

All Age Carers Partnership Board Meeting Minutes

Date and time: Wednesday 15th April 2026 13:00am – 14:30pm

Location: Sunnycroft Room, Darby House

<p>Attendees:</p>	<p>CHAIR - Simon Buckley Robins – Parent Carer</p> <p>Angela Causton – Commissioning Officer (Older People) T&W Council Abbie Guest - BCSE Enabler, Telford and Wrekin CVS Cath Reason – Carer with Lived Experience Catherine Harryman - Commissioning Officer, C&F Team, T&W Council Chris Hirst – Service Manager, Telford Stars Christine Thursfield – Group Specialist, Family Hubs. T&W Council Ellie Bell – Adult Social Care Social Worker Esme Cook – All Age Service Manager, Telford and Wrekin CVS John Linighan Commissioning Specialist Adults, T&W Council Jolene Hallen – T&W Digital Inclusion Project Manager Karen Pope – Carer Kel Gregory – Senior Business Support Officer =, T&W Council (Minute taker) Louise (Lou) Johnson – Partnership Manager, Department of Work & Pensions (DWP) Sarah Poole – Co-Production Lead, ASC</p> <p>Attendees MS Teams Andy Dowdall – Information and Advice Officer, T&W Council</p>
<p>Apologies:</p>	<p>Alex Rodger – Carer Amanda Benton – SDM ASC ALD, MH, DoLs. CHC and AMPs head of service Andrea Maddox - Alzheimer’s Team Angela Loughlin - NHS Anna Bliss – Carers Centre/ Young Carers support Arlene King – Alzheimer’s Society Chris Pearson – Pohwer, Independent Advocate Cllr Shirley Reynolds – Cabinet Lead for CYP people, education, employment and skills. Emma Wilde – Age UK Gemma Naylor- Carers Centre Gemma Saunders – ASC Adult Practitioner Glynis Baldrige – Carer Hollie Goldie - NHS Jan Suckling – Health Watch Telford and Wrekin Jayne Stevens – PODS Telford Jennifer Alison McLean – Social Worker T&W Council Joyce Cherrington - Carer Karen Cope - Carer Kathryn Gough - POHWER Linda Ricketts – Carer Lisa Corbishley – Carer Liz Taylor – Family Hub Team Leader Mandy Buckley Robins – Carer Marialuz Mbeganolawe – Carer Matthew Newens – Group Operations Manager Leisure, T&W Council Paul Mark Edwards – Carer Paula Reynolds – Wrekin Group</p>

	<p>Rebecca Carey - Education & Skills Rekha Rani Chhiber – Carer Sam Ives – Children’s Commissioning Samantha Ives Ricketts – Children’s and Young People, Commissioning, T&W Council Sandra Boyd – Outreach Susan Lowe – Carer Teres Pearson – Carer Teresa Pearson - Carer Wendy Mcgrath - Carer</p>
<p>Welcome and introductions</p>	<p>Each Board member introduced themselves and their role.</p>
<p>Recap of minutes from the last Carers Partnership Board / Terms of reference</p>	<p>An ongoing action for professionals to continue engagement with the Integrated Care Board (ICB) was discussed. Members acknowledged the difficulty in securing ICB representation at present, but agreed that this should remain an active agenda item, as health partners were considered essential to the work of the Board. It was agreed that attempts to engage the ICB would continue.</p> <p>Updates were also provided regarding the collection of case studies. One case study had been prepared and was ready to be shared with members for reflection, with the intention of publishing it on the All-Age Carers Partnership Board webpage to demonstrate real-life impacts.</p> <p>Agreed that while the board should focus on strategy, detailed work should happen through smaller focus groups. This helps carers feel more comfortable speaking openly and makes it easier for them to take part.</p> <p>There was agreement that carers should be involved from the start of interventions, not just asked for feedback at the end.</p>
<p>Carers adjustment Passport</p>	<p>The passport was described as a carer-owned document designed for any age group that attends school, college or university. This details caring responsibilities, reasonable adjustments required and agreed flexibilities. This approach was contrasted with traditional employer-led adjustment passports, which many carers are either unaware of or unable to access.</p> <p>The passport concept had been co-designed with carers and refined following consultation with employers. Feedback from employers had been largely positive, with suggestions merged to improve clarity and usability. Members agreed that the passport could support carers of all ages, including young carers, and could be particularly valuable in educational environments.</p> <p>The board welcomed the proposal and agreed that further consultation with carers should take place before finalising the document. It was also suggested that the passport could have wider recognition beyond the local authority, potentially influencing regional or national practice.</p>
<p>Carers Assessments</p>	<p>Carer representatives shared lived experiences, including disparities in both access to assessments and the support awarded following them. Concerns were raised that carers with similar caring responsibilities were receiving significantly different forms and levels of</p>

	<p>support, with some carers not even aware that a carers' assessment was available to them, generally on the ALD perspective.</p> <p>One carer described feeling undervalued and distressed upon learning that others received support she had never been informed about, despite intense caring responsibilities involving personal care, physical lifting, and multiple dependants. Others confirmed similar experiences, noting that information about entitlements was often discovered by themselves rather than through professionals.</p> <p>Officers clarified that carers' assessments are legally based on individual need and therefore outcomes will differ. However, they acknowledged that communication about entitlements and processes is inconsistent and requires improvement. It was recognised that failure to clearly explain carers' rights undermines trust and exacerbates stress. The Board agreed this was a key area for service improvement and information-sharing.</p>
<p>All Age Carers Acton Plan update – Task and Finish Groups</p>	<p>An update was provided on recently held carer focus groups, which replaced the originally planned task-and-finish groups in order to create a more informal and accessible environment. The first focus group highlighted key themes, including difficulty accessing information, lack of a clear single point of contact, confusion around emergency guidance, and inconsistent communication following assessments.</p> <ul style="list-style-type: none"> • Single point of contact • Communications • Emotional & Social Support • Support for Unpaid Carers • Technological Barriers <p>Also gathering feedback of the Carer's views of the wellbeing guide. Carers emphasised the importance of having information in one place, accessible both digitally and in paper format. Technological resources are acknowledged, but it needs to be confirmed that it won't work for a lot of people as they do not have time to engage with the resources due to their busy lifestyles.</p> <p>Emotional and social support also mentioned as a significant topic, with carers expressing isolation and the need for safe, relaxed spaces to talk to others with shared experiences. Barriers related to technology were discussed, acknowledging that not all carers are digitally confident.</p> <p>Feedback was described as rich and insightful, reinforcing the importance of co-production. Members agreed the focus group approach was effective and should continue.</p> <p>It is understood that each carer's role will be different, and this should be indicated as to how the needs can be met in various ways.</p> <p>Carers Survey Outcomes – Feedback indicates...</p> <ul style="list-style-type: none"> • Too many layers of support • Not enough coffee mornings, and special areas. • Feeling of overwhelm. • Lack of acknowledgement of the carer
<p>Accessing</p>	<p>An update on the CPB webpage – A case study from a young person was presented.</p>

<p>Information advice and Guidance – website design planning and next steps</p>	<p>An update was provided on recently held carer focus groups, which replaced the originally planned task-and-finish groups in order to create a more informal and accessible environment. The first focus group highlighted key themes, including difficulty accessing information, lack of a clear single point of contact, confusion around emergency guidance, and inconsistent communication following assessments.</p> <p>Carers emphasised the importance of having information in one place, accessible both digitally and in paper format. Emotional and social support also emerged as a significant theme, with carers expressing isolation and the need for safe, relaxed spaces to talk to others with shared experiences. Barriers related to technology were discussed, acknowledging that not all carers are digitally confident.</p> <p>Feedback was described as rich and insightful, reinforcing the importance of co-production. Members agreed the focus group approach is effective and should continue on.</p> <p>The focus group also concentrated on reviewing the draft Carers Wellbeing Guide. Carers felt the guide contained too much information in places and needed clearer structure, improved readability, and better navigation. Suggestions included colour-coded sections based on caring contexts (e.g. learning disability, dementia), clearer explanations of services, and prominent contact numbers.</p> <p>Carers stressed that the guide should reflect real-life experiences, not just service pathways, and that carers themselves should shape its content. Strong emphasis was placed on the need for multiple formats, including a simplified paper summary, rather than assuming a single digital solution would suit all.</p> <p>The board agreed that draft versions of the guide should be shared early with carers for feedback to avoid rework and ensure relevance.</p> <p>To reach carers unable to attend sessions, an online survey is suggested to circulate and encourage engagement. Survey responses reinforced focus group findings, particularly frustration with navigating complex support systems, demand for a single point of contact, and the need for psychological support and respite to be viewed as essential rather than optional.</p>
<p>All Age Carers strategy – Development of a Carers Charter for Telford</p>	<p>The Board revisited the proposal to develop a Telford & Wrekin Carers Charter. The Charter was presented as a set of shared commitments across organisations to recognise, respect and support unpaid carers of all ages. It would align with the four strategic themes of the All-Age Carers Strategy and aim to improve consistency, accountability and expectations.</p> <p>Members agreed that the Charter must be co-produced with carers rather than written solely by professionals. A carers-led focus group will be established to draft several charter options for consideration by the Board. Once agreed, the Charter would be formally approved and launched on Carers Rights Day in November.</p> <p>The discussion suggested that if large, visible organisations like Tesco formally commit to the Charter, it could help improve how carers and the people with ALD/MH difficulties they care for are treated in everyday public spaces.</p> <p>There are currently 4 key themes in the charter that must be revised and met.</p> <p>The task / finish group will take place in May/June to further discuss this draft. Once agreed, this will be brought forward to the comms team to create the final version.</p>

<p>Any Other Business</p>	<p>DWP Guidance Updates were shared regarding recent DWP guidance on carers affected by confusion around benefits and debt recovery. Members noted the importance of disseminating this information clearly, as many carers remain unaware of how Carer's Allowance interacts with Universal Credit.</p> <p>Carers Future engagement activities were briefly discussed, including work with young carers, male carers, and carers from underrepresented groups. Members stressed the importance of accessibility, flexibility, and recognising that many carers are unable to attend meetings due to their responsibilities.</p> <p>It's not yet agreed to start young carers engagement immediately, in the meantime, there will be further planning with youth focused services.</p> <p>Carers Cards An update was also provided on plans to introduce a Carers Card for registered carers, offering discounts and access to wellbeing resources. Members welcomed the initiative but emphasised the need for meaningful local offers and clarity around eligibility, particularly for young carers. Funding has been agreed to provide the card free to eligible carers for an initial two-year period from June.</p> <p>Questions were also raised about extending the offer to under-16 young carers, with agreement that this would require further exploration rather than an immediate decision on its full use.</p>
<p>Next Meeting</p>	<p>The next meeting will take place on:</p> <p>Wednesday, 15th July from 10.30am - 12.30pm</p> <p>2026 dates (calendar invitations will be emailed in advance)</p> <ul style="list-style-type: none"> ▪ Wednesday, 14th October 2026 from 1.00pm – 3.00pm
<p>Actions</p>	<p>Carers Adjustment Passport</p> <ol style="list-style-type: none"> 1. Jolene will further revise with professionals, and possibly the local MP who can be involved on how it's used on a wide scale. To be further explored, and feedback will be provided at the next meeting. <p>All Age Carers Acton Plan update – Task and Finish Groups</p> <ol style="list-style-type: none"> 1. Carers are welcome to join the focus groups to provide their feedback and their experiences at the next board meeting. 2. Age-appropriate support for young carers will be further explored in the coming weeks and updated in the next CPB meeting. <p>All Age Carers strategy – Development of a Carers Charter for Telford</p> <ol style="list-style-type: none"> 1. Board members were asked to identify and nominate carers willing to participate to Angela by 28 April, acknowledging that without sufficient carer involvement the Charter could not progress.

	<p>Carers Cards</p> <p>Attendees are to feedback any other additional perks that may be found useful to add to the carer's cards.</p>
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