



## AGENDA

**DATE: 23rd November 2023, TIME: 10 - 12pm, VENUE: Microsoft Teams Meeting**

10am	<b>Welcome</b> All board members to introduce themselves.	Co-Chair
10.10	<b>Introduction of New Co-ordinator</b>	Rachel
10.15	<b>What is the Making it Real's definition of Co-production?</b>	Sophie/Rachel
10.40	<b>What are Making it Real's main objectives?</b>	Co-Chair
11.10	<b>Making it Real's 2024 Ambitions</b> Topics for discussions Calendar of Keys dates	Co-Chair
11.30	<b>Updates</b> <b>Remuneration Policy</b> <b>Experts Guide</b> <b>Co-Production Policy</b> <b>Local Account</b> Revamp for 2023/24 edition, suggestions of what should be included and what shouldn't.	Sophie
11.45	<b>Any other business</b> If you were to look for Assisted Technology, what words would you use in google?	All

## Minutes

### **Attendees**

Jane Garner - co chair, Counsellor Simon P. Jones - co-chair, Katie Rose Stone – co-co-chair, Sue Gerrard - Expert by Experience, Rich Amos - Expert by Experience, Julie Mellor - Taking Part, Rachel Cox - Healthwatch Shropshire, Sophie Davies – Shropshire Council, Rachel Woods - Shropshire Council, Lisa Middleton - Shropshire Council, Stewart Smith - Shropshire Council, Mark O'Brien - Shropshire Council, Tamsin Waterhouse - Shropshire Council, Natalie McFall - Shropshire Council, Fiona Williams - Shropshire Council

### **Apologies**

Margarete Davies, Clare Mobberley, Emma Louise Jansen, Gaynor Kelly-Teare. Tanya Miles, Ted Goodman

### **Introduction of the New Co-ordinator**

Rachel woods introduced herself to the board as Sophie's job share.

#### **Sophie and Rachel's working days and times**

**Sophie** – Monday 9-5, Tuesday 9-5, Wednesday 9- 12.30

**Rachel** – Monday 3-5.30, Tuesday 9.00 – 5.30, Friday 8.30 – 5.00.

Lisa Middleton is available if anything needs picking up urgently if Sophie and Rachel aren't available.

If people could Email things which are general to the Making it Real address:

[makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk).

If emails are more relevant to individuals, you can email to people's individual address's or give them a ring.

[sophie.Davies@shropshire.gov.uk](mailto:sophie.Davies@shropshire.gov.uk) – Tel 01743 258422

[rachel.woods@shropshire.gov.uk](mailto:rachel.woods@shropshire.gov.uk) – Tel 01743 252831

[lisa.middleton@shropshire.gov.uk](mailto:lisa.middleton@shropshire.gov.uk) – Tel 01743 255734

### **What is the Making it Real's definition of Co-production?**

It needs to be our own definition!

Some definitions were shared with the group to aid discussion. (These are attached to the minutes)

A general discussion was had about defining Co - Production. These are a summary of the main points which were made.

Co – Production was thought up by Elinor Ostram and it was originally about individuals and community groups working in partnership with local authorities, not about practical outcome, and was not about the design of services.

Originally, and in the implementation of the Care Act, co-production was about what happens at the individual level to deliver a service. The emphasis wasn't on co-production at higher levels to design services.

Some people didn't feel there was much wrong with our current definition. Maybe it needed to include people who use services in it. It was felt it was important we didn't get lost in the detail of a larger definition.

The definition of Co – Production used by TLAP National Co-production Advisory Group was liked by many as it was Values based. Could it be used? Could we change it to make it more accessible.

*Co-production is where everyone works together on an equal basis to create a service or come to a decision that works for them all. Co-production is not just a word or a concept, it is a meeting of minds coming together to find shared solutions. In practice, co-production involves people who use services being consulted, included and working together from the start to the end of any project that affects them. When co-production works best, people who use services and carers are valued by organisations as equal partners, can share power and have influence over decisions made. People want a life, not just a service, and we believe that when services are co-produced people have the best opportunity to live the life they want to live, in communities where they belong, doing the things which matter to them.*

The definition needs to be outcome focussed rather than output focussed and person centred  
Could we tie it in to the Shropshire Plan's idea of 'living my best life'

Co - production is not just a word, but a practice. We need to communicate that and something about when it works, it's the best way of working.

## **What are Making it Real's main objectives and Ambitions for 2024?**

### **Calendar**

A Calendar of Keys dates to include:

- All partnership Board meetings
- Carer's week
- Shropshire Council's calendar of national events e.g Pride, Black History month etc.

Please email [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk) with any event you would like to add.

### **A Strap Line to be developed.**

### **Recruit more Board Members**

To include some front-line social workers as well as more Experts.

Things to be produced regularly and reviewed every quarter.

The Local Authority to have a greater Commitment to Making It Real

The work that Making It Real does to be given more credit and acknowledgment.

Rationalisation of the Board

A good communication system between all the Experts by Experience on all the boards, so we know who the best people for particular tasks are.

## **Updates**

### **Remuneration Policy**

It's more of a payment schedule

Sophie has a meeting with Laura to discuss these further. We are using the ADASS West Midland's Policy to base the Shropshire policy on.

Sophie is pushing for the payment policy to go through and hopefully should be able to update you very soon.

## **Experts Guide**

This was started and co-produced by a working group pre-covid. Sophie has picked this up and is working on it. It has been very well received.

## **Co-Production Policy**

Sophie is still working on this.

She is hoping to have a Co-Production event, in the new year.

There is talk that the policies will go wider than just the Making It Real Board. The board are happy to share this work council wide as long as it doesn't delay them being used by the board.

## **Local Account**

The 2023 version has gone out in PDF form but will go out in a different format once the design team has finished with it.

Revamp for 2023/24 edition, suggestions of what should be included and what shouldn't.

As well as the good news stories we should maybe include some things that didn't go to plan and what has been learned from this.

## **Any other business**

Mapping the Customer Journey. It's an ongoing exercise and people will be asked to contribute in time.

The Winter Support Service has gone live. Thanks to Ted and Jane who helped with this. It's been going for 8 days and there have been 27 referrals so far.

Adult Social Care Conference 19<sup>th</sup> April 2024. Tamsin to keep us updated on that.

Sophie asked the question 'if you were to look for Assisted Technology, what words would you use in google?' This was to help her with her other job in the council which is to do with assisted Tech. She is trying to come up with a term that is easily recognisable, to help people find it on the website.

There was a general feeling that everything was hard to find on Shropshire's website! This has been acknowledged and there is a project underway to revamp the website. If anyone wants to give any feedback on some of the problems, they've can be to send them to Tamsin or Sophie who can forward them on.

If they need any help from 'humans' there are people on the board who would be willing to help.

Sophie is doing an Easy Read Course so in the future she will be able to produce Easy Read versions of everything.

The meeting was ended by the chair wishing everyone a  
" Happy Christmas; Happy Holidays; Happy New Year; Happy Solstice; Happy Everything!"

Thank you for all your hard work this year. See you in 2024!

**Date of next Board Meeting:** Thursday 8.2.24 2.00- 4.00

## Making it Real board action plan 23<sup>rd</sup> November 2023 - with objectives

Date	Objective	Suggested by	Action	BY whom	Date to be completed	Comments
23.11.23	Clarify role of MiR		Board member to send through three words/ short phrases which sum up what co production means to them.	All	Next Board Meeting	Completed – Sophie to present at Board 8 <sup>th</sup> Feb 24
23.11.23	Make information accessible		Rich to talk about Social Care futures	Rich Amos	4 <sup>th</sup> Feb Board meeting	
23.11.23	Make information accessible		Dates for meetings to discuss and finalise the Payment plan, Co-Production Framework and Expert by Experience Guide.	Working group	ASAP	Completed
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	Clarify role of MiR		Mapping of the Partnership Boards and where they sit	Sophie	September Board meeting (20 <sup>th</sup> Sept 3 – 5pm)	Ongoing
20.07.23	Make information accessible		<a href="#">Making it Real   Shropshire Council</a> Feedback on webpage's to <a href="mailto:makingitreal@shropshire.gov.uk">makingitreal@shropshire.gov.uk</a>	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 <sup>th</sup> September	
05.06.23	Clarify role of MiR		Any suggestion on the Rationalisation of the Boards to be emailed to <a href="mailto:makingitreal@shropshire.gov.uk">makingitreal@shropshire.gov.uk</a> .	ALL	ASAP	Ongoing

12.01.23	Make information accessible		Tanya to feedback comments on language to the appropriate teams.	Tanya Miles		Ongoing
			<b>CLOSED/ COMPLETED</b>			
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	Completed
20.09.23	Make information accessible		Sophie to find out is there is an accessible version of the Shropshire Local Directory	Sophie	ASAP	
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			<p><b>‘Developing Day Opportunities together’</b> 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 <a href="mailto:stewart.smith@shropshire.gov.uk">stewart.smith@shropshire.gov.uk</a>			
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 <a href="mailto:makingitreal@shropshire.gov.uk">makingitreal@shropshire.gov.uk</a>	ALL	ASAP	Closed
05.06.23	Project		If anyone would like to be involved in the Reablement model rethink, please email <a href="mailto:makingitreal@shropshire.gov.uk">makingitreal@shropshire.gov.uk</a>	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 <a href="mailto:enquiries@paccshropshire.org.uk">enquiries@paccshropshire.org.uk</a>	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