





Making It Real Board / Making It Happen Meeting Action Log

Actions are updated and 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
Blue		Passed to another area



Date action logged	Action & Purpose	Lead	Status	Progress update	Impact	Date due
Care Act Assessments and Reviews						
11/11/24	Review information and forms sent out in advance of a Care Act Assessment or Review.	Principal Social Worker	In progress	16/02/2026: Discussed in Making It Happen in February. Principal Social Worker to review feedback and arrange update of guidance.	Providing clear guidance helps people understand Adult Social Care processes, increasing confidence and reducing delays or confusion.	July 2026
11/11/24	Advanced planning <ul style="list-style-type: none"> Raising the awareness of the importance of 	Principal Social Worker	Not yet started	16/02/2026: Agenda item for Making It Happen in May.	Recording emergency plans ensures professionals can act quickly and consistently, reducing risk and improving	July 2026

	advanced planning and social care recording contingency plans for everyone for use in the event of an emergency.				people's safety during a crisis.	
11/11/24	Care Plan training for people receiving care. Proposal: Video recording co-produced with board members.	Principal Social Worker	Not yet started	16/02/2026: Agenda item for Making It Happen in May.	Raising awareness of care plans helps people understand their support, empowering them to take more control over their care.	July 2026
Finance						
11/11/24	Review existing Financial Declaration form <ul style="list-style-type: none"> Ensure the form is as clear, logical, and user-friendly as possible. Ensure the form is not too onerous for people to complete. 	Group Manager	In progress	20-03-2026: New financial declaration form currently with Design Team.	A simple, easy-to-understand form makes it quicker and less stressful for people to share their financial information.	July 2026
16/12/24	Develop Minimum Income Guarantee (MIG) guidance.	Group Manager	In progress	20-03-2026: Information to be included in reviewed finance letters.	Clear guidance on the Minimum Income Guarantee helps	July 2026

					people understand how much money they will always be left with, making the process feel fair and easier to understand.	
28/07/2025	Develop Financial Assessment Process guidance and summary guidance.	Group Manager	In progress	20-03-2026: Information to be included in reviewed finance letters.	Providing clear financial assessment guidance enables people to navigate the process confidently, leading to quicker decisions and fewer misunderstandings.	July 2026
11/11/24	Review finance letters <ul style="list-style-type: none"> Ensure clear and concise with no jargon. 	Group Manager	In progress	20-03-2026: Making It Happen Finance subgroup reviewed finance letters. Group Manager to make amendments.	Reviewing letters for tone, language and clarity ensures people receive information that is respectful, easy to understand, and free from jargon.	July 2026
Adult Social Care Charter						
27/01/2025	Redesign and relaunch Adult Social Care charter <ul style="list-style-type: none"> To raise public awareness of what to 	Co-Production Lead	In progress	21-04-2026: Awaiting development of webpage.	A clear charter sets expectations and strengthens transparency, helping people feel informed	ASAP

	expect from Adult Social Care				and supported when accessing Adult Social Care.	
Micro Providers						
31/03/2025	<p>Develop / Implement quality assurance processes for Micro Providers.</p> <ul style="list-style-type: none"> Concerns regarding micro providers, quality of care, no clear escalation, unmonitored and unregistered. 	Director of Adult Social Care	In progress	21-04-2026: Update will be provided following May's Direct Payment Board meeting.	Clear quality assurance and registration processes improve oversight of micro providers, strengthening safety, accountability and service quality.	
Getting Involved Welcome pack						
31/03/2025	Develop expert with lived experience welcome pack for getting involved in co-production in Adult Social Care	<p>Co-Production Lead</p> <p>Co-Production Officer</p> <p>Communication Campaign Lead</p>	In progress	21-04-2026: Welcome pack developed, get involved recruitment flyer drafted, and communication plan developed. To be signed off by Adult Social Care leadership team.	A clear welcome pack helps experts by experience understand their volunteer role, expectations, and the support available, making it easier and more confident for them to get involved.	July 2026
Occupational Therapy						

28/06/2025	Occupational Therapy Knowing Where To Go <ul style="list-style-type: none"> To raise awareness of accessing the right service at the right time. 	Principal Occupational Therapist Co-Production Lead Information & Advice Officer	In progress	16-04-2026: Second proof returned to Principal Occupational Therapist and Senior Occupational Therapists.	Improving public information helps people make informed decisions, access the right support sooner, and reduces confusion and delays.	July 2026
28/06/2025	Review of Occupational Therapy Letters <ul style="list-style-type: none"> To ensure that letters are clear and concise with no jargon. 	Principal Occupational Therapist Co-Production Lead	In progress	23-03-2026: Making It Happen Occupational Therapy subgroup reviewed and amended keeping in touch, appointment, outcome and closure letters. Principal Occupational Therapist to seek sign off from Adult Social Care Leadership team.	Reviewing letters for tone, language and clarity ensures people receive information that is respectful, easy to understand, and free from jargon.	July 2026
28/06/2025	Occupational Therapy feedback form <ul style="list-style-type: none"> To inform Adult Social Care of what's working and what needs improving with a view to deliver a better experience/service. 	Principal Occupational Therapist	Not yet started	Deferred: To be reviewed, two draft feedback forms created in 2025. 25-03-2026: Further discussion required regarding multiple feedback forms per team or one feedback form with options.	Streamlining feedback forms minimises fatigue and improves the quality of insight by collecting feedback at the key stages of a person's Adult Social Care experience.	July 2026

24/11/2025	Develop Disabled Facilities Grant (DFG) guidance	Principal Occupational Therapist Information & Advice Officer	In progress	02/03/2026: Completed – Information can now be found on Telford & Wrekin Council website: Disabled Facilities Grant (DFG) information handbook	Providing clear Disabled Facilities Grant (DFG) guidance enables people to navigate the process confidently, leading to fewer misunderstandings.	July 2026
Feedback form development						
28/06/2025	Adult Social Care feedback form further development <ul style="list-style-type: none"> To inform Adult Social Care of what's working and what needs improving with a view to deliver a better experience/service. 	Senior Quality Assurance Officer Principal Social Worker	Not yet started	16-01-2026: Senior Quality Assurance Officer presented feedback received in quarters 1,2 and 3, highlighting areas the feedback form could be improved. 25-03-2026: Further discussion required regarding multiple feedback forms per team or one feedback form with options.	Streamlining feedback forms minimises fatigue and improves the quality of insight by collecting feedback at the key stages of a person's Adult Social Care experience.	July 2026