Also feedback on the progress of the 3-minute staff briefing that a number of the Experts are co-producing with Sophie to raise awareness of co-production within the Council.

Sophie invited the board to register for the forthcoming 'Not another Co-production festival' being held in Birmingham on the 4<sup>th</sup> July 2023. And explained there will be a section at the festival about Making it Real Shropshire and the work we are and have been doing round co-production.

#### **Rationalisation proposal**

**Paper attached – First Thoughts on Rationalisation of Boards  
(Co-Production Champions moved to July's Agenda)**

Jane asked the board for any suggestion on the Rationalisation of the Boards to be emailed to [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk).

Should Making it Real go back to what it was originally intended to be?

Making it real originally was intended to be the public talking to social workers and making things better, getting things to change. Making it Real as it's come back post COVID, we've got a lot more people with job titles around that we talk to and we have a lot of official stuff. There are partnership boards for representative groups anyway, eg the Direct Payments Board, which is very specific. Should there be an Adult Social Care Partnership board so that all the official stuff can be discussed there?

The Making it Real Board use to practice a bottom-up way of planning services – which should mean that the services are very closely aligned with what people actually need - rather than top down. With an Adult Social Care Partnership Board and a Making it Real Board, they can work from the top and the bottom and meet in the middle to get services and issues aligned.

**Q.** Would it be an idea to have a webpage with all the Partnership Boards listed, short description of what they do, members, contact details and links to their webpages and board agendas and minutes?

**A.** Yes this is already being looked into by Sophie and preparation is under way to make this happen.

#### **Clenton workshop update**

A follow up meeting has been arranged for Friday 16<sup>th</sup> June to discuss the points from the board meeting and those attending will report back to the board at the next Making it Real board meeting on the 20<sup>th</sup> July.

Laura and Sophie have started the ball rolling around a remuneration policy for Shropshire Experts by Experience. This proposal will be ready by the September Board meeting.

#### **AOB**

A guest brought up the subject of how inaccessible meetings and co-production can be for Experts that live in rural Shropshire and may have difficulty attending meetings. And how there isn't a clear easy to access directory of services available in Shropshire. The guest agreed to be contacted for further discussion about the problems and ideas to solve them.

**Next meeting: Thursday 20<sup>th</sup> July 10am - 12pm**

## ACTION PLAN

Date	Action	BY whom	Date to be completed	Comments
05.06.23	If anyone would be interested in joining a Task & Finish group, be a representative at the Transformation Board, get involved with the Supported Living Commissioning review, prevention contracts work please email <b>makingitreal@shropshire.gov.uk</b>	ALL	ASAP	
05.06.23	Natalie to contact the Shropshire Patient Group for their input on the reablement model – rethink.	Natalie McFall	ASAP	
05.06.23	If anyone would like to be involved in the Reablement model rethink, please email <b>makingitreal@shropshire.gov.uk</b>	ALL	ASAP	
05.06.23	Create a list of all the co-production projects mentioned in the board meeting - most important first. Liaise with Natalie and Laura around timescales and priorities.	Sophie, Laura, Natalie	July 20th	
05.06.23	The rationalisation proposal needs to be put to all the council's partnership boards. Laura to come back to the Board in September with feedback and recommendations.	Laura Tyler	20 <sup>th</sup> September	
05.06.23	Any suggestion on the Rationalisation of the Boards to be emailed to <b>makingitreal@shropshire.gov.uk</b> .	ALL	ASAP	
12.01.23	Tanya to feedback comments on language to the appropriate teams.	Tanya Miles		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
<b>CLOSED/COMPLETED</b>				
22.04.22	Lisa J to pull together diagram of engagement for LA.	Lisa		completed

16.03.23	Sophie to contact Andrea for a piece about the Digital programme for the Local Account	Sophie Davies	ASAP	Completed
16.03.23	Andrea Miller to send more information about the Digital project to Sarah Thomas - PACC <a href="mailto:enquiries@paccshropshire.org.uk">enquiries@paccshropshire.org.uk</a>	Andrea Miller	ASAP	Completed
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	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		completed
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		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