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PARTNERS
in CARE



Ageing Well Partnership Board Minutes

Friday 25th January 2025
Sunnycroft Room, Darby House

Attendees

Angela Causton (Telford & Wrekin Council)
Leeona Marsh (Telford & Wrekin Council)
Megan Gardener (Telford & Wrekin Council)
Dag Saunders (Expert with Lived Experience)
Sarah Poole (Telford & Wrekin Council)
Tracy Cresswell (Healthwatch Telford & Wrekin)
Cheryl Scarrott (Shropshire Community NHS Trust)
Laura Hollie (Yellow Ribbon)
Denise Jackson (Expert with Lived Experience)
Sherrel Fikeis (Citizens Advice Telford and One Voice Telford and Shropshire Communities)
Amarjit Bram (Telford Gurdwara)

Apologies

Emma Clutton (Telford & Wrekin Council)
Charlotte Hambleton (Telford & Wrekin Council)
Heather Osbourne (Shropshire, Telford & Wrekin Age UK)
Gemma Naylor (Telford & Wrekin CVS)
Jeni Kuczynska (Telford & Wrekin CVS)
Jan Sucking (Healthwatch Telford and Wrekin)
Allison Massey (Shropshire, Telford and Wrekin ICB)
Abi Carr (Marches Energy Association)
Gareth Stafford (Marches Energy Association)
Jolene Hallen (Telford & Wrekin Council)
Rachel Threadgold (Telford & Wrekin Council)
Chris Fox (Forum 50)
Linda Vaughan (Midlands Partnership Foundation Trust)
Dianne Beaumont (Alzheimers Society)
David Crosby (Partners in Care)
Ellinor Phillips (Partners in Care)

Agenda Item	Minutes
Welcome, introductions and housekeeping	<ul style="list-style-type: none"> ■ LM welcomed all to the meeting and thanked all for attending, particularly given that the meeting was during the storm and face to face. ■ All attendees gave introductions and explained their role and purpose for attending today's Ageing Well Partnership Board. ■ AC shared apologies that had been received (noted on page 1). ■ AC also advised that we have recruited new members and welcomed the new members formally to the Partnership Board. ■ LM explained that we are not expecting any fire alarms this morning, highlighted where to go if needing toilets in Darby House.
How did we get here? History of the Ageing Well Strategy and Partnership Board <ul style="list-style-type: none"> ■ Celebrating successes ■ Risks of delivering the strategy What did you tell us?	<ul style="list-style-type: none"> ■ AC gave an overview of the journey of the Ageing Well Partnership Strategy and Partnership Board to date. <p><u>Why do we have a strategy?</u></p> <ul style="list-style-type: none"> ■ Recognised a need to enable people to age well and celebrate later life ■ The older population in Telford and Wrekin will change significantly over the next 10 years. ■ Census data highlights individuals aged 80+ years old increasing by 50% by 2031. The latest data indicated that this has now risen to 55%. <p><u>What is the strategy?</u></p> <p>10 year strategy (2023-2033) – Focused on proactive and preventative approach to active ageing) with the following themes:</p> <ul style="list-style-type: none"> ■ Health and Wellbeing ■ Where we live ■ Transport ■ Financial Security ■ Digital Inclusion ■ Carers and Dementia <ul style="list-style-type: none"> ■ DS clarified that it is the growth of older people in the Borough that is significant rather than the current number, which is a key issue for new towns. Asked if any consideration/work has been done with Milton Keynes? LM advised not from a Council perspective but there had been some early discussions with Age UK who were looking at possibility forming a new town group.

How did we get here? History of the Ageing Well Strategy and Partnership Board

- Celebrating successes
- Risks of delivering the strategy
- What did you tell us?

- AB shared she is really pleased to join the Partnership Board and attend her first meeting today. Shared her experiences working with DWP in Westminster, undertaking projects within the field of Ageing Well to contribute towards policy.

Background of the Ageing Well Partnership Board

- Formed in Spring 2022
- Co-Chaired by an Expert by Experience and Telford & Wrekin Council Commissioning.
- Oversees the delivery of the Strategy through the Ageing Well Strategy Action Plan
- Reports to Telford and Wrekin Integrated Place Partnership on progress of strategy implementation
- Meets quarterly and more frequently where required
- AC advised it is important to not lose sight of what has already been achieved. Some examples of this are as follows:
 - Live Well Hub at The Anstice in Madeley – proactive multi-agency prevention to support people to age well.
 - Community Blood Pressure Project
 - Cancer Champion project goes from strength to strength with over 73 volunteers trained in Telford and Wrekin as Cancer Champions.
 - Telford Mind (Social Prescribing) have set up hubs across the borough to support local residents to access community activities to help combat loneliness and isolation.
 - Green Social Prescribing also provides gardening and walking groups.
 - SaTH hold a Travel & Transport Focus Group
 - Dementia Link Workers introduced to support connected communities
 - All Age Carers Strategy produced
 - Production of the Carers Wellbeing Guide – a 'one stop shop'
 - Age UK STW have provided benefits advice and brought over 1.2m of additional income to Telford residents during 23/24.
 - In partnership with Age UK STW, Marches Energy Agency (MEA) delivered Home Energy Checks (Sep 2023 to Mar 2024) visiting older people across the borough. Around 96% of these households were in or at risk of fuel poverty.
 - 160+ residents have attended Digital Drop-In support sessions held across the borough
 - Scams awareness sessions delivered in collaboration with HSBC, Barclays and Citizen's Advice.

- A one stop Digital Directory has been created on www.telford.gov.uk/telfordonline which details available digital support across the borough
- CF advised it is important to see the strategy in practice and being delivered, recently set up a ladies group based out of the new Gurdwara, 55 ladies now supported with 20 waiting. People look forward to attending. It has been shown that the service is providing good outcomes for people – Growth in confidence and reduction in aches and pains.
- LH asked how can we give updates? Some excellent joint work with Linden Davis with individuals who have a cancer diagnosis. AC advised we will discuss how we give updates later today.
- AC advised that in future we will have social prescribers joining the Board, which is excellent news.

Risks to delivering the strategy

- LM explained that today's meeting will be focused on how we move forward as a Partnership Board.
- LM advised that the last Partnership Board was cancelled due to low attendance, and that the meetings had become stagnant. At the moment it is difficult to report back on progress and all the significant work being undertaken in the Borough without receiving updates.
- Healthy Ageing is now a Telford and Wrekin Integrated Place Partnership (TWIPP) priority for 2024/5. TWIPP are seeking regular updates on the delivery of the strategy and at this point, assurances cannot confidently be given on strategy progress, as a Partnership Board.

What did you tell us?

- AC explained that following the prior Partnership Board being cancelled due to low attendance, she met all Partners who were agreeable to meet to discuss barriers to engagement and share a draft roles and responsibilities document. The feedback gathered was as follows:
 - Having an Expert by Experience at the Board is useful
 - To have clear deliverables set within the action plan
 - A representative from the ICB would be of benefit
 - All Partnership Board members are busy, making it difficult to support with the action plan and attending meetings regularly
 - Action plan is too broad, it needs to be narrowed down
 - Difficult to influence some areas
 - Lack of transport representation on the Board
 - Funding challenges and budgetary pressure impact delivery of the strategy
 - Need to work better with statutory services i.e Social Work teams, need representation on the Board to have honest feedback on what's working/problems etc
 - It needs to be a key priority working within deprived areas

- Need more information and data, highlighting the intelligence about what's happening with people in the Borough
- The Board need to focus to look at cost of living crisis and challenges for older people financially
- Need a Chair not a rotational Chair as no one takes responsibility
- Feedback to the Roles and Responsibilities was positive with no amends
- DJ added that there also possibly needs to be an agreement on Deputy chairs, as one chair means there are challenges to maintain the role.
- LH shared there are alternative ways to give updates that may improve people's time.

What did we do?

- AC updated that as a response to feedback received from the Board,
 - A draft proforma of expectations of the Partnership Board members was shared with the Board for feedback (roles and responsibilities document)
 - New membership has been recruited, including two members of the ICB.
 - An extensive review of the Action Plan has been carried out, to ensure that is as simple and effective as possible. This has been shared prior to today's meeting, for discussion today.
 - Met with Transport
 - Worked closely with Adult Social Care Co-Production Lead looking to engage more residents with lived experience in the Partnership.
 - LM attended TWIPP on 7th November to raise the profile of the Board and the strategy to accelerate progress and ensure prioritisation.

Co-production and Lived Experience update

- SP shared she has been working closely with Ange and Comms to develop a plan to recruit more individuals with Lived Experience to be involve with the Board, if not wanting to attend but be involved in coproduction opportunities.
- AC shared copies of the internal recruitment and communications plan.
- DS welcomed this approach, keen to expand the group, wonders how we can best do this? May need bi-monthly meeting that focuses on capturing the views of experts. DS raised concerns regarding vaccination in take up in the Borough.
- DS shared he had raised in Cabinet a query as to how much it would actually cost for us to meet all social care demand in the Borough, shared approach in Hammersmith and Fulham towards charging.
- MG advised from a strategic housing - they have commissioned a new provider for the Supporting People contract – Trident. MG can share EOI with Trident to support recruitment of more experts with lived experience.
- TS advised that it would be useful to look at Parish Council's to grow recruitment as blood pressure drop in sessions are often full. AB advised she would raise at her local Parish Council.
- A number of individuals raised that ICB representation was key to driving the strategy forward, AC confirmed Alison Massey and Linda Vaughan would join the Board at next meeting.

Action Plan (Draft)

- AC explained we would like to use the next part of the session to review the draft action plan and get thoughts and feedback from the Board
- TS asked why there were no timescales within the action plan? LM clarified the Board will need to agree collectively what the priorities are given the size of the action plan and its duration (10 years).
- AC advised we would to receive feedback from Slido, details shared with the group. AC explained we would review all feedback.

Slido feedback overview – please note that this is transcribed directly from what has been input live into Slido by the Board

1. Suggestions and feedback on the newly revised action plan:
 - Maybe included RAG ratings
 - appreciate alot of the actions are ongoing but maybe including provisional timeframes as each action evolves. Would be worth trying with experts by experience to look at a document that sits in the background that is user friendly Not ignoring retail and value of how they can be involved - local cafes. For each bullet point and each outcome needs to be highlighted when it's been achieved.
2. Is there anything missing from the action plan?
 - Demonstration of progress and Timeframes
3. How do we prioritise actions?
 - With TWIPP priorities alignments, open and transparent discussions during board meetings. Speaking with service users to evaluate key pressure areas. We need to agree where the gaps are and most important areas Health potentially?
 - Very difficult to say, as priorities and the various themes overlap with each other. Guided by the strategy What is a priority to our population?
 - Different focuses dependant plan priorities or focus of the time of year. Example May Dementia Awareness Networking opportunities.
 - whoever is in charge of populating the action plan highlights key pressure areas or areas of concern prior the board meeting. these topics of concern then included in the agenda. avoids time wasting. Communication needs to be good - Consider digital inclusion challenges - physical copies available. Inbetween meeting between the quarters would be really useful to capture updates and ensure movement.
 - Perhaps look at one aspect of each theme per meeting, so that none of the themes gets left behind. Perhaps pick one action per meeting Colour code the themes Highest priority be discussed earlier Potential risks to not achieving actions to be highlighted

Future Meetings

- AC asked the Board to respond to the Slido questions and queries around future meeting arrangements.

Slido feedback overview – please note that this is transcribed directly from what has been input live into Slido by the Board

1. How often would the Board like to meet?

- Quarterly with additional meetings in between if needed. Yes people are busy but delivery of the Ageing Well Strategy is vital - the ageing population isn't going away and central government is shying away from the reform of social care, therefore LOCAL engagement and delivery is crucial
- Quarterly, But would benefit from something in between perhaps

2. How would you like the delivery of the Partnership Board?

- Possibly online if that suits members. Maybe a mixture of formats.
- Get more done face to face, this is more productive and my preference based on the frequency.
- i think everyone committing to face to face regular meetings will galvanise the group.
- Would benefit from something between perhaps more informal to get updates - not sure what this looks like I think face to face is good , it generates good conversation.
- Face to face if possible Email updates where available I'd like the idea of visual representation so you can have us send our photos etc and you compile an overarching presentation? Makes it a bit more interesting and can be used to share with other Boards.
- 57% of the Board said they would like to meet Face to face
- 43% of Board would be happy with hybrid meetings

3. How to make this Board a success?

- Good communication is vital - Never lose sight of importance of partnerships Try and get a good balance of members including those with lived experience.
- we can support each other by meeting face to face and supporting each other as well as information gathering.
- difficult to get engagement with service area teams or health teams. if we could encourage stronger communication i feel that would be highly beneficial. perhaps we need communications email sent out to highlight the Board, make aware of people of our intentions and so are encouraged to engage in a conversation.
- Possibly concentrate on a particular element of it Consider where can we actually have an influence? How do we show we have made a difference

	<ul style="list-style-type: none"> ○ I will speak to a friend of mine from the Afro Caribbean culture to get involved to increase diversity. ○ We could use the free advertising magazine to include a newsletter. Recruit more experts by experience How do the other boards connect and share information? This needs to be clear. Clear roles and responsibilities Designated chair and deputies Sub group for experts by experience- safe place to communicate thoughts and feelings More representation from diverse communities is key ○ I'd like more people to know what's going on and we attend each others events, share resources and keep momentum <ul style="list-style-type: none"> ■ AC explained to all there is the opportunity (as much as we don't want people to!) leave the Board if people feel it is not relevant or applicable to them. ■ AC advised we are looking to find a Chair of the Board, please contact her if interested. ■ Discussed next meeting date – all parties agreed they would like to meet in advance of May, planned date. Action: AC will arrange a meeting for March.
AOB	<ul style="list-style-type: none"> ■ LH advised the work of the Board may be more proactive around peak times e.g. focusing on Carers during Carers Week. ■ DS asked how can we raise the profile of the Board and Strategy at Health and Wellbeing Board? LM explained we were due to give an update in 2024, however, meeting was rescheduled based on Purdah. Next Health and Wellbeing Board is in March, agreed that the Board would be best placed to update at the following meeting. Action: To request to present at Health and Wellbeing Board.
Closing	<ul style="list-style-type: none"> ■ LM and AC thanked all for a positive and productive meeting. <p>Meeting closed <u>Next meeting date:</u> Thursday 13th March 10:00 – 12:00 Sunnycroft Room Darby House</p>