

AGENDA ITEM

REPORT TO CABINET

14/12/2023

**REPORT OF DIRECTOR OF
ADULTS, HEALTH AND WELLBEING**

Lead Cabinet Member for Adult Social Care – Councillor Ann McCoy

MAKING IT REAL BOARD

SUMMARY

Adults and Health will form a Making It Real Board made up of People with Lived Experience who have, are or will in the future, access our services. The local authority was successful in a funding bid to help build Making It Real. As part of the Powering our Future programme, the Community Mission is focussed on empowering our communities to become more independent and utilise their insights and experiences to inform future service delivery. A fundamental part of this work is to gain knowledge from our communities, including people with Lived Experience by fully engaging them in our transformation journey, putting communities at the heart of everything we do.

REASONS FOR RECOMMENDATION(S)/DECISION(S)

This proposal has been discussed at SMT (Adults, Health and Wellbeing) and at CMT; it now requires review and endorsement from Cabinet.

RECOMMENDATIONS

It is recommended that Cabinet:

- Review and endorse the proposal for a Making It Real board and timescales for implementation (4.1 to 4.4).
- Agree in principle to develop a policy and supporting processes to enable the payment of expenses and potentially financial remuneration for People with Lived Experience for their time involved with Making It Real (4.5 to 4.7).
- Agree in principle plans for training, development, and communications to support Making It Real and to link in with other initiatives including Powering Our Future and CQC inspection preparation work (5.1 to 5.5).

Appendices cover existing activity that will support Making It Real, and further information about the funding available.

All tasks except where specified will be the responsibility of the Lived Experience Coordinator.

DETAIL

BACKGROUND

1. Lived experience is defined as personal knowledge gained through first-hand involvement in everyday events, rather than through representations created by other people. Lived experience is useful to “reality check” what an organisation or a researcher might think when developing or evaluating initiatives. It adds credibility to what we do and is essential if a public body is to remain relevant and be successful.
2. A key part of lived experience, and ambition for the Council, is the development of co-production. NHS England’s co-production Always Events workspace provides a definition; *“Co-production is a way of working that involves people who use health and care services, carers, and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development, and evaluation. Co-production acknowledges that people with ‘lived experience’ of a particular condition are often best placed to advise on what support and services will make a positive difference to their lives. Done well, co-production helps to ground discussions, and to maintain a person-centred perspective.”* (Ref 1).
3. The ambition is to develop a Making It Real board with representation from People with Lived Experience who have, are accessing or may benefit from services delivered by Adults and Health. This group will collaborate directly with senior colleagues on the thinking about, development and evaluation of services within the directorate (co-production). In return, the people involved will have the opportunity to improve services that they, or those close to them may access. They will also have access to development and peer support opportunities.
4. Proposal – Making it Real Board – What, how, why, and when
 - 4.1 People approached will include those accessing our services, from existing and proposed lived experience groups (see Appendix 1) and people who are already assisting the local authority on interview panels or through informal consultancy. If there are gaps in representation these will be recruited for through our social care teams by direct approach by key workers. That way there will be a healthy mixture of people already involved with us, and new voices. We will endeavour to secure authentic, individual voices rather than the voice of organisations.
 - 4.2 It is proposed that the Making It Real board will have approximately 12 members, plus around 3 colleagues including the Lived Experience Coordinator and Quality Assurance & Workforce Development Manager. Other officers will be invited to meetings, when relevant to the topics to be covered. Terms of reference will be co-produced so that fair representation is established from client groups who access services and so all participants understand the remit of Making It Real. The Lead Cabinet Member for Adult Social Care will be invited to be involved with the Making It Real Board, both during its formation phase and when it is established.
 - 4.3 Making It Real meetings need to be scheduled to integrate with existing decision-making bodies to ensure timely discussion of relevant topics, and for feedback to be provided on any suggestions made or questions raised. Frequency of meetings is proposed to be every 2 months. It is proposed that the first meeting takes place in January 2024.
 - 4.4 The local authority was successful in gaining funding from the NHS to support the development of Making It Real (Experience of Care Systems programme). The funding is £15,000 to cover expenses and/or payments to People with Lived Experience, training and development plus some staff and venue costs. The successful proposal was to ensure that the Learning Disabilities Partnership Board (LDPB) becomes co-led by People with Lived Experience, and then to take learning from that to build the Making It Real board. For further information see Appendix 2.

- 4.5 There needs to be a discussion about whether People with Lived Experience are paid for their time attending Making It Real meetings and undertaking tasks. It is the recommendation of the writer that any financial remuneration is restricted to people who participate in the central Making It Real board, and who participate in interview panels or who co-deliver training and development.
- 4.6 A policy document is being drafted on expenses and remuneration specifically for Making It Real. Further advice will be sought from legal, HR and finance teams to ensure any policy is fit for purpose but has some flexibility considering a variety of circumstances. The document will be reviewed and amended with People with Lived Experience prior to it being finalised.
- 4.7 The HR Team is currently developing a new Volunteering Policy, which will apply to Making It Real. The Lived Experience Coordinator is responsible for reviewing the policy before it is finalised.

5. Training, Development and Communications

- 5.1 The Lived Experience Coordinator has been in discussions with the Quality Assurance & Workforce Development Manager about the development of a suite of training and development resources. These would be co-delivered with People with Lived Experience.
- 5.2 The proposal is to develop a half or 1-day training course by April 2024, which would then be scheduled quarterly and be open to colleagues, volunteers and People with Lived Experience involved with the Local Authority.
- 5.3 The training course will include content on preparing for CQC inspection. Short sessions of around 1 hour will be delivered as part of the next Festival of Learning and at team meetings or events. It is proposed that the condensed version would be delivered to all social care teams by the end of July 2024. The first session was delivered during Safeguarding Awareness Week in November 2023.
- 5.4 KYIT and other internal communications channels will be used to share updates on progress.
- 5.5 The Lived Experience coordinator and relevant colleagues will collaborate on external communications relating to lived experience and Powering Our Future. We will maintain clarity by scheduling messages well and by having a consistent voice. The full range of channels will be used including digital and in-person presentations that will involve People with Lived Experience

COMMUNITY IMPACT IMPLICATIONS

- 6.1 The Council is required and has a responsibility, under the Public Sector Equality Duty (PSED), to eliminate unlawful discrimination, create equality of opportunity and foster good relations between people who share a protected characteristic and those who do not.
- 6.2 A Community Impact Assessment (CIA) process has not taken place as the Making It Real Board has not yet commenced recruitment. The Making It Real Board will involve people due to their individual involvement with social care services, or their lived experience beyond that as residents of the Borough. The Making It Real Board is intended from the outset to be representative of people living in the Borough.
- 6.3 A range of recruitment methods will be employed to ensure that the Making It Real Board is open to people living in the Borough on an equal basis. This will include promotion

through Social Care staff, carers and families to ensure that people who may find it difficult to access general communications channels can be reached.

- 6.4 The Director of Adults and Health will review Making It Real board membership on an annual basis, compared to the demographic information held on Adults, Health and Wellbeing clients recorded on Liquid Logic, and wider demographic information on the Borough held by the ONS.

CORPORATE PARENTING IMPLICATIONS

7. This paper does not have any Corporate Parenting Implications.

FINANCIAL IMPLICATIONS

- 8.1 Aside from the funding outlined in Appendix 2 (which ends in April 2024), consideration needs to be given to the resources available to cover expenses, meeting costs and potential payments to people involved with the Making It Real Board.
- 8.2 A budget of £15K per annum would cover anticipated expenses, room hire and if agreed, financial remuneration for Making It Real board members, assuming 6 meetings a year for 2 hours, paid at the current National Living Wage.
- 8.3 Where the budget for Making It Real sits will need to be agreed. The proposed activity of the Making It Real Board will cut across Adults, Health and Wellbeing.

LEGAL IMPLICATIONS

- 9.1 The Lived Experience Coordinator is working with the HR Team on the new Corporate Volunteering Policy, which will apply to the Making It Real Board members.
- 9.2 Depending on the outcome of discussions regarding the financial remuneration of the Making It Real board members, consideration needs to be given to the creation of contracts to specify their status.
- 9.3 Terms of reference and any documentation above will form a suite of documents that will be agreed with and provided to all Making It Real board members. Consideration must be given to clarity of language and versions will be produced in easy read formats.

RISK ASSESSMENT

- 10.1 It is essential that Adults and Health finds better ways to evidence the voice of people who access its services, to best ensure a Good or Outstanding CQC inspection, anticipated to take place in 2024.
- 10.2 The mock inspection carried out by Adults and Health with Carol Tozer highlighted the need across the directorate to better evidence the voice of people with lived experience. Forming the Making It Real board will enhance our evidence for CQC.
- 10.3 The Making It Real board will provide a way for Adults and Health to discuss potential service development and mitigate against the risk of the local authority being out-of-touch with the public. It will be a forum to explore and scrutinise wider pieces of public involvement including Powering Our Future initiatives.

CONSULTATION INCLUDING WARD/COUNCILLORS

- 11.1 SMT discussed and approved the formation of the Making It Real Board in 10/23.
- 11.2 The Lead Cabinet Member for Adult Social Care will be invited to be involved with the Making It Real Board, both during its formation phase and when it is established.
- 11.3 No other consultation with specific ward officers or councillors has taken place to date as the Making It Real Board is applicable to the whole Borough.

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Appendix 1 – current and proposed activity supporting Making It Real

Existing Group / Org	Cohort and proposal
<p>Learning Disabilities Partnership Board (LDPB)</p>	<p>Transitions age / adults with learning disabilities, their carers or family members. Will include members of existing lived experience groups at Community Day Services, Halcyon Centre and people who stay at Lanark that have been involved in focus groups.</p> <p>Group run by Stockton Borough Council but with the ambition for it to be co-led by People with Lived Experience.</p> <p>See section below relating to funding gained to develop this group.</p>
<p>Dementia Hub Involvement Group</p>	<p>Older people who use the Livewell Hub plus from the Halcyon Centre Committee. Crossover with the Age UK social groups that run in Thornaby and Yarm plus the dementia friendly drop-in at Hampton By Hilton.</p> <p>Propose that this group is expanded and rebranded to bring in other older people and have meetings rotate location across the borough. Expand topics to enable discussions to feed into Making It Real.</p> <p>Note that the Age UK groups are funded through the Better Care fund by SBC. Terms and conditions of that funding need to be taken into consideration.</p>
<p>Mental Health Lived Experience Group</p>	<p>Adults who have in the past or are currently accessing mental health services, either local authority, NHS, or both. Already helping the local authority, links with the IS&D team. This group is facilitated by Starfish and Red Balloons. Regular meetings that are well-attended (approx. 40 participants).</p> <p>Propose SBC sets up an associate sub-group for local authority business, or requests space on existing meeting agendas as appropriate. The writer’s preference would be to have the latter approach.</p>

	<p>Note that this group is currently awaiting the outcome of an external funding bid. The group used to be funded by TEWV but is not at present. Consideration needs to be given to how SBC may support the group if it is to engage on a regular basis with Adult Services. Agenda items for this group are set 6-months in advance – Housing is on the agenda for Jan 2024, Social Care is on the agenda for March 2024.</p>
<p>Carers Service Groups including young carers Age UK Carers Support Group</p>	<p>Carers of adults, some of whom are young people. Led by the Carers Service; primarily offers peer support and opportunities for respite and time away from caring responsibilities. Crossover with the groups above.</p> <p>Age UK also have a small carers group which meets monthly in Stockton. Most members are involved with the local authority through the Livewell Hub.</p>
<p>Wellbeing Wednesday / Stockton Youth Group</p>	<p>Run by Hart Gables charity (LGBTQ+). Wellbeing Wednesday is a peer support group for adults, the Stockton Youth Group is for 11- to 16-year-olds.</p> <p>Propose linking in with the charity to explore representation on the Making It Real board. Link in with Stockton Pride partner organisations to discuss approaches.</p>
<p>Links Parent Support Group and 30+ social group (plus others) – “My Life My Community”</p>	<p>Run by Daisy Chain, a charity based in Stockton but active throughout the Northeast region providing support to people with autism or neurodivergent and their families / carers.</p> <p>New Stockton group “My Life My Community” due to start in 2023.</p> <p>Propose to involve Daisy Chain in the formation of any Making It Real sub-group for autism / neurodivergence.</p>
<p>Youth Voice Project</p>	<p>Run by The Corner House, this project aims to support local young people to be involved with the NCS Youth Voice programme.</p> <p>Propose linking in with Youth Voice and involving some of the cohort age 17+ to be involved in Making It Real.</p> <p>Link to the cohort from Vision 25 below.</p>
<p>Vision 25</p>	<p>Vision 25 is an independent charity that delivers opportunities for young people age 17+ with disabilities.</p> <p>Propose that an approach is made to collaborate on a Making It Real sub-group to involve young people with disabilities, potentially a development of any existing steering group.</p> <p>People who access Vision 25 could be invited to join the LDPB, but there are others who would not be represented.</p>
<p>Refugee and Asylum Seeker (RAS) Forum</p>	<p>Brings together those with lived experience and organisations (across the statutory and VCSE sector) who support the boroughs RAS communities.</p> <p>Propose to link in with this project to discuss the opportunities for a Making It Real sub-group or similar.</p>

<p>Durham University (integration research project)</p>	<p>Via this project, 5 peer researchers will interview refugees who have current or former residents of the borough to hear their views on their experience of settling into Stockton-on-Tees. The Council is working collaboratively with Durham University and Refugee Futures.</p>
<p>Community Spaces</p>	<p>Some feedback was gained from People with Lived Experience as part of the evaluation of the Warm Spaces programme (now renamed Community Spaces). Community Spaces venues and the groups that meet there may be a resource Making It Real can tap into, particularly to reach some groups that are not well represented above that access Adult Social Care.</p> <p>In total there are 59 Community Spaces venues, so at the very least involving them in promoting Making It Real should enable us to reach new people.</p>
<p>Catalyst Over 50s Forum</p>	<p>Open to all residents aged 50 and over. Next meeting is on 5th December.</p> <p>Proposed to approach the group at this meeting with an offer to nominate a participant for the Making It Real board.</p>
<p>Stockton Borough Council consultations, surveys and social media campaigns</p>	<p>Where relevant to Adults and Health, the Lived Experience Coordinator will ensure that learning from this work will be fed through for further development. If individuals volunteer for further involvement because of consultation work, ensure that their details are captured, and they are communicated with appropriately. Mechanism to be developed to hold contact details that is compliant with best practice and the law.</p>

Appendix 2 - Experience of Care: Support for Integrated Care Systems funding

- A2.1 Stockton Borough Council has been successful in gaining funding from the NHS to re-establish the Learning Disabilities Partnership Board (LDPB) and to take learning from that to develop Making It Real.
- A2.2 The funding is £15,000 and must be used by the end of March 2024. The funding will be used to cover expenses for People with Lived Experience, including any training or development costs, IT, or other resources, and potentially some financial payments (pending agreement). The funding also includes some sums for staff time in terms of facilitation and support for People with Lived Experience.
- A2.3 It is proposed that the LDPB recruits People with Lived Experience between October and December 2023, with the ambition that they are active as equal members by March 2024 at the latest.
- A2.4 The Lived Experience Coordinator will produce project updates monthly and an evaluation report in March 2024. This will inform developments in Making It Real, which will take place simultaneously.

BACKGROUND PAPERS, REFERENCES AND LINKS

Ref 1 <https://www.england.nhs.uk/always-events/>

Dave James, Head of Adult Social Care for CQC, September 2023, on the link between Making It Real and CQC inspections:

<https://www.thinklocalactpersonal.org.uk/Blog/The-Care-Quality-Commissions-commitment-to-personalised-care/>

CQC Assessment Framework for Local Authorities

<https://www.cqc.org.uk/local-systems/local-authorities/assessment-framework>

Making It Real in Doncaster report

[Your Care and Support: Doncaster 2023 - Adults, Health and Wellbeing Local Account - City of Doncaster Council](#)

[NIHR Payment guidance for members of the public considering involvement in research Working with our Patient and Public Voice Partners Reimbursing expenses and paying involvement payments NHSE](#)

[Co-production Collective Payments Policy](#)