

Making it Real

Shropshire Adult Social Care

Local Account 2021/22

Issue ten

**Our story
continues...**

**A place where stories are
shared, and tears are shed**

The UK is facing a perfect storm

Reigniting Making it Real Shropshire

<https://shropshire.gov.uk/adult-social-care/>

First Point of Contact 0345 678 9044



Shropshire
Council

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The Local Account is...

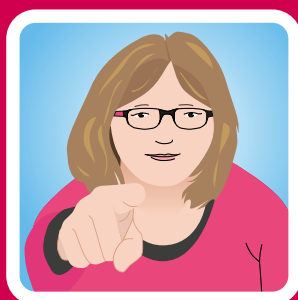
Shropshire's magazine about Adult Social Care. We call our publication 'Making it Real – our story continues...' We concentrate on true stories from real people about what's worked and what hasn't and how real experience can trigger change and improvement.

Listening to stories about daily life from the people who make use of adult social care services and support helps the Council understand what really happens in people's lives. Without that understanding it's difficult to improve.

We've taken this idea from an organisation called Think Local Act Personal— their Making it Real initiative sets out what good personalised care and support should look like www.thinklocalactpersonal.org.uk/makingitreal/

<https://shropshire.gov.uk/adult-social-care/>

First Point of Contact (FPOC) – 0345 678 9044



Shropshire needs you...



Passionate about adult social care?

Have your say and make a positive difference. If you'd like to join us in our efforts to place the people of Shropshire at the heart of shaping the future of adult social care in the county, please get in touch. Your personal experience can help change things for the better.

If you'd like to share your experiences with the Making it Real Shropshire board, please follow this link to our feedback form (the form can be completed anonymously) We want to hear from you

Why not sign up to the Making it Real mailing list? We will keep you up to date with a regular newsletter on what Making it Real Shropshire is doing and updates from other organisations we work with

[Making it Real Shropshire mailing list](#)

Alternatively email makingitreal@shropshire.gov.uk





Foreword – in conversation...

with Tanya Miles

Looking forward

Looking at the past 12 months I am as always incredibly proud of how people are working together to respond to the challenges we continue to face within social care.

In October 2021 the council merged both the Children, young people and adults directorate into one. This has been an exciting time looking at the opportunities it presents to streamline areas and improve the lives of our residents across Shropshire.

A key focus is working across multiple partnerships and building relationships to work together to make best use of resources, skills and opportunities this presents.

I would really encourage people to join our making it real board so we can strengthen our approach to listening and working with people who are the experts by experience so we can continue to make a difference to improve services for people.

We continue to develop our working relationship with key partners across the NHS, social care providers and the voluntary and community sector to ensure our services are more integrated and joined up, ensuring that people receive the best outcomes. We have a strong partnership with our voluntary and community group partners and providers who support people to stay well and independent with a diverse range of skills and expertise.

Improving our performance and data dashboards is a priority for the council, ensuring we have robust and timely information to inform strategy and decision making is a vital area of development which will also support early intervention and focus on prevention.

Shropshire has welcomed people from Ukraine and has provided a safe place they can live and integrate into our communities.

The council continue to work at pace to extend the Digital and Assistive Technology offer to support people to remain well and independent in their communities, this will continue to be a key area of development.

Whilst we continue to face challenges with rising costs and demand on services, as always we work together as a county to ensure our residents are living their best lives. I thank everyone who works tirelessly each and every day to make this happen.



Tanya Miles,
Executive Director of People



Adult Social Care here for you around the clock

Adult social care plays a crucial role in enabling people to stay safe and well. We are proud in Shropshire to have highly professional, caring and loyal staff who work around the clock to advise, support and enable people to remain independent.

Here's just a selection of the services we offer to help you and your loved ones remain independent for longer and live the lives you all want.



The census is a survey that takes place every 10 years. This gives us the most accurate estimate of all people and households in England and Wales and builds a snapshot of our society.

The census information will help shape communities in Shropshire by helping to plan services such as schools, doctors' surgeries, hospital beds, housing and cycle lanes.

Among the new questions in the Census 2021, people were asked if they have served in the armed forces. This was to support commitments made by central and local government under the Armed Forces Covenant - the deal between the country and those who served. Anyone who has served in the armed forces for at least one day is classed as a veteran. This is the first time this question has been asked.

The census on 21 March 2021 shed light on the needs of different groups and communities, and the inequalities people are experiencing, ensuring the big decisions facing the country following the pandemic and EU exit are based on the best information possible.

Census 2021 was the first run predominantly online, with households receiving a letter with a unique access code in March, allowing them to complete the questionnaire on their computers, phones or tablets. Paper questionnaires were also be available on request.

Shropshire early headlines

The census of March 2021 showed that the population of Shropshire has risen by more than 5% in the last 10 years. There is a total population of 323,600 – a 5.7% rise from 306,100 in 2011.

The average age of Shropshire's population has also risen to 48, from 44 in 2011, compared with 40 years nationally.

There are 316,300 Shropshire residents living in 139,600 households.

This means there has been a 7.6% rise in the number of households since the 2011 Census, compared to a rise of 6.2% nationally while around 7,300 people lived in communal establishments.

Average household size remains at 2.3 persons per household in 2021 – 21,500 people aged 66 and over now live alone compared with 18,100 aged 65 and over in 2011.

How Shropshire Council will use the data to improve services and communities' needs

From the data received from the census 2021, Shropshire Council will be able to:

- Have a better understanding how Shropshire residents are living, working, studying, travelling and managing their health and wellbeing at the beginning of this decade.
- Help with supporting communities, meeting the needs of Shropshire's growing and ageing population and shaping services such as schools, libraries, healthcare and housing.
- Help to put together new plans and policies.

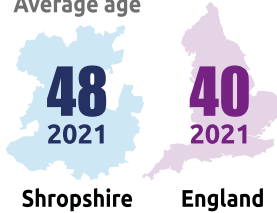
The data has also been used to help shape the Shropshire Plan and the wide-ranging census results will help ensure the Council's actions and priorities are directed wisely www.shropshire.gov.uk/the-shropshire-plan-2022-2025/ [please ensure the link is to the final version not the draft and it's been proof-read before this goes live!]

For more information and the latest data on the Shropshire Census 2021 please visit: www.shropshire.gov.uk/information-intelligence-and-insight/facts-and-figures/census-2021/

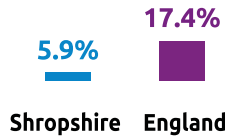


Population and Migration – November 2022

Average age



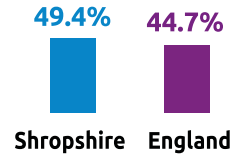
Country of Birth
People born outside the UK



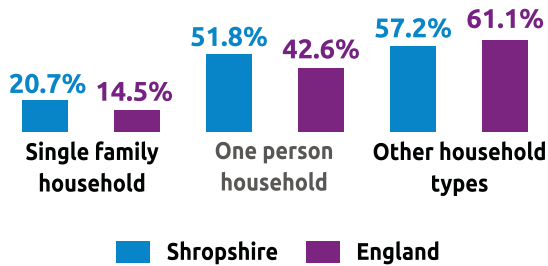
Increase in Shropshire Residents Born Outside the UK 2011-2021



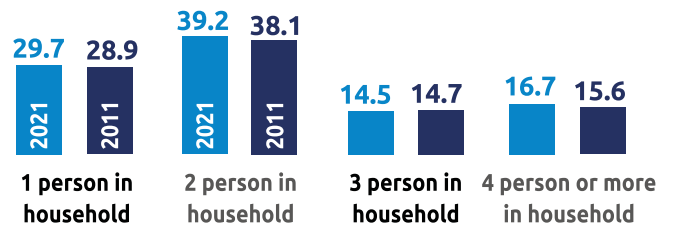
% of 16+ population married or in civil partnership



Percentage of households occupied by 66 and overs by type



Household Size Census 2021 and 2011



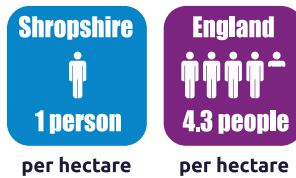
For a basic summary of the information on here please view Shropshire's Profile Page on www.shropshire.gov.uk/Information-Intelligence-and-insight/facts-and-figures/census-2021/shropshire-profile/

First release – June 2022

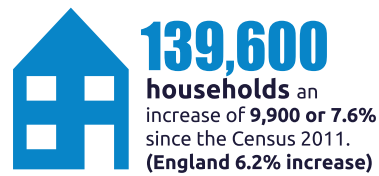
Shropshire's total population



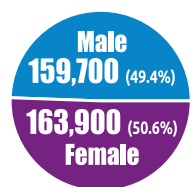
Population Density



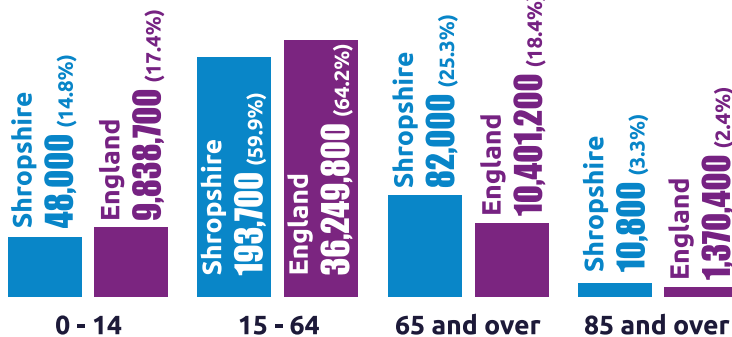
Number of households



Gender split



Population by Age



Aged 65 and over

In Shropshire

82,000

People aged 65 and over

rising from 63,300 in 2011, a 29.5% rise. Compared to a 20.1% rise in England.



Source: Office for National Statistics, Licensed under the Open Government Licence, crown copyright 2022.



A place where stories are shared, and tears are shed

SHROPSHIRE SUPPORTS REFUGEES



Shropshire Supports Refugees offers support and guidance migrants, refugees and asylum seekers in Shropshire.

Shropshire's response to the breaking news of conflict in Ukraine in February 2022 was one of warmth and compassion. As a county, many people rallied round and offers of support came from many sources.

With the imminent arrival of guests, the Community Hub was launched in the Riverside Shopping precinct in Shrewsbury - designed to be a drop-in location offering signposting, help and support, employment guidance, activities and English lessons.

'The first three months of the project saw an empty shell of a building being transformed into a lively and welcoming destination for guests arriving in the county: a place where stories are shared, tears are shed, and support is available in abundance.

"We run a WhatsApp group for all the hosts which is a useful resource as they are the experts in this field at this time, and we run a WhatsApp group for the guests which is a vital point of contact for them to ensure that they are in touch with all of the other Ukrainians that are in the county.

We deliver awareness raising training on exploitation and modern-day slavery and trafficking, as well as ensuring as many people as possible are trained in safeguarding adults and children and knowing the signs to look out for if people are getting into a bit of a pickle.

We couldn't have done any of this without the cooperation of our Local Authority and the resettlement officer and the National Lottery, as well as wonderful partners—The Shropshire Infrastructure Partnership, Energize, and the many partners that we have when we run our programme of activities for children and families.

We pride ourselves in working in a responsive and flexible way at all times, empowering people who have been displaced to have fulfilling lives here in the UK"

Amanda Jones, CEO,
Shropshire Supports Refugees



Thank you with love from Natalya (Ukrainian guest)

"I want to express my great gratitude for the support of Ukrainian refugees and for my personal support. I arrived in your beautiful country completely confused and scared. Without clothes and understanding of the language. Thanks to the support of your organization, I was provided with moral peace, I was helped with clothes for the first time, and I also have the opportunity to learn the language.

Now I am confident, I have a job. But I enjoy attending your wonderful meetings. This is very important, so I don't feel alone when I'm far from home.

Thank you very much to your centre for your support".



We visited Shropshire Supports Refugees at the Community Hub soon after my guests arrived, and we were overwhelmed by the calm but warm welcome we all received. It was such a happy place with old hand Syrian refugees rubbing shoulders with their newer Ukrainian counterparts. New babies were cuddled, adolescent boys were asked about their education and plans for apprenticeships/ universities. Coffee, tea and biscuits were provided and there was food in the fridges for those that might need it.

It has been a truly humbling experience to learn about this space, at the bottom of a scruffy deserted shopping mall, that has been caring for so many people for such a long time. I can't believe that I had never heard of it before.

The Community Hub is such a calm and welcoming place. My guests chatted with and hugged other Ukrainian's who had been bombed out of their homes because "they had had a much tougher time".

Once my family arrived, Amanda provided a comprehensive list of what needed to be done to access services and funding and to settle my family in.

There is a humming hub of quietly committed care givers: Shropshire Supports Refugees at the Community Hub, the Council, the Food Hub, the Job Centre, the English teachers, community support from churches and charities. It is wonderful.



The UK is facing a perfect storm



Rising petrol, food and energy prices have pushed many households in the UK and around the world into an unprecedented cost of living crisis. In the UK, in March 2022 the [Office of National Statistics](#) reports that 23% of households found it difficult to pay their monthly bills.

The causes are complex. Rising costs are linked to the pandemic and other global economic factors. The conflict in Ukraine has pushed fuel prices higher still.

If you or someone you know is worried about money or is struggling right now, **you are not alone.**

There may be **simple steps** you can take to cut costs or maximise your income.

If you are getting into debt or your mental health is suffering, **do not wait to get help.**

Shropshire council in collaboration with their partners have produced a Cost-of-living briefing session full of useful information and tips on how to save money.

Please use this link to watch; <https://youtu.be/oDQaCScx5p4>



Cost of living briefing sessions



350 frontline staff attended live sessions

Over 500 reached in total with recording of session



"The course was extremely well presented and informative. Thank you to everyone, great session!"

99% of people though the information shared in the session was relevant and helpful



98% of people now feel better equipped to signpost people to the support available



"The information shared was well presented, clear and easy to understand along with covering a vast age group."



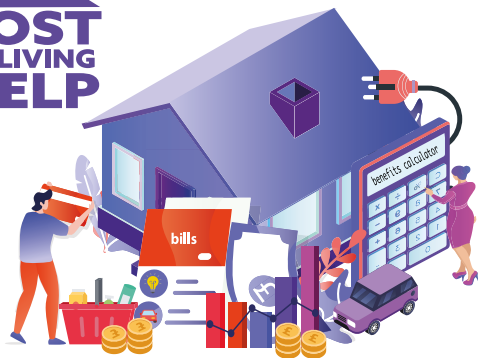
Self Help checklist for residents. Check if they are missing out on any benefits or other financial support, see if there are ways they can cut costs, borrow money safely and get support with debt, and talk to someone if they are worried about their mental health. <https://shropshire.gov.uk/cost-of-living-help/cost-of-living-checklist/>

Visit Cost of Living help website for information and support in Shropshire; www.shropshire.gov.uk/cost-of-living-help

16 things

that could help if you or someone you know is struggling with day to day living costs

COST OF LIVING HELP



Scan this QR code or visit:
shropshire.gov.uk/cost-of-living-help

 Shropshire Council

Step 1

Can you maximise your income?

7 million people are missing out on benefits

Step 2

Can you cut your costs?

Many people have already cut back in key areas, but there may be things you haven't thought of

Step 3

Borrow money safely and get support with debt

Seek advice early and don't let things spiral out of control

Step 4

Talk to someone if you are worried about your mental health

There are organizations which can help



Performance Matters

Views and experiences of adult social care service users 2021/22

About the survey

1,677 people were invited to take part in the annual survey of adult social care in January 2022. Others participated through out England.

555 responded to share their **views and experiences** of care and support received in the last 12 months.

Respondents **were aged between 18 and 106**. The average age was 68.

People receiving a range of different services provided their views including people supported at home or in the community, and people in residential care, and people receiving nursing care.

Enhancing the quality of life for people with care and support.

Service users scored their quality of life **18.5 out of 24**



63%

Feel their quality of life is good or very good / couldn't be better. 13% have concerns about daily life.

Care and support services help

90%

of the people surveyed to feel they have a better quality of life.

69%

of the people surveyed need some more help to bathe or shower and 81% need help with finances and paperwork.



Ensuring that people have a positive experience of care services and support



6 out of 10 feel that the care and support services they receive help them control their daily lives.

70%

have enough choice over care and support services available in Shropshire.

88%

feel that their home meets most, or all, of their needs. 89% feel able to keep clean and presentable.

Ensuring that people who are vulnerable feel safe and protected from harm.

70%



of the people surveyed feel safe both within and outside of their homes. Only a small proportion (5.5%) have some concerns such as falling or risk of physical harm in other ways.

7 out of 10 feel that the care and support services they receive help them to feel safe and secure.

74%

feel they have adequate social contact.



Our new Priorities

This year we have changed our priorities in line with the new Shropshire Plan.

The Shropshire Plan is the overarching strategic plan for the Council, providing a single point where the key components that set our direction of travel for the coming years can be found and accessed. It's made up of four key sections: the strategic plan, the associated delivery plans, the Council's performance management framework (PMF), and the financial strategy

www.shropshire.gov.uk/the-shropshire-plan-2022-2025/introduction/

People Priorities

1. Healthy,
Safe Communities
where I belong

3. Living in place,
I call home

4. Leading
the life, I want
to live

2. Support our most
vulnerable adults
and disadvantaged
children, providing
early support,
before situations
become complex

6. Resources
used well

5. Sharing power,
as equal partners

7. Learning well
together

Day Opportunities at the heart of our Communities

Shropshire Council's Day Opportunities offer person centred flexible tailor-made activities, which promotes wellbeing, individual interest and individual outcomes. Creating a happy and relaxed environment for service users.

The day opportunities have been helping out in their communities, fund raising and having fun!

To read more about this service area, and to stay updated on their activity please view 'The Rainbow Times' which is published once a month and can be found online at <https://shropshire.gov.uk/day-centres/newsroom/>

HELENA LANE

Here at Helena Lane our gardening project is off to a good start. We have planted carrots, onions, potatoes and are preparing for the Jubilee Community Event with a red, white and blue flower scheme. In addition, we are planting sunflowers to show our support to the people of Ukraine.

We had £71 raised from the Easter raffle and further money was raised for Bake for Dementia, thank you to everyone who participated!



AVALON

“Way back before any talk of a pandemic, I read something about planting a tree for the Queens Jubilee. I thought what a fantastic opportunity for our guys at Avalon to get involved. We grew some of our own willow trees from cuttings and we sourced the others from Shropshire Council’s Weeping Cross Nursery and also from Tom the fruit tree man out at Weston Rhyn where Michael and Jonathon picked the trees up from Tom.

All of our guys at Avalon have had some involvement in this project. We have also registered our trees on the Queens Green Canopy Map, so hopefully nobody will cut them down, or build on our mini wood. We are hoping that our mini wood will attract even more wildlife to our garden. Space for nature is fast running out, so it’s been great to provide a safe space for it to flourish.”

Andy Edge – Community Support Worker



AVALON AND MASEBURY METALS

For the past 18 months staff and service users from Avalon Day Opportunity and Maesbury Metals joined the team at ‘OsNosh’ in Oswestry every Friday serving at their food share tables and helping in the kitchen.

Maesbury Metals offered to help service users build some items for the new OsNosh community garden as a way of saying thank you for the welcome they received

Elliot Bastos of OsNosh said that the wooden cloche they built would be a very useful addition in the new garden at The Centre.

Further information about OsNosh can be found at <https://osnosh.co.uk/> or on Facebook at OsNosh – Oswestry Community Kitchen.



ALBERT ROAD



Butterfly Rainbow Alley project

The residents that attend Albert Road Day Opportunity in Shrewsbury have been working hard with Lovelyland to produce a vibrant and engaging space along the alleyway next to their centre. Service users have named this the Butterfly Rainbow Alley project.



Lovelyland is a not-for-profit, social enterprise that designs and delivers engaging programme with schools and community groups in Shropshire and surrounding areas.

The first stage of the project involved litter picking, followed by the distribution of a leaflet in order to draw views and participation from the local community concerning the design of the mural.

The ground was prepared in order to sow a variety of wildflower seeds, so all that's left is to wait for the magic to happen and enjoy!



In preparation for this day, we displayed some of our work, did some stone painting and put some buntings up. We invited our community to join us.



WAYFARERS

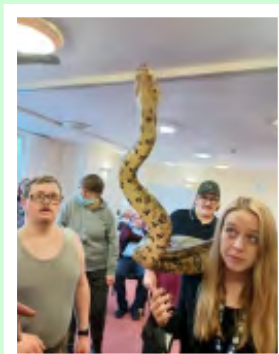


At Wayfarers they have been working really hard over the past few month organising fund raising events such as running community coffee mornings and bake sales. The money raised has been going towards their comforts fund.



A group decision was made to have a visit from the 'Animal Man' who came and showcased a selection of amazing animals.

The residents who attend Wayfarers really enjoyed getting up close with snakes, frogs and bearded dragons. Lots of happy faces and questions asked, and a great time had by all!



PRIORITY 2 - Supporting our most vulnerable adults and disadvantaged children, providing early support, before situations become complex

February 2022 Flood response



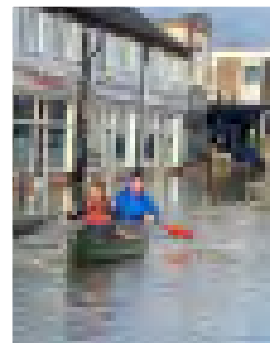
Towards the end of February 2022, Shropshire found itself once again impacted by severe flooding across parts of the county, causing disruption and distress amongst residents.

Homes and businesses were flooded, and many roads and car parks were closed. Flood reception centres were opened in Shrewsbury, Coleham and Bridgnorth, and various council teams and community partners pitched in to support those most in need.

Kate Garner (Service Manager for Community Partnerships and Day Opportunities) wrote;

“Hazeldine Court at Coleham is home to many older people – some living independently and some supported by care workers. Hazeldine has its access cut off when the river floods and Sue Bunker, Team Manager for the Central Community Social Work Team liaises closely with Deb, the manager at these times and ensures that the residents have the support that they need. In addition to the live-in carers we organised last Tuesday, we picked up shopping and prescriptions requested by residents and with the support of Jamie and Roger from Drummond Outdoor paddled them in. It was someone’s 86th birthday and we were very happy to be able to deliver cards and presents from their family and gift a bottle of something nice to ensure a memorable celebration! Happily, the flood levels had reduced by Wednesday and normal service was resumed”.

Pictured Kate Garner and Jamie Drummond delivering those vital supplies!



PRIORITY 2 - Supporting our most vulnerable adults and disadvantaged children, providing early support, before situations become complex

Thanks to the great work done by Social Workers, brokerage and commissioning during the floods they managed to get carers across flood water to those who live in Hazeldene court for a few days when we couldn't get daily carers to them. Check out Our Carers Taxi service with the fire department here:

[Carers take boat to residents during floods - YouTube](#)



Rebecca and Sandra from Sinai Care across flooding to Hazeldene



In Bridgnorth, staff from Shropshire Council and The Environmental Agency were on-hand to provide practical and emotional support for residents whose homes or businesses had been impacted by the flooding.

If you've been affected by the floods, there is help and support on hand.

For information about what do after a flood visit [After a flood | Shropshire Council](#). For health advice after flooding visit [Your health and flooding | Shropshire Council](#)

For further flood information and advice visit [Drainage and flooding | Shropshire Council](#)

If you've been impacted by flooding, then Shropshire Council would like to hear from you.

Please submit your information using the form found here – [Flooded?! | Shropshire Council](#)

If you know someone who is not online but has been affected by flooding, ask them to call us on 0345 678 9006 (8am - 6pm, Monday to Friday) to complete the form.

PRIORITY 2 - Supporting our most vulnerable adults and disadvantaged children, providing early support, before situations become complex

The Winter Support Service 2021-22

"It's someone to talk to each week, it's made my week. I must commend AGE UK and Shropshire Council, they've been brilliant. You've kept me alive."

Winter can be a time of cozy evenings and perhaps reflection. Though for many it is difficult; and made even more challenging as a consequence of the pandemic.

Winter sees more people suffering with falls, infectious diseases, and respiratory conditions such as asthma which results in a rise in the number of people admitted to hospital.

In November 2021 the Winter Support Service was reintroduced, with the goal of supporting people to stay well and independent at home and aid successful hospital discharges.

Whilst the ambition for the service is simple, people's lives are often not, which required a great deal of flexibility and partnership working across the system.

Funded by Shropshire Council and Shropshire's Clinical Commissioning Group (CCG).

Delivered by British Red Cross and the Wellbeing and Independence Partnership Shropshire (WIPS) - a consortium of voluntary sector organisations.

British Red Cross, WIPS and Shropshire Council have worked closely together since the start of the Covid pandemic. The partner organisations have adapted to support people in different ways and demonstrated resilience, creativity and flexibility.

At the current time [20.01.22] 289 residents have been referred into the service.

What's included?

- Transport returning home from hospital
- Settling people in at home following discharge from hospital
- Fitting of low-level equipment following hospital discharge eg, key safes and pendant alarms
- Collecting and delivering medications
- Shopping and delivery
- Wellbeing home visits
- Hot meal delivery
- Companionship for isolated or lonely people
- Connection to the wider offer available from the voluntary and community sector

How does it work? People are referred and then contacted by a Link Worker, employed by either Age UK or British Red Cross. Time is spent getting to know residents and having a good conversation about circumstances and needs. This up-front approach works well.

To find out more about staying physically and mentally well over the Winter period, please check out Shropshire Council's '5 ways to Winter Wellness' -

<https://shropshire.gov.uk/five-ways-to-winter-wellness/>

Home at last — Rita's Story

"Mum is so happy to be home and we are all over the moon about it too. Thank you again for all your help in enabling this to happen. You and others have been fantastic and had empathy for our situation and have made Mum's wish to come home a reality. Thank you so much." - Rita's Daughter

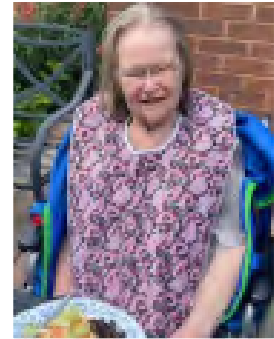
Sharon Johnson, Social Care Practitioner, tells the story of Rita and how Rita's direct payment has enabled her to return home with the care she needs.

Rita was one of the first people in the Northeast area to move into respite care in July 2021 due to there being a shortage of home care provision. Initially Rita stayed at a care home in Shrewsbury, and after three weeks was relocated to a home in the village where she has lived all her life. Rita remained in the home with grace and dignity throughout her stay, although all she really wanted was to go home. Rita's daughter kept in touch with the team throughout in order to query when/if her Mum could come home.

Rita had a stroke in 2017 and although she made an excellent recovery, she lost the use of her left side. Although she still struggles with her speech, she hasn't lost her sense of humour. When I told her I thought she would be able to go home she told me she'd changed her mind, however, having seen my face drop she put both thumbs up and just said thank you.

Rita has been a huge part of her local community. When she was at home, she was never short of visits from her family, friends, neighbours and fellow parishioners. Sadly, these visits stopped during Covid and had not fully returned to normal when she went into the care home.

Care remains incredibly short in all areas and in order to get Rita home a care agency from out of area was sought and resourced through a Direct Payment which her daughter is happy to manage. Rita's family collected her from the care home in her wheelchair and took her home. She was greeted with a warm welcome and a party in her garden and hasn't been short of visitors since.



Tarpaulin and trees – C's story

Alan – Rough Sleeper Support Worker tells 'C' story.

Of how 'C' found himself homeless, living and sleeping in a wood.

"C" was living with his parents, but unfortunately, they split up, 'C' stayed with his mother. His Grandad became terminally ill last year, and his mother moved away to care for him.

"C" stayed in Shropshire and moved in with his then girlfriend.

However, this relationship broke down and "C" had to leave the accommodation. He now had nowhere to stay, he was jobless at this time and found himself rough sleeping in woods.

"C" eventually called Shropshire Council to report himself rough sleeping to see what we could do for him.

The Rough sleeper team travelled to see where "C" was rough sleeping. He had a tarpaulin over the trees above him and had dug a small trench for himself to live in.

We gave "C" the number for Housing Options for him to call and see if he was eligible for Temporary Accommodation.

"C" was informed by the Council that we would help him find accommodation, but the Council had no duty to provide temporary accommodation due to his age, health etc.

I kept in touch with "C" who had got himself an apprenticeship, he was still

rough sleeping. Any money "C" was getting was being drained on eating out, takeaway food or buying ready to eat food and toiletries, as he had no cooking facilities.

"C" had tried getting a flat for himself but lost the flat to another client on the day he was due to view the property.

After a couple of months, I was informed about a landlord, so I immediately contacted "C" to see if he wished to view this property. "C" was initially reluctant due to its location, and he worried about getting to work. Over the next few phone calls "C" came round to the idea and viewed the property. "C" was worried about affordability, but Shropshire Council helped by paying his first 3 months' rent and the deposit as well as a one-month bus pass for him to get to work from the flat.

"C's" neighbours donated some items to him, and he bought himself a new single blow-up bed whilst waiting to hear from Local Support to see if they would agree to purchasing some furniture for him.

"C" is doing well at his flat. He is in the process of redecorating; enjoying his work and has made a few friends. He again thanked us for all the help we have given him.

'One step forward' – Nadine's Story

Told by **Bernise Tasker, SCP,**
Mental Health Social Work Team (NW), SCC

'I cannot believe that I have been able to get my PIP, I didn't think that I was allowed' - Nadine

Nadine suffers from severe stress and anxiety which has impacted heavily on her confidence and self-esteem. A major consequence of this belief system is that Nadine finds it difficult to voice her needs and has difficulty in accepting a positive self-image. Moreover, it was this element of not having self confidence that led to the situation of joint service support to empower Nadine into acknowledging and recognising opportunities and benefits that she was entitled to.

My initial visit to Nadine was a joint appointment with Amber, her support worker, who had been working with Nadine on her confidence and esteem. It quickly transpired that Nadine's benefits were only adequate for covering basic expenses. However, this left no financial means beyond basics which rendered Nadine's lifestyle very limited. Nadine had previously been declined for PIP (Personal Independence Payment) (as per the normal practice of first applications). Nadine had not disclosed this rejection, and this had resulted in her having only one set of clothes, no bedding etc and total reliance on food banks. Moreover, Nadine believed that this was normal and would not believe this could be changed and she was scarred of 'rocking the boat' with authorities such as the DWP (Department for Work and Pensions).

However, through a combination of reinforcement of positive support from Amber and myself, Nadine obtained the confidence to challenge the PIP decision with assistance of Julie Mclaughlin from CAB (Citizens Advice Bureau) and to approach other avenues of help. As a result, Nadine's wellbeing improved as she succeeded in overturning the PIP decision and receiving the finance to make positive lifestyle improvements.

The major challenge was to enable Nadine to believe that she was worthy to make positive changes in her life. She believed that her initial failing was solely due to her inadequacy as an individual. Therefore, it was a slow but steady effect by both Amber and I to help Nadine see that she could be successful in turning around her situation. It was at times, a case of 'one step forward' but gradually, she had the courage to make the positive step forward. Nadine has gained confidence into negotiating what she needs.

From working with Nadine, I have learnt, patience to keep believing and understanding why another individual will take a different viewpoint, even when the scenario is easier than how they see it. And by working as a team, we can take the 'strain' of the ups and downs of working with an individual and support each other in supporting the service user.

Bernise Tasker, SCP, Mental Health Social Work Team (NW), SCC



SCARF (Shropshire Councils Anti Racism Forum)

In conversation with Mark Tomlin – Senior Social Worker/Co-Chair Shropshire Council Anti-Racist Forum

How and why was the forum was created?

I was not around when the forum was created but I assume that it was created to form a safe space for staff from all backgrounds to work and share together to challenge racism within and without the council and across Shropshire. It should be a safe space where staff are free to share their views and not be condemned even if those views are perceived as archaic or even wrong and where staff can learn, develop and grow together in the area of race/ racism and diversity.

Why did you want to be involved?

I chose to get involved because I trained as a social worker in Shropshire in the 1990s and now live and work in Shropshire. Additionally, as a black male I encounter overt and covert racism on a fairly regular basis. Most of it appears to be ignorance as opposed to blatant bigotry. It is important that black people share their lived experienced with white colleagues, friends and neighbours etc. and provide others with insight into the reality of the impact of racism upon one's life. I have also been pleasantly surprised at the insight, experience and openness to learning concerning race/ racism and diversity of some of the people that I have encountered in Shropshire. I also feel that some of my colleagues in the local authority have little experience of or exposure to diversity in their professional and personal lives and often

appear uncomfortable in our one-to-one interactions and even more uncomfortable during discussions about race/ racism. It is a difficult subject, but we cannot avoid it any longer.

What kind of impact is the forum having?

I feel that it is helping us (or me at least) to feel able to discuss racism in a safe environment and also creating professional and personal bonds irrespective of race and background. My fellow co-chairs Tamsin Waterhouse, Viv Krishnan and Siobhan Hughes have been a 'breathe of fresh air'. It has also been uplifting to meet and share with white colleagues who seem genuinely interested in the impact of race upon colleagues and Shropshire residents deemed as 'other'.

Do you have anything else you would like to say about the Anti-Racism Forum?

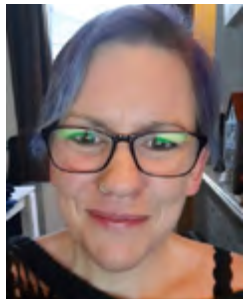
The forum has been a blessing for me. After the murder of George Floyd and the subsequent rise of the profile of the Black Lives Matter Movement in the UK and globally, I wanted to become practically involved in the process of change and in a group that embraced and represented people from all backgrounds who are working together to challenge racism in Shropshire and the UK. We have a good number of people on the mailing list for SCARF and are keen for our membership to grow. We hope to see representation from all parts of the Council.

Reigniting the Making it Real Shropshire

During the Covid pandemic Making it Real (MiR) Shropshire took time to 'pause and reflect' and take a fresh look at what the future could hold.

A small group was formed to reflect on the the excellent work that had been championed by MiR board and also identify areas of improvement for the future.

In December 2021 a new Making it Real Coordinator came in to post to help move Making it Real Shropshire forward.



I'm Sophie the new Making it Real Co-ordinator for Shropshire. My role sits within the Place and Personalisation Team at Shropshire Council and I've

been in post since December 2021.

One of my first tasks as the MiR Coordinator was to progress a refresh of the MiR Board. Taking forward the learning from the Pause and Reflect sessions we knew it was of importance to ensure that the Board was more widely represented by residents with lived experience, alongside people working in a professional capacity.

I started seeking interest from new Experts by Experience, communicating adverts and promotional material via social media and amongst colleagues and partners working across the health, social care and voluntary sector. People were given the opportunity to ask

Like to know more about Making it Real Shropshire?
Please visit our website; www.shropshire.gov.uk/shropshire-choices/making-it-real-mir/

Where you will find the latest news, events and also the opportunity to join our mailing list and submit an expression of interest to sit on the board.

questions and make an expression of interest in order to voice their interest in joining the Board. With the help of an existing board member, colleagues and a representative from Think Local Act Personal (TLAP) we were delighted to welcome six new Experts by Experience onto the Board.

On Thursday 7th April we held a welcome session for the new Board members. This provided an opportunity to set the scene in relation to this programme of work and provide some background and insight into what has gone before and our aspiration for the future. It also provided an opportunity for the new members to introduce themselves to one another and ask questions.

We are now onto the next step of refreshing the Making it Real Board. We have a fantastic range of board members and a date in the diary for our first Board meeting which will take place on the 22nd of April 2022.



Be a better fish, OsNosh & Avalon

Avalon Day Opportunities in Oswestry were approached by a company called Be a better fish. 'Be a better fish' is based in Oswestry in Shropshire. Founders Paul and Claire work in the local community to help inspire, create and develop new and small business opportunities for people of all ages and backgrounds. From this Avalon where asked if any of their people would be interested in volunteering at OsNosh in Oswestry. OsNosh was started by Brothers Ben and Tom Wilson in 2018, OsNosh CIC has changed with and for the needs of its local community, each week they deliver dishes to people in need, saving food going to waste, and sharing their culinary knowledge with ways to cook up tasty and nutritious food for pennies. Obviously, they jumped at the chance and Tracey Richards – Senior Support Worker at Avalon Day Opportunities talks about the wonderful collaboration.

'We were approached by Paul Newman from "Be a better fish" and asked would we like to volunteer at a local organic farm. We jumped at the chance, and it became very successful. Paul was involved with a local charity organisation called OsNosh and he thought we might like to also try it and we started volunteering on a Friday, this progressed to a Wednesday as well as our people enjoyed it so much. We do anything from helping prepare the meals to the share the table and generally whatever needs doing. Our people really enjoy the community aspect and feel very valued. They are always told how helpful we are.'



Jason said
"He likes the cooking
and really enjoys Juicing".
He said he likes it all.



Johnathon said
"he likes going to meet new
friends and also he often
bumps into old friends"



Integrated Care System (ICS)

Shropshire and Telford & Wrekin became an Integrated Care System (ICS) from 1 April 2021, providing a joined-up approach to planning and providing local health and care services across the county. This will replace the Shropshire, Telford & Wrekin Sustainability and Transformation Partnership (STP). Integrated care systems bring together hospitals, community and mental health trusts, GPs and other primary care services with local authorities, voluntary

sector and other care providers across the whole area. This approach enables more effective use of resources, leading to higher quality, more efficient and effective services. The creation of the ICS is particularly important in the light of the COVID-19 pandemic, which has seen a huge emphasis on partnership working. The establishment of the ICS will help us to build on the successes we have already achieved and continue with to provide flexible, connected solutions.

What the ICS want to achieve: Together as one, they want to transform health and care across Shropshire, Telford and Wrekin by:

- Providing a greater emphasis on prevention and self-care.
- Helping people to stay at home with the right support with fewer people needing to go into hospital.
- Giving people better health information and making sure everyone gets the same high-quality care.
- Utilising developing technologies to fuel innovation, supporting people to stay independent and manage their conditions.
- Attracting, developing and retaining world class staff.
- Involving and engaging our staff, local partners, carers, the voluntary sector and residents in the planning and shaping of future services.
- Developing an environmentally friendly health and care system.



**Integrated
Care System**
Shropshire, Telford and Wrekin

Integrated Care Systems

Partnerships of organisations that come together to plan and deliver joined up health and care services to improve the lives of people in their area.

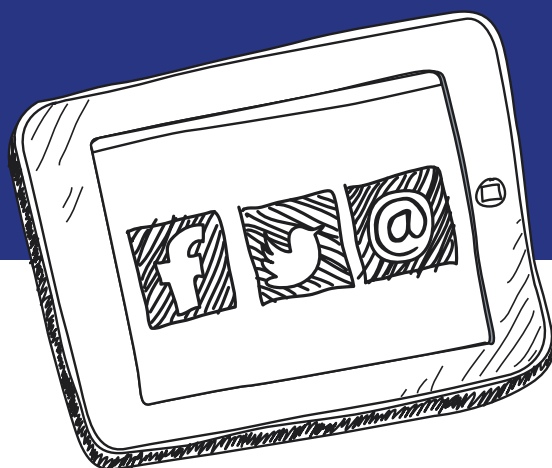


Our ICS Pledges

1. We will improve **safety and quality**.
2. We will integrate services at **place and neighbourhood level**.
3. We will tackle the problems of **ill health, health inequalities and access to health care**.
4. We will deliver improvements in **mental health, learning disability and autism provision**.
5. We will support **economic regeneration** to help improve the **health and wellbeing of our population**.
6. We will respond to the **threat of climate change**.
7. We will strengthen our **leadership and governance**.
8. We will increase our **engagement and accountability**.
9. We will create a **financially sustainable system**.
10. We will make our ICS a **great place to work** so that we can attract and keep the **very best workforce**.

Useful contacts

Which are referred to in this Local Account



Shropshire Council – www.shropshire.gov.uk

Shropshire Choices – www.shropshirechoices.org.uk



Follow us on Twitter @ShropChoices



Find us on Facebook 'Shropshire Choices'

First Point of Contact (FPOC) – 0345 678 9044

Refugee Support—01743 216 758

Helena Lane Day Opportunity—01743 257749

Avalon Day Opportunity—01691 652467

Maesbury Metals—01691 670665

Albert Road Day Opportunity—01743 246208

Wayfarers Day Opportunity—01743 250439

Adult Mental Health Services, Shropshire Telford & Wrekin– 0300 124 0365

Os Nosh—07538 709 299

Be a Better Fish—07534 975440

Age UK Shropshire Telford & Wrekin – 01743 233 123

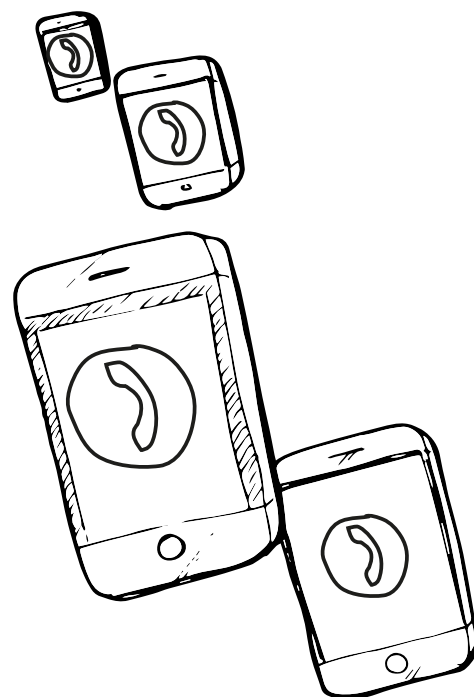
Shropshire Carer Support Line – 0333 323 1990

Citizens Advice Consumer Service Helpline – 03454 04 05 06

Housing Services – 0345 678 9005

Making it Real Shropshire – 01743 258 422

To request an assessment / support from the Social Work
or Occupational Therapy Team, please contact
First Point of Contact: 0345 678 9044



Making it Real

Shropshire Adult Social Care

Local Account 2021 to 22



Dedicated to the support offered by family, friends, neighbours and local residents in all Shropshire communities.

Thank you for your courage and commitment

What do you think about this publication?

If you have any feedback about the Local Account email us at makingitreal@shropshire.gov.uk



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<https://shropshire.gov.uk/adult-social-care/>

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Shropshire
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