



**Notes on the 'Making it Real': Central Advisory Group Meeting
Monday 27 July 2015 at Shirehall, Shrewsbury (11:00 – 12:30)**

Present:

Ron Farr (RF)	Carer
Jon Hancock (JH)	Carer and Making it Real Board member
New carer (SU7)	Carer
Sue Bunker (SB)	People2People Senior Social Worker – Central Team
Jackie Davies (JD)	People2People Social Work Assistant
Stewart Smith (SS)	ASC Development Support Worker
Vivienne Hawkey (VH)	ASC Development Support Worker

Agenda item	Comment	Planned Action and by whom
1	<p>Welcome to new faces</p> <p>We welcomed a new carer who had not attended a meeting previously. All present introduced themselves.</p>	
2	<p>Apologies</p> <p>One apology received from Steve Smith who attended the previous meeting.</p>	
3	<p>Introduction to Advisory Groups – purposes and communication with Making it Real (MiR) Board</p> <p>Shropshire Council wants better communication with service users and carers to support the improvement of Adult Social Care Services. Local Advisory Group meetings are an important way of developing conversations between service users and agencies.</p> <p>JH gave an overview of his involvement, aims of the group and how the MiR Board supports the improvement of Adult Social Care Services.</p> <p>In discussion JH explained the “I” statements which relate to comments from service users and cares. The ‘I’ statements imagine what a service user would say if they were happy with their</p>	

	<p>situation, i.e. “I” am in control of my care and support. JH explained there are 26 “I” statements written by people who use services.</p> <p>JH also informed the group of Think Local Act Personal (TLAP) which is a group of over 30 national partners that are committed to real change in Adult Social Care. 800 organisations are signed up to TLAP.</p> <p>JH advised that the aim of the Advisory Group is to gain community comments which are relayed to the MiR Board for consideration and feedback. The MiR Board meet shortly after the advisory group meetings.</p> <p>JH spoke about draft proposals for a county-wide publicity event in September. This would be an opportunity to review progress towards the “I” statements. One attendee said that Shropshire Carers’ Forum had completed a survey on carers and perhaps this could dovetail into JH’s idea.</p>	
<p>4</p>	<p>Feedback from MiR board</p> <p>JH explained that MiR has been developing over the last 2 years and the Advisory groups are a new innovation for listening to and engaging service users.</p> <ul style="list-style-type: none"> • Agreed that FPOC can set a 2 week callback alert to follow up from a hub visit or signposting. • Confirmed that we expect Adult Social Care staff in a hub to work to get the answer to questions on the spot – by use of technology or telephone calls. • Agreement for the promotion of drop-ins and hubs. • Agreement for trialing hub ambassadors and increasing peer support. VH advised that 8 volunteers were currently being recruited. 	
<p>5</p>	<p>FPOC calls: discussion</p> <p>SS handed out written examples of telephone calls made to FPOC and invited responses from the group to how the calls should be directed.</p> <p>This identified the complex situations that ASC deal with. SS advised on procedures following calls made and a general discussion was held regarding how the needs would be dealt with.</p> <p>One attendee said that she had poor service from FPOC advisers when she phoned them and was in the process of a complaint procedure.</p>	

	<p>She said that it had been very difficult to know who to contact to get the right answers and asked if there is a management framework that is accessible. VH advised that the Shropshire Council website shows the management team but that the Complaints Procedure process should be followed if she required answers to a service that was not satisfactory.</p>	
<p>6</p>	<p>Moving forward: Agreement on where to go to or what to do next</p> <p>Areas of focus for future meetings included:</p> <ul style="list-style-type: none"> • Reablement: SS advised on ideas that came from the North Advisory Group and that a questionnaire and analysis had been done that will be shared to help improve service. • ‘End of life care’ - JH spoke of idea for future research and exploration • Shropshire Choices – viewing and feeding back on the new portal from a user’s perspective. <p>One attendee said that she would like the following to be put in place:</p> <ul style="list-style-type: none"> • Be clear with future communication. Do not use initials, like CAG, it confuses people • Put numbers on Board response sheets to make it easier to comment on • Need for clear, up-to-date and easy to find information on the website. • Terms of reference for the Board <p>Information pack: VH advised on the Information pack which has been produced following the Care Act 2014 in an easy to read format. RF said that he would like a copy to hand out at Carers forum as he is not able to access a copy on line.</p>	<p>SS to share ToR with SU7</p> <p>VH to post copy of Information pack to RF. Share electronic copy with others</p>
<p>7</p>	<p>Promoting Participation in Advisory Groups – update</p> <p>SS shared a flyer which has been produced to introduce the MiR Advisory Groups. It aims to:</p> <ul style="list-style-type: none"> • advise on the group aims • encourage more involvement • establish ways of working <p>He invited feedback from the group and shared comments from the North Advisory Group about making it more dynamic. JH agreed to look at the flyer and requested an electronic version.</p>	<p>SS to email flyer to JH.</p> <p>JH to consider</p>

	<p>It was said that we should dovetail with other agencies. Ideas for distribution included: RCC, Carers Forum, Disability Network, Stroke Association, Citizens Advice, Omega, Age UK, People2People teams and hubs, GP Surgeries.</p> <p>RF said that he would be happy to promote the Advisory Groups at the Carers Forum that he attends. RF said that Gavin Baylis is very involved and knowledgeable. VH said that we would contact Gavin for more information and forum dates.</p> <p>RF said that carers need to know about MiR and get involved.</p> <p>SS advised that he is organising Introductory Sessions around the county to promote involvement in the Advisory Groups. Information sessions will take place in the North, South and Central parts of county in September.</p> <p>SB said that her team will assist with the promotion of the group.</p> <p>RF said that he believes that there is a GP champion that could support with advisory group promotion.</p> <p>Further outlets for MiR leaflets included: Supermarkets - perhaps a stand in Sainsbury's when it re-opens. Shrewsbury Town FC and a slot on Radio Shropshire and the local press. It was felt that service users and carers are interested but they need to know it is happening.</p>	<p>updates with SS</p> <p>SS to plan distribution of flyer</p> <p>SS/VH to contact Gavin Bayliss re Carer Forum</p>
8	<p>Recommendations and questions for Making it Real and People2People</p> <ul style="list-style-type: none"> • Follow up on hubs and signposting. It was stressed that services and workers in teams need to be clear when making referrals. Advising service users and carers that if they have not heard from an agency that they have been referred to, they should contact the worker they met or spoke with and ask them to follow up. However, staff need confidence that when they make referrals that contracts will be carried out properly. • Carers felt that there was still a lack of clarity about the process for accessing a Social Worker. • “Why are there time delays in acquiring a Carers Card?” (There was discussion of this matter, SB commented that P2P are aware that the existing firm have failed to deliver and that workers and carers need a robust system in place. She advised that the existing services is being reviewed). 	

	<ul style="list-style-type: none"> • Can you help us understand “Why is it taking so long for complaints to be dealt with?” Could the Complaints, Comments and Compliments Team help us to understand trends in complaints? • Question of keeping the SC website updated for MiR? • “When will Shropshire Choices portal be available to view? Can we view the portal and feedback as service users? • 	
9	<p>Any other business</p> <p>A question was raised about the popularity of the Community hubs, however VH informed that the work completed in the hubs had been beneficial to many service users and carers, and appointments are continually made by FPOC.</p>	

Date of next Meeting: Monday 28 September 2015

Time: 11:00 – 12:30

Venue: Shirehall, Shrewsbury (Bishops Castle Room).