

# 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

The Making It Real Board in Telford and Wrekin brings together people who access, deliver, plan and commission adult social care services in Telford. This will support people who access services to get involved, direct, and influence developments across adult social care. Our ethos of co-production supports problem solving and provides an opportunity for us all to work together to design new services as well as review existing services and identify improvements.

Using the principles behind 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](#)) the aim is to ensure that co-production with people who use services, and their carers is a reality and central to future developments.

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

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

- Assurance Board.
- Health & Wellbeing Board.
- Adult Safeguarding Board.
- Specialist Partnership Boards.

The [annual adult social care local account](#) will feature the Making It Real Board and the vital work the board does with adult social care services. The Local Account will be co-produced by the Making It Real Board members as a document that reflects on Adult Social Care's achievements, positive outcomes for people, recording progress, priorities, and considerations for the next year.

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

- Recruitment of experts with lived experience.
- Regular updates on the Council's social media platforms.
- Regular updates in Adult Social Care staff newsletter.

## 2023/24 Making It Real Board Priorities

### Quality Monitoring of Care

Work with Quality Monitoring Officers to influence quality monitoring activity.

### Care Quality Commission (CQC) Local Authority and Integrated Care Service (ICS) Inspections

Briefing on the new CQC assessment framework including the self-assessment and receive regular updates regarding the Adult Social Care CQC action plan.

### Health & Social Care System Wide Co-Production

Briefing from Integration Programme Manager on Co-production Conference and next steps.

### Access to Adult Social Care

Co-producing documents relating to access to Adult Social Care and its commissioned information, advice and guidance services.

### Co-Production Newsletter

Development of a twice-yearly update to residents of Telford to include work completed, in progress and what's coming up.

### Adult Social Care Local Account

Co-producing the Adult Social Care Local Account on an annual basis.

### Adult Social Care Co-Production Framework

Reviewing the co-produced, Co-Production Framework.

## 2. Roles & Responsibilities

### Board members

Everyone who attends Making It Real Board meetings will be required to:

- Work together to achieve the agreed aims.
- Hear and respect to the views and opinions of other people who attend the meetings.
- Give your expert views for Making It Real and co-production.
- Feedback on any key updates from other specialist boards and groups.
- Read any reports and papers prior to the meetings.
- Maintain confidentiality - As a member of the Making It Real Board you may have access to some confidential information through paperwork or discussions at meetings and confidentiality must be respected.
- Be committed to attend as many of the 11 meeting per year as possible and send apologies if unable to attend.
- Respect and support Equality, Diversity, and Inclusion as a strong ethos of the board – support each other's voice to be heard and challenge discrimination.
- Help support a calm environment during meetings.

Some of the topics being brought to the board may cause distress or be triggering to you or other members. Please be mindful of how you react, respond and challenge as this can also be triggering. If you need time and space, please feel free to take time out of the meeting and return if/when you feel able to.

### Co-Chairs

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.

The Co-Chairs role is:

- To set the agenda for each meeting in the agenda prep meetings. The agenda is a plan of what will be discussed at the meeting and in what order.

- Rotate the chairing of each meeting between themselves.
- Welcome members to the meeting, start the meeting at the appropriate time.
- Introduce each agenda item and its purpose, request contributions and encourage participation from board members.
- Ensure the meeting keeps to time and formally call the meeting to a close.
- Ensure fairness and equality at the meetings.

### **3. Meeting Arrangements**

Existing arrangements agreed by the board for 2024 are as follows:

- a) Meeting monthly, excluding the month of August. Timing, and venue to be agreed by members of the Making It Real Board.
- b) You can attend in person or virtually via Zoom.
- c) Meetings will be co-chaired by an expert with lived experience and Council Member with responsibility for Social Care.
- d) The co-chair with lived experience will be appointed by a majority vote from the people present at the meeting on an annual basis.
- e) The organisation of the meetings and the agenda prep meetings will be facilitated by the Co-Production Lead or Co-Production Officers.
- f) Adult Social Care Business Support Officer will circulate any papers, reports, and presentations along with the agenda 7 days in advance of each meeting.
- g) 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](http://www.telford.gov.uk/mir)
- h) 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 the meetings and any associated project/specialist board meetings will be reimbursed their travel and parking expenses. Expense forms will be available at each meeting.

## 5. Review Process

The Making It Real Board will review what has been achieved through co-produced on an annual basis, supporting You Said, We Did model of reporting progress.

Co-chair with lived experience will be appointed by a majority vote on an annual basis. The next review will be in July 2024.

## 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 deescalated in a safe manner. Where such concerns arise the Co-Chairs along with board members would make a final decision about the individual's future participation on the board.

## 7. How to get involved

To express your interest in getting involved, please 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](mailto: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.