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to create a better borough



Ageing Well Partnership Board Meeting Minutes

Date and time: Thursday 12th March 2026 10:00am -12:00pm

Location: Sunnycroft room, Darby House, Lawn Central, Telford, TF3 4JA

Attendees:	<ul style="list-style-type: none"> • Chair - Cheryl Scarrott (Admiral Nurse) • Angela Causton - Commissioning Officer for Telford & Wrekin Council • Claire Smout – Chief Officer Partners in Care • Heather Osbourne - Chief Executive STW Age UK • Sarah Poole - Co-production Lead within Adult Social Care • Jude Bailey – Fit4All • Sherell Fikeis – Telford Communities One Voice • Jan Suckling - Chief Officer at Health Watch • Jessica Bradbury – Energize STW • Fiona Moore - TWC Community services • Abbie Guest – TW All Age Carers Centre • Andy Dowdall – TWC Information & Advice Officer • Paul Kalinauckas - Individual with lived experience as an older person • Denise Jackson - Individual with lived experience as an older person • Diana West - Representative from the Health Improvement Team • Meghan Gardener - Housing Project Support Officer for Telford & Wrekin Council • John Linighan – Commissioning Specialist for Telford & Wrekin Council • Lorna Watkins – ICB Strategy Development Manager (joined via MST)
Overview:	The meeting focused on updates and discussions related to the Ageing Well Partnership Board and its associated initiatives. Key topics included progress on falls

	<p>prevention programmes, digital inclusion efforts, and updates on the Healthy Ageing Strategy.</p> <p>Attendees also discussed the importance of co-production, community engagement, and the development of resources to support older adults and carers. The meeting highlighted ongoing challenges, such as capacity issues and funding constraints, while also celebrating successes in service delivery and collaboration.</p>
<p>Introductions and Housekeeping:</p>	<p>The meeting began with introductions, where attendees shared their names and roles. Participants included members from various organisations and individuals with lived experience.</p> <p>Apologies were noted for;</p> <ul style="list-style-type: none"> • Emma Clutton - Service Delivery Manager - Oversees community social work teams, occupational therapy, safeguarding, and the independent living centre • Dag Saunders - Lived Experience • Alan Jones - Representative from Telford Mind and Age UK (Wolverhampton) • Jo Hallen - Digital Inclusion Project Manager for Telford & Wrekin Council
<p>Review of Previous Meeting Actions:</p>	<p>The group reviewed actions from the previous meeting held 9th December 2025</p> <p>The minutes from the previous meeting were acknowledged as comprehensive and helpful, particularly for including a summary of actions. Minor corrections were noted:</p> <p>Diana West / Rachel Threadgold (Public Health Team):</p> <ul style="list-style-type: none"> • To prepare a detailed report in the new year on the impact of the Move to Thrive sessions, including data on frailty, mobility, and falls incidents. <p>Instead, this should read as follows:</p> <p>Rachel Threadgold (Public Health Team):</p> <ul style="list-style-type: none"> • To prepare a detailed report in the new year on the impact of the Moving On sessions, including data on frailty, mobility, and falls incidents. <p>The group reviewed the actions from the last meeting:</p> <p>Angela Causton (Commissioning Officer):</p> <ul style="list-style-type: none"> • To liaise with Energize representatives to explore their involvement in the ageing well board and provide an update by the next meeting - COMPLETE • To share the updated focus group document with board members for feedback and ensure amendments are made promptly to avoid delays in launching the initiative - COMPLETE • To ensure the focus group advert contact details are updated to include the ageing well email address and phone numbers for accessibility - COMPLETE • Angela and Dag to follow up conversations with attending the Health and Wellbeing Board. AC advised this has been actioned however she would like

feedback from the board members on the progress and challenges we want to raise. **AC asked for board members to feedback by 27th March**

Claire and Nadine (Carers Contact Centre) Abbie gave an update on behalf of the Carers Centre:

- To continue building relationships with local communities, including the Gurdwara in Priorslee, to raise awareness of the support available for unpaid carers - **Ongoing**
- To promote the LiveWell hubs and other relevant services to carers through their quarterly newsletter- **Ongoing**

Update: AG provided updates on building relationships with local communities, including the Gurdwara in Priorslee, raising awareness of support for unpaid carers, and promoting Live Well hubs through their newsletter. Efforts to reach carers who are not digitally connected were described as ongoing, with improvements made to the registration process and digital inclusion initiatives.

Jo Hallen (Digital Inclusion Project Manager) Jolene was unable to attend the meeting however AC gave an update on Jolene's behalf:

- To continue linking with unpaid carers groups to provide digital support and address barriers to digital inclusion.
- To work with AbilityNet and other partners to develop specific content for carers based on identified digital barriers

I am pleased to say we were successful however we are currently waiting to hear about quantity of devices and what type of devices we will receive, it will be a mix of phones, tablets and laptops I believe. We will also be a partner for 12 months, so will hopefully receive more devices once we distribute what we receive successfully.

The bid I submitted included 'Our intended audience includes older adults, unpaid carers, and individuals with a disability or long-term health condition. Our scheme will target adults on low income who do not have access to a fit for purpose device.' T&W will need to distribute these devices so I am looking at developing a referral pathway where partners could put a request in for someone they are working with who meets the criteria where then we will need to coordinate distributing the device along with support to use the device.

Diana West / Rachel Threadgold (Public Health Team):

- To prepare a detailed report in the new year on the impact of the Move to Thrive sessions, including data on frailty, mobility, and falls incidents- Moving on sessions – **full report to be shared with meeting minutes**

John Linighan (Adult Social Care):

- To continue monitoring and addressing issues related to hospital discharge processes, particularly for individuals not requiring Adult Social Care services - **Ongoing**
- To ensure care homes are supported in raising concerns about unsafe discharges and to work with the council's quality assurance team to address these issues - **Ongoing**

	<p>General Actions for Board members:</p> <ul style="list-style-type: none"> • To ensure that information, advice, and guidance for carers are reviewed and updated to reflect the local offer and available support. Ongoing • To explore opportunities for collaboration with local organisations, such as Age UK and faith groups, to engage with older people and carers in their communities. Ongoing • To promote the Healthy Telford newsletter and Community Support newsletter to ensure attendees are informed of relevant initiatives and services. Ongoing
<p>Falls Prevention Offer:</p>	<p>Jude Bailey from Fit4All shared an overview of their falls prevention programme, which includes 28 free classes across Telford and Wrekin. The programme targets individuals aged 65 and over who are at risk of falling or are deconditioned.</p> <p>Challenges such as capacity issues and the need for a blended approach involving digital support were highlighted. Jude also discussed the Moving On programme, which supports individuals aged 50 and over in transitioning to more active lifestyles.</p> <p>Sherell Fikeis offered to collaborate with Fit 4 All by involving the Gurdwara’s over-65 ladies’ group in Priorslee, which has seen significant improvements in participants’ mobility and social engagement.</p> <p>Jude advised there are currently 28 classes retirement living (free venue) The criteria is 65+ - had a fall, fear of falling, unsteady on feet - chair based or standing. Referrals are mainly word of mouth.</p> <p>There are approx. 252 people who participate on a weekly basis with a mix of male and female with Newport/Wellington being the main areas</p> <p>Booklet developed and issued to all attendees.</p> <p>Jude provided the promo reel for the digital offer to care homes from Fit4All for partners to watch: https://youtu.be/dcUbG8POO48</p> <p>CS stated for Jude to send materials to Partners in Care to promote</p> <p>JS advised the Fit4All programmes is always discussed during Enter and View care home visits</p> <p>HO stated they have x12 Age UK day centres located across the borough and asked for Jude to send over literature for Age UK to promote</p>
<p>Telford and Wrekin Council Ageing Well Website:</p>	<p>Andy gave an overview of the Telford and Wrekin Council’s Ageing Well webpage. Andy presented the page’s structure and performance, noting a decline in visitors and the need for updates. Suggestions were made to improve accessibility by linking the page more prominently on the council’s main website and ensuring it is easier to navigate rather than the Adult Social Care page.</p>

	<p>Attendees emphasised the importance of co-designing the page with input from users, including older adults and volunteers, to enhance its relevance and usability.</p> <p>Friendly URL: www.telford.gov.uk/ageingwell</p> <p>Telford & Wrekin Council Ageing Well in Telford and Wrekin</p> <p>During the meeting, members stated they will ask for volunteers, experts by experience if they would like to meet together to review the webpages and feedback to Andrew.dowdall@telford.gov.uk and Angela.causton@telford.gov.uk by 1st April</p> <p>DJ raised that we need to be mindful people don't always access ASC webpages and a leaflet would also be useful</p> <p>HO stated Age UK can link the Ageing Well Webpage on the Age UK website and also the staff and volunteer newsletter. AD to link in with Age UK</p> <p>It was asked by members if AD can drill down to google analytics to understand sources of referral and devices. AD to follow this up and feedback to the group</p> <p>Carers Centre – Abbie stated the information hub links to Ageing well</p> <p>LW– stated they can link the Ageing Well webpages to the Healthy ageing landing page at the ICB for public and professionals and to also include in the GP newsletters</p> <p>CS– can share with Halesfield based for clinical base</p> <p>ACTION: Andy to link with partners for feedback from groups by 26th March.</p>
<p>Healthy Ageing Strategy update (ICB)</p>	<p>Lorna provided a presentation to the Partnership Board (AC will share this with the meeting minutes)</p> <p>LW advised they have appointed Nicky Duran – Quality Improvement lead Ageing well.</p> <p>End of life strategy is up for renewal however there are no TWC reps in attendance. LW will circulate the dates of the next meeting</p> <p>Lorna stated she will be leaving the ICB at the end of April. Marlene G will be supporting the works within Telford and Wrekin</p>
<p>Ageing Well Strategy progress</p>	<p>During the meeting Ange gave a very high-level overview of the Ageing Well progress. Ange to share the presentation slides with the meeting minutes</p> <p>MG stated the Housing strategy has not yet been published however will advise the board when this will be complete</p>

<p>Focus Group Advert:</p>	<p>Dag, who was not present, is leading efforts to establish a focus group for individuals with lived experience. A poster has been developed to promote the group which was shared during the meeting and attendees were encouraged to share it widely. The focus group aims to gather insights on challenges and opportunities for older adults, with no professionals involved to ensure an open and honest dialogue.</p> <p>During the meeting all Board members agreed on the final version of the poster for advertisement and promoting</p> <p>AC will share the advert along with the meeting minutes and asked for all Partners to please share within their organisations platforms to encourage participation from experts by experience.</p>
<p>Any other business – Open Forum</p>	<ul style="list-style-type: none"> • Community/ partner news - what's new? <ul style="list-style-type: none"> ○ The Fit 4 All digital offer was highlighted as a way to provide online exercise classes to residential settings, with support from trained staff. Challenges with engagement and technical issues were noted, but the initiative has shown promise in reaching up to 40 residents weekly. ○ The Move to Thrive project was discussed, with upcoming free training sessions for carers and volunteers on supporting individuals with dementia. ○ Updates were provided on the Live Well hubs, which have expanded to multiple locations and seen significant attendance. The Healthy Heart Bus was also noted as a successful initiative. ○ Transport improvements, including extended routes to rural areas and a flat fare rate, were acknowledged as beneficial for older adults. ○ The development of extra care services was highlighted, with four new schemes opened since 2023. ○ The All Age Carers Partnership Board was established to support carers across the borough. ○ Energize shared updates on their Sports England funding and efforts to promote physical activity, including a pilot project with Disability Rights UK to engage with the adult social care system. Energize will also be presenting at the next Ageing Wel Partnership Board meeting ○ Information/ flyer was provided to the group for GoldenStep - gentle exercise for older adults <p>Heather Osborne highlighted the need to prioritise non-digital methods of engagement to ensure inclusivity, particularly for individuals who may not have access to or be comfortable with digital tools. The importance of community engagement and capturing feedback from older adults was emphasised throughout the meeting.</p> <p>AC stated she will be sharing the Terms of Reference with Board members and asked for members to feedback any amendments prior to the 11th June to ensure we have sign off at the next meeting</p> <p>CS stated the next meeting is scheduled for 11 June, with Paul Kalinauckas set to chair.</p>

	<p>Attendees were reminded to submit agenda items and share updates on ongoing projects.</p> <p>The meeting ended with expressions of gratitude for the contributions of all attendees and a recognition of the significant progress made despite challenges.</p> <p>AC also thanked Heather for all her support on the Ageing Well Strategy journey stating Heather has been with us on from the very start and has always championed the support for the older population</p>
<p>Summary of Actions:</p>	<p>Actions</p> <ul style="list-style-type: none"> • Angela requested feedback from the board members on the progress and challenges we want to raise to take to the Health and Wellbeing board. AC asked for board members to feedback by 27th March • Sherell Fikeis offered to collaborate with Fit 4 All by involving the Gurdwara's over-65 ladies' group in Priorslee • Jude to send Fit4All materials to Partners in Care and Age UK to promote • Board members to ask for volunteers, experts by experience for support with reviewing the webpages and feedback to Andrew.dowdall@telford.gov.uk and Angela.causton@telford.gov.uk by 1st April with names of volunteers. A meeting then will be arranged • AD to link in with Age UK to promote the Ageing Well webpages on the Age UK platform • AD to use Google analytics to understand sources of referral and devices. AD to follow this up and feedback to the group • AD to link in with LW to promote the Ageing Well webpages to the Healthy ageing landing page at the ICB for public and professionals and to also include in the GP newsletters • AD to link with partners for feedback from groups by 26th March • AC will share the Focus Group advert for all Partners to please share within their organisations platforms • AC to share the Terms of Reference with board members for feedback prior to the next board meeting on the 11th June <p>General</p> <ul style="list-style-type: none"> • To ensure that information, advice, and guidance for carers are reviewed and updated to reflect the local offer and available support. • To explore opportunities for collaboration with local organisations, such as Age UK and faith groups, to engage with older people and carers in their communities.

	<ul style="list-style-type: none">• To promote the Healthy Telford newsletter and Community Support newsletter to ensure attendees are informed of relevant initiatives and services.
Date of next meeting:	Wednesday 11 th June 13:00 – 15:00 Location TBC: