

Task and discussion plan for Making it Real (MiR) Board

Meeting held on Friday 5th July 2019



Attendees – 14 (apologies in blue):

Representative for the Central Advisory Group (Expert by experience and Board Chairperson) - Jon Hancock / **Representative for the South Advisory Group** (Expert by experience) - Katie Stone / **Experts by experience** – Marilyn Jones / Ron Farr / Sue Gerrard / Sue Stewart / Ann Williams / **Carers Lead** – Margarete Davies / **Head of Adult Social Care** - Tanya Miles / **SW Team Leader** - Sue Bunker / **Portfolio Holder for Adult Services** - Dean Carroll / **First Point of Contact** – Louise Forbes / **Community Partnership Team Manager** – Kate Garner / **Commissioning Development Manager** – Neil Evans / **Development Officer** - Stewart Smith / **Representative for the North Advisory Group** (Expert by experience) - Mark Hitchin/ **Director Adult Services and Housing** - Andy Begley / **Experts by experience and representatives for PACC** – Zara Bowden and Sarah Thomas / **Taking Part (Advocacy service)** – Julie Mellor / **Mental Health SW Team** – Jeanne Bradley

Item	Notes	Actions / Outcome
1	Matters arising Expert by experience engagement policy draft shared with the small working group. Meeting to be set for October to finalise.	Action: SS to organise meeting
2	Review of Carer Support and services KG set the scene for the Carers Review, which aims to hold a richer, structured conversation with a wide range of carers. The intention is to get feedback about the breadth and depth of people's caring role from groups and individuals and understand experiences and feelings about support that is presently available. Discussions with carers are taking place in July, feedback is to be reviewed in August and reported in September 2019. Each carer present spoke for 5-10 minutes about their experiences and observations. Key points raised included: RF – seen limited change for carers and still lacks clarity about the nature of carer's assessments and care plans. Need for good, clear information in paper format as well as on-line. Positive about Day Services for adults with learning disability. SSt – lack of support for carers who are seen as having the same needs / issues with commissioned carer support that seems to concentrate on crisis, low level support being side-lined / reporting in case studies for contract does not carry enough depth of explanation / feeling that carers are disengaged with commissioned service / lack of parity in approach to mental health carers. SG – monitoring of services is based on activity data but does not involve speaking to carers / important not jut to talk with providers but also people who use services in order to get a different perspective / Shropshire employees not	

		<p>using a full strength-based, personalised approach to individuals that connects people to community resources.</p> <p>MJ – issue of under investment and loss of specialist support / strain on capacity of support services / understanding the reality of limited support e.g. Asperger's.</p> <p>AW – re-emphasised specialism / seems greater support for physical issues than mental health / the benefits of a carer's assessment are not clear / people are 'locked into a where they are situation' not knowing where to go for help / whereas people could be in employment if they had the right support.</p>	<p>Action: all feedback to be used to inform the review of carer services and support.</p> <p>Report due September 2019.</p>
3	<p>Tender for an Advice, Advocacy and Welfare Benefits Service for Adults</p>	<p>NE explained the background to the present commissioning activity (see attached tender guidance document). The task is to ask how organisations are going to deliver the requirements of the tender and then score the responses to the tender questions.</p> <p>The Tender is for a broad service for over 18-year olds across Shropshire.</p> <p>Important questions and answers are outlined below:</p> <p>Q?: Do we ask questions about bid applicants having experience of working inclusively, e.g. with people living with autism or mental health concerns?</p> <p>A: Partnerships are important to be able to do this within the single contract.</p> <p>Q?: Need to see the benefit of using a consortium arrangement and management fees. Also, would commissioners consider bringing services back in-house?</p> <p>A: The present delivery model is being used because it is seen to bring extra value to services, but arrangements would be reconsidered if not working.</p> <p>Q?: Pul- in v's push-out approach. Pull in means a person may see one officer 2 or 3 times, whereas the push out or signposting approach can be bewildering and lead to a circular signposted pathway</p> <p>A: FPOC aims to follow up, see how people are and also facilitate what is necessary. Shropshire Care Closer to Home are using a case manager approach with a single contact having responsibility to coordinate. Presently this is for people over 65. Success could mean a roll out to younger adults too.</p> <p>Key questions to ask bidders: 'In one year's time – what do I do if I want support?' 'Is there a single place to contact?'</p>	<p>Action: all meeting participants invited to comment further on tender discussions and be involved in tender presentations if they wish.</p>
4	AOB	No matters raised.	
5	<p>Next meeting. Please note - the meeting on Friday 20th September 2019 has been cancelled. Our next meeting will be now be on Friday 22nd November 2019.</p>		

