




Making It Real Board Meeting Action Log

Actions are recorded during each meeting and transferred to this Action Log.






RAG (Red/Amber/Green) Rating



Red		Not yet started or behind schedule
Amber		In progress
Green		Completed



Our Adult Social Care Charter



<p>We will always promote independence.</p> 	<p>We will listen with empathy and understanding.</p> 	<p>You will know who to contact and we will always get back to you.</p> 	<p>Our conversations will be honest and personal to you we won't just tick boxes.</p> 	<p>We will respect your decisions and be honest and open.</p> 
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Open Actions					
Date	Actions	Lead	RAG	Completed	Progress Update
11/11/24	Care Act Assessments & Reviews	Principal Social Worker (PSW)			<p>(Action carried over from Direct Payment Board)</p> <p>Action from meeting around reviewing some forms which are sent out to people in advance of a Care Act Assessment or Review. Not yet started.</p>
11/11/24	Financial Declaration review	Group Manager			<p>(Action carried over from Direct Payment Board)</p> <p>Review of current financial declaration form – to be co-produced with Direct Payment & Making It Real board. 16/12/24: With Group Manager not yet started 20/01/25: Not yet started Update: Co-Production Lead requested Making It Real Board lead on this as it affects all people requiring a financial assessment. Making It Rea Board will feed through to Direct Payment board members for comments. 24/02/2025: Agenda item on Making It Real Board agenda – deferred to March meeting.</p>

					<p>31/03/2025: Discussed and agreed Group Manager to draft form with section for completing on behalf of i.e. Power of attorney and contribution to household if living with parent carers, also suggestions to improve accessibility i.e. large print etc.</p> <p>Members agreed to action as an activity in April's Making It Real Board, 30 minutes -1 hour to be allocated for the task.</p>
11/11/24	Emergency contingency planning	Principal Social Worker (PSW)			<p><i>(Action carried over from Direct Payment Board)</i></p> <p>Raising the awareness of the importance of recording contingency plans on all records, in the event of an emergency.</p>
11/11/24	Care Plan training for people receiving care	Principal Social Worker (PSW) / Business Systems Development Specialist			<p>Proposal: Video recording co-produced with board, Group Manager to speak to Service Delivery Manager regarding identifying lead in Business Systems Support.</p> <p>16/12/24: with Group Manager not yet started.</p> <p>20/01/25: Business Systems Development Specialist and Principal Social Worker (PSW) to lead.</p> <p>Update: Co-Production Lead has requested Making It Real Board lead on this as it affects everyone who has/requires a Care Plan. Making It Real Board to feed through to Direct Payment board members for comments.</p>
11/11/24	Notification letter review	Group Manager			<p><i>(Action carried over from Direct Payment Board)</i></p> <p>Financial assessment notification letters Co-produced with Direct Payment and Making It Real Boards. Note invoices are corporate templates and cannot be</p>

				<p>amended by Adult Social Care however we can forward comments.</p> <p>16/12/24: Not yet started</p> <p>20/01/25: Not yet started</p> <p>Update: Co-Production Lead requested Making It Real Board lead on this as it affects all people accessing Adult Social Care undertaking a financial assessment. Making It Real Board will feed through to Direct Payment board members for comments.</p>
16/12/24	Minimum Income Guarantee (MIG) guidance	Group Manager		<p><i>(Action carried over from Direct Payment Board)</i></p> <p>Direct Payment board would like guidance on the Minimum Income Guarantee (MIG) to help people understand what it is and how it is worked out. Group Manager will start working on some guidance and will also present the presentation on the Minimum Income Guarantee (MIG) that was done at the Making It Real Board to the Direct Payment board.</p> <p>20/01/25: Slide show presentation on how the Financial Assessment is calculated. Group Manager will draft some guidance on the Minimum Income Guarantee (MIG) and financial assessment calculation and include links to Minimum Income Guarantee (MIG) and disregards once drafted Group Manager will share with board for approval.</p> <p>Update: Co-Production Lead requested Making It Real lead on this as it affects all people requiring a financial assessment. Making It Real will feed through to the Direct Payment board members for comments.</p> <p>24/02/2025: Agenda item on MIRB agenda – deferred to March meeting.</p>

					31/03/2025: Discussed and agreed Group Manager to share draft guidance for comment, members to review and bring feedback to April's meeting. Members agreed to action as an activity in April's Making It Real Board, one hour to be allocated for the task.
27/01/2025	Adult Social Care charter – redesign and relaunch	Co-Production Team / Making It Real Board			<p><i>(Action carried over from 2024)</i></p> <p>27/01/2025: Adult Social Care charter redesign displayed in January's meeting. Full stop to be added after 'Our conversations will be honest and personal to you'. Design approved by Board.</p> <p>Co-Production Lead to create draft communication plan for the board members to feed into/suggest ideas for promoting the charter.</p> <p>24/02/2025: Final Adult Social Care Charter proof and proposed communication plan shared for sign off - Approved.</p> <p>31/03/2025: Members volunteering for communications, provide further ideas, suggestions for the re-launch of the Adult Social Care Charter to advise Co-Production Lead by email.</p>
27/01/2025	Groups – Sensory and Physical Disability	Director of Adult Social Care			<p>27/01/2025: Members expressed concern that there is no where for Sensory or Physical Disabilities to be discussed as there is for Ageing, Learning Disability, Autism etc only Making It Real. Director of Adult Social Care agreed to look into this.</p> <p>24/02/2025: Co-Production Officer to gather information from Disabled Persons Organisations (DPOs) and facilitate a meeting.</p>

					31/03/2025: New group to be set up, Co-Production Lead will set up first meeting.
31/03/2025	Council communications	Director of Adult Social Care			31/03/2025: Director of Adult Social Care to feedback concerns regarding lack of communications to parent carers regarding the Skills Hub.
31/03/2025	Micro Providers	Director of Adult Social Care			31/03/2025: Members raised concerns regarding micro providers, quality of care, no clear escalation, unmonitored and unregistered. Director of Adult Social Care to discuss with appropriate Service leads.
31/03/2025	Telford & Wrekin Council – Accessible Information	Principal Social Worker (PSW) / Co-Production Lead / Director of Adult Social Care			31/03/2025: Principal Social Worker (PSW), Co-Production Lead and Director of Adult Social Care to discuss outside of the meeting.
31/03/2025	Welcome pack development – Adult Social Care Getting Involved	Co-Production Lead/Officers			31/03/2025: Members asked what should be included in the welcome pack, what would be useful for new members. Overall board structure including each boards purpose, how they feed into each other and who are the members.

Closed/Completed Actions					
Date	Actions	Lead	RAG	Completed	Progress Update
27/01/2025	Implementation of Action Log	Co-Production Lead		28/01/2025	27/01/2025: Action Log discussed; Direct Payment Board action log displayed as an example. All agreed to implementation. Action logs will be published on the webpage so that members of the public can see the boards work programme and actions progressing.
27/01/2025	Benefit Overview session	Co-Production Team		30/01/2025	<i>(Action carried over from 2024)</i> 27-01-2025: Benefit session organised for 30/01/2025 at Ketley Community Centre. Invitation sent to all experts with lived experience, Adult Social Care staff and Community Organisations. 24/02/2025: Action complete.
27/01/2025	Dementia Groups	Co-Production Lead		03/02/2025	27/01/2025: Co-Production Lead to liaise with Admiral Nurses for information regarding active groups and boards around Dementia. 03/02/2025: Information shared with expert by experience with interest on subject of Dementia linking to existing Integrate Care Board (ICB) Dementia steering group.
27/01/2025	Assistive Technology	Co-Production Lead			27/01/2025: Co-Production Lead to liaise with Assistive Technology team lead regarding how experts with lived experience can feed in discovery of new equipment and ideas. 28/04/2025: Advised to drop in to the Independent Living Centre and talk to the experts with lived experience volunteers available every Wednesday.



making it real



Telford & Wrekin
Co-operative Council

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31/03/2025	Independent Living Centre communications	Corporate Communications			31/03/2025: Corporate Communications Officer requesting members support for Independent Living Centre communications i.e. photos, videos etc. Members interested to email: makingitreal@telford.gov.uk by Friday, 18 April 2025.
31/03/2025	Hybrid Making It Real Board Meetings	Co-Chairs			31/03/2025: All members to raise hands (virtual hand on teams and printed card on table in the room) when wanting to talk and Co-chairs will work through hands raised in order of raising. This is detailed within the terms of reference. Microsoft Teams guide for members - Microsoft Teams video training - Microsoft Support .
24/02/2025	Live Well Telford	Information & Advice Officer			24/02/2025: Co-Production Officer to liaise with Information & Advice Officer re the communication plans for the platform and the development of Live Well Telford to include accessibility information. 31/03/2025: Co-Production Lead emailed all experts with lived experience for volunteers interested in getting involved in working group around the accessibility additional information fields development. Members to advise by 04/04/2025.