



Partnership Board meeting - Developing an Ageing Well Strategy for Telford and Wrekin

Date: Tuesday 19th March 2024

Time: 12:00pm – 13:30pm

Via Teams

Attendees

Angela Causton - Commissioning Officer – Chair
 Rachel Threadgold – Senior Health Improvement Practitioner
 Jolene Hallen – IDT Project Manager
 Sherrel Fikeis (Guest)
 Ravi Phull - SDM – Strategic Housing & Regeneration Housing, Employment & Infrastructure
 Natalie Wrighton (ICB Project Support Officer for Adult Mental Health, CYP and LD&A)
 Jan Suckling – Healthwatch Engagement Officer
 Megan Gardner - Project Support Officer, Strategic Housing & Regeneration
 Sarah Poole – ASC Co-Production Lead, Mental Health, Learning Disability & Autism
 Michelle Hickman – Business Support Officer - Minute Taker

Apologies

Emma Clutton - SDM ASC Prevention & Independence, Older Adults & Disability
 Heather Osbourne - Chief Officer Age UK STW
 Elinor Phillips - no response
 Dag Saunders – Expert by Experience
 Chris Fox – Former 50+
 Laura Hollie- CVS

Welcome introductions and action plan update												
<p>AC began the meeting asking for introductions – AC advised Dag was due to Chair the meeting however unable to access MST.</p> <p>Age UK to share financial info –still not received but AC will follow this up.</p> <p>AC still requires information from Partners to help support with the update required to take to TWIPP. She gave her thanks to everyone who has sent in information to compile the action plan, this is extremely useful. AC stated it would be really beneficial if partners of the Board can send case studies to evidence what difference the Ageing Well Strategy has made to people – just highlights – please do email AC.</p> <p>AC stated she has still not had a response from SPIC (now PIC) with regards to updating the strategy.</p> <p>AC thanked everyone for their ongoing help and support.</p>				AC								
<table border="1"> <thead> <tr> <th>No.</th> <th>Action Required</th> <th>Lead</th> <th>Due by</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Face-to-face meeting to be scheduled for January to discuss and refine plan and priorities. Planned date: Tuesday 9 January 1.30-4.30pm, Hazledine House, Telford Town Centre</td> <td>Angela Causton</td> <td>15/12/23</td> </tr> </tbody> </table>				No.	Action Required	Lead	Due by	1	Face-to-face meeting to be scheduled for January to discuss and refine plan and priorities. Planned date: Tuesday 9 January 1.30-4.30pm, Hazledine House, Telford Town Centre	Angela Causton	15/12/23	All
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2	Age UK STW to share information about financial impact of older people and providers.	Heather Osborne		N
3	Health Watch to look into the Financial Security action plan and feedback on any updates at the next meeting	Jan Suckling		Y
4	Centre for Ageing Better Age Friendly Communities registration form to be shared.	Charlotte Lewis		Y
5	To be considered and fed back to AC in preparation for TWIPP in February: a. What are we going to focus on in next 6 months? b. Case studies to demonstrate how we are improving the lives of older people in TW. c. What do we want from TWIPP?	Everyone	09/01/24	N
6	To invite Dianne Beaumont from the Alzheimer's Society to the face to face meeting to support with the Dementia action planning	Angela Causton	15/12/23	Y
8	Explore who as a Health representative would be best to attend these meetings	Julie Edmonds		Y
9	An updated template to be sent and a conversation with Julie Edmonds and Angela Causton to take place	Laura Thorogood		Y
Update on the action plans/ case studies				
<p>Transport – AC stated we need to identify someone who can help with this as unfortunately CF can no longer support. If anyone has any ideas who can help with this it would be very helpful. SATH have started a transport group and AC has received the minutes for this meeting. AC appreciated TWC has a Transport Team however as this is not a TWC led strategy, we do need to be also linking in with what is happening in the borough i.e. SATH transport group - if anyone can support please do let AC know.</p> <p>Case studies: RT stated the Health and Wellbeing section needs to be refined due to duplicates with the Carers section. Dementia action plan information that Laura H has updated has also got reference to Dementia. AC agrees with this. RT feels this sits better under Carers as Laura is driving this Helen Rowley from the ICB is also linking into this action plan and has been really helpful. NW and RT could link into this together for Health and Wellbeing action plan.</p> <p>MG - work in progress within the Housing element and hopefully can broaden this when TICAT respond on certain actions.</p>				AC RT
Update on highlight reports;				
Digital Inclusion				
<p>JH gave an update on the work she is doing with Digital Inclusion and shared a report on what works being carried out in T&W to ensure residents are digitally engaged and included. Residents excluded may not have a device, the skills, poor internet connection etc. A presentation will be shared with the board. The Totally Telford brochure was really good resource to ensure communication is shared with as many people in the borough as possible as it goes to all local households.</p>				JH

<p>SF asked for the age and how do you apply for the Young Persons Grant Scheme? JH said it is for 15-25 year olds. JH added the link to the meeting.</p> <p>AC asked who is the person/link to the Total Telford brochure? Matt Critchley or Lauren Tye is the person.</p> <p>AC asked what was the biggest barriers experienced from people over 65? As we have found on the Ageing Well Strategy was communication is the biggest problem. JH is looking to devise a one page handout for things talked about and covered as people cannot remember everything covered. For example, she went to CVS to get leaflets for unpaid carers and support around this – like a signposting service. There are thousands of different services out there but if there could be a point of contact – knowing where to go, who the correct contact is. If we can collate all the information in a booklet – cost implication, but thinks communication is the biggest barrier.</p> <p>SF stated x10 ladies who attend groups in the community and the husband did banking/internet but now these ladies do this but they do not speak English. Is there a possibility of helping them? Language would be a barrier, but linking up with Learn Telford is a consideration for delivering of courses – maybe do a bespoke course. SF will email JH direct. AC said this would be a great case study also.</p> <p>Update to group from JS re: Digital Inclusion. From a Healthwatch perspective – JS will find out when report is put together and if GP is using digital. Some people refuse to use digital i.e SATH send out a text asking ‘do you still need your appointment – this could be a scam? Also, doing work with PPGs</p> <p>AC asked when will report be ready? JS said she will ask Simon Fogall at Healthwatch.</p>	<p></p> <p></p> <p></p> <p>SF</p> <p>JS</p> <p></p>
<p>Financial Security</p> <p>SF: Financial Security - Citizens Advice has seen a high demand on cost of living and highest demand is single household, increase in household bills. Top issue - benefits and universal credit.</p> <p>Dealt with 2500 issues re: housing, 3000 utilities and communication issues. Currently have seven times more clients than previous years which is causing pressure on services.</p> <p>Age UK help over 55's.</p> <p>CAB have managed to secure additional resources/funding but this is not enough to support the numbers of people. CAB has now relocated from Tan Bank to Stafford Park and costs have increased by the move and the risk of not having own building – now rented building. Single parents are really hit hard and the biggest claims were for universal credit. 3000 debt related issues.</p> <p>AC asked with the fabulous work you are doing has anything made a difference to people's lives? SF said they are helping families stay together, stopping children being taken into care. Benefits for people over 55 – dealt with 2000. This has gone up since previous years.</p> <p>AC said the aim for future Board meetings, is for a partner to give an update where people are at with the action plan.</p>	<p></p> <p>SF</p> <p></p> <p>AC</p>
<p>A.O.B</p> <p>TWIPP – AC stated TWIPP is in a few weeks' time - if anyone has anything to add. Need to evidence where things are making a difference please can people share information to support with the TWIPP paper.</p> <p>Draft All Age Carers Strategy consultation: AC advised the board a draft strategy is going live on 18 April for 6 weeks for a public consultation, closing on 30 May. AC has asked if partners can support by sharing the consultation far and wide so we can get as many responses as possible aiming high for responses.</p> <p>Next Steps continue with the great work you are doing on the action plans. Great to see Natalie here from the ICB.</p>	<p></p> <p>AC</p> <p>AC</p>

<p>RT Falls prevention exercise re: preventing falls will commence on the 8 April - 10 classes a week supporting those attending ICS classes.</p> <p>The local community in Madeley has commenced a one stop shop for guidance for health and wellbeing and other services. ASC worker will be there giving same day appointments, also linking to Madeley Court Practice, referring those who are in crisis.</p> <p>Cancer Champion is wanting to recruit more Cancer Champions for signs, symptoms of cancer. RT to give AC case studies.</p> <p>Next meeting: 20 June 2024 – 14:00- 15:00. AC said she has sent out the invites</p>	<p>RT</p> <p>AC</p>
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1	Age UK STW to share information about financial impact of older people and providers.	Heather Osborne		N
2	To be considered and fed back to AC in preparation for TWIPP in February: <ul style="list-style-type: none"> a. What are we going to focus on in next 6 months? b. Case studies to demonstrate how we are improving the lives of older people in TW. c. What do we want from TWIPP? 	Everyone	26/03/24	N
3	Elinor Phillips to ask SPIC for comments on the Ageing Well Strategy	Elinor Phillips		No update yet from Elinor Phillips. Ange to follow up
4	It has been identified there is a gap with the Transport action plan– AC asked the board if people could identify a representative with this area	All Partners		
5	Information on Dementia to sit within Carers action plan	Ange		
6	RT and NW to link together to discuss Health and Wellbeing action plan	Rachel Threadgold and Natalie Wrighton		
7	Housing to link in with TICAT	Megan Gardner		
8	To share Digital Inclusion presentation with Partners	Ange		
9	SF to link in with JH re: digital inclusion translation services	Sherrell and Jolene		
10	To support with sharing the Draft All age carers strategy consultation to go live 18 th April	All Partners		