

Lived Experience, Communication and Engagement Strategy

2026-2028

Listening to our community, learning from experience, and shaping safer futures together

Safe, Empowered, Together



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Introduction

The Telford & Wrekin Safeguarding Partnership (TWSP) brings together local organisations that work to keep adults safe from harm. Our shared aim is to make sure that people in Telford and Wrekin can live safely, with dignity, and free from abuse in their homes and communities.

Safeguarding is not just the responsibility of professionals. Everyone in our community has a part to play. Together, we make sure adults feel safe, respected, supported when they need help, and able to find information and services that help them stay safe.

What safeguarding adults means

Safeguarding adults means protecting people from abuse and neglect, preventing harm wherever possible, and responding when there are concerns. It also means promoting people's wellbeing, their choices and their rights. Importantly, safeguarding should always be done with the person, not to them, so that they remain at the centre of all decisions.



Our approach to communication, engagement and lived experience

This strategy sets out how TWSP communicates with local people and how we make sure the voices of those with lived experience guide our work. We want to hear from adults with care and support needs, their carers, families, advocates, frontline staff and the wider community. Their experiences help us understand what is working well and what needs to improve.



What this strategy aims to achieve

Our aim is to help people understand what safeguarding is, how they can keep themselves safe and how to raise concerns if they are worried. We want people to know who the TWSP is and what we do, and to be able to easily find information about our work.

We also want our workforce to feel confident and well informed so that they can apply safeguarding policies and procedures effectively. Most importantly, we want to make sure that people with lived experience have a genuine voice in shaping what we do. Their feedback and real-life experiences will guide our policies, training and day to day practice. We will also learn from reviews, audits and case studies, and use this learning to improve how safeguarding works in the future.

Whenever possible, documents and materials produced by TWSP will be co produced with local people so that their experiences shape the messages we share and the decisions we make.

Our safeguarding principles

Our work follows the six Care Act principles. These guide how we work with people and help ensure our practice is respectful and effective. We are open and accountable for how safeguarding works. We support people to make their own decisions and have control over their lives. We aim to act early to prevent harm, and when we do need to intervene, we do so in a way that is fair and proportionate. We focus on protecting people who need extra support, and we work closely with our communities – recognising that families, neighbours, volunteers and professionals all have a role in preventing abuse.



Working together with our community and listening to every voice

Good communication and meaningful engagement are central to everything we do. We will work closely with community groups and organisations across Telford and Wrekin and actively involve people with lived experience in the work of the partnership.

Telford and Wrekin is home to diverse communities, cultures and backgrounds, and TWSP is committed to making sure everyone has a fair chance to be heard. To do this well, we need to understand our local population better, recognise which voices are missing, and address barriers that make it hard for people to talk about safeguarding. We will also build relationships with community groups, faith networks, forums and local organisations to encourage open conversations about staying safe.

Our partners already have strong Equality, Diversity and Inclusion strategies, and TWSP will build on this good practice so that our work is inclusive and represents everyone in our Borough.



How we will communicate and engage

Our approach is based on clear, simple and respectful communication. We aim to share information in plain language and make sure it is accessible to everyone. This may include producing information in different formats, such as large print, digital versions, translated materials or Easy Read formats.

We will give people time and space to share their views in ways that feel safe and comfortable. Our engagement activities will be targeted, meaningful and linked to TWSP priorities. We will also link our work with national awareness events such as Safeguarding Adults Week, Co-production Week and National Hoarding Awareness Week, so our messages reach as many people as possible.



Working in partnership is essential. By joining up our communication with partner organisations and other Boards, we can ensure people receive consistent and accurate information. We will use feedback from local people to shape our priorities, and we will always let people know how their involvement has made a difference. Information will be kept accurate and up to date, and all our materials will use TWSP branding so they are easy to recognise.

Moving towards co-production

TWSP is committed to increasing co-production across its work. This means involving people who use services from the very beginning of a project and working alongside them as equal partners. Our goal is to move from simply informing or consulting people to fully co designing and co producing services, materials and decision making.

Key messages

Communication and engagement help create a strong link between TWSP and the people we serve. By listening to local people, especially those with lived experience of safeguarding, we can design better services and develop practice that reflects real needs. Community insight, data and people's experiences together help us understand risk, improve services and make safeguarding more effective.



Strategic priorities 2026-2028

Over the next two years, TWSP will focus on strengthening lived experience, communication and engagement across the partnership. We will establish a dedicated priority group with clear terms of reference. We will review and update our action plan, and we will develop strong methods to monitor progress and impact.

We will build a deeper understanding of the diversity of Telford and Wrekin by working closely with local communities. Most importantly, we will continue to hear and amplify the voices of adults with lived experience – including people with care and support needs, carers, advocates, frontline staff and members of the community – so they can help shape the future of safeguarding adults practice.

How we will achieve and monitor this

Priority area	Key actions	How these actions can be achieved	How impact will be monitored	Intended outcomes
1 Strengthen Lived Experience Across the Partnership	- Establish consistent methods for gathering lived experience insight. - Create a framework to ensure lived experience informs decisions. - Build feedback loops to show impact.	- Use surveys, focus groups and listening events. - Partner with advocacy and VCSE organisations. - Establish a lived experience reference group. - Share “You Said, We Did” updates.	- Tracking numbers and diversity of participants. - Qualitative evaluation of feedback themes. - Evidence of lived experience influencing decisions (e.g. changes to processes).	- Adults feel heard and valued. - Decisions shaped by real experience. - Practice grounded in lived experience.
2 Improve Communication and Engagement	- Develop a communication and engagement strategy. - Refresh TWSP website and materials. - Increase community and frontline engagement.	- Co-produce a comms plan with partners. - Conduct accessibility reviews of website and materials. - Deliver roadshows, workshops and campaigns. - Use plain language and inclusive formats.	- Website analytics (visits, accessibility compliance). - Attendance at community events. - Social media reach and engagement. - Feedback from communities and frontline teams.	- Increased public understanding of safeguarding. - Clearer, more accessible information. - Stronger community engagement.

3 Establish a Dedicated Strategic Priority Group	• Form the group with clear TOR. • Define membership, leadership and reporting. • Oversee implementation of strategic priorities.	• Identify senior reps from key agencies. • Agree governance and reporting arrangements. • Hold quarterly meetings with action tracking	• Attendance and participation levels. • Completion of assigned actions. • Quarterly progress reports to the SAB. • Evidence of improved coordination across partners.	• Strengthened governance. • Clear accountability. • Effective delivery oversight.
4 Strengthen Monitoring, Evaluation and Impact Measurement	• Develop a monitoring and evaluation framework. • Introduce performance and qualitative measures. • Report progress regularly	• Create a performance dashboard. • Use both quantitative data and stories from lived experience. • Hold biannual review meetings. • Publish impact reports.	• Improved performance dashboards over time. • Reduction in repeated themes from audits/SARs. • Partner compliance with reporting. • Clear evidence of activity leading to outcomes.	• Robust accountability. • Evidence of what works. • Strong understanding of improvements needed.
5 Deepen Understanding of Local Diversity	• Work with diverse community groups. • Review materials for cultural competence. • Use community insight to inform training and comms.	• Build relationships with community and cultural groups. • Commission listening exercises. • Translate materials where needed. • Co-design culturally informed training.	• Participation levels from diverse groups. • Feedback on accessibility and inclusivity. • Evidence of changes made in response to community insight. • Tracking equity-related issues in safeguarding data.	• More inclusive safeguarding practice. • Stronger trust with communities. • Better identification of risks and barriers.