



Protect, care and invest
to create a better borough

Terms of Reference for the Making It Real Board and Making It Happen meetings and subgroups

**An explanation of why we meet and what we want
to achieve.**

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1. Making It Real and Making It Happen in Telford and Wrekin

The Making It Real Board and Making It Happen meetings in Telford and Wrekin brings together people who access, deliver, plan and commission adult social care services in Telford and Wrekin.

The Making It Real Board support our commitment to co-production as business as usual, identifying opportunities to work together to problem solve, design new services as well as review existing services and identify improvements using the principles from 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](#)), a set of co-produced statements that describe what good care and support looks like.

The Making It Happen meetings and subgroups drive co-production action by working together we problem solve, design new services as well as review existing services and identify improvements from experience.

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

Making It Real Board members co-produce the [annual Adult Social Care Local Account](#) which will also feature what we've achieved together from the Making It Real Board and Making It Happen subgroups. This document provides a reflection on Adult Social Care's achievements, positive outcomes for people, recording progress, priorities, and considerations for the next year for residents and professionals.

The Making It Real Board will review the forward plan with a view to support the 'What we have achieved together' model of reporting progress linked with communications plan.

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

- **Adult Social Care Leadership** – Adult Social Care Senior Leadership Team meetings.
- **Telford & Wrekin Council Senior Management Team** – Senior Management Team from across the council meetings.



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- **Telford & Wrekin Integrated Place Partnership (TWIPP)** – A partnership meeting which include Social Care and Health partners.
- **Health & Wellbeing Board** – A meeting to ensure that the Council and the Integrated Care Board work effectively together in planning health and social care services to improve health and wellbeing.

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

- Recruitment of experts with lived experience across all boards.
- Regular updates on the Council's social media platforms.
- Regular updates in Adult Social Care staff and external newsletters.

Making It Real Board and Making It Happen Priorities and Forward Plan

Working together the board will agree the priorities for the period of two years.

The Board will focus on:

- Think Local Act Personal (TLAP) I and We statements, picking 3 making it real themes to focus on **every 2 years** to create a forward plan.
- Supporting Adult Social Care's priorities, as well as any identified improvements from the Care Quality Commission (CQC) Local authority assessment report alongside the consultants Newton Europe report (2024).
- Quality Assurance using the Adult Social Care feedback, complaints and compliments themes as a basis for identifying improvements, developments for service and practice.
- Have regular feedback from the Partnership Boards, including quarterly updates from representatives – flagging any areas of duplication/opportunities for co-production activity.



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2. Roles & Responsibilities

The Making It Real Board membership will be formed based on an application process from members of the public as well as our Partnership Board expert with lived experience representatives and Council Leaders with a view to eliminating/minimising duplication and ensuring discussions are taking place in the correct forums.

The Making It Happen meetings and subgroups will be formed from members of the Making It Real Board and other experts with lived experience with an interest in the subject being discussed.

2a. Members – see Role description

Making It Real Board members will be appointed by the Co-Chairs through membership renewal and new expressions of interest every 2 years. The next review will follow the co-chair election in July 2026.

After a period of 2 years membership will be advertised and existing members will be required to complete an expression of interest form with a view to renew their membership this will allow others to get involved and new voices/perspectives and ideas to be heard.

2b. Co-Chairs – see Role description

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.

Co-Chair with lived experience will be appointed by expert by experience members only majority vote which will take place every 2 years. The next review will be in July 2026.

2c. Co-Production Champions

A Co-Production Champion nominated member of staff from each team will attend meetings, get involved in co-production and communicate/provide update back to their teams where possible.

Commented [SP1]: We need to develop the champion role to be a commitment to attend

3. Meeting Arrangements

Making It Real Board Arrangements agreed by board members are as follows:

- a) Board meetings to take place quarterly – January, April, July and December.
- b) Meetings will be held from 11.00am – 1.00pm.
- c) Meeting venue must be accessible.
- d) Meetings will be hybrid – in person and virtually via Zoom members can attend.
- e) Meetings will be co-chaired by an expert with lived experience and Council Member with responsibility for Social Care.
- f) The Co-Chair with lived experience will be appointed by expert by experience members only by a majority vote.
- g) The organisation of the board meetings and the agenda preparation meetings will be facilitated by the Co-Production Lead or Co-Production & Engagement Officer.
- h) Adult Social Care Business Support Officer will circulate any papers, reports, and presentations along with the agenda 7 days in advance of each meeting.
- i) Adult Social Care Business Support Officer will record meeting. The agendas and action log from the meetings will be displayed publicly on www.telford.gov.uk/mir
- j) The Co-Production Lead will work with board members to ensure meetings are inclusive and accessible.

Making It Happen meetings and subgroups arrangements are as follows:

- a) Making It Happen meetings to take place monthly between the quarterly Making It Happen meetings – February, March, May, June, September, October and November.
- b) Meetings will be held from 11.00am – 1.00pm.
- c) Meeting venue must be accessible.
- d) Meetings will be hybrid – in person and virtually via Zoom members can attend.
- e) Meetings will be led by the subject matter expert.

- f) Meetings will be facilitated Co-Production Lead and/or Co-Production & Engagement Officer.
- g) The organisation of the meetings will be facilitated by the Co-Production Lead or Co-Production & Engagement Officer.
- h) Co-Production Lead or Co-Production & Engagement Officer will circulate any papers, reports, and presentations 7 days in advance of each meeting.
- i) Co-Production Lead or Co-Production & Engagement Officer will record meeting or capture actions.
- j) The Co-Production Lead will work with experts with lived experience to ensure meetings are inclusive and accessible.

4. Claiming Expenses

Experts with lived experience who attend in person meetings and any associated co-production activity or meetings will be reimbursed their travel and parking expenses. Expense forms will be available at each meeting, alternatively approach the Co-Production Lead and/or Co-Production & Engagement Officer for forms.

5. Review Process

Every two years feedback will be sought from all involved on the function and set up of the board and groups. This feedback will be used to inform any future changes.

6. Leaving the Making It Real Board

Members can leave the Making It Real Board or Making It Happen meetings at any time and can choose to give a reason to either of the Co-Chairs, the Co-Production Lead or Co-Production & Engagement Officer.

The Co-Chairs have the discretion to ask a person to leave if there is a situation which escalates and cannot be deescalated in a safe manner. Where such concerns arise the Co-Chairs and where appropriate board members would make a final decision about the individual's future participation on the board.



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7. How to get involved

To express your interest in getting involved in the Making It Real Board or to expression your interested in renewing your membership, please complete the expression of interest form - [Adult Social Care Making It Real Board Expression of Interest Form 2026 – Fill in form](#)

To express your interest in getting involved in Making It Happen meetings, subgroups and co-production activity, please completed the expression of interest form - [Getting Involved in Co-Production in Adult Social Care - Express your interest – Fill in form](#)

Alternatively, you can contact:

Sarah Poole, Co-Production Lead
Katie Shaw, Co-Production & Engagement Officer

Tel: 01952 381219
Tel: 01952 383552

Email: 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.

Drop in to: Independent Living Centre (ILC)
3A Hazeldine House,
Telford Town Centre,
Telford,
TF3 4JL.