



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



Ageing Well Partnership Board Meeting Minutes

Date and time: Wednesday 11th September 2025 from 1:00pm – 3:00pm
Location: Sunnycroft room, Darby House, Lawn Central, Telford, TF3 4JA

Attendees:	<p>Chair - Megan Gardner - Project Support Officer, Housing Strategy and Commissioning Team</p> <p>Dag Saunders - Member of the Health & Wellbeing Board</p> <p>John Linighan - Commissioner Specialist Officer, Adult Social Care</p> <p>Alan Jones - Expert with lived experience and representative from Mind and Age UK Wolverhampton</p> <p>Gemma Naylor - Representative from the Carer Centre, All Age Carer Centre in Telford</p> <p>Diana West - Health Improvement Practitioner, Telford and Wrekin Council Public Health</p> <p>Fiona Moore - Representative from Telford and Wrekin Council Community Services</p> <p>Sarah Poole - Co-Production Lead, Adult Social Care</p> <p>Angela Causton - Commissioning Officer, Adult Social Care</p> <p>Denise Jackson - Expert with lived experience of ageing and former Chair of The Life Outside Care subgroup</p> <p>Lorna Watkins - Strategy Development Manager, Integrated Care Board</p> <p>Tracy Cresswell - Representative from Healthwatch</p> <p>Ravi Phull - Strategic Housing and Regeneration Service Delivery Manager</p>
Overview:	<p>The meeting focused on the ongoing work of the Ageing Well Partnership Board, with discussions centred around updates on various action plans, including digital inclusion, housing strategy, and health and wellbeing initiatives. Attendees shared updates on projects, identified challenges, and explored opportunities for collaboration to improve outcomes for older residents in the borough. The meeting also highlighted the importance of communication, co-production, and the integration of services to ensure that support is accessible and effective for all individuals.</p>
Introductions and Housekeeping:	<p>The meeting began with Megan Gardner, chairing the session. Megan provided housekeeping details, including the location of facilities and fire safety procedures. Attendees introduced themselves. Megan acknowledged the presence of a work experience student with Healthwatch and welcomed everyone to the meeting of the Ageing Well Partnership Board.</p>
Review of Previous Meeting Actions:	<p>The group reviewed actions from the previous meeting.</p> <ul style="list-style-type: none"> ➤ Gemma was tasked with liaising with Wrekin Housing Group to invite a representative to the board meeting. ACTION Gemma advised she will follow this up

	<ul style="list-style-type: none"> ➤ Rachel had been working with Sport England on improving outcomes through sport and activity. Diana provided an update, explaining that funding applications had been submitted as part of Sport England’s place expansion work, focusing on addressing inequalities and increasing activity levels in specific areas, including Donnington-Muxton. The funding is expected to be significant, though exact timelines from Sport England remain unclear. ➤ Healthwatch was tasked with providing updates on health and wellbeing action areas. Tracey noted that some feedback had been provided for the "Where We Live" section, but further clarification was needed. ACTION: Ange to resend to Healthwatch for Healthwatch to complete and send back ➤ Megan confirmed that information regarding the housing strategy and Warm and Well initiatives had been included in the "Where We Live" action plan. <p>Additionally, Megan encouraged all partners to review the action plan and provide updates, particularly on the Digital Inclusion section, to ensure progress before the next meeting.</p>
<p>Updates on Housing Strategy and Related Initiatives:</p>	<p>Megan provided updates on the housing strategy consultation, which remains open until October 2025. Residents, including older people, are encouraged to provide feedback to shape housing plans for the borough.</p> <p>The Housing Strategy and Commissioning Team is working on improving the housing-related webpages to make them more user-friendly and accessible. Megan highlighted the importance of user groups in testing the updated webpages to ensure clarity and simplicity. In the near future, Megan will be inviting members to participate in user group testing.</p> <p>The discussion also touched on the Live Well Hub model, which is being expanded to additional areas such as Donnington and Wellington. These hubs provide face-to-face services, allowing individuals to access support without needing online appointments. The hubs aim to connect people with relevant services, including Citizens Advice Bureau and other community resources.</p> <p>Updates were provided on extra care schemes;</p> <ul style="list-style-type: none"> ➤ Sturchley House, which has been operational since May and is approximately half full. ➤ Walkers Wood is expected to open in November, featuring 76 self-contained apartments, including 12 specifically for individuals with dementia. The council has 100% nomination rights for these dementia apartments. Work is also underway to explore high-needs extra care and dementia-specific accommodation. <p>Healthwatch shared feedback on social care services, noting concerns about delayed discharges and readmissions due to insufficient support. Megan acknowledged the need for further information to address these issues effectively. The Adult Social Care Social Work Team is integrating feedback from individuals into their quality assurance processes to inform future service delivery.</p>
<p>Discussion on Digital Inclusion and Accessibility:</p>	<p>The group discussed the Digital Inclusion Action Plan, focusing on how to communicate the upcoming digital switchover effectively and ensure accessibility for all residents. Angela and other members emphasised the importance of capturing ongoing initiatives and contributions from various organisations. The</p>

	<p>group spent time writing down activities and programmes currently in place to populate the action plan.</p> <p>Several initiatives were highlighted, including the council’s partnership with AbilityNet and Capgemini to deliver "Tech Made Friendly" courses across 14 locations in the borough. These courses aim to improve digital skills and confidence, with options for participants to borrow devices if needed. The group acknowledged the challenge of reaching digitally excluded individuals and discussed the importance of using non-digital methods to advertise these programmes, such as newsletters and community hubs.</p> <p>The meeting also explored the potential of assistive technology, including AI-based predictive tools for falls prevention. Walkers Wood will trial such technology as part of its flagship scheme. The group recognised the importance of integrating these innovations into broader strategies to support independence and wellbeing.</p>
<p>Healthy Ageing Strategy Presentation and Discussion:</p>	<p>Lorna Watkins presented the Healthy Ageing Strategy for the system, highlighting the challenges faced by the ageing population in Telford and Wrekin. Lorna shared that the area has a higher proportion of residents aged over 65 compared to the national average, with significant health inequalities observed, particularly among Pakistani and Bangladeshi communities. It was noted that residents spend an average of 17 to 22 years of their later life in poor health, with a gap of up to 12 years in healthy life expectancy between the most and least deprived populations.</p> <p>The strategy focuses on five principles: educate, prevent, identify, manage, and care. The aim is to keep people well for longer, reduce inequalities, and support independence. Lorna emphasised the importance of early intervention and prevention, as well as proactive care, to address the challenges of frailty and ageing.</p> <p>Public engagement was a key component in shaping the strategy, with nearly 1,000 responses collected from community groups and individuals. Feedback highlighted issues such as poor access to services in rural areas, cost variations, and the importance of involving individuals in decisions about their care.</p> <p>The strategy’s objectives for the next three years include reducing health inequalities, delaying and preventing frailty, ensuring earlier identification and intervention, strengthening community support, and making care more proactive and coordinated.</p> <p>Lorna also discussed the importance of workforce development, integrated planning, and improving health literacy around frailty. The strategy aligns with local authority services, NHS priorities, and the wider 10-year plan. Lorna acknowledged the financial constraints, noting that the strategy is being developed without additional funding. The focus is on transforming existing resources and partnerships to achieve the outlined goals.</p> <p>The strategy will be presented to the Integrated Care Board for approval, and subsequent task and finish groups will be formed to develop action plans and move the work forward.</p>
<p>Feedback on Care Home</p>	<p>Healthwatch shared their ongoing efforts to gather feedback from care home residents and their families to ensure services are person-centred and responsive.</p>

<p>Services and Hospital Discharge Processes:</p>	<p>They conduct interim visits to care homes, focusing on aspects such as en suite rooms and communal areas, and communicate directly with residents about their experiences. Public reports are produced and shared with relevant services to inform improvements.</p> <p>The meeting also discussed challenges related to hospital discharge processes. Healthwatch highlighted that delays in discharge are often caused by a lack of support or equipment, leading to longer hospital stays and, in some cases, readmissions. Examples were shared, including cases where individuals remained in hospital due to delays in home assessments or the installation of necessary equipment. Participants noted the need for better coordination between health and social care services to address these issues.</p> <p>It was suggested that discharge planning should begin as soon as a person is admitted to hospital, as seen in examples of good practice elsewhere. However, local systems were noted to face challenges in achieving this level of coordination. The importance of involving frailty units and other key partners in discussions was also raised.</p>
<p>Discussion on Communication and Information Dissemination:</p>	<p>The meeting highlighted ongoing challenges in ensuring that residents are aware of available services and support. Diana West shared concerns about low uptake for the Move to Thrive programme, which aims to support individuals with dementia and their carers. Despite efforts to disseminate information through emails and newsletters, many people remain unaware of the programme. Diana emphasised the need for meaningful, face-to-face conversations to effectively engage with the target audience.</p> <p>Participants discussed the importance of using existing intelligence and data to target communication efforts. For example, identifying residents who require assistance with bin collections could help pinpoint individuals who may benefit from additional support. The potential role of the fire service in disseminating information during safe and well checks was also mentioned.</p> <p>Concerns were raised about the reliance on digital methods for accessing GP services and other essential services, which can exclude individuals without digital access. Healthwatch shared intelligence on this issue, particularly among older carers. The group discussed the need for a balanced approach that respects individuals' choices while promoting digital inclusion.</p> <p>Denise Jackson, an expert with lived experience, shared her perspective on digital exclusion: "There are lots of members of the public that have only got a very basic house phone. They don't possess a mobile phone or an email address. We do need to take that into consideration as well."</p> <p>Dag Saunders added, "77% of those with no basic digital skills were over 65. We're never going to bring that down very far, and with the inexorable development of technology, I think it's going to deteriorate."</p> <p>The group acknowledged the broader issue of communication overload and the need to find effective ways to reach residents who are not digitally connected. Suggestions included leveraging community hubs, newsletters, and partnerships with voluntary organisations to improve information dissemination. The importance</p>

	<p>of tailoring communication methods to meet the diverse needs of residents was emphasised.</p>
<p>Planning for Future Meetings and Focus Areas:</p>	<p>The group discussed the structure and frequency of future meetings. It was noted that quarterly face-to-face meetings are preferred due to the richer discussions and momentum they generate.</p> <p>However, there was a debate about the usefulness of six-weekly midpoint review meetings held online. Some attendees felt the midpoint meetings could be productive for updates and maintaining momentum, while others questioned their necessity, suggesting that quarterly meetings might suffice if updates are effectively communicated via email.</p> <p>The next quarterly meeting was confirmed for 9 December 2025, with a focus on carers as the spotlight topic. Gemma agreed to lead this discussion, aligning it with Carers Rights Day.</p> <p>Additionally, Heather from Age UK will present an update on the benefits advice service, and Lorna will bring an action plan from the Healthy Ageing Strategy for review.</p> <p>The group also discussed the importance of communication and how to ensure that information about services reaches the right people. Suggestions included using newsletters, targeted outreach, and leveraging existing networks. There was a consensus that communication is a recurring challenge, and the group acknowledged the need to explore innovative ways to address this issue, including potentially involving the proposed focus group.</p>
<p>Any Other Business and Closing Remarks:</p>	<p>Dag raised the issue of communication gaps, noting that many people are unaware of available services. The group agreed that this is a significant challenge and discussed potential solutions, such as using newsletters, targeted outreach, and leveraging existing networks. It was suggested that the proposed focus group could also explore effective communication methods.</p> <p>Dag proposed establishing a focus group of individuals aged 65 and over to provide input and lived experience to the board. This group would meet three to four times a year, either online or face-to-face, and feed into the quarterly meetings. Dag offered to draft a protocol for this initiative, which was positively received by the group. Sarah and others expressed support for this idea, recognising the value of including the voices of older people in shaping the board's work.</p> <p>The meeting concluded with a reminder of the next meeting date and the topics to be covered. Attendees expressed their commitment to maintaining momentum and working collaboratively to address the issues discussed. The importance of integrating feedback from lived experiences into the board's work was emphasised as a key priority moving forward.</p>
<p>Summary of Actions:</p>	<p>Megan Gardner:</p> <ul style="list-style-type: none"> - To send the link to the housing strategy consultation to all board members and encourage feedback from residents, particularly older people, by October 2025. <p>Ange Causton:</p>

- To liaise with the active travel team and leisure services to gather information on inclusive activities and adaptive equipment for older residents.
- To collate all information related to the "Where We Live" theme of the Ageing Well Partnership Board action log and share updates at the next meeting.

Lorna Watkins:

- To bring the Healthy Ageing Strategy action plan to the next meeting for review and discussion.
- To reach out to potential representatives from the frailty assessment unit and dementia services to attend future meetings or provide input.

Dag Saunders:

- To draft a protocol for setting up a focus group of older people to provide input into the board's work and share it with the board for approval.
- To advertise and recruit participants aged 65+ for the focus group once the protocol is agreed upon.

Gemma Naylor:

- To prepare a spotlight presentation on carers for the next meeting scheduled for 9th December 2025.
- To include updates on Carers Rights Day in the presentation.

Diana West:

- To provide further updates on the Move to Thrive project, including efforts to increase awareness and participation.
- To explore additional ways to promote the project through meaningful conversations with professionals and community members.

Fiona Moore:

- To attend the Voluntary Sector Forum meeting on 4th November and provide feedback to the board.

Tracey Cresswell:

- To provide more detailed information on the discharge project, including specific challenges and insights related to delayed discharges and accessibility issues.
- To share public reports on care home visits and feedback from residents and families.
- Tracey Cresswell to send information in relation to Health and Wellbeing action plan area

Rachel Threadgold:

- To provide updates on the Moving On sessions and Dolls sessions, including their impact on reducing frailty and improving mobility for older people.
- To ensure information on these initiatives is shared with relevant stakeholders and included in the action plan.

All Board Members:

- To review the housing strategy consultation and provide feedback by October 2025.

	<ul style="list-style-type: none">- To contribute updates and information for the Ageing Well action plan, particularly in relation to their respective areas of expertise.- - To consider ways to improve communication and awareness of services and initiatives for older residents.
Date of next meeting:	Tuesday, 9 th December 10:00am – 12noon Sunnycroft room at Darby House.