

Carers Partnership Board Meeting Minutes

Date and time: Friday 28th October, 1:00pm – 3:00pm

Location: Sunnycroft Room, Darby House

<p>Attendees:</p>	<p>Angela Causton – Commissioning Officer, Adult Social Care (Chair) Andy Dowdall – Information and Advice Officer, T&W Council Christine Thursfield – Group Specialist, Family Hubs T&W Council Claire Alford– Family Carer Resilience Worker All Age Carers Centre Diana West - Healthy and Active Communities T&W Council Ellia Bell – Adult Social Care, T&W Council Gemma Naylor – Carer’s Views Assistant, All Age Carers Centre Amelia Hill - Young Carer Gemma Sanders – Adult Practitioner, Adult Social Care T&W Council Jo Hallen – Digital Inclusion T&W Council John Linighan - Specialist Commissioning, Adult Social Care T&W Council Joyce Charrington – Volunteer Advocate, Lawley Bank Court Kath Reason – Unpaid Carer Kel Gregory – Minute taker / Senior Business Support Officer, Adult Social Care Louise (Lou) Johnson – Partnership Manager, Department of Work & Pensions (DWP) Matthew Newens - Group Operations Manager Leisure, T&W Council Sam Ives – Team Leader, Children’s Commissioning, T&W Council Sarah Poole - Co-Production Lead, Adult Social Care T&W Council Sue Avis – Unpaid Carer</p>
<p>Apologies:</p>	<p>Amanda Benton - Service Delivery Manager, Adult Social Care Emma Wilde - Manager, Wellbeing Services Helen Nickless – Bethphage Jan Suckling – Health Watch Jayne Stevens - PODS Parent Carer Forum Kathryn Gough – PoWHER Lavinia Moroz-Hale – Unpaid Carer Linda Ricketts - Unpaid carer Liz Taylor – Family Hub Team Leader, T&W Council Sam Youngz – Unpaid Carer Sandra Boyd - Outreach Education and Skills Simon Buckley-Robins - Unpaid Carer Paula Reynolds - Wrekin Housing Group</p>
<p>Welcome and introductions</p>	<p>Carers in attendance raised the challenges of caring for loved ones which include extensive experiences over decades, this also includes the loss and grief of loved ones. There is a suggestion that proposes advocacy that focuses on improved carer support and improved communication within suitable timescales is provided to unpaid carers especially following the loss of their loved one.</p> <p>In relation to end of life care planning, there is shown to be inadequate care planning and support for families, which also cause challenges in securing dignified care. Doctors have shown to be reluctant in providing home care, as well as district nursing teams providing inadequate support which has caused distress to the carer and their loved one.</p> <p>Personalised human centred approached would prove to be more significant in improving this. For example, speaking to a professional instead of using the automated services, and more face to face engagement/ communication.</p>

	<p>The importance of communication for military spouse support would be beneficial towards the focus of their challenges with independent living and navigating life transitions after a loss.</p> <p>There should also be a collaborative approach for improved care outcomes following the difficulties in adapting to a care giving role.</p>
<p>The All-Age Carers Strategy journey</p>	<p>AC provided a short presentation (attached to minutes) as a reminder of the All Age Strategy journey to date.</p> <p>A 5 year strategy has been developed which consists of 4 key areas of focus. The strategy and action plan will be used to oversee the promotion of unpaid carers' wellbeing and support and also ensuring that communication with local organisations are maintained.</p> <p>The strategy will focus on the purpose and implementation of lived experiences. The board must have a clear identity of their role and support to address the challenges.</p> <p>It's important that we understand the preferences of young carers in order to have full engagement of the young carer perspective.</p> <p>AC explained the Carers Partnership Board launched November 2024 at Carers Rights Day and was led by the All Age Carers Centre. From today's meeting, the Carers Partnership Board will be coordinated by the Local Authority. AC stressed to the group, this was not a Local Authority strategy but a co-produced working strategy.</p> <p>SI asked how young carers would want to support with the Board meetings? Young carers wouldn't be expected to attend the Board meetings as it could be too overwhelming for young carers. There also needs to be protective safe space considered for discussion of carers' roles, like singular workshops or to do this in separate young carers groups that can then be added to the material, and to choose the ways they wish to do this. Obviously preserving the current clubs and activities as their place of respite and fun.</p> <p>There also needs to be consideration of the young carer age ranges and also addressing any discrimination against carers in employment.</p> <p>Collaboration with the education sector is ideal for young carer identification in schools. This will involve training, presentations, and knowing the young person's preferences for assessing and providing additional support. This can also be either visits to family hubs, or home visits.</p> <p>LJ advised due to the low identification rate of young carers with unmet needs, the development of a carer's passport should be considered for students in schools, for which wider awareness is needed.</p> <p>The passport has so far received feedback from young carers and there will be further updates on the feedback at the next employee group.</p> <p>There should also be navigation of the benefits system for young carers who are transitioning to work at the age of 18. Including support in work experience in regard to unfairness and discrimination.</p>

	<p>It was raised during the meeting, the recognition of Carer Cards as proof of caregiver status. There is currently not enough wide recognition for these cards, as this is useful to a lot of carers who need to prove their status. There has been some communication breakdown regarding the use of the card through leisure facilities, and promotional offers despite the website claims. This has resulted in the user providing further proof of eligibility. Information about the use of the cards confirm the use, but it is not widely disseminated.</p> <p>JC stated she uses a national Carers Card, which helps with all advice to support with the caring role, discounts available and to talk to someone when feeling low and isolated. The use of the Carers Card is also very easy to use.</p> <p>It was also raised during the meeting, that we should have colleagues from the Integrated Care Board (ICB) in attendance at these Board meetings.</p>
<p>All Age Carers website design review</p>	<p>AD provided an overview of the existing Carers Partnership Board webpage, and the potential improvements required, and how it can be further promoted.</p> <p>Please see link to access the Carers Partnership Board webpage: https://www.Telford.gov.uk/Adult-social-care/all-age-carers-partnership-board/</p> <p>AD wanted to consult with the board members on how we can make this information more accessible and more viewable e.g. Easy read format, accessibility tools, utilizing the imagery and videos for presentations. Inviting feedback to viewers is a good way of receiving engagement.</p> <p>If you would like to give any feedback to the website, please contact Andy Dowdall on andrew.dowdall@telford.gov.uk or call 01952 383598</p> <p>It was stated the website should also include case studies, and stories to support the content development. This can be used as materials that can be used online and offline.</p> <p>It was raised that the Carer webpages are accessed via the Adult Social Care section of the website: www.telford.gov.uk/asc and may be a barrier to access for young carers and their families.</p> <p>It was raised that there needs to be ways of tackling the challenges of the older generation who struggle to use the technology. How can they be adapted to it? How can they be supported? We need to be mindful of people not accessing any digital technology.</p> <p>The Carers Wellbeing Guide www.telford.gov.uk/carerswellbeing was presented on screen and update provided about paper copies available.</p> <p>JH stated there are a number of drop-ins at various accessible hubs across the borough to encourage community engagement.</p> <p>Website information should maybe include accessible information which should also be available in pharmacies for people pay regular to frequent visits e.g. social prescribing, referrals. As well as having face to face discussions with health professionals if required.</p>

	<p>Branding elements should also be considered for this e.g. Logo, colour scheme – teal was suggested, and simplified language to support the redesign to a more modern view. This should all be based on carer’s feedback to enable further progression.</p>
<p>2026 Calendar of Events</p>	<p>AC provided the board members of events throughout 2026 and asked if the Board would like to celebrate themes within the Carers Partnership Board meetings?</p> <p>Any volunteers are welcome to give any suggestions they might have that may increase the awareness, to forward them to Angela.</p>
<p>All Age Carers Action Plan</p> <p>Task and Finish Groups</p>	<p>SI discussed Task and Finish groups as an option to update the strategy action plan. There currently isn’t a structure in place however from today’s conversation there are a number of themes arising that we can take forward.</p> <p>SI set out the themes for Task and Finish groups and these were considered and updated by the group to arrive at an initial set of themes as:</p> <ul style="list-style-type: none"> • Information and Communication of this information • Local Carers Offer i.e. services, passes, transport • Wellbeing, events and activities • Carer Friendly Borough – Charter, Carer passports, Carers champion • Schools and Education • Aspirations and Employment, to include access to work experience/work ready • A Life Outside Caring <p>Each of these could lend themselves to different methods i.e.. Workshops, or a series of meetings. LA colleagues will now take this list away to further develop each item. There will be ongoing opportunity to review and add in any other themes as they arise.</p> <p>SI proposed individual themed workshops in between quarterly Board meetings then bring the updates back to the main meetings. There was no objections from the board members to this.</p> <p>SI advised we will make some forward planning prior to the next Board meeting to then liaise with board.</p> <p>SI suggested having a carers champion to support the engagement for the Task and Finish groups. SI made the point that Young Carers are helped to consider how they wish or are able, to take part as their contribution is essential, and asked the Carers Centre to support Young Carers in this.</p>
<p>Any Other Business</p>	<p>DW provided a presentation to the group on the “Move to Thrive” project, targeting individuals with Dementia and Alzheimer’s, and how carers can gain more information on how to give them additional tailored support through free sustainable training, and health involvement. This also includes the collaboration with the Alzheimer’s society. (Presentation and detail shared within these minutes)</p> <p>LJ asked if the carers passport can be added to the next Boards agenda.</p> <p>Terms of Reference – JL advised that due to the Carers Partnership Board coming over to the Local Authority, we have revised the Terms of Reference – these will be shared with the Board members for comments and feedback</p>
<p>Next Meeting</p>	<p>The next meeting will take place on:</p>

	<p>Friday, 16th January 2026 13:30pm – 15:00pm Sunnycroft Room, Darby House</p> <p>2026 dates (calendar invitations will be emailed in advance)</p> <ul style="list-style-type: none"> ▪ Wednesday, 15th April 2026 from 1.00pm – 13.00pm ▪ Wednesday, 15th July from 10.30am - 12.30pm ▪ Wednesday, 14th October 2026 from 1.00pm – 3.00pm
<p>Actions</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> <p>LJ - Carers Passport to be discussed at the next Carers Partnership Board. AC – Add Carers Passport to next meeting agenda.</p> <p>AC - to share draft Terms of Reference to Board members for comments and feedback for sign off at next meeting.</p> <p>AC and SI - to invite a member of staff from the Integrated Care Board (ICB) to attend the Board meetings.</p> <p>All Board members - to feedback any comments and thoughts on Local Authority carers partnership board and carers webpages.</p> <p>AD - to provide case studies/synopsis to the webpages.</p> <p>SI, JL, CH, EB and AC to forward plan the Task and Finish groups.</p> <p>All Board members to advise either SI, JL, CH, EB and AC if they would be interested in supporting with the Task and Finish groups.</p>