



**Notes on the 'Making it Real': North Advisory Group (NAG) Meeting
Thursday 24 September 2015 at Castle View, Oswestry (14:00 – 15:30)**

Present:

Tracy Jones (TJ)	Service User
Juliette Ring (JR)	Social Work Assistant
Ann Lewis (AL)	People2People, Non-executive Director
Stewart Smith (SS)	ASC Development Support Worker

Apologies and Non-Attendees:

Mike Stokes – Service User
Lynne Gargiulo -Team Manager, People2People
Ros Ryder – Senior Social Worker

Agenda item	Comment	Planned Action and by whom
1,2	<p>Welcome / Apologies</p> <p>Welcome to Ann Lewis who explained her role as a non-executive Director with People2People.</p> <p>Minutes distributed and agreed previously via email.</p>	
3	<p>Getting People involved. Promoting interest and engagement.</p> <p>SS fed back on the Making it Real (MiR) promotional sessions:</p> <ul style="list-style-type: none"> • 6 promotion and publicity sessions took place in September 2015 – Market Drayton, Ludlow, Bridgnorth, Oswestry and Shrewsbury x 2. • Sessions were publicised via organisations such as RCC, Stroke association, Omega, Shropshire Disability Network, Age UK, P2P • Sessions publicised to individuals who had previously expressed interest but not attended, plus those who completed the Reablement questionnaire. • The introductory sessions were an opportunity to discuss MiR and involvement in the advisory groups. • The actual sessions were only attended by a small number of people (5), however key people were met and are being invited to meetings. 	

	<ul style="list-style-type: none"> • Most effective aspects of the sessions were: <ul style="list-style-type: none"> • Raising interest and awareness through publicity • Discussions with P2P staff who are now promoting the groups • Partnership working with P2P engaged volunteers and attendees at hubs • Reanimation of the relationship with P2P and its board • Contact with others who will promote MiR through their service – e.g. Festival Centre, Market Drayton / Helena Lane, Ludlow / Mayfair Centre, Church Stretton / RCC / U3A (Oswestry and Borders) • 7 individuals have been identified for possible involvement in Ludlow. • 37 people were contacted via email, phone or spoken to directly. A number said that they wanted updates but either did not want to or could not attend meetings • Sessions were also promoted on SC website and P2P website – promotion to be maintained. • Lessons <ul style="list-style-type: none"> • Develop wider, effective and targeted publicity for greater engagement and greater awareness • Link promotional activity into other services or events - Ensure future promotion is a partnership • Consider effectiveness of groups and explore the co-development of armchair advisors and contact via the internet • Ensure website is up-to-date and lively so that individuals can access and comment on information. <p>AL suggested other organisations for engaging such as the WI and Rotarians.</p>	<p>SS updating mailing lists of contacts / NAG to advise on new additions</p>
<p>4</p>	<p>Review of 'Making it Real in Shropshire - our story so far' 2014 / 15</p> <p>The document was discussed and comments recorded. Feedback has been combined with that from the Central Advisory Group – see appendix (a) at the end of these minutes.</p>	<p>SS to feedback to Charlotte Quinton</p>

	Discussion about People2People and its relationship to Shropshire Council. AL described the essential partnership between the two in the past and how this may develop.	
5	<p>What do you want Council priorities to be in 2015 / 16?</p> <p>Priorities were discussed and comments recorded. Priority suggestions have been combined with those from the Central Advisory Group – see appendix (b) at the end of these minutes.</p>	SS to feedback to Charlotte Quinton
6	<p>Shropshire Choices website</p> <p>SS introduced Shropshire Choices. The website states, “Shropshire Choices is a website that pulls together information from Adult Social Care, Housing and Health that can assist you in finding the information, advice and support that you or the person you care for, need to remain independent and keeping well... Shropshire Choices is still being developed ... let us know what you think about the website so far”</p> <p>SS invited the advisory group to explore the website individually before next meeting where it will be discussed and feedback agreed.</p>	NAG to explore website individually before next meeting
7	<p>Moving forward: Agreement on where to go or what to do next.</p> <p>Subject areas were discussed and an agenda of future items will be agreed at the next meeting.</p> <p>Ideas for future projects, investigations or reviews.</p> <ul style="list-style-type: none"> • Developing the Shropshire Council website and communication methods • Shropshire Choices – view and feedback on the new portal from a user’s perspective • The value and availability of telephone support services • Identifying and promoting accessible facilities in the community, including dentists, restaurants with soft menus etc. • End of life care • Mental Health Service users – getting involvement 	<p>NAG to agree focus of future meetings</p> <p>NAG agreed to invite AT Coordinator to future meeting / SS to arrange</p>

	<ul style="list-style-type: none"> • Let's talk local hub bookings – what works? What can be improved? • Assistive Technology – invite the SC Assistive Technology Coordinator to a meeting • Comments, Compliments and Complaints – themes and feedback, pre-empting complaints • Making it Real Quality Approval project • People2People board and working groups 	
8	<p>Feedback from the Making it Real Board The following feedback was relayed to the group.</p> <p>1. Issues of communication and expectations (Getting information across at times of crisis).</p> <p>The Reablement infographic was welcomed and discussed. It was agreed to post the Infographic on the Shropshire Council and People2People websites.</p> <p>It was also recommended that Integrated Community Services (ICS) be invited to the Making it Real Board in order to help address such issues as clear communication.</p> <p>2. Assistive Technology and equipment</p> <p>Questionnaire responses seemed to show a divide between the use of equipment, such as walking frames or bath seats etc. and assistive technology. Equipment was well used but assistive technology seemed restricted to pendant alarms. How is this planned to change?</p> <p>Response: Hopefully this <i>will</i> start to change. Assessor training is currently being offered and general 'awareness training' is being looked at. Our Assistive Technology Coordinator, Mary Roberts, is keen to attend advisory groups and talk through plans and developments as well as showing new equipment.</p> <p>3. Telephone contact</p> <p>Arising from the telephone discussions for the questionnaire, the Advisory Group were interested in the value of telephone contact services to support individuals. Looking in to the availability and value of such services was considered a possible area of investigation for the group.</p>	

	Response: This is a positive area for investigation that should be added to future project ideas for the groups.	
9	Recommendations for MiR and P2P Boards Group discussion had focussed on items 4 & 5 above and this will be fed back to the boards.	SS to feedback discussions
10	AOB Discussion raised by TJ about the issue of limited community resources especially those that offer informal learning opportunities. Suggestion that MiR web pages could offer a library of resources and contacts, also community activities could be an area for future research or discussion.	
11	Date and venue of next meeting. Date: Thursday 26th November 2015 Time: 14:00 – 15:30 Venue: Castle View, Oswestry	

Appendix (a)

Feedback on the Local Account document 'Making it Real in Shropshire – our story so far' 2014 / 2015

The publication was discussed at both the North Advisory Group meeting (24/09/15) and the Central Advisory Group meeting (28/09/15).

Feedback and comments from both groups has been pulled together here:

Likes

- Like the magazine style (previously a dull publication).
- Katie's account/ comments resonated – it is difficult to get through the system sometimes and get all information.
- Visuals and infographics.
- 'How things work now' – to be updated with repeat of diagram on page 5.

Dislikes / Issues

- "It's too wonderful" suggesting that the "council is amazing". "Sometimes we get things wrong and it's worth saying so".
- "It is not a warts and all account". It seems like things that go wrong get recorded in a different way.

General Comments

- "I didn't know it existed" Who gets a copy? Do all staff get a copy and read it?

- Good news stories are great but let's have more – transparency is needed, be open and honest.
- “Who is the audience?” Not totally clear. Should be for the people of Shropshire.
- Age UK feel “alone” in the document.
- Performance matters information gets a little lost at the back of the publication.
- Direction of travel is not highlighted and gets lost e.g. important paragraph on page 21, ‘Responding to challenges’ section, “We need to enable local communities...”

Suggestions

- Question and answer section with Stephen Chandler.
- Summary version as a taster might be good.
- Co-ordinate a distribution list and record downloads on the website.
- Place copies in places where they will be picked up and read e.g. outpatients / doctor's surgeries / public places where people sit.
- Include clear information on contacting organisations that are there to help.
- RF (Carer) might like to write something for the new publication – RF to confirm.
- TJ would like to be involved in publication – hers is a positive story of the involvement of someone who used to dislike social services.
- Be careful that too much information is not included – people won't have time to read.
- Make sure key points are highlighted – use the infographic style.
- Ensure simplicity and ease of reading.
- ‘Our story so far’ could work jointly with regular newsletter updates. These would be helpful to give recent stories and try and get participation from the reader. ‘Our story so far’ and ‘updates’ could support each other but would need a distribution strategy and clear timetable.
- Get more involvement and feedback from people if things have gone wrong.
- Include sections on ‘Planning for care’ and ‘What happens in a crisis’.
- ‘Our story so far’ is a perfect opportunity to get messages across on how adult social care is working and so alleviate fears.

Ideas discussed at the following Making it Real Advisory Groups:

- North Advisory Group – 24/09/2015
- Central Advisory group – 28/09/2015

Appendix (b)

Feedback on Council Priorities identified in ‘Making it Real in Shropshire – our story so far’ 2014 / 15.

Discussion at the North Advisory Group and the Central Advisory Group came up with the following suggestions for priorities in 2015 / 16.

It was felt that some priorities should stay or be re-emphasised:

It was suggested that these 2 could go at the top of the list. It was also thought that maybe they could be put together as one.

- We will continue to ensure the most vulnerable people in Shropshire receive value for money services, to deliver the best outcomes.
- Keeping vulnerable people safe will continue to be one of our top priorities, together with ensuring people feel safe.

These to stay as they are:

- People will receive support that meets their needs, closer to home in their local communities.
- We will make best use of our local community resources, encouraging local communities to work together and be more self-reliant.
- We will continue to focus on early help, to enable people to help themselves, at an earlier stage, before they reach a crisis.
- To support carers, to continue their important caring role.

However, there was a question about how much was actually available locally. It was felt that presently there was not enough going on locally and / or enough up-to-date information about what is going on (North Group).

The groups felt that the following needed to be included but reworded, as they were not sure that it would be easily understood:

- We will develop our local market of providers to ensure there is a suitable range of support options available for people to choose from including encouraging the further development of the Personal Assistant Market (**Avoid jargon in terms of the 'Local Market'**).

Other priorities included:

- Measure the effectiveness of services in the community (Develop knowledge and awareness of what's happening on the ground, gather feedback and use that to develop services).
- Actively listen to the voice of service users and effectively respond.
- Communicate change openly and honestly.
- Encourage continuity of provision as services develop.
- Value the relationships between provider organisations, staff and people.
- Support, promote and encourage the service user voice.
- Support, promote and encourage volunteers and voluntary services.
- Cut out waste and unnecessary work / reducing bureaucracy.
- Make sure that good communication pre-empts problems and complaints
- Ensure services pre-empt issues for individuals. (**This may be a repeat of the 'early help' priority above**)

Having said all the above, it was suggested that it might be better to have fewer priorities this year.

There was discussion after the Central Advisory Group meeting, with Jon Hancock and Abi Butters separately, about linking future agendas and these priorities into



the 'Making it Real' priorities. This was talked about as something that could help focus the advisory groups and as something that might also need to be spelt out to readers of the Local Account so that they see how Shropshire Council priorities dovetail with 'Making it Real'.

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