



## 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



Protect, care and invest  
to create a better borough



### Open Actions

Date	Actions	Lead	RAG	Progress Update
<b>Care Act Assessments and Reviews</b>				
11/11/24	Care Act Assessments & Reviews	Principal Social Worker (PSW)		<p><i>(Action carried over from Direct Payment Board)</i></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> <p><b>28/07/2025:</b> Developing a forward plan and looking at December to begin Care Act Assessment and Review overviews.</p> <p><b>28/10/2025:</b> Care Act Assessment discussion and focus on December's Making It Happen meeting.</p>
<b>Emergency contingency planning</b>				
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> <p><b>28/07/2025:</b> Developing a forward plan and looking at December to begin Care Act Assessment and Review overviews.</p>

				<b>28/10/2025:</b> Care Act Assessment discussion and focus on December's Making It Happen meeting.
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><b>16/12/24:</b> with Group Manager not yet started.</p> <p><b>20/01/25:</b> Business Systems Development Specialist and Principal Social Worker (PSW) to lead.</p> <p><b>Update:</b> 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> <p><b>28/07/2025:</b> Developing a forward plan and looking at December to begin Care Act Assessment and Review overviews.</p> <p><b>28/10/2025:</b> Care Act Assessment discussion and focus on December's Making It Happen meeting.</p>
<b>Finance</b>				
11/11/24	Financial Declaration review	Group Manager		<p><i>(Action carried over from Direct Payment Board)</i></p> <p>Review of current financial declaration form – to be co-produced with Direct Payment &amp; Making It Real board.</p> <p><b>16/12/24:</b> With Group Manager not yet started</p> <p><b>20/01/25:</b> Not yet started</p> <p><b>Update:</b> Co-Production Lead requested Making It Real Board lead on this as it affects all people requiring a financial assessment. Making It Real Board will feed through to Direct Payment board members for comments.</p> <p><b>24/02/2025:</b> Agenda item on Making It Real Board agenda – deferred to March meeting.</p>

			<p><b>31/03/2025:</b> 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> <p><b>Update – Focus on Financial Assessment from July.</b></p> <p><b>28/07/2025:</b> Group Manager confirmed Financial Declaration review will be included in the Finance Making It Happen subgroups.</p> <p><b>29/09/2025:</b> Co-Production Lead confirmed Finance Making It Happen subgroup first meeting will take place on 13<sup>th</sup> October 2025.</p> <p><b>28/10/2025:</b> Finance Making It Happen subgroup reviewed the financial declaration form. Details of next meeting circulated to experts with lived experience.</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 amended by Adult Social Care however we can forward comments.</p> <p><b>16/12/24:</b> Not yet started</p> <p><b>20/01/25:</b> Not yet started</p> <p><b>Update:</b> 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> <p><b>Update – Focus on Financial Assessment from July.</b></p> <p><b>28/07/2025:</b> Group Manager confirmed Notification letter review will be included in the Finance Making It Happen subgroups.</p> <p>Co-Production Lead to set up a Finance Making It Happen subgroup to further progress work on the topic of finance.</p>

				<p><b>29/09/2025:</b> Co-Production Lead confirmed Finance Making It Happen subgroup first meeting will take place on 13<sup>th</sup> October 2025.</p> <p><b>28/10/2025:</b> Finance Making It Happen subgroup will review letters at the next planned meeting.</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><b>20/01/25:</b> 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><b>Update:</b> 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><b>24/02/2025:</b> Agenda item on Making It Real Board agenda – deferred to March meeting.</p> <p><b>31/03/2025:</b> 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.</p> <p><b>Update –</b> Focus on Financial Assessment from July.</p> <p><b>28/07/2025:</b> Group Manager presented the Financial Assessment guidance and recapped on the Minimum Income Guarantee (MIG)</p>

				<p>guidance. Due to time constraints a Finance Making It Happen subgroup will be set up to further progress work on the topic of finance.</p> <p><b>29/09/2025:</b> Co-Production Lead confirmed Finance Making It Happen subgroup first meeting will take place on 13<sup>th</sup> October 2025.</p> <p><b>28/10/2025:</b> Draft guide and summary circulated via e-mail to members for feedback.</p>
28/06/2025	Disability Related Expenses Policy	Principal Social Worker (PSW)		<p><b>28/06/2025:</b> Discussed the appeals process and how it differs from complaints appeal process. Agreed Principal Social Worker to update the appeals process for disability related expenses to align with the complaint's procedure.</p> <p><b>28/10/2025:</b> Co-Production Lead to follow up with Principal Social Worker.</p>
28/07/2025	Financial Assessment Process guidance	Group Manager		<p><b>28/07/2025:</b> Financial Assessment Process presentation provided for Making It Happen members. Members provided feedback, emphasising the need for a simplified version such as bullet points or a one-page summary to make it easier to understand. Members also expressed the need for the availability of accessible formats such as audio and video to cater to different needs and preferences, making the information more accessible.</p> <p>Group Manager to take the feedback and create a summary version to support the full guidance.</p> <p>Co-Production Lead to set up a Finance Making It Happen subgroup to further progress work on the topic of finance.</p> <p><b>28/10/2025:</b> Draft guide and summary circulated via e-mail to members for feedback.</p>
<b>Adult Social Care charter redesign</b>				

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><b>27/01/2025:</b> 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. Co-Production Lead to create draft communication plan for the board members to feed into/suggest ideas for promoting the charter.</p> <p><b>24/02/2025:</b> Final Adult Social Care Charter proof and proposed communication plan shared for sign off - Approved.</p> <p><b>31/03/2025:</b> 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> <p><b>28/06/2025:</b> Two volunteers identified.</p> <p><b>28/07/2025:</b> Co-Production Lead to share re-launch plan ideas with Communications Team.</p> <p><b>28/10/2025:</b> Co-Production Lead to follow up with Communications team.</p>
<b>Micro Providers</b>				
31/03/2025	Micro Providers	Director of Adult Social Care		<p><b>31/03/2025:</b> 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.</p> <p><b>28/06/2025:</b> Director of Adult Social Care has discussed with appropriate service leads.</p> <p><b>28/10/2025:</b> Board requested an update on this for next meeting.</p>
<b>Getting Involved welcome pack</b>				
31/03/2025	Welcome pack development – Adult Social Care Getting Involved	Co-Production Lead/Officers		<p><b>31/03/2025:</b> Members asked what should be included in the welcome pack, what would be useful for new members. Overall board structure</p>

				<p>including each board's purpose, how they feed into each other and who are the members.</p> <p><b>28/06/2025:</b> Co-Production Lead updated that Co-Production Officer has emailed board members for volunteers to get involved in the development of the Welcome pack and flyer.</p> <p><b>28/10/2025:</b> Further work required on the welcome pack.</p>
<b>Occupational Therapy</b>				
28/06/2025	Occupational Therapy Knowing Where To Go	Principal Occupational Therapist / Co- Production Lead		<p><b>28/06/2025:</b> Members agreed to a separate sub-group meeting to review and co-design the content for developing the Occupational Therapy knowing where to go. Co-Production Lead to identify date.</p> <p><b>29/09/2025:</b> Co-Production Lead confirmed Occupational Therapy Making It Happen subgroup first meeting will take place on 15<sup>th</sup> October 2025.</p> <p><b>28/10/2025:</b> Making It Happen Occupational Therapy subgroup reviewed the draft document, Principal Occupational Therapist to add some further wording. Co-Production Lead to book time in Design Team's diary for first proof to be created. The next Making It Happen Occupational Therapy subgroup will focus on Disabled Facilities Grant (DFG) public information.</p>
28/06/2025	Review of Occupational Therapy Letters	Principal Occupational Therapist / Co- Production Lead		<p><b>28/06/2025:</b> Members agreed to a separate sub-group meeting to review the letters sent out by occupational therapists to ensure they are clear and effective. Co-Production Lead to identify date.</p> <p><b>29/09/2025:</b> Co-Production Lead confirmed Occupational Therapy Making It Happen subgroup first meeting will take place on 15<sup>th</sup> October 2025.</p> <p><b>28-10-2025:</b> Making It Happen Occupational Therapy subgroup reviewed the Keeping in Touch (KIT) letter in the first meeting. Changes to be made to all Keeping in Touch (KIT) letters. Letter will continue to be reviewed in the subgroup.</p>

28/06/2025	Occupational Therapy feedback form	Principal Occupational Therapist		<p><b>28/06/2025:</b> Include a question in the Occupational Therapy feedback form about the length of time taken from referral to service delivery.</p> <p><b>28-10-2025:</b> To be followed up in the Making It Happen Occupational Therapy subgroup.</p>
24/11/2025	Disabled Facilities Grant (DFG) guidance	Principal Occupational Therapist		<p><b>24/11/2025:</b> Members reviewed the draft Disabled Facilities Grant (DFG) guidance for members of the public. Feedback provided, Principal Occupational Therapist &amp; Senior Occupational Therapist to revise the DFG information document to include a summary version, a glossary of terms, clear team roles, a comprehensive flow chart of the process, and share with members again before being finalised.</p>
<b>Feedback form development</b>				
28/06/2025	Adult Social Care feedback form further development	Principal Social Worker (PSW) / Principal Occupational Therapist		<p><b>28/06/2025:</b> Further develop the Adult Social Care feedback form to include option for a drop-down option to select service received, if more than once service accessed for example Care Act Assessment and Occupational Therapy Assessment to avoid filling out multiple feedback forms.</p> <p><b>28/10/2025:</b> Co-Production Lead to follow up with Principal Social Worker.</p>
<b>Making It Happen subgroup</b>				
29/09/2025	Making It Happen subgroups – Information, Advice and Guidance	Co-Production Lead		<p><b>29/09/2025:</b> Co-Production Lead noted that a theme is emerging from all areas around information, advice and guidance and invited members interested in getting involved in Information, Advice and Guidance Making It Happen Subgroup to express their interest.</p> <p><b>28/10/2025:</b> Reminder that anyone interested in getting involved in a subgroup around Information, Advice and Guidance to email the Co-Production Lead.</p>
<b>Closed/Completed Actions</b>				

Date	Actions	Lead	RAG	Progress Update
27/01/2025	Implementation of Action Log	Co-Production Lead	Green	<b>27/01/2025:</b> 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. <b>28/01/2025:</b> Completed.
27/01/2025	Benefit Overview session	Co-Production Team	Green	<i>(Action carried over from 2024)</i> <b>27-01-2025:</b> 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. <b>24/02/2025:</b> Action complete.
27/01/2025	Dementia Groups	Co-Production Lead	Green	<b>27/01/2025:</b> Co-Production Lead to liaise with Admiral Nurses for information regarding active groups and boards around Dementia. <b>03/02/2025:</b> Information shared with expert by experience with interest on subject of Dementia linking to existing Integrate Care Board (ICB) Dementia steering group. Action completed.
27/01/2025	Assistive Technology	Co-Production Lead	Green	<b>27/01/2025:</b> 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. <b>28/04/2025:</b> Advised to drop in to the Independent Living Centre and talk to the experts with lived experience volunteers available every Wednesday.
31/03/2025	Independent Living Centre communications	Corporate Communications	Green	<b>31/03/2025:</b> Corporate Communications Officer requesting members support for Independent Living Centre communications i.e. photos, videos etc. Members interested to email: <a href="mailto:makingitreal@telford.gov.uk">makingitreal@telford.gov.uk</a> by Friday, 18 April 2025.

31/03/2025	Hybrid Making It Real Board Meetings	Co-Chairs		<p><b>31/03/2025:</b> 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.</p> <p>Microsoft Teams guide for members - <a href="#">Microsoft Teams video training - Microsoft Support</a>.</p>
24/02/2025	Live Well Telford	Information & Advice Officer		<p><b>24/02/2025:</b> Co-Production Officer to liaise with Information &amp; Advice Officer re the communication plans for the platform and the development of Live Well Telford to include accessibility information.</p> <p><b>31/03/2025:</b> 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.</p>
31/03/2025	Council communications	Director of Adult Social Care		<p><b>31/03/2025:</b> Director of Adult Social Care to feedback concerns regarding lack of communications to parent carers regarding the Skills Hub.</p> <p><b>28/06/2025:</b> Completed.</p>
31/03/2025	Telford & Wrekin Council – Accessible Information	Principal Social Worker (PSW) / Co-Production Lead / Director of Adult Social Care		<p><b>31/03/2025:</b> Principal Social Worker (PSW), Co-Production Lead and Director of Adult Social Care to discuss outside of the meeting.</p> <p><b>28/06/2025:</b> Principal Social Worker updated that changes are being made to the system to flag specific accessible information needs to ensure they are met. Completed.</p> <p><b>28/10/2025:</b> Update that this has been escalated internally for the whole council.</p>
27/01/2025	Groups – Sensory and Physical Disability	Director of Adult Social Care		<p><b>27/01/2025:</b> Members expressed concern that there is nowhere 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><b>24/02/2025:</b> Co-Production Officer to gather information from Disabled Persons Organisations (DPOs) and facilitate a meeting.</p> <p><b>31/03/2025:</b> New group to be set up, Co-Production Lead will set up first meeting.</p> <p><b>28/06/2025:</b> Update first meeting date to be rearranged, Co-Production Lead to share alternative dates.</p> <p><b>28/07/2025:</b> Co-Production Lead confirmed new date set for first meeting in August.</p> <p><b>29/09/2025:</b> Co-Production &amp; Engagement Officer provided an update for the Making It Real Board first meeting held and future meeting date to be booked with a focus on Live Well Telford and Public Health. Completed.</p>
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