

AGENDA - Revised

DATE: 20th September 2023, 3 – 5pm, VENUE: Microsoft Teams Meeting

3pm	Welcome	Simon
3.05	<p>Introduction of new Co-ordinator (Subject to start date)</p> <p>Sophie's new role and how MiR could get involved.</p>	Sophie
3.15	<p>Update on all the co-production projects mentioned in the board meeting on the 5th June 23, (Commissioning work programme) that MiR board can be involved with - most important first.</p>	Laura
3.30	Update - Co-Production Champions	Tamsin/Sophie
3.40	Update - Reablement	TBC
3.50	Update - Service improvement Board	Tamsin
4.05	Update - Co-Production workshops with Clenton	Laura
4.15	<p>Policies</p> <ul style="list-style-type: none"> ➤ Renumeration ➤ Co-production ➤ Experts by Experience guide 	Laura/Sophie
4.30	Adult Social Care in Action in Shropshire	Michelle Williams
4.40	<p>AOB</p> <ul style="list-style-type: none"> ➤ Shropshire's Local Directory – Attach Poster New directory providing information on groups and organisations offering activities and support across Shropshire. ➤ 'We need you' campaign (MiR Board recruitment) Attach paper version.) We need to recruit more Experts and Social Workers to the board. A small group have produced an Expression of Interest Form for us all to either hand out hard copies or the link to the form to interested parties. (Link to online form: https://forms.office.com/e/1VH9PKtjDF) ➤ Board meeting days. Look at having a feasible permanent day for the board meetings. Tuesday have been proposed. ➤ Move to a hybrid meeting space? Consider having a blended meeting, for those who wish to meet face to face at a council building, but with the option of attending via Teams also. We could trial this at the November Board meeting. 	Sophie

Making it Real Board minutes

DATE: 20th September 2023, 3 – 5pm, VENUE: Microsoft Teams Meeting

ATTENDEES: Councillor Simon P Jones (Chair meeting), Jane Garner (co-chair & Expert by Experience), Katie Stone (co-co-chair & Expert by Experience), Sue Gerard (Expert by Experience), Ted Goodman (Expert by Experience), Krissie Cooke (Expert by Experience), Tanya Miles (Director of People – Shropshire Council), Laura Tyler (Assistant Director for Joint Commissioning – Shropshire Council), Tamsin Waterhouse (Principal Social worker for Adult Social Care – Shropshire Council) Stewart Smith (Commissioning and Development Manager – Shropshire Council), Drew Gilkes (Autism Lead – Shropshire Council), Sophie Davies (Making it Real Co-ordinator - Shropshire Council), Sarah Sweeney (Post 16 PFA SEND Commissioning Manager), Michelle Williams (Service Manager), Kate Halliday (Councillor for Bellevue), Cleopatra Lapidge (Co - production lead for Worcestershire Council)

APOLOGIES: Clare Mobberley (Shropshire Council), Fiona Williams (Shropshire Council), Fiona Williams (Shropshire Council), Gaynor Kelly-Teare (Shropshire Council), Emma-Louise Janson (Shropshire Council), Lisa Middleton (Shropshire Council), Zara Bowden (PACC), Sarah Tomas (PACC), Julie Mellor (Taking Part), Kate Manning (NHS), Natalie McFall (Shropshire Council), Rachel Cox (Healthwatch), Rich Amos (Expert by Experience)

Introduction of new Co-ordinator

The 2nd Making it Real co-ordinator hasn't started in their role yet.

Sophie's new Part time Role

Sophie told the Board about her new position as a Project Co-ordinator within the Office of the Chief Executive, which she will be doing a long side her current position as Making it Real co-ordinator.

Sophie described the project she is currently working on - roll out of Technology Enabled Care (TEC) and also how she is promoting Making it Real and co-production within the new team and will keep the Board informed of any upcoming projects they may like to be involved with.

Update on all the co-production projects – Laura Tyler, Shropshire Council.

Laura shared with the board the 4 main projects:

CQC Board

Help oversee and be open and transparent in terms of what we're doing, where our challenges are.

Service Improvement Board

To make sure that information is open and transparent and to that board and information's coming back down from the board.

Dom Care

Initial discussion with Healthwatch who are at the same time wanting to do something around people who are in receipt of domiciliary care. It will be really useful to work with Healthwatch, to help frame some of the questions and some of the themes, we want to ask individuals, but also look for some of those opportunities around how we could maybe go out separately.

Care reform

The Care reform will be coming in 2025. There's a lot of communications we need to do around

ensuring that people who are self-funders, that the right information and advice is available.

We've got our digital financial assessment portal going live in October. I think there's some really good communication's that we need to be doing and we could do around that.

Question from Making it Real board member:

I was wondering, was there anything else on your list that that we could have just an update on as to where we're up to?

Answer - Laura Tyler

I can send out the list, but it is a list of commissioning activity, projects etc. What we've got on there is where we're also seeking feedback and input. You'll have the assurance that we're doing pieces of work as part of that.

We're going to put it into a calendar format. With this we'll be able to track the progress over the next two to three years. I'd suggest we can do a quarterly update at this meeting in terms of the work programme.

Question - Making it Real board member:

How do you want people to volunteer?

Could you produce a summary of what somebody would be expected to do?

Do you want one person per thing or just one person?

Answer - Laura Tyler

Sophie can put together an Expression of Interest to be sent out to the board for them to express what area they would be interested in. The EOI will include a short description of the level of involvement and what they would be expected to do.

Tanya Miles

We can absolutely have non board members attending and those sessions as long as people have had the right training and support.

Update - Co-Production Champions – Sophie Davies & Tamsin Waterhouse

Sophie and Tamsin took the group through the proposed co-produced job description for the Co-production Champions. The board has suggested that the opportunity goes out to the whole of the directorate (Adults and Childrens Social Care)

The group that co-produced the work opportunity for the Champions are to look at a when to launch the opportunity and start creating communications and a badge for staff members to have on their email signatures.

Any of the other board members that are interested in being involved, this will be included in the Expression of Interest form that will be sent out.

Update – Reablement Laura Tyler updated on Natalie McFall's behalf

What they're doing at the moment is that they're working with the inhouse START Team.

START are the team that will support people either from step down or step up (which we saw cluster discharge or even prevent an admissions avoiding so step up as we describe it.)

They're working with them at the moment and looking at their data and looking at their

performance, looking following people through on a customer journey to see at what point they will access, what point they'll have an assessment and what information that they need.

And then they're looking at how can we streamline that and improve it. To improve its efficiency and effectiveness and improve the outcomes for individuals.

And there's some of the wider work that we're doing around the pathway redesign and also how this fits with the work that we're doing around the demand and management capacity, which is really, really key to this. It's making sure people go through that right pathway of support.

Jane Garner has volunteered to work on the Reablement project and asked the board to send any thoughts around the project to her and she can pass them on, on behalf of the board.

Update - Service improvement Board, Tamsin Waterhouse (Shropshire Council)

We're suggesting that the board meets quarterly. And during those meetings, we have a look at all of the mechanisms that we receive feedback through, and we've got a whole list of ways that we receive feedback on services including positive feedback, it's not all about service improvement. And on the basis of that, we identify some themes which we want to address.

The plan is, with the intervening months, we hold theme specific meetings where we will pick up a theme. What can we do as an organisation to improve?

Making it Real have got experts who've got expertise, who would like to contribute to us on thinking about where's the blockages? Where's the difficulties? Why is that theme repeating and coming up?

In order to form an action plan which then gets reported back, I think we're going to call it something like the Improvement Quality Assurance and Service Development Board, but the idea is we have a board which has the oversight, but then you have some themed working groups where we actually take time to consider a particular theme or a particular issue, especially something which is recurring.

These meetings will have people present who have some knowledge or something to contribute to that so that would be experts by experience, professionals working in the field and so on where we all come together and say why is there a blockage here? Why is this thing coming up? What do we need to do differently? How can we develop improved change in order to address it?

Question - Making it Real Board member

The themes that are going to be discussed, how are they being identified? Who's identifying them?

Answer - Tamsin Waterhouse

We're just trying to imagine how it might work. But the way I see it, we will report into a board with all of the feedback which we've had over the last quarter, with compliments, complaints and comments we've had. I'm envisaging there will be a report into the board saying this is what's happened in the last quarter. This is for feedback we've received through the various different mechanisms. And then the discussion about what we want to focus on next, I'm seeing it as being quite organic.

The themed meetings are for staff, for people who are involved, Experts by experience, for us all to come together and say what can we do? What can we do differently and what do we understand? Give us opportunity to just take some proper time to try to unpick what's going on.

Question - Making it Real Board member.

How will you use the 'I' and 'We' statements in the group?

Answer - Tamsin Waterhouse

There will be an action plan. We have an action plan saying what we're going to be doing differently and that has to be reported to the board and we need to make sure that we're acting on it and looking for impact.

The safeguarding board are doing, which we're doing as well now, is in the action plans creating impact. It's no good doing ABCD unless it has a positive impact for the people - we're here to serve and for good outcomes. And how we measure impact... we can think about the 'I' and 'we' statements. So that might be a really good place for it to be.

Update - Co-Production workshops with Clenton – Laura Tyler, Shropshire Council

Laura feedback to the board about the main themes that came out of the co-production workshops and how they are being addressed and developed.

We talked about robust feedback and loop and channels for people to talk about their stories, which has been a bit of a repeat conversation that we've had at this board many times. We are developing the Service Improvement Board and a lot of work has been done on the Making it Real webpages to show people how they can get involved, provide feedback to the board.

We talked about relationship building, retrace and putting people on an equal setting. Sophie is going to talk about the three documents she has started pulling together to help build relationships and give us a clear focus.

Policies

- **Remuneration Policy**
- **Co-production Framework**
- **Experts by Experience guide**

Sophie took the board through the three policies (attached) and asked for feedback and also volunteer to help develop the three documents.

West Midlands ADASS (Association of Directors of Adult Social Care) have produced a recipe for co-production (attached) developed by the regional co-production working group with ADASS West Midlands. Sophie asked for feedback on this document and how it could be incorporated with the co-production framework?

It was agreed to have all three documents finished by December and look at having a co-production event to launch the documents and also the Co-production Champion opportunities.

The board suggested asking all the council's partnership boards if any of their Experts by Experience would be interested in assisting with the three documents on a voluntary basis.

Adult Social Care in Action in Shropshire – Michelle Williams, Shropshire Council

Michelle Williams shared Daniel's story with the board, the Board appreciated hearing what is being done on the ground to support local residents. Daniel's full story will be featured in the 2024 Local Account

AOB

➤ **Shropshire's Local Directory – Attach Poster**

Sophie made the board aware of the Shropshire Local Directory - QUBE.

Stewart Smith explained, it's not just a directory of social care services. It's the community directory, it's got all sorts of really useful information that people can engage in, in their local communities. Develop friendships, relationships, all those kinds of things as well as the idea of social care. It's about supporting people, giving people access to what is going on around them every day.

Question - Making it Real board member

Is the Directory only available online or is it available in other formats?

Answer - Sophie Davies

I haven't been involved in the development of the directory, but if you e-mail or call the Qube they can give it to you in another format.

Question - Making it Real board member:

Is the directory accessible? Have we got an accessibility versions?

Answer - Sophie Davies

I shall check and let you know.

➤ **'We need you' campaign (MiR Board recruitment) Attach paper version.)**

Sophie discussed with the board about recruiting new members. The board felt this was a good idea as we do need more Experts by Experience. But to put the recruitment drive on hold until the three documents have been completed. Another suggestion was to look at a 'Buddies' system when we get more Experts by Experience, so they could substitute each other.

➤ **Board meeting days.**

Sophie asked the Board to send in their preferred days and times for the Making it Real meetings for next year.

➤ **Move to a hybrid meeting space?**

The Board welcomed the idea of a blended meeting in November. A comment on making sure the 'technology' works for those attending via MS Teams. The meeting would have to be held in a suitable room within Shirehall, Sophie to investigate and bring mince pies!

Next Board meeting Thursday 23rd November 10 – 12pm

Making it Real board action plan 20th September 2023 - with objectives

Date	Objective	Suggested by	Action	BY whom	Date to be completed	Comments
20.09.23	Develop a work plan for board members		Expression of Interest form to be created for all board members to submit their interest on the different projects.	Sophie	ASAP	
20.09.23	Make information accessible		Sophie to find out if there is an accessible version of the Shropshire Local Directory	Sophie	ASAP	
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	
20.07.23	Clarify role of MiR		Mapping of the Partnership Boards and where they sit	Sophie	September Board meeting (20 th Sept 3 – 5pm)	Ongoing
20.07.23	Make information accessible		Making it Real Shropshire Council Feedback on webpage's to makingitreal@shropshire.gov.uk	All	Ongoing	Ongoing
05.06.23	Clarify role of MiR		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 th September	
05.06.23	Clarify role of MiR		Any suggestion on the Rationalisation of the Boards to be emailed to makingitreal@shropshire.gov.uk .	ALL	ASAP	Ongoing
12.01.23	Make information accessible		Tanya to feedback comments on language to the appropriate teams.	Tanya Miles		Ongoing

			CLOSED/ COMPLETED			
20.07.23	Clarify role of MiR		Circulate the Vision and Values to all Shropshire Council Partnership Boards and wider contacts for feedback	Sophie	ASAP	Completed
20.07.23	Co-production across the Council		Not another Co-production article to be sent to ADASS West Midlands and added to the next ADASS co-production meeting Agenda	Sophie	ASAP	Completed
20.07.23	Project		<p>‘Developing Day Opportunities together’ How can we improve the information that's available?</p> <p>How can we make the community more visible, create social networks and celebrate successes together?</p> <p>How can we overcome barriers to transport and access to opportunities in our rural county?</p> <p>How can we involve the people who are using services in dividing wider opportunities better?</p> <p>How can we create more flexible spaces and share buildings and resources more effectively?</p> <p>How can we create more group volunteering opportunities and train volunteers and so forth?</p>	All	End of August 2023	Complete

			How do we develop a whole life approach to support of individuals into adulthood and beyond so that people are maintaining relationships and living healthy lives? Feedback to stewart.smith@shropshire.gov.uk			
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 makingitreal@shropshire.gov.uk	ALL	ASAP	Closed
05.06.23	Project		If anyone would like to be involved in the Reablement model rethink, please email makingitreal@shropshire.gov.uk	ALL	ASAP	Closed
05.06.23	Project		Natalie to contact the Shropshire Patient Group for their input on the reablement model – rethink.	Natalie McFall	ASAP	Complete
05.06.23	Co-production across the Council		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	complete
22.04.22	Recruit and retain experts by experience		Lisa J to pull together diagram of engagement for LA.	Lisa		completed

16.03.23	Make information accessible		Sophie to contact Andrea for a piece about the Digital programme for the Local Account	Sophie Davies	ASAP	Completed
16.03.23	Make information accessible		Andrea Miller to send more information about the Digital project to Sarah Thomas -PACC enquiries@paccshropshire.org.uk	Andrea Miller	ASAP	Completed
12.01.23	Co-production across the Council		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	Co-production across the Council		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	Project		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	Project		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	Project		LM to look at setting up a working group	Lisa Middleton		Completed

			for the evaluation of this years Winter Support Service and invite Board member to join			
15.11.22	Project		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	Make information accessible		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	Make information accessible		contact the Communication team to arrange a marketing package to help with the launch of the web page	Sophie	10.10.22	Completed
15.09.22	Recruit and retain experts by experience		Task and Finish group for Public Involvement Policy to arranged	Laura Tyler	ASAP	Completed
15.09.22	Make information accessible		SD to upload ToR to webpage	Sophie	21.09.22	Completed
15.09.22	Co-production across the Council		Invite Rachel Robinson to future board meeting	Sophie	3.10.22	Emily Fay presented in Rachels place
15.09.22	Co-production across the Council		Invite Tamsin Waterhouse to sit on the Making it Real Board.	Sophie	3.10.22	Completed
20.06.22	Make information accessible		Timeline of the history of Making it Real Shropshire	Stewart Smith/ Katie Stone	15.09.22	Completed
22.04.22	Admin		Sophie to look at dates and times for future board meetings	Sophie	ASAP	Completed
22.04.22	Admin		Sophie to create and send out an	Sophie	ASAP	Completed

			expression of Interest form for co-chair			
22.04.22	Admin		Feedback regarding the JD to Sophie	All		Completed
22.04.22	Make information accessible		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	Admin		Circulate Pause and Reflet Report	Sophie		Completed
22.04.22	Admin		Sophie to create an action plan – using traffic light method	Sophie	ASAP	Completed
22.04.22	Develop a work plan for board members		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	Develop a work plan for board members		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