

**Telford & Wrekin Council Adult Social Care
Making It Real (MiR) Board Actions
March 2024**

1.	<p>Follow up on actions from February's meeting:</p> <ul style="list-style-type: none"> • Date and location of the next Direct Payment Board meeting to be shared with the nominated representatives from the group – Complete. • Making It Real webpage update to be provided – Co-Production Lead confirmed page is not yet live, update to be shared when available. • Update on exploring help to fill in forms - If the form is related to Adult Social Care, in the first instance contact the allocated worker, if there is no worker, contact the Independent Living Centre for a booked appointment. Where possible forms should be filled in with basic details beforehand (i.e. name, address, date of birth). If the form is from another organisation, the person would need to contact the agency who the paperwork relates; for support for example the Department of Work and Pensions has a webpage on what support is available and how to access it - Support visits if you need help to claim benefits - GOV.UK (www.gov.uk) - Complete. • Co-production Officer to share group details with Parks and Open Spaces Lead Officer. – Complete. • Volunteers to contact Co-Production Officer regarding creating a collaborative piece for the local account. – Discussed in meeting. • Co-Production Officer to explore if there is a disability group – Unable to identify a group, Co-Production Officer will continue to explore. • Planner from Station Quarter to be invited to attend a Making it Real Board meeting – discussed this with lead link officer and a consultation will be arranged.
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	<ul style="list-style-type: none"> • Expert with lived experience member volunteered to input some key words through artificial intelligence (AI) to generate a starting point for the referral form to support the Adult Social Care Portal co-production work. – Complete, updated through the Adult Social Care portal meeting. • Expert with Lived Experience to ask Autism Lead for the adult waiting list figures for the adult autism assessments. - Outstanding action. • Co-production Officer to share the list of volunteer roles from Healthwatch with the group via email. - Outstanding action.
2.	<p>Actions from March's meeting:</p> <ul style="list-style-type: none"> - Volunteers to contact Commissioning Officer for Carers regarding the summary version of the Carers Wellbeing Guide. - Adult Social Care Feedback form report to be shared with the minutes of the meeting. - Assurance Officer to ensure the feedback form links with the making contact form to ensure consistency. - Link for the Adult Social Care Knowing Where to Go document to be shared with members. - Service Delivery Manager to do a presentation to the Board regarding the Care Quality Commission (CQC). - Link for the Adult Social Care Local Account to be shared with members. - Co-Production Lead to share dates and what is needed for the local account working group with members. - Co-Production Officer to email members with the Integrated Care Board (ICB) Safeguarding leaflet for comments and suggestions. - Councillor and Director for Adult Social Care to explore the option of cash payments for those that prefer not to use online payment systems. - Single point of contact to be explored if the direct payments team or social workers are not providing answers needed.



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