

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

1.	<p>Follow up on actions from March's meeting:</p> <ul style="list-style-type: none"> • Making It Real webpage update to be provided – Co-Production Lead confirmed page is not yet live, update to be shared when available. • Expert with Lived Experience to ask Autism Lead for the adult waiting list figures for the adult autism assessments. – This is a 3 year wait. • Volunteers to contact Commissioning Officer for Carers regarding the summary version of the Carers Wellbeing Guide. – Ongoing. • Adult Social Care Feedback form report to be shared with the minutes of the meeting. – Complete. • Assurance Officer to ensure the feedback form links with the making contact form to ensure consistency. – Outstanding action. • Link for the Adult Social Care Knowing Where to Go document to be shared with members. – Complete. • Service Delivery Manager to do a presentation to the Board regarding the Care Quality Commission (CQC) – Agenda item. • Link for the Adult Social Care Local Account to be shared with members. - Complete. • Local account working group with members to be arranged – Information will be shared. • Co-Production Officer to email members with the Integrated Care Board (ICB) Safeguarding leaflet for comments and suggestions. – In progress. • Councillor and Director for Adult Social Care to explore the option of cash payments for those that prefer not to use online payment systems. – Service Delivery Manager exploring this further. • Points of contact to be explored if the direct payments team or social workers are not providing answers needed. - Escalation via Senior, Team Leader and if needed the Service Delivery Manager.
----	---

	Suggested a flow chart is created to show a breakdown of where you are and what the next steps are.
2.	Actions from April's meeting: <ul style="list-style-type: none"> • Assurance Officer to ensure the feedback form links with the making contact form to ensure consistency. • Service Delivery Manager to explore the option of cash payments for those that prefer not to use online payment systems. • Co-Production Lead to review the structure and function of boards as many additional boards have been formed. • Making it Real to explore if invoices can include more detail. • Co-Production Lead and Autism Lead to set up a Disability Related Expenses workshop with members to review the draft guidance and feed back to the Making It Real Board.