



## AGENDA

**DATE: 20<sup>th</sup> July 2023, TIME: 10-12pm, VENUE: Microsoft Teams Meeting**

<b>10am</b>	<b>Welcome</b>	Co-Chair
<b>10.05am</b>	<b>Vision, Values - A Practice Framework</b> Update/refresh and remind people using services and our staff of our values and practice when providing support. The document was co-produced in 2019 and has been refreshed, we'd like people's thoughts and comments.	Cath Challinor
<b>10.20am</b>	<b>Service Improvement Board</b> How the Making it Real board can help with Co-production with this board.	Tamsin
<b>10.40am</b>	<b>'Developing Day Opportunities together'</b> Feedback on the Life Opportunities workshops. These were led by the NDTi (National Development Team for Inclusion.)	Stewart Smith
<b>11.00am</b>	<b>Co-production Champions</b>	Sophie
<b>11.10am</b>	<b>New webpages</b> <a href="https://www.shropshire.gov.uk/social-care-and-health/adult-social-care/making-it-real/">Making it Real   Shropshire Council</a>  www.shropshire.gov.uk/social-care-and-health/adult-social-care/making-it-real/	Sophie
<b>11.20am</b>	<b>Not Another Co-production Festival</b> Feedback from the festival 4 <sup>th</sup> July 2023	Sophie, Katie & Rich
<b>11.30am</b>	<b>Question for the whole board to think about:</b> As we are now halfway through 2023 and thinking about progress with co-production...  <ul style="list-style-type: none"> <li>• Where have we got to?</li> <li>• What has been good? And not so good?</li> <li>• What do we want to achieve as a board in the second half of 2023 and in 2024?</li> </ul>	All
<b>11.50am</b>	<b>AOB</b> Brief update on MiR experts' co-production work amending documents/letters.	

## MINUTES

**DATE: 20<sup>th</sup> July 2023, TIME: 10-12pm, VENUE: Microsoft Teams Meeting**

**Chaired by Katie Stone**

**Attendees:** Jane Garner (Co-Chair/Expert by Experience), Katie Stone (Co-co-Chair/Expert by Experience) Sophie Davies (Shropshire Council), Simon P. Jones (Shropshire Council), Julie Mellor (Taking Part), Ted Goodman (Expert by Experience), Beth Baker (Shropshire Council), Emma-Louise Jansen (Shropshire Council), Stewart Smith (Shropshire Council), Cath Challinor (Shropshire Council), Rachel Cox (Healthwatch), George Branch, Lisa Middleton (Shropshire Council), Emma Lewis (Shropshire Council), Laura Tyler (Shropshire Council), Andrea Williams (Shropshire Council), Krissie Cooke (Expert by Experience), Leanne Morrissey (Shropshire Council), Tamsin Waterhouse (Shropshire Council), Tanya Miles (Shropshire Council), Liz Joyce (Shropshire Council), Sue Gerrard (Expert by Experience), Cecilia Motley (Shropshire Council)

**Apologies:** Rich Amos (Expert by Experience), Fiona Williams (Shropshire Council)

### **Vision, Values - A Practice Framework**

(Cath Challinor, Service Manager/ CQC Assurance Lead, Shropshire Council)

Cath took the board through the Vision and Values of Adult Services, explaining it was co-produced in 2019 and is now due to be 'refreshed' and asked the board for their feedback and comments on the paper.

### **QUESTIONS**

**Q.** Once the document has been finalised, where else will it be shared? Will it go to the Voluntary sector and the ICB board etc?

**A.** We will have a 'relaunch' of the updated document. Asking our partners to share within their organisations. To get all of our workforce remembering what a fantastic model we have got here in Shropshire, we will be joining team meetings, sharing via email and in all internal communications within the council.

**Q.** You're asking a minority of people who use services here to give input regarding how the vision's looking. Now my question is, can we contact wider people, that may have had an input in the first place to see how they feel about it?

**A.** We can do that; we can send out to all partnership board and other groups to feedback.

**Q.** What do you think is the current level of staff awareness of this?

**A.** I'm not convinced that staff are aware. We need to remind our staff what that Vision is, so they're really clear in their day-to-day work, what it is they are trying to achieve and that we've got that consistency across the Council. Also, over the last couple of years, we've had change of workforce and people have forgotten the fantastic model that we've got here in Shropshire.

**Q.** It says starting with you as a person... Not everybody will be able to actually communicate their feelings. Do we know ourselves well enough to explain that when we've got our own issues?

**A.** We always have to start with the person and trying to use whatever communication methods that they need in order to try and get across what it was they wanted. Then it goes on to talk about other people that they'll engage with. So, for people who struggle to verbalise it themselves, maybe speaking with the people who know them best. To try and

help people the best we can. It's about utilising all the tools that we've got. To make sure that people can communicate in the best way.

Julie Mellor, Taking Part, offered to share the updated document with the voluntary sector via their newsletter.

### **Service Improvement Board**

(Tamsin Waterhouse, Principle Social Worker, Shropshire Council)

The idea behind the Service Improvement Board is to have that oversight so that we pull together all of the different strands for different themes of feedback.

Tamsin said, 'We want you to be involved from the very conception from very beginning of this idea.'

#### **The challenge for us:**

- How do we use feedback to drive service improvements?
- Can we bring all that together into one central place for oversight and governance?

The Service Improvement Board would complement the work of the Making it Real board and would provide a vehicle for service improvements identified through Making it Real.

#### **QUESTIONS**

**Q.** Will the board include a Council member representative?

**A.** It's at the planning stage and it's a great idea.

**Q.** Is there going to be a way that frontline social workers can actually say this is a theme that they would like considered? Will there be specific criteria before a theme can go to that board?

**A.** Very good question and we will need to have a think and discussion about that.

**Q.** It's called Service Improvement Board, but one thing that we're not very good at is celebrating the successes. What is being discussed is absolutely crucial, that if you do get some success stories that feeds into people showing something actually happens and it works. And it's checked that it's still working. And if something goes wrong and then it's put right, that really does have an effect on how people view things. It would also make people more willing to come forward and being involved.

**A.** That's what we want to show, we want to be a learning organisation, which means we recognise when things have gone wrong. We need to communicate that, and people need to see we're doing that.

### **'Developing Day Opportunities together'**

(Stewart Smith Commissioning and Development Manager)

Stewart fed back to the board about the Life Opportunities workshops that were led by NDTI (National Development Team for Inclusion). And posed the following questions to the board to think about and email any comments to [Stewart.smith@shropshire.gov.uk](mailto:Stewart.smith@shropshire.gov.uk) by the end of August 2023.

- How can we improve the information that's available?
- How can we make the community more visible, create social networks and celebrate successes together?
- How can we overcome barriers to transport and access to opportunities in our rural county?

- How can we involve the people who are using services in dividing wider opportunities better?
- How can we create more flexible spaces and share buildings and resources more effectively?
- How can we create more group volunteering opportunities and train volunteers and so forth?
- 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?

## QUESTIONS

**Q.** Are you linked with Enable? We are able to offer that advice and also our travel training programme.

**A.** Yes, some of the Enable colleagues are linked into to certain centres.

**Q.** With the opportunities for volunteering and volunteers, is there any way that you could have a system?

**A.** This is something worth looking into. We need to get into a situation where we're creating an opportunity for somebody to go along and be a volunteer at an event.

**Q.** How many day centres aren't being used and therefore people are being transported further away.

Are the council maximising resources that they have and therefore are sending people further away than needed?

**A.** Maximising the use of resources is something that we we're looking to really get to grips with. We are really good at getting somebody into day opportunities. It's fun, it's interesting, on the whole it's really lively and all sorts happening, but we then don't move people into their own community opportunities and create the chance for new people to come through as well.

## New webpages

[Making it Real | Shropshire Council](http://www.shropshire.gov.uk/social-care-and-health/adult-social-care/making-it-real/) (www.shropshire.gov.uk/social-care-and-health/adult-social-care/making-it-real/)

Sophie Davies showed the board the new Making it Real Shropshire webpages and asked for feedback to be emailed to [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk)

## Co-production Champions

(Sophie Davies – Making it Real Co-ordinator, Shropshire Council)

Sophie explained the proposal has been agreed to roll out the Co-production Champions, piloting within the Adult Social Care Social Work teams to begin with.

A job opportunity (job description) has been co-produced with Tamsin Waterhouse, Jane Garner, Sue Gerrard and Sophie and is currently in draft format. Sophie is in contact with the Ideas Alliance regarding training for the interested staff members.

## Not Another Co-production Festival

(Sophie Davies – Making it Real Co-ordinator, Shropshire Council, Katie Stone – Expert by Experience, Tamsin Waterhouse - Principle Social Worker, Shropshire Council)

Feedback from the festival 4<sup>th</sup> July 2023

Sophie Davies told the board about the Not another Co-production Project she has been involved in.

There was a lot of interest in MiR and what Shropshire are doing. Fabulous opportunity to show case Shropshire and get the Making it Real message out to the people of the West Midlands.

Katie Stone fed back on her experiences taking people through the Adult Social Care Assessment form, concluding the form needs to be more personal to the person being assessed.

Tamsin Waterhouse attended the festival as a guest and said how enjoyable and energising the event was.

## QUESTIONS

**Q.** What was the reaction from people from other areas about Making it Real?

**A.** Lots of interest in Making it Real, opened my eyes to how the framework can be used in almost all scenarios and organisations, not just Adult Social Care. I was talking to a gentleman that works with refugees and I was suggesting ways they could use the framework to co-produce their services and 'get it right first time' with the groups of people he worked with and supports.

**Q.** Where there any other Local Authorities at the festival?

**A.** Yes, Birmingham City Council were there, and I did have a Birmingham citizen approach me and say how Birmingham need to have a Making it Real Board as it would really improve their services, if they followed what we are doing in Shropshire.

**Q.** Is it an annual project and festival?

**A.** Its lottery funded, and they have a further 2 years, I believe left of the funding. The Ideas Alliance pick different areas each year to run the project. Last time they did the same project in Manchester. The next project will be in North London.

**Q.** Could the board look at 'refreshing' the Care Assessment?

**A.** It's not a separate document, it's something which is extracted from the larger Liquid Logic database. We did do a piece of work looking at support plans and what a good support plan looks like. There's no doubt that these forms are not really user friendly, they go on for pages and pages and pages. And there's a lot of repetition.

If anyone would like to work with us on developing the work already been done, please email [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk)

## Question for the whole board to think about:

As we are now halfway through 2023 and thinking about progress with co-production...

- What's been good and what's not been good?
- What do we want to be doing in the second half of this year?
- What do we want to be doing going into 2024?

If you have any comments you would like to make about the above question, please email to [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk) and the minutes will be updated.

## QUESTIONS

**Q.** Jane also asked Laura Tyler and Tanya Miles, where do you think we've got to with as the Making it Real board in 2023 so far?

**ANSWER (FROM LAURA TYLER).** In terms of where we are now, I can see the energy and the drivers here without a doubt compared to where we were.

Some of the policies and the and the frameworks, we need to formalise because there's some brilliant pieces of work now. What we want to do is to build on the remuneration policy that we talked about previously and we talked about bringing something back to the board in September. We agreed what we want to do is make that a bit wider in terms of a

handbook for volunteers and staff. And also having a co-production framework. We are in the process of pulling it into a paper and trying to get some of that finalised.

We need to get the following elements embedded by the end of the year (2023)

- Service Improvement Board (this will make a real difference and embedding that as part of our everyday work)
- Co-production Champions

Next year we need to think about

- How do we then spread the activities and embed it across much wider across the local authority?
- How do we really get partners involved?

I think actually we've done a really good job

**ANSWER (FROM TANYA MILES)** In terms of where we have got to, when I reflect back to the meetings last year it felt there was not a balance of power that there was definitely a lot of talk from the Council and an expectation that me as Director of Adult Social Care would lead and respond. And I'm just sitting here today feeling that it's a pleasure to be on this board. It's always been a pleasure on the board. But people aren't just looking to the Council to deliver.

And to respond to everything which I think has a demonstrated in a more balanced approach and to the board, I think we've got a better understanding of the Making it Real board - who we are, what it can do - and the attendance really demonstrates the strength and the power of this board in terms of what's next.

#### **COMMENTS**

Lots of good, exciting co-production happening at an organisational and strategical level, but we can't lose sight of the individual level, grass roots co-production is where all other levels should grow from.

#### **AOB**

**Brief update on MiR experts' co-production work amending documents/letters**

Lisa Middleton

It's been a really positive experience. And it's also opened up a further conversation about kind of some of those other points around how we communicate with residents. The letters have been pushed out to the social care teams.

**Next Board meeting Wednesday 20<sup>th</sup> September 3 – 5pm**

## ACTION PLAN

Date	Action	BY whom	Date to be completed	Comments
20.07.23	Circulate the Vision and Values to all Shropshire Council Partnership Boards and wider contacts for feedback	Sophie	ASAP	Completed
20.07.23	Not another Co-production article to be sent to ADASS West Midlands and added to the next ADASS co-production meeting Agenda	Sophie	ASAP	
20.07.23	Mapping of the Partnership Boards and where they sit	Sophie	September Board meeting	
20.07.23	Lisa to bring feedback about the letters that have been co-produced to the November Board meeting.	Lisa Middleton	November Board meeting	
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	Ongoing
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 <a href="mailto:makingitreal@shropshire.gov.uk">makingitreal@shropshire.gov.uk</a>	ALL	ASAP	Ongoing
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	Outstanding
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 <a href="mailto:makingitreal@shropshire.gov.uk">makingitreal@shropshire.gov.uk</a> .	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.			Completed
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