

## Mental Health Partnership Board Meeting

Meeting Details					
<b>Location</b>	Darby House (Hybrid)	<b>Date and Time:</b>	06/05/2026 9am	<b>Chair:</b>	Steph Wain

Attendees
<p>Andrew Dowdall – Information and Advice Officer, Adult Social Care, T&amp;W Council            Diana West - Health Improvement Team, T&amp;W Council            Gemma Coulman-Smith – Telford Mind            Louise Bromley – Business Support Officer (Minute Taker)            Pete Pablo – Lived Experience Representative            Sarah Poole - Co-Production, Adult Social Care, T&amp;W Council            Steph Wain – Commissioning Specialist for Mental Health, T&amp;W Council            Kelly Middleton – Cabinet Member for Public Health, Locking Opportunities, T&amp;W Council <b>(Chair)</b>            Nekiesha McDowl-Jack – Experienced Social Worker, Adult Social Care            Michelle Pullen – Programme Manager for Communities Health in Social Care, Energize            Tracy Hope – Specialist Counsellor, Inclusion for Drug and Alcohol Team            Sam Kearns - Service Manager/Social Work Professional Lead, Telford Adult Community Mental Health and Dementia Services            Ruth Gandy – DSL Voiceability</p>

Apologies
<p>Sarah Morgan – Commissioning Officer, Adult Social Care, T&amp;W Council            Amanda Benton – SMD - Learning Disability, Autism &amp; Mental Health, T&amp;W Council            Angela Causton - Commissioning Officer, Adult Social Care, T&amp;W Council            Dawn Crowther - Midlands Partnership University NHS Foundation Trust            Edward Hancox – West Mercia Police</p>

Louise Stanway - Community Services, T&W Council  
 Rob Wilson - Community Services, T&W Council  
 Scott Morgan – A Better Tomorrow  
 Tina Ward - NHS Shropshire  
 Joanna Clubley - Social Worker, Adult Social Care  
 Rachel Threadgold – Senior Health Improvement Practitioner  
 Peter Oakley – Mental Social Worker, Adult Social Care  
 Hlanganani Sibanda – Team Leader, Mental health, Adult Social Care  
 Denise Gore – Team Leader, ALD, Adult Social Care  
 Lucy Cooper – Cabinet & AMT PA  
 Robert Wilson – Equality Diversity & Inclusion Officer  
 Justin Tyrer – Insight Partner  
 Katie Shaw – Co-Production and Engagement Officer, T&W Council

**Confidentiality Statement:**

Information disclosed at this meeting may need to be shared as part of a legal process or for supervision purposes. These decisions may have to be made outside the meeting. Other than that, information should not be shared with any other person/organisation unless it is fully discussed and identified as an action point later in the meeting. All information should be shared in line with the Information Sharing Protocols.

Summary	Lead
<b>Welcome</b>	Steph Wain
<b>Apologies &amp; Introductions</b>	Steph Wain / Cllr Kelly Middleton
<b>Previous Minutes &amp; Actions</b> <ul style="list-style-type: none"> <li>• Previous actions noted and remain live due to gap between meetings</li> <li>•</li> </ul>	Steph Wain / Cllr Kelly Middleton
<b>Mental Health Knowing Where to Go Key Points</b>	Andrew Dowdall/Sarah Poole

- Second draft presented for feedback.
- Purpose: single, accessible guide to mental health support for residents, practitioners, and partners.
- Intended for Live Well Telford and digital circulation; accessible design is a priority.
- Discussion focused on:
  - Accuracy of wording (especially MPFT Access Service role – signposting vs referral)
  - Use of plain language (use “NHS” rather than “Trust”)
  - Alignment with other materials (Z-card, Orange Button, suicide prevention resources)
  - Whether separate digital and printed versions are needed
  - Timing of publication vs Mental Health Awareness Week

#### Agreements

- Document **not yet finalised**; further targeted amendments required.
- Accuracy and expectation-setting for service users is critical.
- Digital version to progress first; printed version to follow (funding to be discussed).

#### Mental Health Strategy & Introduction of Model (I Thrive) Strategy Key Points

- Strategy progressing after long delay; now joint Adult Services/Public Health, with Children’s Services involvement.
- Intention to deliver an **all-age mental health strategy**.
- Strategy structured around **I Thrive framework**:
  1. Getting Advice
  2. Getting Help
  3. Getting More Help
  4. Final quadrant language under review (risk/priority/intensive/complex support)
- Strong discussion on:
  - Language moving away from “risk”
  - Person-centred and non-hierarchical framing
  - Preference for circular/fluid model rather than stepped pyramid

Steph Wain

<ul style="list-style-type: none"> <li>Proposal for MH Partnership Board to oversee delivery, with <b>four aligned workstreams</b>.</li> </ul> <p><b>Agreements</b></p> <ul style="list-style-type: none"> <li>I-Thrive supported as strategic framework.</li> <li>Language for final quadrant to be reconsidered in line with NHS direction.</li> <li>Board broadly supportive of evolving into an all-age strategic partnership (subject to Children’s governance).</li> </ul>	
<p><b>Partner Update:</b></p> <p><b>MPFT Update – Crisis, 111, Text Service and Wider Services - Presented by: Samantha Kearns</b></p> <p><b>Key Updates</b></p> <ul style="list-style-type: none"> <li><b>111 Option 2:</b> <ul style="list-style-type: none"> <li>Approx. 2,500 calls/month; ~400–500 via 111.</li> <li>Temporary staffing pressures affected wait times in March; now stabilising.</li> </ul> </li> <li><b>Text Service (Shout – STW route):</b> <ul style="list-style-type: none"> <li>~50 texts/month since December (lower than expected).</li> <li>Only 2 emergency escalations so far.</li> <li>STW route provides clinician-led response (important distinction).</li> </ul> </li> <li><b>Community Mental Health Teams:</b> <ul style="list-style-type: none"> <li>Near full staffing achieved, including 4 permanent consultants.</li> <li>Some intervention waitlists remain.</li> </ul> </li> <li><b>Inpatients &amp; Rehab:</b> <ul style="list-style-type: none"> <li>High acuity and bed pressure.</li> <li>Plans advancing for Intensive Care Unit at Redwood site.</li> <li>Rehab pathway seeing positive repatriation outcomes.</li> </ul> </li> </ul> <p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>Concern about escalation experience for some young people using text services.</li> <li>Importance of promoting <b>STW clinician-led text route</b>, not national generic Shout.</li> </ul>	<p>Samantha Kearns/Michelle Pullen</p>

- Need for continued and repeated communications.

**Energise / Get Yourself Active Local Project - Presented by: Michelle Pullen**  
**Key Points**

- Three-strand programme:
  - Moving Social Work (246 staff trained)
  - Social care workforce training
  - Physical activity provider co-production
- Heavy emphasis on **movement**, not “exercise”.
- Strong alignment with prevention, wellbeing, and strengths-based practice.
- Resources being co-produced (tools for social workers, carers).
- Positive early outcomes and national recognition (LGA case study).

**Donnington Place-Based Mental Health Work - Presented by: Michelle Pullen**

**Highlights**

- Community survey showed:
  - 40% reporting fair/poor mental wellbeing
  - Major issues: waiting times and knowing where to go
- Successful pilot:
  - NHS Talking Therapies delivered 6-week programme in retirement complex
  - Very positive outcomes, especially for older adults
- Strong links between physical activity, connection, and mental wellbeing.

**Commissioning Update – Adult Social Care (Steph Wain)**

- Interim Director appointment confirmed – Clare Hall-Salter.
- Making Prevention Real and community-based support central to current direction in adult social care.

<ul style="list-style-type: none"> <li>• Specialist Care Framework launched (four lots including community-based provision) – significant interest.</li> <li>• Calm Café (younger adults) underway; seeking ongoing funding from ICB.</li> <li>• Mental Health Celebration Event scheduled (43 nominations received).</li> <li>• Forthcoming priorities:             <ul style="list-style-type: none"> <li>○ Neighbourhood mental health centres</li> <li>○ Crisis alternatives</li> <li>○ Mental Health Act changes</li> </ul> </li> <li>• Section 117 review planned</li> </ul>	<p>Steph Wain</p>
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<b><u>Mental Health Partnership Board Meeting Action Log</u></b>		
Actions are recorded during each board meeting and transferred to this Action Log.		
<b>RAG (Red/Amber/Green) Rating</b>		
<b>Red</b>		Not yet started or behind schedule
<b>Amber</b>		In progress
<b>Green</b>		Completed

n / Completed Actions				
Date	Actions	Lead	RAG	Progress Update
04/11/2025	Aim to receive updates on the policing services see what can be improved.	Steph Wain	■	
04/11/2025	Professionals are requested to assist with circulating the information of the Calm Café via social media.	All	□	Ongoing

04/11/2025	Further discussion on the progress of the Social Care Framework Development.	Steph Wain	<input checked="" type="checkbox"/>	Completed
04/11/2025	Further discuss the standardisation of the adult social care branding required for the Making it Real board.	Andrew Dowdall, Sarah Poole	<input type="checkbox"/>	Ongoing
04/11/2025	Request that Tina Ward provides an update on the mental health achievements, and non-achievements to further discuss of the mental health celebration in the next meeting.	Steph Wain / Tina Ward	<input checked="" type="checkbox"/>	Completed
04/11/2025	Further updates will be required on the out of Hours GP – What support is there for Mental Health Heros taken over from 01/10/2025	Sam Kearns	<input type="checkbox"/>	Ongoing
04/11/2025	Further updates will be required on the 111 – MH Option Feedback.	Sam Kearns	<input checked="" type="checkbox"/>	Completed
04/11/2025	Further updates will be required on ICB Merger what will the impact be to MH Services need reassurance	Andy Bell	<input checked="" type="checkbox"/>	
06/05/2026	Amend wording in “Knowing Where to Go” regarding MPFT Access Service (signposting vs referral). Replace “Trust” language with “NHS” where appropriate in document. Circulate targeted sections of “Knowing Where to Go” to relevant partners for final wording check (controlled feedback). Confirm funding responsibility for printing “Knowing Where to Go”	Andrew Dowdall	<input type="checkbox"/>	
06/05/2026	Confirm final language for I-Thrive final quadrant (moving away from “risk”)	Steph Wain	<input type="checkbox"/>	
06/05/2026	Share NHS language guidance regarding risk terminology with strategy leads	Samantha Kearns	<input type="checkbox"/>	
06/05/2026	Strengthen promotion of <b>STW clinician-led text service</b> through council and partner comms.	Steph Wain	<input type="checkbox"/>	
06/05/2026	Circulate supported accommodation access information once web content is ready	Steph Wain	<input type="checkbox"/>	