

All Age Carers Partnership Board Meeting Minutes

Date and time: Friday 16th January 2026 10:30am – 12:30pm

Location: Sunnycroft Room, Darby House

<p>Attendees:</p>	<p>CHAIR - Simon Buckley Robins – Parent Carer Angela Causton – Commissioning Officer (Older People) T&W Council Cllr Shirley Reynolds – Cabinet Lead for Children and people, education, employment and skills. Jennifer Alison McLean – Social Worker T&W Council Matthew Newens – Group Operations Manager Leisure, T&W Council Christine Thursfield – Group Specialist, Family Hubs. T&W Council John Linighan Commissioning Specialist Adults T&W Council Gemma Naylor- Carers Centre Anna Bliss – Carers Centre/ Young Carers support Jeni Kuczynska Carers Centre/ Young carers support Sam Ives – Children’s Commissioning Emma Wild – STW Age UK, Manager of Well-being and Friendship services. Chris Pearson – Pohwer, Independent Advocate Sarah Poole – Co-Production Lead, ASC Cath Reason – Carer with Lived Experience Jolene Hallen – T&W Digital Inclusion Project Manager Ellie Bell – Adult Social Care Social Worker</p> <p>Attendees MS Teams Amanda Benton – SDM ASC ALD, MH, DoLs. CHC and AMPs head of service Gemma Saunders – ASC Adult Practitioner Arlene King – Alzheimer’s Society</p>
<p>Apologies:</p>	<p>Joyce Charrington – Volunteer Advocate, Lawley Bank Court Susan Avis - Carer Lavinia Moroz-Hale – Carer Louise (Lou) Johnson – Partnership Manager, Department of Work & Pensions (DWP)</p>
<p>Welcome and introductions</p>	<p>Each Board member introduced themselves and their role</p>
<p>Recap of minute and actions from previous Partnership Board Meeting</p>	<p>AH, GN and CA - to consider and explore how young carers can be involved within Carers Partnership Boards and Task and Finish Groups</p> <ul style="list-style-type: none"> • Young Carers update on what they have been working on: • At the last meeting we spoke of protecting youth club space, workers have been looking at the possibility of setting up a separate small group based around creative activities and gaining views in that way rather than a direct form meeting. • Making sure with young carers it is transparent as to what we are asking so they are aware when they are coming to the group it is to feedback to the board, while also making sure they have time within that group to discuss anything really that they think would be beneficial to bring back. <p>LJ - Carers Passport to be discussed at the next Carers Partnership Board</p> <ul style="list-style-type: none"> • AC advised this will be deferred to the next Carers Partnership Board meeting

	<p>AC - to share draft Terms of Reference to Board members for comments and feedback for sign off at next meeting</p> <ul style="list-style-type: none"> AC advised this has been shared and we now have a final ToR, this will be shared alongside the meeting minutes <p>AC and SI - to invite a member of staff from the Integrated Care Board (ICB) to attend the Board meetings.</p> <ul style="list-style-type: none"> AC stated she has asked the question, however due to the changes happening at the ICB, this will be on hold. ACTION AB said she would be happy to take this on as an action as she meets with the ICB leads fortnightly. <p>All Board members - to feedback any comments and thoughts on Local Authority carers partnership board and carers webpages.</p> <ul style="list-style-type: none"> Andy Dowell shared the webpage in the last meeting and asked for some case studies to add, which he has not received any JK queried what format he would like these case studies in? ACTION JK stated she will liaise with AD and provide case studies. <p>SI, JL, CH, EB and AC to forward plan the Task and Finish groups.</p> <ul style="list-style-type: none"> AC stated this is on today's agenda <p><u>CVS staff members gave an update on from the Carers Centre</u></p> <p>One of the young carers (YC) has devised a magazine for young carers, that is hopefully going out on a quarterly basis to YC. The magazine contains various information, coping skills, activities, sessions they can attend and other things they can tap into. The purpose of magazine is to reach YC that are unable to attend the groups as not all can access these and still provide.</p> <p>Bus Passes: Funding has now been obtained for purchasing bus passes for YC. This is to enable YC who are unable to come to the youth clubs to be able to attend. The bus pass doesn't just cover the youth clubs, it can allow YC to travel to the shops or chemist to do the food shopping or get prescriptions etc. Funding was for 200 passes, currently purchased 50.</p>
<p>Terms of Reference</p>	<p>AC advised this has been shared with board members for comments</p> <p>Required amendments made</p> <p>All board members confirmed they are happy for this to be the final Terms of Reference. AC will share with the minutes</p>
<p>Carers Passport</p>	<p>Louise Johnson from DWP unable to attend meeting - deferred to next meeting</p>
<p>All Age Carers Action Plan</p> <p>Task and Finish Groups</p>	<p>SI stated at the last meeting we discussed the aims of the Task and Finish groups and what we wanted to achieve along with a list of suggested areas we can focus on</p> <p>SI presented some options of topics/areas that may be covered. Suggested that between January and June -June we ask the Task and Finish group to look at information/communication and then look at starting the Carers Charter between July -</p>

	<p>December. (Discussion had about completing and launching charter in time for Carers Rights day in November)</p> <p>Board members were asked to let us know if they wanted to be a member of one of the Task and Finish groups.</p> <p>There was a discussion around the need to give young carers the opportunity to be involved, whilst protecting their 'respite' time when they attend Carer Centre activities</p> <p>The meeting also discussed the need for Digital inclusion to be included in Information and Communication to make the sessions fun. JH will link in with EB</p> <p>SI stated we need to define the groups more formally;</p> <ul style="list-style-type: none"> • Leadership • Scope • Membership • Activity • Communication Plan <p>Cllr Shirley Reynolds stated her support for any Comms is Vicky and she may be able to support with any comms too.</p>
<p>Accessing Information Advice and Guidance – Website design planning and next steps.</p>	<p>Ellie stated herself and Catherine Harryman from Children's Commissioning are running focus groups with all age carers to understand how they access information, what are the barriers and produce an outcome from this to make it better for everyone.</p> <p>Progress so far:</p> <ul style="list-style-type: none"> • Meetings held with professionals internally to discuss what will work and not work • Producing a survey for all age carers (so booked it in the half term so younger carers can attend) • Date booked at the ILC Friday 20 February 1:00pm – 3:00pm • Draft advert has been developed and will be shared on the website with the rest of board so they can advertise <p>Discussion during the meeting on best way of promoting this to the young carers as they access social media more and if there was a flyer available at a group as YC do not always attend all the groups taking place. Some of the discussions included;</p> <ul style="list-style-type: none"> • YC having this in a familiar room and to include activities? • Question of Adult and Children having separate meetings • Will YC be as open with adults? • Use family zone in the CVS • Suggestion of writing feedback down • Use of technology – iPad, Microsoft Forms • Share on social media or QR code on the flyer • YC have an Instagram page <p>Suggestion of older carers might not be able to access websites and will need to still provide paper options. Places of interest where information could be advertised;</p> <ul style="list-style-type: none"> • GPs

	<ul style="list-style-type: none"> • Chemists • Citizen Advice Bureau • Supermarkets board • Leisure centres – MN stated we could advertise on the Leisure Centre screens and the Leisure Centre radio station • Libraries • Live Well Hubs • Town Centre screens - CVS has good relations with the town centre and do offer them space so can ask. • Local Radio with Paul Shuttleworth • Facebook • Estate Agents • Town and Parish Councils • Fire Service <p>A board member stated it would help if Gemma from the Carers Centre could send some photos of the GP notice boards to be included in the Task and Finish sessions to check if people were aware of them and what thoughts they had about them</p> <p>ACTION: Gemma agreed to send over some photos</p>
<p>All Age Carers Strategy – Developing a Carers Charter for Telford</p>	<p>Angela introduced the idea of a Carers Friendly Charter to the borough.</p> <ul style="list-style-type: none"> • There is a golden thread that runs through the All Age Carers Strategy on making Telford and Wrekin a carer friendly borough and introducing a carers friendly charter is a huge part of the strategy • CT stated this will need to link into the Children Friendly Strategy • There was a charter developed a while ago within Telford and Wrekin Council and would like to reintroduce and revamp this. • An example of another boroughs charter handout passed around the room • This will form part of the Task and Finish Group so it can be published and taken back to cabinet. To work with businesses and organisation in the borough sharing the charter to get them on board. • Language change for young carers and link into child friendly strategy • Make it simple, with colours and to link into interests • Need to link with our relationships with ICBs and Ageing Well strategy. <ul style="list-style-type: none"> - Discussion on dates and lead on completion. <ul style="list-style-type: none"> • JL stated from an adult commissioning perspective, they can be involved however, cannot lead on it at this moment. - Discussion on what this means to businesses to sign up to charter and how we enforce the charter, e.g. the leisure centre signups and offers free ice skating for all age carers. We would need to see a commitment from businesses and look at how we get staff to stay on board and to upskill staff. - Having knowledge / awareness of organisation that already have their own Carers group. <ul style="list-style-type: none"> • SBR said working at Tesco’s for years and only recently found out they have their own carers group and wondering how many other businesses might have this • Stores could have a plaque as you walk in to say they are a part of this

	<ul style="list-style-type: none"> - This is a piece of work to bring back to next board. <ul style="list-style-type: none"> • Looks at principals, purpose, aim and ambition of the charter • And if board is happy with that and signs off those principals then the task and finishing group will do the work of developing it • Suggestion that November is a better date than June • Could use Carers week to consult for task.
<p>Any Other Business</p>	<p>Update on Carers related activity from Board Members</p> <p>Jollene Hallen - Digital Inclusion project.</p> <ul style="list-style-type: none"> - Now linked in with the Live Well hubs at Donnington, Wellington and recently South Telford, Madeley and Sutton Hill. Also, part of the Park Lane centre - Working with Ability Net and they have attended recent carers groups at Newport, ILC Centre and Hadley. - Will be attending Shawburch Carers Group to talk to people to understand the barriers that they might face. Ellie would like to join this. - Internally there is a new steering group for digital inclusion, first meeting commences next week. - National Data Bank – Last meeting mentioned about the National Data Bank and put a bid in for some devices. <ul style="list-style-type: none"> • Maximum can bid for is 70 or 80 devices. • This has been delayed and will find out on 26 February if successful. • If we are successful, liaising with people who do not have a device and a package it with skills and learning for accessing information etc. • Will provide update when more information is available. <p>Carers Group at GP service feedback</p> <ul style="list-style-type: none"> • CR stated the Shawburch Carers group is a nice place to attend • CVS stated they are looking to having a more of a pop in group as carers may not be able to access at particular set times. <ul style="list-style-type: none"> ➢ Flyers to state this is a drop-in session. ➢ Understood that carers might not have time to stay the full time. ➢ Reminders are sent out before sessions. ➢ Guest speakers – planning them bi-monthly and advertise it so give carers time to plan if they do want to attend. <p>Sarah Poole</p> <ul style="list-style-type: none"> - Planning comms around recruitment to include the carers focus group, will update when have more information. <p>Age UK</p> <ul style="list-style-type: none"> - A reminder of what they offer - Lost their digital funding and currently looking for further funding to offer to carers - Support offer for Carers: <ul style="list-style-type: none"> • Help at home service (Cleaning and companionship service) • Day Centres (some care for can go to, depending on needs) • 2 Dementia support Groups, Ketley and Donnington (Dementia person and their carer) • Club and classes (Line dancing, lunch clubs, crafting groups, singing groups) <p>Some dementia friendly</p>

- Information and advice (can be in person home)
 - Help fill in benefit forms
 - Benefits checks
 - Help with benefits appeals
- Befriending service.

Sam Ives

- Alongside commissioning colleagues, currently looking at models and commissioning intentions for carers support service with a focus on young carers

Carers Centre

- Establishing links at PRH to educate professionals with presentation and open those pathways so they can refer into the Carers Centre.
- Weekly presence is helping to raising awareness

Links with:

- Macmillan
- Hollinswood House
- Cardiology
- Stroke Rehab unit

Had a successful carers rights day supported by Phoenix Groups, which they provided some funding and volunteers for the day.

- Phoenix group are working with carers centre and organising a trip on 27 January
- Upcoming presentation with Telford STARS (Drug, Alcohol, Substance misuse service) at their staff meeting to present to them around what support the Carers Centres has for Young and Adult carers.
- New connections with the Chinese community

Christine Thursfield

- Family hubs funding has been continued for another 3 years
 - Some slight changes of name
 - Family Hub = Best Start
 - Start for Life = Healthy Babies
 - Several new groups starting (**Post Meeting Note** to ask CT to update as sound quality dropped so detail not captured)

Councillor Shirley Reynolds

- Questions
 - Live well, can this be opened anywhere?
 - Board could not advise, but AC confirmed Louise Mills is the lead
 - Cllr suggested The Wakes at Oakengates would be ideal for a Live Well Hub
 - A new library is opening in Oakengates, will also be a first point with information and advice
 - Parish Councils can advertise newsletters, reaching out to more people with no cost. SI mentioned we do have list of the councils we could email out to them.
 - Are we involved with the Youth Elections and the list of what the young people have come up with?
 - Are we linking in with Learn Telford, Job Box and all the work that goes on in the libraries? These have lots of free digital skill classes

Angela

- Carers Card UK
A paper is being presented to the Commissioning and Oversight meeting to ask for funding on this. AC will keep the Board informed on this

Next Meeting

The next meeting will take place on:

	<p style="text-align: center;">Wednesday 15 April 2026 1:00pm – 3:00pm</p> <p>2026 dates (calendar invitations will be emailed in advance)</p> <ul style="list-style-type: none"> ▪ Wednesday, 15th July from 10.30am - 12.30pm ▪ Wednesday, 14th October 2026 from 1.00pm – 3.00pm
<p>Actions</p>	<p>AC and SI - to invite a member of staff from the Integrated Care Board (ICB) to attend the Board meetings.</p> <ul style="list-style-type: none"> • ACTION AB said she would be happy to take this on as an action as she meets with the ICB leads fortnightly. <p>All Board members -</p> <ul style="list-style-type: none"> • ACTION JK stated she will liaise with AD and provide case studies. <p>Photos of the GP notice boards to be included in the Task and Finish sessions to check if people were aware of them and what thoughts they had about them</p> <p>ACTION: Gemma agreed to send over some photos</p>