



## Borough of Telford and Wrekin

### Health Scrutiny Committee

Thursday 11 December 2025

2.00 pm

Council Chamber, Third Floor, Southwater One, Telford, TF3 4JG

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<b>Committee Members:</b>	<b>Councillors D R W White (Chair), F Doran (Vice-Chair), M Boylan, C Chikandamina, N A Dugmore, G Luter, R Sahota, P Thomas, J Urey</b>
	<b>Co-optees H Knight, S Fogell and D Saunders</b>

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<b>3.0</b>	<b>Minutes of the Previous Meeting</b>	<b>3 - 8</b>
	To confirm the minutes of the previous meeting held on 9 October 2025.	
<b>4.0</b>	<b>Update from the JHOSC</b>	
	To receive an update on the work of the Joint Health & Overview Scrutiny Committee.	
<b>5.0</b>	<b>Update from the Health &amp; Wellbeing Board</b>	
	To receive an update on the work of the Health & Wellbeing Board.	

To receive an update on the progress of the Adult Social Care Continuous Improvement Plan in response to the Care Quality Commission (CQC) requirements.

To receive an update on the support available to help older residents in the Borough to live independently, including access to benefits, practical assistance and wellbeing services.

To review the updated Work Programme for the Health Scrutiny Committee.

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## **HEALTH SCRUTINY COMMITTEE**

### **Minutes of a meeting of the Health Scrutiny Committee held on Thursday 9 October 2025 at 2.00 pm in the Council Chamber, Third Floor, Southwater One, Telford, TF3 4JG**

**Present:** Councillors D R W White (Chair), F Doran (Vice-Chair),  
M Boylan and P Thomas.

Co-optees: H Knight, S Fogell and D Saunders.

**Also Present:** Councillor K Middleton (Cabinet Member for Public Health  
& Healthier Communities).

**In Attendance:** G Coulman-Smith (Operations Manager: Telford Mind), S  
Fogell (Chief Executive: Healthwatch Telford and  
Wrekin), S Froud (Director: Adult Social Care),  
S Hardwick (Lead Lawyer: Litigation & Regulatory),  
F Mercer (Executive Director: Adult Social Care,  
Customer Services & Commercial), C Sweeney (Locum  
Democracy Manager) and Wain (Commissioning  
Specialist).

**Apologies:** Councillors C Chikandamina, N A Dugmore, G Luter,  
R Sahota and J Urey.

#### **HAC-1     Declarations of Interest**

None.

#### **HAC-2     Minutes of the Previous Meeting**

**RESOLVED** – that the minutes of the previous meeting held on 1 May  
2025 be confirmed as a correct record and signed by the Chair.

#### **HAC-3     Terms of Reference 2025/26**

The Council's Lead Lawyer for Litigation and Regulatory introduced the report,  
which set out for review and agreement, the Terms of Reference for the  
Committee, as set out at Appendix 1 to the report.

**RESOLVED**, that the Committee's Terms of Reference, as set out at  
Appendix 1 to the report, be reconfirmed and approved.

#### **HAC-4     Health Scrutiny Work Programme 2025/26**

The Council's Lead Lawyer for Litigation and Regulatory introduced the report,  
which set out the

proposed work programme for the Committee for 2025/26, as set out at Appendix A to the report.

**RESOLVED**, that the Committee's work programme for 2025/26, as set out at Appendix A to the report, be approved.

*Due to the late arrival of a co-opted member, the Chair allowed her to request that, at the next scheduled meeting of the Committee, to be held on Thursday 11 December 2025, the following item be included in the Work Programme for consideration at that meeting:*

- ***That an invitation be extended to Age UK to attend to deliver a short talk on the benefits it provided to older people.***

The Chair was happy to consider its inclusion for discussion at that time subject to this being double-checked with him nearer the time.

#### **HAC-5     Update from the JHOSC**

Councillor Fiona Doran, Co-Chair of JHOSC, provided a verbal update on the work of the Committee.

She said that the last meeting had been successful and that the new Chief Executive had improved communications between the two local authorities.

In recognising that the numbers of flu and Covid vaccinations were failing, and whether there was anything JHOSC could do to improve numbers, the Chair said there had to be more action undertaken on prevention by reaching people coming for vaccinations and getting it to those people who could not attend appointments.

**RESOLVED – that the update be noted.**

#### **HAC-6     Update from the Health & Wellbeing Board**

The Council's Executive Director of Adult Social Care, Housing and Customer Services and its Director of Adult Social Care provided a verbal update on the work of the Health and Well-being Board (HWB).

Reference was made to the meeting of the HWB, held on 18 September 2025, at which the following had been considered:

- Quarterly Strategy Progress Report
- Annual Public Health Report 2025
- Early Language Support Project
- GP Access Update
- STW Healthy Ageing and Frailty Strategy

The Council's Director of Adult Social Care presented an update on behalf of the Council's Director of Public Health, which stated that she encouraged

Health Scrutiny Committee Members to read the [Annual Public Health Report – Toward a Smoke Free Future](#), and to get in touch if they had any comments or queries. The report, which had been endorsed by the HWB, recommended that a comprehensive plan to deliver Smoke Free Telford and Wrekin ambitions be developed across HWB partners, and implemented through the Telford and Wrekin Place Integrated Partnership.

It was reported that the STW Healthy Ageing and Frailty Strategy contributed to the delivery of the existing Telford and Wrekin Ageing Well Strategy, and that the aim was to improve the prevention, detection and treatment of frailty within the NHS. It was noted that the Telford and Wrekin Ageing Well Strategy was a broader comprehensive plan, which covered the following range of themes:

- Where we Live
- Health and Well-being
- Transport
- Digital Inclusion
- Financial Security
- Carers

In respect of the GP Access Update ([GP access update](#)), it was reported that the ICB led this, which included updates on: Modern General Practice, the GP Contract and access and satisfaction Key Performance Indicators and referenced four GP practices in Telford and Wrekin, which were part of the Practice Level Support (PLS) programme. It was noted that the HWB Chair had requested that the Health Scrutiny Committee pick up GP access as an agenda item, and that this was being added to the forward plan.

It was reported that, at the last meeting of the Health Scrutiny Committee, members had requested an update on HWB performance. It was noted that the HWB received performance and outcomes reports on a six-monthly basis (June 2025 report can be found at [HWB Strategy Outcomes Report June 2025 v2.pdf](#)) and that the next report would be published for consideration at the November 2025 HWB meeting.

The Chair asked whether the HWB had become a more challenging committee.

In response, officers advised that it was an inclusive board with some agenda items, which were genuine and which generated healthy discussion. It also received regular reporting on the HWB Strategy.

Specifically, it was reported that smoking amongst females had overtaken the number of males who smoked but that no specific solutions were to hand.

The Chair said that for members to understand and tackle this issue, this needed to be targeted, and areas identified, which needed to be concentrated on and where the problems existed.

**RESOLVED – that the update be noted.**

## **HAC-7     Mental Health Strategy Update**

The Committee welcomed Steph Wain, Commissioning Specialist – Mental Health, to the meeting.

Ms Wain delivered a presentation, which addressed progress to date; emerging themes; a brief summary of the Mental Health Bill; and the next steps.

The Committee was asked to consider providing feedback as part of the consultation process for the new Mental Health Strategy and whether it would wish to receive a final update before formal adoption. It was noted that there would also be the option for the Committee to regularly monitor the Strategy once it was adopted.

The Chair thanked Ms Wain and said that given this was such a vast area, he was keen to establish two workshops to allow the Committee to be able to influence; look at the consultation and being consulted with the first workshop focussing on children and young people and their transition into adult services. An invitation to attend this workshop would also be extended to all members of the CYP Committee.

During discussion, Members raised the following points and questions:

- There appeared to be nothing from emerging themes, the Committee did not already know.
- What was the current position re CAMHS i.e. how long people were waiting for appointments and whether these figures were up or down etc?
- Funding – was TWC getting its fair share for mental health services?
- Better access for older people.
- What resources were available to move services on?
- Did vacancies remain re mental health support?
- A member had had a meeting with an organisation, which supported young people with mental health who had said it was not being picked up and dealt with at an earlier stage.

In response to some of the points raised it was noted that there were some specifics re CAMHS, which could be taken away and reported back to committee; there was a better offer from Age UK for over 65s; and, in response to the question around vacancies, from an Adult Social Care perspective, the team was biggest it had ever been and there were currently no vacancies, although could not comment from an NHS point of view.

It was reported that the key prevention agenda “Making Prevention Real” looked at local communities and networks of support and spoke with GPs around services, which need technical support.

In terms of consultation on the Strategy, it was reported that the next steps were to carry out actions, which could be taken arising from the consultation and the suggestion of hosting two action-point workshops on mental health (one before the draft strategy was finalised; the second during the official consultation (what are people telling you about what we are proposing)) was welcomed.

In terms of moving forward and being able to resource the issue, the Chair said that the Committee needed to understand the extent of the problem in Telford and Wrekin, how many cases, how many people were affected etc.

It was acknowledged that mental health conditions were potentially unseen, or people did not want to disclose them, which posed the question as to how Council and partners had that conversation with over 65s and young people.

A member spoke on the wide range of mental health conditions and the significant changes to the demographics within Telford and Wrekin. It was noted that the borough's population was growing and it was important that this information was shared with partners.

The Chair agreed that all organisations, which dealt with mental health matters in Telford and Wrekin be invited to a future meeting to give a brief resume of the current position and moving forward. He recognised however, that the problem was trying to get a library together of all the mental health conditions etc.

Contact would be made with groups in the area to consider potential workshop dates, numbers, what would be on the agenda etc.

The Chair asked that this information be shared with Shropshire and that a meeting prior to the consultation be arranged to help inform it and the way it was going to take place with groups in an open forum to help support the case and perhaps a case to the Government for better funding.

**RESOLVED, that the Mental Health Strategy Update, be noted.**

#### **HAC-8     Crisis Interventions in the Community: Calm Cafes**

Ms Wain, Commissioning Specialist – Mental Health, delivered a presentation to the Committee, which provided details of calm cafes, that offered safe places for advice and guidance. She said that these had been created through a one team, partnership approach, which included Social Work and Telford Mind as constant partners.

Ms Wain said that the NHS funded cafes were open and accessible to those who needed wrap around support within community locations and that the aim of cafes was to reduce demand on statutory services. She was pleased to announce that some new cafes, specifically for 18- to 25-year-olds, were launching soon in Dawley and Meeting Point House.

The timetable of calm cafes in Telford and Wrekin and the summary of demographics in terms of their use, were noted.

Members were invited to attend one of the cafes to see the impact these were having in the local community and to receive any feedback from Members.

It was acknowledged that the cafes provided tremendous support and comfort to those who attended. If asked whether Town and Parish Council's within the borough were aware of the cafes and or promoted them, officers advised that the Council had a good relationship with the borough's Town and Parish Councils but would look to reach out to them to see if they promoted the cafes.

**RESOLVED, that the presentation, be noted.**

#### **HAC-9     Telford & Wrekin Veterans Health and Wellbeing Survey**

The Committee welcomed Simon Fogell, Chief Executive of Healthwatch Telford and Wrekin to the meeting.

Mr. Fogell delivered a presentation, which provided an update from Healthwatch Telford and Wrekin on the findings of the recent Veterans' Health and Well-being Survey.

Members raised the following points during discussion:

- The Chair said that he was a veteran, as was his brother, both of whom did not get treated any differently. He said that his brother was now blind, and that he took his brother to all his appointments etc. but no long-term support was looked into.
- Consideration should also include support to those veterans who worked with the army but not in the army.
- The Committee would like to bring this matter back for further discussion.

**RESOLVED that the presentation, be noted.**

#### **HAC-10     Chair's Update**

The Chair announced that an additional meeting of the Committee was scheduled for Thursday 11 December at 2pm and that a formal invitation would follow in due course.

The meeting ended at 4.00 pm

**Chairman:** .....

**Date:**            Thursday 11 December 2025





Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

## Borough of Telford and Wrekin

### Health Scrutiny Committee

11 December 2025

#### Adult Social Care CQC Continuous Improvement Plan Update

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<b>Cabinet Member:</b>	Cllr Kelly Middleton - Cabinet Member: Public Health & Healthier Communities, Cllr Paul Watling - Cabinet Member: Adult Social Care & Health
<b>Lead Director:</b>	Felicity Mercer - Executive Director: Adult Social Care, Housing & Customer Services
<b>Service Area:</b>	Adult Social Care
<b>Report Author:</b>	Sarah Downes – Group Manager, Making Prevention Real Clare Hall-Salter - Service Delivery Manager: Assurance, Transformation and Financial Management
<b>Officer Contact Details:</b>	<b>Tel:</b> 01952 380599 <b>Email:</b> clare.hall-salter@telford.gov.uk
<b>Wards Affected:</b>	All Wards
<b>Key Decision:</b>	Not Key Decision
<b>Forward Plan:</b>	Not Applicable
<b>Report considered by:</b>	SMT 25/11/2025 Health Scrutiny Committee – 11 December 2025

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#### 1.0 Recommendations for decision/noting

It is recommended that Health Scrutiny Committee:

- 1.1 Notes the positive outcome of the Care Quality Committee (“CQC”) inspection that was carried out in 2024;
- 1.2 Notes the progress made by Adult Social Care in delivering the improvement actions within the CQC Improvement Action Plan as outlined below and in **Appendix A**.

- 1.3 Considers undertaking a review into supported employment opportunities for people with learning disabilities in the Borough.

## 2.0 Purpose of Report

- 2.1 The purpose of this report is to remind Health Scrutiny Committee members of the good CQC inspection result, the actions arising from that inspection and highlights the areas of progress against those actions reporting on the impact this is making on people with care and support needs and their carers in Telford and Wrekin. The report also gives an update on the National CQC Inspection programme.
- 2.2 Attached at **Appendix A** is the Action Plan that was created to address recommendations made by CQC updated to reflect progress against those actions.

## 3.0 Background

- 3.1 In 2024, the Care Quality Commission ("CQC") undertook their assessment of Telford & Wrekin Council's ability to meet its Adult Social Care duties under Part 1 of the Care Act, for people accessing care and support.
- 3.2 The overall findings of the assessment judged the Council's ability to meet these duties as '**GOOD**'. The report was published on 15 November 2024 and a copy can be found [here](#).
- 3.3 The report highlighted a number of areas of good practice, including
- "Assessments were conducted professionally, using strength-based approaches and focused on whole-family support to ensure people could live at home for longer."
  - "Strong partnership working."
  - "Innovative approaches to coproduction, engagement, and inclusion, were embedded in local authority processes. These were supported by the strategic board structures and staff culture."
  - "Strong leadership and a culture of transparency and learning."
- 3.4 The inspection regime includes provision for CQC to make recommendations that would result in even better outcomes. The action plan, setting out the actions to respond to those recommendations was published **in February 2025**. Since that date, work has been ongoing to implement the identified actions and this report provides an opportunity for Health Scrutiny members to receive an update on the progress made to date in this regard.

## 4.0 Update

The majority of the focussed actions for improvement have been completed, with the remainder in progress. **Appendix A** includes feedback from people with care and support needs, carers, staff, and partners, highlighting improvements in service delivery, communication, and outcomes. Key areas include:

- 4.1.1 **Carers' Strategy** – the actions contained in the All-Age Carers' Strategy 2024-2029 continue to be implemented and overseen by the Carers' Partnership Board. Of particular note is the refreshed Carers' Offer with an enhanced wellbeing offer for carers including a renewed focus on referring carers into the Healthy Lifestyles Service, a free and confidential service which supports residents to make changes to their mental, physical, and emotional wellbeing. In addition the All Age Carers' Centre now has an active weekly hospital presence and a referral pathway for carers has also been developed. The Council is currently in the process of commissioning Carers' Card UK (a comprehensive benefits offer for unpaid carers in Telford) and the Bi-Annual National NHS Digital Carers' Survey is currently underway (results due April 2026). Carers locally report feeling supported and informed, with positive feedback about services.
- 4.1.2 **Care Provider Market** – the Joint Market Position Statement 2025–2029, co-produced with stakeholders, was launched in Summer 2025 and is now being implemented.
- 4.1.3 **Co-production with Experts by Experience**– the structure of the Making It Real Board has been reviewed and new experts by experience recruited. A new group for people with physical and sensory disabilities has been launched; the Safeguarding Lived Experience Group is in place and is shaping the work of the Safeguarding Adult Board; and there is continued engagement with seldom heard groups to shape services. Positive feedback from experts by experience about their involvement in the groups and their impact continues to be received.
- 4.1.4 **Translation Services** – Adult Social Care continues to see increased use of translation services. In addition, there is ongoing development of digital tools, regular communications to staff and positive feedback from individuals about improved access and support.
- 4.1.5 **Staff Training** – training for Safeguarding, Mental Capacity Act and Deprivation of Liberty Safeguards have been reviewed and refreshed for all Adult Social Care staff.
- 4.1.6 **Care Act Assessment and Review Waiting Times** - waiting times for assessments and reviews continue to improve despite the increased demand for long-term care this year compared to 2024/25. This remains a continued focus for the service in order to improve people's experiences and outcomes. People who make contact with Adult Social Care continue to be triaged and prioritised by risk, with additional hub locations now live to meet demand.
- 4.1.7 **Occupational Therapy (OT) Service** – a service review has been completed, with assessment waiting times reducing and improved Disabled Facilities Grant (DFG) processes in place resulting in positive feedback from people regarding prompt support and helpful advice.
- 4.1.8 **Equipment Service** – the jointly commissioned service with Shropshire Council and the Shropshire, Telford and Wrekin Integrated Care Board continues with 99% of urgent equipment requests delivered within 24 hours.

4.1.9 **Direct Payments (DP)** - uptake continues to increase for both people who use services and carers. In addition there has been increased positive feedback from users and staff about the Direct Payments process and support.

4.1.10 **Supported Paid Employment Opportunities for people with learning disabilities** – the aim to expand the number of opportunities continues to be challenging. Although the Government's Connect to Work Programme has commenced in Telford and Wrekin it will take time for it to impact locally and enable more people with learning disabilities to access employment. It is proposed that as an outcome of the progress update presented to the Telford and Wrekin Health Scrutiny Committee that the Committee considers a review into supported employment opportunities for people with learning disabilities in Telford & Wrekin to identify how organisations across Telford & Wrekin could support this work.

## 5.0 Feedback about the difference the improvements have made

"I recently completed a visit to a gentleman who does not speak English. I was supported in the visit by an interpreter who really helped throughout the discussion and it gave the gentleman the opportunity to give his views, wishes and feelings. The gentleman has a diagnosis of dementia and experienced difficulties with regards to capacity, understanding some questions and giving appropriate responses; the interpreter was really patient with him and had a lovely approach and manner. It was a really positive experience for all involved."

"I just wanted to write to thank you and the team involved for everything that has been done to help me, and so promptly since our appointment with you to discuss my mobility and general aging problems. To be able to look at and try out bathroom aids was so interesting and helpful, and I did not want to lose the access to a bath. The aids decided on were delivered without delay by Medequip after being sanctioned, ie the bath cushion, bath step, perching stool, and toilet rail. The instructions for use were delivered to us at the door a few days afterwards by a Medequip driver. One hour after the arrival of above equipment, M from OTRehab/Community Enablement arrived to assess the type of walker required. She very kindly adjusted the height of perching stool, and toilet rail, and put the latter in situ. She returned one week later to deliver and demonstrate the walker to me, as she wanted me to have it as soon as possible. She thinks it will be helpful to use, when I am going out into town, and it certainly is.

R from Telford & Wrekin Council came out early this week to fix me some grab rails. He was very kind and patient, and anxious that I should take my time and have them positioned in exactly the most helpful spot and height for me. He also proposed a rail instead of a grab thing to get outside from the conservatory to the patio. This is wonderful and is going to be a great asset.

I am feeling very pleased and grateful with what has been done to assist in my everyday living and make life easier for us both. X has taken your kind advice and registered himself as a carer. Your detailed questions helped us to become more aware of how much he actually does to help me! So thank you very much.

“My experience with Adult Social Care has been excellent. The response and care has been 1st class and I feel very fortunate to have so much support. I work in Health & Social Care and this experience has prompted me to encourage others to access their local carers support.

We would like to say thank you to everyone who has helped us over the last 3-4 months.”

“We would like to say thank you for all your help and suggestions the other day and how useful the Telford and Wrekin Virtual House was. The House enabled us to have some ideas on what might be helpful to both of us, so that when we met you, we understood the items you suggested and were able to show us. The House clearly explained how the items shown might make life easier as we grow older!! Moving around the Virtual House was extremely easy, even for someone not at home with computer technology. Since our meeting we have purchased a number of these items which are either in use or ready for when we need them.”

## **6.0 Next Step Key Actions**

- 6.1 Focus on further improving the local Direct Payment offer working in partnership with experts by their experience and appropriate organisations.
- 6.2 Subject to consideration by the Committee to work with them, alongside internal and external partners to review and improve the local Supported Employment Offer for people with disabilities and supporting them into paid employment.
- 6.3 Implementation of the Making Prevention Real programme which focuses on preventing, reducing and delaying people’s needs for formal care and support and enabling people to maximise their independence. The programme’s priorities include: proactive prevention, enablement, targeted reviews and strategic commissioning.

## **7.0 CQC National Picture update**

- 7.1 CQC is currently assessing 153 local authorities to baseline how well they are meeting their adult social care duties under Part 1 of the Care Act 2014. This is due to conclude in 2026, with all on-site assessment activity due to be completed by end of December 2025.
- 7.2 Of the 88 reports published to date:
  - 3 - outstanding

- 58 - good
- 25 - requires improvement
- 2 - inadequate

7.3 CQC have been seeking feedback from all local authorities who have had an assessment to inform the future assessment process. The local authority feedback has highlighted a need for additional guidance/clarity/improvements on the information returns, processes for evidence gathering, use of data, consistency in reports, calculations of scores, factual accuracy and length of time of the assessment process.

7.4 The emerging improvement themes CQC are reporting nationally include:

•More support for unpaid carers is needed	Equity of experiences scoring consistently low in assessments	•Challenge of reducing waiting lists while maintaining quality and risk oversight	•Increased emphasis needed in supporting prevention and working with providers to shift to outcome-based commissioning
•Data is used inconsistently making it harder to plan and monitor services and measure outcomes.	•Transitions for young people becoming adults is an area of challenge	•Inconsistent practice in safeguarding	•Increasing reliance on voluntary sector around prevention and better outcomes where there is strong partnership working

7.5 CQC is currently developing its future approach to local authority re-assessments which is expected to start after April 2026. They have already shared their emerging thinking which includes:

- The next phase of the assessment approach to be more flexible.
- To not be repeating the current approach of baseline assessments for all Local Authorities.
- Awareness that process takes too long from the first notification to the site visits to the publication of the reports.
- Strengthening the voice of carers and people's experience and outcomes in the next phase.
- The approach will be informed by learning from baselining, feedback from people and stakeholders, the Secretary of State's emerging priorities for the sector and CQC's understanding of best practice

7.6 The new approach will be signed off by the Secretary of State, and following approval, CQC will share more details on what their ongoing programme of local authority assessments will be.

7.7 To support future assessments of local authorities, CQC are looking to introduce and use rating characteristics. These will suggest what care and support, and governance and leadership might look like for each quality statement across each rating in the assessment framework. The ratings characteristics are an opportunity to set clear expectations about the importance of people's experience and outcomes, building on learning from CQC's baseline assessments. CQC are

currently consulting on this, with a closing date of 9 December 2025 and more information on the consultation can be found on their [online consultation platform](#). Telford & Wrekin Council are working with ADASS West Midlands to respond to the consultation.

### **8.0 Alternative Options**

- 8.1 There are no alternative options.

### **9.0 Key Risks**

- 9.1 The CQC report assesses Telford and Wrekin Council's ability to meet its Part 1 Care Act duties for people accessing care and support as 'GOOD' which provides assurances that the Council's services are performing well and meeting CQC's expectations.
- 9.2 The development and implementation of the action plan further strengthens the delivery of the Council's duties. Were the action plan not to be implemented this would hinder the ability of the council to continue to improve and refine the services it delivers to its residents.

### **10.0 Council Priorities**

- 10.1 The CQC report and subsequent continuous improvement action plan aligns with the council's priorities. Particularly when considering 'Every child, young person and adult lives well in their community' and 'all neighbourhoods are a great place to live'.

### **11.0 Financial Implications**

- 11.1 There are a number of actions summarised within the continuous improvement action plan in Appendix A. These will either be delivered within existing resources or where additional funding is required this will be subject to consideration through the Council's existing governance processes.

### **12.0 Legal and HR Implications**

- 12.1 The CQC assessment framework assesses local authorities against their duties under the Care Act 2014, identified within the Care and Support Statutory Guidance and detailed within The Health and Social Care Act 2008 (Regulated Care Functions) Regulations 2023.

### **13.0 Ward Implications**

- 13.1 The continuous improvement action plan will have a borough-wide impact for all adults living within Telford and Wrekin with care and support needs.

### **14.0 Health, Social and Economic Implications**



- 14.1 There are no negative health, social or economic implications arising from the continuous improvement action plan. The CQC report assesses the Council's ability to meet its Part 1 Care Act duties for people accessing care and support as 'GOOD'.
- 14.2 The council will continue to, as part of its Care Act duties, promote an individual's wellbeing, provide information and advice and promote the integration of care and support. The continuous improvement action plan provides an opportunity to further improve people's wellbeing and independence and to reduce health and care inequalities.

## **15.0 Equality and Diversity Implications**

- 15.1 The Council, in particular Adult Social Care, continues to work in partnership with people with care and support needs, carers and wider family in a respectful, sensitive and transparent way. Recognising that individuals each have their own needs and by working with people in a collaborative way is more likely to lead to improved outcomes for them.

## **16.0 Climate Change, Biodiversity and Environmental Implications**

- 16.1 There are no climate change or environmental implications because of the action plan.

## **17.0 Background Papers**

- 1 Health Scrutiny Committee – 06.03.2025

## **18.0 Appendices**

- A Adult Social Care's Care Quality Commission  
(CQC) Assessment Summary Continuous Improvement Action Plan

## **19.0 Report Sign Off**

<b>Signed off by</b>	<b>Date sent</b>	<b>Date signed off</b>	<b>Initials</b>
Legal	27/11/2025	01/12/2025	ON
Finance	27/11/2025	01/12/2025	RP / TD
Director	27/11/2025	01/12/2025	FM

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# Telford & Wrekin Council Adult Social Care Care Quality Commission (CQC) Assessment Summary Continuous Improvement Action Plan November 2024 – March 2026 (updated October 2025)



Protect, care and invest  
to create a better borough

This summary action plan brings together areas highlighted within the Care Quality Commission's Assessment of Telford & Wrekin Council's ability to deliver it's Part 1 Care Act Duties – rated 'GOOD'.

## Theme 1: Working with People

Ref	Summary Action	Date due	Progress updates - improvements already made
1.1	Focus on Direct Payments (DP)	Annual outturn 2024/25 and 2025/26	<p>Improvement Action plan in progress and utilisation of Direct Payments increasing across people in receipt of care and carers.</p> <p>Feedback from people and carers receiving a service has included:</p> <p><i>"Thank you for your help, last week was so uplifting, I feel now X is able to go out we are getting him back as we lost him for a little while, I can't quite believe how nice last week was and to have his PA has been brilliant and taken some pressure off me"</i></p> <p><i>"I am extremely grateful to you for your prompt and helpful emails. Dare I say that TWC should clone you so all staff are as amazing as you."</i></p> <p>Feedback from staff:</p> <p><i>"A massive thank you to A for supporting me with setting a direct payment as a complete beginner. A has taken the time to explain processes and in a way that I can make sense of things. A has made me feel very comfortable to approach her as she is very polite and with her support, I have developed my knowledge with direct payment set ups, how certain things are paid and who to such insurance, payroll, PA holiday entitlement, tax and national insurance."</i></p>
1.2	Provide refresher training for frontline staff on: <ul style="list-style-type: none"> <li>Mental Capacity Act (MCA)</li> </ul>	Sept 2025	<p>Training for DoLS and MCA is in place for all ASC staff and monitored through the ASC Assurance Board. This has been further expanded to developing joint MCA training across adults and children's services along with workshops for newly qualified Social Workers. 6 members of staff have also completed their Best Interest Assessor Training (BIA) in 2025. This is intensive training, that equips experienced social care professionals with the necessary skills to carry out BIA assessments under the Mental Capacity Act.</p>

	<ul style="list-style-type: none"> <li>Deprivation of Liberty Safeguards (DoLS)</li> </ul> <p>(N/B also referred to within Theme 3)</p>		<p>All MCA resources have been reviewed and updated.</p> <p>The team continues to raise awareness and support ongoing development of MCA / DoLS through well attended monthly drop-in support sessions, attendance at Peer Reviews and regular communications.</p>
1.3	Continue to manage and prioritise risks associated with waiting times and waiting lists for care act assessments.	Annual outturn 2024/25 and 2025/26	<p>All contacts continue to be triaged and prioritised according to risk. Limited waiting lists in place. Appointments in the community (hubs) are offered for all people as appropriate and additional hub locations are in place to provide additional capacity to meet demand.</p> <p>Waiting times for assessments and reviews continue to improve despite the increased demand for long-term care this year compared to 2024/25.</p> <p>Feedback from people:  <i>"I contacted family connect as ... it was easy they called back and every part of care needs fall in place."</i></p>
1.4	Review the Occupational Therapy (OT) Service, including waiting time for assessments and Disabled Facilities Grants (DFGs)	Annual outturn 2024/25 and 2025/26	<p>The OT service review and associated action plan has been completed.</p> <p>People continue to be offered a booked appointment for hybrid assessments (Occupational Therapy Assessment / Care Act Assessment / Carers Assessment) with a view to this taking place within 2 weeks of referral at a time, in a location that meets the person's needs.</p> <p>The DFG process has been reviewed and changes made to improve efficiency. Further work is underway with experts by experience to ensure the information about Disabled Facilities Grants is accessible (including development of a leaflet).</p> <p>Feedback from people:  <i>"I just wanted to write to thank you and team involved for everything that has been done to help me, and so promptly since our appointment with you to discuss my mobility and general aging problems. To be able to look at and try out bathroom aids was so interesting and helpful, and I did not want to lose the access to a bath... R from Telford &amp; Wrekin Council came out early this week to fix me some grab rails. He was very kind and patient, and anxious that I should take my time and have them positioned in exactly the most helpful spot and height for me. He also proposed a rail instead of a grab thing to get outside from the conservatory to the patio. This is wonderful and is going to be a great asset."</i></p>

			<p><i>I am feeling very pleased and grateful with what has been done to assist in my everyday living and make life easier for us both. X has taken your kind advice and registered himself as a carer. Your detailed questions helped us to become more aware of how much he actually does to help me! So thank you very much.</i></p> <p><i>We have much appreciated everything that has been put in place to help us in the home. Finally, the information on telecare and list of clubs and activities sent in the post are going to be very useful."</i></p> <p><i>"Thank you so much K for your support and invaluable advice. Both you and your colleague were fantastic yesterday. We thank you for sharing your knowledge of the range of devices. We are particularly enormously grateful for helping our mum feel so comfortable during her assessment and for giving my sister and I 'hope' that communication may become a little easier."</i></p>
1.5	Review commissioned equipment service	Mar 2025	<p>The partnership between Telford &amp; Wrekin Council, Shropshire Council and Shropshire, Telford and Wrekin Integrated Care Board remains in place and continues to robustly manage the contract and oversight of the Integrated Community Equipment Loan Service (ICELS) delivered by Medequip. 99% of urgent equipment requests are delivered within 24 hours.</p> <p>Feedback from people:</p> <p><i>"The aids decided on were delivered without delay by Medequip after being sanctioned, ie the bath cushion, bath step, perching stool, and toilet rail. The instructions for use were delivered to us at the door a few days afterwards by a Medequip driver. One hour after the arrival of above equipment, M from OTRehab/ Community Enablement arrived to assess the type of walker required. She very kindly adjusted the height of perching stool, and toilet rail, and put the latter in situ. She returned one week later to deliver and demonstrate the walker to me, as she wanted me to have it as soon as possible. She thinks it will be helpful to use, when I am going out into town, and it certainly is."</i></p>
1.6	Continued focus on unpaid carers	Dec 2024	<p>The all All-Age Carers' Strategy continues to be implemented and overseen by the Carers' Partnership Board. Of particular note</p> <ul style="list-style-type: none"> <li>• Refreshed the Carers' offer including enhanced wellbeing for carers i.e. linking into Healthy Lifestyle teams to refer carers to support with their wellbeing. Social Workers and Adult Practitioners now refer carers into the Healthy Lifestyles service to support residents to make a change to their mental, physical and emotional wellbeing in a free</li> </ul>

			<p>and confidential service. Supporting individuals to improve the way they want to live their lives in personalised one to one sessions.</p> <ul style="list-style-type: none"> <li>• The All Age Carers' Centre now has an active weekly Hospital Presence - A referral pathway for carers has also been developed</li> <li>• Consultation with the Carers' Partnership Board to review the Carers' Wellbeing Guide. All carers agreed there was sufficient information included in the guide to support carers. A review of the web pages is also underway.</li> <li>• E-Newsletter has been developed for carers by the Carers' Centre to support carers to feel less isolated and more connected</li> <li>• Carers' Card UK is currently in the process of commissioning a comprehensive benefits offer for unpaid carers in Telford and Wrekin. The aim is to support carers in their roles by improving access to financial benefits, wellbeing resources, and emergency support, while ensuring the solution is cost-effective, inclusive, and locally relevant.</li> </ul> <p>The Biannual NHS Digital Carers' Survey is currently being undertaken (closes 30 November 2025) with initial results available in April 2026. Borough wide communications alongside targeted communications continue to take place to increase take up.</p> <p>Feedback from carers received:</p> <p><i>"The team were there for my family and me every step of the way for my mother's care."</i></p> <p><i>"D made me aware of the importance of my role as a carer and of many helpful facts and sources/resources available, of which I have to say completely flabbergasted me. This lady also followed up with a phone call, to tell me of her success with help she has sorted for me... On a scale of 1-10?? 10* All the Way."</i></p> <p><i>"They were very complimentary about the support you have offered them during a recent carer assessment. They said that they felt much happier with life at home and that like a "weight had been taken off their shoulders", and they are very grateful for the support you have offered."</i></p> <p><i>"My experience with Adult Social Care has been excellent. The response and care has been 1st class and I feel very fortunate to have so much support. I work in Health &amp; Social care and this experience has prompted me to encourage others to access their local carers support. We would like to say thank you to everyone who has helped us over the last 3-4 months."</i></p>
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1.7	Further development of the care provider market  <i>(N/B also referred to within Theme 2)</i>	June 2025	A Joint Market Position Statement 2025-2029 for Adult Social Care in Telford and Wrekin is in place and continues to be implemented: <a href="https://www.telford.gov.uk/media/5pip1gey/telford-and-wrekin-adult-social-care-market-position-statement-2025-2029.pdf">https://www.telford.gov.uk/media/5pip1gey/telford-and-wrekin-adult-social-care-market-position-statement-2025-2029.pdf</a>
1.8	Continue to support and develop the Making It Real Board and associated Partnership Boards, ensuring diverse membership which reflects the local population and includes opportunities for seldom heard groups to engage.	Sept 2025	<p>The Making It Real Board's (MIRB) structure has been reviewed and changes implemented during Summer 2025. New experts by experience have been recruited across the range of diverse groups. A new group for people with physical and sensory disabilities has been launched which is reflective of the needs of the local population.</p> <p>Work continues across all groups and ASC activity to further engage people from seldom heard groups and enable them to have the opportunity to shape ASC services.</p> <p>Feedback from experts included:  <i>"I really appreciate how open you've been to feedback, and it's great to hear you're already reshaping the flyer with crisis-first framing and broader veteran support"</i>  <i>"I'm grateful to have the opportunity to work with you and help"</i></p> <p>More details on "Getting Involved in Adult Social Care" are available here: <a href="https://www.telford.gov.uk/adult-social-care/get-involved-in-adult-social-care/">https://www.telford.gov.uk/adult-social-care/get-involved-in-adult-social-care/</a></p>
1.9	Promote further use of translation opportunities for people who do not speak English as a first language and increase promotion as appropriate.	Mar 2025	<p>Promotion of the services available completed through ASC Communication Sessions and staff forum, including examples from staff about how using the service to support their assessments and planning with the person has made a difference their lives and how to access/refer to the service.</p> <p>Adult Social Care continues to see increased use of translation services. In addition, there is ongoing development of digital tools, regular communications to staff and positive feedback from individuals about improved access and support.</p> <p>Feedback from people:  <i>"Thank you so much for all of your help yesterday and for the information outlined below. It was a very productive and positive meeting and gave X reassurance that there is help and support available. She had a good meeting with Y at the Deaf Support group yesterday and was able to reconnect with a few other members that she knew!. Thanks again for all your help, advice and patience!"</i></p>

			<p><i>"I recently completed a visit to a gentleman who does not speak English. I was supported in the visit by an Interpreter who really helped throughout the discussion and it gave the gentleman the opportunity to give his views, wishes and feelings. The gentleman has a diagnosis of dementia and experienced difficulties with regards to capacity, understanding some questions and giving appropriate responses; the interpreter was really patient with him and had a lovely approach and manner. It was a really positive experience for all involved."</i></p>
1.10	Continue to promote the Independent Living Centre (ILC) and associated services	April 2025	<p>The ILC remains extremely well utilised by ASC. The ILC's approach, in particular for being a venue for booked assessment appointments, has been incredibly successful. Due to this a second assessment location has been launched (Nov 2025) which will enable more people to be seen and assessed.</p> <p>The ILC communications campaign has been refreshed taking into account the feedback from experts by experience and CQC, alongside new videos and testimonials. This approach has been well received by residents especially through social media with comments including <i>"I have spoken to Jason (one of the experts by experience in the videos) many times, a very nice young gentleman"</i> and <i>"I might pop in because I keep falling over all the time"</i>.</p> <p>Feedback from people attending the ILC remains positive with some examples including:</p> <p><i>"Mr B called into the ILC today for Loan Store contact details, while he was here, he wished to share how pleased he and his wife have been with the service they have had from the ILC. He particularly wished to compliment Karen as 'she was professional and knew everything'."</i></p> <p><i>"We would like to say thank you for all your help and suggestions the other day and how useful the Telford and Wrekin Virtual House was. The House enabled us to have some ideas on what might be helpful to both of us, so that when we met you we understood the items you suggested and were able to show us. The House clearly explained how the items shown might make life easier as we grow older!! Moving around the Virtual House was extremely easy, even for someone not at home with computer technology. Since our meeting we have purchased a number of these items which are either in use or ready for when we need them."</i></p>



## Theme 2: Providing support

Ref	Summary Action	Date due	Status: what is the progress on the action?
2.1	Development of new Commissioning Strategy	Sept 2025	<p>The Joint Market Position Statement and Specialist Commissioning Strategies are in place. In addition, strategic working groups have been established to identify and plan for specialist housing and transport needs, aligned with specific commissioning strategies and change in practice. Monthly ASC Commissioning &amp; Market Oversight group in place to drive forward commissioning activity and intentions.</p> <p>There are continued links with Integrated Care Board to review our approach to commissioning across the wider health and care system</p>
2.2	Review of respite provision	June 2025	<p>In addition to the reviews and subsequent improvements made through the implementation of the Learning Disability, Autism, Carers' and Ageing Well Strategies a co-production workshop was held in the Summer 2025 with Providers, Social Care, Lived Experience Members and Parent/Carers helping to shape the future of respite including planned/overnight care. Following these further changes are being implemented:</p> <ul style="list-style-type: none"> <li>• Pilot commenced offering supported living for respites, supporting people with complex / challenging behaviour</li> <li>• Learning Disabilities and Autism Care Navigators are in post and are helping to support individuals arrange funding through Direct Payments and access to day opportunities.</li> <li>• A new procurement care provider framework is being established, which will have an additional lot for the delivery of day opportunities. This will further improve the respite offer and governance oversight.</li> <li>• Dedicated staff, integrated across the Borough within Family Hubs, ILC and Live Well Hubs, continue to offer information, advice and guidance on respite opportunities and signposting to local services.</li> </ul> <p>Feedback from carers:</p> <p><i>"We don't have the words to say how much the 8 nights over the year, how they have been of such benefit to us all and X. These are our last 3 nights away, even good weather, walks, the quietness, and tranquillity, being able to be ourselves with taking the items with us, so that all of us can enjoy the time. Just want to say, thank you so very much from both ourselves, and X, we are very thankful to have enjoyed and most importantly the respite that really has been needed. It has helped so much in our home life as well, with A, B, and C to have their own time, to do what they have wanted and the respite that they have been able to have themselves. Just a few photos from our time</i></p>

			<i>away, really thank you so, so much, it really does and has made so much difference in us being able to manage our needs, and positivity, journaling and reflection really does show, how much a difference it really has made to us all."</i>
2.3	Review of enablement bed commissioning	March 2025	<p>Recommissioning of community enablement offer has now concluded and the new offer has commenced.</p> <p>This continues to be an area of focus for ASC due to the number of people needing enablement from hospital. Focus remains on supporting people into home care enablement rather than bed based as this improves people's outcomes and has the potential to delay or reduce the need for long term care provisions.</p>
2.4	Continue to develop the supported paid employment opportunities available for people with eligible care and support needs, including those with learning disabilities	Annual outturn 2024/25 and 2025/26	<p>The proportion of people with LD in paid employment has remained low, however the Government's Connect to Work programme has now in Telford and Wrekin through a jointly commissioned service with Shropshire and Herefordshire. One of the areas currently being explored is further improving the opportunity of people with learning disabilities, and other disabilities, to access this offer and be supported into employment.</p> <p>In addition, to the Connect to Work programme, we are also keen to look at how we could encourage organisations and employers across T&amp;W to offer more opportunities.</p>

### Theme 3: Ensuring safety within the system

Ref	Action	Date due	Status: what is the progress on the action?
3.1	Continue to further develop the transition process for people moving into adult social care from children's services with reference to improved communication, housing decisions and reducing delays.	March 2025	<p>It remains standard procedure for multi-agency referrals into adult services from the age of 14 to enable planned transitions. Improved planning continues between ASC, housing and commissioning to develop services and future proof care delivery through regular meetings. This is also linked to the Market Position Statement implementation.</p> <p>Carers' assessments continue to be completed for carers of children over the age of 14 to further understand the carer's needs and support them through the transition process alongside the young person.</p> <p>Feedback from partners:</p>

			<i>"I just wanted to send a quick email to thank you all for all your support last night (to deliver a transition event for Education and Skills Service). I really do appreciate it and without this these events for would not be able to take place."</i>
3.2	Telford and Wrekin Safeguarding Adult Board (TWSAB) to set up an Experts by Experience group to help further embed co-production in safeguarding and Making Safeguarding Personal.	Feb 2025	<p>A TWSAB Lived Experience, Communication and Engagement Sub-Group has been set up and is led by an Expert by Experience with the aim of further enhancing the approach to Making Safeguarding Personal.</p> <p>The experts by experience have co-produced the SAB Living Strategic Plan and continue to shape its implementation. The experts by experience are currently re-designing the SAB's website and leaflets to ensure it meets the needs of residents.</p>
3.3	Telford and Wrekin Safeguarding Board, alongside the Principal Social Worker, to review the Safeguarding Training programme for all staff within Adult Social Care	June 2025	The Safeguarding Training programme for all staff has been reviewed, alongside the essential learning e-learning course which is part of the Council's Essential Learning Programme.
3.4	Principal Social Worker alongside the Safeguarding Lead to review and further embed the Safeguarding Audit process within the Adult Social Care Quality Assurance Activity.	March 2025	<p>A specific case file audit tool and process is in place for safeguarding.</p> <p>All audits have been rated as good with auditors noting the following examples of good practice:</p> <p><i>"The person was at the centre of the enquiry"</i></p> <p><i>"The person and advocate were included in the Enquiry and their views and wishes are central to it"</i></p> <p><i>"The Enquiry addressed the concern and risks; outcome and actions were clear to manage any ongoing risk and the individual has been included in the Enquiry with views and wishes expressed."</i></p>
3.5	Principal Social Worker alongside the Safeguarding Lead to review and further	March 2025	A specific feedback form for people and carers who have experienced the Safeguarding Process is in place.

	embed the Safeguarding Feedback form process within the Adult Social Care Quality Assurance Activity.		<p>Overall satisfaction score from feedback forms as at end of October 2025 is 100% rated as Outstanding.</p> <p>Feedback from people and families:  <i>"Since P has been involved, we have had safeguarding issues and meetings, X's dementia progressing and portraying violent and aggressive behaviours, moves from residential to nursing to EMI, funding and finance issues. P has explained and talked us through every single step of the way, always supporting not only X but the family. P is a true professional and always sticks to her word if she says she will do something she does, if she says she will call she does, her communication is second to none."</i></p> <p>Feedback from partners:  <i>"I would like to take this opportunity to thank you for the robust investigation that you have undertaken, the detailed Sec 42 report with pictures of the injury and the person-centred approach taken, by working with Mr X's mother/advocate to ensure he was centre to your investigation. From my experience this is a good example of a proportionate, person centred and well documented Sec 42 enquiry and I would like this to be noted and if you are happy, to be shared with you line management as a good piece of work."</i></p>
3.6	<p>Focus on Deprivation of Liberty Safeguards (DoLS)</p> <p><i>(N/B also referred to within Theme1)</i></p>	April 2025	<p>Demand for DoLS assessments continues to increase. The DoLS action plan has been completed and the refreshed DoLS team structure is now in place with a dedicated DoLS Lead and 3 full time Best Interest Assessors. There are also 12 social workers who are qualified Best Interest Assessors who support the DoLS service completing assessment as part of the DoLS rota. There is a rolling program to support Social Workers to undertake the BIA qualification each year with 2 placements secured.</p> <p>The DoLS forms have been reviewed, updated and implemented and are helping to streamline the process. A strategic oversight meeting is now in place to look specifically at children preparing for adulthood and their DoLS needs at the earliest stage.</p> <p>Waiting times for new DoLS and review DoLS have reduced significantly</p> <p>Feedback from partners and people:  <i>"The manager at xxx on Tuesday, provided positive feedback about the improvement in the time delays between when they send the DoLS referrals and the assessments being done."</i></p>

3.7	Focus on Mental Capacity Act (MCA) assessments and Court of Protection actions to address any inconsistencies in application  <i>(N/B also referred to within Theme1)</i>	April 2025	MCA action plan completed. Legal Gateway meetings remain in place and ensure prioritisation of Community DoLS. Quality assurance processes have been reviewed to ensure MCA's are completed throughout the person's journey as required.  Mental Capacity monthly staff forums continue and are well attended. Topics covered in sessions included consent and when to complete an MCA assessment, Benefits and Burdens – balance sheet approach, How to identify a DOLS and how to respond and learning from Safeguarding Adult Reviews in relation to MCA.
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#### Theme 4: Leadership

Ref	Action	Date due	Status: what is the progress on the action?
4.1	Embed recent team structural changes and continue to monitor impact on consistent practice and approaches – link to Prevention/Early Intervention approach.	June 2025	<p>1<sup>st</sup> September 2024 the Adult Social Care Community Specialist East and West Teams changed how they operate and transitioned into two new teams: Early Intervention and Prevention Team and Ongoing Assessment and Reassessment. This structure change has continued to see positive outcomes for people and feedback from people and their carers continues to be positive with compliments for both new teams continuing to rise.</p> <p>Standalone Principal Social Worker and Principal Occupational Therapist positions now permanent.</p> <p>Feedback from people and carers:</p> <p><i>"I'm left feeling positive about my future and can finally access the world outside again."</i></p> <p><i>"I received assistance as soon as I requested it... only had to wait a few days."</i></p> <p><i>"S completely understood how important it was for me to maintain my independence."</i></p> <p><i>"T was allocated and everything changed... helped my Mom settle into her forever home."</i></p> <p><i>"Thank you for your help, last week was so uplifting, I feel now D is able to go out we are getting him back as we lost him for a little while, I can't quite believe how nice last week was and to have his PA has been brilliant and taken some pressure off me."</i></p> <p>Feedback from staff:</p> <p><i>"Workloads are a lot more manageable and lends time to longer pieces of work which we are now having to do more often, able to have more of a person-centred approach, build those relationships. Duty overall is a lot more manageable. This is the best the teams have worked since I have been at T&amp;WC"</i></p>

			<p><i>"I don't feel as stressed as I did"</i>  <i>"It's made it simpler from Family Connect and ensuring people are directed to the right team quickly".</i></p> <p>Within the last 9 months, prevention has become a key focus nationally through the NHS's 10 Year Plan and its remodelling of the Integrated Care Board's roles and responsibilities. Whilst prevention is a key Adult Social Care responsibility, it is acknowledged that it spans all organisations working within Telford and Wrekin. With that in mind, developing a place-based Prevention Strategy was put on hold whilst the NHS remodelling was completed. This is due for completion by end of 25/26 and the aim is that this piece of work is re-instigated at that point bringing together all of the elements simultaneously for the benefit of our residents. Whilst the strategic piece is on hold, in Adult Social Care specific work continues to prevent, delay and reduce people's needs for formal social care and support services. The Making Prevention Real Programme is in Phase 2 (design) with outcomes anticipated before the end of the 25/26. Other areas of focus have included elements mentioned above such as the second Assessment Unit at Stirchley House and the focus on information and advice delivered in the community closer to people.</p> <p>Feedback:</p> <p><i>"All the patients give really positive feedback, they love the variety of equipment that you bring, they all find it very helpful as majority of our patients don't realise the small changes they can make to make their life easier."</i></p> <p><i>"Everyone was very impressed by the products demonstrated and I'm sure many will come visit the shop in the Town Centre (ILC)."</i></p> <p><i>"Thank you so much for your support today. I could definitely feel the sense of relief that I was being listened to and by someone who had experienced carer issues. It was an overwhelming realisation of what I have been coping with, with no understanding of the impact it is having on my own health. I know it has only been about 3 years since X has needed more intensive support from me, which has increased in the last few months, but I now feel that whatever lies ahead for us in terms of his health, there is help to support me to continue to care for him in our own home. Thanks again, the information you have sent looks it will be very useful."</i></p>
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# Older People in Telford

Presentation to Scrutiny Committee

by **Age UK Shropshire Telford & Wrekin** | Robert Smith & Heather Osborne

# Ageing in Telford: local and national context

National context & policy issues – source Age UK & Centre for Ageing Better reports

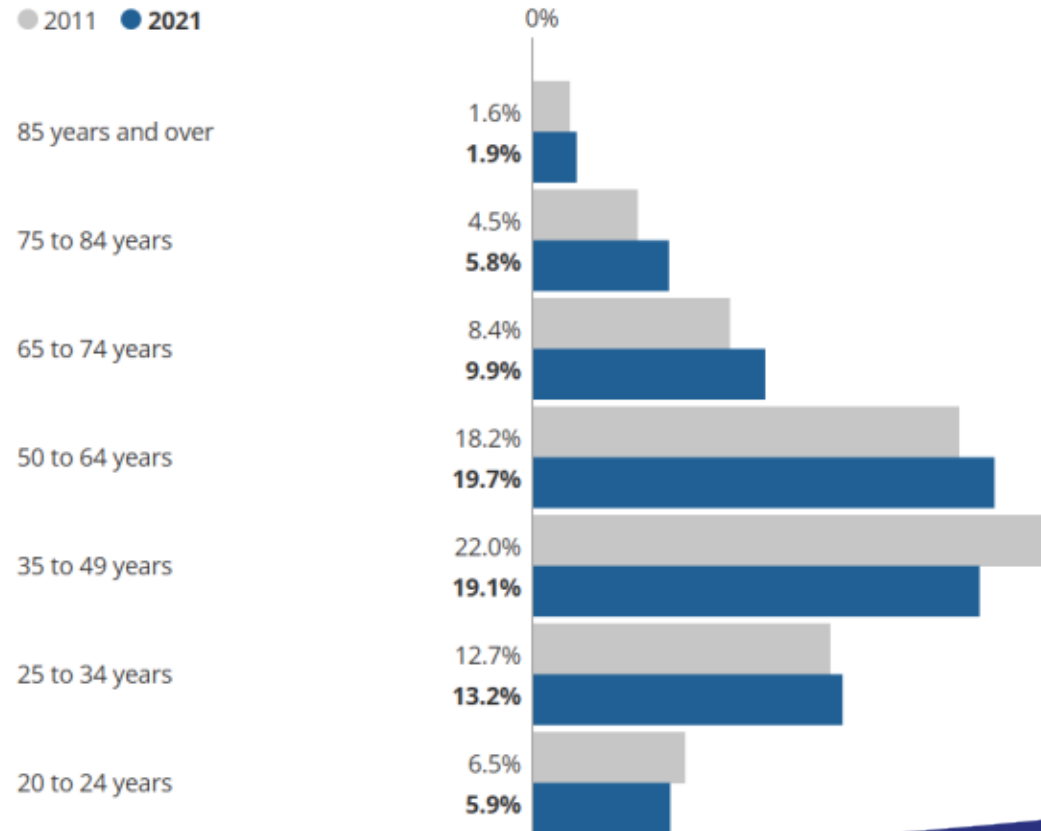
- Cost of living/energy costs impacting on older people – winter fuel cut 2024
- Digital exclusion – offline and overlooked – significant issue
- Corridor care/access to health/long waits – leads to poorer health outcomes
- Mental health issues – lack of recognition and diagnosis for older people
- Housing – Late Movers report re lack of suitable adaptable housing
- Pensions – lack of resilience for low-income pensioners
- Work – lack of support for those 50 – 67 to get back into or remain in work
- Increased age-related multiple morbidity



# Context

The share of residents aged between 50 and 64 years increased by 1.4 percentage points between 2011 and 2021

Percentage of usual residents by age group, Telford and Wrekin ▾



The amount of resources the VCSE sector have to deliver services for older people, have been increasingly difficult to obtain, yet at the same time demand for services in the borough has drastically increased.

# Local context for Telford

- New town factor – sudden and very significant increase in the older population, 65+ increase of 35.7% since last census, 80+ over 76%
- Higher rates of poor health in some areas than Shropshire
- High rates of deprivation in some areas
- Not all housing is suitable to age in place, but good housing strategy in place
- Loss of transport support for frailer older people to access day centres
- Loss of information & advice VCS support – Forum 50+ and Age UK STW
- Maintained benefits advice and support for older people
- Loneliness and isolation – demand for befriending going up and up
- Good digital hubs network – but only if you can get there, recent issues with PODS

# Current national context for the VCS

- Significant reduction in volunteers since the pandemic
- Significant reduction in donations since the cost of living crisis – up to 50% for some organisations
- Increased costs along with everyone else – NMW, fuel, travel, etc.
- Grant funding becoming increasingly competitive and difficult to find
- Reductions (or lack of increases) in statutory funding
- Increasing complexity of governance but also accessing funding
- Toxic contracts – some organisations handing back, or going under, or very short term
- Unable to plan for any long-term sustainability

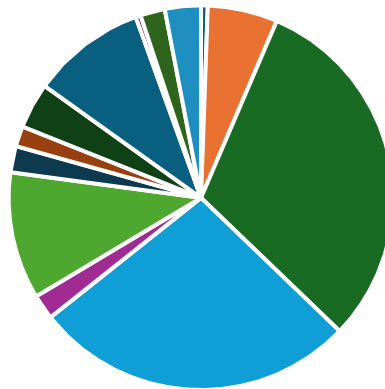
# Key issues we want to highlight today

- Information & advice for older people
- Benefits advice

# Enquiries and demand

Over 3000 enquiries last calendar year in Telford:

Enquiry data



■ Abuse & relationship breakdown  
■ Social Care  
■ NHS Services  
■ Social Isolation  
■ Blue Badge & Concessionary Travel

■ Age UK Services  
■ Digital Exclusion  
■ Housing  
■ Finance

■ Benefits  
■ Health Conditions  
■ Legal Products & Services  
■ Residential Care

# Benefits advice outcomes

**1.6 million in  
benefits gained for  
older people**

**A return on  
investment of £42  
for every £1  
invested in benefits  
advice**

**Improved resilience  
leading to far fewer  
clients approaching  
acute HSC services**

**An extra £4941.82  
a year for every  
client supported  
with a claim**

**Added value of  
volunteer hours  
worth £4810.74**

# Our ask from scrutiny

- Continue to support us with **benefits advice**; it has a massive positive impact
- Look at the wider **information & advice** needs for older people in Telford, especially those not online and digitally excluded (PODS example)
- Work with us to develop a more **robust funding** and infrastructure support to enable us to continue helping the older population of Telford
- For the future - look into the needs and costs of transport for frailer older people in the borough

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Issue / Topic	Brief Description	Directorate	Council Values/Priorities	Format	Meeting Comments
9 October 2025 – Committee Meeting					
Terms of Reference	For the Committee to agree the Terms of Reference for 2025/26.	Policy & Governance	A community-focussed, innovative council providing efficient, effective and quality services.	Committee Agenda Item	Constitutional Function.
	Outcomes: Members agreed the terms of reference for the 2025/26 municipal year.				
Work Programme	For the Committee to agree the proposed work programme for 2025/26.	Policy & Governance	A community-focussed, innovative council providing efficient, effective and quality services.	Committee Agenda Item	Draft work programme delegated to each scrutiny committee by SMB on 19 June 2025.
	Outcomes: Members agreed the work programme for the 2025/26 municipal year. It was requested that an item be added for Age UK to attend a future meeting to provide the Committee with an update on the support provided to older people to live independently.				
Mental Health Strategy/Calm Cafes	For the Committee to review the current provisions for mental health support across the Borough for children, young people and adults.	Adult Social Care Public Health External	Every child, young person and adult lives well in their community  A community-focussed, innovative council providing efficient, effective and quality services.	Committee Agenda Item/Workshop	Continuation of previous years' work.  Cross-cutting with members of CYP Scrutiny.
	Outcomes: Members received an update on the development of the borough's Mental Health Strategy, including emerging themes from consultation and the implications of the new Mental Health Bill. The presentation outlined next steps for consultation, approval, and implementation, with opportunities for Scrutiny Committee input. Members also received a briefing				

	on the Calm Café model, a community-based mental health support initiative offering non-clinical crisis intervention. The presentation covered service impact, user feedback, and future plans including expansion to support young adults and formal commissioning arrangements. Members requested that two workshops be arranged to help further inform and shape the strategy – one with a focus on adults mental health and one with a focus on children’s mental health with Members of the Children & Young People Scrutiny Committee to be invited to attend.				
<div>Healthwatch Telford and Wrekin Veterans Health and Wellbeing Survey</div> <div>Page 42</div>	For the Committee to receive an update on the findings of the recent Veterans Health and Wellbeing Survey.	Public Health External	<p>Every child, young person and adult lives well in their community.</p> <p>A community-focussed, innovative council providing efficient, effective and quality services.</p>	Committee Agenda Item	New suggestion received for work programme.
	Outcomes: Members received on updated from Healthwatch Telford and Wrekin on the Veterans Health Project, highlighting barriers veterans face in accessing health and social care. The presentation shared survey findings, personal testimonies, and next steps to improve recognition, access, and tailored support for veterans across services.				



Issue / Topic	Brief Description	Directorate	Council Values/Priorities	Format	Meeting Comments
11 December 2025 – Committee Meeting					
<div> <div>Page 43</div> <div> <div>Age UK</div> <div>Review of actions following CQC inspection of Adult Social Care</div> </div> </div>	For the Committee to monitor the progress of the action plan following the CQC assessment into Adult Social Care services.	Adult Social Care	<p>Every child, young person and adult lives well in their community.</p> <p>A community-focussed, innovative council providing efficient, effective and quality services.</p>	Committee Agenda Item	Recommendation from Cabinet for Scrutiny to have oversight and monitor progress of the action plan.
	Outcomes:				
<div> <div>Page 43</div> <div> <div>Age UK</div> <div>For the Committee to receive an update on the support available to help older residents in the Borough to live independently, including access to benefits, practical assistance, and wellbeing services.</div> </div> </div>	For the Committee to receive an update on the support available to help older residents in the Borough to live independently, including access to benefits, practical assistance, and wellbeing services.	Public Health External	<p>Every child, young person and adult lives well in their community.</p> <p>A community-focussed, innovative council providing efficient, effective and quality services.</p>	Committee Agenda Item	New suggestion received for work programme.
	Outcomes:				



Issue / Topic	Brief Description	Directorate	Council Values/Priorities	Format	Meeting Comments
5 March 2026 – Committee Meeting					
NHS 10 Year Plan	For the Committee to receive an update on the proposals for the NHS 10 year plan and its impact on improving healthcare outcomes for residents.	Public Health External	Every child, young person and adult lives well in their community.  A community-focussed, innovative council providing efficient, effective and quality services.	Committee Agenda Item	New suggestion received for work programme.
	Outcomes:				



Issue / Topic	Brief Description	Directorate	Council Values/Priorities	Format	Meeting Comments
30 April 2026 – Committee Meeting					
To be determined.					
	Outcomes:				



Issue / Topic	Brief Description	Directorate	Council Values/Priorities	Format	Meeting Comments
To be scheduled					
Dentistry	For the Committee to receive an update on dental services and patient access.	Public Health External	Every child, young person and adult lives well in their community.  A community-focussed, innovative council providing efficient, effective and quality services.	Committee Agenda Item	Carried forward from 2024/25.
	Outcomes:				
Pharmacy Needs Assessment	For the Committee to review the local Pharmaceutical Needs Assessment (PNA) to assess if it reflects the needs of the local community.	Public Health External	Every child, young person and adult lives well in their community.  A community-focussed, innovative council providing efficient, effective and quality services.	Workshop	New suggestion received for work programme.
	Outcomes:				

Issue / Topic	Brief Description	Directorate	Council Values/Priorities	Format	Meeting Comments
To be scheduled					
Primary Care – GP Access	For the Committee to receive an update on the work that has been undertaken with GP surgeries to improve GP access.	Public Health External	Every child, young person and adult lives well in their community.  A community-focussed, innovative council providing efficient, effective and quality services.	Workshop	Recommendation from Health & Wellbeing Board.
	Outcomes:				
Mental Health	For the Committee to review the current provisions for mental health support across the Borough for children, young people and adults	Adult Social Care Public Health External	Every child, young person and adult lives well in their community  A community-focussed, innovative council providing efficient, effective and quality services.	Workshop	Cross-cutting with members of CYP Scrutiny.
	Outcomes:				

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