

**Making it Real - Our Achievements.**

**This document gives a snapshot of Making it Real achievements.**

**It is a working document that will be updated we progress through 2017.**

<ul style="list-style-type: none"> <li>• The establishment of the advice and information website, Shropshire Choices and its look has been heavily influenced by MiR.</li> </ul>	
<ul style="list-style-type: none"> <li>• Customer care training for all front-line staff which was inspired by a MiR piece of work identifying the 'essential ingredients' of adult social care.</li> </ul>	
<ul style="list-style-type: none"> <li>• A peer review of 'Let's Talk Local' which drew heavily on the 'essential ingredients'.</li> </ul>	
<ul style="list-style-type: none"> <li>• Important transformations of the Finance Pathway which were informed by user experiences.</li> </ul>	
<ul style="list-style-type: none"> <li>• The development of a 'warts and all' approach to the annual Local Account magazine. As a way of reporting on our work during 2015-16 the style and content of the Local Account has been directed by MiR.</li> </ul>	
<ul style="list-style-type: none"> <li>• Representation to and discussion with the MP for Ludlow, the Minister of State at Department of Health.</li> </ul>	
<ul style="list-style-type: none"> <li>• The devising of a MiR stamp of approval which could be applied to successful areas of work.</li> </ul> <div data-bbox="354 1150 1078 1472" data-label="Image"> <p><b>What is important?</b>  <b>The essential ingredients of adult social care:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> An experience that is personal</li> <li><input checked="" type="checkbox"/> Active listening and understanding</li> <li><input checked="" type="checkbox"/> Real conversations, not just ticking boxes</li> <li><input checked="" type="checkbox"/> Effective use of resources</li> <li><input checked="" type="checkbox"/> Making own choices / taking own risks</li> </ul> <p><b>Making it Real</b>          Adult Services in Shropshire</p> </div>	
<ul style="list-style-type: none"> <li>• National Recognition of developments by Think Local Act Personal (TLAP). April 2017 visit from Clenton Farquharson (TLAP) to the South Advisory group and the Making it Real Board.</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Anything else?</b></li> </ul>	