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Care System  
Shropshire, Telford and Wrekin

**NHS**  
Shropshire, Telford  
and Wrekin

# Supporting Carers in Telford and Wrekin All Age Carers Strategy 2024-2029

<b>Title</b>	All Age Carers Strategy: 2024-2029
<b>Purpose/scope</b>	Unpaid carers of all ages in Telford and Wrekin
<b>Subject keywords</b>	Prevention, resilience, wellbeing, emotional health, whole family, promoting independence, choice, control, carers, caring
<b>Key council priorities</b>	<ol style="list-style-type: none"> <li>1 Every child, young person and adult lives well in their community.</li> <li>2 Everyone benefits from a thriving economy.</li> <li>3 All neighbourhoods are a great place to live.</li> <li>4 Our natural environment is protected, and the Council is taking a leading role in tackling the climate emergency.</li> <li>5 A community-focussed, innovative council providing efficient, effective and quality services.</li> </ol>
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<b>Final version</b>	This final version will be published on council’s website, All Age Carers

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## Foreword

### Welcome to Telford and Wrekin's All Age Carers Strategy, which sets out our vision for the next five years together with a statement of our commitment to carers and their families across the borough.

In order to support carers in a way that is impactful and meaningful we need to ensure our local systems and partners are all working together. This supports carers with a co-ordinated approach to their own needs and that of the person/people they are caring for. Both Health and Social Care have a responsibility to ensure our systems in Telford and Wrekin are working for our diverse carers across the board.

The role of carers continues to be vital to the whole social care system, providing significant support to the people they care for. Our vision remains and continues to be, that carers are recognised, thanked and valued by the wider community and statutory agencies, for the significant support and care they provide to vulnerable adults, children and young people. We know that carers are essential in supporting the health and care system and offer a lot of their time and energy to provide the support that they do.

A priority going forward for Telford & Wrekin Council and partner organisations will be to support co-production of Adult Social Care and Children's Services that support carers and the people they care for. The All Age Carers Strategy also highlights the importance of partnership working, in particular, the work that continues with our engagement partners, Telford and Wrekin CVS, and the Carers Network.

The All Age Carers Strategy is a commitment to providing services for family carers of all ages.

*'We want to ensure carers are listened to and are the experts in driving through change across the borough. As partners we want to work together across adult and children's services to ensure carers and their families live well.'*

*Jeni Kuczynska, CEO Telford and Wrekin CVS*



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# Introduction

**Our vision and priorities for the All Age Carers Strategy is to work together so that as many carers as possible are informed, involved, valued and receive timely and appropriate support when needed.**

We recognise the term ‘carers’ in this strategy will include young carers, parent carers and carers for adults, who are unpaid or in receipt of carers allowance.

We will work with carers to influence, shape and design the support that they need for the carers journey, ensuring support is accessible, affordable, varied and reaching communities where it is most needed.

Prevention and early intervention are key factors to help avoid the need for care and support, including information and advice, supporting with mental health and wellbeing, promoting healthy and active lifestyles, and reducing loneliness and isolation.

## **Our four key areas of focus:**

- 1 Further develop the all age approach to supporting carers across the borough.**
- 2 Empower and co-produce with carers to drive change across the borough.**
- 3 Support carers to have good physical, mental health and wellbeing.**
- 4 Work in partnership with carers and the wider community to promote a carer friendly borough.**

This strategy was developed in partnership with carers, key partners and organisations and sets out the current situation for carers, outlines the future, and details how we will work together to improve the lives of our unpaid carers.





## Who is a carer?

**A carer is someone of any age who provides unpaid support to a family member, partner, relative, or to a friend who would not manage without their support.**

### **A young carer is:**

*“A person under 18 who provides or intends to provide care for another person (of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work)”*

**Section 96 Children and Families Act 2014.**

It is through this act that the Council’s statutory duty to assess the needs of young people is stated.

### **An adult carer is:**

An adult who provides or intends to provide care for another adult (adult needing care)

### **A ‘parent carer’ is:**

A person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility.

**Section 96 Children and Families Act 2014.**

### **Sandwich generation (Dual) carers:**

Sandwich generation carers are those adults who provide unpaid care for an older person while, at the same time, looking after one or more dependent children. The sandwich generation carer may, or may not, also be in paid employment.

### **Kinship:**

Kinship care is when a child lives full-time or most of the time with a relative or close family friend, usually because their parents are not able to care for them. Grandparents are the most common kinship carers, but older siblings, aunts, uncles, and people who know the child well can also take on the role. [Championing kinship care: national kinship care strategy](#)

### **Foster carers:**

Whilst we recognise the invaluable and crucial role that foster carers have in respect of caring for vulnerable children in the care of the local authority, this strategy’s scope does not include paid foster carers.

Local strategies, such as the Recruitment Strategy, Sufficiency Strategy that support the implementation of the Fostering Services Regulations and National Minimum Standards apply to foster carers as well as other government strategies.



## Our vision and focus

### Carer statement:

***“You don’t know the impact of becoming a carer until you are one and it will be different for everyone. It can take its toll on health, relationships, social life, finances, education and employment.”***

Every year ordinary people take on the exceptional responsibility for caring for someone as the number of people with chronic and life limiting and long-term illness increases. With this in mind, caring will touch the lives of most people.

The carers agenda links to the health & wellbeing strategy priorities and commitments in number of ways. Closing the gap is an underpinning health and wellbeing strategy priority and carers are referenced as a group of people which require an extra health inequalities focus as they maybe

disadvantaged or at increased risk for example in relation to the way they can access healthcare services.

For parent carers of children, we will be developing our preventative and targeted short breaks support to provide a proportionate response without the need for statutory social work intervention. The tiered levels of support are detailed within the Local Offer and Short Breaks Statement. [Short Breaks \(telfordsend.org.uk\)](http://telfordsend.org.uk)

This strategy will support co-production with communities and partners to raise awareness of how carers can access advice, information and/or support in their communities to support and sustain their caring role and celebrate carers’ achievements within our communities.

The implementation and achievement of this strategy and associated plans will require continued collaborative working to ensure:

- involvement of carers to deliver the All Age Carers strategy action plans through co-production with people who access services and our community and voluntary partners;
- involvement of carers within commissioning arrangements including working with providers across the borough;

- we are putting carers at the heart of our community;
- ensuring we are hearing from a diverse range of carers across the borough and raising the voice of carers through co-production with those whose lives are touched through informal caring;
- monitoring results from the National Carers Survey to make changes in the borough that support carers;
- providing the opportunity for local providers and businesses through a ‘Carer Friendly Employer’ initiative to demonstrate commitment to social action and to become carer aware;
- to have an extra focus on the ways carers may face health inequalities and create solutions to close the gap; and
- proactively promote and share information on screening, health check and immunisation offers with carers.



## Facts and figures

**In Telford and Wrekin we know that 1 in 10 of the borough's population (10.6%, 18,026 people) reported that they were providing unpaid care in 2021. This was greater than the proportion for England (8.9%) and the West Midlands (9.6%) and was the 10th highest proportion of all upper tier local authorities England. (Source: ONS Census 2021)**

The population of the borough continues to grow at above national rates – driven by the expansion of the local economy and record levels of housing growth. As the population grows, it has continued to change, with the population becoming more diverse and ageing.

- The estimated population of Telford and Wrekin is 185,842. (Source: ONS mid year population estimates 2021)
- The borough's population increased by 19,000 people between the 2011 Census and 2021 Census, an increase of 11.4%. This was the highest of all West Midlands upper tier local authorities and the 21st highest of all 151 upper tier local authorities in England. (Source: ONS Census data)
- Telford and Wrekin no longer has a population that is younger than the average in the region. The median age of residents in the borough has increased by 3.9 years since 2001 and as of mid-2021 the average age of residents, at 40, is just below the West Midlands (40.3) and England (40.5). (Source: ONS Population Estimates 2021)

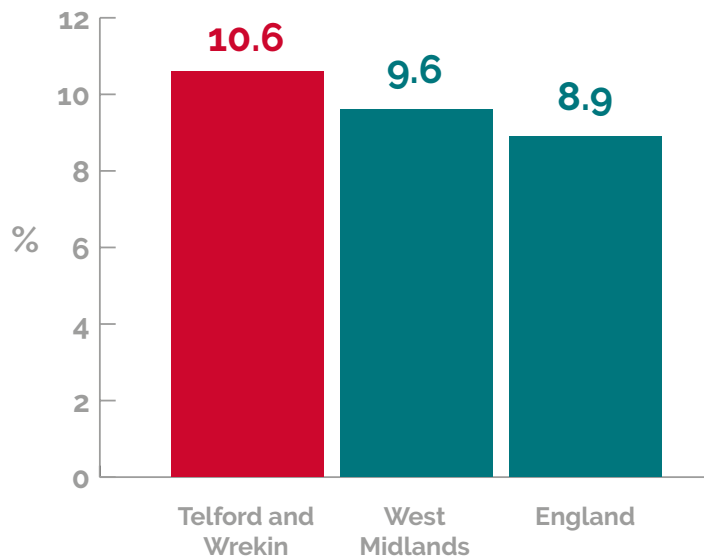
- The borough saw one of the largest increases in population aged 65 plus in England between the 2011 and 2021 Census, with an increase of 35.7% (England 20.1%) – the highest increase of all West Midlands upper tier local authorities and the second highest of all 151 upper tier authorities in England. (Source: ONS Census data)
- Telford and Wrekin is a place of socio-economic contrasts. Parts of the borough are amongst the most deprived in England, with deprivation rates comparable to inner cities, whilst other areas are amongst the least deprived in England.
- Around 24.9% of the population of Telford and Wrekin live in areas in the 20% most deprived nationally, around 45,100 people. (Source: 2019 Index of Multiple Deprivation)
- In the 2021 Census, 44.2% of the age standardised population (85,723 people) reported very good health in 2021. This was lower than the proportion of the population for England as a whole (47.5%). (Source: ONS Census 2021)

- 1 in 5 of the borough's age standardised population (20.5%, 36,526 people) were disabled in 2021. This was greater than the proportion of the population for England (17.7%). (Source: ONS Census 2021)

More information about Telford and Wrekin population can be found at [telford.gov.uk/insight](https://telford.gov.uk/insight)



## % of population who provide unpaid care (age standardised) 2021 Census



## Provision of unpaid care

- 45% (8,214 people) said that they provide unpaid care for 19 hours or less per week.
- 22% (3,913 people) provide unpaid care for between 20 and 49 hours per week.
- 33% (5,899 people) provide unpaid care for over 50 hours per week.

## % of the population who provide unpaid care, by Middle Super Output Area Census 2021

Darker shades indicate a higher rate:



- The proportion of the population providing unpaid care varies across the borough. Madeley has the highest proportion of people providing unpaid care, at 12%. This is followed by Wrockwardine Wood and Trench (11%), Oakengates and Ketley (11%) and Ironbridge, Admaston and Higher Ercall (11%). Areas with the lowest proportion of people providing unpaid care are Town Centre, Overdale and Dawley Bank, where 7% of people provide unpaid care, and Lawley, Horsehay and Lightmoor (8%)

## Provision of unpaid care – by age

### Under 16s

- 142 (0.5% of under 16's) were providing unpaid care in 2021 within the borough.
- Areas with the highest proportion of under 16's providing unpaid care were Oakengates and Ketley.

**Out of 142, 66 people under 16 were providing 50 or more hours of unpaid care per week, which equates to 46.5% of those under 16 providing unpaid care.**

### 16-24 year olds

- Areas with the highest proportions of 16-24 year olds providing unpaid care were Sutton Hill and Woodside.

### Aged 25-64 years

- 7.2% of residents aged 25-64 years provided unpaid care in 2021. Areas with the highest proportion of those providing unpaid care were Woodside (11.3%), Sutton Hill (10.2%) and Malinslee (9.5%).

## The highest number of those providing unpaid care was found in Oakengates and Ketley (429, 6.6% of those providing unpaid care in the borough).

### Aged 65+

- Areas with the highest proportion of those aged 65+ providing unpaid care were Malinslee Donnington and Brookside.
- Within the borough, the highest number of those aged 65+ providing unpaid care were located in Ironbridge, Admaston and High Ercall (203, 7.4%) and Oakengates & Ketley (202, 7.3%).
- Of those aged 65+ providing unpaid care, 76.8% (2,110) provide 50 hours or more of care a week.

1.6% of people under 15 indicated in the Census that they provided some unpaid care (or 98.4% of people 15 or under do not provide unpaid care), which was around 430 young people.

## Provision of unpaid care – ethnicity

The majority of unpaid carers in Telford and Wrekin between the ages of 25-49 are from a white British background 86.6% compared to 83.0% of the borough. When comparing to the borough's ethnicity carers are under represented from other white backgrounds, and this difference is most pronounced in the working age population, in particular between the ages of 25 and 49.

### Age 25-49

Category	% of carers	% of borough population	% point difference
White British	86.6	83.0	+3.6
White Other	2.8	9.5	-6.70

There is also under-representation of people from an Asian and Black backgrounds in the 35-49 population.

### Age 35-49

Category	% of carers	% of borough population	% point difference
Asian	5.3	7.5	-2.2
Black	2.4	4.1	-1.7

## Provision of unpaid – gender

58.5% of unpaid carers in Telford and Wrekin are female. Compared to overall population of Telford and Wrekin females are over-represented.

## Other key figures

Other notable differences, as compared to the borough's population, include:

- 45.1% of unpaid carers are economically inactive, compared to 34.4% of the overall population;
- 57.9% of unpaid carers are married or in a civil partnership, compared to 44.8% of the overall population.



## Engagement – what did we do?

To support the development of this All Age Carers Strategy local engagement was undertaken through a variety of methods. This included using information shared in previous consultations (e.g. Ageing Well, Short Breaks Provision, Learning Disability, the council's Resident's survey) as well as through:

- focus groups held across the borough;
- discussions at Wellbeing Hubs to support with the five ways to wellbeing;
- discussions at Carers Partnership Board meetings;
- discussions at youth clubs for young carers;
- discussions at Telford Theatre creative workshop;
- listening to feedback locally and nationally through the Carers Voice Conference;
- learning from the National NHS England Survey of Adult Carers in England;
- an online survey seeking feedback;
- a postal survey to registered carers with Telford & Wrekin CVS seeking feedback;
- discussions in community venues across the Borough, including: Dawley, Oakengates, Madeley, Sutton Hill, Wellington, Hadley, Ketley, Brookside, Hollinswood, Lawley, Shawbirch, Newport.



## Key achievements so far

### Wilf's Story

*Hi, I'm Wilf, I'm 45 and have a wife, Annie, and a young son, Adam. Earlier this year, Annie was diagnosed with an advancing, life changing condition with complex medical needs and I became her main carer. With my caring responsibilities for Annie, we both were incredibly concerned of the impact it was having on Adam. I talked to my social worker who offered my family and I advice and support. They also made a referral to the young carers services based at the Carers Centre. This has changed our lives! Adam has made many new friends and gets involved in the activities as well as attending the regular youth club. This has given my whole family a new lease of life. Adam doesn't feel so alone and isolated and he is now smiling. The pressure on Annie and I has massively reduced and I feel secure knowing that I have the help around me if I need any further support in the future.*

Partners and organisations across Telford and Wrekin continue to demonstrate our commitment to carers through the following achievements:

- The Carers Centre has combined Young Carers and Adults to create one service. The service provides information, advice, support and guidance to provide a seamless service in an appropriate setting (including at home, school, community venue or other mutual meeting places). For example, practical and emotional support can now be provided to a whole family network.
- Created Carer Hospital Links at Princess Royal Hospital and GP practices to identify and register family carers often providing substantial care and support.
- Provide specialist counselling for carers to address loss and change.
- Developed family support for carers affected by addiction.
- Provide Carers Champion training to organisations across Telford and Wrekin to raise the awareness of the carers role.
- Developed a range of 'Well Being Offers' to support Carers' wellbeing including a weekly youth club and out of term time activities for Young Carers. For more information see [Youth Club/Activities | Carers Centre \(telfordcarers.org.uk\)](http://telfordcarers.org.uk)
- Provided two Admiral Nurses to support people who are caring for someone with dementia.
- Developed several groups which are led by people with lived experiences focussing on Learning Disability, A life outside caring, Autism, Ageing Well and Mental Health to raise awareness throughout Telford and Wrekin celebrating good work and to provide challenge in making access to services easier.
- Provide young carer links and identification programme within Schools providing awareness and training of young carers to teachers, primary and secondary aged children.
- Increased awareness and signposting of financial information and advice to Carers.
- Provide access to emergency response service for Carers in crisis.
- Providing an in-betweeners provision to young adult carers 18-25 years of age including out of term activities.
- Reaching out to carers who may not recognise themselves as carers, the chance to think about what they need both as a carer and as an individual and offer them support to ensure they feel empowered and in control of their lives.
- Continue to provide access to carer replacement support: Personalised Carer Support (25hrs).
- A comprehensive Carers Wellbeing Guide Carers Wellbeing guide of local services within the borough.
- Continuing to develop a Telford & Wrekin Council Carer Friendly status.
- Working with other partners, including strengthening families to provide wraparound support for families and young carers.
- Support for young adult carers ages 18-24 with education, employment and next steps including age appropriate training sessions and one to one support.
- Embedded the identification and consideration of Young Carers needs in the Early Help assessment process to identify if there are support needs.

# Areas of focus

From the information gathered in the engagement four key areas were identified

## Our four key priorities:

**1 Further develop the all age approach to supporting carers across the borough.**

**2 Empower and co-produce with carers to drive change across the borough.**

**3 Support carers to have good physical, mental health and wellbeing.**

**4 Work in partnership with carers and the wider community to promote a carer friendly borough.**

## 1 Further develop the all age approach to supporting carers across the borough.

### Carers told us it's important for them to:

- “Have a break and to be me.”
- “Have carers respite and replacement support which is responsive and adapting to my needs.”
- “Meet with other carers who understand what I am going through.”
- “Have accessible information, advice and support within the borough.”
- “Be able to access support which is non-carer specific; knowing what is going on in my community.”
- “Have a plan for what happens to the person I care for when I am not around (life planning/ crisis management).”
- “Have information about the medication my loved one is taking.”
- “Raise the profile and roles of young carers in our borough.”
- “Recognise that one size of support does not meet everyone’s needs.”
- “Listen to and understand how to help ‘hard to engage groups’ to be better socially connected.”

### What we will do:

- ✓ Develop a carers offer that is responsive and compliments the carers role.
- ✓ Ensure Information is available to raise awareness of the carers role on Live Well Telford and the SEND Local offer, General Practices, Pharmacy’s, Health and Social Care Staff and providers.
- ✓ Continue to raise awareness of the carers offer within the borough.
- ✓ Encourage positive choice taking.
- ✓ Support access to assistive and digital technologies to support carers and those they provide care to.
- ✓ Provide accessible information, advice and support for carers of All Ages in Telford and Wrekin.
- ✓ Enable Young Carers to co-produce how they would like their school to support them.



## 2 Empower and co-produce with carers to drive change across the borough.

### Carers told us it's important for them to:

- “Be involved in the person I care for support planning arrangements.”
- “Know what is available to support me in my caring role.”
- “Not have to repeat my story to a range of professionals.”
- “Have locally accessible support for the person I care for.”
- “Make sure the role of carers is promoted and recognised through the borough.”
- “Be able to access time for myself outside my caring role.”
- “Be kept informed and up to date of developments for the person I care for.”
- “Be able to get involved in a way that works for me to shape local services.”
- “Not having to spend a great deal of time trying to navigate a complex health and care system with multiple points of contact with lots of jargon.”

### What we will do:

- ✓ Ensure that no decision about the carer or the cared for is made without their input.
- ✓ Give consideration to carers and the person they care for requiring separate conversations. For example, children’s services will undertake a child and family assessment.
- ✓ Improve our information, advice and guidance offer to carers across the borough.
- ✓ Ensure information, advice and guidance is accessible, up to date, accurate, local and comprehensive, and is provided in a timely manner.
- ✓ Adults Social Care will ensure access to wellbeing checks and Care Act Assessments throughout someone’s caring journey should the carer make this choice.
- ✓ Adults Social Care will ensure carers emotional and wellbeing support is available and accessible.
- ✓ Organisations across Telford and Wrekin will ensure there is a range of support available to carers in their own right.
- ✓ Continue to involve and consult with carers in co-producing accessible and jargon free information, advice and services for carers in the borough.

- ✓ Raise the profile of carers nationally, sharing the challenges they face including financial, physical and emotional.
- ✓ Continue to promote the NHS England Survey for adult carers and use the findings to drive improvements community, vocational activities, employment and training.



### 3 Have good physical, mental health and wellbeing.

#### Carers told us it's important for them to:

- “Have a life where I went out with friends and socialised. It is different now.”
- “Do things together with the person I care for.”
- “Be supported when my caring role changes and the impact on me.”
- “Be involved in providing support...and to be a young person too.”
- “Have information and advice that supports financial security and wellbeing.”
- “Be able to socialise with the person I care for.”
- “Have respite that works for me and the person I care for to give me a break.”
- “Have opportunities to access replacement support to enable access to education, training and employment alongside our caring responsibilities.”
- “Have access to health services that understand the caring role and to be flexible when needed.”

#### What we will do:

- ✓ Support carers with a life outside of caring including information about accessing their local community, vocational activities, employment and training.
- ✓ Promote offers to support carers to access activities/services within the borough, including the promotion of leisure services within the borough to support healthy lifestyles.
- ✓ Identify and promote carer networks across the borough which enhance carer wellbeing, healthy lifestyles and personal resilience.
- ✓ Making Telford and Wrekin communities ‘Carer Friendly’ aware.
- ✓ Being a ‘Carer Friendly Employer’: Raising the value and importance of balancing work with caring responsibilities with local business and organisations.
- ✓ Supporting carers through maximising benefits to increase life choices.

- ✓ Provide timely information, advice and guidance when a person’s caring role changes for any reason.
- ✓ Promote local organisations who are able to support conversations about benefits.
- ✓ Continue to promote Direct Payments.
- ✓ Promote services and organisations across the borough that recognise the carers role and the need for reasonable adjustments for carers and the people they care for.
- ✓ Promote services available such as Telford and Wrekin Carers Centre that allow carers to discuss openly the challenges of the carers role.
- ✓ Carers of young people who are transitioning from Children’s Services to Adult Social Care are offered a carers assessment to support with preparing with adulthood.
- ✓ Continue to support carers to have good mental health and wellbeing, providing guidance and support to meet their needs as well as people they care for.





#### 4 Work in partnership with carers and the wider community to promote a carer friendly borough.

##### Carers told us it's important for them to:

- “Only tell my story once”.
- “Be aware of training opportunities that could support me in my role as a carer.”
- “Have a co-ordinated approach to my own and the person I care for(s) care and treatment.”
- “For professionals to understand the caring role and the impact.”
- “Be supported by professionals who are aware of the challenges I face and what support is available to me.”
- “Have champions with services that support carers rights.”

##### What we will do:

- ✓ Promote good practice across services and organisations to ensure carers are supported to enhance their strength with appropriate advice, information and support through a blended approach of care delivery.
- ✓ Work with partners to ensure information is shared and support services work together.
- ✓ Promote Carers Champion training in organisations across the borough.
- ✓ Continue to promote the role of carers across the borough.
- ✓ Ensure services for carers promote and make reasonable adjustments where needed.

- ✓ Ensure carers are a part of recruitment panels, commissioning and procurement of services.
- ✓ Work with local organisations to develop a responsive and evolving training offer for carers.
- ✓ Ensure staff amongst partnership organisations are utilising information, advice and guidance to those they are supporting.
- ✓ Work with health and social care staff to raise awareness of the role and importance of carers.
- ✓ To further engage with communities in deprived areas of the borough and those who are seldom heard.



# What happens next?

## Summer 2024 onwards

- Draft All Age Carers Strategy consultation feedback reviewed.
- Amendments to final strategy completed.
- Strategy action plan to be produced (how we will achieve the strategy).
- Final approval of the strategy.
- Final strategy launched.
- Carers Partnership Board formally launched to lead the implementation of the strategy.

## 2025

- Carers Partnership Board work to implement strategy and drive forward the actions needed to deliver it as detailed in the action plan.

## 2026 (Review)

- Open a mid-term consultation to review progress – including gaining views on the changes from carers as well as any further suggestions and ideas.

## How we will make it happen

This strategy explains the areas of focus needed to raise the awareness of carers living in Telford and Wrekin whilst being committed to providing a high standard of carers services. To support the delivery of this strategy an action plan will be developed which will provide more detailed actions as to how “we will do”. This action plan will continue to be developed and co-produced with carers and professionals through the Carers Network.

The development of a carers network with the Carers Centre will support each action and provide an opportunity for agencies to feedback on developments – what’s working, what changes have been made and what is planned for the future. The Carers Network will be made up of carers, experts by their experience that access services, and the various partnership organisations that help shape and deliver services to carers and/or the people they care for. Children’s Service will also continue to promote the work with parent carers through the short breaks forum.

## How will we know it's working?

Whilst there is much good work to build on, we recognise that this work is challenging in the context of limited resources across the health and care system in Telford and Wrekin and the community.

The Carers Network for carers caring for someone aged 16 and above and for young carers throughout the borough will be carer led by people who have lived experiences of being a carer.

This experience will enable co-productive conversations with carers of all ages, at all stages of their journey to help and influence health and social care in Telford and Wrekin. As the previous sections outlines, we have identified a series of actions (‘We will...’) to ensure carers are supported in Telford and Wrekin. We will continually review our progress with carers and people who use services.

The Carers Network will play a key role in ensuring that partners are on track to deliver the Carers strategy. Engagement will be carried out with Carers across the borough to ensure any developments are co-produced to meet the identified outcomes. Updates will be reported to the Health and Wellbeing Board, Telford and Wrekin Integrated Place Partnership and the Shropshire, Telford and Wrekin Integrated Care Board.

Alongside this, we will also consider the following:

- regular feedback from the Carers Network with open and accessible minutes from each meeting;
- offer regular, open forums for people to feedback on experiences and noticeable changes/ improvements;
- open a mid-term consultation (2026) to gain views on change within the borough and to gain further suggestions and ideas.

**Key performance indicators including:**

- number of organisations becoming Carer Friendly across Telford and Wrekin.
- number of carers accessing the Carer Network and other services to support carers across the borough.
- number of carers who use services have found it easy to find information about services and/or support.
- number of parent carers accessing short breaks forum.
- overall satisfaction of carers with social services.
- proportion of carers who report that they have been included or consulted in discussion about the person they care for.
- proportion of carers who find it easy to find information about services.

- carer-reported quality of life.
- proportion of carers who reported that they had as much social contact as they would like.
- children and young people measures – awaiting response from Insight Team.

**Key outcomes include:**

- increase of organisations becoming Carer Friendly across Telford and Wrekin;
- increasing the number of all age carers accessing carers services across the borough i.e. CVS;
- increasing levels of carer satisfaction and reported quality of life (through the NHS England Survey for adult carers).



## References

**A selection of sources of information for carers is provided below. It is acknowledged that there are also many other national and local organisations.**

### Live Well Telford: Home

Live Well Telford provides information and signposting to a wide range of services, activities and organisations to help everyone find the support they need to live healthy independent lives.

### All Ages Carers Centre

The Carers Centre hosted by the Wellbeing Independent Partnership (WIP) Telford and Wrekin CVS.

### Parents Opening Doors

PODS work across the whole range of services including health, education, social care, and alongside voluntary sector partners – at a local, regional and national level. PODS are also members of the National Network of Parent Carer Forum.

### Healthwatch Telford & Wrekin

Healthwatch works to help people get the best out of their local health and social care services. Their aim is to ensure that people are at the heart of decisions about service delivery, improvement and change.

### Healthy Telford

Web based information provided by Public Health Telford & Wrekin to help people make the right choices to remain safe and healthy.

### NHS England

An executive non-departmental public body of the Department of Health and Social Care. NHS England oversees the budget, planning, delivery and day to day operation of the commissioning side of the NHS in England as set out in the Health and Social Care Act 2012.

### Carers UK

Provide expert advice, information and support. They campaign and innovate to find better ways to reach and support carers.

### Carers Trust

A major UK charity for, with and about carers.

# Appendix 1

## Local strategy links

The All Age Carers strategy will also align with the priorities of other local strategies in Telford and Wrekin, including:

- Telford & Wrekin Council – [Health and Wellbeing Strategy 2023-2027](#)
- Telford & Wrekin Council – [Learning disabilities Strategy 2021-2025](#)
- Telford & Wrekin Council – [Autism Strategy 2023-2028](#)
- Telford & Wrekin Council – [Ageing Well Strategy 2023-2033](#)
- Telford & Wrekin Council – [SEND and Alternative Provision Strategy – SEND 2023-2028](#)
- Telford & Wrekin Council – Mental Health Strategy – currently being developed
- [Shropshire Telford and Wrekin Integrated Care strategy and Joint forward Plan Integrated Care Strategy and Joint Forward Plan – STWICS](#)

# Appendix 2

## National guidance

### **The Care Act 2014**

Sets out legal guidelines relating to care and support for adults and the law to support carers. The local authority has a responsibility to undertake a Carer's Assessment, provide information, advice and guidance, including provision of an advocate where carers have difficulty in participating in the assessment process.

### **The Children and Families Act 2014**

Makes provisions for children, families and people with special needs. It seeks to improve services for vulnerable children and introduces new rights for Young Carers or Parent Carers to have their needs assessed

### **Supporting Adult Carers January**

#### **2020**

Covers support for adults (aged 18 and over) who provide unpaid care for anyone aged 16 or over with health or social care needs. It aims to improve the lives of carers by helping health and social care practitioners identify people who are caring for someone and give them the right information and support.

### **National Carers Action plan 2018-2020**

This outlines the government's commitment to supporting carers through 64 actions across five priorities. Carers action plan 2018 to 2020.

### **The Commissioning for Carers**

#### **Principles**

Help identify different approaches for adaptation or adoption to fit with local priorities and engage through the whole commissioning cycle.

### **State of Caring 2022**

The report contains a snapshot of carers' experiences in 2022, capturing the impact that caring has on carers' lives and evidencing the policy recommendations that would improve this.

### **Equality Act 2010**

The law will protect you against direct discrimination or harassment because of your caring responsibilities. This is because you're counted as being associated with someone who is protected by the law because of their age or disability.

### **People at the Heart of Care**

The white paper, People at the Heart of Care People at the Heart of Care: adult social care reform has set out a 10-year vision for how we will transform care and support in England, reforming adult social care putting people at its heart.

### **The Kings Fund**

In May 2023 The Kings Fund published 'Caring in a complex world – Perspectives from unpaid carers and the organisations that support them'. The report set out to understand the current picture of local support available for unpaid carers in England. It looked at what evidence is available for different types of support, what carers and professionals involved in commissioning and delivering services for carers prioritise, and what are the barriers and facilitators of access to these different types of support.