



AGENDA

**Tuesday 15th November, 10am – 12pm, Microsoft Teams Meeting.
Chaired by: Jane Garner**

10am	Welcome and introduction	Co-Chair
10.05	Introduction of Tamsin Waterhouse – Principle Social Worker Tamsin will be joining the Board	Tamsin Waterhouse
10.10	Cost of living paper Emily Fay - Programme Manager (Shaping Places for Healthier Lives: Food Insecurity) What ideas do the Board have to help promote the paper?	Emily Fay
10.40	The Winter Support Service Lisa Middleton - Place and Personalisation Team Manager <ul style="list-style-type: none"> • Whistle-stop overview of the service and its purpose • The mechanisms used to gather feedback and evaluate last years' service: <ul style="list-style-type: none"> • Feedback from residents • Feedback from staff • Feedback from stakeholder workshop • The learning: strengths and weaknesses and what we did differently with this insight • Evaluation: views from the board in terms of how we orchestrate the evaluation this year 	Lisa Middleton
11.05	Tech Project - Outline	Sophie
11.15	Web page and communication working group update	Sophie
11.25	Feedback group updates	Sophie
11.35	Letters and documents to be reviewed Set up review group to read and review anything that goes out to the public to ensure clarity.	Sophie
11.55	AOB	All

Minutes

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Attendees: Jane Garner (co-chair), Cllr Simon P Jones (co-chair), Ted Goodman, Katie Stone, Sue Gerrard, Liz Florendine, Stewart Smith, Lisa Middleton, Tamsin Waterhouse, Emily Fay, Carole Croxford, Beth McDowall, Laura Tyler, Greg Owen, Sophie Davies

Apologies: Tanya Miles, Natalie McFall, Michelle Williams, Emma Louise Jenson, Rich Amos, Julie Mellor,

Introduction of Tamsin Waterhouse – Principal Social Worker and new board member

Tamsin introduced herself and gave an overview of her position as Principal Social Worker and thanked the Board for inviting her to sit with them.

“The best way of explaining it is to try to create the conditions for excellent practice to thrive. So, I have a sort of oversight over social work practice within the local authority and I'm there to represent the social work workforce. I'm really, really pleased to be here. Because good practice leads to good experiences, and that's and that's what we're interested in. I do quite a lot of quality assurance and audits. I get involved in safeguarding. Run learning reviews. Look at what we can learn when things have gone wrong or when things have gone really well.”

Cost of Living paper

Emily Fay – Programme Manager (Shaping Places for Healthier Lives: Food Insecurity), talked the board through the Cost of Living presentation and the leaflets and information available via the website.

Please see: Making it Real presentation – Cost of Living

Winter Support Service

Lisa Middleton - Place and Personalisation Team Manager, took the board through her presentation of the evaluation of last year's Winter Support and the updated offer for this year.

Please see: The Winter Support Service 2021-22 REPORT and The Winter Support Service 2022-23 summary slides for MIR Board.

- Katie Stone comment how all the services within the Winter Support Service seem to be aimed at the older generation, where it should be made clear it's for ALL ages.
- Beth McDowell questioned how much co-production had been done with both the Cost of Living and Winter Support Service offers.

Tech Project

Sophie Davies talked the Board through the current Tech project running till March 2023 – Please see Tech Project paper attached.

- Stewart Smith asked if in the next project could this include support for adults with learning disability and/or autism in the future funding bid. Could be for some in their 60s but possibly also younger (current age 65+).
- Andrea Miller who is leading this project will be invited to the March 2023 Board meeting to discuss the next project - if further funding is sourced or concluded.

Web page and communication working group update

- Sophie updated the Board on the webpage.

- Content nearly at the stage to be shared with the web team
- New webpages test by the beginning of December and shared with the working group/Board for feedback
- Webpage to go live before the end of 2022

Feedback group updates

- Next feedback group meeting set for 22nd November
- To continue creating a Making it Real feedback form
- Create a feedback form for staff. Beth McDowall recommended using menti.com as a good way of collecting anonymous feedback

Letters and documents to be reviewed

- Sophie put a call out for Board members to form a new working group to review any information that goes out from Adult Social Care within the Council.
- The new group has been given the full backing of the Senior Management Team from Laura Tyler.
- Katie Stone suggested the working group should have a representative from the relevant team using the information they are reviewing, so everyone is involved in the process.
- Tamsin Waterhouse will be putting a piece in the Adult Social Care 3 Minute Brief asking for people to contact Making it Real with any existing or new written information they would like the Board to review/help create.
- Liz Florendine explained Healthwatch would be more than happy to help with the review of the documents also.

AOB
None

Next Board meeting Thursday 12th January 2023 2-4pm

Making it Real board action plan 15th November 2022

Date	Action	BY whom	Date to be completed	Comments
15.11.22	SD to send question to Emily Fay about her presentation	Sophie	ASAP	

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		
15.11.22	SD to contact Andrea 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	
20.06.22	Sophie to contact Margarete Davies regarding the 'Grand Tour of Shropshire' Identifying local groups in the area.	Sophie	15.09.22	Outstanding
15.09.22	Sophie to send out link to LA and article around MiR	Sophie	21.09.22	Sent to the Board on the 22 nd Sept awaiting feedback
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 – Once web pages are ready Maria will be contacted
20.06.22	Invite Maria from comms to a board meeting to discuss putting together a communication plan	Sophie	15.09.22	Sophie to invite Maria to the web page and comms meeting once we have things to share
20.06.22	Sophie to provide a template for all board members to write their short Bio's	Sophie	ASAP	Ongoing
22.04.22	Lisa J to pull together diagram of engagement for LA.	Lisa		Ongoing – Larger piece of working underway.
22.04.22	What are the different models of working with and supporting people with lived experience used by other boards?	?		Ongoing – Please see above comment
CLOSED/COMPLETED				
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