

Making It Real Board Terms of Reference

An explanation of why we meet and what we want to achieve.

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1. Making It Real in Telford and Wrekin

The Making It Real Board in Telford and Wrekin brings together people who access, deliver, plan and commission adult social care services in Telford and Wrekin.

The board supports our commitment to co-production as business as usual, identifying opportunities to work together to problem solve, design new services as well as review existing services and identify improvements using the principles from the national Think Local Act Personal, 'Making It Real' "I" and "We" statements ([Making it Real documents - About - Making it Real - Think Local Act Personal](#)), a set of co-produced statements that describe what good care and support looks like.

[View our Co-Production Framework](#) to see our approach.

A whole board approach will be taken to co-produce the [annual Adult Social Care Local Account](#) which will also feature the Making It Real Board, providing an update to residents and professionals reflecting on Adult Social Care's achievements, positive outcomes for people, recording progress, priorities, and considerations for the next year.

The Making It Real Board will review the action plan on an annual basis, supporting the 'What we have achieved together' model of reporting progress linked with communications plan.

Throughout the year Making It Real Co-Chairs will make representation and provide updates, where appropriate to:

- **Adult Social Care Leadership** – Adult Social Care Senior Leadership Team meetings.
- **Telford & Wrekin Council Senior Management Team** – Senior Management Team from across the council meetings.
- **Telford & Wrekin Integrated Place Partnership (TWIPP)** – A partnership meeting which include Social Care and Health partners.
- **Health & Wellbeing Board** – A meeting to ensure that the Council and the Integrated Care Board work effectively together in planning health and social care services to improve health and wellbeing.

A communication plan will be developed each calendar year to include:

- Recruitment of experts with lived experience across all boards.
- Regular updates on the Council's social media platforms.
- Regular updates in Adult Social Care staff and external newsletters.

Making It Real Board Priorities and Action Plan

Working together the board will agree the priorities for the period of two years.

The Board will focus on:

- Think Local Act Personal (TLAP) I and We statements, picking 3 making it real themes to focus on per year to create an action plan.
- Supporting Adult Social Care's priorities, as well as any identified improvements from the Care Quality Commission (CQC) Local authority assessment report alongside the consultants Newton Europe report (2024).
- Quality Assurance using the Adult Social Care feedback, complaints and compliments themes as a basis for identifying improvements, developments for service and practice.
- Have regular feedback from the Partnership Boards, including quarterly updates from representatives – flagging any areas of duplication/opportunities for co-production activity.

2. Roles & Responsibilities

Our Making It Real Board membership will be formed from our Partnership Board expert with lived experience representatives and Council Leaders with a view to eliminating/minimising duplication and ensuring discussions are taking place in the correct forums.

2a. Board members – see Role description

Members will be appointed by the Co-Chairs through membership renewal and new expressions of interest every **2 years. The next review will follow the co-chair election in July 2026.**

After a period of 2 years membership will be advertised and existing members will be required to complete an expression of interest form with a view to renew their membership this will allow others to get involved and new voices/perspectives and ideas to be heard.

2b. Co-Chairs – see Role description

The Making It Real Board has two Co-Chairs, one being an expert with lived experience and the other, will be the Council Cabinet Member with responsibility for Social Care.

Co-Chair with lived experience will be appointed by expert by experience members only majority vote which will take place every **2 years. The next review will be in July 2026.**

2c. Co-Production Champions

A Co-Production Champion nominated member of staff from each team will attend where possible meetings, get involved in co-production and communicate/provide update back to their teams.

3. Meeting Arrangements

Arrangements agreed by board members are as follows:

- a) Board meetings to take place monthly, excluding the month of August.
- b) Meetings will be held from 11.00am – 1.00pm.
- c) Meeting venue must be accessible.
- d) Meetings will be hybrid – in person and virtually via Zoom members can attend.
- e) Meetings will be co-chaired by an expert with lived experience and Council Member with responsibility for Social Care.

- f) The Co-Chair with lived experience will be appointed by expert by experience members only by a majority vote.
- g) The organisation of the board meetings and the agenda prep meetings will be facilitated by the Co-Production Lead and/or Co-Production Officers.
- h) Adult Social Care Business Support Officer will circulate any papers, reports, and presentations along with the agenda 7 days in advance of each meeting.
- i) Adult Social Care Business Support Officer will record the actions from each meeting. The agendas and actions from the meetings will be displayed publicly on www.telford.gov.uk/mir
- j) The Co-Production Lead will work with board members to ensure meetings are inclusive and accessible.

4. Claiming Expenses

Making It Real Board members who are experts with lived experience who attend in person meetings and any associated co-production activity and/or task and finish group meetings will be reimbursed their travel and parking expenses. Expense forms will be available at each meeting, alternatively approach the Co-Production Lead and/or Co-Production Officers for forms.

5. Review Process

Every two years feedback will be sought from board members on the function and set up of the board. This feedback will be used to shape the future of the board.

6. Leaving the Making It Real Board

Members can leave the Making It Real Board at any time and can choose to give a reason to either of the Co-Chairs.

The board have the discretion to ask a person to leave if there is a situation which escalates and cannot be deescalated in a safe manner. Where such concerns arise the Co-Chairs and where appropriate board members would make a final decision about the individual's future participation on the board.

7. How to get involved/Renew membership

To express your interest in getting involved or in renewing your membership, please complete the expression of interest form - <https://forms.office.com/e/ap8ftjFimh>

Alternatively, you can contact:

Sarah Poole, Co-Production Lead	Tel: 01952 381219
Katie Rae, Co-Production Officer	Tel: 01952 383552
Patricia Beaumont, Co-Production Officer	Tel: 01952 383377

Email: makingitreal@telford.gov.uk

Write to us: Adult Social Care Co-Production
Telford & Wrekin Council
4th floor, B Wing,
Darby House,
Lawn Central,
Telford,
TF3 4JA.

Drop in to: Independent Living Centre (ILC)
3A Hazeldine House,
Telford Town Centre,
Telford,
TF3 4JL.