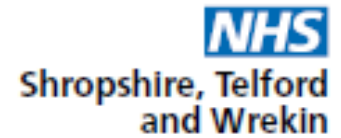




Protect, care and invest  
to create a better borough



# All Age Carers Strategy

## Draft Action Plan

### 2024-2029

Carers Partnership Board

# Priority one: Further develop the all age approach to supporting carers across the borough

Priority area	Actions to deliver Priority	Timescale for delivery	Success criteria (to be agreed by Partnership Board)	Proposed Lead
Further develop the all age approach to supporting carers across the borough	Develop a carers offer that is responsive and compliments the carers role.			Carers Partnership Board Carers Centre TWC
	Ensure Information is available to raise awareness of the carers role on Live Well Telford and the SEND Local offer, General Practices, Pharmacy's, Health and Social Care Staff and providers.			Carers Partnership Board Carers Centre TWC ICB VCSE
	Continue to raise awareness of the carers offer within the borough.			Carers Partnership Board
	Encourage positive choice taking.			Carers Partnership Board
	Support access to assistive and digital technologies to support carers and those they provide care to.			Carers Partnership Board Ageing Well PB Age UK Carers Centre Forum 50+
	Provide accessible information, advice and support for carers of All Ages in Telford and Wrekin.			Carers Partnership Board Carers Centre TWC
	Enable Young Carers to co-produce how they would like their school to support them.			Carers Centre PODS SEND All schools in Telford and Wrekin Children's Commissioning

## Priority two: Empower and co-produce with carers to drive change across the borough

Priority area	Actions to deliver Priority	Timescale for delivery	Success criteria (to be agreed by Partnership Board)	Proposed Lead
Empower and co-produce with carers to drive change across the borough	Ensure that no decision about the carer or the cared for is made without their input.			Carers Partnership Board TWC social work teams
	Give consideration to carers and the person they care for requiring separate conversations. For example, children's services will undertake a child and family assessment.			TWC Older and Children's commissioning Social Work Teams
	Improve our information, advice and guidance offer to carers across the borough			Carers Partnership Board Carers Centre TWC Live Well Telford
	Ensure information, advice and guidance is accessible, up to date, accurate, local and comprehensive, and is provided in a timely manner			Carers Partnership Board Carers Centre TWC
	Adults Social Care will ensure access to wellbeing checks and Care Act Assessments throughout someone's caring journey should the carer make this choice.			TWC Social Work Teams TWC Carers Champions

Priority area	Actions to deliver Priority	Timescale for delivery	Success criteria (to be agreed by Partnership Board)	Proposed Lead
Empower and co-produce with carers to drive change across the borough	Adults Social Care will ensure carers emotional and wellbeing support is available and accessible.			TWC Social Work Teams TWC Carers Champions
	Organisations across Telford and Wrekin will ensure there is a range of support available to carers in their own right.			Carers Partnership Board
	Continue to involve and consult with carers in co-producing accessible and jargon free information, advice and services for carers in the borough.			Carers Partnership Board
	Raise the profile of carers nationally, sharing the challenges they face including financial, physical and emotional			Carers Partnership Board Carers regional ADASS
	Continue to promote the NHS England Survey for adult carers and use the findings to drive improvements community, vocational activities, employment and training			TWC

## Priority three: Have good physical, mental health and wellbeing

Priority area	Actions to deliver Priority	Timescale for delivery	Success criteria (to be agreed by Partnership Board)	Proposed Lead
Have good physical, mental health and wellbeing	Support carers with a life outside of caring including information about accessing their local community, vocational activities, employment and training.			A life outside of caring group Carers Partnership Board Social Work Teams
	Promote offers to support carers to access activities/services within the borough, including the promotion of leisure services within the borough to support healthy lifestyles.			Carers Partnership Board TWC leisure centres TWC healthy lifestyle teams
	Identify and promote carer networks across the borough which enhance carer wellbeing, healthy lifestyles and personal resilience			Carers Partnership Board
	Making Telford and Wrekin communities 'Carer Friendly' aware.			Carers Partnership Board Organisations across the borough
	Being a 'Carer Friendly Employer': Raising the value and importance of balancing work with caring responsibilities with local business and organisations.			Carers Partnership Board Organisations across the borough
	Supporting carers through maximising benefits to increase life choices			Carers Partnership Board TWC
	Provide timely information, advice and guidance when a person's caring role changes for any reason.			Carers Partnership Board Carers Centre TWC Social Work Teams
	Promote local organisations who are able to support conversations about benefits.			Carers Partnership Board

Priority area	Actions to deliver Priority	Timescale for delivery	Success criteria (to be agreed by Partnership Board)	Proposed Lead
Have good physical, mental health and wellbeing	Continue to promote Direct Payments			Carers Centre Social Work Teams
	Promote services and organisations across the borough that recognise the carers role and the need for reasonable adjustments for carers and the people they care for			Carers Partnership Board
	Promote services available such as Telford and Wrekin Carers Centre that allow carers to discuss openly the challenges of the carers role			Carers Partnership Board
	Carers of young people who are transitioning from Children's Services to Adult Social Care are offered a carers assessment to support with preparing with adulthood			Carers Centre Children's Commissioning Local schools
	Continue to support carers to have good mental health and wellbeing, providing guidance and support to meet their needs as well as people they care for			Carers Partnership Board Carers Centre TWC Partnership Boards

## Priority 4: Work in partnership with carers and the wider community to promote a carer friendly borough

Priority area	Actions to deliver Priority	Timescale for delivery	Success criteria (to be agreed by Partnership Board)	Proposed Lead
Work in partnership with carers and the wider community to promote a carer friendly borough	Promote good practice across services and organisations to ensure carers are supported to enhance their strength with appropriate advice, information and support through a blended approach of care delivery			Carers Partnership Board
	Work with partners to ensure information is shared and support services work together			Carers Partnership Board VCSE organisations
	Promote Carers Champion training in organisations across the borough			Carers Partnership Board Carers Centre TWC
	Continue to promote the role of carers across the borough			Carers Partnership Board All organisations Social Work teams
	Ensure services for carers promote and make reasonable adjustments where needed			Carers Partnership Board
	Ensure carers are a part of recruitment panels, commissioning and procurement of services.			Carers Partnership Board TWC MIRB Carers Centre
	Work with local organisations to develop a responsive and evolving training offer for carers			Carers Partnership Board All organisations

Priority area	Actions to deliver Priority	Timescale for delivery	Success criteria (to be agreed by Partnership Board)	Proposed Lead
Work in partnership with carers and the wider community to promote a carer friendly borough	Ensure staff amongst partnership organisations are utilising information, advice and guidance to those they are supporting			Carers Partnership Board VCSE organisations
	Work with health and social care staff to raise awareness of the role and importance of carers			Carers Partnership Board Carers Centre TWC Social Work teams Carers champions
	To further engage with communities in deprived areas of the borough and those who are seldom heard.			Carers Partnership Board