

Annex A - Caerphilly Public Services Board Final Report 2018 - 23

Introduction

This report provides a final look at the progress partners have made against our 'Caerphilly We Want' Wellbeing Plan for 2018-2023. There are many examples of how all partners have continued to respond to the challenges that have presented themselves, especially during the Covid-19 pandemic and the recovery phase following that. And of course, the current cost of living crisis, which is impacting whole communities, particularly those in most need of support.

Main Contents

[Introduction](#)

[The 'Caerphilly We Want' Well-being Plan](#)

Action Areas

[Action Area 1 – Best start in life](#)

[Action Area 2a – Volunteering](#)

[Action Area 2b – Job growth and employability support \(formerly titled Apprenticeships\)](#)

[Action Area 3 – Good health and well-being](#)

[Action Area 4a – Safer communities](#)

[Action Area 4b – Resilient communities part 1](#)

[Action Area 4b – Resilient communities part 2](#)

[Action Area 5 – Protect and enhance the local natural environment](#)

[Action Area 6 – Caerphilly Cares](#) – a new Action Area added in 2021

Enablers

[Enabler 1 – Communications and engagement](#)

[Enabler 2 – Procurement](#)

[Enabler 3 – Asset management](#)

And finally

[Looking to the future](#)

[Measuring our progress](#)

[Contact us](#)

Appendices – further information

[Appendix AA1 – Best Start in Life – what does the data tell us?](#)

[Appendix AA2a Volunteering Action Area - Key Measures and How These Have Been Met:](#)

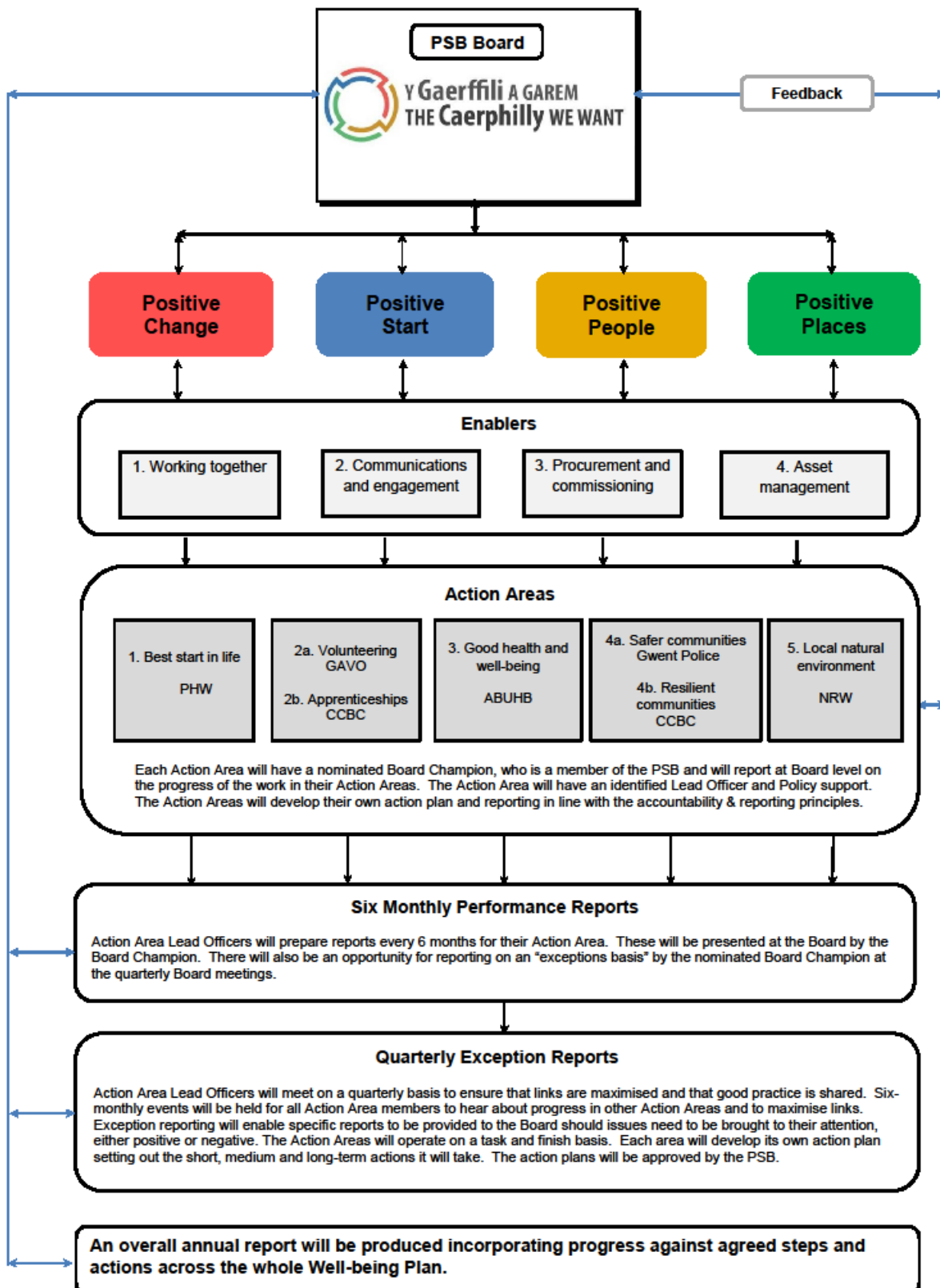
The 'Caerphilly We Want' Well-being Plan

The Well-being Plan sets four overarching Objectives (the four Positives) – Positive Change, Positive Start, Positive People and Positive Places. This framework sets out how the work to achieve these Objectives (the Plan) was structured, managed and monitored. These are supported and underpinned by four Enablers and this is illustrated in the diagram below:

The Plan was originally made up of six Action Areas, but during the implementation of the Plan, we concluded that there was additional need for a new action area. Therefore, the "Caerphilly Cares" Action Area was added in 2021. This Report is structured to reflect these Action Areas and Enablers - you can click on the relevant heading from the Contents Page and go straight to the individual section of the report in detail if you choose.

[Return to main contents page](#)

Public Services Board – Accountability & Reporting Framework 2018-23



Action Area 1 - Best start in life

Brief Description of the Project's Key Aims/Purpose of the Action Area:

Originally the plan required several actions to support children to have the best start in life. This would entail:

- Dissemination of the ACEs (Adverse Childhood Experiences) training to ensure the workforce was trauma informed to mitigate the impact of ACEs in children.
- Develop the Children First zone in Lansbury Park to coproduce the theory of change and actions to provide holistic community support for families to give better outcomes for children.
- Coordinate the First Thousand Days initiative working with partners to support a seamless provision of support for families antenatal to 2years.
- Undertake the actions above using a whole systems approach to map all provision and stakeholders impacting early years, identifying assumptions, strengths, risks and opportunities to provide a more systematic approach for family support.

During the first two years of the plan the Team mapped the system from antenatal to 7years and started to understand some of the complexity in the system for families and professionals. They completed most of the actions and broadened the First Thousand Days action to become the Early Years Integration Transformation Programme extending the system approach to the whole of early years for antenatal to 7years. As a result, the key action area focussed on Developing a System Approach for early years integration

Key achievements and outcomes.

All Early Years practitioners and School staff have been trained in ACEs and have moved to trauma informed approaches to mitigate the impact of ACEs. ACEs training has also been undertaken in Youth Services, Housing teams, and other early intervention and prevention teams. This has meant a trauma informed approach to early intervention and prevention services with a focus on "What Matters" to the family and what has happened to the child instead of the behaviour of the child being the focus.

The whole early years system has been mapped and the complexities identified: i.e.:

- Multiple referral systems each with their own referral form and entry point,
- Different criteria to access support according to the funding stream so some families in need were not able to access the right provision needed,
- Lack of join up of services and funding streams causing duplication of provision,
- Lots of community based provision but not logged on Dewis or publicised anywhere other than in the community,
- Lack of information sharing between professionals working with a family so no one has the whole picture and family has to tell their story many times,
- Multiple family assessments specific to different services and recording databases,
- No shared data recording systems between organisations (health board and local authority) or sometimes within organisations so families have many family records and often multiple in the family as they are per child, with staff having to complete duplicate reporting.
- Professionals don't know what is available to support their families so they spend a lot of time doing work outside their remit as they don't know where to go for support making professionals overstretched and limits time with the families to complete paperwork.

During the last three years the pilot has been completed and the Gwent regional model developed ready for full implementation during 2023/24:

- Midwifery and Early Years Core Programme has been agreed regionally with delivery by integrated teams across health and local authority staff.
- Gwent Midwifery and Early Years Strategy has been developed and approved by the PSB.
- Gwent Workforce Development Plan has been finalised and a workforce audit is now being undertaken.
- Flying Start and generic health visiting teams have come together as Early Years Health Visiting Teams in preparation for full implementation of the Midwifery and Early Years Core Programme.
- The Information Sharing Protocol has been developed across Gwent for the Health Board and the five Local Authorities which, when approved, will enable information sharing from the antenatal period onwards.
- Caerphilly Early Years registration form has enabled an interim information sharing arrangement.
- Aligning funding streams has enabled the local authority teams and contracted teams to work across the borough responding to needs of families and away from the postcode nature of funding. There are funded part time placements for children with emerging developmental needs but funded Flying Start childcare placements remain postcode specific.
- The Family Information Service has become the Early Years Hub and is the central point of contact for all enquiries and requests for support throughout the antenatal to 7 year period as well as wider links for older children and young people.
- There is one request for support form for early intervention which aims to ask "*What Matters*" to the family rather than what is on offer that they could fit to. Early

Intervention Teams offer more bespoke packages of support to meet “What Matters” to the family and tackle root causes of need.

- There is a new Early Years website which connects to other relevant websites to offer support and information to families and professionals.
- Promotion to families and professionals throughout early years system has changed the ease of access to information and support.
- There is an early language pathway of support from antenatal throughout the earliest years and on to specific language interventions in school nursery.
- There is a child development pathway of support for children with emerging or diagnosed additional needs.
- Family Support is offered antenatally and throughout the early years across the borough. Family Support Team is linked to wider partners delivering more specific interventions including Supporting People, Llamau, Pobl, Citizens Advice Bureau, Employment Support teams, etc.
- There is a shared chronology and data system internally in the local authority and a new electronic birth book for the health visiting teams. While they do not currently share information and would need duplicate entry for core programme contacts, there is a future potential to use PowerBI reporting tool to share information on a family if they are open to both early intervention and health teams. The data officers employed by the local authority have honorary contracts with the health board to enable them to use and access both data systems. However data is not shared across systems unless the registration form has been completed and sharing is therefore allowed.
- “What Matters” multiagency meetings enable information sharing in early intervention to enable the family to tell their story once, have it shared amongst relevant professionals, and coordinate services to meet the family needs according to their priorities and not what a professional thinks they need at a point in time.

Lessons learned.

While the first thousand days is important there are other key transitions into childcare and on into early years education that if not managed well, can be detrimental to the most vulnerable children. Hence, the whole early years system needed to be considered from antenatal to 7years to enable support through key transitions in the child and family’s life course.

The pilot was too small for ongoing sustainability and while moving to the whole borough was challenging, this was more beneficial to clarity of messaging and understanding for families and professionals, as well as morally the right decision to meet the needs of the most vulnerable families regardless of their postcode.

The Early Years workforce is large and complex and requires both training, promotion and contacts re-emphasising to embed the behaviour changes needed in the new system – single point of contact, single request for support form, not requesting a service but identifying “What Matters” to the family.

The “*What Matters*” concept is fundamental to changing the way we work with families putting the child and family priorities at the heart of the process and shaping support to be more bespoke rather than a menu of support programmes which may not address the root issue.

Moving to a self-improvement model and not seeing this as a final changed system is better for the wellbeing of families and professionals who can coproduce the ongoing improvement and not see themselves as being subject to a change management plan.

It has taken time to align funding streams and develop appropriate data reporting to meet the needs of all funding bodies / funding requirements. However, the teams have found it more rewarding to not have to think of which funding stream or criteria would fit and to focus on working with the families to meet “*What Matters*”.

Not all local authorities are in the same position as Caerphilly with a borough wide approach antenatal to 7years. However, there is a commitment to working towards the full implementation of the Midwifery and Early Years Core Programme across all Gwent local authorities. It must be acknowledged that each should move forwards at a pace relevant to their local context.

Plans for the future.

The Welsh Government has recently announced an expansion of Flying Start Childcare which now complements the proportionate universalism of early intervention provision across the borough. This is challenging as the expansion is large but the team is mobilised to work across the borough with the non-maintained childcare sector to support the delivery of the quality childcare placements.

The Midwifery and Early Years Core Programme now needs to be fully implemented across the borough.

The Early Years system needs to be evaluated to ensure that the model is meeting the needs of families and the changes are sustainable within the current grant funding available.

The Workforce Development Plan audit needs to be completed and the development plan implemented across all early years team.

The Gwent Information Sharing Protocol needs to be approved by the WASPI Board so it can be fully implemented.

The antenatal pathway needs to be fully implemented to enable families to have support at the earliest opportunity needs are identified.

What does the data tell us?

For further information and data, please see Appendix AA1 at the end of this report

[Return to main contents page](#)

Action Area 2a – Volunteering

Brief Description of the Project's Key Aims/Purpose of the Action Area:

In addition to its exiting organisational services to the voluntary sector, Gwent Association of Voluntary Organisations (GAVOs) contribution to the Caerphilly We Want, Well-being Plan was to support the development of volunteering opportunities within the county borough. This is with a particular focus on Employee Supported Volunteering Opportunities. It was developed in partnership with Caerphilly County Borough Council (CCBC), with the aim of identifying best practice to inform a Public Services Board (PSB) wide Employee Supported Volunteer strategy and associated policies.

Scoping work for the AA2a Volunteering Project identified four key Priority Action Areas:

- Priority 1: Develop a coordinated approach to volunteering to enable all PSB partners to promote volunteering for wellbeing effectively.
- Priority 2: Develop a PSB approach to Employer Supported Volunteering (corporate social responsibility) to enable staff of PSB organisations to volunteer.
- Priority 3: Recognise and utilise volunteering as a first step to the employment market.
- Priority 4: Provide volunteering opportunities that are appropriate for all ages and sectors of the community.

Each Priority Action Area was further developed to include key measures that could be used to evaluate progress. This report provides an overview of progress against each measure over the five-year life-span of the Caerphilly We Want, Well-being Plan 2018-2023 and includes relevant case studies, lessons learned and plans for the future.

The Volunteering Action Plan evolved over the five years of its life-span to incorporate the Caerphilly Cares Model (see also main Action Area 6 below) and linked into this, the partnership between CCBC and GAVO. GAVO jointly employed a Volunteer Coordinator with CCBC through the Buddy Scheme initiative, looking at the recruitment of volunteers from within the CCBC staff pool and externally to provide support for vulnerable and isolated people in the county borough during Covid-19 lockdown. The “*Volunteering Wales*” platform has also been key in supporting the recruitment of volunteers throughout the pandemic for PSB partners as well as Covid-19 related activities, including “Ffrind i Mi”, Prescription Riders, The Parish Trust and Risca CV19 (CVUK).

Positive volunteering continues to provide volunteers with benefits such as gaining new skills, boosting career prospects, enjoying better well-being and in particular providing opportunities for engendering positive emotional experiences, engagement in enjoyable activities, building positive relationships, a sense of purpose and meaning in life and opportunities for personal accomplishment. During the Covid-19 pandemic, volunteering opportunities greatly increased, with the scope to reconnect people to their communities. Since the lifting of lockdown restrictions post pandemic, many volunteers returned to work. However, as people started to

socialise openly and community groups became active again, the need for traditional volunteering opportunities also increased.

A key priority has been to communicate the understanding of key volunteering policy changes to PSB partners and the voluntary sector in general, and GAVO has been instrumental in liaising with Welsh Government and the Wales Council for Voluntary Organisations (WCVA) on these changes, updating and communicating them to partners and voluntary organisations when needed. Following the merger of the PSBs in Gwent into a single regional PSB, the passion to continue the volunteering movement with the Action Area will remain at the forefront of PSB partners in the future.

Key Measures and How These Have Been Met: (or otherwise)

These are set out at Appendix AA2 to this report, along with a number of Case Studies

Lessons Learned:

With regards to the CCBC Employee Volunteering Scheme, the main challenges were around delays or restrictions in engagement both with employees and community organisations due to Covid-19 – either practically, or due to high levels of the virus in the community. This prompted the digital approach to promotion taken during the initial stages prior to, and following the launch, which facilitated communication with large numbers of staff, but perhaps not the impact achievable with the preferred, personal approach.

There were some initial teething issues with registering employees on “*Volunteering Wales*”, as the IT security filtering system was blocking or delaying the registration process, leading to confusion and frustration among employees. Working with the WCVA, the system developers, Team Kinetic and GAVO’s corporate IT team these issues were eventually resolved. However, the team continues to monitor this as/when new employees are engaged.

Plans for the Future:

The main objective going forward will be to grow the Employee Volunteering Scheme ensuring quality volunteering opportunities that benefit the volunteer & the community. Developing skills in the use of “*Volunteering Wales*” platform and including this as a tool for managing all CCBC opportunities; linking with WCVA and GAVO volunteering team to support training and learning for those staff managing volunteers/opportunities who aren’t familiar with the system.

The Employee Volunteering Scheme can expand on some areas of work identified during recent experience, including but not limited to:

- development of an overarching volunteering policy & strategy
- engaging the private sector (particularly large scale contractors) in volunteering for community benefits
- establishing an internal network of providers and standardising our procedures/policies so there is a universal offer and quality experience for volunteers
- organise and deliver meaningful and appropriate training for volunteers to help ensure their organisations/groups can become sustainable.

This work will be done in partnership, with GAVO to offer technical advice/support to our team and other CCBC departments as part of the network, particularly in relation to policy development.

[Return to main contents page](#)

Action Area 2b - Jobs growth and employability support (formerly titled Apprenticeships)



Brief Description of the project's key aims/purpose of the action area

This action area addressed working with PSB partners and local employers to establish a locally co-ordinated gateway into placement, apprenticeship and employment opportunities. It is providing a direct access route into opportunities for participants of employment support programmes, to match labour need with available local workforce. It is also supporting local people to fulfil their potential and access relevant training and placements, apprenticeships and employment, to enable them to accept opportunities and achieve greater individual prosperity. And it is helping develop local jobs and career routeways for local people, improving prosperity and reducing worklessness across communities.

Key achievements and outcomes:

In 2018, work began to ensure apprenticeship programmes were aligned to workforce planning needs and where skill shortages were evident. This included areas and roles that were difficult to recruit to across PSB partner organisations. A mapping exercise began to identify existing programmes, providers and opportunities, with the aim of developing a clear point of contact

The Apprenticeships Delivery Group met for the first time in October 2018 and Sectoral analysis began to identify work force planning needs and local skills gaps. A proposal for a CCBC Apprenticeship programme was developed and presented to CCBC Corporate Management team.

In December 2019, the Action Area lead began working with Cardiff Capital Region Regional Skills Board LA cluster group to provide the sectoral analysis. The first of these was provided for the Care Sector and an associated 'meet the employer' session was held to identify the skills and training requirements of the sector. Events were planned with Coleg Y Cymoedd for key sectors throughout the year and the information was used to inform future training, skills and apprenticeship provision.

A 'Caerphilly Gateway to Employment' Model was designed, to respond to both the Council's emerging workforce development plans and the sectoral analysis above, with the aim of creating a range of training, apprenticeship and employment opportunities that satisfy the needs of industry, commerce and the Public Sector. The proposal was considered at Caerphilly's Corporate Management Team meeting and endorsed by Cabinet in January 2020

In March 2021, given the unprecedented and unpredicted change in economic circumstances (due to the impact of the Covid-19 pandemic and the potential economic impact of Brexit), a change in focus was agreed for the Action area. Rather than focusing solely on apprenticeships, the action area was expanded to include a focus on growing the local economy in general. Apprenticeships would continue to be a key element of this, but with an added recognition that local communities also now required job creation as a priority.

The Caerphilly Academy pilot was delayed during the 2020/21 delivery year for reasons relating to the pandemic, however the Academy mentor was recruited, and initial opportunities identified, ready for the scheme to commence in April 2021. The DWP Kickstart scheme was also rolled out in 2021. CCBC staff supported local employers across the County Borough to engage with the scheme by offering placements and CCBC started developing an offer to host placements.

Caerphilly Academy provided additional support to some employers and worked to develop new opportunities, promoting the available support including Kickstart and the Employer Incentive scheme. Work was also carried out with local employers to develop and deliver successful training pathways (including guaranteed interviews) within Contact Centre and Hospitality sectors as part of planning for pandemic recovery.

In September 2021, Caerphilly Academy began after a delayed pilot year due to pandemic. Examples include, Parish Trust receiving support from Employment Support programmes to recruit 3 apprenticeships and 2 Kickstart opportunities. And Caerphilly Homes requested support for 9 apprentices being recruited.

A CCBC redundancy response team was also formed, whereby local businesses were invited to attend meetings where they may be offered support with grants and signposting to Business Wales. CCBC Business Liaison staff supported approx. 10 participants into Kickstart retail placements within the Caerphilly Borough towns and high streets. CCBC Business Liaison/Support teams also developed multiple employment pathways supporting the care & health services, hospitality & retail, construction and housing.

In April 2022, significant progress was made across CCBC HR and Academy teams to deliver a range of placements and apprenticeships, both through central budgets and via the Kickstart scheme, aligned to workforce needs where appropriate. The Academy Pilot programme and the Academy Mentor continue to help keep individuals in post and maximise the success of opportunities.

CCBC Business Liaison has supported local employers to grow their workforces, via the CCBC Employment Support programmes. Employers supported locally include Lovells, Kier Construction, QDL and Surf the Shop. This included both placements and employment opportunities. More than 100 opportunities were offered across more than 50 different employers during reporting period. (Oct 21-April 22)

The Kickstart scheme closed for new entrants as of 31/03/2022. The scheme recruited 8 of the 10 planned positions in CCBC. And all 8 employees are still in their placements and progressing well. The rollout of Kickstart within CCBC was supported heavily by the Academy project, whereby the Academy Mentor was able to support all aspects of recruitment and on-boarding – as well as providing ongoing mentoring to the individuals once they had begun employment.

December 2022 - Academy Mentor supported Corporate Apprenticeship scheme with their recruitment and retention of 2 intakes of Apprentices: 32 apprentices/trainees have been appointed under the CCBC Apprenticeship scheme.

Lessons learned.

The “Caerphilly Academy – Gateway to Employment” had been planned to launch in April 2020, however, was delayed due to the Covid-19 pandemic. Given strains upon the labour market, as well as the numerous restrictions placed upon normal working practices there was understandably a reduced appetite for hosting additional placements. The Team maintained relationships with senior managers and continued planning (for example by preparing for the recruitment of relevant supporting roles) to be in a position to react promptly as opportunities became available.

The impact of the pandemic towards the latter part of the financial year presented unprecedented challenges in terms of the economy, with significant implications in terms of employment support. The team anticipated a significant spike in redundancies in the coming year, alongside additional challenges such as a shortage of opportunities and an increase in the personal barriers faced by people.

The Team worked closely with the Council’s Business Enterprise Renewal Team (BERT) to develop a multi-agency redundancy response group to respond to large scale redundancies. However this was not as successful as had been hoped and they are currently revisiting via a Working Group to respond to local redundancies and recruit into local positions in the Council and Borough wide.

Plans for the future.

The past 6 months, in particular, have shown positive progression within this action area. There have been positive changes within the Caerphilly Employment team structure, combining employment teams from 2 service areas to strengthen the team; developments are still ongoing. CCBC has seen significant growth in its apprenticeship offer, driven forward by the HR team.

The Caerphilly Academy has evolved in its delivery with individuals supported by the apprenticeship schemes and with the commencement of the first Academy paid placement, the Academy mentor proving central to the success of these initiatives in many cases. There is still much to be done to develop a co-ordinated Borough wide apprenticeship offer across Caerphilly. However the group is meeting on a quarterly basis and a long overdue mapping exercise is being undertaken which will form the basis of this partnership approach to apprenticeships.

There has been general job growth in both the public and private sectors, with local employers being supported by employment support teams to fulfil recruitment needs in the form of an appropriately skilled workforce. And the Team is working with partners to form a new Redundancy Response Working Group

The new UK Government Shared Prosperity Funding (People and Skills Pillar) alongside the Communities 4 Work Plus fund from Welsh Government will allow greater scope to develop the employment programme in Caerphilly CBC further. This includes expanding the Academy support, working with underemployed residents as well as unemployed and economically inactive residents to help develop the future workforce.

[Return to main contents page](#)

Action Area 3 – Good health and well-being

Brief Description of the project's key aims/purpose of the action area

The aim of this action area is for all stakeholder services to work collaboratively with a focus on prevention to address current and future challenges across health, social care and third sectors and to enable effective whole system working to improve the population's health and wellbeing.

Key achievements and outcomes.

Throughout the period of the plan, work has continued to provide services on a place-based basis as close to where people reside and the Neighbourhood Care Networks (NCNs) have worked collaboratively as partners to achieve this.

During the period of this plan the Covid-19 pandemic ensued and its impact cannot be underestimated. At its onset it required services to respond to the needs of residents and maintain our core delivery of services, to implement a mass vaccination programme and more recently to address the legacy impact of the pandemic. However, working collaboratively across health, social care and third sector much has been achieved over the period of the plan. The footprint for delivery of the agreed priorities has been via the three Caerphilly NCN areas, namely Caerphilly East, North and South which are multi-stakeholder and where locally agreed need and solutions are discussed and solutions sought.

The NCNs have responded to identified mental health needs and a number of services and schemes have been introduced including: -

- Aligned to each GP practice within the borough the Psychological Health Practitioners are able to deal with people experiencing lower-level mental health difficulties with a view to enhancing community connection and develop inner resilience.
- MIND Cymru Additional Sessions - The health board continues to commission additional counselling capacity with Caerphilly MIND who support the primary care mental health service to address the volume of referrals received.
- IRIS Training - There is ongoing promotion and investment in the IRIS Training and support programme which enables GPs and GP practice staff to identify people affected by domestic violence and abuse and refer them to specialist services, benefiting the patient and saving NHS resources.

The NCNs have promoted the above as well as working and engaging in the Green Nature Prescribing Initiative, MELO website and all other resources available and will continue to engage and work with partners to support the mental wellbeing of our residents.

The NCNs have continued to fund and support the third sector provision of services and has invested in additional education sessions via the Expert Patient Programme for a variety of

subject areas with a notable introduction of a new topic in relation to diabetes. This has been well received by individuals and we will continue to review, evaluate, and adapt to meet local need.

In line with Placed Based Care, the borough has progressed the development of local hubs using existing estate with plans to develop these sites or bid for new builds so that services are provided from fit for purpose facilities. To date the borough has successfully introduced additional services on a local setting including the introduction of regular sessions in Caerphilly South for Paediatrics (Consultant led); Audiology; Specialist Diabetic Nurse; Heart Failure; Falls/Frailty; Primary Care Mental Health Counselling; Respiratory; Ad-hoc Physiotherapy; Smoking Cessation; Tissue Viability; Diabetes Education.

The impact of Covid-19 required services to move at an accelerated pace, utilising IT solutions to maintain services including clinical consultations performed virtually as well as face-to-face where required. The benefits of working in this way were evident and to a lesser degree where appropriate will be used going forward to support service delivery. This will offer a broader perspective to individuals in how they wish to access services.

The three NCN areas always maintain a focus on prevention and their regular meetings are generally themed to reflect current needs. Several pilots have also been undertaken with a view to understand ways in which long term change and benefits can be achieved, one more recent area being around obesity and its effect on long term health and wellbeing. Two recent initiative pilots were –

- Caerphilly South NCN undertook a pilot initiative with a local Welsh medium primary school in Caerphilly to encourage healthy eating amongst children by educating them and their parents/carers in the preparation of healthy lunchboxes. This was done by the provision of workshops for pupils and engaging with parents who were offered and undertook cooking sessions. Staff were able to observe and learn in order to deliver training annually in-house.
- Caerphilly North NCN has been a pilot area for the implementation of the Diabetes Prevention Initiative whereby support workers were employed to provide short-term interventions to educate people at risk of becoming diabetic on health and wellbeing ways to prevent this. This has received well with positive feedback, and the aspiration is to continue and extend to other practices within the cluster throughout 2023/24.

The NCNs have actively engaged across all partners the importance of taking up any offer of vaccination whether this is for a childhood immunisation, flu or Covid-19 vaccines. Additional promotional work through online and printed media pages is undertaken annually to improve uptake. During the autumn 2022 the borough held weekend sessions for the 2–3-Year-old category to provide additional nasal flu vaccination sessions. They were held in each of the NCN areas for parents to have an alternative option for their child to be vaccinated. This was the first time this has been done and a review to inform the future programmes will be undertaken. The Covid-19 vaccination programme has continued and the NCNs funded a taxi service for Caerphilly residents who had difficulty in travel to the mass vaccination centre during 2022. The NCNs also established a small vaccination team to deliver these to

housebound residents within the borough, linking with the mass vaccination programme and local GP surgeries.

Immunisations is one way that we have achieve population health prevention with a number of key rolling programmes. Partners continue to work collaboratively to seek ways to improve uptake and the NCN holds focussed meetings with key partners in relation to this.

The uptake rate of flu immunisation is variable. Improvements in the over 65 category is notable since 2018, however less so with the other categories.

	TARGET 75%						NO TARGET		
	≥65 Years			<65 Years "At Risk"			Ages 2-3 Years		
	Apr 2018	Apr 2022		Apr 2018	Apr 2022		Apr 2018	Apr 2022	
Caerphilly	66.9%	78.3%	↑	50.1%	51.0%	↑	49.5%	49.5%	↔
ABUHB	69.8%			50.8%			49.1%	50.3%	↑

The national Childhood Immunisation Programme continues and Caerphilly achieves a good uptake rate and is better than the Gwent average. However, it is evident that there is room for improvement and there is a need for the NCN to engage with all partners to understand reasons and develop a plan to address this.

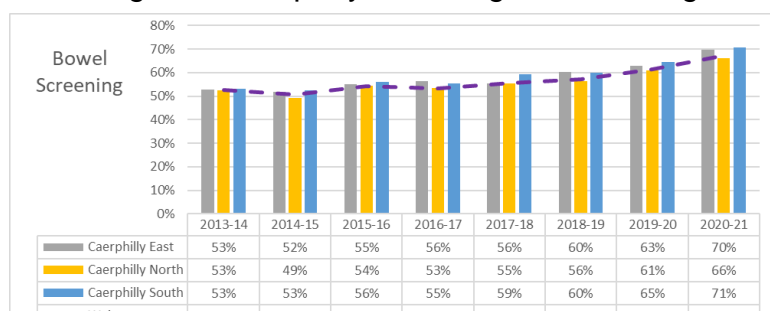
	TARGET 95%								
	Grouped - Aged 2			Grouped - Aged 5			Grouped - Aged 16		
	Apr 2018	Sep 2022		Apr 2018	Sep 2022		Apr 2018	Sep 2022	
Caerphilly	96.0%	94.0%	-2.0% ↓	92.7%	95.9%	+3.2% ↑	92.2%	90.2%	-2.0% ↓
ABUHB	95.4%	92.4%	-3.0% ↓	90.9%	92.1%	+1.2% ↑	90.2%	86.4%	-4.2% ↓

The Covid-19 immunisation programme continues with the Autumn 2022 boosters being offered to population groups aligned to the flu programme. Uptake in the older population is good although the younger and at-risk categories are doing less well. This is similar to the uptake of the flu vaccination.

	Denominator	2022/23 Autumn Booster given	Uptake Rate
Residents in a care home for older adults	522	481	92%
Aged 65 years and older	35,250	30,344	86%
Under 65s Clinically At Risk	13,326	5,045	38%
50-64 Year Olds	47,646	26,706	56%

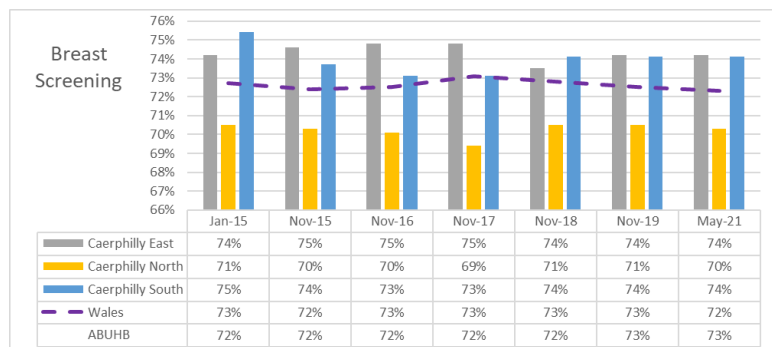
Screening programmes are also a key way in which early identification of conditions can result in better outcomes. Three main areas include bowel, breast, and cervical screening. The uptake of these programmes over the period of the plan is as follows: -

Bowel Screening: There has been year on year improvement in the uptake of bowel screening with Caerphilly achieving the 60% target in the most recent report data in 2020/21.



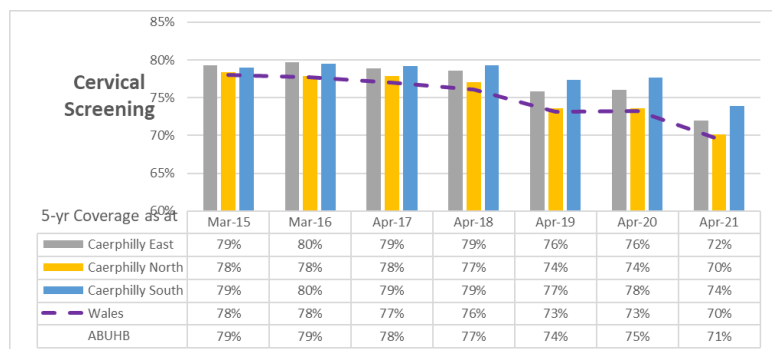
% of eligible men & women aged 60-74 years who responded to their invitation and the bowel screening programme received a used test kit within six months of their invitation

Breast Screening: The uptake rate of breast screening within Caerphilly has been static over the reported period. The uptake in Caerphilly North is slightly less than the East and South, however all 3 areas have achieved the 70% target in the most recent report data in May 2021.



% of eligible women aged 50-70 years who responded to their invitation for screening and attended within six months of their original invitation

Cervical Screening: The uptake rate of cervical screening has seen a reduction in the most recently reported period. This is likely to be as an impact of the pandemic, however, was a worsening position in the two periods prior also. It is anticipated that there will be an improvement in the next reporting cycle. None of the Caerphilly areas have achieved the 80% target in recent years and will need to be an area of focus going forward.



% of eligible women aged 25-64 years who attended their invitation for cervical screening and had an adequate test result issued within the last 5 years.

To enable the aims of this priority area it is essential that we have the resource and engagement to achieve this. Our paid and voluntary workforce is our greatest asset and their own wellbeing needs cannot be understated to ensure we can provide and sustain ongoing operational services.

Our workforce was exceptional in being able to address the pandemic and they worked tirelessly for our residents in very difficult circumstances. Previous, during and post the pandemic staff have had access to up-to-date resources such as Care First and MELO Connect 5 training. Caerphilly Council staff have access to an Employee Volunteering Scheme. The ABUHB intranet webpages has a dedicated wellbeing section and staff can access this and signpost to support and advice. The first of a local staff wellbeing event was held and received extremely well by staff who deliver clinical services to our local populations and there are plans to develop a rolling programme of these events for staff across the borough.

We need to ensure our communities and residents are engaged and involved in place-based discussions and decisions regarding their health and wellbeing and the work of the Integrated Wellbeing Network (IWN) in the borough has been instrumental in us working on a local setting to ensure our communities can become more resilient and self-sufficient.

The IWN has established place-based coordination and development of wellbeing resources commencing in the North of the borough but also in Risca. We continued with our place - based wellbeing collaboratives in our focus areas of Rhymney, New Tredegar, Bargoed and Risca. Feedback and information from the (hybrid) collaborative meetings held in February have been used in developing outline wellbeing plans for each which will be the focus for the collaboratives in the next meetings scheduled in April/May 2023 with the plan to co-produce plans for each area.

We funded over 30 community projects through our Cwtsh connections funding on which we have been working with GAVO. These were primarily aimed at reconnecting people in our communities as we continue to respond to the effects of the pandemic, but also to provide a way forward for exploring and establishing new avenues for supporting community wellbeing. We also provided funding for Wi-Fi provision at 4 community hubs in Bargoed (x2), New Tredegar and Fochriw which will enhance their capacity to provide community wellbeing activities.

We continued to support specific activities in Rhymney such as the Feelgood Fridays/Social Strollers, a new Cwtsh Café at Ael-y-Bryn in addition to the flourishing one that was in the library (now at St David's Community Centre), the Repair Café at Furniture Revival and activities at The Park. New Cwtsh Cafés, primarily aimed at reducing social isolation, we also commenced at New Tredegar (White Rose Resource Centre) and the Van Community Centre in Lansbury Park, both proving successful. A volunteering event was put on in Rhymney in February 2023 with Caerphilly Cares and GAVO to seek to improve the numbers of volunteers in the area and we have been jointly exploring the opportunities for a new Volunteering for Wellbeing programme.

We have developed and extended the Cwtsh weekly guides so that the whole of the NCN north area is now covered including Ystrad Mynach, Gelligaer and Nelson. We also cover Risca and in the process of creating a new mini guide for the Lansbury Park area. The guides are now supported by a new Cwtsh website – www.cwtsh.wales. This has extended the reach dramatically and the activity of on the Cwtsh Facebook site has supported this. Feedback has been hugely positive as assessed by responses from partners in a survey we put out and online comments from people in the different communities.

Working with GAVO and community and service partners, we have staged several well women events such as at Rhymney and Risca. These have proved successful, and we have also advised on the establishment of new community-led ones at Abertysswg for example.

We have continued to develop our Nature Prescribing programme which will relaunch formally in April 2023 with the support of the NCN for a new coordinator and also working with them and GAVO will be supporting providers with a specific fund to develop this programme.

We have worked hard with community hubs, e.g. the White Rose in new Tredegar to support the development of more activities that will enhance community wellbeing. In Bargoed we supported the work of the Town Council in their wellbeing initiative and we have developed a bid for a Dementia Friendly Activities Coordinator in the area.

Lessons learned

It is evident that the pandemic has required us to quickly respond and adapt to the ways in which we were required to work. As a result, there has been some lessons learnt one of which is particularly around the use of technology which has accelerated the ways in which we can provide and offer greater access to services.

The necessity to have our local communities engaged at every stage of service planning and delivery has become more evident and this is one area in which we can work together to achieve this across the whole borough and not in the limited number of places where the IVN currently operates.

The recent development of the NCN integrated medium term plans and overarching Integrated Services Partnership Board (ISPB) plan have highlighted areas where duplication exists across organisations and the ISPB in its first year will agree a small number of key actions to reduce this.

The need to identify population need, and plan accordingly as multi-stakeholders is key in relation to this action area and the NCN development programme and ISPB is a governance framework to do this. It is through this approach we will also evaluate schemes and services often introduced as pilots with clear measures and outcomes to ensure we can continue to be effective and efficient in our service provision.

Plans for the future

In 2022 there was a Welsh Government directive to establish/accelerate the development of clusters which locally in Gwent we term Neighbourhood Care Networks (NCNs). The aim of accelerated NCN development is to meet the local population health and social care needs through effective and robust planning and service delivery. The 7 main outcomes which will be worked towards are: -

- Enhancing integrated planning between NCNs, health boards and local authorities
- Delivering a wider range of services across the NCN closer to home, meeting population need and priorities.
- Establishing more effective leaders across the system through collaboratives and clusters.
- Improving equity of service provision based on local need.
- Improving the delivery of multi professional / agency services.
- Supporting sustainable services and workforce, ensuring both efficiency and effectivity.
- Empowering NCNs with increasing autonomy, flexibility, and vision.

This action area is mainly deliverable via the 3 NCNs (North, East and South) in Caerphilly whose main ambition is to improve population health and wellbeing at a local level, support people to stay well, lead healthy independent lifestyles and reduce health inequalities.

The impact of the Covid-19 pandemic on this action area cannot be underestimated. The NCNs were central to responding and supporting the response to the Covid-19 pandemic and agilely adapted to ensure services were sustained and they were also key in the delivery of the mass vaccination programme. Work continues in relation to recovery of services affected as a legacy impact of the pandemic.

Going forward it is recognised that current health and social care services need to evolve to be able to sustain and improve operational delivery for a number of factors: -

- Demand for health and social care is growing and will continue to grow; we have an aging population, with patients living longer and with more complex needs, which intensifies the challenges faced by all sectors.
- All of our health, social care and community services need to be sustainable in the short, medium, and longer term.
- Our population is characterised by pockets of health inequalities, linked to socio-economic deprivation the current financial climate will further impact these areas.

Recognising the significant pressures across both the health and social care agenda the Caerphilly NCNs are actively working with colleagues across the borough to support sustainability of services. They are working in association with partners across all sectors to develop and implement local plans to deliver services on a place-based footing across the various level of individual and community need.

The Welsh Government directive on the implementation of the Accelerated Cluster Programme was a key deliverable in 2022-23 and was seen as a transition year but its successful implementation will result in health, social and 3rd sector partners working in a more seamless way to deliver services to our communities.

[Return to main contents page](#)

Action Area 4a – Safer communities

Brief Description of the project's key aims/purpose of the action area

The Safer Caerphilly Community Safety Partnership (SCCSP) is comprised of five statutory organisations:

- Caerphilly County Borough Council
- Gwent Police
- South Wales Fire and Rescue Authority
- National Probation Service
- Aneurin Bevan University Health Board

Representatives from each of the agencies sit with partners on the Safer Caerphilly Community Safety Partnership (CSP) Board. The Board oversees and manages the CSP statutory duties and the community safety portfolio for Caerphilly county borough. This includes: producing annual strategic assessments of the crime and disorder for the area; working in partnership to reduce crime, disorder and anti-social behaviour; counter terrorism; responsibilities for Prevent and Channel; managing Domestic Homicide Reviews, modern day slavery, reducing reoffending, combatting substance misuse and; violence against women, domestic abuse and sexual violence.

Key Achievements and Outcomes

Multi-agency working

Over the last five years we have seen very positive enhancements to the way the community safety partners work together and share information in Caerphilly. In 2018 the Safer Caerphilly Hub was established which has enabled key partners to be co-located together in designated office space in Penallta House. This has significantly improved information sharing, enhanced partnership activity including projects and events, reduced the number of meetings that were being held and resources such as travelling expenses and booking venues for meetings.

The Hub holds fortnightly partnership tasking meetings with a range of community safety representatives to analyse the crime and disorder priorities for the area. Partners then distribute and deploy resources to the identified priorities. This ensures that the partnership maintains an intelligence led approach to its work and addresses identified locations and individuals appropriately. A Gwent WASPI (Wales Accord on the Sharing of Personal Information) agreement has been developed for partners to share personal information.

In addition to the fortnightly Tasking meetings that analyse the local crime and disorder priorities a multi-agency Organised Crime Group has been developed for Caerphilly to assist investigations and intelligence gathering. Community Safety Partners support Gwent Police in

dealing with their most prolific/high profile offenders. The partners share intelligence and look to use their tools and powers to address offending. In 2021 partners worked together to obtain a court order against an individual who was part of an organised crime gang. The case is now used to demonstrate best practice and an example of good partnership working.

The community safety partners have also worked together to develop a new initiative called 'Community Assist Events' which are multi-agency community engagement events that are held in communities where there are emerging crime and disorder issues. Unfortunately, these events had to be put on hold throughout the pandemic but are now starting to be planned again.

The Community Safety Partnership oversees the Prevent and Channel Counter Terrorism statutory duties for Caerphilly Council. The Community Safety Team have worked with partners across Gwent to review the Home Office Prevent Duty guidance and develop a regional action plan for Prevent delivery. The Community Safety Team manage Prevent referrals, provide Prevent training to appropriate frontline staff and co-ordinates the monthly Channel Panel meetings to manage and support individuals identified as being at risk of radicalisation.

Throughout the pandemic the Safer Caerphilly partners have worked together to maintain existing approaches and develop new initiatives to tackle crime and anti-social behaviour within the Caerphilly County borough area. Throughout this period partners have excelled in adapting to new ways of working in a rapidly changing environment whilst ensuring that our communities continue to be supported throughout these unprecedented times.

In addition to maintaining existing services and the above updates some examples of new developments include the following pieces of work:

- **Problem Solving and Reducing Demand:**

- Gwent Police have formed a new Problem-Solving Team which will focus on reducing the Crime and ASB demand drivers and will also concentrate on Crime Prevention and Engagement within the communities. They will work closely with the Police Neighbourhood Teams, Partnership Hub and the local authority Community Safety Team.
- To complement this -We don't buy Crime has also been introduced within Gwent Police, this is the acquisitive crime taskforce. The team use analytical techniques to identify areas of risk and highlight emerging trends. They work with victims of crime and businesses to provide security advice, deliver SmartWater packages and minimise the chance of repeat offending. They also assist in delivering bespoke training to partner so that they recognise signs of organised crime and criminal exploitation.

- **Safer Streets Funding Round Three:**

Safer Streets Funding for £299,777.00 was successfully granted by the Home Office to the area of Rhymney, Caerphilly. The project was finalised in March 2022. The funding was intended to implement measures to prevent and reduce acquisitive crimes such as residential burglaries, theft from person and robbery that included:

- Additional CCTV and a review of street lighting
- Replacement of door locks
- Dusk til Dawn lighting to be provided to front and rear of dwellings in line with Secured by Design recommendations
- SBD approved Property marking kits to be distributed to victims
- Crime Prevention Signage along the A465 laybys
- Lighting and CCTV of laybys
- Police engagement with Haulage companies to deliver crime prevention

Door to door surveys were conducted and homes identified that would particularly benefit from measures such as security lighting and CCTV doorbells. These were properties that had previously been burgled or were identified as being potentially vulnerable due to the circumstances of the occupiers.

As a partnership, Caerphilly County Borough Council and Gwent police have successfully delivered the following interventions:

- A total of 201 households have been fitted with CCTV, ring doorbells, 24 hr night security lights, Smart water and a new TS007 door lock.
- Additional home security measures (car security packs, night-time shed sensors and locks, burglary tremor packs and bike security locks) have all been distributed to the community via local events.
- Industrial estates have been visited and Smart water property marking, and crime prevention advice provided to businesses and hauliers.
- Second-hand retailers have signed up to a force wide agreement to identify stolen property and have been given guidance and training. Additionally, CCBC Trading Standards and retailers have been given ultraviolet torches to identify items marked with Smartwater.
- 15 new CCTV locations have been established and 8x 4K ready 4G CCTV cameras purchased that are re-deployable to respond to crime demand throughout the Rhymney valley.
- 200 signs have been installed throughout the Rhymney valley to alert potential criminals that the area is protected by Smartwater property marking. Research from other areas of the UK has shown this to be an effective means of reducing crime.
- There have been 10 local engagement sessions held in the community and at local schools to provide home prevention advice. As a result of this engagement a further 300 residents signed up to the Smartwater home security pack.

- **Anti-Social Behaviour**

Throughout the pandemic anti-social behaviour was a challenge for Community Safety Partnership's. Caerphilly was not exempt from those challenges. When the lockdown restrictions were lifted there were significant spikes in anti-social behaviour as communities readjusted. Town Centres were affected predominantly and as a result there was the establishment of a new 'Town Safe' initiative which is currently being piloted in Blackwood. The initiative seeks to work with community safety partners, businesses and the community to address local identified issues. Any individual identified for causing anti-social behaviour is referred into the Safer Caerphilly Anti-Social Behaviour Strike 4 process. The process uses a combination of supportive and enforcement measures to moderate an individual's behaviour. The early intervention and prevention work has been extremely effective with over a 90% reduction in offending behaviour between strike 1 and strike 4 of the process. A range of tools and powers are considered for each case which can include Acceptable Behaviour Contracts, Civil Injunctions, Community Protection Notices, Closure Orders and Criminal Behaviour Orders. During 2021-2022 a total of 14 multi-agency strike meetings were held to discuss 93 cases. Of these, 6 individuals continued to offend and the community safety partnership applied for and obtained Civil Injunctions at court.

In addition, the Community Safety Partnership has introduced numerous initiatives that aim to prevent and tackle anti-social behaviour: Projects with the Fire Service to prevent deliberate fire setting such as Operation Arid, Project Bernie and Operation Bang which addresses anti-social behaviour over Halloween and Bonfire Night. Joint Operations and Dispersal Orders conducted between Community Safety Wardens, Gwent Police & Partners. Weekly Youth Service Outreach and Positive Futures sessions held to target hotspot areas and engage youths on the cusp of offending. Youth Offending Service projects to prevent escalating offending behaviour which can include family support and mentoring. Public Space Protection Orders have been implemented covering over 300 locations across the county borough, all aiming to prevent anti-social behaviour.

- **Communications**

In July 2014 Safer Caerphilly established its own social media presence on Twitter using the handle @SaferCaerphilly. The account is used to promote the work conducted by Safer Caerphilly partners to reduce levels of crime and disorder, anti-social behaviour, and partnership events. The account currently has 1,230 follows.

- Numerous media campaigns have been developed by the community safety partnership to address issues highlighted as crime and disorder priorities. The partnership has created various newsletters, leaflets and posters to promote its work, advertise campaigns and to update residents on key community safety developments. Community engagement events are held in hot spot priority areas to seek the views of

residents, identify issues, and work together with partners to address concerns. Examples of recent work are as follows:

- A community safety campaign was launched in the run up to Christmas 2022 to promote messages around the night-time economy. The 'Behave or Be Banned' campaign was launched in partnership with community safety agencies and all local licensed premises who are part of the pub watch scheme. If a member of public is caught causing trouble in any of the pubs involved in the scheme then they will be banned from all of the licensed premises.
- All premises involved were issued with copies of the below poster and branded beer mats and social media messages promoted the campaign throughout the festive season.

● ANTI-SOCIAL BEHAVIOUR AWARENESS WEEK

Between the 18th of July through to 25th of July 2022 Safer Caerphilly took part in the second annual Anti-Social Behaviour Awareness Week. Updates were provided via social media using the hashtag #ASBAwarenessWeek. The Council's Community Safety Wardens took part in various planned activities such as community litter picks, bike marking drop ins, joint patrols with Gwent Police, and community sports alongside partner agencies.

The team worked with partners and engaged with both adults and young people throughout the week and provided information about anti-social behaviour. These activities were shared on the @SaferCaerphilly Twitter page. Information cards were also created to share via social media to inform and educate the public about the powers currently available to tackle anti-social behaviour.





- **COMMUNITY ASSIST POPUP EVENT BLACKWOOD**

A popup Community Assist event took place in Blackwood in the Summer of 2022 as part of ongoing work to tackle the anti-social behaviour problems being experienced by the residents and business owners. Community safety partners (Community Safety Team, Gwent Police, Environmental Health, United Welsh, South Wales Fire & Rescue, Supporting People, OPCC, Caerphilly Youth Service) attended the marketplace in the centre of Blackwood and engaged with over 240 members of the public to discuss any problems/issues they were experiencing. As part of the event people were asked to mark hotspot areas on a map of the area where any problems have been encountered. This information was used to assist partners with ongoing work in the area.

← Tweet

 Safer Caerphilly
@SaferCaerphilly

We're here at Blackwood Market place, speaking to residents and business owners about anti-social behaviour. There are lots of agencies here to chat with you... come and say Hi!



 caerphillycbc and 3 others

11:34 AM · Jul 27, 2022 · Twitter for iPhone

Future Plans

Serious Violence Duty

On 28 April 2022, the Police, Crime, Sentencing and Courts (PCSC) Act received Royal Assent. The PCSC Act legislates the Serious Violence Duty (the Duty), a multi-agency approach to prevent and reduce serious violence in England and Wales. It sets out that 'specified authorities' across England and Wales must collaborate when implementing the Duty. 'Specified authorities' comprise of:

- The Chief Officer of Police
- Fire and Rescue Authorities
- Local Health Boards
- Local Authorities
- Youth Offending Teams
- Probation Service

They must work collaboratively and share data and information in order to put in place a strategy to prevent and reduce serious violence. The guidance outlines the changes made to section 6 of the Crime and Disorder Act 1998, ensuring preventing and reducing serious violence is a priority for Community Safety Partnerships. Community Safety Partners across Gwent have started to work together on the plans to produce a needs assessment and a specific serious violence strategy which both need to be in place by January 2024. This will be a partnership priority over the next 12 months.

Early Intervention and Prevention

A Community Safety Partnership development workshop was held in May 2022 where partners were invited to attend and provide feedback and views on how the partnership was currently working. 40+ people attended and participated in a number of workshops providing valuable insight and personal experience of community safety work. Whilst Caerphilly has excellent partnership working, information sharing, and well established processes, there were some gaps and areas of development identified.

People expressed that the lack of sustainable funding and analytical capacity hindered the partnership from providing more early intervention and prevention projects/initiatives. This is an area for development and a future priority for the community safety partnership.

Violence Against Women, Domestic Abuse and Sexual Violence.

The new Violence Against Women, Domestic Abuse and Sexual Violence strategy will feature within the Community Safety Partnership action plan in the future with three key focus areas – public confidence, tackling perpetrators and supporting victims of crime. This will be done through targeted activity, problem solving, utilisation of civil orders and engagement and education.

[Return to main contents page](#)

Action Area: AAb Resilient Communities – part 1

Brief Description of the Project's Key Aims/Purpose of the Action Area:

The 2014 Welsh Index of Multiple Deprivation identified Lansbury Park as the most deprived area in Wales. And 13 other areas in Caerphilly County borough also featuring in the top 10% most deprived category. This Action Area sought to find solutions to the issues facing Lansbury Park, and to work as a pilot to develop an approach that could also be used in other areas of the county borough facing similar issues. In response to these issues a “Coalition for Change Board” was established. It included representatives from all PSB partners and other key organisations. A Delivery Plan was developed to drive the work of the Action Area.

The Coalition for Change Board was made up of representatives from all PSB partner organisations. A key focus of the Board was to use assets and resources more intelligently for the benefit of our residents. A comprehensive programme was developed to improve the physical condition of the Lansbury Park Estate and the homes on it. Work has been undertaken to improve the well-being and resilience of individuals and to allow them to reach their full potential.

The key tasks of the Action area were to:

- Establish project management, co-ordination, delivery structures and responsibilities.
- Identify and evaluate the services currently being delivered for the benefit of residents within Lansbury Park, and the costs of delivery. Including a community audit.
- Establish and deliver a programme of projects based on the Deep Place Study recommendations
- Support housing partners to deliver appropriate, affordable and sustainable homes

Key achievements and outcomes.

These included:

- The multi-agency Coalition for Change Board agreed an extensive programme of works at Lansbury Park based on the Deep Place Plan.
- Work to address the wider environment on the estate, and an Environmental Enhancement Plan was developed which sought to use the open space on the estate better and to reconfigure parking and garages.
- An Academi Wales Graduate was appointed to spend 22 months on a project to map the services delivered in Lansbury Park by the various public sector agencies to inform service delivery moving forward.
- £4.4m was invested on internal improvement to Council homes in Lansbury Park. A further £5m has been spent on installing external wall insulation and undertaking associated improvements to Council and private homes in order to improve their

energy efficiency, address fuel poverty issues and improve well-being, together with £2.8m on other external works to tenants' homes.

- A further £2m of energy works to the remaining properties on the estate, which are predominantly privately owned, was also approved. Approximately £17m has been invested in Lansbury Park over the plan period from a combination of predominantly Welsh Government and Housing Revenue Account funding.
- A FareShare scheme was set up on the estate during the Covid-19 crisis. Due to their local knowledge, they identified people who were in need of support and built a supply network to aid provision.
- A two strand strategy to tackle crime and anti-social behaviour has been established, which focuses on enforcement and engagement. Community Safety Hub meetings are held with partners to prioritise the risks and effectively respond to the risks of the challenges around Drug, Alcohol, Anti-Social Behaviour and organised crime faced in the area.
- In November 2020 the Council introduced the Caerphilly Cares Service to provide a new approach to service provision (see activity area below). This is providing a changing perspective on building bridges with communities, mobilising individual and community assets, and enabling a process of co-production, with individuals as active agents in their own lives. This new approach enabled easier and earlier identification of vulnerable people within communities; better engagement; the ability to identify what the new service needs are in the community; the opportunity to build on and expand community and voluntary support; the mobilisation of community assets in empowered co-production and advance the holistic work of the Resilient Communities strand of the Public Service Board's (PSB) work.
- The long-term vision is for a much larger range of services to work collaboratively 'under the umbrella' of Caerphilly Cares to support early intervention and prevention in order to meet the needs of all residents across the Caerphilly county borough as a whole. The focus is on reducing inequalities and supporting the most vulnerable in our borough, to provide an environment for effective communication and coordination that puts the needs of residents at the heart of service delivery. As the Caerphilly Cares activity area was created, the Resilient Communities activity area was refocused to concentrate on Town Centre Recovery.

Lessons Learned

- The Coalition Board worked well together to deliver shared goals.
- Partners were open, at all levels, finding opportunities to work together, and to challenge practice and performance.
- The Board offered an opportunity for regular communication between partners which drove collaboration for the benefit of Partners and also for the benefit of the end service users.

Plans for the Future

The Coalition Board was stood down in 2020 however it is important that the lessons learned from the Lansbury Park initiative can be used in future to support other disadvantaged communities.

Action Area: AAb Resilient Communities – part 2

Background

Town centres throughout the UK are facing a series of significant challenges to their economic viability post Covid-19. The pandemic saw an overnight change in how people used our town centres. Shoppers' spending and travel habits changed, and whilst demand for public services increased, many people took advantage of online platforms to access these. Most town centres were already having to adapt to a significant period of change before the pandemic, as they have done in the past, reflecting societal changes over decades. But rarely has such drastic change happened in such a short period of time, as restrictions were imposed on movement and business operations nationwide.

The Business community had to adapt quickly, and local and national government support had to be rolled out quickly and tailored accordingly. Welsh Government and Council officers administered over £62m of grant support in the County Borough to help businesses survive the crisis. Besides the many challenges faced, the restrictions also created opportunities for many businesses that adapted their operating model to reflect changing habits, and as restrictions ease, businesses that adapted quickly have benefitted from increased footfall, as people choose to stay local for shopping, work and leisure. Hence the need for the Resilient Communities strand being refocused by the Caerphilly PSB to concentrate on Town Centre Recovery.

The Key Task of this were to:

- Increase access to free wi-fi to help address digital exclusion.
- Reduce the number of problematic empty properties within the Principal Town Centres through proactive action by the Local Authority.
- Increase the number of business start-ups in our Principal Towns.
- Support business with their training and development needs and provide appropriate training for potential employees in partnership with the college.
- Align active travel funding proposals with emerging Transforming Towns projects.
- Introduce new homes into town centre locations to diversify the uses in town and increase footfall.
- Working with the business community to understand the importance of our town centres in terms of providing the essential services that we rely on for our daily lives and well-being
- Creating and maintaining healthy, green, accessible, and well-connected towns to deliver multiple benefits for well-being
- Enhancing and promoting our town centres, to help residents to shop local for their everyday needs
- Providing an excellent environment that has a choice of new homes, accessible workspaces, a diverse and varied retail and leisure offer that satisfies everyday requirements, and affords access to bespoke products and great food and refreshments day and night

Key achievements and outcomes.

Outlined below is a sample of the activities undertaken by PSB partners over the plan period to enhance town centres and support business:

- Officers have worked with the Communications provider to provide free wi-fi roll out to 5 Principal Towns and 2 Local Centres to facilitate access and help address digital exclusion. Free Wi Fi rolled out in Rhymney, Risca, Ystrad Mynach, Bargoed. Roll out in Caerphilly, Blackwood and Newbridge underway. Wi-Fi analytics are also being explored and a draft Functional Specifications Document has been issued for the proposed Analytics & Data Feed. Funding secured for a new Shop Local Campaign.
- Funding secured to run a pilot initiative to bring empty properties back into beneficial use in Bargoed. Transforming Towns Funding secured to pilot meanwhile uses and introduce a property enhancement grant.
- Empty Property Action Plan prepared with a list of targeted properties supported to be brought back into beneficial use.
- £1m WG Transforming Towns allocation obtained – good pipeline of projects awaiting funding which seek to bring several prominent empty buildings back into beneficial use in Caerphilly and Blackwood.
- The events team delivered a successful programme of craft and food fairs to our key town centres before and after Christmas 2021 and a whole programme of events throughout 22/23 that delivered an uplift in Footfall across Bargoed, Caerphilly, Ystrad Mynach and Blackwood Towns. For example, the Ystrad Mynach spring event increased footfall by 365%, with an attendance in the town centre of 6,400 on the day of the event compared to 1,376 the week before, effectively creating more than an extra two and a half Saturdays. Whilst the Blackwood Spring Fair in 2023 saw 8,058 visitors in the town centre compared to 4,898 and 4,939 on the previous consecutive two Saturdays.
- Providing Opportunities for new Companies to start up and thrive **Whitebeam Court** is a Joint Venture partnership between Caerphilly County Borough Council and Welsh Government. The development is the latest phase of an ambitious sustainable mixed-use development for Ty Du by Welsh Government and Caerphilly Council.
- A major scheme to undertake the enabling highways infrastructure works, including installation of services and estate roads was successfully completed in 2019 and has prepared the 18hectare landmark site for future residential and commercial development, which will include around 200 homes (including provision for affordable homes) and an area for employment use. The development was part funded by the European Regional Development Funds through the Welsh Government and part funded by Caerphilly Council. The first phase of the employment area has created a managed business park offering five self-contained terraces of employment units that are available individually or combined. The units are of high quality, low maintenance set within a landscaped environment. The development has been designed to use traditional forms similar to barns and natural colours so that they harmonise with the surrounding landscape.
- **The Lawns – Silver Birch Court** The Council delivered 15 new starter business units totalling 15,000 sq. ft. of additional industrial space in the Spring of 2022 which are fully let as part of regeneration objectives for the Upper Rhymney Valley. Located just 2 miles south of the A465 Heads of the Valleys road, with excellent links to the M4 and

just an hour's drive from the M50. Rhymney Railway Station links directly to Cardiff Central with a journey time of one hour. The site (which currently hosts a number of existing units) has three new buildings of 15 individual units. Units are available to lease from the Council and consist of eight 50 square metre units, four 75 square metre units and three 98 square metre units. This project has been made possible with funding from the Council and the European Regional Development Fund through Welsh Government providing a much welcomed boost to the local economy and the prospects of employment for local people.

- The Caerphilly Enterprise Fund actively supports new and established businesses and community enterprises throughout the County Borough. It is aimed at small and medium sized enterprises with less than 250 employees. The Caerphilly Start-Up Grant provides a grant scheme delivered through a partnership with UK Steel Enterprise and Caerphilly County Borough Council. It is designed to help residents of Caerphilly County Borough set up a full-time business for the first time, who are not able to access any other sources of funding. The Caerphilly Business Start-Up Grant provides financial support to help eligible new businesses develop and grow. Applications are continuously assessed by the Business Enterprise Renewal Team and both initiatives are over-subscribed. £1.5m of Business Grants awarded from April 2021 to March 2023 as follows:

Caerphilly Council - Caerphilly Enterprise Fund (CEF)

- Capital – 69 grants totalling £403,494.85
- Revenue- 55 grants totalling £57,663.27

UK Shared Prosperity Fund - CEF UKSPF Business Development Grant

- Capital - 61 Grants totalling £904,184.45
- Revenue - 31 Grants totalling £89,184.68
- UKSPF Start Ups 4 grants totalling £18,773.74

Community Benefit Funds - supported by Private Sector

- Oakdale Community Benefit Grant 12 grants totalling £30,982.44
- UK Steel Start Ups 20 Grants totalling £9,805.27

Officers work continuously with the local colleges through the Caerphilly Business Club and link businesses with the CCBC employability teams to provide training, work trials and upskilling opportunities for the unemployed and employed members of staff across the borough. Each business is made aware of the full range of training services made available through CCBC and further and higher education partners.

Through the Shared Prosperity Fund the Council is using the Regional Employment Programme to jointly commission FE, ACL and locally procured bespoke courses which address skills gaps, address recruitment issues linked to skills gaps, and focus on growth areas in the local labour market for those in employment to develop and progress in their careers. Digital, creative, manufacturing sector skills targeted.

Town Centre living is now regarded as a key element in regenerating towns. New housing strengthens community ownership of town centres, creates vibrancy throughout the day and importantly generates footfall to sustain retail, leisure, and other uses. Regeneration Officers are working with several property owners to diversify our town centres and increase the number of residents living in towns in the county borough. Pipeline projects include a new mixed-use development in Pentrebanne Street Caerphilly, and the redevelopment of Llys Ifor, Caerphilly for residential use, and the redevelopment of a number of Empty properties in Bargoed Town Centre.

The Council continues to work with Pobl to redevelop the former Civic Offices in Pontllanfraith to provide much needed local homes for local people. Referred to as The Chartist Gardens, the scheme is proposed to be an exemplar garden suburb development. This incorporates sound placemaking features (including best practice for sustainable drainage systems), integrated well designed open space and formal children's play, comprehensive landscaping, active travel and high-quality housing within a parkland setting. The development will provide up to 125 new homes with a mixed occupancy. The Council are also working with Pobl and United Welsh to redevelop the former Windsor Colliery Site in Abertridwr, whilst Caerphilly Homes are actively developing publicly owned land for future housing development throughout the county borough at Ty Darren Risca, Oakdale Comprehensive School, and several other sites are in the process of being assessed to determine their suitability.

The Active Travel (Wales) Act 2013 requires all local authorities in Wales to continuously improve their active travel routes and plan how routes will join up to form networks so that people can more easily get around by bicycle or as a pedestrian for their everyday journeys to work, school and other local destinations.

Following a period of public engagement, the legislation requires councils to undertake statutory consultation to give the public the opportunity to check their opinions have been taken on board. The revised Active Travel Network Map was submitted to Welsh Government in December 2021 and was published early 2022.

The legislation is primarily (but not exclusively) based on settlements with a population of more than 2000. In Caerphilly County Borough this means we consulted about improvements to the walking and cycling routes in; Aberbargoed, Abercarn, Abertridwr, Bargoed, Blackwood, Caerphilly, Llanbradach, Newbridge, New Tredegar, Nelson, Pontllanfraith, Pontlottyn, Risca, Rhymney, Ystrad Mynach, Wattsville.

The first tranche of studies has been commissioned with consultants (through the WelTAG – Welsh Transport Appraisal Guidance – process), to develop preliminary route proposals for routes in the ATNM for 7 areas across the county borough that include Bargoed, Caerphilly, Llanbradach, Nelson, Risca, Ystrad Mynach and Wattsville. This work is expected to be completed by the end of March 2023 and will be used to identify those routes to be designed in more detail for public consultation and engagement. Further studies to cover remaining areas will be undertaken over time as funding allows.

Lessons learned.

Town Centre Regeneration relies on multiple investments across the medium to long term and cannot be achieved by the public sector in isolation. It requires a range of investments and commitments from multiple partners, including: Welsh Government, Transport for Wales and other public sector partners, together with the third sector and critically the private sector are key. Towns will continue to struggle unless local actors join together to deliver the changes needed to sustain their town. It is important for business owners to see the benefit of such town centre investments as this will in theory incentivise them to invest in their own business and premises. Further it will also encourage other entrepreneurs to develop new business ideas and invest and this is key to attracting new, quality, independent traders into our towns.

The funds available for regeneration rarely match the scale needed to drive change. It is important to have stability over a longer period to facilitate and enable change, and importantly keep the momentum behind regeneration activity to ensure solid foundations. Proper resourcing for town centre regeneration is therefore critical to help to address and reverse town centre decline.

Funding needs to be in place at a national level recognising issues of viability if there is to be repurposing of town centre units. There also needs to be a local acceptance of loss of some structures to accommodate additional space requirements to enable towns to diversify and adapt to changing societal needs.

Using an holistic approach to regeneration is critical. The important role of transport and infrastructure initiatives (such as active travel, Wi-fi, green infrastructure, etc) needs to be understood and planned for. Walking, cycling, active travel and public transport needs to be well connected and positively integrated to aid ease of movement in and around our town centres.

Fundamentally important the local community need to be fully engaged in regeneration proposals to ensure proposals meet the community's needs and aspirations.

Plans for the future.

Nurturing a strong independent diverse service and retail offer both online and in town, a year-round programme of cultural events and family-friendly activities throughout the day and into the evening, delivering dependable, frequent and accessible public transport and excellent active travel connectivity, combined with the use of smart technology will be key for underpinning successful town centre regeneration of the future.

Adopting a town centre first policy for significant new public sector development will also be critical to make services more accessible for all and to achieve enhanced footfall to sustain local business and increase the vitality and vibrancy of town centres.

Critically, it is important to have stability of funding over a longer period to facilitate and enable change, and importantly keep the momentum behind regeneration activity to ensure solid foundations. Proper resourcing for town centre regeneration and thereafter town centre maintenance is therefore critical to help address and reverse town centre decline.

[Return to main contents page](#)

Action Area 5 – Protect and enhance the local natural environment Projects



Brief Description of the project's key aims/purpose of the action area

The Environment action area has sought to deliver the following:

- Positive Change— working with others to help everyone to understand the importance of the natural environment and how it underpins how we live, work and play.
- Positive Start— Creating and maintaining healthy, green, well-connected green spaces and habitats to deliver multiple benefits for well-being.
- Positive People— Enhancing and promoting local natural environments, to help residents be more active and engaged.
- Positive Places— Providing a network of connected green spaces to deliver multiple benefits for both individuals and nature.

Key achievements and outcomes.

The environment action area delivered under several overarching themes against the key aims and purpose:

Create, complete and implement an integrated Green Infrastructure Strategy

The key achievement under this theme was the involvement of the green spaces group in the development of the Caerphilly Green Infrastructure Strategy. The Green Spaces Group were

involved in early stages of GI Strategy development in 2018 and the item regularly discussed at Green Spaces Group meetings since. The tree planting group (which forms a subgroup of the environment action area) have also used the Green Infrastructure Strategy to identify potential areas for tree planting.

Establish a funding group of PSB organisations to share knowledge and identify opportunities for collaborative projects and funding bids / Identify the opportunities for PSB Partners to share resources, assets and staff.

Members of the green spaces group were part of local and regional funding bids. For example, members were involved in successful bids to the Welsh Government ENRaW fund (Enabling Natural Resources and Wellbeing) which resulted in the establishment of the Resilient Greater Gwent group which created an evidence-based strategic plan to direct nature recovery action in Gwent. It also resulted in the establishment of the Gwent Green Grid Partnership which has delivered several workstreams (around Green Infrastructure improvements, access plans, recruiting staff including a Regional Health and Wellbeing co-ordinator, an access training programme, countryside ranger support and assistance for existing staff, I-Tree, pollinator and recycling initiatives and wider environmental works).

Map existing delivery, assets, opportunities and gaps of our green spaces and identify opportunities for change

To complement the strategic look at green space provided by the Caerphilly Green Infrastructure strategy, NRW funded a place-based look at assets and opportunities along the Ystrad corridor, to help bring the GI Strategy to life on the ground. Groundwork conducted the consultation work with residents. The focus was engagement with the community to look at how they did/didn't use green spaces, what they valued, what the barriers and opportunities were to using green spaces to be a greater part of people's daily lives.

Implement actions to increase the contribution that the environment makes to the health and well-being of residents

CCBC, Public Health Wales, NRW and Groundwork Wales worked together on a 'green active travel' project in Tir y Berth. The site was chosen as a 'community hub' and the project involved an existing travel route along the river Rhymney. Local people participated in enhancing the site so that it is better used as a resource at the heart of the community linking homes, schools and workplaces to improve health, well-being and connection to nature. An interpretative map of the site was also produced.

Implement actions to increase volunteering in the outdoors

The tree planting group, which forms a subgroup of the environment action area alongside the green spaces group, has been involved in several successful tree planting projects involving a range of volunteers. The group, bringing together statutory and third sector organisation comprises representatives from the CCBC, ABUHB, NRW, GAVO, Keep Wales Tidy and Groundwork, was established to look at opportunities, within the county borough as part of the

Caerphilly PSB's Green Spaces objective detailed in the Caerphilly Well-being Plan. The work of the group also contributes to the decarbonisation work being undertaken in response to the declarations of a climate emergency by all the PSB partner organisations. The group's main aim is to work in partnership to identify tree planting, and other carbon off setting measures, across the county borough.

The tree planting group has successfully delivered a number of tree planting events. For example, 34,500 trees were planted in the 2021/22 planting season at Ynys Hywel farm, Cwmfelinfach. 4,500 of these trees were planted by volunteers in a week-long planting event co-ordinated by PSB partners CCBC, GAVO, Keep Wales Tidy and Groundwork. Over the week 105 volunteers from the community and CCBC's corporate volunteering, Target Financial Services, GAVO Early Language Team, Young People-EOTUS, Coleg Y Cymoedd, Caerphilly Youth Service (Blackwood School), with several volunteers coming to more than one session.

Lessons learned

The green spaces group has worked well together to deliver shared goals. The group has provided an opportunity for regular communication between partners. With regards to lessons for the future, it would be prudent for any future iteration of this group to focus on areas where multiple partners are able to work together to deliver outcomes more effectively and which avoids duplication of effort. Representatives from the third sector highlighted the issue of uncertainty around the funding of environmental work. A future iteration of this group may want to consider this issue as part of its future priorities.

Plans for the future

Some existing work will naturally continue. The tree planting group is on-going and intends to continue the excellent work it has achieved to date. 3,000 trees are to be planted at Ynys Hywel by volunteers during another week-long event this March, with over 110 volunteers signed up to take part. Ynys Hywel will form one of three Covid-19 Memorial Woodlands across Wales, with funding approved until 2028. Plans and designs for the first phase of the planting have been finalised and this is taking place alongside the volunteer planting this March. Footpaths and other groundworks will begin in April once the planting season is over. Potential sites for a tree nursery have been identified and discussions are ongoing with partners and other third sector organisations within Gwent on a proposal for development.

Discussion has been held at the Green Spaces sub-group meetings with regards to future work. It was acknowledged that fresh impetus was required. The Well-being objectives and actions in Gwent Well-being Plan will need to be delivered locally. However, the detail of that delivery is currently unknown. There was discussion around the possibility of working across local authority boundaries to deliver for the environment more effectively. This may be one outcome following the move to a Gwent Well-being plan; however, the detail of the local delivery plan will be key in shaping the work of the group in the future.

[Return to main contents page](#)

Action Area 6 – Caerphilly Cares (a new Action Area added in 2021)

Brief Description of the project's key aims/purpose of the action area

The key aim of Caerphilly Cares is about a changing relationship with our residents and communities - mobilising assets within communities, promoting independence and increasing people's control over their own lives.

Caerphilly Cares provides a single 'gateway' into the Council for residents and communities, designed to centralise and coordinate contact for support services and reduce the need for statutory intervention. Caerphilly Cares provides individual and community support through a person-centred approach to ensure the right support is given to everyone guided by "What Matters" to them. Working alongside the voluntary sector and communities to build relationships and ensure their view is heard and services are directed by the needs of the individual and community, building resilience through empowering groups and championing volunteering,

Key achievements and outcomes.

- Over 5,000 calls and 2,000 emails from residents asking for help.
- 46 community organisations & groups supported to obtain funding worth over £250,000.
- Over 300 individuals supported on a 1-2-1 basis & 78 helped to access local community provision.
- 800 food parcels arranged.
- 800 successful applications for discretionary housing payments
- Energy advice given to over 250 tenants.
- 350 referrals to CAB for debt and money advice
- Over 1,000 residents supported to apply for the WG Winter Fuel Payment
- £3.2m additional income generated for residents during 2021/22 financial year
- Roll-out of support to assist Catering, Education, Council Tax & Benefits taking calls and referrals.

Lessons learned

- The introduction of Caerphilly Cares has seen a significant number of people present themselves to the Council for the first time. Individuals have requested support directly or been
- referred by other services who otherwise would have 'fallen through the net.'

Well-being issues and inequalities existed in our communities before the pandemic and cost of living crisis, which has only served to exacerbate these. Communities will suffer from economic, health and other social challenges as a result for years to come. The gap between the most deprived and the most affluent has widened, and with the increase in living costs,

fuel costs, National Insurance, and inflation this is likely to be exacerbated. Consequently, communities have become even more reliant on public services, therefore, building social resilience and self-reliance in citizens is even more important than ever. With budgetary pressures and levels of dependency the need for strong networks, effective communication and collaboration across services and programmes that support our residents is essential.

Plans for the future

The vision is for a much larger range of services to work collaboratively 'under the umbrella' of Caerphilly Cares. Lessons learnt highlights the need to take an in depth look on how we intend to support our communities moving forward to respond to the anticipated growing demand for support.

[Return to main contents page](#)

Enabler 1 – Communications and engagement

Brief Description of the project's key aims/purpose of the action area

The initial period of the Caerphilly well-being plan entailed the engagement of members of the community in both the local assessment of well-being and the 'Caerphilly We Want Well-being Plan' This covered activity between 2016 and 2018. However, as it was agreed that the 5 local authority areas in Gwent would merge to form a single Gwent Public Services Board the focus was changed to work on a regional level with partners to feed into the Gwent Well-being Assessment and then the Well-being Plan development itself.

To facilitate the community engagement activity at a Caerphilly level, a variety of groups of engagement professionals across the members of the PSB met regularly, over the course of the 5 years, to drive forward the work and share information on engagement work ongoing within their own organisations. The group was recreated at the regional level with a new Communications and Engagement Group reporting to the Gwent PSB.

Key achievements and outcomes.

This was the first time that an Engagement exercise was planned and organised at a Gwent level in order to develop a Gwent Well-being Plan. It required a great deal of cooperation and sharing of resources, ideas and expertise amongst partners to develop and execute an engagement plan. This included a certain amount of local community engagement by each local authority area level with both online and face to face opportunities for people and communities to contribute. This large-scale public engagement concluded on the 31st December 2022 and the feedback ensured that the views of residents, communities, community councils, elected members, business and groups with protected characteristics were represented in the new Gwent Well-being Plan which will be published in June 2023.

Webpages and social media feeds have been put in place for both the current/residual Caerphilly PSB and the new Gwent PSB. The Gwent PSBs public face is administered and supported by staff at Caerphilly CBC:

[Caerphilly Public Services Board](#)
[Gwent Public Services Board](#)

The webpages are used to hold all information regarding the PSBs including minutes of meetings, reports, updates, the results of public engagement, data analysis, the well-being plans, and all performance reports. And the Gwent PSB has recently taken the decision to place recordings of its meetings onto the website in the interest of openness and transparency.

Lessons learned

Notable positives have been the strong desire to work in collaboration with professionals from all PSB members organisations through the pooling of expertise and resource. Notable negatives have been the difficulties in conducting engagement activity through the pandemic and subsequently the cost-of-living crisis. All engagement professionals have noted a degree of 'engagement fatigue' and a lack of ability to have 'forward thinking' conversations with the public when people have been dealing with significant pressure and stress in their daily lives.

Plans for the future

We will be looking at further developing the Gwent PSB to make it more interactive and provide a greater scope for accessing up to date data on an ongoing basis.

We also plan to develop a plan to ensure that we are continually engaging with communities and other key stakeholders on how the Well-being plan is being implemented that could feed into plans being tailored to suit requirements

[Return to main contents page](#)

Enabler 2 – Procurement

Brief Description of the Project's Key Aims/Purpose of the Action Area:

The procurement group ('the group') shared a commitment to make a significant impact to the positive change objective by improving the way we work together to develop a modern, flexible and innovative approach to procurement. Representatives of the group also supports and contributes to other action areas and there are particular synergies with the Apprenticeships, Asset Management, Job Growth and Employability Support and Resilient Communities groups.

The group was actively involved on a Gwent regional basis with the progressive procurement project, working in conjunction with the Centre for Local Economic Strategies ('CLES') and Welsh Government. The areas of focus were redefined during 2021 due to the Covid-19 pandemic and covered: Construction and Retrofit (Decarbonisation), Simplifying and Sharing Best Practice, Procurement Policy and Food Procurement. CLES involvement in the project concluded in late 2021.

Progress had been made with respect to the identified themes and there is a definite appetite to continue to progress a collaborative community wealth building approach to procurement going forward, however that progress was not specifically attributed to the CLES project alone. The approach had brought anchor institutions of different sizes and sectors together, leading to the development of new relationships and connections. The process had facilitated a considerable sharing of best practice and has elevated strategic issues which require a pan-Wales, Welsh Government enabled response. This relationship building is particularly important in the Gwent context with the pending single PSB structure.

The establishment of the procurement group in 2018 coincided with the First Minister announcing that the National Procurement Service established by the Welsh Government would cease to operate in its current format. The procurement community were keen to fill the void and in conjunction with the Welsh Local Government Association ('WLGA') positively took forward collaborative procurement on a regional and national footprint in order to invest in procurement to deliver for future generations.

Key achievements and outcomes and lessons learned.

Actively supported a collaborative response to the Covid-19 pandemic by participating in daily TEAMS calls with representatives of Welsh Government, WLGA, NHS and Social Care representatives in relation to Supply Management. The main commodity area discussed during those calls was the supply and distribution of PPE with the objective of ensuring a co-ordinated and collective response to this crucial area of supply regionally and across Wales.

Development and implementation of the Themes, Outcomes and Measures ('TOMs') measurement framework on a regional and national basis and the TOMs were predicated on

the 7 Well-being Goals. This work was undertaken in conjunction with the WLGA, National Social Value Taskforce Wales and Social Value Portal. The Taskforce is an ongoing stakeholder forum comprising of public sector bodies and entities including Welsh Government, The Office of The Future Generations Officer, Transport for Wales, Natural Resource Wales as well as a number of Councils and Housing Associations.

These relationships continue and now consider various other procurement related matters such as (but not limited to) the procurement reform agenda, decarbonisation, social value and community benefits.

2022 predominately involved work associated with the procurement reform agenda via the UK Procurement Bill and the Social Partnership and Public Procurement (Wales) Bill. The UK Procurement Bill is the next step in the Government's plan to reform procurement policy in the UK following Brexit. The Bill aims to establish a single legal framework for the award of public sector contracts.

Plans for the future

The aim of Social Partnership Bill is to establish a statutory Social Partnership Council, that creates new social partnership duties on public bodies in Wales such as the Council, promotes fair work and creates a duty for socially responsible public procurement and this will apply to the Council. We will be required to seek to improve economic, environmental, social, and cultural well-being when carrying out procurement, to set objectives in relation to well-being goals, and to publish a procurement strategy.

The current status of the aforementioned Bills was reported to the Council's Policy & Resources Scrutiny Committee on 8 November 2022 and Cabinet on 30 November 2022.

[Return to main contents page](#)

Enabler 3 – Asset management

Brief Description of the project's key aims/purpose of the action area

The main aim of Asset Management's action area has been to facilitate engagement with partner organisations and consider options for shared use of built assets. Exploring the opportunities for collaboration has been a key agenda item, with the focus on providing future generations with access to facilities and enabling residents to easily access services to empower them to reach their potential.

Key achievements and outcomes

There has been increased activity within the Corporate Office accommodation as officers continue to return to the workplace. Many teams are now returning on a more blended approach as Covid-19 restrictions continue to ease whilst awaiting the outcome of the Agile Working Review. At Ty Penallta, a café style working environment has been created to support the new ways of working and assist the return to the office environment. The space supports agile working with the provision of flexible working space offering access to desk space and WIFI.

We consulted with other public sector organisations to establish short, medium and longer term estate goals and where possible provided support regarding co-location. For example,

- Additional space has been provided to facilitate the expansion of the Welsh Ambulance Service (WAST) within the Borough at Tredomen Campus. The Service were able to increase the area occupied and expand their operations.
- Following a request from Gwent Police for accommodation, we were able to provide a number of suitable options. However, the organisation were able to identify internal space to address their short term requirements. Any further requirements from Gwent Police will be explored when required.
- A Public Sector Hub based in Ty Penallta and a Public/Private sector hub in the Winding House, New Tredegar have been established, funded by Welsh Government's Valley Task Force Programme. These facilities offer accessible workstations, dedicated high speed Wi-Fi service, parking, reception and support plus access to café and welfare facilities. The facilities are free of charge for public sector partners. The winding house hub has been operational since October 2021 and is available to Partner organisations and local residents free of charge.
- Ty Penallta and other sites were used to support the Covid-19 response during the pandemic, e.g. provision of sites to establish testing and vaccination centres. The vaccination centre located at Pontllanfraith Leisure Centre remains operational.
- A safe guarding hub has been created at the Foxes Lane site where the Police have co located with Social Services and ABuHB. The hub has been operational since January 2021.

- The former Woolworths building located on High Street, Bargoed has been redeveloped to facilitate the relocation and development of a collaborative, multi-agency service.
- In general, Property Services conduct various works across the portfolio to support Service areas provide and deliver services within the Borough. Over the previous 5 years a number of development projects have been undertaken and the Projects have been delivered amount to circa £10,000,000 per annum. These include all types of projects from small to major projects for all various service areas.
- The condition of the Council's buildings is regularly surveyed. There is a rolling programme in place and this process is managed within Property Services. Available Asset Management maintenance funding is fully used each year with projects selected broadly using a selection hierarchy. Capital projects, all of which help raise the quality of the estate and support the delivery of services from the various assets. Building improvements continue and are planned. The Property Team continue to project manage these and support colleagues in other service areas.
- Most recently, occupancy levels of leased out industrial sites and office property has been maintained close to being fully let in the high 90%'s throughout this period and currently, the majority of the industrial units are let. This aspect of the portfolio provides support for businesses within the local communities.
- Work is ongoing to better use the existing property portfolio and all opportunities to rationalise are being explored. Leased in buildings are given particular scrutiny. A number of leasehold sites have been released back to the respective Landlords and several others held within our non-operational portfolio have been released, either via freehold sale or via lease agreement. As an example, Penmaen House was vacated by the occupying service as there was an opportunity to relocate to existing Council buildings This presented the opportunity to offer the site to a partner organisation who now occupy via a lease agreement.

Lessons Learned

Initially our efforts to engage with partner organisations was unsuccessful with insufficient numbers attending meetings. In an attempt to garner adequate partner commitment the meeting format was revised. Again, as engagement with key partners was still considered to be low, the meetings were shelved. Moving forward, we remain committed to collaboration with our partners and are open to restarting conversations within the correct forums. Work is underway identifying where we currently have shared use within buildings as part of the Agile Review and Service Asset Management Plan work.

Plans for the future

The working practices that were established in response to the Covid-19 restrictions have presented an opportunity to implement the Agile Working Policy. Whilst the Corporate Agile Review is still underway, identifying opportunities for best use of the current assets and office accommodation, changes are already proceeding within Ty Penallta to accommodate new ways of working. At Ty Penallta, a café style working environment has been created to support the return to the office environment. The space provides a flexible agile working zone, offering access to working areas and WI-FI.

In the background, the Service Asset Management Plans are being revised to ensure that all available building data is collated. For example, an Energy section has been included to review energy use and building performance. The Corporate Reviews are identifying the number of staff who require a dedicated workstation within the buildings. Further analysis is also clarifying the spare capacity of office accommodation, highlighting opportunities for co-location, potential rationalisation and re use of space. We strive to provide a modern working environment, promoting collaboration and making best use of the space available e.g. development of hot desk facilities and agile working options. Collaboration and linking with partners remains key in order to progress. We have had an opportunity to meet with colleagues from ABuHB recently to discuss approaches to Agile Working and look forward to exploring opportunities as we progress.

[Return to main contents page](#)

Looking to the future

'The Caerphilly We Want' Well-being Plan 2018-2023 has now come to the end of its delivery schedule. We hope that our annual reports have demonstrated that public services (working with communities, individuals and the voluntary sector) have helped us make significant inroads into the plan's objectives. We have all had to adapt significantly due to the Covid-19 pandemic and incorporated new objectives to meet these extra challenges.

The Future Generations legislation is designed to bring about generational changes in well-being and therefore the PSB are always mindful of much longer horizons than five years. As we have already highlighted, we have nearly completed the new Well-being Plan with our partners in Gwent and this will be published in June 2023. While the Gwent Public Services Board provides a simplified and streamlined model, as well as closer alignment to other existing regional board, local delivery groups are established within each local authority area and will continue to deliver against the wellbeing objectives for Gwent at a Caerphilly specific, local level.

Measuring our progress

Progress against our four Well-being Objectives (Positive Change, Positive Start, Positive People and Positive Places) is supported by the activity under the Action Areas and Enablers discussed above.

Regular reports have been provided to the PSB on the progress of each of the Action Areas and these are scrutinised by local Councillors who hold the PSB to account. If you would like to look at any of these performance reports you can find them on the [Caerphilly PSB website's progress reports page](#).

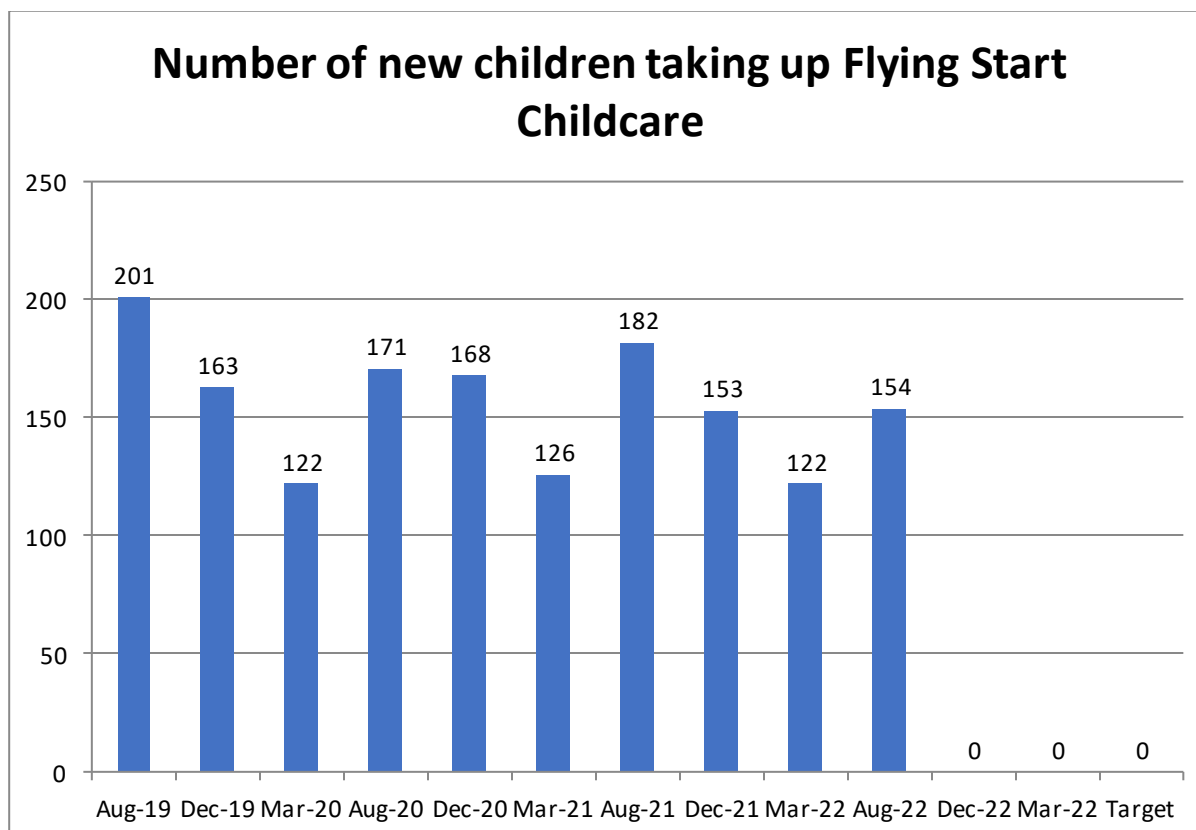
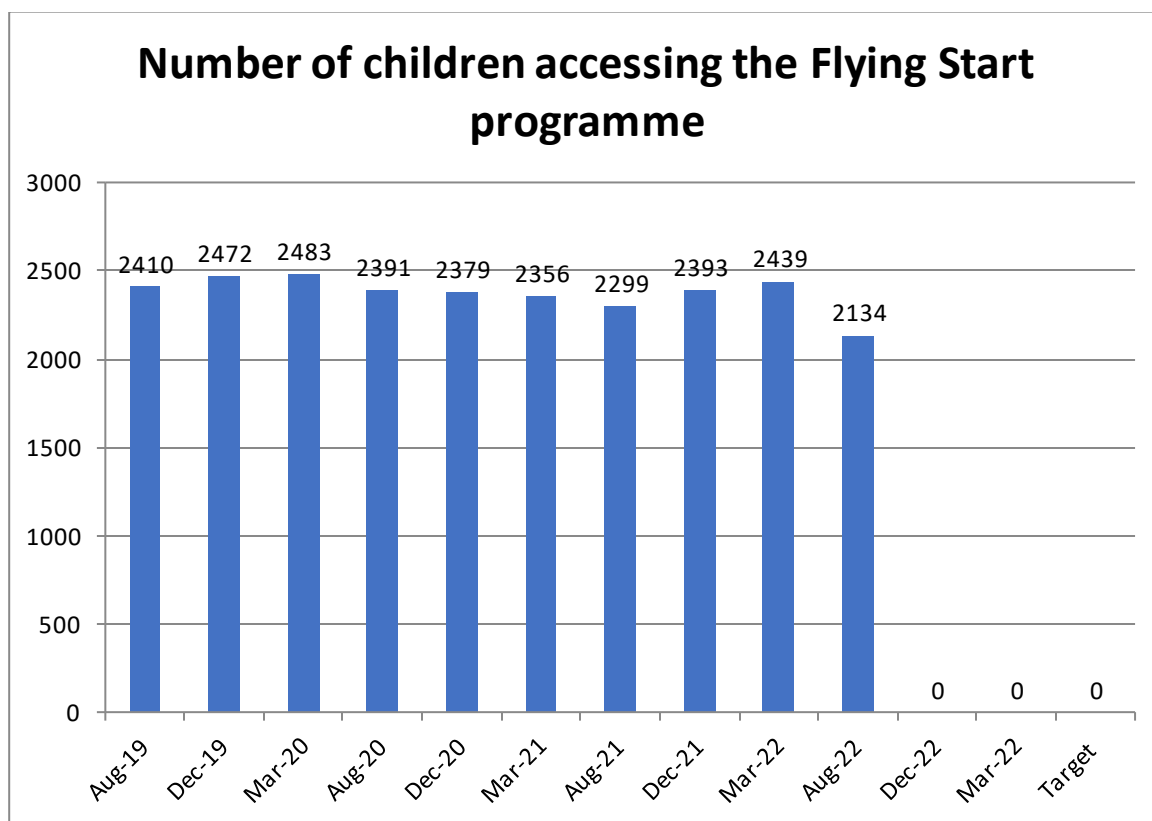
Contact us

If you have any comments to make regarding the contents of this annual report, or in relation to the Caerphilly or Gwent PSBs more generally, please contact us as follows:

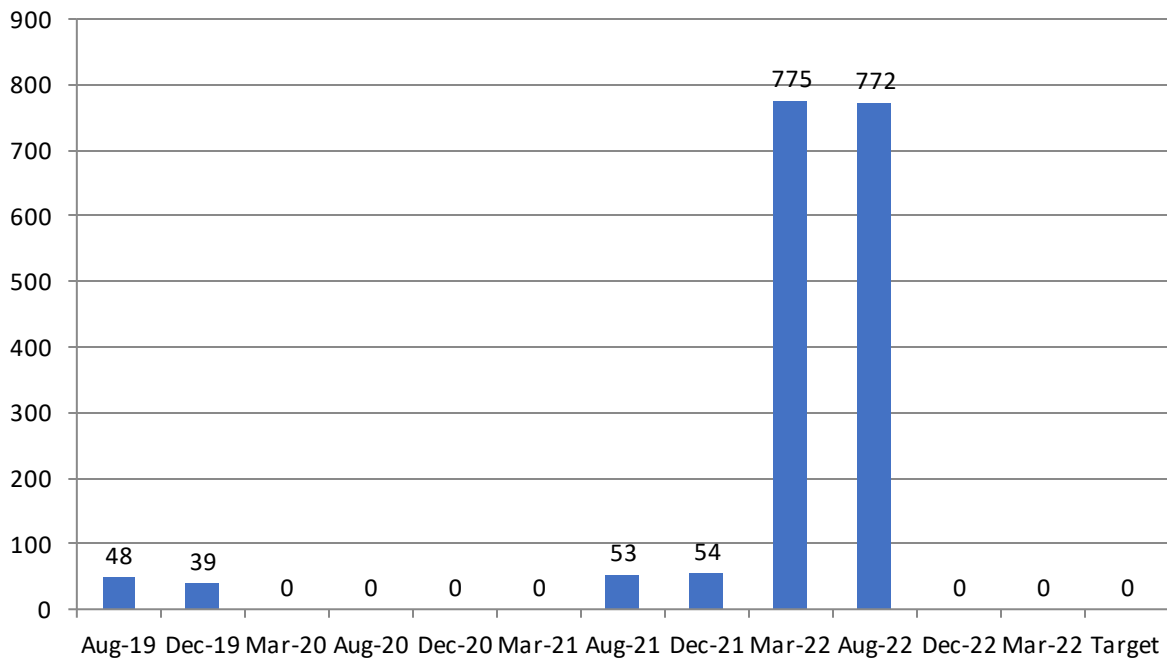
- Residual Caerphilly Public Services Board, c/o Policy & Partnerships Team, Penallta House, Tredomen Park, Ystrad Mynach, Hengoed, CF82 7PG
- E-mail: caerphillywewant@caerphilly.gov.uk Tel: 01495 235108

[Return to main contents page](#)

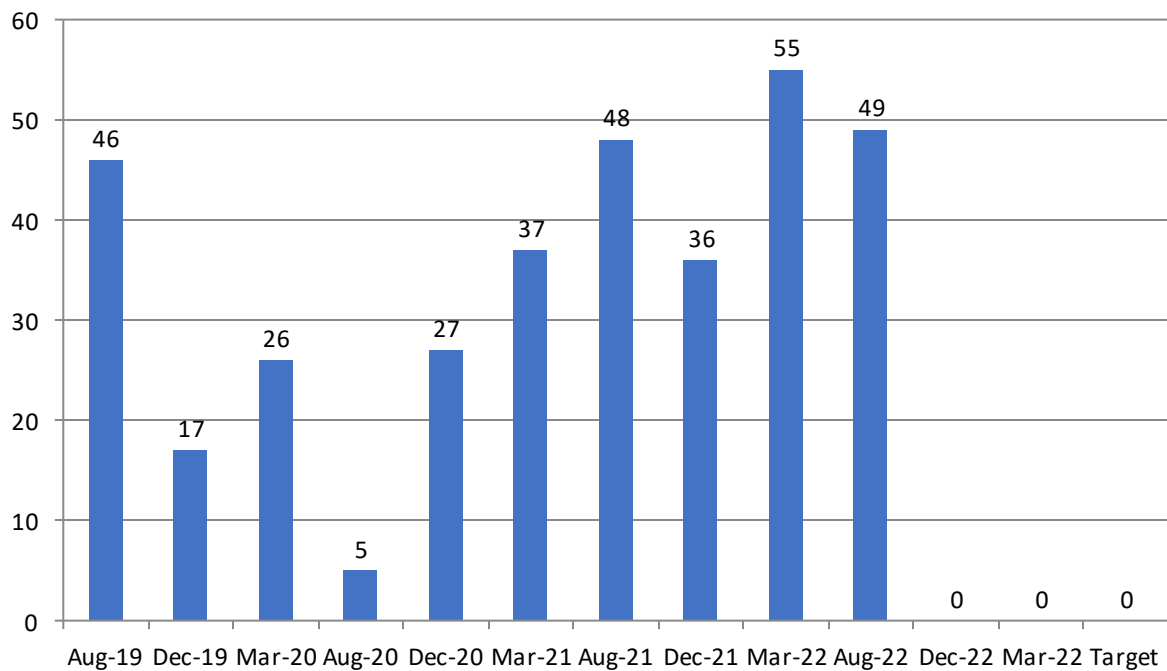
Appendix AA1 – Best Start in Life – what does the data tell us?



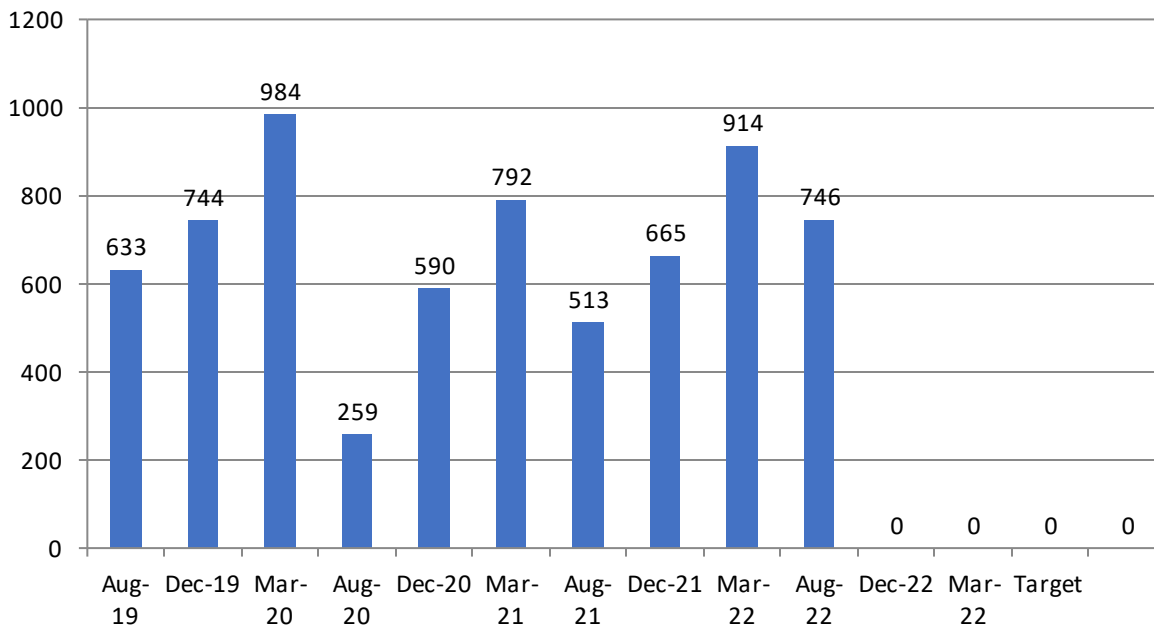
Number of children supported through Flying Start outreach



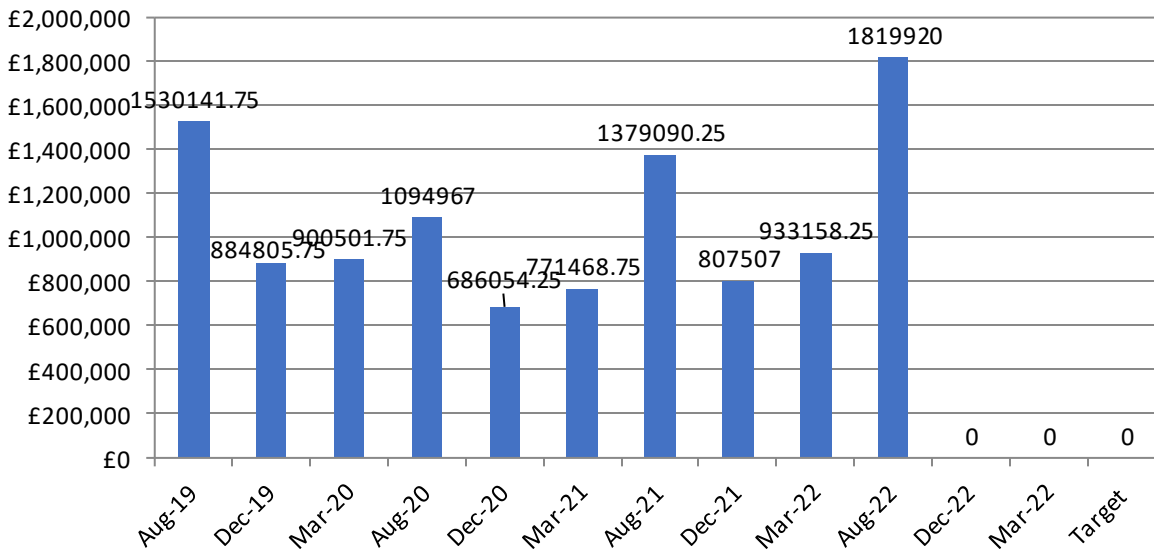
Number of Assisted and Supported Placements for children with emerging needs



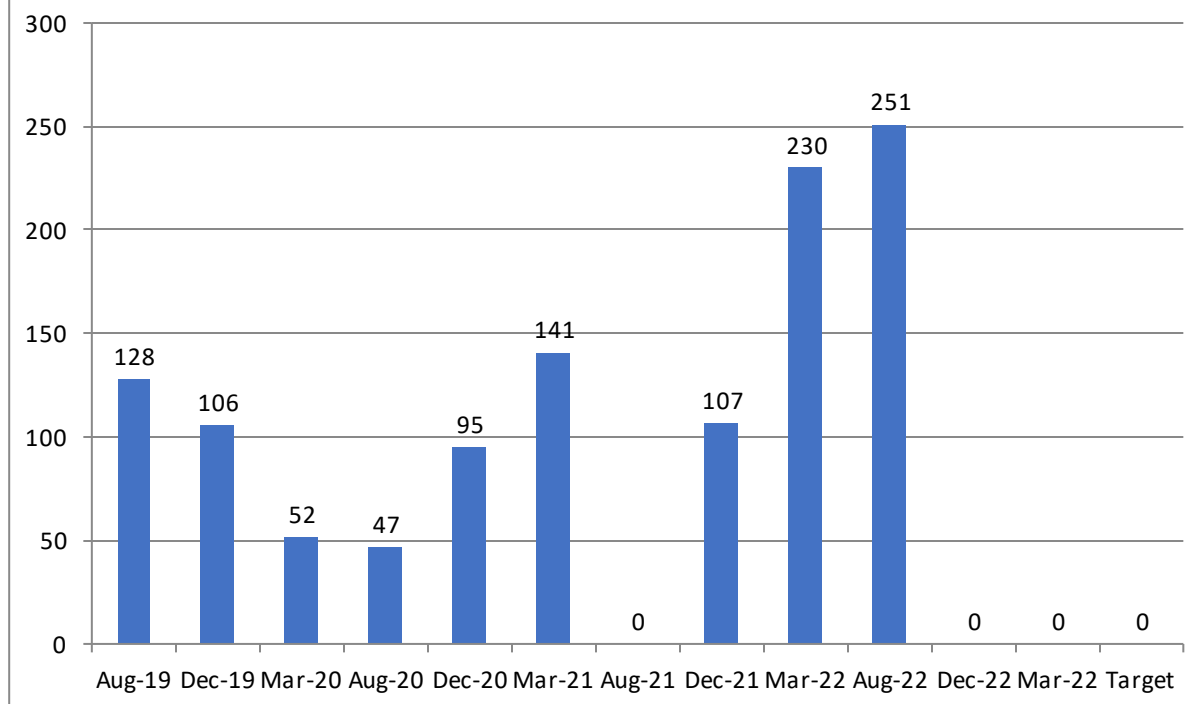
Number of Childcare Offer Placements



Cost saving to parents per term accessing Childcare Offer (funding paid to childcare providers)



Number of families with children aged 4-7years being supported



The number of children accessing the Flying Start programme and on the health visitor caseload has dropped substantially as the birth rate has dropped over time. However, there are substantial health visitor vacancies, which may mean there are human discrepancies impacting caseload counts. In Spring term 2023 the health visiting team will move onto a single electronic birth book supported by an Early Years Data Officer in each zone (North, South, East) employed by CCBC with an honorary contract to ABUHB so they can work across both organisations with strict parameters. This will enable greater accuracy in caseload data. In addition, PowerBI is being used to create relevant data dashboards which will be accessed by relevant managers in Early Years improving reporting and planning of staffing resource to meet needs.

The number of new children taking up Flying Start childcare has dropped when comparing the same term in the previous year, which is due in part to fluctuating and reducing cohort/eligible numbers. Attendance dropped during the pandemic and although increasing has not yet reached the 75-80% average rate pre-pandemic. This continues to be a focus for staff and managers.

The number of children supported in non-Flying Start areas has increased substantively since the move towards a borough wide early intervention model to meet family needs from April 2021.

The demand for assisted and/or supported funded childcare placements for children with emerging needs has increased to above pre-pandemic levels. The part time placements are

for children for one to two terms prior to starting Early Years Education to identify the future provision needed by monitoring the progress made in the group based childcare provision. This has provided evidence to support the need for more specialist provision or enabled the child to make sufficient progress to show the provision needed in mainstream Nursery. The increased demand in a context of decreasing birth rates reflects the increased need seen in schools of children post-pandemic and may take time to stabilise.

The Childcare Offer supports working parents to offset the costs of registered childcare provision. There was a substantial decrease during the pandemic when the scheme repurposed to key workers and was reported differently. However, while the numbers were lower than predicted in 2021-22, they have recently returned to above pre-pandemic levels in the summer term 2022. From September 2022, the Childcare Offer Digital Platform was introduced for all new families who applied centrally to the Welsh Government platform and providers moved to being paid directly from Welsh Government automated system. Those existing parents continue to be supported under the legacy system operated by Early Years. In addition, the criteria were opened up to parents of 3-4year olds who were students in Further Education or Higher Education. This will increase the children and parents able to access funded childcare placements, supporting more parents struggling with the cost of living crisis. The graph shows the total funding paid to childcare providers under the Childcare Offer per term and demonstrates substantial savings to parents across the borough. This funding also provided sustainability for the childcare providers who have been struggling to continue delivery with decreasing numbers of children as parents are unable to continue using childcare due to the increased cost of living.

The funded Childcare Offer placements have saved parents nearly £3million from January 2022 to August 2022 (working families), with a further saving of £814,200 per year for families newly taking up the Flying Start funded placements between January to August 2022 (most disadvantaged areas with highest potential concentrations of children living in poverty). Not only do the schemes support young children to have access to quality play and care environments but they are also a massive contribution to the cost of living crisis impacting many working as well as non-working families.

There has been a significant increase in demand for support for parents of 4-7year olds with the move to a borough wide antenatal to 7years model.

[Return to main contents page](#)

Appendix AA2a Volunteering Action Area - Key Measures and How These Have Been Met:

Priority 1: Develop a coordinated approach to volunteering to enable all PSB partners to promote volunteering for wellbeing effectively. Through the promotion and take-up of “*Volunteering Wales*” as a platform to advertise volunteering opportunities and manage volunteers across PSB partners and the wider third sector.

Measures:

- the number of quality opportunities promoted by PSB partners
- the number of volunteers responding to opportunities
- case studies of people undertaking volunteering with PSB partners

In order to develop a coordinated approach to volunteering across PSB partners, GAVO’s Volunteering Team attended regular weekly meetings with PSB partner organisations. The use and promotion of the “*Volunteering Wales*” platform amongst PSB partners provided a centralised means of coordinating volunteering activities in the Caerphilly County Borough, with all opportunities to advertise, recruit and support volunteers being offered to partners and volunteers alike. This has included supporting Caerphilly Cares to identify Caerphilly based volunteering suitable for staff volunteers to meet corporate social responsibility through employee supported volunteering.

For example, between March 2020 and March 2022, the Caerphilly Buddy Scheme, enabled 400 CCBC staff to be matched with vulnerable people and provide support with shopping, befriending, and collecting prescriptions. After lockdown rules had been eased and staff moved back into their normal job roles, CCBC and GAVO worked closely to identify alternative volunteering scheme in order to provide continuity within communities.

Other employee supported schemes include for example, the ABUHB “Ffrind i Mi” Befriending Scheme which has run for approximately four years and has continued to attract a large number of volunteers who give their time to visit lonely patients who have been hospitalised. And the PSB Green Spaces Tree Planting project has attracted over 100 volunteers in the last 2 years to plant trees at Ynys Hywel Community Farm as a means of improving environmental resilience. GAVO continues to promote opportunities for volunteering with partners and has worked with CCBC and ABUHB to support volunteering opportunities in well-being activities, projects and services, both in IWN areas and across the whole of the Caerphilly County Borough.

Case Study: Employer Supported Volunteering – PSB Green Spaces Tree Planting



March 7th-11th saw the Green Space Hub group in action (GAVO, CCBC, Keep Wales Tidy, Groundwork Cymru and others). GAVO Volunteering supported time and energy around sourcing volunteers to assist with the initial 5-day schedule of planting at Ynys Hywel Farm, Cwmfelinfach and assisted with the coordination of each days engagement activities as part of the Green Space group.

The 5 day pilot scheme assessed how these activities could become an annual event. A way of thinking of our local environment and putting something back. We outlined health and safety measures and showed all those partaking how to plant a tree in a satisfactory manner to ensure the saplings grow after we depart. These sapling grow on average a foot per annum



All sectors joined us in the activities and everyone's thoughts on completion were duplicated with regards to their personal experiences. "It was a new experience, it was lovely to meet new people and the bright shining thought, how fantastic to be partaking in volunteering in the great outdoors."

We saw organisation's/companies engaged through corporate volunteering; ONS, Cabinet Worker, Monmouthshire Building Society, Target Financial Services, CCBC, Coleg y Cymoedd, Ty Iscoed Housing tenants and staff, Police together with third sector community

groups; GAVO Early Language team, Parent Network parents, Shade, Scouts and the general public. All walks of life came together and took part, many just loved being away from office desks and the feeling of the freedom given by the outdoors.



Added bonuses were that we saw the first signs of spring through the newly born lambs appearing at the farms barn area, together with young calf's also being housed here. This week saw the total of 3,700 saplings being placed into the ground. Well done everyone.

The 23rd of March saw families who had suffered losses as a result of Covid-19, plant trees, together with the First Minister, in memory of those individuals who are so greatly missed. The sun shone and it was a very special moment to savour and no doubt this will become a place to sit, walk, find solace, enjoy the birds singing and be able to absorb the natural colour and growth of the good outdoors.

The First Minister – Mark Drakeford announced that Cwmfelinfach Woodland will become the third Welsh commemorative woodland to remember those who lost their lives to the pandemic. The First Minister said "These woodlands will be a permanent and living memorial to all those who have died. They will also be a symbol of the strength the people of Wales have shown over the past two years."

Saturday 26th of March was the final day of planting adding the last 800 stems to the ground. Everyone thoroughly enjoyed the event and commented on the positive effects of nature on their well-being.

Priority 2:- *Develop a PSB approach to Employer Supported Volunteering (corporate social responsibility) to enable staff of PSB organisations to volunteer. Through an exercise to*

develop a pathway for Employer Supported Volunteering (corporate social responsibility) via CCBC as a PSB partner as a pilot that can be shared across the PSB.

Measures:

- strategic framework developed and shared
- number of employees successfully recruited

Case studies

Work continues to progress with support from CCBC SPF grant to develop a Volunteering Strategy utilising GAVO and external expertise to develop policy documents for the PSB, in conjunction with a Third Sector Partnership Agreement which has been drafted and is in process of approval. GAVO remains a key influence in ensuring that these have been disseminated across appropriate channels and acknowledged by the relevant stakeholders.

As part of the Welsh Government guidance and changes to policy towards the health and safety of Organisations during Covid-19, GAVO has been in receipt of money from Welsh Government and has been using this to develop the Restart programme. This was Volunteering in Wales Recovery fund money aimed at aiding community venues to carry out Health and Safety assessments to enable them to have the confidence to reopen. This money paid for Health and Safety Consultants to enabled community centres to reopen post Covid-19 and continue to provide space for community events and activities that contribute directly to the promotion of community well-being.

The GAVO Volunteering team attend the ABUHB IWN area hubs in Bargoed, Rhymney, Deri, Fochriw, New Tredegar and Risca, as well as regular cross-collaborative meetings with PSB partner organisations. These meetings facilitate greater awareness of local need and enable joint working with partners to identify and tackle local issues. Using social media channels to raise awareness and promote volunteering has proved to be a valid means of communicating the benefits of volunteering. GAVO will be hosting a programme of Community Re-Engagement events across the Caerphilly county borough, with the first of these taking place in May 2022. GAVO also will continue to promote Infoengine as a means of sourcing current information about local events and activities.

GAVO recognises that equality of opportunity is key to well-being. The GAVO Volunteering Team work closely with Disability Can Do, Valley Daffodils, Platform, Carers Trust, Caerphilly People First, Caerphilly Borough Mind, Supporting People, Growing Space and Tarragan to provide appropriate volunteering opportunities for people needing additional support.

In terms of numbers, as mentioned above, the CCBC Buddies Scheme attracted 400 employee volunteers and provided essential support to the community during the lockdown phase of the Covid-19 pandemic.

Priority 3: - *Recognise and use volunteering as a first step to the employment market. By linking volunteering to the renamed Job Growth & Employability Support Action Area and*

working with, colleges, DWP, C4W, C4W+ and other employment agencies to provide volunteering opportunities

Measures:

- the number of people taking up volunteering opportunities before moving on to apprenticeships
- training and employment

Linking volunteering to employment and apprenticeships has been a key priority over the life time of this Well-being Plan. The GAVO Volunteering team in Caerphilly continue to identify volunteering opportunities that facilitate the development of soft and hard employability skills, such as confidence and self-efficacy as well as manual and interpersonal skills. The GAVO Volunteering Team have created good links with C4W+, Remploy and GoConnect to enable volunteering to serve as a transitional step into employment, where these organisations act as a conduit into employment from volunteering.

In this context, third sector, voluntary organisations play a vital role in enabling the development of soft skills – building personal capacity, confidence and self-efficacy through the provision of volunteering opportunities in an informal setting that promotes the psychological resilience necessary for the employment market. To this end, GAVO volunteering officers organise regular meetings with Bargoed, Blackwood, Caerphilly JCPs to promote the value of volunteering to Jobcentre staff and claimants as a valid progression route into employment by providing employability skills and opportunities for training.

Looking forward, there are potential opportunities to support volunteering through wider volunteering to employment schemes via ABUHB and the NHS, where people from communities high on the Welsh Index of Multiple Deprivation will have a chance to volunteer in a health, social care and well-being role that may lead on to meaningful employment within the NHS. This is consistent with a Community Wealth Building and Well-being Economics approach, and GAVO volunteering officers will continue to play a key role in facilitating progression routes from volunteering into employment where applicable. For example, working closely with Cefn Fforest Miners Welfare Institute CIO to provide youth volunteers with basic construction skills training. This type of volunteering provides valuable taster sessions with the potential for volunteers to move into formal training should they wish.

Case Study: Cefn Fforest Miners Welfare Institute CIO

Cefn Fforest Miners Welfare Institute CIO is a local charity that has taken on the refurbishment and restoration of the former Miners Institute in Cefn Fforest. Due to the need for considerable internal refurbishment work, the charity has worked closely with local tradespeople and Ystrad Mynach College to provide opportunities for young people to gain valuable work experience in the construction industry. Volunteers from the community have been able to gain skills in rendering, plastering, carpentry and minor building work, supervised by a qualified tradesperson and instructor from Ystrad Mynach College.

The youth volunteers below were supported by Gareth Edwards-Lowe – Youth Volunteering Officer for GAVO Caerphilly. Funding and donations for materials was sought from the Cash for You grant, Screwfix, B&Q and others. Besides work with local SMEs, the third sector can provide a range of opportunities for providing practical experience and skills development for the workplace. Of course, this does not need to be restricted to building work, but may include administration work, fitness coaching, well-being, environment and land management and so on.



Priority 4: *Provide volunteering opportunities that are appropriate for all ages and sectors of the community.*

Measures:

- number and type of volunteering opportunities available
- case studies from participating organisations and volunteers to identify the range and depth of opportunities available
- work with specific PSB partners and third sector organisations to identify opportunities suitable for those with specific needs.
- support for those organisations providing volunteering opportunities around food inequalities, local growing and community environmental action specifically

This continues to be the focus of GAVO Caerphilly Volunteering Team. The Team continues to have the highest numbers of Volunteers placed and supported into opportunities across the four boroughs where we work. This is exemplified where GAVO volunteering officers attend a wide range of places and events, such as Fresher's Fairs at both Crosskeys and Ystrad Mynach colleges, where they are able to reach young-people, Local Jobcentres, C4W outreach venues and community events for example. December 2022 saw the return of the GAVO Caerphilly One Beat third sector networking and showcase event, held at Blackwood Methodist Church. Twenty-eight organisations were represented, providing GAVO

volunteering officers with opportunities for liaising with a diverse number of community voluntary organisations to offer volunteering support.

Case Study: Rhymney Cwtsh Café

The Rhymney Cwtsh Café is facilitated by the Caerphilly IWN, GAVO and CCBC and run by local volunteers. The Café provides a safe, welcoming environment for the community to come together and connect with one-an-other. The Wednesday morning sessions include quizzes, free refreshments, visits from various support services and the chance for people to get together for a chat.



The café is attended by around thirty people each Wednesday and feedback is consistently positive, with new members attending almost every week. One Cwtsh Café attendee said “We love coming here every week – always a smiling face and cup of hot tea, and the quizzes and games are always a lot of fun”.

Case Study: Caerphilly Volunteer Recognition Awards



GAVO was pleased to work in conjunction with CCBC Communications and Policy to bring back the face to face Volunteering Awards this year in October to celebrate volunteering with

recognition of volunteering efforts over a number of new categories and with the incorporation of the Mayor's Civic Awards and High Sheriff's Award for the first time.

There was enthusiastic support from the community and Employer Supported Volunteers for the tree planting initiative at Ynys Hywel farm with over 100 volunteers taking part. GAVO Volunteering Officers are involved in the ongoing discussions to widen the project and the potential to encourage a social enterprise development at Ynys Hywel to raise saplings, providing a ready supply of trees for further planting projects in communities. Other community sites are being identified for planting in the future.

It is worth noting that in just one quarter alone GAVOs Volunteering Team awarded: 2 x 5000 hour, 1 x 3000 hour, 9 x 200 hour Volunteer Recognition Awards Certificates post Covid-19. This provides a typical example of the way in which volunteering is recognised in the county borough. Along with the Volunteer Recognition Awards evening, these recognition certificates go some way to reward volunteers for their time and contribution to the community.

The Volunteering Action Area has retained links with other priorities within the Well-being Plan and, has been able to add value to a number of activities throughout the year including working closely with the Integrated Wellbeing Network programme and culminating in the support for the Green Spaces Tree Planting Initiative which engaged 105 volunteers from the community, groups and statutory sector helping to plant 4,500 saplings.

[Return to main contents page](#)