

Celebrating later life in Telford and Wrekin

A proactive, preventative approach to active ageing

Our Action Plan



Telford & Wrekin
Cooperative Council

Protect, care and invest
to create a better borough



Our Action Plan

The Ageing Well Partnership Board is vital in promoting justice, dignity and challenging stereotypes of older people, as well as overseeing the strategy and acting as the steering group for an Age Friendly Telford and Wrekin.

The Ageing Well Partnership Board is responsible for continuing to monitor the development, progress and impact ensuring key partners are delivering on the key themes identified from the Ageing Well Strategy 2023 – 2033:

- Where we live
- Health and wellbeing
- Transport
- Digital Inclusion
- Financial Security
- Carers

Updates on the progress of the action plan will be reported to the Health and Wellbeing Board, Telford and Wrekin Integrated Place Partnership and the Shropshire, Telford and Wrekin Integrated Care Board

Theme One: Where we live

Action	Priority Rating	How will we achieve the action?	How will we know when it's been achieved?	Proposed Lead
<p>Using where people live and the environment as a starting point, we will continue to co-produce with people to find out what support they need to stay in their own home and community</p>		<ul style="list-style-type: none"> ▪ Ensure strong partnerships and high quality data sharing between Housing and ASC Commissioners ensuring that all planning for both accommodation and care and support needs is aligned in both areas where possible. ▪ Strength based community approach throughout statutory assessments and reviews. ▪ Integration between Public Health and Adult Social Care Commissioning to ensure fluidity within services and information sharing around need and demand. ▪ Continuing to deliver the Adult Social Care Prevention Agenda ▪ Growth and development of the Live Well Hub Model ▪ Through the Supporting People contract, the Floating Support provider will focus on support that establishes and maintains independence ▪ We collect data on environmental and safer communities 	<ul style="list-style-type: none"> ☑ Fewer people will move to alternative/ supported housing and will stay in their own homes and local communities ☑ Data will be available to suggest what people need to stay in their own home and community for longer, enabling future commissioning to be needs and data led ☑ People will feel happy, safe and connected living in their communities ☑ People will have the right information, advice and guidance to support them to live the life they wish to live ☑ Positive contractual reviews of the Supporting People contract and establishing critical links between the new housing related Floating Support provider and Adult Social Care placements. 	<p>Megan Gardener (Housing, T&WC)</p> <p>Healthwatch Telford and Wrekin</p> <p>Rachel Threadgold (Public Health, T&WC)</p> <p>ASC Commissioning, T&WC)</p> <p>Emma Clutton (ASC Service Delivery Manager, T&WC)</p>

<p>We will support people with information to enable them to make informed choices about where they live as they age and keep people connected to their own communities.</p>		<ul style="list-style-type: none"> ▪ Ensure websites such as Telford & Wrekin's Live Well Directory pages are maintained and updated regularly. ▪ Any changes made, to be communicated across the Local Authority and Board members for potential review and feedback. ▪ Feedback from Annual Surveys/ Corporate Surveys ▪ Develop/ amend webpages to ensure they are fit for purpose and meets the need of the community ▪ Raising awareness of the Independent Living Centre and its offer 	<ul style="list-style-type: none"> ☑ Accessible information will be available to support people to make informed choices about where they live. ☑ Informative and easy to understand signposting services will be available to ensure people follow appropriate referral routes that will meet their needs. ☑ People living in the communities will have the right information to support them to make choices about where they live and feel connected 	<p>Megan Gardener (Housing, T&WC)</p> <p>Andy Dowdall (Information and Advice, T&WC)</p> <p>Independent Living Centre colleagues</p>
<p>We will use the feedback from the Housing Survey and latest Census results to look at how we support people to maintain and adapt their own accommodation so it remains accessible for all of their life, either through adaptations, advice and support, applying for grants, planning or influencing developers to build what is needed.</p>		<ul style="list-style-type: none"> ▪ Produce action plan from Housing Survey and monitor the delivery of information ▪ Feedback from Housing and ASC Commissioning on commissioning intentions 	<ul style="list-style-type: none"> ☑ People will be equipped with the correct, adaptations, advice and support to remain in their own home for longer. 	<p>Megan Gardener (Housing, T&WC)</p> <p>Commissioners (Housing, T&WC)</p> <p>Marches Energy Agency</p> <p>Age UK STW (Trusted Assessor)</p>

<p>We will continue to consult with people living in care homes to find out what is important to them and ensure future commissioning reflects this.</p>		<ul style="list-style-type: none"> ▪ Healthwatch will embed this within their enter and view visits and feedback to the Ageing Well Partnership Board ▪ Develop stronger links and partnership to gain internal feedback from Social Work Teams to feed into future commissioning requirements ▪ Understand key themes and traits of individuals perspectives from our commissioned advocacy provider ▪ Care provider market represented within the Ageing Well Partnership Board adding value from provider experience of delivering support to individuals living in care homes. 	<ul style="list-style-type: none"> ☑ People will feel happier and contented living in their home environment ☑ People living within care homes feel empowered to have a voice ☑ The perspectives of those with lived experience is incorporated into future commissioning that takes place ☑ The care provider market is able to champion views of individuals who use their services 	<p>Healthwatch Telford and Wrekin</p> <p>Charlotte Hambleton (Principal Social Worker, T&WC)</p> <p>Commissioning T&WC</p> <p>Representative from PohWER</p> <p>David Crosby (Partners In Care)</p>
<p>We will continue to collate data:</p> <ul style="list-style-type: none"> ▪ on people whose discharge from hospital is delayed due to accessibility issues ▪ the hospital discharge process 		<ul style="list-style-type: none"> ▪ Healthwatch are undertaking a work project to understand accessibility issues to timely discharge ▪ Better Care Fund Commissioner to work integrated and closely with Hospital Teams and ICB colleagues to review data associated with delayed discharge and existing processes 	<ul style="list-style-type: none"> ☑ Improved data will identify barriers to delayed discharge from hospital and challenges with existing processes. This data will inform future commissioning strategies and approach. 	<p>Healthwatch Telford and Wrekin</p> <p>BCF Commissioner (T&WC)</p> <p>Megan Gardner/ Housing Commissioner (T&WC)</p>

to inform future commissioning and housing strategies.				
We will continue to work with current care providers and developers to ensure there is sufficiency of care provision in the borough, including people with dementia and their families.		<ul style="list-style-type: none"> ▪ Commissioners will work closely across Adult Social Care and Housing to ensure the Market Position Statement and Housing Strategies inform providers of local need to ensure sufficiency within the care market ▪ Healthwatch will feedback experiences from people and families living with dementia where there may be challenges in delivery of care. ▪ Continue to raise awareness of services available to individuals through provider forums and events. ▪ The perspective of the provider market will be advocated for on the Ageing Well Partnership Board 	<ul style="list-style-type: none"> ☑ There will be a sufficient care provision in the borough to meet people's needs. ☑ People will be able to remain supported in the borough ☑ Care providers are able to make informed decisions around business sufficiency including the provision of Extra Care 	<p>Healthwatch Telford and Wrekin</p> <p>David Crosby (Partners In Care)</p> <p>Commissioning and Joanne Cornwell (Commissioners T&WC)</p>
All Ageing Well Partnership Board members will commit to ensure that plans and strategies for the future are integrated and opportunities for integration maximised		<ul style="list-style-type: none"> ▪ All partners to update the Board on opportunities to work together and any planned engagement work for strategies ▪ All partners to share any opportunities for co-production 	<ul style="list-style-type: none"> ☑ Partners reporting growth of increase of people within services with a diversified and developed offer. ☑ Joined-up strategies and approach between Partners 	All Partnership Board Members
We will support people to live in their own homes as long as		<ul style="list-style-type: none"> ▪ Increased number of Telecare/Assistive Technology 	<ul style="list-style-type: none"> ☑ Evidence will show people will remain in their own homes and 	Frailty Programme Manager (ICB)

<p>possible through a local falls prevention offer.</p>		<p>in use across Telford and Wrekin</p> <ul style="list-style-type: none"> ▪ Review information, advice and guidance available around the local falls prevention offer in the Borough ▪ Attendance in Falls Prevention groups rising/reduction in hospital admissions for the purpose of falls 	<p>not move to alternative accommodation to due to falls</p> <ul style="list-style-type: none"> ☑ Increased number of Telecare and Assistive Technology usage in the Borough ☑ Accessible and clear information detailing the system offer for Falls Prevention ☑ Hospital admission data will inform of a reduction in falls 	<p>Helen Cottrell (AT Lead, T&WC)</p> <p>Rachel Threadgold (Public Health, T&WC)</p>
<p>We will continue to work with providers of Domiciliary Care, Nursing and Residential care to ensure people they are supporting remain active and maintain their wellbeing</p>		<ul style="list-style-type: none"> ▪ Telford and Wrekin Council's Quality Team will review the quality of provision of care ▪ Healthwatch will undertake Enter and View visits ▪ The Partnership Board will review feedback from Partners In Care who advocate for the provider market on barriers to promoting being active 	<ul style="list-style-type: none"> ☑ Evidence will highlight people are supported to remain active and maintain their wellbeing ☑ People will feel happier and content living in their home environment ☑ There will be oversight over what is being delivered within domiciliary care, residential and nursing care ☑ The Ageing Well Partnership Board will understand the barriers to being active when in receipt of care and where there may be gaps and challenges. 	<p>Quality Assurance Team (T&WC)</p> <p>All Local Commissioners (T&WC)</p> <p>David Crosby (Partners In Care)</p> <p>Healthwatch Telford and Wrekin</p>
<p>The Board to recognise the need for a range of activities that are inclusive and meet the needs of an increasingly</p>		<ul style="list-style-type: none"> ▪ The Partnership Board will update the Board members on local needs and review their own service data to suggest gaps within existing offers 	<ul style="list-style-type: none"> ☑ There will be a wide range of activities for people to access that meets their needs and preferences 	<p>All Partnership Board Members</p>

<p>diverse older population and preferences of residents of the borough.</p>		<ul style="list-style-type: none">▪ The Partnership Board will continue to grow promote diversity and inclusion▪ The Partnership Board will regularly review it's membership and identify opportunities to increase diversity and inclusion across the Board.	<input checked="" type="checkbox"/> The Partnership Board will have a diverse representation and/or voice, to inform the range of activities locally	<p>Sarah Poole (T&WC)</p>
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Theme Two: Health and wellbeing

Action	Priority Rating	How will we achieve the action?	How will we know when it's been achieved?	Proposed Lead
Through the Telford and Wrekin Integrated Place Partnership (TWIPP), health, social care and voluntary organisations, we will continue to work collaboratively to improve person and community centred approaches to improving health outcomes		<ul style="list-style-type: none"> Review TWIPP priorities to ensure healthy ageing is prioritised Strengthen TWIPP principles to ensure we are working collaboratively to improve person and community centred approaches to improving health outcomes to work collaboratively to improve person and community centred approaches to improving health outcomes 	<ul style="list-style-type: none"> Healthy ageing will be a TWIPP priority via its focus on information, advice and guidance, and falls prevention TWIPP principles reviewed 	Sarah Downes (T&WC)
We will encourage community health providers, GP surgeries and hospitals to ensure older people alongside the wider population can access appointment systems.		<ul style="list-style-type: none"> To be populated by ICB GP access to be fed into the Joint Forward Plan 24/29 See <i>theme 4: Digital inclusion</i> All access programmes should have an equality impact assessment 	<ul style="list-style-type: none"> People will tell us they have had a good experience of accessing appointment systems through: <ul style="list-style-type: none"> Healthwatch feedback Patient Participation feedback Annual Survey Reports Equality impact assessments in place 	<p>ICB Chief Officer - TBC</p> <p>Healthwatch Telford and Wrekin</p> <p>Care Navigator (Age UK Shropshire Telford & Wrekin)</p>
Promote the accessibility of Primary Care for older people		<ul style="list-style-type: none"> To be populated by ICB Primary Care Lead GP access to be fed into the Joint Forward Plan 24/29 	<ul style="list-style-type: none"> Older people report less challenges accessing Primary Care 	ICB Primary Care Lead

		<ul style="list-style-type: none"> ▪ Healthwatch acting as consumer champion to promote and challenge accessibility 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Positive experiences shared within: <ul style="list-style-type: none"> ▪ Healthwatch feedback ▪ Patient Participation feedback ▪ Annual Survey Reports 	<p>Healthwatch Telford and Wrekin</p> <p>All Ageing Well Partnership Board Members</p>
<p>Information and support will be available to support people to make healthy lifestyle choices to enable them to live well for longer, with an emphasis on prevention rather than cure</p>		<ul style="list-style-type: none"> ▪ Council provision of Healthy Lifestyles Service <ul style="list-style-type: none"> - All Partnership Board members will actively promote information to support individuals to make healthy choices ▪ Age UK Shropshire Telford & Wrekin's 'Lets Change How We Age' programme. ▪ Frontline professionals/practitioners, health-promoting organisations (VCFSE) and volunteers to have knowledge of why a healthy lifestyle is important and how they can improve health through their existing roles and support onward signposting (MECC) ▪ Encourage and enable more organisations to promote health within their workforce and community. Particularly supporting employees over the 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> People will tell us they have the right information and support to make good healthy choices to help them live longer <input checked="" type="checkbox"/> Breadth of projects taking place to enable people to live a healthy lifestyle <input checked="" type="checkbox"/> Individuals' stories (case studies) <p>Increase in:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Number of Health Champions <input checked="" type="checkbox"/> Referrals to the Council's Healthy Lifestyle Service (50+) 	<p>Rachel Threadgold (Public Health, T&W Council)</p> <p>Ageing Well Partnership Board Members</p>

		<p>age of 50 to stay in work for longer (if they want to)</p> <ul style="list-style-type: none"> ■ Encourage more 50+ men to become Health Champions ■ Supporting existing and identifying new buddy/befriending schemes to help people connect with activities and others ■ Raise awareness of and signpost to the Feed the Birds scheme – encouraging more volunteers and participants 		
<p>Older people will be encouraged to participate in cardiovascular checks, cancer screening programmes and vaccinations. Engagement will also be undertaken to understand barriers for accessing health checks and cancer screening</p>		<ul style="list-style-type: none"> ■ Delivery and growth of local Cancer Champion programme ■ Integrated links with PCT (vaccination data) ■ Delivery and growth of Healthy Lives Programme JSNA data to target areas of health inequalities 	<p>Increase in:</p> <ul style="list-style-type: none"> ☑ Number of people who have undertaken cardiovascular checks for 50+ ☑ Number of community blood pressure clinics taken place ☑ Number of cancer screening undertaken ☑ Number of people signed up for Cancer Champions ☑ Number of people having vaccinations e.g. Flu and Shingles 	<p>Rachel Threadgold (Public Health T&WC)</p>

<p>We will work in partnership to help reduce the number of falls and admissions to hospital</p>		<ul style="list-style-type: none"> ▪ Develop a Shropshire, Telford & Wrekin Integrated Falls Pathway and delivery leads to achieve this. ▪ Continue to develop integration links between stakeholders to share data ▪ Develop Shropshire, Telford and Wrekin Frailty Steering Group ▪ All Partnership Board members and respective organisations will work proactively to identify solutions to local challenges ▪ Support the development and delivery of the community Falls Prevention classes (Moving On) and support engagement of care homes in the Falls Online classes (both delivered by Fit4All) 	<ul style="list-style-type: none"> ☑ The numbers of people accessing the hospital will decrease due to a reduction of falls ☑ Integrated pathway across Health and Social Care ☑ The number of people attending classes and the number of people who have single instance falls will demonstrate that people are falling less as a result of classes 	<p>Frailty Programme Manager (ICB)</p> <p>Rachel Threadgold (T&WC)</p> <p>All Partnership Board Members</p>
<p>We will work in partnership to reduce sedentary behaviours and enable more people to be active more often</p>		<ul style="list-style-type: none"> ▪ Applying for/enabling others to apply for funding to access resource to put on new programmes of activity and extend existing programmes to increase participation ▪ Linking in with key campaigns and promoting the importance of physical activity utilising available platforms ▪ Understanding other offers such as Leisure and Active Travel in engaging older population 	<ul style="list-style-type: none"> ☑ More people will be active more often 	<p>Rachel Threadgold (T&WC)</p> <p>Diana West (T&WC)</p> <p>Energize</p> <p>All Ageing Well Partnership Board Members</p>

<p>All Ageing Well Board members to ensure loneliness and isolation is a focus and social activities are promoted</p>		<ul style="list-style-type: none"> ▪ The Ageing Well Partnership Board will continue to promote social activities and raise the profile of loneliness and isolation in the areas they influence ▪ The Ageing Well Partnership Board will work together to understand the barriers to accessing social activities and gaps in services 	<ul style="list-style-type: none"> ☑ People will not feel lonely and isolated from their community ☑ Uptake in social activities and befriending services – Check with Board what data is collected 	<p>All Ageing Well Partnership Board Members</p>
<p>Older people will be supported through social prescribing and care navigators to connect them to their communities to improve their outcomes i.e. physical, creative, recreational, eating well</p>		<ul style="list-style-type: none"> ▪ Local Social Prescribing Offer ▪ Care navigators offer ▪ Community Connectors offer 	<ul style="list-style-type: none"> ☑ People will feel connected to their community whilst enhancing their health and wellbeing ☑ Social prescribing and care navigators uptake/increase in data ☑ Individuals have more control over their own Health and Wellbeing 	<p>TBC at TWIPP</p> <p>PCN Social Prescribing Leads Gemma Coulman-Smith and Laura Sharrocks</p>

<p>People who have a diagnosis of dementia will receive coordinated integrated support</p>		<ul style="list-style-type: none"> ▪ Delivery of Shropshire, Telford & Wrekin Dementia Vision ▪ Introduction of Dementia Multi-disciplinary Team Meetings for all partners ▪ Continuous organisational commitment to achieve change ▪ The provision of Age UK STW dementia services 	<ul style="list-style-type: none"> ☑ People with dementia will tell us their dementia pathway has been a good experience ☑ Feedback from ICB/MPFT - receive around people's journeys? ☑ Updates from all partners on integration successes and challenges ☑ Reduction in complaints and concerns raised 	<p>Marlene Goncalves ICB</p> <p>All Partnership Board Members</p> <p>Age UK STW</p>
<p>We will work with the voluntary sector to understand any gaps across activities and commissioned services for older people</p>		<ul style="list-style-type: none"> ▪ The Ageing Well Partnership Board will ensure that the views and perspectives of voluntary sector providers are promoted within the Board ▪ Partnership Board members will work proactively together to identify opportunities for innovation where there are identified gaps in services. 	<ul style="list-style-type: none"> ☑ Reduction in identified gaps in services 	<p>All Voluntary Sector Organisations</p>
<p>We will work with the voluntary sector to develop information platforms to highlight the range of activities that</p>		<ul style="list-style-type: none"> ▪ All Partnership Board members take accountability in keeping their information up-to-date and sharing new information on what 	<ul style="list-style-type: none"> ☑ An increase of people taking part in a variety of activities across the borough to support with their Health and Wellbeing 	<p>All Partnership Board Members</p>

benefit health and wellbeing taking place in the community		<p>is happening locally with the Ageing Well Partnership Board (including Live Well Telford)</p> <ul style="list-style-type: none"> ▪ The Council will continue to develop its Information Advice Guidance offer ▪ Provision of 'one-stop' shop website that is a service directory – Live Well Telford ▪ The Council will work with the voluntary sector to understand the barriers to delivering this. 	<ul style="list-style-type: none"> ☑ High quality information, advice and guidance available ☑ Development of a system wide single point of information for Healthy Ageing ☑ Take up of use of healthy lifestyle apps via digital inclusion/smart watches. 	TBC after TWIPP
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Theme Three: Transport

Action	Priority Rating	How will we achieve the action?	How will we know when it's been achieved?	Proposed Lead
Local Transport plans need to support people so that they can travel to the places they need and want to go to		<ul style="list-style-type: none"> ▪ Continue to review and update the Local Transport Plan annually ▪ Update the Partnership Board on key changes to services such as re-tenders 	<ul style="list-style-type: none"> ☑ People will tell us the boroughs transport links supports them to travel to where they want to go ☑ People will be aware of what is happening in services 	Matt Powell (T&WC)
The Cycling and Walking Strategy vision is 'to provide a safe and attractive network of cycling and walking routes to support		<ul style="list-style-type: none"> ▪ The Cycling and Walking Strategy is a 2 year plan, which will be delivered when funding becomes available ▪ Partnership Board will be updated on progress 	<ul style="list-style-type: none"> ☑ The aims and objectives of the strategy is being achieved and met 	Dylan Lawson (T&WC)

successful, prosperous and healthy communities				
People will have access to the information they need to support them to travel around the borough		<ul style="list-style-type: none"> ▪ Promotion of the City Mapper app to the wider public ▪ Continue to keep the information on websites up to date ▪ Improvement on 'On Street' information 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> People will tell us they have the right information to be able to travel around the community <input checked="" type="checkbox"/> Increased usage of City Mapper app 	Dylan Lawson (T&WC)
Review the existing Dial-a-Ride service and any opportunities to meet the transport needs of older people with mobility problems		<ul style="list-style-type: none"> ▪ Introduce an easy booking system with new technology (2025) ▪ Undertake targeted work with care homes to improve accessibility to the Dial a ride service ▪ Utilise a mystery shopper approach ▪ Continue to offer next day booking 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> The dial a ride service will be fit for purpose to meet people's needs <input checked="" type="checkbox"/> The dial a ride service will be accessible to those who require it <input checked="" type="checkbox"/> Booking dial a ride will be simpler and easier to navigate 	Kim Anderson/Matt Powell (T&WC)

Theme Four: Digital Inclusion

Action	Priority Rating	How will we achieve the action?	How will we know when it's been achieved?	Proposed Lead
We will communicate with people across the borough in a variety of ways (web pages/ social media/ newsletters) to ensure they are well informed about the digital switch over		<ul style="list-style-type: none"> ▪ High quality information, advice and targeted guidance to those not yet switched over ▪ Integrated links with our contracted telecare commissioned provider ▪ Clear communication and up-to-date websites providing advice and guidance ▪ The work of the Partnership Board will raise awareness of the switchover date and what accessible support will be available to individuals 	<ul style="list-style-type: none"> ☑ Digital switchover has happened successfully by Sunday 31st January 2027 ☑ Existing telecare devices moved over to new systems ☑ People are informed and aware of the switchover 	<p>Helen Cotterell (T&W Council)</p> <p>Andy Dowdall (T&W Council)</p> <p>All Partnership Board Members</p>
We ensure that carers in the borough are able to access technology and are supported to use technology		<ul style="list-style-type: none"> ▪ We will build on existing services and link with key partners to ensure digital inclusion sessions take place. ▪ All Partnership Board Members will provide information, advice and guidance on what support is available with technology to Carers 	<ul style="list-style-type: none"> ☑ We will see a rise in carers awareness of how to use digital technology ☑ An uptake in attendance in digital inclusion sessions 	<p>Age UK Shropshire Telford and Wrekin</p> <p>Jolene Dawes (T&W Council)</p> <p>Forum 50+</p> <p>Telford and Wrekin CVS (Carers Centre)</p> <p>Healthwatch Telford and Wrekin</p>

				Andy Dowdall (T&W Council)
We will ensure that people who do not have access to digital methods of communication are supported to access technology or supported through other methods to communicate their views/ make contact with services.		<ul style="list-style-type: none"> ▪ Partnership Board members will ensure that there are alternative methods to access information – e.g. phone, community venues, newsletters, letters ▪ Partnership Board members will offer support to utilise technology to make contact with services ▪ Making use of emerging technology to support people to remain healthy and well, as well as getting online. Fit bits, smart watches, health apps and monitors 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> People will feel confident to make contact services through access a range of communication methods including digital technology to support them to make contact with services <input checked="" type="checkbox"/> There will be a varied offer to make contact with services that meets individual need. 	All Partnership Board Members

Theme Five: Financial Security

Action	Priority Rating	How will we achieve the action?	How will we know when it's been achieved?	Proposed Lead
Individuals will receive advice and support to ensure their income is maximised and receive the financial support they are entitled to.		<ul style="list-style-type: none"> Web pages will be updated with the latest national financial information. Information and advice on financial support will be available across the borough for people to access in different formats 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> People will tell us they feel confident in knowing where to go for financial support and they have the right information. <input checked="" type="checkbox"/> A rise in individual awareness of what they may be entitled to <input checked="" type="checkbox"/> Increase in benefits claims locally across the Borough 	<p>Age UK Shropshire Telford and Wrekin</p> <p>Citizens Advice Telford and Wrekin Council</p> <p>Lee Higgins (T&WC)</p>
Information and advice will be available to ensure people stay warm in their homes. Help and advice with household bills and affordable warmth will also be available for people to access		<ul style="list-style-type: none"> Up to date/ accessible information will be available to support the local community with household bills and affordable warmth. 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> People will feel confident in knowing that information is easily accessible and there is clear ongoing communication channels <input checked="" type="checkbox"/> Partners report an increase in individual awareness of where to go for the right support 	<p>Age UK Shropshire Telford and Wrekin</p> <p>Citizens Advice Telford and Wrekin Council</p> <p>Lee Higgins (T&WC) Marches Energy Agency</p>
Develop existing financial information and guidance to reflect what is available to Carers		<ul style="list-style-type: none"> Service directory/One stop shop for Carers to be produced (Carers Wellbeing Guide). 'Live Well' Telford to be fully up to date alongside Council Webpages. 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> People will feel confident in knowing that they can access up to date current information to support them in their caring role 	<p>Carers Commissioners (T&WC)</p>

		<ul style="list-style-type: none"> ▪ Carers Centre Website to also be updated. ▪ Expert by Experience to tell us if information available to carers is sufficient and what amends are required (through Carers Partnership Board). ▪ Community venues/Hubs stock Carers Wellbeing Guide and respective information to support Carers. 	<ul style="list-style-type: none"> ☑ Increased distribution of Carers Wellbeing Guide ☑ Increase in Carers Assessments undertaken across the Borough ☑ There will be information easily located in the community ☑ The Board will proactively integrate with the Carers Partnership Board 	<p>Carers Partnership Board Lead</p> <p>Andy Dowdall (T&WC)</p> <p>T&W CVS</p> <p>Rachel Threadgold/Lorna Rice (T&WC)</p>
<p>Up to date/ accessible Information, Advice and Support will be available to support people on low incomes cost of living.</p>		<ul style="list-style-type: none"> ▪ Up to date/ accessible information will be available to support the local community with cost of living. ▪ National changes and key information will shared timely and quickly where appropriate by Partnership Board Members ▪ Provision of free financial webinar/ guidance to plan for retirement for the future 	<ul style="list-style-type: none"> ☑ People will feel confident that this information is easily accessible and there is clear ongoing communication channels ☑ An increase in income for those most in need where appropriate 	<p>Age UK Shropshire Telford and Wrekin</p> <p>Citizens Advice Telford and Wrekin Council</p> <p>Lee Higgins (T&WC)</p>

Theme Six: Carers

Action	Priority Rating	How will we achieve the action?	How will we know when it's been achieved?	Proposed Lead
Develop existing information and guidance to reflect what the local offer and what support is available to carers		<ul style="list-style-type: none"> ▪ Service directory/One stop shop for Carers to be produced (Carers Wellbeing Guide). ▪ 'Live Well' Telford to be fully up to date alongside Council Webpages. ▪ Carers Centre Website to also be updated on a regular basis ▪ Expert by Experience to tell us if information available to carers is sufficient and what amends are required (through Carers Partnership Board). ▪ Community venues/Hubs stock Carers Wellbeing Guide and respective information to support Carers ▪ Dementia link workers to ensure activities and support groups taking place across the borough are promoted and advertised in an accessible way 	<ul style="list-style-type: none"> ☑ People will feel confident in knowing that they can access up to date current information to support them in their caring role ☑ Increased distribution of Carers Wellbeing Guide ☑ Increase in Carers Assessments undertaken across the Borough ☑ There will be information easily located in the community ☑ The Board will proactively integrate with the Carers Partnership Board 	<p>Carers Commissioners (T&WC)</p> <p>Carers Partnership Board Lead</p> <p>Andy Dowdall (T&WC)</p> <p>T&W CVS</p> <p>Rachel Threadgold/Lorna Rice (T&WC)</p>
The Shropshire Telford and Wrekin Integrated Dementia Vision will include a focus on unpaid carers		<ul style="list-style-type: none"> ▪ Support for unpaid carers included within the Dementia Vision and pathway and Age UK STW dementia services 	<ul style="list-style-type: none"> ☑ Unpaid carers will feel supported and included on the dementia pathway and vision ☑ Unpaid carers and will be able to access groups/ activities in their community 	<p>Marlene Goncalves (ICB)</p> <p>Diane Beaumont (Alzheimer's Society)</p>

				Age UK Shropshire Telford and Wrekin
To continue to review membership of the Ageing Well Partnership Board to ensure there is a focus on unpaid carers.		<ul style="list-style-type: none"> ■ The Ageing Well Partnership Board will continue to work proactively to recruit new members where needed ■ Forging strong links and integration with the Carers Partnership Board ■ Growing representation on the Ageing Well Partnership Board 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Delivery of All Age Carers Strategy and Action Plan <input checked="" type="checkbox"/> No duplication across planned work streams within Ageing Well and Carers <input checked="" type="checkbox"/> Representative and diverse Partnership Board Membership 	<p>Sarah Poole (T&W Council)</p> <p>All Partnership Board members</p>