



**Y Gaerffili A GAREM
THE Caerphilly WE WANT**

Caerphilly Public Services Board
Well-being Plan 2018-2023

Board Member Organisations

Aneurin Bevan University Health Board
Caerphilly County Borough Council
Gwent Association of Voluntary Organisations
Gwent Police
Her Majesty's Prison and Probation Service
Office of the Police and Crime Commissioner
Natural Resources Wales
Public Health Wales
South Wales Fire and Rescue Service
Wales Community Rehabilitation Company
Welsh Government

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The Vision of Caerphilly Public Services Board

Caerphilly Public Services Board (the Board) is committed to improving the well-being of all residents living in the county borough area. Its focus will be on working together more effectively and a shared commitment to work differently, to bring about positive changes in the economic, environmental, social and cultural landscape of the area.

Assessing the current well-being of the area has determined the local Well-being Objectives that the Board will focus on over the 5-year timeframe of this 'The Caerphilly We Want' Well-being Plan. These objectives are intended to achieve long term change in the way we work together as public sector organisations, and how we work with businesses, the third sector and our residents. This change will bring about improvements in well-being for both current and our future generations.

In order to focus its combined resources, the Board will promote activity that is 'outside the day job' of each individual member organisation, in order to make changes that can have a significant impact on improving well-being. This will involve prioritising the 'added value' the Board can achieve by working together, however, activity will need to be funded from within existing budgets. The actions taken will be truly collaborative in nature, and will involve a number of organisations working together to deliver improvements.

The actions highlighted through the Local Assessment of Well-being are those that are intended to bring about long-term improvement in well-being for our residents. The Board understands that securing improved well-being of its residents prevents need, and reduces the demand on services further down the line. Working together across partner organisations is considered to offer the best chance of securing maximum impact for public sector budgets that are constantly being reduced.

The Board will continue to involve communities, the private and third sectors, and other groups and bodies with an interest in improving the well-being of the area, in its action planning and activities. Long-term change is a journey, with this first Well-being Plan for the area setting out what the Board intends to achieve over the next five years. However, the Board also has to consider a 25-year horizon in order to achieve improved well-being for our future generations.

The Board will use the five ways of working set out in the Sustainable Development Principle (Involvement, Collaboration, Long-Term, Integration and Prevention) to drive forward the change that is required. Working together to achieve the local Well-being Objectives will not be undertaken in silos, and we will measure the success of the work we do in relation to the improvements in the well-being of our residents. The accountability for delivering the actions in the Well-being Delivery Plan will rest directly with individual Board members.

The Well-being of Future Generations (Wales) Act 2015

The Well-being of Future Generations (Wales) Act 2015 (the Act) established Public Services Boards across Wales with a statutory function to assess the well-being of their area, and produce Well-being Plans on a five year cycle, in line with the local government election cycle.

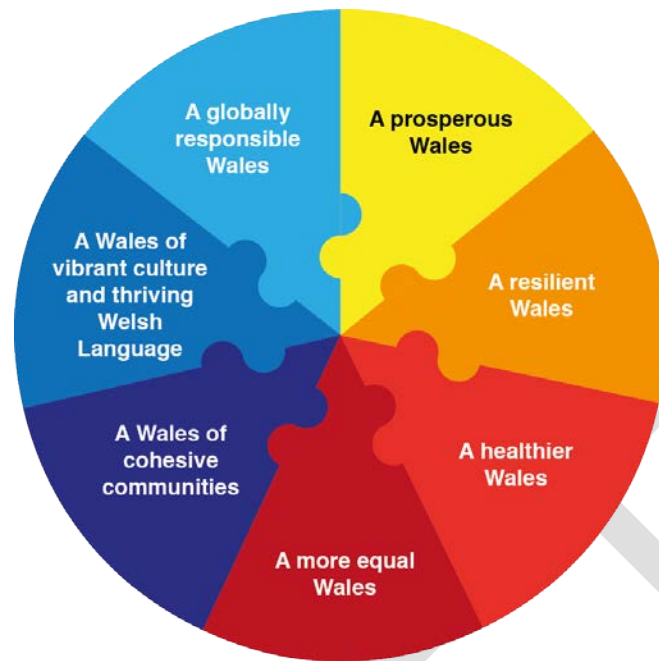
Within Caerphilly county borough the Board brings together the Chief Officers and Leaders for all the public services operating across the county borough area, together with the Third Sector. More information on membership of the Board can be found on the Board website:

<https://your.caerphilly.gov.uk/publicservicesboard/>.

The Board published its first Local Assessment of Well-being in March 2017. The published Assessment was the outcome of an extensive process of data collection, analysis and refinement, together with extensive consultation and engagement with local residents, partner organisations, the business sector and third sector. The Assessment will be re-visited and updated over the next few years as new information becomes available and further work enables the Board to have a better insight into the factors and local conditions that can affect well-being.

The Assessment identified a large number of issues that need to be addressed in order to improve the well-being of our residents, however, there was a recognition amongst Board members that these issues needed to be prioritised, in order to ensure that working collaboratively will have the maximum impact. This is discussed in more detail later in this Plan.

The Act sets out seven National Well-being Goals for Wales which public services must work towards to improve social, economic, environmental and cultural well-being. These are summarised below:



The Act also sets out how public services should use the Sustainable Development Principle, which stipulates that **“We must act in a manner in which we ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.”** In order to evidence how this has been applied we must use integrated, preventative and collaborative approaches that take account of the long-term and involve our communities. These five ways of working have informed our approach to the development of this Well-being Plan, which can be summarised as follows:

Integration

The Delivery Plan that will support the delivery of the Well-being Plan does not sit directly under the individual Well-being Objectives. Rather, it identifies a series of outcome orientated actions and activities to respond to the issues facing the county borough. The detailed actions have been supported by action planning with partners and communities.

As areas of work are delivered in collaboration, and across the aims and objectives of contributing partners, so they integrate across the Well-being Objectives of each public body and contribute to the National Well-being Goals for Wales. The chosen actions and activities are those which the Board considers will collectively maximise their contribution towards the National Well-being Goals.

Collaboration

Throughout the development of the Assessment of Well-being and the Well-being Plan, partners have been involved in all aspects, from the identification and prioritisation of the issues to be addressed, through to the development of the Well-being Objectives and the Delivery Plan.

The Board recognises its collective responsibility to ensure the well-being of our future generations, and the necessity of working collaboratively to secure the best outcomes for local people across public sector delivery in the area. Board members will strengthen their ability to effect change by making delivery against the Well-being Plan central to core activity of their own organisations, and sharing accountability for its success.

Long-term

The Board recognises that many of the issues identified in the Assessment of Well-being are due to the historical legacy of the area and entrenched problems that cannot be addressed in the short term. Therefore, these will need to be tackled over the longer term, with incremental change and creative solutions needed. While this plan sets actions and activities for the first five years it is written with an eye on long term sustainable change.

Involvement

The communities of the county borough have provided a wealth of insight into the conditions they, and our future generations, require for well-being. The Board is grateful for the time, effort, and careful consideration of all those that have helped to shape the Well-being Plan and Objectives. As we move into delivery against the Well-Being Plan the Board are keen to keep this dialogue open and involve residents in shaping and delivering the actions and solutions. Only by working with local residents, their representatives and the private and third sector can we hope to achieve our shared objectives. The Board welcomes direct contact from local communities to understand the lived experiences of people living and working within the area.

Prevention

The Board recognises that preventing problems from occurring is much more effective than dealing with the effects when problems do occur. Therefore, the Board is committed to changing the way we work together so that preventative action is embedded in all the work that we do.

Identifying the early interventions that can be delivered collaboratively by Board members (and with communities) will be an ongoing process. Allocating resources to partnership activity is a challenge when faced with decreasing budgets; however, it is only by working together that improvements to well-being can be made.

'The Caerphilly We Want' Well-Being Plan

Context

The county borough area is diverse both geographically and demographically. The Local Assessment of Well-being paints a picture of well-being in the area and provides a wealth of information that has helped inform this Plan. It can be accessed on the PSB website:

<https://your.caerphilly.gov.uk/publicservicesboard/content/what-does-wellbeing-mean-you>

The Board operates in a local, regional and national policy context. A number of key strategic drivers have been taken into account as part of this first Well-being Plan for the county borough. For the purposes of the document, local is defined as the Caerphilly county borough local authority area. Some delivery will take place on a Gwent footprint (i.e. covering the local authority areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen), and regional strategic planning for the ten authorities of South East Wales is focusing on the Cardiff Capital Region City Deal, the ambitious vision for a vibrant well-connected economy in the South Wales area. The Ministerial Valleys Taskforce is focusing on similar aims for communities along the M4 corridor.

With the exception of the local authority, Board members operate at wider geographies than Caerphilly county borough, and therefore this Well-being Plan is written to be mindful of, and build upon, the Well-being Objectives of the partner organisations. The associated Well-being Delivery Plan includes actions that are based on what partner organisations can deliver for the local area. However, there is a need to ensure consistency of delivery outside the county borough for the Gwent footprint, and City Deal footprint in particular.

The Regional Area Plan required by the Social Services and Well-Being (Wales) Act 2014 is determining the needs of the population for health and social care support. The Population Needs Assessment for the Area Plan and the Well-being Assessment for the Well-Being Plan have naturally identified issues that overlap. To illustrate one such example, loneliness and isolation linked to an ageing population has been identified in both assessments. Actions within the Well-Being Plan will compliment those of the Regional Area Plan, particularly where they prevent poor well-being escalating into a need for care and support.

Deliverable and tangible outcomes for the City Deal and Valleys Taskforce support and sit alongside this local Well-being Plan, and it will be imperative to maximise the benefits from these initiatives for the county borough. Local Government Reform has set a regional direction for strategic economic development, land use and transportation. The actions and activities in this Well-being Plan will compliment (not contradict or duplicate) and support and enhance (not undermine) regional planning arrangements.

As part of the Well-being Delivery Plan we will seek to explore opportunities for project delivery with neighbouring PSB's, where identified actions have common points of interest or where collective action may enhance or maximise the impacts of the work of the Board.

Future Trends

The local Assessment of Well-being has extrapolated (as far as is possible) the future trends for the county borough under the seven National Well-being Goals. This is further supported by Welsh Government's Future Trends report. The Board is encouraged that this key resource will contribute to decision making over the lifetime of the plan and beyond.

However, this Well-Being Plan is not intended to be a static document. Additional research has recently been commissioned jointly by the five Gwent PSB's, which will help to identify the social, economic, environmental and cultural factors that are likely to affect the Gwent area in the future, over the short, medium and longer term. This research will be used to inform any revisions to the Well-being Plan moving forward, and also this first version of the Well-being Delivery Plan and subsequent versions.

The actions and activities set out in the Well-being Delivery Plan will be achieved over variable timeframes. Each activity is intended to result in an incremental improvement in well-being, and as actions are achieved and evidenced best practice embedded, new activity will be undertaken. Future Assessments of Well-being and informed decision making will assist in this process moving forward.

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The Well-Being Objectives

How did we arrive at the Well-being Objectives?

The Assessment of Well-being published in March 2017 identified 37 issues for consideration and possible further work by the Board, in order to have a deeper understanding of the causes and factors influencing these issues and how they impact on well-being. A series of prioritisation exercises were undertaken with a range of participants (including residents and communities) which identified six priority areas for the Board to consider. A response analysis exercise was undertaken into each of these priority areas to identify why the issue is important, what work is currently ongoing, what good practice exists and what more could be done in the future.

In formulating the Well-being Plan and Well-being Objectives, the Board was particularly conscious that a different approach and new ways of working are needed. This requires a move away from the silo working that characterised some of the work under the former Single Integrated Plan. Therefore, the Well-being Objectives are designed to be cross-cutting in nature and make the maximum contribution to the National Well-being Goals. The Board were also keen to reflect that residents recognised the assets the area has, in particular the attractive local environment and strong sense of community, and that the plan should be positive and not focused on 'need'. The Objectives have therefore been framed in a positive way.

What was clear from all the work undertaken throughout the Assessment process and the development of the Well-being Plan was that four clear themes were emerging – people, places, a focus on early years, and the need for fundamental change to the way we work to enable a more joined up approach in the future. This has led to the development of the four Well-being Objectives that will drive this Well-being Plan:

- **Positive Change** – a shared commitment to improving the way we work together
- **Positive Start** – giving our future generations the best start in life
- **Positive People** – empowering and enabling all our residents to achieve their own potential
- **Positive Places** – enabling our communities to be resilient and sustainable

Further detailed information on the approach used to refine the issues identified in the Well-being Assessment and the development of the Well-being Objectives is provided in Appendix 1.

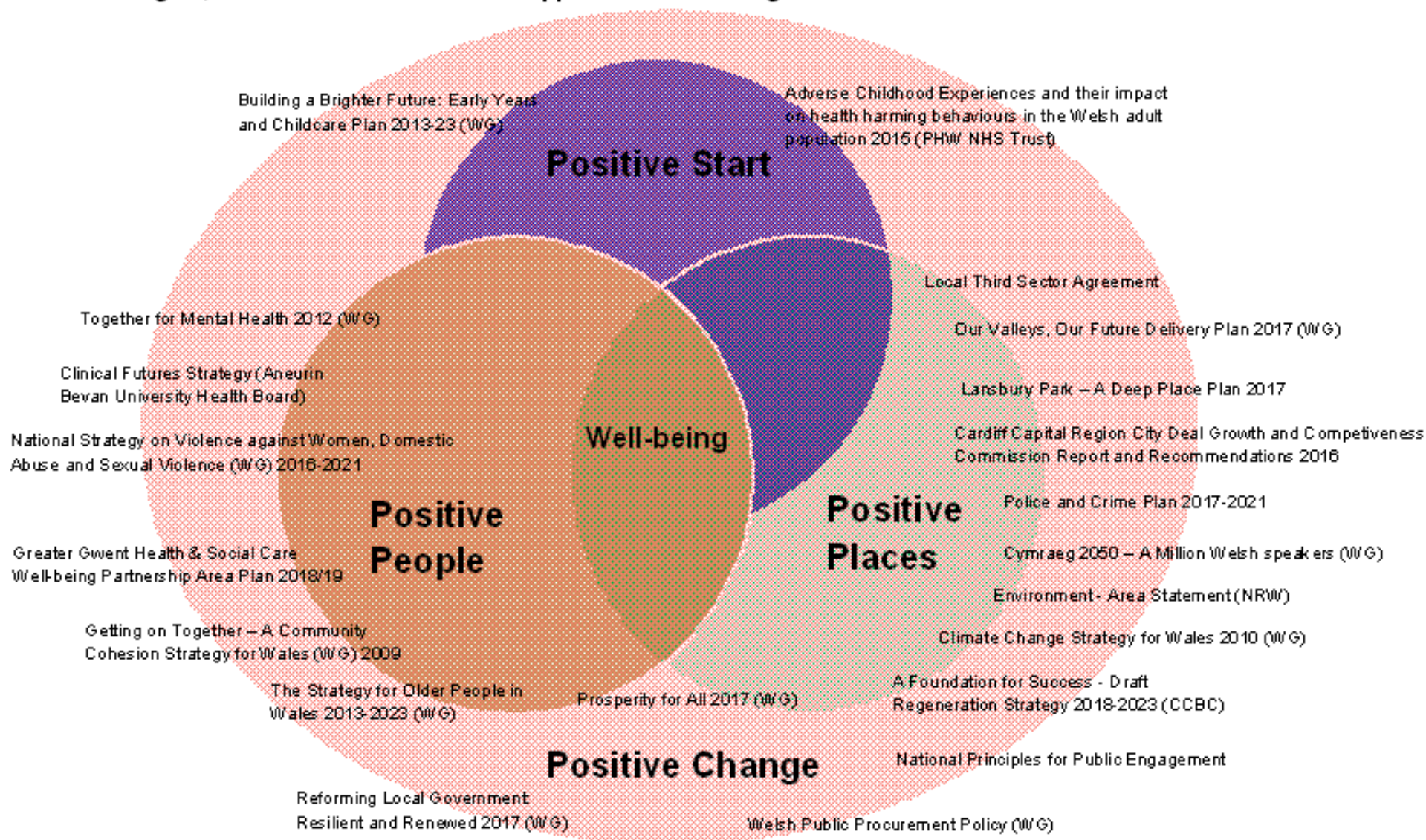
The four Well-being Objectives have been developed to drive the delivery of the Well-being Plan. They have been written as an integrated set, with links and overlaps between them, as the Board recognises that achieving good well-being is a complex interaction between a myriad of factors. Therefore, coordinating our resources and activity will have the greatest effect on improving well-being.

The detailed Well-being Delivery Plan that sets out the steps for how we will deliver against these Objectives is included at Appendix 2. This Delivery Plan identifies the short, medium and long term steps we will take, and how the Sustainable Development Principle

and five ways of working have been taken into account. This document also identifies how we will monitor progress and measure success.

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Strategies, Policies and Drivers that support the Well-being Plan



Objective 1: Positive Change – A shared commitment to improving the way we work together

What our communities and stakeholders say

“Positive Change has to happen first to enable the other P’s to succeed.” (Participant at Future Scenarios workshop, 25th October 2017)

“We need a strong commitment to collaborative working with the community and make sure we work with those outside of the self-selecting part of the community. We have to find a way to engage with other parts of the community in a meaningful way.” (Participant at Future Scenarios workshop, 25th October 2017)

“Jointly communicate positive messages about the county borough – listen to residents/service users.” (Participant at Future Scenarios workshop, 25th October 2017)

“Good partnership working is essential. The benefits are wide ranging, from saving costs and resources to fewer overloads on staff and time constraints, and overall can provide a much better experience for the client or service user.” (Online survey response)

Why we chose this objective

The Well-being of Future Generations legislation sets a clear direction for public sector bodies to work together. The Board is fully committed to changing the way their organisations collaborate and has committed to directing resources to enable the delivery of the Plan, as far as is possible. To do this a number of positive ‘Enablers’ have been identified, where real change can demonstrably happen, thereby improving the well-being of local residents. These ‘Enablers’ will underpin the action areas in the Well-being Delivery Plan.

The Board recognises that in order to improve the way we work together as organisations, the drive for this needs to come from the Board members. We need to ensure that all our staff understand the importance of the approach being adopted and the need for change.

Throughout the engagement activity it was highlighted that there are multiple buildings, land, infrastructure, staff and other assets which could potentially be used more effectively. The Board also needs to consider new technological advances including energy generation and use, IT and communications, and other technological developments in order to adopt a more sustainable approach to how it delivers services. Board members will consider how they spend their budgets to maximise the benefits to local communities, including making sure (where possible) that goods and services purchased are sustainable, low carbon and ethically responsible.

Also emerging from the engagement activity was a very strong message that the Board needs to improve how and when it engages with residents and local communities, to enable them to be more involved in the work of the Board. This will help to ensure that the Board, its partners and our local communities work together to deliver ‘The Caerphilly We Want’.

Contribution to the National Well-being Goals

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| A prosperous Wales | Using financial resources in ways that benefit local communities including joint purchasing, sharing assets, embracing new technologies and sustainable purchasing will help ensure a prosperous Wales. We recognise the need to maximise the use and value of all of our assets including our staff, who are the catalyst for positive change. As supplies of fossil fuels become scarcer their cost will increase, so switching to alternative energy sources will help to prevent rising costs in the future. |
| A resilient Wales | Lower consumption of fossil fuels will help to protect the natural environment and local ecosystems. Improved management of our assets, sustainable and ethical procurement and embracing new technologies will all contribute to a resilient Wales. |
| A healthier Wales | Enabling residents and local communities to be meaningfully involved in the delivery of the Well-being Plan will empower individuals, ensure opinions are valued and important and generate ownership. |
| A more equal Wales | All residents and local communities will be encouraged to be involved in the delivery of the Well-being Plan, regardless of where they live in the county borough. The characteristics of individuals or communities will not be a barrier to involvement. |
| A Wales of cohesive communities | The ability of individuals and communities to influence the delivery of the Well-being Plan will encourage them to do more to help themselves, and to undertake community initiatives that will foster a sense of belonging and community pride. |
| A Wales of vibrant culture and thriving Welsh language | This objective will respect the cultural and historical traditions of the local area and the differences between our communities, ensuring that all parts of the county borough are involved helping to deliver the Well-being Plan. |
| A globally responsible Wales | Reducing our carbon footprint and increasing our use of renewable energy sources will have positive impacts on the local environment, and also at a national and global level. Behaviour change towards a more sustainable approach will have a huge impact on the local and global environment. |

Objective 2: Positive Start – Giving our future generations the best start in life

What our communities and stakeholders say

“I had a life changing experience aged 6 years and got no help to deal with what happened that day and it has affected me all my adult life and is still affecting me in adulthood.” (Attendee at Caerphilly Borough Mind meeting, 12th December 2017)

“Mental health issues are showing at a very young age. More support is needed. Some children won’t understand the issue let alone how to cope” (Participant at Upper Rhymney Community Engagement meeting, 3rd October 2017)

“Children need a good start in life to thrive and go on to live happy, fulfilled and productive lives, especially in the first few years. However, the positive start must continue throughout the child’s life and this can only be done through engaging parents.” (Online survey response)

Why we chose this objective

Protecting the well-being of children and young people (particularly in their early years) is the biggest determinant of their life chances and a positive transition into adulthood, and there is a wide range of evidence that demonstrates that by investing in the first few years of a child’s life, this will improve outcomes throughout the rest of their lives. All Board members recognise their responsibilities to children and young people, and that maximising the potential of young people is key to ensuring that they build resilience that will last throughout their lives. Young people need safe and secure childhoods where they are nurtured, supported and developed, including routes into training and employment, and an environment that supports their health and well-being. This will help to ensure that they live healthy lives where they can achieve their educational potential, be part of a healthy workforce and contribute to a prosperous Caerphilly county borough. A number of actions have been captured within the Well-being Delivery Plan that will support children and young people to have the best start in life.

Unfortunately there are inherent inequalities amongst children born within the county borough due to a wide variety of factors. There are a number of deprived communities and pockets of deprivation right across the county borough, particularly in the north, the Mid Valleys area and the Caerphilly Basin. There is a proven link between deprivation and poor health, poor educational attainment, low literacy and numeracy skills, low earnings and high unemployment. Being born into a deprived household can therefore directly affect the potential of that child.

In addition, some children are, sadly, exposed to adverse childhood experiences which can affect how they grow and develop. Adverse childhood experiences are highly stressful events that can directly harm a child or affect the environment in which they live, such as growing up in a household exposed to drug use, alcohol misuse or domestic violence. Prevention of adverse childhood experiences is likely not only to improve the early year’s experiences of children in the county borough, but also reduce levels of health harming

behaviour across the whole life of an individual, thereby reducing the negative impacts on their family and community.

Children experiencing adverse childhood experiences are more likely to perform poorly in school, more likely to be involved in crime and ultimately less likely to be a productive member of society. There is also evidence that the likelihood of a child experiencing adverse childhood experiences is higher in more deprived areas, which could exacerbate the impact on the child even further.

Intervention in the early years, together with a focus on reducing and preventing adverse childhood experiences, will positively impact on the life chances of the individual and our future generations, and reduce the demand on services in the long term.

Contribution to the National Well-being Goals

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| A prosperous Wales | Giving every child born in the county borough the best start in life will ensure that they have the support they need to reach their full educational potential, that they are able to secure rewarding and meaningful employment and that they become productive members of society in the future, thereby contributing to a more prosperous Caerphilly county borough. |
| A resilient Wales | Ensuring good maternal health, that children grow up in a safe and caring environment, and reducing poverty and deprivation will ensure that all children have the support they need to grow and develop, thereby ensuring they build their resilience throughout the course of their lives. |
| A healthier Wales | Enabling children to have the best start in life will mean that they are less likely to suffer abuse and maltreatment, physical injury or psychological problems. As adults they will be less likely to engage in health harming behaviours and have a reduced risk of developing diseases such as cancer, heart disease, diabetes and poor mental health. |
| A more equal Wales | Tackling the issues that cause inequality amongst children (such as deprivation and adverse childhood experiences) will help to ensure that every child will reach their full potential regardless of where they live in the county borough, and thereby help to contribute to a more equal Caerphilly county borough. Those living in areas of deprivation are at greater risk of experiencing multiple adverse childhood experiences. |
| A Wales of cohesive communities | Supporting children to have the best start in life will help to reduce youth offending, anti-social behaviour and other crime levels, and lead to safer communities for all our residents. Tackling adverse childhood experiences will also mean that children are not exposed to these factors, and therefore they will be less likely to repeat the patterns of behaviour when they reach adulthood, having a positive effect on both their own family and the wider community. |
| A Wales of vibrant culture and thriving Welsh language | Children who are more engaged with education in general are more likely to benefit from improved access to opportunities to participate and engage in Welsh language, sporting and cultural activities. Participating in sporting/arts activities in |

particular can help to build confidence for those taking part.

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| <p>A globally responsible Wales</p> | <p>Engaging fully with educational opportunities will allow children to discover how their actions locally can affect global well-being, and help them to understand what actions they can take to help safeguard the future of the planet. Positive early intervention can prevent higher healthcare costs in adulthood.</p> |
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Objective 3: Positive People – Empowering and enabling all our residents to achieve their own potential

What our communities and stakeholders say

“Longevity, lifestyle, quality of life – we have to keep making small steps to improve people’s lifestyles and life expectancy. Lots of small schemes have come and gone; we need to retain good practice” (Participant at Upper Rhymney Community Engagement meeting, 3rd October 2017)

“How do we empower people? Need knowledge of the local area. Local services are disappearing which means it is difficult to see the 4P’s and feel empowered about it happening.” (Participant at Lower Islwyn Community Engagement meeting, 10th October 2017)

“Residents need a clear path for information – someone to call, or a named person/service. Also a place where people can go for more information [website] and social media presence.” (Participant at Lower Islwyn Community Engagement meeting, 10th October 2017)

“Closure of GP surgeries in localities makes preventative health care difficult for people with no transport, disabled people and those relying on public transport” (Participant at Upper Rhymney Community Engagement meeting, 3rd October 2017)

Why we chose this objective

The Board member organisations exist to provide services for, and on behalf of, residents and the environment in which they live. However, there needs to be a fundamental shift in how we plan, shape and deliver services in collaboration with each other, but more importantly, with communities. We want residents to be able to access the services they need to help them look after their own well-being. As well as actions that empower residents to look after their own physical, mental and well-being needs, we want to support them to become productive and active community members.

Our older population is increasing and is predicted to rise even more sharply in the years to come. The positive contribution older residents provide to society is significant and recognised. By supporting residents to have a healthy and independent life for as long as possible, this contribution can be maximised and the demand on already stretched services can be reduced.

Currently, most services are delivered when our residents are in need, such as treating an illness or dealing with a family that is in crisis. We need to shift all public services to become more preventative in nature, so that problems are identified and addressed before individuals reach crisis point or require treatment for a health condition, for example. This will also include providing residents with the support, advice and guidance they need in order to be able to take ownership of and manage their own lives.

Equipping residents to adopt healthy behaviours will help them to take responsibility for and manage their own physical health, mental health and well-being. Lifestyle choices are a key cause of health inequalities and can have a major impact on healthy life expectancy.

One of the major issues identified in the Assessment was the relatively high level of unemployment and, in particular, economic inactivity within the county borough. Unfortunately, some of our local residents have never worked or are employed in very low skilled jobs as they lack the qualifications, skills or confidence they need in order to engage fully with the labour market. Some of our residents come from families where no-one has worked for generations, and therefore they will require intensive support and opportunities to develop and build on their knowledge and skills.

Throughout our engagement, volunteering was seen as a way of individuals making the first steps towards future employment, by allowing them to experience the world of work and help them to develop the skills that future employers will require. It will also help to build their confidence and contribute to their personal well-being. It has benefits from an organisational perspective, with volunteers contributing their own knowledge and skills to the organisation. Corporate volunteering can also help to fulfil an organisation's contribution to local communities, by allowing staff the opportunity to regularly offer their time to help local organisations or causes.

Apprenticeships were also seen as a route to sustainable and well paid employment. Not only finding work but also having opportunities to progress were seen as vital from our engagement activity. Apprenticeship opportunities for all residents, both younger and older, were thought to be extremely important, with increasing employability being fundamental to tackling poverty and reducing inequality amongst our residents.

The Board recognises that different groups within our overall population (such as older people, carers, children and young people, people with disabilities etc.) may have specific needs that require targeted interventions. Alongside the work that has been undertaken in relation to develop this Well-being Plan, the Greater Gwent Health, Social Care & Well-being Partnership has undertaken a Population Needs Assessment, which identifies the needs of people requiring care and support. The Social Services and Well-being (Wales) Act 2014 introduced a duty on local authorities and local health boards to prepare and publish this Assessment, and to address these issues via an Area Plan. The Area Plan will be published in April 2018 and there are overlaps between the Area Plan and this Well-being Plan. Therefore, the plans will complement one another in terms of delivery, ensuring that actions are not duplicated. The Area Plan can be accessed at the following link:

[WEBLINK TO FINAL VERSION OF AREA PLAN \(still draft\)](#)

However, the Board recognises that every resident has the potential, regardless of their personal circumstances, to make a positive contribution to the area in which they live and society as a whole.

Contribution to the National Well-being Goals

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| A prosperous Wales | Good health and personal resilience will ensure that residents are able to fully engage with the labour market and help contribute to a prosperous Caerphilly county borough. A well- |
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| | educated and highly skilled population will enable residents to take full advantage of the employment opportunities that exist in the local area and wider region. |
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| A resilient Wales | A good education and well developed skill-set will enable residents to respond positively to the constantly changing world that we all live in, and enable them and their families to be more resilient and adaptable to change in the future. Individuals with improved health will be empowered to contribute positively society. |
| A healthier Wales | Equipping our residents with the skills and knowledge they need to improve and manage their own health and well-being is an important part of ill health prevention. Lack of employment has a huge impact on individuals' physical and mental well-being. Being in employment improves feelings of self-worth, self-confidence, encourages better social interaction and helps individuals to feel that they have a place and value in society. Demand on already stretched services can be reduced by supporting residents to have a healthy and independent life for as long as possible. |
| A more equal Wales | Every individual deserves the opportunity to fulfil their potential, regardless of their socio-economic characteristics, background or circumstances. The right education enhanced with the appropriate skills will provide them with the tools necessary to enter and maintain employment, and take advantage of ongoing development and training opportunities that may be available. Those living in areas of deprivation are at greater risk of poor health, so adopting healthy behaviours and reducing the inequality gap in life expectancy should promote equality. |
| A Wales of cohesive communities | A lack of educational qualifications, poor literacy and numeracy levels, high unemployment, long-term sickness and lack of aspiration are unfortunately entrenched in many of our deprived communities and smaller pockets across the county borough. This can feel like a self-fulfilling prophecy, with individuals unable to break out of these circumstances. This can lead to a lack of interaction within the community, and increased levels of crime and anti-social behaviour, together with increased levels of alcohol and drug use. |
| A Wales of vibrant culture and thriving Welsh language | A lack of interaction with the local community will mean that individuals and families do not take advantage of the social opportunities that exist. In addition, lower household income will limit the opportunities that both adults and children have to participate in activities such as sport, leisure and the arts. Improving health empowers individuals to be active members in their community. |
| A globally responsible Wales | A strong local economy where there is high employment will help to contribute to the economy both regionally and nationally, and thereby contribute to a strong global economy. Improving resident's health will prevent higher healthcare costs. |

Objective 4: Positive Places - Enabling our communities to be resilient and sustainable

What our communities and stakeholders say

“Need community hubs – some groups can be very ‘parochial’ it’s their space not shared space, other areas have nothing. People are key to community cohesion but not every community has that key link person. We need to find them.” (Participant at Upper Rhymney Community Engagement meeting, 3rd October 2017)

“The housing boom is taking over spaces in the countryside. Also taking over services such as education, transport etc. which also has a knock on the effect on the area, which affects people’s well-being.” (Participant at Lower Islwyn Community Engagement meeting, 10th October 2017)

Why we chose this objective

The environment in which we live has a large part to play in individual personal perceptions of well-being. Having attractive, well-used and connected communities with easy access to the natural environment, affordable and sustainable housing, and low crime levels will support community resilience. The Board members will collaborate in this approach in a more sustainable way, taking collective action to promote positive places that provide for community and personal well-being.

As previously discussed, for some of our more deprived communities long-term economic inactivity has become normalised and poverty and disadvantage are entrenched. The ‘Deep Place’¹ approach being adopted in Lansbury Park in Caerphilly (as a way of addressing the issues experienced by local residents) will be a model for how we can potentially replicate improvements in well-being in less advantaged communities across the county borough. This will help these communities to be much more resilient to inevitable change in the future, and give them the tools and support to enable them to help themselves.

From the Assessment and our engagement activity, we know that residents value the fantastic green environment in which they live, which provides direct benefits and space for relaxation, physical activity, learning and connection with nature. There are also a wealth of other benefits for the natural environment on which our existence and quality of life depends – from the regulation of the climate, to food production, energy production, lowering flood risk and reducing the effects of air and other pollution. A network of healthy and connected green spaces that are biodiverse with healthy functioning ecosystems are essential for well-being, and we need to ensure that local communities are able to help protect and look after them, both now and in the future.

In comparison with other local authority areas with similar characteristics, the county borough does not have a high incidence of crime. However, pockets of crime do exist,

¹ The Deep Place method is an innovative approach to sustainable community and economic renewal, which seeks to unify local economic development with a local employment strategy, and combines the existing range of interventions with a direct approach to creating employment for marginalised populations.

either temporally or spatially. Our community engagement highlighted that whilst crime levels are relatively low, there are concerns around crime and disorder and anti-social behaviour in particular. Feeling unsafe within the local community has a significant impact on personal well-being, particularly for more vulnerable individuals, but can also impact on perceptions of the community as a whole.

The visual impacts of low level environmental crime (e.g. litter, fly tipping and off road motorcycling) can blight an area, and the effects are often more acute in more deprived areas, where the lack of consideration by a few can affect the whole community.

One of the issues raised by residents during the community engagement activity was the need to travel to access health services, particularly larger hospitals outside of the county borough. This was a particular issue for individuals with accessibility issues, due to poor public transport and current poor health. A more preventative approach to the delivery of healthcare is needed, by ensuring that the right healthcare professionals with the right skills are in the right places at the right times.

The Board recognises the strong connections residents have with their communities, which enhances their cultural and social identities and helps to support the historical legacy of the area. The county borough has a rich arts scene which has developed from Welsh cultural traditions, with many opportunities for individuals to enjoy activities such as visual arts, dance, music and sport. These activities can also help to reduce feelings of loneliness and isolation and enable residents to be more active members of their communities. Opportunities for fluent Welsh speakers and Welsh learners to use the language in their everyday lives was a very important message from the Assessment, and will help to achieve the Welsh Government's vision of a million Welsh speakers by 2050².

Contribution to the National Well-being Goals

| | |
|--------------------|--|
| A prosperous Wales | The way in which we manage our environment and green infrastructure is a vital component of a low carbon society, providing the natural resources on which we all depend for our quality of life. They can also provide employment and other benefits such as inward investment and tourism. Having well-connected communities with low crime levels will encourage individuals to bring up their families within our communities, and encourage businesses to start, develop and grow, thereby providing employment for local people and supporting the foundational economy. |
| A resilient Wales | Creating healthy, green, well-functioning, well-connected and sustainable communities will help us adapt and respond to the future challenges we face. A network of connected green spaces and habitats can deliver multiple benefits for environmental, social, economic and cultural well-being for both individuals and nature. |

² <http://gov.wales/topics/welshlanguage/welsh-language-strategy-and-policies/cymraeg-2050-welsh-language-strategy/?lang=en>

| | |
|--|--|
| A healthier Wales | Communities with better public open space help residents to be more active and engaged, with better mental and physical health, and an attractive local environment is a key component of this. Living in a low crime area will impact positively on feelings of general well-being, and being able to access appropriate healthcare services close to where residents live will also help to improve well-being. Opportunities for taking part in cultural and sporting activities will help to reduce feelings of isolation and loneliness. |
| A more equal Wales | The socio-economic circumstances of residents should not be a barrier to their enjoyment of the facilities and activities available within the county borough, particularly in view of the potential benefits to their well-being. Similarly, there should be equality in the provision of appropriate healthcare services close to where residents live across all our communities. |
| A Wales of cohesive communities | Respect for shared public spaces and intolerance of the anti-social behaviour that can blight them will encourage feelings of pride, and help residents to value them. Good quality green spaces are vital for promoting positive perceptions of the county borough, as is ensuring that residents feel they are connected to the spaces that surround them. Cultural and sporting activities offer an ideal opportunity to enhance the well-being of individuals and help to bring communities together in shared enjoyment and support of these activities. |
| A Wales of vibrant culture and thriving Welsh language | The natural environment is an important component of how people feel connected to where they live and their own personal identity, particularly in relation to the rich historical legacy that is evident in much of the surrounding area. Utilising our green spaces for sport and recreational activity, whether formal or informal, will improve the physical and mental well-being of our residents. Opportunities for residents to enjoy cultural and sporting activities will help to ensure that their social and cultural identities are protected and enhanced. Providing opportunities for residents to use the Welsh language in their everyday lives which also help to ensure that the use of the language thrives within the county borough. |
| A globally responsible Wales | By protecting and looking after our local environment and our natural resources, we understand and respect the impact our local actions have on the global environment and strive to meet our global obligations. |

Consultation and Engagement Activity for the Well-being Plan

Chapter 4 (Involvement) of Shared Purpose: Shared Future (SPSF 3) of the statutory guidance on the Well-being of Future Generations (Wales) Act 2015 outlines that the Board is required to fully consult with the following statutory consultees:

- The Future Generations Commissioner
- The Board's invited participants
- It's other partners
- Such of the persons who received but did not accept an invitation from the Board under Section 30 as the Board considers appropriate
- The Local authority's overview and scrutiny committee
- Relevant voluntary organisations as the Board considers appropriate
- Representatives of persons resident in the area
- Representatives of persons carrying on business in the area
- Trade unions representing workers in the area
- Such persons with an interest in the maintenance and enhancement of natural resources in the Board's area, as the Board considers appropriate
- Any other persons who in the opinion of the Board are interested in the improvement of the area's economic, social, environmental and cultural well-being

The Board agreed that the statutory 12 week consultation period on the Draft Well-being Plan would take place between 25th September and 18th December 2017. Individual e-mails were sent to the following, together with a copy of the Draft Plan and the Draft Delivery Plan:

- The Future Generations Commissioner
- The Welsh Government
- Members of Parliament for the area
- Welsh Assembly Members for the area
- Elected Members and Town/Community Councillors for the area
- Gwent Association of Voluntary Organisations (on behalf of voluntary organisations in the area)
- Unison, GMB and Unite
- Caerphilly Business Forum

The Draft Well-being Plan was reported to Partnerships Scrutiny Committee on 14th September 2017. In addition, the Draft Plan and supporting documentation was published on the Board website on 25th September 2017, together with an online survey that could be used to record responses to the Draft Plan. The online survey was also publicised via social media channels including Facebook and Twitter. A summary of the online survey results can be found in Appendix 4.

A number of written responses were received and a summary of the main points of each is provided in Appendix 5.

A number of targeted face-to-face engagement events were held including five community engagement workshops, one in each of the five community areas; a Future Scenarios workshop (all the partners involved in the work around the Act); Interact (a network of organisations working with children and young people); a series of meetings with the

Valley Voices network; and a Board workshop to consider the action areas (or steps to be taken), together with a wider focus on monitoring and accountability for the Plan. A summary of the write-ups for each of these engagement events can be found at Appendix 8.

It should be noted that both the written responses and the face-to-face meetings provided a wide range of comments and suggestions in relation to the Action Areas that will be taken forward via the Well-being Delivery Plan. All the comments have been distributed to the appropriate Action Area Leads, to enable them to be used to inform the detailed actions under each of the Action Areas.

DRAFT

How We Will Deliver – Key Principles

The Well-being Delivery Plan (see Appendix 2) will outline the actions to be taken in collaboration, who will be involved and the expected timeframe for completion of each individual action.

Tracking progress

At the PSB workshop on 4th December 2017 the Board agreed that whilst it is difficult to agree the specifics of any reporting framework until the actions are defined, a set of guiding principles were decided. Each Action Area Group will be empowered to set their own measures, but in line with the agreed guiding principles:

Principles

- The purpose of reporting has to be clear.
- The measures chosen should be meaningful and show if we are making a difference.
- The number and types of measures should be appropriate for the actions and outcomes, and should not be limited to data or metrics. Quality of narrative and understanding of the situation is as important as data.
- Effective communications is key. Written reports should be supplemented with verbal presentations. The PSB should feedback to those who report information.
- Action Areas should consider interrelated datasets so there can be improved analysis of cause and effect.
- The PSB Champion will present the report to the Board.

How will we be accountable?

Performance reporting will be on 6-monthly basis, but there will be an opportunity for interim reporting as exception based quarterly reports if decisions are needed or issues are emerging. There must be flexibility in the whole process (see Accountability).

A close working relationship between the PSB Champion and Action Area Lead is important for effective reporting. The PSB Champion will present reports to the Board and this role will help the Action Area Group to flag up information and updates the PSB, who will need to understand the deeper issues affecting outcomes.

This close working relationship will enable the conflicting need to have routine reporting, and at the same time allow for more flexible reporting. This will help in deciding what issues may need to be flagged up if, for example, a decision is needed that cannot wait until the next reporting period. This will be a new way of connecting reporting with narrative, exception reporting and feeding back. This will also provide accountability if information has not been provided.

Performance reports are placed on the monitoring section of the Board website (<https://your.caerphilly.gov.uk/publicservicesboard/content/monitoring-scorecards>)

and form part of the meeting papers for each quarterly Board meeting.

The local authority Partnerships Scrutiny Committee receives a summary exception report at each of its meetings and has the ability to call Board Members to account for delivery progress.

The national indicator set (where it can be extrapolated for the county borough area) will be used where appropriate. The national indicators will not match closely to actions, however, this national measurement will show progress over time for the area.

The Public Services Boards in Gwent have commissioned Happy City (<http://www.happycity.org.uk/>) to develop:

- i. A Thriving Places Index will report on the local conditions for well-being across Gwent. It will help the Boards to understand and assess the determinants of well-being and establish the foundation for better decision-making and resource use, which will help improve the well-being of our residents.
- ii. A Happiness Pulse for Gwent, which will be an accessible, informative tool that will measure three key areas of personal well-being – how people feel, how they act and how they relate to others, as well as exploring how residents engage with life in their communities. It will be designed to be engaging and informative for individuals, whilst providing vital data for the Boards on how they can better support residents to improve their well-being.

In the round, the combination of outputs, case studies, population outcomes, national indicators, Thriving Places Index and Happiness Pulse data will help to track progress over time.

The Well-being Objectives of Partner Organisations **(February 2018)**

Board member organisations that are subject to the Well-being of Future Generations (Wales) Act 2015 within their own right are required to set and meet their own public body Well-being Objectives. Each public body is required to consider the Well-being Objectives of other organisations, and those of the Public Services Board, in considering how they will maximise their contribution to the National Well-being Goals for Wales.

Gwent Police and the Gwent Police and Crime Commissioner are invited partners with full membership of the Board. Subject to central government legislation, the Police and Crime Commissioner is required to set the local Police and Crime Plan for the Force area. Due to the Police Reform and Social Responsibility Act 2011, there is a mutual cooperation requirement placed on Gwent Police, the Police and Crime Commissioner, the local authority, the local Health Board, the local Fire and Rescue Service and Probation Services to have regard to and cooperate with each other's priorities.

Police and Crime Plan priorities run for the term of office of the Commissioner, but the Well-being Objectives of Board partners run for variable timeframes.

Aneurin Bevan University Health Board

- Support every parent expecting a child and give every child in Gwent support to ensure the best start in life.
- Support adults and children in Gwent to live healthily and to age well, so that they can retain independence and enjoy a high quality of life into old age.
- Promote mental well-being as a foundation for health, building personal and community resilience.
- Encourage involvement of people who use our services and those they support, in jointly owned decisions regarding their own health and care plans, and in wider service planning and evaluation so that we, with our partners, deliver outcomes that matter most to people.
- Ensure we maximise the effective use of NHS resources in achieving planned outcomes for services and patients, by excellent communication, monitoring and tracking systems in all clinical areas.
- Promote a diverse workforce able to express their cultural heritage, with opportunities to learn and use Welsh in the workplace.
- Develop our staff to be the best that they can be with high levels of employee well-being and, as the largest employer in Gwent, promote NHS careers and provide volunteering and work experience opportunities.
- Reduce our negative environmental impact through a responsible capital building programme and a sustainable approach to the provision of building services including; carbon and waste management, undertaking procurement on a whole life-cycle cost basis and support local sourcing, promote sustainable and active travel and, improve environmental health.
- Plan and secure sustainable and accessible healthcare services, ranging from prevention through to treatment, rehabilitation and recovery that meet current and

future needs and address health inequities and differing levels of need across our communities.

- Continue to integrate our actions with wider public, independent and voluntary sector partners with the aim of developing streamlined, who system services for people who use our services and those they support.

Gwent Police and The Office of the Police and Crime Commissioner

- Taking action to prevent and reduce crime by working with partner organisations and communities to tackle crimes that present the greatest threat, harm and risk and especially those crimes committed against the most vulnerable.
- Provide excellent support for all victims of crime with a particular focus on preventing further serious harm.
- Ensuring that the police, partners and the Office of the Police and Crime Commissioner engage with communities to encourage, help and support them to work together to keep themselves safe.
- Ensuring that police work closely with partner organisations to tackle anti-social behaviour effectively.
- Ensuring that Gwent Police and the Office of the Police and Crime Commissioner are high performing organisations which value and invest in our staff to achieve value for money in delivering impressive services that meet the needs of all our communities.

Natural Resources Wales

- Champion the Welsh environment and the sustainable management of Wales' natural resources.
- Ensure land and water in Wales is managed sustainably and in an integrated way.
- Improve the resilience and quality of our ecosystems.
- Reduce the risk to people and communities from environmental hazards like flooding and pollution
- Help people live healthier and more fulfilled lives.
- Promote successful and responsible business, using natural resources without damaging them.
- Develop NRW into an excellent organisation, delivering first-class customer service

South Wales Fire and Rescue Service (Strategic Themes)

- Reduce risk by reducing the number of deliberate fires; obtaining and sharing information where possible with other agencies to reduce risk and improve community well-being; explore and understand the reasons behind fire related injuries.
- Undertake engagement to obtain views on service delivery, risk and priorities.
- Ensure that we attract, develop and retain a suitably resilient workforce that reflects our communities and is capable of delivering services.
- Ensure ICT systems and services are available to enable efficiency and support service delivery.
- Work with others to be more efficient and effective.

Public Health Wales

- Build capacity and support system change, to protect and improve health and reduce inequalities.
- Give our children the best start in life including opportunities to grow, play and learn in a healthy and safe environment.
- Support the NHS to deliver high quality, equitable and sustainable services that meet the needs of citizens at every stage of their life.
- Minimise public health risks from current and emerging diseases, environmental hazards and emergencies.
- Influence policy, planning and design to create sustainable, culturally thriving and cohesive communities, to tackle the wider determinants of health and to break the cycle of poverty and disadvantage.
- Maximise the potential of our natural and cultural resources to promote physical and mental health and well-being and create a low carbon, environmentally resilient Wales.
- Strengthen our role in global health and sustainable development, realising the benefits of international engagement.

Welsh Government

Prosperity for All: The National Strategy

<http://gov.wales/docs/strategies/170919-prosperity-for-all-en.pdf>

- Prosperous and Secure
 - Support people and businesses to drive prosperity
 - Tackle regional inequality and promote fair work
 - Drive sustainable growth and combat climate change
- Healthy and Active
 - Deliver quality health and care service fit for the future
 - Promote good health and well-being for everyone
 - Build healthier communities and better environments
- Ambitious and Learning
 - Support young people to make the most of their potential
 - Build ambition and encourage learning for life
 - Equip everyone with the right skills for a changing world
- United and Connected
 - Build resilient communities, culture and language
 - Deliver modern and connected infrastructure
 - Promote and protect Wales' place in the world

MOVING FROM THE ISSUES IDENTIFIED IN THE WELL-BEING ASSESSMENT TO THE OBJECTIVES FOR THE WELL-BEING PLAN

The Caerphilly Public Services Board's (the Board's) local Assessment of Well-being was published in March 2017. This document aimed to identify the economic, social, environmental and cultural factors that impact on the lives of Caerphilly borough residents, for both current and future generations

In developing the Assessment we engaged extensively with a large cross section of our communities including residents, the business community and the third sector, and specific target groups such as young people and the Caerphilly 50+ Forum.

The Assessment also drew on relevant data and the expertise of local people and organisations in considering the strengths and assets of our communities, which can be built upon to help improve the well-being of these communities.

The Assessment was in the main structured around the seven Well-being Goals for Wales, and at the end of each section was a list of emerging issues which could potentially have been considered by the Board in terms of further detailed work. Some of these issues were 'single organisation' issues which could not be addressed via collaborative action by the Board. There were also issues which were duplicated, so these were merged and/or amended.

This exercise resulted in a list of 36 issues, which are summarised below:

1. Maximising the benefits of the Cardiff Capital Region City Deal for Caerphilly county borough.
2. Developing a modern, integrated and sustainable transport system, including maximising the benefits of the Metro.
3. Linking public transport to the provision of active travel opportunities.
4. Providing training, apprenticeships, employment and volunteering opportunities that are appropriate for all sectors of the community.
5. Ensuring young people have the right support and opportunities to enable them to pursue a path into work (either vocational or academic) including careers advice, mentoring and work experience.
6. Protecting and enhancing local habitats for biodiversity.
7. Improving the provision of, access to and promotion of community outdoor spaces, green spaces and the wider countryside.
8. Fostering a greater sense of "community spirit".
9. Reducing the risks of flooding including protecting vulnerable homes, communities and infrastructure.
10. Managing the use of natural resources sustainably, and helping communities to understand the need to reduce our ecological footprint.
11. Ensuring that we maintain safe, secure supplies of clean water.
12. Reducing low level environmental issues (e.g. dog fouling, litter and fly-tipping) by fostering respect, responsibility and ownership of local areas.
13. Balancing the need for development with protecting the environment.
14. Reducing the life expectancy and healthy life expectancy inequality gap between the most and least deprived populations in the county borough.

15. Facilitating a shift from treatment of ill health to a society that enables people to adopt healthy behaviours.
16. Improve the proportion of adults and children within the county borough who are a healthy weight.
17. Further reduce smoking rates and the uptake of smoking.
18. Identifying and breaking the cycle of Adverse Childhood Experiences.
19. Improving access to GP and hospital appointments.
20. Providing improved broadband and IT infrastructure, to enable greater digital inclusion.
21. Providing better and more easily accessible information and services to empower people to improve their own well-being.
22. Supporting opportunities in the community for lifetime education, hobbies and interests.
23. Tackling loneliness and isolation for all age groups.
24. Ensuring people feel safe in their community, by reducing crime and anti-social behaviour and the fear of crime.
25. Developing suitable housing to meet the variety of people's needs, including affordable housing.
26. Supporting people with dementia to live well in their communities.
27. Reducing the victimisation of vulnerable sections of the community, including domestic abuse, hate crime and bullying.
28. Reducing the effects of substance misuse on individuals and communities.
29. Making provision for the arts and support opportunities for the direct participation of local people.
30. Maximising the use of public sector land, buildings and other assets for community use.
31. Developing an appealing and coherent tourism and leisure experience for residents and visitors to the county borough.
32. Working in partnership to conserve and protect our natural heritage and the built environment.
33. Promoting use of Welsh in workplaces and public facing institutions and businesses to make it easier to converse in Welsh and to use the language in everyday life.
34. Ensuring homes and public buildings are sustainable and energy efficient, to reduce our carbon footprint.
35. Making communities more resilient to global pressures by supporting opportunities for renewable energy and community food growing.
36. Maintaining and enhancing sustainable and attractive communities and town centres.

The Prioritisation Process

The PSB were conscious that it would not be possible to take all these issues forward in terms of further detailed work or potentially response analysis. Therefore, it agreed to undertake a prioritisation exercise to identify what were they main priority issues that need to be addressed, at least in the first iteration of the Well-being Plan. In order to inform this prioritisation further engagement work was undertaken, which comprised of four main elements.

- Assessing each issue using a ‘prioritisation tool’
- Consulting with statutory partners
- Holding a Future Scenarios 2 meeting with professionals representing partner organisations
- Holding 3 ‘Have we got it right?’ community consultation events
- An online consultation and smaller scale events with targeted groups

The prioritisation tool

A prioritisation tool was developed by the Council’s Corporate Policy Team, in conjunction with partner organisations. It incorporated the five ways of working set out in the WFG Act, plus additional criteria relating to policy drivers and resources. The purpose of this tool was to evaluate each of the 36 issues in a transparent and unbiased way using common criteria. Each of the criteria was assigned a score ranging from 0 and up to 4, depending on how important each individual criterion was felt to be. The potential scores for each of the criteria are detailed below, with a maximum score available of 29 points:

| | Issue | Score | Weighting criteria |
|--------------------|-------------------------------------|--------------|--|
| 1. | Data trends/research | 0 | Data trend indicates that no intervention is required |
| | | 1 | Data trend indicates that some intervention is required |
| | | 2 | Data trend indicates that significant intervention is required |
| 2. | Collaboration | 1 | Collaboration would add minimal value |
| | | 2 | Collaboration would add some value |
| | | 3 | Collaboration would add significant value |
| | | 4 | Collaboration is critical |
| 3. | Integration across well-being goals | 1 | Contributes to 1-2 goals |
| | | 2 | Contributes to 3-4 goals |
| | | 3 | Contributes to 5 or more goals |
| Involvement | | | |
| 4a. | Identified by the public | 0 | Not identified by the public |
| | | 1 | Issue is of some importance |
| | | 2 | Issue is of moderate importance |
| | | 3 | Issue is of significant importance |
| 4b. | Identified by stakeholders | 0 | Not identified by stakeholders |
| | | 1 | Issue is of some importance |
| | | 2 | Issue is of moderate importance |
| | | 3 | Issue is of significant importance |
| Long-term | | | |
| 5. | Long-term | 0 | Interventions likely to have no long-term impact on well-being goals |
| | | 1 | Interventions likely to have minimal long-term impact on well-being |
| | | 2 | Interventions likely to have moderate long- |

| | | | |
|-------------------|---|---|--|
| | | 3 | term impact on well-being Interventions likely to have significant long-term impact on well-being |
| Prevention | | | |
| 6a. | Impact of preventative action on well-being | 0 | Likely to have negative or no impact on well-being |
| | | 1 | Likely to have minimal positive impact on well-being |
| | | 2 | Likely to have moderate positive impact on well-being |
| | | 3 | Likely to have significant positive impact on well-being |
| 6b. | Impact of preventative action on service demand | 0 | Likely to have no impact or increase service demand |
| | | 1 | Likely to have minimal impact on reducing service demand |
| | | 2 | Likely to have moderate impact on reducing service demand |
| | | 3 | Likely to have significant impact on reducing service demand |
| 7. | Strategic/policy drivers | 0 | There are no significant strategic/ policy drivers |
| | | 1 | There are some significant strategic/policy drivers |
| | | 2 | There are many significant strategic/policy drivers |
| 8. | Use of resources (efficiency/effectiveness) | 1 | This will require significant additional resources |
| | | 2 | This will require moderate additional resources |
| | | 3 | This will require minimal additional resources |

The criteria of 'involvement' and 'prevention' were split into two sub-categories and given double weighting, in an attempt to take account of the potential importance of these criteria in terms of the effects on the well-being of individuals and public services in terms of service demands.

A group of representatives from partner organisations was established, which included the Council, Natural Resources Wales, Public Health Wales, the Gwent Association of Voluntary Organisation and the Gwent Community Cohesion Forum. They agreed the criteria detailed above and as a group assessed each of the 36 issues detailed above against the agreed criteria. This resulted in a ranked list of issues by score, and the top 12 issues identified are shown overleaf.

| Rank | Issue | Score (max 29) |
|------|--|----------------|
| 1 | Providing training, apprenticeships, employment and volunteering opportunities that are appropriate for all sectors of the community | 25.0 |
| 2 | Identifying and breaking the cycle of Adverse Childhood Experiences | 24.5 |
| 3 | Facilitating a shift from treatment of ill health to a society that enables people to adopt healthy behaviours | 23.5 |
| 4 | Reducing the life expectancy and healthy life expectancy inequality gap between the most and least deprived populations in the county borough | 22.5 |
| 5 | Tackling loneliness and isolation for all age groups | 22.0 |
| =6 | Reducing low level environmental issues (e.g. dog fouling, litter and fly tipping) by fostering respect, responsibility and ownership of local areas | 21.5 |
| =6 | Ensuring people feel safe in their community, by reducing crime and anti-social behaviour and the fear of crime | 21.5 |
| =8 | Protecting and enhancing local habitats for biodiversity. | 21.0 |
| =8 | Providing better and more easily accessible information and services to empower people to improve their own well-being. | 21.0 |
| =8 | Reducing the victimisation of vulnerable sections of the community, including domestic abuse, hate crime and bullying. | 21.0 |
| =8 | Ensuring homes and public buildings are sustainable and energy efficient, to reduce our carbon footprint. | 21.0 |
| 12 | Developing suitable housing to meet the variety of people's needs, including affordable housing. | 20.5 |

Future Scenarios 2

On 2nd February 2017 a second 'Future Scenarios' meeting was held with professionals from partner organisations, with over 70 individuals attending. The meeting was split into workshops, and they were asked whether the list of 36 issues covered what they expected to see emerging from the Well-being Assessment. A number of workshop groups raised financial literacy as an issue that was missing from the list, and it was agreed that this would be added to the original list. The wording of this issue was agreed as:

'Improving financial literacy to help people make informed choices regarding their personal and family finances'

Each of the workshop groups were asked to prioritise their top 5 issues from the list of 37, and overleaf is a summary of the top 12 prioritised issues that emerged from this meeting.

| Rank | Issue | No. of groups identifying this as a priority |
|------|--|--|
| 1 | Ensuring young people have the right support and opportunities to enable them to pursue a path into work (either vocational or academic) including careers advice, mentoring and work experience | 7 |
| 2 | Providing training, apprenticeships, employment and volunteering opportunities that are appropriate for all sectors of the community | 6 |
| 3 | Developing suitable housing to meet the variety of people's needs, including affordable housing | 5 |
| =4 | Identifying and breaking the cycle of Adverse Childhood Experiences | 4 |
| =4 | Facilitating a shift from treatment of ill health to a society that enables people to adopt healthy behaviours | 4 |
| =6 | Reducing the life expectancy and healthy life expectancy inequality gap between the most and least deprived populations in the county borough | 3 |
| =6 | Maximising the benefits of the Cardiff Capital Region City Deal for Caerphilly county borough | 3 |
| =8 | Developing a modern, integrated and sustainable transport system, including maximising the benefits of the Metro. | 2 |
| =8 | Improving the provision of, access to and promotion of community outdoor spaces, green spaces and the wider countryside. | 2 |
| =8 | Fostering a greater sense of "community spirit". | 2 |
| =8 | Balancing the need for development with protecting the environment. | 2 |
| =8 | Ensuring people feel safe in their community, by reducing crime and anti-social behaviour and the fear of crime. | 2 |

Community engagement events

Three community engagement events were held in order to gain feedback on the 37 issues and to undertake the prioritisation exercise. The details of dates and venues are shown below:

- Blackwood Methodist Church, 8th February 2017
- Elim Community Church (Pontlottyn), 13th February 2017
- Bedwas & Trethomas Community Hall, 23rd February 2017

A total of 48 residents and community representatives attended these meetings. The format of the meeting was the same as the Future Scenarios meeting, where

participants were asked to identify any missing issues and then prioritise their top 5 issues. No missing issues were identified at this stage. Below is a summary of the top 11 issues that emerged from these engagement meetings:

| Rank | Issue | No. of groups identifying this as a priority |
|------|---|--|
| 1 | Providing training, apprenticeships, employment and volunteering opportunities that are appropriate for all sectors of the community | 5 |
| 2 | Ensuring young people have the right support and opportunities to enable them to pursue a path into work (either vocational or academic) including, careers advice, mentoring and work experience | 4 |
| =3 | Improving access to GP and hospital appointments | 3 |
| =3 | Supporting people with disabilities and other long term health conditions to live well in their communities | 3 |
| =3 | Balancing the need for development with protecting the environment | 3 |
| =3 | Identifying and breaking the cycle of Adverse Childhood Experiences | 3 |
| =7 | Reducing low level environmental issues (e.g. dog fouling, litter and fly-tipping) by fostering respect, responsibility and ownership of local areas | 2 |
| =7 | Reducing the life expectancy and healthy life expectancy inequality gap between the most and least deprived populations in the county borough | 2 |
| =7 | Ensuring people feel safe in their community, by reducing crime and anti-social behaviour and the fear of crime | 2 |
| =7 | Developing suitable housing to meet the variety of people's needs, including affordable housing | 2 |
| =7 | Ensuring that we maintain safe, secure supplies of clean water | 2 |

Online consultation and targeted groups

An online survey was developed along the same lines as the content of the face to face workshop type meetings and was advertised via the PSB website and social media channels. The survey was completed by 152 residents or organisations and a further 31 individuals at targeted group events. Again respondents were asked to identify their top 5 priority issues, with the top 12 overall summarised overleaf.

| Rank | Issue | No. of responses |
|------|--|------------------|
| 1 | Improving access to GP and hospital appointments. | 76 |
| 2 | Providing training, apprenticeships, employment and volunteering opportunities that are appropriate for all sectors of the community. | 68 |
| 3 | Ensuring young people have the right support and opportunities to enable them to pursue a path into work (either vocational or academic) including, careers advice, mentoring and work experience. | 53 |
| 4 | Ensuring people feel safe in their community, by reducing crime and anti-social behaviour and the fear of crime. | 49 |
| 5 | Developing a modern, integrated and sustainable transport system, including maximising the benefits of the Metro. | 41 |
| 6 | Reducing low level environmental issues (e.g. dog fouling, litter and fly-tipping) by fostering respect, responsibility and ownership of local areas. | 40 |
| 7 | Tackling loneliness and isolation for all age groups. | 38 |
| =8 | Improving the provision of, access to and promotion of community outdoor spaces, green spaces and the wider countryside. | 36 |
| =8 | Facilitating a shift from treatment of ill health to a society that enables people to adopt healthy behaviours. | 36 |
| 10 | Maintaining and enhancing sustainable and attractive communities and town centres | 35 |
| 11 | Developing suitable housing to meet the variety of people's needs, including affordable housing. | 34 |
| 12 | Supporting people with disabilities and other long-term health conditions to live well in their communities | 33 |

Summary of issues emerging from the 4 prioritisation elements

In order to identify the priority issues to be reported back to the Board, the results of the 4 prioritisation elements were combined. The table overleaf shows the top 12 issues identified by each of the 4 prioritisation exercises combined into a single table, in order to show which issues were identified most frequently and with the highest rankings.

| Rank | Issue | Prioritisation element ranking | | | |
|------|---|--------------------------------|------------------|----------------------|---------------|
| | | Prioritisation tool | Future Scenarios | Community engagement | Online survey |
| 1 | Providing training, apprenticeships, employment and volunteering opportunities that are appropriate for all sectors of the community | 1 | 2 | 2 | 2 |
| 2 | Identifying and breaking the cycle of Adverse Childhood Experiences | 2 | =4 | =3 | * |
| 3 | Ensuring people feel safe in their community, by reducing crime and anti-social behaviour and the fear of crime | =6 | =8 | =7 | 4 |
| 4 | Developing suitable housing to meet the variety of people's needs, including affordable housing | 12 | 3 | =7 | 11 |
| 5 | Ensuring young people have the right support and opportunities to enable them to pursue a path into work (either vocational or academic) including, careers advice, mentoring and work experience | | 1 | 1 | 3 |
| 6 | Facilitating a shift from treatment of ill health to a society that enables people to adopt healthy behaviours | 3 | =4 | | =8 |
| 7 | Reducing the life expectancy and healthy life expectancy inequality gap between the most and least deprived populations in the county borough | 4 | =6 | =7 | |
| 8 | Reducing low level environmental issues (e.g. dog fouling, litter and fly-tipping) by fostering respect, responsibility and ownership of local areas | =6 | | =7 | 6 |
| 9 | Improving access to GP and hospital appointments | | | =3 | 1 |
| 10 | Maximising the benefits of the Cardiff Capital Region City Deal for Caerphilly county borough | | =6 | =3 | |
| 11 | Balancing the need for development with protecting the environment | | =8 | =3 | |
| 12 | Tackling loneliness and isolation for all age groups | 5 | | | 7 |
| 13 | Developing a modern, integrated and sustainable transport system, including maximising the benefits of the Metro | | =8 | | 5 |

| Rank | Issue | Prioritisation element ranking | | | |
|------|---|--------------------------------|------------------|----------------------|---------------|
| | | Prioritisation tool | Future Scenarios | Community engagement | Online survey |
| 14 | Supporting people with disabilities and other long-term health conditions to live well in their communities | | | =3 | 12 |
| 15 | Improving the provision of, access to and promotion of community outdoor spaces, green spaces and the wider countryside | | =8 | | =8 |
| 16 | Ensuring that we maintain safe, secure supplies of clean water | | | =7 | |
| 17 | Fostering a greater sense of “community spirit” | | =8 | | |
| 18 | Protecting and enhancing local habitats for biodiversity | =8 | | | |
| 19 | Providing better and more easily accessible information and services to empower people to improve their own well-being | =8 | | | |
| 20 | Reducing the victimisation of vulnerable sections of the community, including domestic abuse, hate crime and bullying | =8 | | | |
| 21 | Ensuring homes and public buildings are sustainable and energy efficient, to reduce our carbon footprint | =8 | | | |
| 22 | Maintaining and enhancing sustainable and attractive communities and town centres | | | | 10 |

* It is assumed that this issue scored poorly in the online survey as an explanation of what ACEs are was not provided.

As a result of this analysis it was recommended that the following priority issues were considered by the Board for further detailed work and response analysis:

1. Providing training, support, apprenticeships, employment and volunteering opportunities that are appropriate for all ages and sectors of the community.
2. Identifying and breaking the cycle of Adverse Childhood Experiences.
3. Ensuring people feel safe in their community, by reducing crime and anti-social behaviour and the fear of crime.
4. Developing suitable, sustainable housing to meet the variety of people’s needs, including affordable housing.

5. Facilitating a shift from treatment of mental and physical ill health to a society that enables people to adopt healthy behaviours, to reduce the inequality gap in life expectancy and healthy life expectancy between the most and least deprived populations in the county borough.
6. Reducing low level environmental issues by fostering respect, responsibility and ownership of local areas. Improving the provision of, access to and promotion of community outdoor spaces, green spaces and the wider countryside.

In relation to the issue 'Ensuring young people have the right support and opportunities to enable them to pursue a path into work (either vocational or academic) including, careers advice, mentoring and work experience', it was felt that this could be tackled under the priority relating to training, apprenticeships, employment and volunteering.

Public Services Board meeting 7th March 2017

At this meeting the Board was presented with the full list of 37 issues that had been identified from the Well-being Assessment, together with the results of the four elements of the prioritisation exercise that was undertaken.

The recommendation made was that the six priority areas identified above were agreed for further detailed work and response analysis. Further, individuals were to be nominated by Board members in order to 'lead' on the further detailed work and response analysis, who were to be drawn from the most appropriate lead organisation in relation to each priority issue. The results of this detailed work were to be reported back to the Board at its June 2017 meeting, in order to help inform the development of the Well-being Objectives.

The Board approved these recommendations.

Response Analysis

Following the March 2017 Board meeting, further detailed work and research was undertaken into each of the priority issues detailed above. For ease of discussion and the further work required the first priority area was split into 'apprenticeships' and 'volunteering', as it was felt that the response analysis activity would be better focused in this way. Each of the nominated lead officers was provided with a template to be populated with the relevant information for each individual priority issue. The rationale for using the template was that the Board members would easily be able to compare the information provided across all the priority issues.

The template requested information in relation to a number of key areas, as summarised below:

- Outcomes to be worked towards under the priority?
- What contribution can working towards these outcomes achieve for well-being in Caerphilly county borough?
- What is the case for prioritising work on this issue?
- It is an issue that could be tackled over the short, medium or long term?
- How could it contribute to the 7 Well-being Goals?
- How could it link into the other areas of response analysis?

- Where are we now (evidence of the current situation)?
- What is currently being done and by whom?
- Do we have a comprehensive picture of all activity e.g. private sector, third sector, community interventions?
- How effective is the current work?
- How well does what is currently being done take account of the 5 ways of working?
- What more could be done?
- Conclusions and recommendations for the Board

For five of the seven priority areas (including apprenticeships and volunteering separately) workshop sessions were held with invited professionals that operate within the individual priority areas. The purpose of this was to help inform the development of the response analysis template and ensure that all the required information was captured as fully as possible. The finalised reports for each priority area are summarised in Appendix 3 of the Well-being Plan.

It was decided that it was unfeasible to progress further detailed work and research for the 'suitable, sustainable housing' priority area, as this was felt to be a Council priority rather than one that could be taken forward by the Board collaboratively.

Public Services Board meeting 6th June 2017

At its meeting on 6th June the Board received a report which summarised all the further detailed work and research around the each of the priority areas. They agreed that all the areas with the exception of 'suitable, sustainable housing' be taken forward and developed in objectives for the Well-being Plan.

In relation to 'suitable, sustainable housing' the Board members supported the view that this was principally about local authority investment, rather than an issue that could be dealt with by the PSB. A suggestion was made that this priority could be reshaped to become more targeted activity utilising the Lansbury Park 'Coalition for Change'¹ model, with the intention of sharing the learning regarding targeted interventions that work in this area and implementing these in other deprived communities across the county borough. The Board approved this suggestion and agreed that this be taken forward into the Well-being Plan.

Caerphilly Standing Conference meeting 16th June 2017

The Caerphilly Standing Conference is the wider partnership that supports the PSB and the work around the Well-being Assessment and Plan. It includes representatives from 85+ organisations from the public, private and voluntary sectors who operate within or deliver services in the county borough, and can be local, regional or nationally based. They meet twice yearly and were fully involved in the development of the Well-being Assessment.

¹ St James 3 (covering part of the Lansbury Park estate in Caerphilly town centre) was identified as the most deprived Lower Super Output Area (LSOA) in Wales in the Welsh Index of Multiple Deprivation 2014. Dr Mark Lang was appointed to undertake a 'Deep Place Study' into the estate, which resulted in a multi-agency 'Coalition for Change' partnership being established between all the public sector partners that operate in or deliver services to residents of the estate

The purpose of the meeting was to introduce the agreed priorities to the wider partnership, to identify how the organisations can support the priorities by using the five ways of working (ICLIP), to identify current good practice and to begin the process of developing the action plan or steps that will sit alongside this first iteration of the Well-being Plan.

Attendees were also asked to provide their views in relation to four key questions against each priority area:

1. Working in partnership, what can you/your organisation contribute to this priority?
2. What key actions should we take together?
3. How can we link this to the other priorities?
4. What do we need to do differently/overcome?

The aim was to capture ideas for collaborative working to address the priority issues, how the attendees could support these and what they thought the initial steps might be. The comments from this meeting fed into the draft action plan that sits alongside the Well-being Plan.

Developing the objectives – the Four Positives

Although the structure of the Well-being Assessment was based on the Well-being Goals, and the subsequent response analysis based on the key issues identified in the Assessment, it has been an ongoing point of discussion throughout the process that the Plan was unlikely to be based on either of these structures.

Our residents were clear that artificial headings, be they the goals or the themes of the Single Integrated Plan, appeared largely designed to allow partners and delivery organisations to structure their support, rather than reflecting real life or different aspects of well-being. They understood that individual well-being is a complex interaction of many factors and issues that do not fit neatly into “silos”. This resonated with the PSB, which was also keen to ensure that the new Plan recognised the fundamental change from the previous delivery structures to a new culture and new ways of working. The PSB required the new Plan to fully reflect the Sustainable Development Principle and the 5 ways of working.

When the findings of the response analysis were presented at the Standing Conference on the 16th June 2017, clear messages came from the partners who attended. These messages include the need for a different structure from that in the Single Integrated Plan, that the goals and themes were not appropriate structures for the new Plan and that the Plan should facilitate a change in culture and move delivery away from the previous silos.

The other strong theme from the Well-being Assessment was that residents recognised the many positives associated with living in the county borough, including the attractive environment and strong community spirit. This was also felt to differentiate the Well-being Plan (based on an assessment of all the factors that influence well-being, both positive and negative) from the Single Integrated Plan, which was based on a needs assessment and therefore tended to be focused on negatives.

All the feedback and comments were considered and the proposal for a “Positive Caerphilly” began to emerge, building on local assets and promoting a positive “can do” approach. It was felt that in order to ensure that partners were supported to operate together in line with the Sustainable Development Principle and 5 ways of working, that there should be an overarching objective around positive change.

Three other clear areas were identified by partners and during the engagement process. The first was based on ensuring that our young people – our future generations – were given the best start in life. The second area was to empower and enable all our residents to achieve their full potential. The fourth area reflected the desire to enable our communities, particularly the most disadvantaged, to be more resilient and sustainable.

At their meeting on the 5th September 2017 the Board agreed their draft Well-being Plan ‘The Caerphilly We Want’ based on 4 high level objectives:

- **Positive Change** - A shared commitment to cross-sectoral change
- **Positive Start** - Giving our future generations the best start in life
- **Positive People** - Empowering and enabling all our residents to achieve their own potential
- **Positive Places** - Enabling our communities to be resilient and sustainable

‘The Caerphilly We Want’ Draft Delivery Plan

Enablers

Enabler 1 – Communications

- Develop and implement a meaningful, long term engagement and communications strategy to involve and inform stakeholders.
- Jointly communicate the positive messages about the county borough to our residents, businesses and potential inward investors.

Enabler 2 – Working together

- Provide leadership to facilitate the change that needs to happen and enable new ways of working.
- Maximise the synergies with key local, regional and national strategies and plans.
- Establish the necessary methods to facilitate joint working and sharing of good practice.
- Identify and implement joint projects that provide benefits from partnership working and the sharing of resources.

Enabler 3 – Procurement

- Ensure that when we spend our money we maximise the benefits to our communities wherever possible.
- Work together to maximise the value for money we gain by jointly purchasing goods and services.
- Ensure that where possible, the goods and services we purchase are sustainable, low carbon and ethically responsible.

Enabler 4 – Asset management

- Maximise the use and value of all our assets.
- Work together to reduce our energy use and increase our generation and use of green energy.

Action Areas

Action Area 1 – Best start in life

- Maximise investment in the early years of a child’s life to build resilience across the whole of their lives, thus helping to reduce the demand on services in the future.

- Raise awareness and understanding of the importance of early life experiences (including adverse childhood experiences), with professionals and residents working together to reduce inequalities across the county borough.
- Work with services and residents to reduce and/or prevent the impact of adverse childhood experiences for our current and future generations.

Action Area 2 – Volunteering and apprenticeships

- Develop a co-ordinated programme of volunteering, maximising it as a route to personal well-being and employment, including promoting corporate volunteering.
- Establish an all age apprenticeship programme across PSB member organisations with a co-ordinated point of access.
- Maximise the opportunities for residents through the Cardiff Capital Region City Deal and the Valleys Task Force.

Action Area 3 – Good health and well-being

- Improved joint working with an emphasis on prevention to address current and future health challenges.
- Invest in the well-being of our staff.
- Provide primary and community health services closer to home.
- Ensure front line staff have the necessary skills and expertise to provide joined up services that meet the needs of residents.
- Equip our residents with the skills and knowledge to manage their physical, mental and well-being needs in partnership with services.

Action Area 4 – Safer, resilient communities

- Support our most disadvantaged communities to be resilient and cohesive and enable them to help themselves.
- Support the partnership activity in Lansbury Park and develop an approach that can be rolled out to other disadvantaged communities.
- Support housing partners to deliver appropriate, affordable and sustainable homes.
- Work with regional partners to create safe, confident communities and promote community cohesion.
- Work in partnership to tackle irresponsible use of green space.

Action Area 5 – Protect and enhance the local natural environment

- Protect, enhance and promote our natural environment, including encouraging and supporting community involvement.
- Identify and remove the barriers to people accessing green spaces.
- Increase the contribution that the environment makes to the health and well-being of our residents.

CAERPHILLY PUBLIC SERVICES BOARD
Response Analysis

1. Priority Issue(s):

Providing training, support, apprenticeships and employment opportunities that are appropriate for all ages and sectors of the community.

2. Outcomes to be worked towards under this priority:

1. Increase employability in order to tackle poverty and reduce inequality.
2. Reduce economic inactivity, particularly amongst the long-term unemployed.
3. Ensure that local residents receive a good education, including adequate numeracy and literacy skills.
4. Raise aspirations amongst children and adults so they recognise the value and importance of the labour market, in order to improve their well-being.

3. What contribution can working towards these outcomes achieve for well-being in Caerphilly County Borough?

What is the case for prioritising work on this issue?

Within the context of the new legislative backdrop of the Well-being of Future Generations Act, employability refers to a set of characteristics which increase an individual's chances of being in and maintaining work, particularly good work. These characteristics include skills and qualifications as well as labour market demand, job vacancies, recruitment processes and employment policy.

Caerphilly county borough is one of economic diversity and while areas in the south of the county borough tend to be more prosperous, economic deprivation becomes more prevalent as you move further north, although there are pockets of deprivation across the county borough. Increasing employability is fundamental to tackling poverty and reducing inequality. Economic inactivity is a major issue within the county borough, particularly in relation to residents who are permanently sick or disabled.

Almost a third of the county borough's population have no qualifications (significantly higher than the Wales average), with low levels of basic numeracy and literacy skills in some of our more deprived communities being a particular issue. This will seriously affect the ability of these individuals to secure good quality employment or access education and training opportunities. For parents this may also affect their ability to support their children effectively through the education system, and could also impact on the aspirations that these parents may have for their children.

The county borough has high levels of households where no adult is in paid employment. Workless households are more at risk of being in poverty and are especially at risk of living in persistent poverty, and being unemployed adversely affects both mental and physical well-being. Children in workless households are much more likely to have poorer health and educational outcomes, both as children and later as adults.

From the work undertaken to inform the well-being assessment we know that the National Curriculum in education is becoming more restricted, for both academic and

vocational subjects. The lack of work placement opportunities for schoolchildren was highlighted as a major issue, together with the importance of apprenticeships as a route into employment. It is essential that education and training provision reflects demand and considers the needs of businesses as well as individuals. Better use needs to be made of labour market intelligence to identify future skills needs and shape education and training provision moving forward.

The evidence to support a focus on employability is overwhelming. However, employability cannot be seen outside the wider context of the economy, growth sectors, creation of jobs and opportunities for work experience and in particular apprenticeships as a route to sustainable and well paid employment. Finding work is important but staying in work and having opportunities to progress is vital. Building a strong economy with a focus on relevant skills, and moving people on in work is critical to generating higher wages and a high skill economy. Under-employment is also an issue, which is linked to the growing problem of in work poverty.

The Welsh Government has committed to delivering 100,000 all age apprenticeships over the next five years. It is unclear at present what the impact of the introduction of the Apprenticeship Levy will be nationally, regionally or locally.

Is it an issue that could be tackled over the short, medium or long-term?

It is likely that in order to solve some of the issues highlighted above, any interventions will need to be multi-faceted in nature and take place over a variety of timeframes. There are a number of long-term factors that will require generational change – the historical legacy of the previous industrial nature of traditional employment in the area, leading to poor health in older residents; the high level of families in some of our more deprived areas where family members may have not worked in generations; the challenge of parents not recognising the importance of education for their own children, leading to lack of aspiration; the effects of ongoing welfare reform on families and individuals within our communities. Short term initiatives are likely to have a minimal impact on these issues – it will require concerted effort by all PSB partners to achieve the step-change in improvements that are required.

How could it contribute to the 7 Well-being Goals?

This issue has links with many of the well-being goals:

A prosperous Wales – a well-educated and highly skilled population will enable residents to take full advantage of the employment opportunities that exist within the local area and the wider region, particularly with the ongoing development of the Cardiff Capital Region City Deal.

A resilient Wales – a good education and well developed skill set will enable individuals to respond positively to the constantly changing world of work that we all live in, and enable them and their families to be more resilient and adaptable to change in the future.

A healthier Wales – lack of employment has a massive impact on individuals' physical and mental well-being. Being in employment improves feelings of self-worth, self-confidence, better social interaction and having a place and value in society.

A more equal Wales – every individual deserves the opportunity to fulfil their potential, regardless of their socio-economic characteristics, background or circumstances. Being well-educated with the appropriate skills will provide them with the tools necessary to enter and maintain employment, and take advantage of ongoing development and training opportunities that may be available.

A Wales of cohesive communities – lack of educational qualifications, poor literacy and numeracy levels, high unemployment, long-term sickness and the lack of aspiration that these issues lead to are unfortunately entrenched in many of our deprived communities and smaller pockets across the county borough. This can be a self-fulfilling prophecy, where individuals feel unable to break out of these circumstances. This can lead to additional issues a lack of interaction within the community, and increased levels of crime and anti-social behaviour, together with increased levels of alcohol and drug use.

A Wales of vibrant culture and thriving Welsh language – a lack of interaction with the local community will mean that individuals and families do not take advantage of the social opportunities that exist. In addition, low household income will limit the opportunities that both adults and children have to participate in activities such as sport, leisure and the arts.

How could it link into the other areas of response analysis?

Volunteering – volunteering will often be the first step into employment for some individuals. This will help to increase feelings self-confidence, self-worth and self-belief, and enable individuals to build resilience and engage with the world of work in the future.

Adverse Childhood Experiences – while no communities should be considered to be free from ACEs, those living in areas of deprivation are at greater risk of experiencing multiple ACEs, including verbal/physical/sexual abuse, parental separation, domestic violence, mental illness, alcohol/drug abuse or incarceration.

Housing – every individual and family deserves a safe, secure and suitable home to live in. Lack of household resources may mean that individuals live in households which are unsuitable, but they have limited opportunities to improve their situation. Affordable housing is also becoming more of an issue, particularly in the south of the county borough.

Mental and physical ill health – lack of employment can have a significant impact on the mental and physical well-being of individuals. Long-term sickness is a particular issue within the county borough, and these individuals are often the furthest removed from the labour market.

4. Where are we now?

Evidence of current situation – data, research, etc.

There is extensive evidence in the well-being assessment in terms of quantitative and qualitative information, which describes the current position within the county borough in terms of educational attainment, economic activity, worklessness, earnings and work related benefit claimants.

The current employability landscape is complex, with a wide range of different policies and programmes aimed at supporting people into employment and increasing skills. Whilst there is potential for duplication there are also gaps in provision, and a need for the public, private and third sector to work together more effectively to coordinate existing provision, and also a need to identify gaps to ensure those most at risk of poorer outcomes are engaged and have their needs met.

There are currently a significant number of employment support programmes, training provision, work based training and apprenticeship providers and contacts across the county borough. However, how well these are coordinated to ensure that the needs of the participants are met is unclear, or how they maximise employment opportunities both locally and regionally.

What is currently being done and by whom?

Caerphilly County Borough Council

The Council provides a range of employment support services:

- Communities for Work – Communities First areas; adults 25+ who are economically inactive or long-term unemployed (12 months +) with complex barriers to employment; young people aged 16-24 years who are NEET
- Community Regeneration Employability Support – Replacing Communities First Employment Support; new structure to also encompass LIFT programme; no specific eligibility but will fill gaps for those not eligible for other ESF support
- Bridges Into Work 2 – adults aged 25 years + who are economically inactive or long term unemployed and living in non-Communities First areas; helps by improving skills in areas that are in demand by employers, including free vocational courses
- Working Skills for Adults 2 – all residents in the county borough aged 16+ who are employed or self-employed; offers a range of tailored training including essential skills
- Inspire 2 Work – young people aged 16-24 who are NEET and are living in non-Communities First areas; have no means of engaging with formal or informal education, training, volunteering or employment; tailored package of 1-1 support to help participants return to education or enter work
- Youth Engagement and Progression – tailored support for young people aged 16 to 18 who are most at risk of becoming NEET. This focuses on the six areas of the national framework relating to this area of operation
- The Progress Scheme – a traineeship programme which offers work experience and qualifications to care leavers aged 16 to 19. This has been endorsed by the Children’s Commissioner for Wales. It is funded by ESF and backed by Welsh Government.

The latter two services are managed by the Engagement and Progression Co-ordinator (EPC) as part of the Youth service delivery from the Education Department. Youth Engagement and Progression is geared towards ensuring that all such young people receive the appropriate support via the EPC and a team of three youth workers to enable them to obtain suitable opportunities in education, employment or training.

The Progress scheme is run by the EPC in collaboration and partnership with the 16+ Social Services team. Staff from Social Services identify suitable clients and the EPC will seek work experience opportunities within the Council and organise free study with a training provider. The Children's Commissioner is asking all Councils to provide similar support and Welsh Government will shortly be visiting the Council to discuss how it delivers and implements the scheme.

These services are also supported by other Council departments for the provision of work experience, work placements etc. An individual or organisation makes a referral into the programme, and a Triage Worker contacts the client to complete an initial 'light touch' diagnostic to obtain basic eligibility/needs information. The Triage Worker then makes an initial decision on the most suitable route and refers the client to appropriate employment support stream.

The Council's Procurement Team are responsible for developing the majority of contracts that include social clauses, but once a contract has been let they are not involved in the ongoing management of contracts, so are unable to evaluate the benefits of the social clauses within our communities. There is a need to ensure that outcomes are captured by the department monitoring the contract, and that these are fed into a central evaluation.

In relation to the Council's Welsh Housing Quality Standard (WHQS) programme, a partnership exists between Caerphilly Homes, the Council's Community Regeneration Team and the contractors employed in delivering WHQS. This has provided a variety of opportunities for those who are most disadvantaged within our communities, including apprenticeships, full time employment and work placements.

South Wales Fire and Rescue Service

SWFRS provides a range of corporate apprenticeship opportunities in fields such as HGV Technician, Human Resources, Service Performance and Communications, Finance and Community Safety. The qualification levels of these opportunities include Level 2, Level 3, BTEC and AAT, with most 2 years in length and the HGV Technician being 4 years in length.

SWFRS take on approximately 150 Firefighters per annum who, until recent times, would have undertaken a qualification that was classed as an apprenticeship. They recently refined the qualification as it no longer meets their needs, however this means that it is no longer classed as an apprenticeship. They are assessing where they go with this particular group of staff in the future, and whether a qualification can still be offered.

SWFRS also run Fire Cadets (Young Firefighters) over 2-3 years where young people can work towards a BTEC Level 2 in Firefighting in the community (planning to move over to a SFJ qualification this year). They also run 'Firefighter for the day' (no recognised qualification available) and the 'Phoenix Project' for young people with behaviour issues (can lead to Level 1 Firefighter Skills for young people awarded by Agored Cymru).

Department for Work and Pensions

From July and October 2017, DWP will be asking customers who make a new claim for Employment Support Allowance (ESA) to go into their Jobcentre much earlier in their new claims to discuss their return to work and/or what support they need. To support these changes they are piloting a variety of concepts nationally to see what best supports the customers. In Caerphilly county borough they are piloting 'Journey to Employment' through contracted provision with a disability specialist organisation to offer health support, mentoring, employability skills, training and job search.

Under Universal Credit Full Service there will be Youth Obligation, where 18-24 year olds will have intensive support for 6 months to find work, apprenticeship, traineeship or a relevant training course. If they fail to enter one of these opportunities then they can be offered mandatory work experience. If they fail to take this up, it could result in no further payment of benefit.

DWP works closely with all key stakeholders regarding employment and training opportunities, and this needs to continue. DWP also have their own flexible support fund to purchase additional support/training.

ITEC Skills

This organisation supports learners and employers through traineeships, employability skills, apprenticeships and Jobs Growth Wales:

- Traineeships – provides opportunities for work placements that can lead onto one of the programmes listed below
- Employability skills – for people aged 18+ who are receiving a benefit such as Job Seekers Allowance (JSA) or Universal Credit (UC). This programme focuses on high quality work placements leading to jobs, assisted by employability workshops, upskilling in essential skills and dedicated support staff. It consists of 12 weeks in a training centres and a 14 week meaningful work placement with a local employer
- Apprenticeships – Workforce Development Wales provides up to £5,000 of fully funded training for each individual and allows employers to invest in the skills and development of their employees. In addition they can provide Level 2 training in Manufacturing, Management, Hospitality & Catering and Health & Social Care, as these sectors have been prioritised by Welsh Government. Individuals must be on a contract of at least 16 hours per week, and the qualification level they are able to undertake will depend on their age, and how long they have worked for the company.

Educ8

The Educ8 Group offers a series of interlinked opportunities including Jobs Growth Wales, apprenticeships and employability projects:

- Jobs Growth Wales – Educ8 (via VSP) holds the largest JGW contract in Wales and delivers a wide range of jobs for young people (aged 16-24 years) in a variety of sectors, including Social Media & Marketing, Childcare, Business Administration and much more

- Apprenticeships – Educ8 delivers two strands of fully-funded (by Welsh Government) apprenticeship programmes:
 - New apprenticeship opportunities within high quality organisations for individuals looking to start a new career
 - Apprenticeships (including Higher Apprenticeships) for employed individuals who wish to up-skill. Educ8 delivers apprenticeships in a wide range of sectors which complement local labour market information, including Engineering & Manufacturing, Childcare & Health Care, Social Media & Marketing, Customer Service & Business Admin, Advice & Guidance, Leadership & Management
- Employability Projects – a series of WCVA funded projects, including Active Inclusion, which support young people (16-24 years) and older people with vocational training, work placement and job search support.

Charter Housing Association

Charter operates a number of 'Active Inclusion' type projects. These focus on areas such as skills development, digital skills/inclusion and entrepreneurial projects, with clients who are claiming Universal Credit. They also operate the DWP funded 'Steps to Work' project, aimed at those most at risk of being affected by welfare reform.

Do we have a comprehensive picture of all activity e.g. private sector, third sector, community interventions?

The majority of the information provided above has been collated from the workshop session that was held with partners and key stakeholders on 10th May 2017. There are a number of key things that are immediately apparent.

Firstly, the information provided only focuses on the organisations that were represented at the meeting. Contact has been made with all the PSB partners, to ascertain what support, work experience or apprenticeship programmes they may operate, to enable the information to be fed into this document.

Secondly, a number of attendees at the workshop highlighted that many of the larger businesses that operate within the county borough will also have apprenticeship opportunities that could be referenced here, but this information is not available from one source. There is also the question of whether any of these businesses are making use of the support and training programmes highlighted above.

Thirdly, there is a gap in our knowledge of the training opportunities offered by local colleges and how these help to upskill individuals to enable them to access employment opportunities. In addition, links they may have with local businesses in terms of addressing skills gaps will also be of great interest.

How effective is the current work?

A number of issues were raised during the workshop:

- There is ongoing support and continued progression available for individuals if they need or require it
- There is a lot of activity and interventions taking place but no-one is responsible for capturing what is being delivered, or the outcomes for individuals, in one place

- There is a lack of opportunities for part-time apprenticeships generally, and for older individuals e.g. over 50's
- There is a serious lack of careers provision, resulting in young people being unaware of the opportunities available to them in terms of both academic and vocational routes into employment
- There is a lack of early intervention with individuals facing multiple barriers including problems at home, low educational attainment, inappropriate behaviour/relationships and lack of follow up by agencies
- More than one organisation can be trying to claim for the same individual, as they do not understand that organisations are different agencies with different funding streams. This may result in an individual being 'claimed' by more than one organisation, possibly leading to claw back of funding
- There is a reluctance to share personal information between organisations, even when they are dealing with the same individuals
- There is a lack of understanding of the bigger picture, with provision needing to be person centred not organisation centred. There is too much of a focus on meeting targets rather than helping people
- There are too many restrictions on the people we can work with in terms of eligibility criteria, and ongoing welfare reform also has an impact on who can be supported
- There was a view that individuals did not know how or where to access information on apprenticeship opportunities, and whether they are available at the right levels. In addition, individuals still have a very 'traditional' perception of apprenticeships in that they perceive them being linked to trades (e.g. carpentry, plumbing etc.). There needs to be better publicity and information so that young people (and parents) understand the variety of apprenticeships available (some very technical routes), as well as higher level (degree level) opportunities. The importance of linking in to the Cardiff City Region apprenticeship workstream that is being developed was recognised.

How well does what is currently being done take account of the 5 ways of working?

Involvement

- Both ITEC skills and Educ8 offer learner forums where participants meeting one a month to discuss issues and gain feedback on programme delivery. Learners voice is very important is the training offered
- CCBC Youth Service operate via the National Principles of Participation
- Involvement needs to take place in its broadest sense – need to bring outputs and outcomes together

Collaboration

- There is an established ESF Steering Group, an Education & Training Forum and a Work Based Learning Forum for the county borough where those running ESF projects or providing education/training/work based learning meet to try and better coordinate provision
- ITEC Skills work in partnership with Llamau to meet the needs of young people who have more basic support needs
- Charter work in partnership with Gingerbread to offer services to young parents
- There was a recognition that referral processes between and within organisations need to be improved
- Need to identify skills gaps that exist so we can get more individuals into these training areas e.g. Engineering

- Need for regional workshops to look at key sectors and bringing together training providers, education providers and employers
- Procurement teams across the region could map their needs

Long-term

- There was a recognition of the need to break the cycle in terms of lack of ambition/aspiration, attitudes to work/education and agencies underestimating what individuals are capable of
- It was felt that there is a lack of knowledge regarding opportunities that are available
- Some individuals do not operate by 'social norms' e.g. they do not attend appointments, they arrive late, they offer excuses for non-attendance etc. It was noted that our expectations can be very different to individuals we are working with, particularly if their priorities are where am I sleeping tonight? Will I eat today?

Integration

- Integration of services is critical to ensure better joined up working

Prevention

- Early intervention has to start within the family – what is acceptable behaviour? Also needs to happen in early years provision and school settings
- How can we better use information and data as indicators – who is most likely to have rent arrears? Is there damage within the home? Are parents able to cope with situations, can something simple cause a crisis?
- Need better use of statistical information to prove that preventative action works e.g. NEETs (the Council can evidence this by the year on year improvements in NEETs figures for Year 11 school leavers since 2011). This also links into ACEs

5. What could be done?

A number of areas have been suggested where it is felt that the PSB could provide added value moving forward:

- Establish how people enter and progress within a single clearly defined employability system – what are the different routes and access points currently? How well known and understood are they across sectors and participants? Is there a clear set of expectations at point of first contact and a clearly designed progression route? Possible use of high profile role models/celebrities to advocate apprenticeships as a viable option for career development.
- Simplify the overall landscape and offer, making sure all provision meets the needs of the employer, with clear pathways to employment for all participants.
- Centralised monitoring and evaluation of different training, support and work programmes, and sharing of data and learning with all partners.
- Review current delivery models and explore the benefits of regional opportunities, in particular the City Deal. Link into work being undertaken in relation to apprenticeships.

- Encourage skills providers to link their delivery and funding plans to opportunities created by strategic investments and business growth in their areas. Aligning and raising the level of the skills market designed to meet employer needs, with a system that can be responsive to industry changes, particularly in growth sectors.
- Better communication and linkages between organisations and within organisations.
- Better information sharing, including using Data Protection consents as an enabler to sharing information instead of a barrier.
- Better opportunities for early intervention to prevent problems from occurring in the first place, rather than dealing with the resulting consequences.
- Need for more work placements within the Council, particularly in departments such as Leisure Services.
- Need to resolve the issue of health and safety barriers to work placements and work experience. Could be a development opportunity for staff in terms of supervising individuals on placements.
- Need for more opportunities linked to the equalities agenda e.g. women in non-traditional work areas (STEM, IT, Engineering), disabled people, minority ethnic groups etc.
- Need to do things smarter with better collaboration and less duplication.
- Funding needs to be longer term and planning for sustainability is currently very difficult. Interventions are often only funded for 1-2 years.
- Need to give consideration to what the jobs market will be like in the future in order to influence education and training opportunities. Also need to make use of emerging technologies.
- Need for better links between the PSB and businesses, especially in growth employment areas.
- Earlier intervention to guide young people towards jobs/skills.
- Gwent PSBs need to discuss and act together on regional issues.
- PSB needs to identify support and resources for Careers Wales, to ensure that an enhanced service is available to all young people.

6. Conclusions and Recommendations

At a strategic level, the following could be adopted and reported on by the CCBC lead officers for skills and employment, who will seek regular input from internal and external partners:

- Develop an all age apprenticeship programme in each PSB partner organisation,

linking to regional apprenticeship developments and promoting this approach to partner agencies to encourage a similar and aligned development.

- Monitor and evaluate skills, training and employment support programmes, sharing data and improving communications with partners.
- All PSB partners to increase the number of work placements in their respective organisations.
- Ensure that all young people in schools are able to access work experience placements, with particular regard to the requirement for risk assessments to be carried out in each case to satisfy the duty of care incumbent on schools.
- Lobby Welsh Government to secure funding to re-invigorate careers support provision.
- Work at a regional level with the Learning, Skills & Innovation Partnership (LSKIP) and relevant partners to identify current and future skills gaps and make relevant changes to provision to enable local people to participate effectively in the labour market.

CAERPHILLY PUBLIC SERVICES BOARD Response Analysis

1. Priority Issue(s):

Provide volunteering opportunities that are appropriate for all ages and sectors of the community.

2. Outcomes to be worked towards under this priority:

1. Coordinated approach to volunteering to enable all PSB partners to promote volunteering for wellbeing effectively
2. Corporate social responsibility to enable staff of PSB organisations to volunteer.
3. Recognise and utilise volunteering as a first step to the employment market.

3. What contribution can working towards these outcomes achieve for well-being in Caerphilly County Borough?

Why promote volunteering, what does it achieve?

People and communities:

- gain new skills and knowledge
- boost their own job and career prospects
- enjoy a sense of achievement and fulfilment
- develop personally and boost self esteem
- enjoy better physical and mental health
- connect to and better understand your community
(WCVVA 2017)

Welsh government launched its own volunteering policy “*Supporting communities, changing lives*” in 2015 – *Extract:*

The benefits of volunteering

Volunteering is recognised by the Welsh Government and the Third Sector Partnership Council as a ‘good thing’ for Wales, to be supported and promoted. It has benefits for the individual in building their social networks, improved health, well-being and skills as well as creating a sense of belonging to an issue or a community. Communities benefit from volunteering in a variety of ways including through the creation of social cohesion in addition to increased social capital. Organisations benefit from the involvement of volunteers through their contribution to the achievement of the organisation’s mission in addition to the flexibility and added value they bring in experience and skills. Public services benefit from involving volunteers to enhance and extend their services and from working with Third sector organisations to involve volunteers in new citizen-centred delivery models. Whilst organisations are encouraged to work with volunteers, the Welsh Government is committed to ensuring that paid staff should not be removed in order to directly replace them with volunteers.

Short, medium or long term?

There is opportunity for short term action i.e. agreement to corporate social responsibility and volunteering by PSB partners.

- Could have positive impact on people seeking work – link to Apprenticeships, training theme.
- Positive impact for communities.
- Positive impact of a comprehensive and cohesive approach to volunteering across PSB partners on staff as social responsibility and on communities they support.

4. Where are we now?

Together WCVA, [County Voluntary Councils](#) and Volunteer Centres provide an integrated programme of volunteering support that aims to help more people get involved in volunteering (to benefit their community and for their own personal development), and to help volunteer-involving organisations to recruit and support their volunteers

We want to see...

- More people and communities benefit from volunteering
- Organisations better able to recruit, support and involve volunteers
- Raised profile of and recognition for volunteering
- Better advocacy and strategic leadership for volunteering

There is also a range of volunteering opportunities offered through the PSB partners, and wider i.e. CCBC Countryside, Supporting People, Caerphilly Volunteering Team (learning disability support), Families First, Flying Start and Communities First

- ABUHB – Ffrind I Mi, CHaaT
- SWF&R – Young Firefighters
- Gwent Police – Specials, Cadets, Crime Prevention Panels

There is a need to map others i.e. Welsh Government, Probation, Community Rehabilitation, OPCC, NRW etc.

GAVO Volunteering Centre: support volunteers and volunteering organisations, Investors In Volunteering, Gwent Volunteer Managers Network

Third Sector: there are thousands of volunteers and many volunteering opportunities

Is this a comprehensive/complete picture?

No. Volunteering offer is currently fragmented.

How effective is current work?

Plenty of case studies to prove the effectiveness with individuals and organisations. See SPICE, Communities First, Caerphilly Volunteering, DWP corporate volunteering scheme etc.

Barriers?

In school settings – health and safety, volunteer supervision.

5. What could be done?

Examples of Good Practice:

Timebanking - SPICE - Experience of a reward based system for volunteering.

Anne-Marie Lawrence – anne-marie@justaddspice.org and

Ben Dineen - ben@justaddspice.org

Corporate social responsibility – Department of Work and Pensions - employee volunteer programme.

Barclays, Lloyds and other banking groups – employee fundraising match and volunteering programmes.

Business in the Community – mentor match schemes.

6. Conclusions and Recommendations

CAERPHILLY PUBLIC SERVICES BOARD Response Analysis

1. Priority Issue(s):

Adverse Childhood Experiences

2. Outcomes to be worked towards under this priority:

1. Identifying and breaking the cycle of Adverse Childhood Experiences

3. What contribution can working towards these outcomes achieve for well-being in Caerphilly County Borough?

Preventing ACEs in a single generation, or reducing their impact on children, can benefit not only those individuals but also future generations.

Adverse Childhood Experiences (ACEs) are highly stressful events that occur during childhood that directly hurt a child (e.g. sexual, physical abuse) or affect them through the environment in which they live (e.g. growing up in a house being exposed to alcoholism, drug use and domestic violence). These events have a profound impact on the individual and are remembered through into adulthood.

In Wales 47% of adults reported suffering at least one ACE during their childhood, and 14% suffering 4 or more. ACEs are known to have direct and immediate effects on a child's health and can increase risk of adopting health harming behaviours during adolescent and into adulthood (see Figure 1). These behaviours in themselves lead to increased risk of illnesses and non-communicable diseases such as mental ill health, cancer, heart disease and diabetes later in life (see Figure 2). Adults with 4+ ACEs are five times more likely to have low mental wellbeing than those with no ACEs.

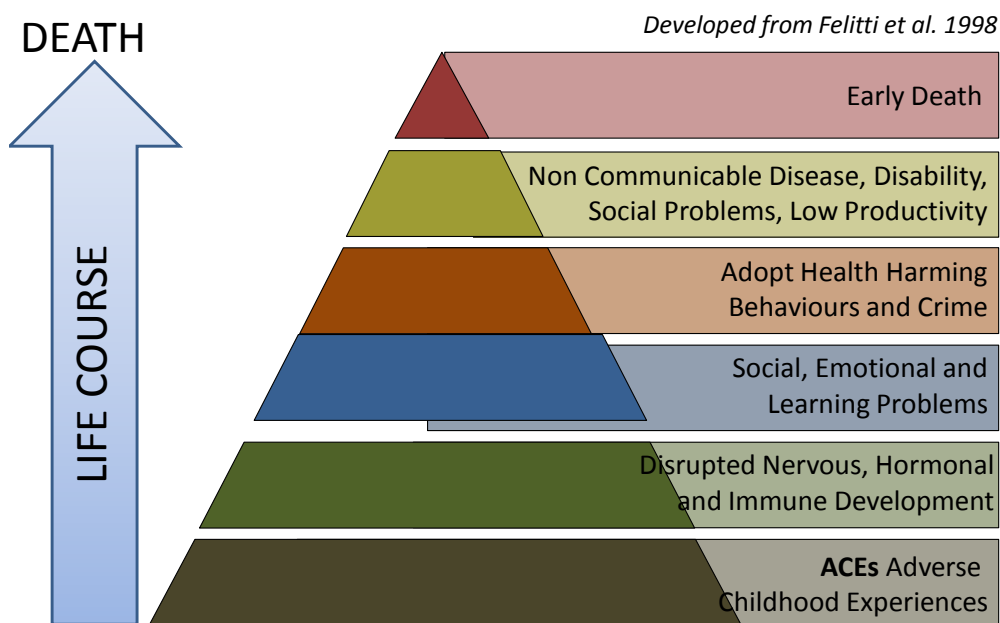


Figure 1: ACEs increase individuals' risks of developing health-harming behaviours

Individuals experiencing more ACEs are more likely to perform poorly in school, more likely to be involved in crime and ultimately less likely to be a productive member of society. Preventing ACEs could reduce levels of heroin/crack cocaine use, incarceration, violence perpetration and victimisation, and cannabis use. Health, social, criminal justice and educational systems, as well as the long-term economic benefit of the country, are all likely to benefit if ACEs are prevented.

Children of those affected by ACEs are at increased risk of exposing their own children to ACEs, so it is a cycle which can continue within families.

Adverse Childhood Experiences ACEs - The Life Course



BIRTH

Figure 2: Model of ACE impacts across the life course

How reducing and preventing ACEs contributes to the 7 Wellbeing Goals

| | |
|------------|--|
| Prosperous | Individuals are more likely to: <ul style="list-style-type: none"> perform better at school and less likely to be unemployed, receiving benefits or involved in crime be productive members of the population |
| Resilient | <ul style="list-style-type: none"> Individuals will be empowered to engage with, and contribute to enhancing, the natural environment |
| Healthier | <ul style="list-style-type: none"> Children are less likely to suffer abuse and maltreatment, physical injury and psychological problems Adults will have reduced risk of developing cancer, heart disease, diabetes, low mental health and well-being Reduced levels of health harming behaviours across the life course |
| More equal | <ul style="list-style-type: none"> Those living in areas of deprivation are at greater risk of experiencing multiple ACEs, so tackling ACEs should lead to greater equality. |

| | |
|---|---|
| Cohesive Communities | <ul style="list-style-type: none"> • Reduction in youth offending, anti-social behaviour and other crime will lead to safer and more cohesive communities. • Reduction in violence perpetration in adults will lead to safer communities • Addressing ACEs will lead to constructing mechanisms for communities to do things for themselves so communities are not waiting for or expecting support |
| Vibrant culture and thriving Welsh language | <ul style="list-style-type: none"> • Those more engaged in education are more likely to be given the opportunity and empowered to participate/engage in Welsh language, sports and culture etc. • Participating in sports and arts can help to mitigate the effects of ACEs, by building confidence and providing diversionary activities. • By increasing participation in society more broadly, cultural output will reflect more diverse life experiences, which will in turn reduce alienation |
| Globally responsible | <ul style="list-style-type: none"> • Prevent higher healthcare costs in adulthood • Education in regards to children being informed in food, nutrition, physical activity in order that they can become involved in sports/healthier lifestyles for future generations |

This priority area links with the other potential PSB priority areas of the response analysis as tackling ACEs will:

- mean that individuals are more likely and able to engage with training, employment and volunteering.
- help to ensure people feel safe in their community, by reducing crime and anti-social behaviour.
- facilitate a shift from treatment of ill health to a society that enables people to adopt healthy behaviours.

4. Where are we now?

Professor Mark Bellis led a study examining the prevalence of ACEs in the Welsh adult population and their impact on health and well-being across the life course. This study was undertaken in 2015 by Public Health Wales in collaboration with Liverpool John Moores University. Although data are not available at a local level, it identified that prevention of ACEs is likely not only to improve the early years experiences of children born in Wales but will also reduce levels of health-harming behaviours across the life course. The benefits of preventing and addressing ACEs, improving resilience and protective factors to enable individuals to cope with ACEs are therefore in the interest of health, education and criminal justice agencies as well as to the long-term economic benefit of the country (Figure 3).

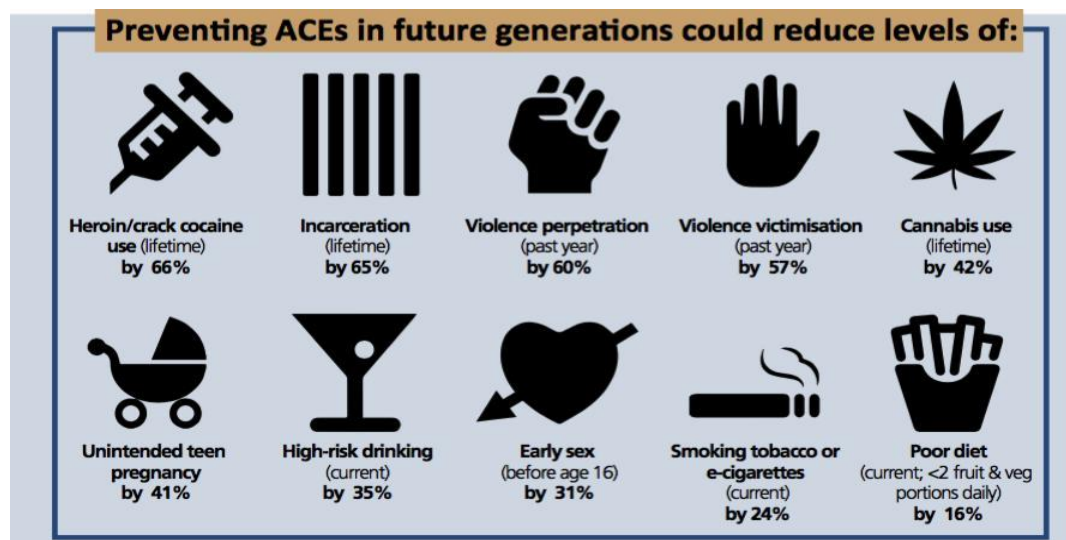


Figure 3: Potential benefits of preventing ACEs in future generations

Reflected in population terms, reducing ACEs could potentially result in:

- over 125,000 less smokers, or e-cigarette users, across Wales
- over 55,000 fewer people who have ever used heroin or crack cocaine
- a reduction in the number of individuals who report low mental wellbeing by just over 100,000, with an associated reduction in costs
- a reduction by more than a quarter (27%) of adults living with low mental wellbeing in Wales.

In terms of what is currently being done, Wales is pioneering a range of national policies and programmes which aim to:

- Identify and intervene where children may already be victims of abuse, neglect or living in adverse childhood environments;
- Better equip parents and care-givers with the necessary skills to avoid ACEs arising within the home environment and encourage development of social and emotional well-being and resilience in the child;
- Ensure that indirect harms from for instance, domestic violence, substance misuse and other mental and behavioural problems in the family setting are identified, addressed and their impact on children minimised.

The **Building a Brighter Future: Early Years and Childcare Plan 2013-2023** and **The Healthy Child Wales programme** set out the policy framework and plan for supporting families to ensure their children attain their health and developmental potential and aims to increase family resilience. This includes:

- Influencing Welsh national public health strategies to enhance healthier communities;
- Delivery of key public health messages throughout the child's first seven years of life from conception so families are supported to make long-term health enhancing choices;
- Promotion of bonding and attachment to support positive good parent-child relationships resulting in secure emotional attachment for children; and,
- The promotion of positive maternal and family emotional health and resilience.

There are a number of national **tackling poverty programmes** targeted at the most deprived communities in Wales including Flying Start, Families First and Communities First.

Together for Mental Health – a Strategy for Mental Health and Well-being in Wales sets out the policy framework for tackling low mental well-being which is committed to person-centred holistic care, engaging in all aspects of a person's life. This includes:

- the promotion of mental well-being and, where possible, preventing mental health problems developing.
- joint working across sectors to address the range of factors in people's lives which can affect mental health and well-being.

The **Together for Children and Young People programme** is a multi-agency service improvement programme which was established to consider ways to reshape, remodel and refocus the emotional and mental health services provided for children and young people in Wales, in line with principles of prudent healthcare. The strategy acknowledges that tackling problems such as poverty and drug and alcohol misuse are important, as well as making sure people have strong communities, healthy schools, good workplaces and strong relationships.

The collective initiative **Cymru Well Wales** aims to ensure co-ordinated system-based working across public services, voluntary and private organisations at a national and local level. Through Cymru Well Wales, Wales can exploit assets not just in the health systems but the professionals, volunteers and other resources that make up our schools and workplaces, housing, police, fire and rescue services. Cymru Well Wales is re-aligning these assets to accomplish a shared set of goals. The first of these is improving outcomes in the early years, with a focus on the first two years of life.

The **Police** are fundamental in preventing ACEs; not just as a service which responds to crises, but as part of the ACE prevention process. The OPCC have submitted a bid to the Home Office transformation fund for funding to adopt an all Wales Policing approach to vulnerability through an ACE informed lens.

Whilst there is considerable good practice occurring locally, such as through the Families First programme, there would be benefit in all partners explicitly recognising their role in identifying and addressing ACEs, with partners working more collaboratively and in an integrated way to meet the needs of individuals and communities.

5. What could be done?

In order to effectively reduce ACEs in Caerphilly county borough and improve individuals' life course prospects, strategic action across organisational boundaries could be taken at three levels:

Preventing Exposure to ACEs – This could include, for example, action to address ACEs within policy documentation, early pregnancy intervention to identify parents who have experienced ACEs; focusing on early years; prioritising parents for treatment support e.g. mental health; substance misuse and developing resilience in individuals and communities.

Recognising Risk and Early Intervention – Action to recognise risk and early intervention to address ACEs could include for example, behaviour management and support in schools for children experiencing ACEs, support to Looked After Children and individuals within the Youth Offending Services. Building resilience in children and young people and in the communities are actions that are imperative to preventing and mitigating impact of ACEs.

Treatment and Care – Action could include identification of adults who have experienced trauma from ACEs and implement evidence based interventions for trauma; services acting in ACE informed way including identifying root causes as well as dealing with symptoms.

A number of actions could be undertaken at a system wide level to break the cycle of ACEs, including:

- Improving awareness of the importance of early life experiences on the long-term health, social and economic prospects of children
- Information should be made available to a wide range of professionals (health, education, social, criminal justice and others) on ACEs, their consequences and how they can be prevented (ACE informed professionals)
- Information should be disseminated to the public and especially those planning or having children (ACE aware communities)
- Raising awareness of ACEs within the educational sector and developing resilience in children (ACE informed schools)
- Investing in early years universal (population wide) interventions along with additional resource proportionate to need for vulnerable children (such as those in deprived areas who are at greater risk) which is cost-effective and essential to ensure a healthy and productive population
- Strengthening evidence informed universal service specifications, ensuring effective pathways into additional support, monitoring of intervention coverage and content and, routine audit of fidelity to intervention specifications
- Policing approach to vulnerability through an ACE informed lens
- Using established and emerging evidence of what works to prevent and mitigate ACEs.

Addressing ACEs is a combination of short, medium and long-term work. Much of this work, such as raising awareness and embedding the knowledge of ACEs in professionals and the public, could be undertaken in the short-term.

All five ways of working are required in order to effectively identify and break the cycle of Adverse Childhood Experiences.

6. Conclusions and Recommendations

This is an opportunity to break the cycle of ACEs within Caerphilly county borough.

ACEs are having a detrimental and long lasting effect on the population and there is evidence to suggest that preventing and reducing ACEs will contribute towards improving the economic, social, environmental and cultural well-being of Caerphilly county borough.

ACEs can have a negative impact on a person's health and wellbeing but they also increase the risk of low educational attainment and unemployment, drug use, teenage pregnancy and criminal behaviour. Children of those affected by ACEs are at increased risk of exposing their own children to ACEs, so it is a cycle which can continue within families. Tackling ACEs is vital in order to break this cycle, both preventing and mitigating their effects.

Building resilience in children exposed to ACEs will play an important role in helping these children to reach their full potential and to reduce the likelihood of such ACEs being passed on to subsequent generations. Likewise, working with parents, carers, families and all relevant staff to raise awareness of the impact that ACEs can have on children will educate and create well informed, ACE aware communities. Preventing ACEs in a single generation or reducing their impact on children can benefit not only those individuals but also future generations.

Tackling ACEs is not a single organisational issue but requires involvement and action by all PSB member organisations working in collaboration for the prevention and long term wellbeing of Caerphilly county borough current and future generations.

This report asks the PSB to:

- support ACEs as a priority area for the Well-being Plan with focus on prevention, recognising risk, early intervention and treatment.
- nominate appropriate senior representatives to join a task and finish group to further develop the ACEs response section of the Well-being Plan.

Reference

Bellis, M A; Ashton, K; Hughes, K et al 2016: *Adverse Childhood Experiences and their impact on health harming behaviours in the Welsh Adult population*. Public Health Wales and Centre for Public Health, Liverpool John Moores University

CAERPHILLY PUBLIC SERVICES BOARD
Response Analysis

1. Priority Issue(s):

Ensuring people feel safe in their community, by reducing crime and anti-social behaviour and the fear of crime.

2. Outcomes to be worked towards under this priority:

1. Reductions in crime and disorder
2. Improved community confidence
3. Less people entering the criminal justice system

3. What contribution can working towards these outcomes achieve for well-being in Caerphilly County Borough?

What is the case for prioritising work on this issue?

The Well-being Assessment (WBA) has highlighted the key crime and disorder data for the local authority area. This is supplemented by more focussed documents including the Safer Gwent Strategic Assessment 2015-16 and regular quarterly and annual reports provided by the Safer Gwent Analyst covering key crime types. Quarterly fire crime data, and partnership anti-social behaviour data, completes the data picture. In comparison to other localities with similar demographics the local authority is not a high crime area. However, pockets of higher incidence do exist, either temporally or spatially. The qualitative responses of the community to key questions around what public sector bodies should prioritise highlights the, often very personal, concerns around crime and disorder, anti-social behaviour particularly. This is to be expected in the context of well-being, as feeling unsafe in a community has a significant effect on quality of life, whether the respondent is a direct victim of crime and disorder, or fears that they may be at some time in the future. The visual aspects of low level environmental crime can blight an area and the effects are particularly acute in more deprived areas where lack of consideration by a few may affect many.

Is it an issue that could be tackled over the short, medium or long-term?

Acute issues can benefit from a collaborative partnership approach where they are affecting a location over a short time period (weeks or months) e.g. spikes in particular crime types, pockets of youth disorder, problem individuals and properties. More concerted activity is required over the medium term for other intransigent issues (months or years) e.g. the night time economy, deliberate fire setting such as grass arson, landscape crime etc.

Ultimately however, crime and disorder, while it shows a downward trend over time, will never be a 'solved' issue because of the wider societal causes of criminal and anti-social behaviour. The commitment of partners, improved methodology and practice, changes in legislation, responsive activity and decreases in the causative factors will be long term areas of focus. Preventative activity and support for victims tend to be areas that are delivered in partnership, or through specific funded programmes of work, as they are often outside core delivery and core budgets.

How could it contribute to the 7 Well-being Goals?

The priority issue firmly contributes to **Cohesive Communities**. However **Prosperous Communities** are more likely to be places where people have aspirations for themselves and their families, employers are more likely to be attracted into a safe low crime area. Environmental crime affects biodiversity and **Resilient Communities**. Mental health and well-being is affected by the perception of the community people live in, unhealthy behaviours such as drinking to excess and substance misuse affect not only the individual but children and other family members. Activity under this priority contributes to **Healthier Communities**. Equality of opportunity and equality of treatment by society, leading to **Equal Communities**, are issues for more vulnerable individuals including young people, people with protected characteristics, older people, domestic abuse victims etc.

How could it link into the other areas of response analysis?

Volunteering – Crime prevention activity is supported by voluntary activity and community action, Neighbourhood Watch groups and local Crime Prevention Panels being the most manifest. Direct delivery and support for local policing is provided by Special Constables and Police Cadets.

ACE's – Adverse Childhood Experiences include being exposed to domestic abuse and parental substance misuse, parental incarceration, physical/verbal/sexual abuse, all of which are tackled by crime and disorder agencies.

Sustainable communities – Suitable housing that meets peoples need extends to the security of the built environment and secured by design principles.

Physical and mental ill health – Mental health and well-being is both a cause and effect of crime and disorder. Suffers of mental ill health should be supported to live well in communities. However, individuals in crisis are often dealt with by Police due to a lack of safe alternatives for their care. New legislation preventing the use of police custody creates unmet need. Sport as a diversionary activity for young people contributes to physical health.

Protection and use of the environment – Respect and responsibility for the environment through educational and preventative initiatives, and enforcement activity for landscape and environmental crime protects the environment for its use by all. There is a renewed community interest in protecting the environment.

4. **Where are we now?**

Evidence of current situation – data, research, etc.

Comparing 15-16 to 16-17 data for the county borough as a whole shows:

| Reductions | Increases |
|-----------------------|----------------------------------|
| 16% ASB | 63% Robbery |
| 40% Rape | 50% Public Order |
| 32% Drug offences | 16% Misc. crimes against society |
| 18% Dwelling burglary | 14% Bicycle theft |

However, there are variations across the authority area, between local policing sections and between local authority wards. Crime figures may be generally low in a category such that small changes reflect as big percentages. Crime patterns vary as they are closely linked to the behaviour of, often a few, individuals. **Figures as yet unratified by the Home Office for 2016-17 data.**

For the 12 rolling months ending December 2016 the crime rate was 56.9 per 1000 population, an increase of 1.8% on the previous period. There is a disparity between Caerphilly North +14% (Bargoed/Rhymney/Ystrad Mynach) and Caerphilly South -9% (Bedwas/Caerphilly).

What is currently being done and by whom?

There are a number of collaborative partnership activities already working on this issue as it closely aligns to the former Safer Caerphilly strand and is the mechanism by which the statutory Community Safety Partnership (CSP) activity is delivered. **Safer Gwent** exists as an advisory group under the sponsorship of the Police and Crime Commissioner. Its current work plan seeks to complement and support local partnership activity and add consistency through regional projects including ASB team support, IDVA provision, Safer Gwent coordinator post, Safer Gwent analyst etc. The **Safer Caerphilly** Delivery Group currently acts as the statutory CSP incorporating the PSB partners; Gwent Police, Local Authority, Police and Crime Commissioner, SWFRS, Fire Authority, ABUHB, National Probation Service, Community Rehabilitation Company. In addition the Youth Offending Service, Youth Service, Communities First, regional domestic abuse provision and regional substance misuse provision, and regional community cohesion coordination representatives also sit around the table. Three Elected Members attend. The group has an action plan that includes partnership activity for a 12 month period.

The **Violence Against Women, Domestic Abuse and Sexual Violence Board** operates at a Gwent level and includes the CSP partners; it also has a regional action plan. The **Gwent Substance Misuse Area Planning Board** operates at a Gwent level and includes the CSP partners; it also has a regional action plan. Other local and regional plans for crime and justice have not included domestic abuse and substance misuse activity to any great extent as the regional boards have been driven by Welsh Government funding criteria that have dictated that delivery is on a wider geographical area than local authorities. The **Integrated Offender Management** arrangements also sit at a Gwent level, with local case management. The **Gwent CONTEST Board** supports the Governments Counter-terrorism strategies and assists partners to deliver the PREVENT and CHANNEL strands of CONTEST.

The **Blaenau Gwent and Caerphilly Youth Offending Service (YOS)** operate across two Gwent local authority areas with a remit of reducing the numbers of young people in the criminal justice system. The YOS managers and local authority community safety leads across Gwent are responsible for delivering an annual business plan to support the Welsh Government Promoting Positive Engagement (PPE) funding to divert young people from low level anti-social behaviour and crime to prevent first time entrants into the criminal justice system. PPE funding co-supports projects that in many cases are joint funded by the Police and Crime Commissioner (Safer Gwent funding).

PSB members have direct core delivery arrangements that support this response analysis area e.g. the Fire Crime Unit in South Wales Fire and Rescue Service, Local Authority CCTV and Community Safety Wardens etc. Voluntary sector activity will include Special Constables, Police Cadets, Crime Prevention Panels and Neighbourhood Watch groups.

Local partnership case management arrangements exist for, anti-social behaviour, partnership tasking including support for victims, offender management and resettlement, street homelessness etc.

Do we have a comprehensive picture of all activity e.g. private sector, third sector, community interventions?

We have a good picture due to longstanding partnership processes and good communication channels. However, there may be more activity that is underway, particularly community and third sector interventions, which is not known or linked into existing partnership arrangements.

How effective is the current work?

Crime data and statistics that demonstrate the effectiveness of partnership activity are best shown as long term trends unless they are related to short term activity to resolve an acute problem when progress should be measured over a shorter time frame. There have been longstanding reductions in anti-social behaviour, crime, first time entrants to the criminal justice system etc. Other areas show increases that aren't necessarily poor performance as they reflect increased reporting e.g. domestic abuse. Others are affected by different recording methods so comparison with historical data is not meaningful. Issues such as community cohesion are not easily measured and would tend to be a subjective report by individuals. Feeling safer is measured by a biennial household survey (relatively small sample size) and showed a small decrease at last survey. Victim satisfaction, those dealt with by Gwent Police, is higher than whole population perceptions of crime and disorder in the area, possibly reflective of the personal subjectivity around well-being as opposed to the reality of being assisted by the police and victim support agencies. Police and Crime Commissioner and 'Your Voice', the community/policing engagement process, reflect a continuing demand for policing 'presence'. Partnership communications are an effective way to demonstrate activity and allay community fears. However partnership communications, 'good news stories' have decreased over recent years due to reductions in local CSP staffing.

A recent Wales Audit Office report, 'Community Safety in Wales' (October, 2016), is particularly critical of the confused landscape around community safety. It makes a number of key recommendations including improving strategic planning, board structure, funding/budgets, performance management, risk management and citizen engagement.

How well does what is currently being done take account of the 5 ways of working?

The **involvement** of local residents as part of ongoing engagement is only achieved by Gwent Police (Your Voice) and the Police and Crime Commissioner (Police and Crime Plan). Engagement has recently been achieved through the development of the well-being assessment for the area, however crime and justice 'partnership' engagement activity has all but ceased in recent years due to staffing cuts. **Collaboration** is strong

as agencies realise that they cannot deliver the agenda alone, partnership activity was mandated by statute 20 years ago and has had time to develop, with new expectations added over time. Crime and disorder reduction tends to take an incremental, 'immediate activity' approach to problem solving; however the **long-term** aim is for safer communities. There is good **integration** among crime and disorder partners and linkages to other partners core activity and objectives in the main, although all bodies are operating under a time of decreasing resources and the ability to contribute resources to solve problems that are outside the usual sphere of delivery is becoming limited. Funding is often short term and subject to external approval. Activity is wholly **preventative** whether that be activity against individuals, places or specific problems. In summary:

| | |
|---------------|-----|
| Involvement | ☺ |
| Collaboration | ☺☺☺ |
| Long-Term | ☺ |
| Integration | ☺☺ |
| Prevention | ☺☺☺ |

What is planned?

The action plan of the Safer Caerphilly Delivery Group has been slimmed down over recent years due to cuts in partnership resources. Activity still exists around anti-social behaviour, crime reduction, domestic abuse and substance misuse, however project work has decreased. Safer Gwent has a work programme that seeks to strengthen collaborative opportunities to improve service delivery, its draft for 2017/18 includes activity around the regionalised anti-social behaviour process, links to the PSBs, publicity/promotion/profile, restorative justice, community cohesion, cyber-crime and the response to the Wales Audit Office report.

Local partners are currently trialling a 'Caerphilly Community Well-being Forum' that will meet on a monthly basis to task agencies around problem individuals and problem places. This has been developed from the former Partnership Tasking process and whereas this was police led, its replacement will be led by all partners with equal ability to influence the people and places that are discussed. Partners round the table include ASB officers, police CADROs, Tenancy Enforcement, funded youth diversion projects, fire crime officers, POVA, victim support agencies, Community Safety Wardens etc. Its remit will also consider the needs of repeat and vulnerable victims.

5. What could be done?

Our organisations could improve the way we **involve** the community. Greater engagement, consultation and communication with residents is necessary. This has been identified in the recent WAO report.

The PSB could consider a strengthened Communications and Engagement Strategy as the Well-being Plan develops to include positive 'good news' stories on its delivery successes. This should not dilute established brands such as 'Safer Caerphilly' and 'Safer Gwent' but the links to this activity as being that of the PSB partners should be made. A stakeholder analysis attached to the strategy document would identify the stakeholders most interested in what is being done or being sought to achieve. The communication strategy should identify the vehicles that are to be used to get in touch with those stakeholders and the community e.g. digital, face-to-face, focus

groups, with mechanisms for involving the more hard to reach communities/groups.

It must be ensured that there is no duplication of effort. Agencies can advise on who are the best the best groups to involve, and highlight past good examples of involvement.

There are a number of examples of community involvement from Police 'Your Voice' meetings, to Neighbourhood Watch meetings to Councillor Surgeries but the outcomes need to be communicated amongst stakeholders.

It would be a disaster if each organisation wrote their own involvement strategy. The community would be overwhelmed with contacts resulting in a poor level of engagement. One good quality Public Sector survey could be adopted rather than stakeholders addressing surveying the public in isolation.

It has been identified that one hard to reach group is those aged between 25-35 years old because they are often at work all day. It is vital that any involvement strategy will need to include those hard to reach groups. Public sector staff should be easy to reach. ABUHB employ over 14000 staff members and CCBC in excess of 8000, a large number of whom will be Caerphilly residents.

There will also be disengaged members of the community and vulnerable groups that need to be involved. We need to consider methods of infiltrating those communities to deliver vital messages that we actually affect those who would not normally engage.

Software such as 'Mosaic' employed by SWFRS is a very useful tool that could help shape an involvement strategy.

There are a number of **collaborative** partnership activities already taking place which have been well documented in this report. Collaboration is something the CSP (by its very definition) has been doing for a number of years. There are very few community improvement activities that stakeholders deliver independently as a single service.

Moving forward, it is vital that we maintain consistency across Gwent. By virtue of Safer Gwent, we have a regional collaborative group in existence that could be developed further.

In some areas of PSB responsibility there are drivers for a more regionalised approach to strategic planning and accountability, crime and disorder appears to be one such area. Local case management and place based delivery would continue as it does currently but strategic planning could happen at the regional level. Currently Safer Gwent would have to report to 5 PSB's. This is not an efficient use of partnership resources. If Safer Gwent became a delivery arm of the 5 PSB's then strategic planning and activity would need to be consistent across the Gwent region and performance accountability would need to be provided to the 5 PSB's in the same format. The local authority Partnerships Scrutiny Committee would retain democratic oversight.

The Well-being Plan drives collaboration. Agencies could consider options such as: pooled budgets; joined services; and shared buildings. Partners have been talking about collaborative measures for some time, but we must now aim to enhance and improve those collaborative arrangements and make them meaningful.

It is felt that the Third Sector are not yet 'collaboration ready' in the wider sense, but are a key partner and so the challenge is to make sure the sector feels empowered and therefore ready and able to work more collaboratively with us. Equally commissioners of services don't automatically look at the third sector in terms of their collaboration and delivery. Third sector organisations offering similar products/services should work together when it comes to bidding for funding.

Agencies could make better use of volunteers when considering collaboration with partners. Police and fire cadets are a valued resource.

In considering the **long term** outcomes, consideration should be given to the definition of long term. Partners consider 5-10 years as being a distant horizon in terms of day to day incremental activity to improve this objective, while the reality is it is much longer. We should consider long term to cover a generational cycle - possibly 10-25 years. Breaking generational cycles has been mentioned previously in this report, the outcomes of which won't be evident for some years.

Early intervention and **prevention** is a key theme when considering long term outcomes: Flying Start; Families First; First 1000 Days for children – all concentrate on early years. We will not see the benefits of these programmes until later in life and is also difficult to quantify the results. We must prevent trauma in early years as this dictates the behaviour (to a degree) of the adult in future years.

Social prevention theory works, but requires all agencies to act preventatively. Preventative anti-poverty programmes, along with the early years and youth intervention programmes will assist in changing behaviours and therefore preventing offending behaviour by children and young people, ASB perpetrators, and future criminals. Prevention is more than supporting the victims, but rather providing support to prevent people from becoming victims and/or perpetrators.

Agencies must adopt an 'invest to save' mentality. It is commonplace amidst budget cuts for intervention/prevention measures to be abandoned as we are forced to deal with the 'here and now' and pressure is felt to deliver statutory services. Welsh Government funded programmes in youth crime prevention have been less supportive of early stage intervention projects. Focus must remain on early intervention and prevention otherwise we are not going to overcome the generational change we desire. If we don't invest in prevention, the cure will cost more in the future.

Integration across the Police and Crime Plan, each Well-being Plan, Safer Gwent Action Plan and the Well-being Objectives of other bodies must be adopted to ensure consistency.

Additional work identified?

In the short term there may be additional work in response to putting early intervention measures in place. We must recognise the pressures, share the problems and maximise our resources. Importantly, we need to ensure that any messages being delivered are the same with no conflicting advice.

Recognition that early intervention is key and all partners need to adopt the same approach as it has a knock on effect for other services. There are very clear links to collaboration, involvement and integration.

Working more collaboratively?

Focusing on the prevention agenda should be more explicitly recognised among partners, taking a collaborative approach to maximise our resources. Community reassurance and confidence in agencies requires further work.

Examples of evidenced good practice elsewhere

Connect Gwent – A service of third sector organisations, funded by the PCC, who are working to ensure victims receive the support, information and guidance they need within Caerphilly and surrounding authorities. This one-stop shop for victims is an excellent example where agencies are brought together, working collaboratively to prevent duplication, sharing information to support victims and witnesses while at the same time addressing the issues around types of crimes and behaviours.

Youth Offending Service – A strong partnership of police, social services, probation, and victim services.

SWFRS – An excellent example of how step changes can result in reducing demand on a service and therefore a better targeted deployment of resources as well as the knock on effect benefits for other services. The service reported that their focus 10/15 years ago was in the main, responsive, responding to approximately 1000 house fires a year, often resulting in deaths. A step change was stimulated and a shift to preventative work, education and awareness raising was necessitated. More recent figures show a huge reduction in the number of house fires in Caerphilly accounting for 200 incidents per year. Learning must be achieved from this. A preventative approach to the delivery of the service has greatly improved the safety of the community and by default has benefited other services for example, the health service not dealing with what would have been the physical and mental harm of those fires. And crime investigation time by the Police.

Other good examples of collaborative working:

The regionalised IDVA Service and Gwent ASB coordination- previously highlighted in this report, along with the Safer Gwent Analyst and Safer Communities Co-Ordinator. Each has provided an improved and more consistent service to communities.

Are additional resources required or re-tasking of existing resources?

Given the very difficult financial times we are experiencing, the luxury of additional resources to assist in the delivery of services is not anticipated. Rather, organisations accept we must work smarter with what we already have, enhancing and improving what we deliver and how we work.

6. Conclusions and Recommendations

There is an opportunity to use the Safer Gwent Group to deliver a consistent community safety response across Gwent. Most statutory partners are regional bodies

and there is no longer local partnership capacity to facilitate local action plans, recording and reporting. Some regional collaborative arrangements already exist in specific areas e.g. offender management, substance misuse, domestic abuse. However, there stills needs to be local delivery as delivery arms remain local e.g. operational policing staff, local authority services (tenancy enforcement, community safety wardens, CCTV etc.). Some legislation relates specifically to local authority duties, or the geographic area of the local authority e.g. counter-terrorism, domestic abuse. And democratic oversight is at local authority scrutiny committee.

The PSB may wish to consider a tiered response; with strategic planning and analysis held regionally, but tactical and operational issues held locally.

CAERPHILLY PUBLIC SERVICES BOARD Response Analysis

1. Priority Issue(s):

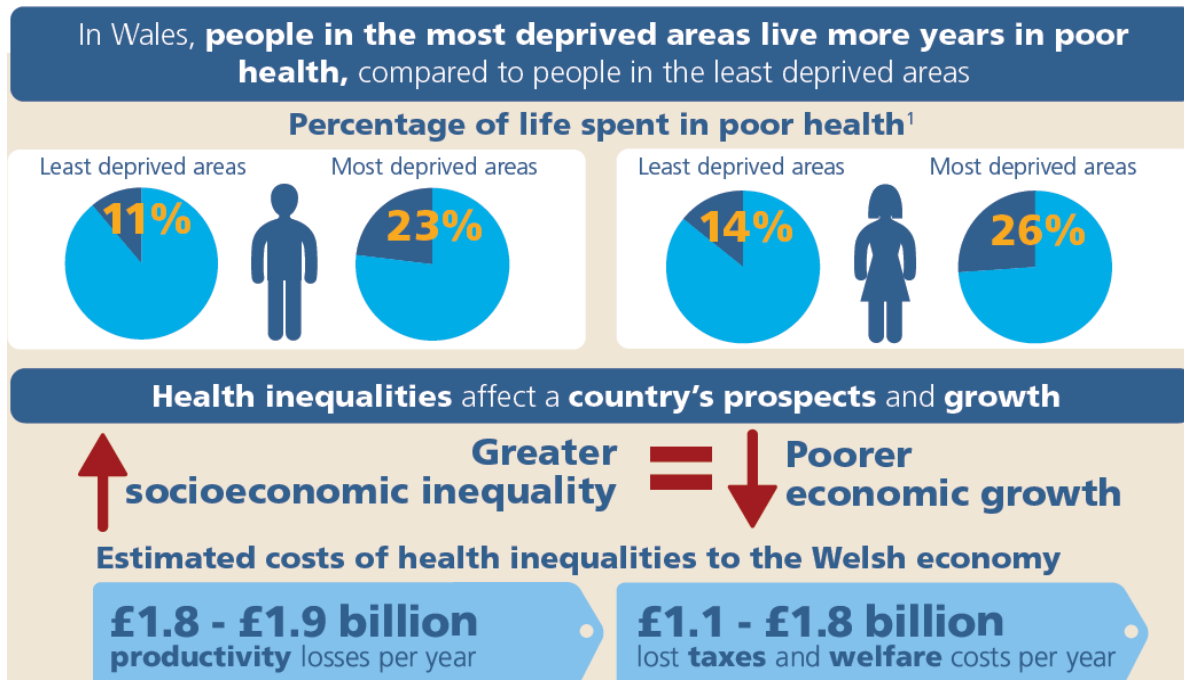
Facilitating a shift from treatment of mental and physical ill health to a society that enables people to adopt healthy behaviours, to reduce the inequality gap in life expectancy and healthy life expectancy between the most and least deprived populations in the county borough.

2. Outcomes to be worked towards under this priority:

1. Improving health
2. Narrowing the gap in health inequalities to reduce the gap in healthy life expectancy.

3. What contribution can working towards these outcomes achieve for well-being in Caerphilly County Borough?

Currently, people in the most deprived areas of Wales live more years in poor health compared to those who live in the least deprived areas. In Caerphilly county borough between 2010 and 2014, the healthy life expectancy was over 18 years longer for those living in the least deprived areas compared to those living in higher levels of deprivation. These inequalities are having a profound effect on the country's prospects and growth. With more of the adult population living in poor health, productivity losses are rising and more losses in taxes and welfare are being experienced.



Specific examples of the importance of promoting healthy behaviours and reducing the inequality gap:

- a) *Keeping people healthy across the life course including promoting healthy behaviours and protecting health*
- Smoking is currently the largest single preventable cause of ill health and death in Wales. It directly contributes to health inequalities as smoking is two and half times higher in deprived populations.
 - Heavy drinking increases the risk of unemployment and could account for more than 800,000 working days lost due to absences from work and nearly 1 million working days lost due to job loss and reduced employment opportunities in Wales. For every £1 spent on motivational interviewing and supportive networks for people with alcohol dependence, £5 is returned to the public sector in reduced health, social care and criminal justice costs.
 - By 2035 it is predicted that almost three in four adults will be overweight or obese. If rates continue to rise, by 2050, this will have a cost to society and the economy of £2.4 billion.
 - Cancer is a major cause of ill health in Wales and deprivation is linked to poorer uptake of all screening programmes. Screening can be cost effective and early identification can lead to patients living longer and to fewer emergency hospital admissions and diagnostic tests.
- b) *Building resilience across the life course*
- Interventions that are accessible to all along with additional resource proportionate to need for vulnerable children work well and are cost effective
 - Interventions for children and young people, especially the most vulnerable, could lead to long-term savings by reducing the risk of health and social problems and by improving education, training and employment prospects
 - Every pound invested in early years interventions returns up to £16.80
 - Every pound invested in parenting programmes to prevent conduct disorder returns £8 over 6 years
 - Mental ill health in childhood costs society between £11,000 and £59,000 per year, per child
 - Mental ill health costs society in Wales £7.2 billion every year
- c) *Plan and secure sustainable and accessible health and social care services that meet current and future needs and address health inequities*
- Preventing ill health across the population is generally more effective at reducing health inequalities than clinical interventions.

This priority area links with the other areas of the response analysis as:

- healthier individuals are more likely, and able, to engage with training, employment and volunteering;
- tackling, for example, mental ill health and substance misuse will support breaking the cycle of Adverse Childhood Experiences; and
- a population which is more physically active, using the countryside and active travel, will contribute to increasing the use of the environment in a sustainable and responsible way.

How this priority area links with the 7 wellbeing goals:

| | |
|---|---|
| Prosperous | Individuals are more likely to: <ul style="list-style-type: none"> perform better at school and less likely to be unemployed, receiving benefits or involved in crime be productive members of the population |
| Resilient | Individuals will be empowered to engage with, and contribute to enhancing the natural environment. |
| Healthier | People will be healthier across the life course through: <ul style="list-style-type: none"> reduced levels of health harming behaviours being protected from disease and ill health having a good start in life promotion of mental wellbeing and prevention of mental ill health having services that are sustainable and accessible, that meet needs and address health inequalities |
| More equal | Those living in areas of deprivation are at greater risk of poor health, so adopting healthy behaviours and reducing the inequality gap in life expectancy should promote equality. |
| Cohesive communities | Improved health empowers individuals to be active members of their community. |
| Vibrant culture and thriving Welsh language | Improved health empowers individuals to participate/engage in Welsh language, sports and culture etc. Participating in sports and arts can help to improve physical and mental health and wellbeing. |
| Globally responsible | Prevent higher healthcare costs. |

4. Where are we now?

- a) *Keeping people healthy across the life course including promoting healthy behaviours and protecting health*

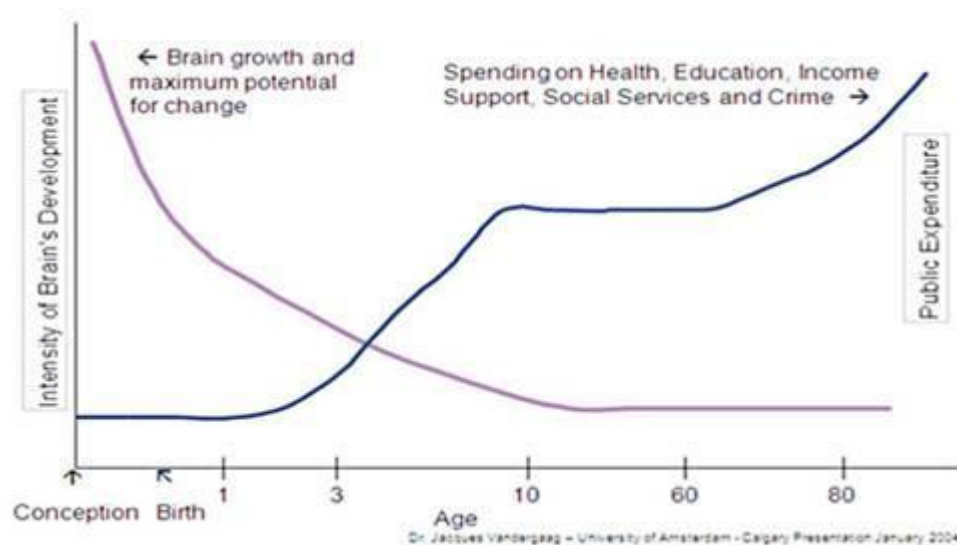
There is an array of published evidence, for example, from NICE, which outline effective actions for addressing health behaviours, including policy interventions through to interventions at a community or individual level.

Whilst there are many examples of projects and services undertaken in Caerphilly county borough these are often short-term funded. Due to the nature of the funding and target driven approach, it has been challenging for these projects and services to apply the 5 ways of working. Through small changes across multiple parts of the system, such as minor adjustments to routine practice, has the potential to achieve a greater impact on our outcomes than developing short-term projects.

b) *Building resilience across the life course*

There is a strong economic case for investing in the early years of life as early years programmes are often less expensive than the services needed to address the physical, mental, behavioural and socio-economic consequences of poor early child development.

The chart below illustrates that the bulk of public spending (health, education, income support, social care and crime) currently occurs later in the lifecourse; this is at odds with the evidence of where we may be able to have the greatest impact on outcomes i.e. conception to age 2-3. Realigning system investment into these very early years will not only improve outcomes for the younger generation, but will reap rewards for the whole of society by preventing problems in the future.



Access to quality early education and care improves children's outcomes, especially among children living in disadvantaged areas or with special education needs. However, although intensive interventions in early years is key, it is recognised that both universal and targeted follow up interventions later in a child's and teenager's life are important in order to maintain the gain in early years.

The **Building a Brighter Future: Early Years and Childcare Plan 2013-2023** and **The Healthy Child Wales programme** set out the policy framework and plan for supporting families to ensure their children attain their health and developmental potential and aims to increase family resilience. There are a number of national **tackling poverty programmes** targeted at the most deprived communities in Wales including Flying Start, Families First and Communities First. However, there are significant top-down changes to these programmes, and the impact of which is currently unclear.

Promoting mental wellbeing and preventing mental ill health will contribute to reducing inequalities, improve physical health, reduce health-risk behaviour and increase life expectancy, economic productivity, social functioning and quality of life. The benefits of protecting and promoting mental health are felt across generations and accrue over many years. Investment in mental health interventions for children and young people, especially the most vulnerable, is likely to lead to long-term savings by reducing the risk of mental health problems in later life, rates of offending and contact with the criminal

justice system. These investments will also contribute to an improvement in educational attainment and future employment prospects.

Together for Mental Health – a Strategy for Mental Health and Well-being in Wales sets out the policy framework for tackling low mental well-being which is committed to person-centred holistic care, engaging in all aspects of a person's life. This includes:

- the promotion of mental well-being and, where possible, preventing mental health problems from developing;
- joint working across sectors to address the range of factors in people's lives which can affect mental health and well-being.

1. *Plan and secure sustainable and accessible health and social care services that meet current and future needs and address health inequities*

New workforce models must be explored with partners that incorporate a wider variety of professionals with different skills and expertise to reflect the needs of the population. Enhancing multidisciplinary/interdisciplinary working, ensuring that appropriate governance is in place will make prudent use of resources whilst providing service users with a more effective service. The Frailty Programme integrates services that help prevent admissions to hospital and supports early discharges from hospital through a hospital at home model.

Through the Care Closer to Home Strategy, individuals will have access to a skilled primary and community care workforce, reducing reliance on secondary care services.

5. **What could be done?**

A key enabler for all health interventions is system working to improve the population's health and wellbeing i.e. taking a whole systems approach which aligns services, resources and accountability to delivery and shared outcomes. A collaborative approach with an emphasis on prevention will help address the current and future health wellbeing challenges in Wales. Enabling people to take more control of their health and wellbeing is fundamental to the sustainability of public services and improving community wellbeing. A public sector wide response, which included involvement by the public and communities, can create the conditions to make it easier for people to adopt the health promoting behaviours, reduce harmful health behaviours and take control of their own wellbeing. Consideration needs to be given to advocating at PSB level for change in project/programme funding and performance reporting mechanisms to create a system-wide way of working.

Some specific examples of what could be done are outlined below:

Keeping people healthy across the life course including promoting healthy behaviours and protecting health, for example:

- reducing the prevalence of smoking
- reducing the prevalence of alcohol and substance misuse
- promoting physical activity
- promoting healthy diet and obesity
- Protection from disease and early identification
- Preventing violence and abuse
- Investing in school based social and emotional learning to reduce conduct disorder

Building resilience across the life course

- Ensuring a good start in life for all – ensuring good maternal health, a safe and caring environment for children as well as reducing poverty and deprivation.
- Promoting mental wellbeing and preventing mental ill health will improve physical health and reduce health risk behaviours, poor education and unemployment.
- Supporting lifelong learning and promoting wellbeing in the workplace.

Plan and secure sustainable and accessible health and social care services that meet current and future needs and address health inequities

- employ sustainable principles in commissioning services.
- ensuring the right people with the right skills in the right place and time, such as social prescribers.

6. Conclusions and Recommendations

The PSB is asked to support the following as priority areas for the Wellbeing Plan:

- Keeping people healthy across the life course including promoting healthy behaviours and protecting health
- Building resilience across the life course, including focusing on early years (link to ACEs priority) and mental wellbeing
- Plan and secure sustainable and accessible health and social care services that meet current and future needs and address health inequities.

Unfortunately, due to the timescales, an engagement event involving wider partners is yet to be held, and further work to develop this response section for the Wellbeing Plan will be necessary.

CAERPHILLY PUBLIC SERVICES BOARD
Response Analysis

1. Priority Issue(s):

Improving the provision of, access to and promotion of community outdoor spaces, green spaces, and the wider countryside. Reducing low level environmental issues by fostering respect, responsibility and ownership of local areas

2. Outcomes to be worked towards under this priority:

1. Increased recognition that green spaces are fundamental to well-being in Caerphilly county borough
2. Use and management of green spaces is driven by communities
3. Green spaces are an integral part of collaborative action to tackle inequality and poor physical and mental health and well-being
4. An overarching county borough wide vision for green spaces is used to drive resourcing and delivery
5. The value and potential of the county borough's substantial green space resource is maximised through collaborative action

3. What contribution can working towards these outcomes achieve for well-being in Caerphilly County Borough?

Why do Caerphilly county borough's green spaces matter?

Over 80% of Caerphilly county borough is green space, from parks to upland commons, allotments to paths, rivers to protected sites. The landscape is of high quality and there is a wealth of biodiversity. People in the county borough highly value these green spaces, which provide direct benefit to communities by offering space for relaxation, physical activity, learning and connection with nature. More than this, green spaces provide a wealth of other benefits as the natural systems on which our existence and quality of life depends - from the regulation of climate to food production, energy provision, lowered flood risk and reducing the effects of air and other pollution.

A network of healthy and connected green spaces are essential for well-being and yet the provision and maintenance of good quality green space is challenged by conflicting issues – from agriculture, industry, development, energy production, climate change and anti-social behaviour such as dog-fouling, off-roading, wildfires, litter and fly-tipping. Urban areas, particularly in the south of the county borough, are under increasing pressure from development, and it is these urban fringe areas that are often of most importance to residents and wildlife.

There is no strategic over-arching approach to the provision or use of green space in the county borough and, in some cases, a lack of recognition of the myriad direct and indirect well-being benefits that a well-maintained network of green spaces can provide, or the potential for the green space resource to enable and deliver even greater benefits in the future.

How do green spaces link to the other topic areas undergoing response analysis?

There is a substantial body of evidence to suggest that investing in green spaces can deliver multiple benefits for environmental, social, economic and cultural well-being. These benefits link directly to the other topic areas considered in the response analysis. For example:-

PHYSICAL ACTIVITY: Those living closer to green space are more likely to use it, and more frequently¹. At a population level, higher levels of exposure to natural environments are associated with lower all-cause mortality, rates of Type 2 Diabetes, cardiovascular and respiratory disease, and more positive maternal and pregnancy outcomes². Green spaces also enable safe active travel for people, normalising physical activity as part of everyday life.

MENTAL HEALTH: People exercising outdoors report higher feelings of well-being, and lower feelings of stress and anxiety, than those doing the same exercise indoors¹. Self-esteem levels are significantly improved and feelings of anger, confusion, depression and tension all significantly improve after activity outdoors³.

INEQUALITY: Socio-economic inequalities in health may be narrower in places with better access to green spaces, compared to those with poorer access⁴.

EARLY YEARS: Exposure to green space during pregnancy has been linked to better maternal health and pregnancy outcomes, such as healthy birthweight². In early years, green spaces allow for natural and creative play, and enables children to learn to take risks and encourages global citizenship.

COMMUNITY SAFETY: Evidence points to lower levels of crime in residential areas with more green space⁵. Conversely, poorly maintained green spaces contribute to a feeling of vulnerability and fear of crime and are a significant factor in reducing use of green spaces.

ACEs: Green spaces make an important contribution to improving the physical and mental well-being of individuals, supporting personal and emotional resilience. For children, playing in nature strengthens resources to cope with stress and contributes towards better physical skills, concentration and social co-operation.

SKILLS, JOBS & ECONOMY: Local businesses and property developers benefit from additional green space through job creation, visitor spending and house prices¹. Managing and improving green spaces provides multiple opportunities for training and employment. A high quality landscape has also been shown to attract inward investment and businesses to an area.

CLIMATE CHANGE: Green spaces can reduce the risks associated with heat stress, lower flood risk and help to regulate climate. Trees and other vegetation provide carbon storage, as well as providing green corridors for active travel that reduces CO² emissions.

EXPOSURE TO POLLUTANTS: Green space contributes directly to reducing people's exposure to air pollution particularly in urban areas.

GOOD QUALITY HOMES & PLACES: Green space is a vital component of good place design, allowing for active travel, greater community cohesion and benefits for physical and mental health, as well as reducing potentially harmful noise pollution.

BIODIVERSITY/WILDLIFE: Many species make use of the county borough's green spaces. Together, these natural systems play a wide range of roles underpinning the benefits that society relies on – for example, food production, clean water and pollination.

How do green spaces contribute to the 7 well-being goals?

| | |
|---|---|
| Prosperous | Green spaces are a vital component of a low carbon society, providing the natural resources on which we all depend for our quality of life. Provides jobs and income including inward investment and tourism. |
| Resilient | Green spaces are critical in helping us adapt and respond to the future challenges we face, by increasing our resilience and by encouraging us to live more sustainable lifestyles. |
| Healthier | Areas with more accessible green space are associated with better mental and physical health. People are more active if they live in inspiring and attractive natural environments. |
| More equal | Evidence shows that socioeconomic inequalities in health and opportunities may be narrower in places with better access to green spaces, compared to those with poorer access |
| Cohesive communities | Green spaces for socialising, interaction and events enhances community cohesion and social ties, especially in disadvantaged communities. |
| Vibrant culture and thriving Welsh language | Green spaces are an important component of connection to place and personal identity. |
| Globally responsible | In better looking after our own environment and the range of natural resources, we also respect the global environment and help meet our global obligations. |

4. Where are we now?

Current situation – the green space resource

The county borough is rich in wildlife, which is protected by a variety of statutory (local, national and international) designations and non-statutory designations. This includes a National Nature Reserve at Aberbargoed Grasslands (which is also a Special Area of Conservation), some 10 Sites of Special Scientific Interest and 190 Sites of Importance for Nature Conservation. Despite these protective measures, the biodiversity of the county borough is declining, reflecting losses being experienced in other parts of the UK and across the world.

There are 5 Country Parks in the county borough, in addition to a range of other managed outdoor recreation facilities. The Country Parks attract in excess of 1.2 million visits per annum, with Pen y Fan Pond being the most visited. As well as these more iconic sites, there are numerous other green spaces – from allotments to upland commons, playgrounds to river corridors.

In addition, there is a network of Public Rights of Way that extends to some 500 miles, although access is not uniform throughout the county borough.

Current situation – the use of green spaces

Caerphilly County Borough Council has a good understanding of the county borough's green space resource and usage, as well as the constraints affecting this – for example, access/physical restrictions, geographic constraints and anti-social behaviour. Natural Resources Wales have data which can help to distil the potential of the county borough's green spaces, including how the green space relates to wider well-being issues, such as health and socio-economic data.

The Natural Resources Wales report for Caerphilly PSB reinforces the view that green space and trees make a significant contribution to peoples' physical and mental health and well-being, but notes that not everyone has access to the green space, and emphasises the importance of path networks, woodlands and other green infrastructure in improving accessibility.

Caerphilly's green spaces and well-being – what is being done and by whom?

There are **many examples of past and current projects**, using green space in the county borough to deliver multiple benefits linked to well-being. Many of these involve collaboration between public and third sector partners, for example:-

- Project Bernie (partnership project between South Wales Fire and Rescue Service, Caerphilly Countryside Service, Welsh Wildlife Trust, South Wales Police, Caerphilly CBC, Caerphilly Community Safety Partnership, Gwent Police and Amelia Trust Farm) to address the risk of grass fires
- There is an active Rural Development Programme (RDP) delivering innovative rural projects across the county borough
- Successful and long standing 'Walking for Health' Project, targeting cardiac recovery patients
- Groundwork Wales' 'Go Green for Health' project, working with people with chronic conditions and delivering lots of quantified physical and mental health benefits
- Increasing physical activity and outdoor participation for hard to reach groups – for example, NRW's Come Outside! project
- Targeted interventions in natural environments to improve mental health – Actif Woods
- Groundwork Wales' horticultural 'Roots to Life' project at Pontllanfraith offers a community growing approach, and there are lots of other allotment groups across the borough
- Sustainable Play – Groundwork Wales' project that supports families to play outdoors, with the added value that families take on more ownership and responsibility for their local environment

- GC Enterprises is a social enterprise run by Groundwork Wales operating in the Upper Rhymney Valley, in partnership with Caerphilly CBC. This operation supports the sale of reused furniture to families in need and also contributes to reducing low level environmental issues, by collecting used furniture for free within the borough
- Healthy Rivers – Groundwork Caerphilly run a partnership programme with NRW, Dwr Cymru, Caerphilly CBC, Staedtler and Western Power to make environmental improvements on rivers, with the aim of improving river habitat for native fish. It engages with local communities through river care days and provides volunteering and training opportunities
- Sustainable Fisheries Programme – WG funded, NRW run program with the aim to increase angling tourism within Wales, protect and enhance the water environment for fish and contribute to wellbeing of local communities by improved provision of angling and recreation.
- Junior and adult ranger schemes and volunteering schemes run by Caerphilly CBC Countryside Service
- Biodiversity Partnership and a range of education events
- Non-native invasive plant species project led by Caerphilly CBC (and covering Blaenau Gwent, RCT, Monmouthshire and Torfaen)
- Mynydd Maen Partnership between Caerphilly CBC, Torfaen CBC, Commoners, Pontypool Parks and local interest groups, e.g. Twmbarlwm Society

How effective is the current work?

While there are numerous examples of existing or past projects/initiatives, these have often tended to be either pilots or short-term funded. Mainstreaming has proved challenging and projects tend to be carried out in isolation meaning that the overall impact is fragmented. Fortunately there is always a solid core of countryside sites and activities that allows momentum to be continued. There is much past and current good practice in involving people and communities in their green spaces, from Community Green Flag to the 'Roots for Life' project. There could be enormous benefit from working with greater collaborative effort to address common objectives, greater involvement of people and longer-term interventions focussed on prevention.

Understanding the current challenges

There are three types of challenge affecting green spaces in the county borough – (1) threats to the physical resource itself, (2) irresponsible use of green spaces and (3) encouraging use of green spaces.

1. Threats to the physical resource

The **main threats to green spaces and biodiversity** in the county borough are development, land use change, agricultural intensification, pollution, disease, introduction of non-native species, disturbance, neglect, over exploitation, climate change and a lack of knowledge. Within the county borough, wildlife is threatened by many human activities but the two key threats are from development and changes in land management. The demand for new housing, roads, industrial and business developments has in the past resulted in losses in wildlife in the county. As well as threatening the amount of green space resource that we will have in future, these factors also contribute to an increasingly fragmented resource, which is less resilient to change and less able

to provide the natural systems on which we depend. This may be compounded by possible outcomes as a result of Brexit. Whilst the City Deal may provide a range of benefits, it seemingly does little to directly address various environmental concerns, although it may prove to have significant benefits in relation to pollution levels.

2. *Irresponsible use of green spaces*

Fly-tipping is a significant health risk for local communities, impacting the most vulnerable hardest. It poses a threat to humans and wildlife, damages the environment, and spoils enjoyment of towns and countryside. A depleted natural environment blighted by fly-tipping impacts not only on long-term health and wellbeing, but also on our ability to grow the economy. It can affect both the tourism and inward investment potential of an area, as well as the value of homes and represents a significant cost to the taxpayer.

Wildfires are an ongoing issue in the county borough (and more widely). 85% of fires are deliberate. Wildfires affect environmental and social well-being and have significant cost implications for taxpayers. While partnership projects (e.g. Project Bernie) have focused resources on this issue, understanding and tackling the root causes of deliberate fire setting is challenging.

Off roading is the third primary target of the Landscape Crime Toolkit, a multi-agency initiative covering the Blaenau Gwent, Caerphilly and Torfaen areas. The problems associated with off roading are largely in the upland areas, however, inappropriate vehicle use causes damage throughout the county borough. Other issues also significantly affect use and enjoyment of green spaces, including dog fouling and noise pollution.

3. *Encouraging use of green spaces*

Even in a green area like the county borough, not everyone has access to green space that will help support well-being. Resources are not always located near to the people that would benefit from them most, or are not managed in ways which make them accessible, easy and attractive to use.

Lack of knowledge is commonly given as a reason for not using green spaces. People feel they don't know what's out there, what can be used and what they can do when they are there.

Poor quality/lack of facilities is often cited as reasons for not using green spaces. Creating a dialogue between those who manage green spaces and communities to establish what people, particularly those not using green spaces, want from those spaces is an essential precursor to increasing use and improving access. Engaging communities is particularly necessary for socially excluded groups who are at greater risk of poor health, have less access to, and use green spaces less.

Proximity and connectivity influence the use of green space. Insufficient footpaths or the presence of busy and dangerous roads prevent easy access and deter use, particularly for children. Only a small proportion of older people regularly use green space, and while health issues may play a part so do a sense of vulnerability from busy roads, fears of crime or poorly maintained facilities. Public transport to green spaces is vital.

Low self-esteem, poor confidence and embedded cultural perceptions can be barriers to participation and are inextricably linked to use of green spaces. Successful interventions involve people in order to understand their interests, aspirations and barriers and demonstrate benefits by building motivation, confidence and knowledge, encouraging and enabling participants to get involved. Enabling behaviour change is key.

A risk averse approach from land owners and managers mean that opportunities to enhance community participation and ownership are often missed.

5. What could be done?

Whilst all services are under pressure financially and staff are stretched, there is still a high-quality green space resource within the county borough boundary, upon which we can build to deliver against all of the well-being goals.

We need to adopt a different approach to this resource, one that looks at the whole picture and understands how a healthy and resilient environment supports economic and social prosperity. Some initiatives identified earlier have gone some way to supporting this, but more could be done with appropriate resources. It will have to involve working at scale to join things together and develop collective solutions. There will need to be a focus on behaviour change approaches to encourage communities to use green spaces (for example, linked to the existing Large Scale Change project, a partnership approach led by ABUHB). Such approaches have worked elsewhere around the world and in the UK, for example:

The Chopwell Wood Health Project near Gateshead has combined GP referral schemes, educational programmes and woodland activities to promote visitation and physical activity. It reported that 91% of referrals complete their prescribed programme, a high attendance for activities (also linked to social cohesion) and an increase in childrens' understanding of nature.

Key opportunities

Environmental and community resilience

There is opportunity to reconnect habitats, and improve connectivity for the resilience of both people and nature. Areas of despoiled land and the urban fringe can play a significant role in this. Further involving people and communities in their local green spaces is key – for example, the Healthy Rivers programme works with community groups on better quality river environments (water quality, recreation, improving blight, pollution, removing barriers to fish migration). Improving green space provision and connectivity will also improve resilience to future climate change (e.g. by reducing flood risk).

Regeneration with an environment focus

Several projects already exist that will involve significant environmental regeneration. There is an £3 million Canal regeneration project and a joint Torfaen project bid (outdoor hub). There is also the large 'Uplands restoration project' with Blaenau Gwent, Torfaen and Caerphilly. The Upper Sirhowy Landscape Study helped tie communities to environmental regeneration, with the hub of proposals for employment and recreation being the site of the former Markham Colliery. NRW and Caerphilly CBC have commissioned some work to consider sustainable options for the future of Cwmcarn, which is currently being restocked with 70% broadleaf woodland. There is the potential to improve accommodation, bring in business partners/third sector, increase training and employment opportunities and other visitor facilities to create a more rounded attraction.

Using environment for physical and mental health

People are healthier and happier if they have contact with nature. There is untapped potential to link the green space resource to primary care, social care and community development – making connections and systemic links between and those who manage green space and/or outdoor activity providers, and those who work with people who would most benefit from getting outdoors. Use of green space is an important component of social prescribing, as evidenced elsewhere in Wales and the UK (e.g. Actif Woods). There is opportunity to link to the existing Large Scale Change project, a partnership project led by ABUHB and focussed on getting 'more people more active more often' in Caerphilly and the Heads of the Valleys.

Publicly owned and managed land

WG public forest resource (managed by NRW) is there for people and provides green space at scale, with an emphasis on a sense of wilderness/remoteness and an opportunity to 'get away from it all'. There is a huge opportunity to confirm what resources should be spent, where and why. Collaboration with third sector organisations could enable access to different sources of funding, plus deliver according to the well-being goals. Sirhowy Country Park and Parc Cwm Darran also have NRW forestry interests and are very well-used sites with significant potential for projects. There are large areas of publicly controlled land to the east of Caerphilly and in proximity to communities identified as being the most deprived in Wales where an exciting project, funded through the RDP and designed from the community up, is likely to start shortly. There will be other opportunities to increase and/or improve green space on publicly-owned land – for example, in hospital grounds.

Social enterprise, training, skills and jobs

Green spaces are important resources for community participation, volunteering and learning new skills. Significant opportunity to look at boosting social enterprise – for example, establishing adventure/corporate training away days in country parks. The recent success of the woodworking RDP funded project, which involves the woodland training scheme, who make products from surplus timber and then sell these. There is also significant potential for low level offenders undertaking community-based sentences to participate in land management and, in so doing, learn new skills in preparation for employment.

Network of flagship sites

The county borough has a growing number of award winning countryside and urban parks designated as Green Flag standard, as well as a growing number of community managed Green Flag sites. The potential to increase or further make use of these and other flagship sites is there – one example is Aberbargoed Grasslands. Historically, the site has been under-grazed and under-managed and prone to vandalism such as burning. In 2005, Caerphilly CBC took over the management of the site. Since then the condition of the site has improved and antisocial behaviour such as arson, fly-tipping and off-roading have greatly reduced.

Working with communities to get the most out of green spaces

There are significant opportunities to use green spaces for socialising, interaction and events, which enhances community cohesion and social ties. Reinforcing local landscapes makes places more beautiful, interesting and distinctive, giving places character and helping to engender community pride. By actively engaging with communities and listening to feedback, it's possible to change perceptions and create green spaces at the heart of communities, for the benefit of all.

Different models of funding

There is potential to explore the use of participatory budgeting and also private sector investment, through Corporate Social Responsibility. If we can understand and communicate the true contribution of green spaces to well-being, shared budget scenarios and programme bending across the public sector may also become a possibility.

6. Conclusions and Recommendations

Conclusions

The high quality and extent of the county borough's green spaces is a huge asset, but their current contribution to well-being, along with their potential to deliver greater benefits in future, often goes unrecognised. These natural resources underpin our existence and our quality of life – from physical activity, mental well-being and opportunities for social interaction, to climate regulation, food production and economic investment. The provision, maintenance and use of these natural assets is challenged by conflicting issues – from agriculture, industry, development and climate change, to anti-social behaviour issues such as dog-fouling, off-roading, wildfires, litter and fly-tipping.

Whilst green space services are under pressure financially and staff are stretched, there is still a high-quality resource within the borough's boundaries upon which we can build to deliver against all of the well-being goals.

There are numerous examples of existing or past projects/initiatives working with the county borough's green spaces to deliver well-being. However, these have tended to be either pilots or short-term funded. Mainstreaming has proved challenging and projects tend to be carried out in isolation meaning that the overall impact is fragmented. There is much past and current good practice in involving people and communities in their green spaces and there could be enormous benefit from working with greater collaborative effort to address common objectives, greater involvement of people and longer-term interventions focused on prevention.

We need to adopt a different approach to this resource, one that looks at the whole picture and understands how a healthy and resilient environment supports economic and social prosperity. Some past initiatives have gone some way to supporting this but more could be done with appropriate resources. It will need to involve working at scale to join things together and develop collective solutions and to focus on behaviour change approaches to encourage communities to use green spaces. Such approaches have worked elsewhere around the world and in the UK.

Why are green spaces a priority?

- Engagement shows that green spaces are really important to people
- They provide cross-cutting benefits across all response analysis topic areas and all well-being goals
- The county borough's green spaces are a huge asset that few places have and much of the land is in public ownership. The potential to enhance well-being is considerable.
- Green spaces provide a cost-effective way to improve the physical and mental health of everyone in the county borough.
- A network of green spaces is critical in helping us adapt and respond to the future challenges we face, helping us to become more resilient.
- Green spaces are a vital component of good place design, enabling active travel, greater community cohesion and encouraging inward investment.

What are the risks if green space is not a priority for the PSB?

- The potential benefits of delivering cost effective action across multiple aspects of well-being will not be realised.
- Quality of green spaces may decline due to lack of strategic oversight and resources. This will affect use of spaces for physical activity, mental well-being and social interaction.
- Poorer quality environments result in negative perceptions of place and inhibit economic investment - reduced desirability of places for working, living and playing.
- Poor quality green spaces have a reduced ability to provide the things we need for life/quality of life – such as clean air and water, biodiversity and food.
- Increased ill health – poor quality physical environments are themselves detrimental to physical and mental health.
- Costs to taxpayers may increase if irresponsible use of green spaces (wildfires, fly tipping) is not tackled collaboratively.
- Work on green spaces will continue to be largely reactive and the benefits of a proactive, strategic approach that recognises the true value of green spaces to the county borough will not be realised.

Recommendations for the PSB:-

- 1) Leadership and collaborative action is needed from PSB members – integrated planning and investment that is asset-based and ensures that limited resources are targeted to greatest effect.
- 2) Focus on the cross-cutting, preventative potential of green spaces to deliver well-being – for example, to provide a 'natural health service'. This needs to be part of the 'day job' and not an add-on.
- 3) Take collaborative action to tackle the irresponsible use of green spaces.

- 4) Focus on behaviour change and education through the curriculum. Help everyone to understand how and why green spaces are important to them.
- 5) Involve and empower people and communities – talk, listen and act; overlap the vision of communities and stakeholders to find fertile ground for meaningful change.
- 6) Support regional working on green spaces where it makes sense.
- 7) Elevate and value green spaces so that they become community hubs that underpin well-being for all.

References:

1. Houses of Parliament PostNote – Green Space and Health, 2016
2. Natural England Access to Evidence Information Note EIN020, 2016
3. New Economics Foundation – Natural Solutions, 2012
4. NRW briefing note – Adverse Childhood Experiences
5. Great Outdoors. Briefing Statement from Faculty of Public Health with Natural England, 2010

SUSTAINABLE COMMUNITIES

The Deep Place Approach to Community Renewal

The Deep Place method is an innovative approach to sustainable community and economic renewal. It has been designed to address issues in localities where long-term economic inactivity has become normalised and where poverty and disadvantage are entrenched.

The central principle of the Deep Place approach is that economic inactivity is the ultimate '*cause of the causes*' of poverty. Conventional approaches tend to direct resources solely at the secondary causes of poverty, including poor housing, low educational attainment and poor health performance. Deep Place seeks to unify these with a local economic development and employment strategy. It combines and collates the existing range of interventions with a direct approach to creating employment for marginalised populations.

Method

Reconnecting economically and socially marginalised communities with employment opportunities is the primary means for combating long-term poverty and social exclusion.

Phase One: a Deep Place study begins with a localised 'deep' quantitative and qualitative profiling of the community to comprehensively map the key challenges and opportunities in the locality. This phase combines official statistics and agency-led health, housing and educational data with community views.

Phase Two: begins with an analysis of the local economy to identify key local 'anchor institutions'. Anchor organisations are the foundational economy bedrock of a locality and include local government, hospitals, universities, colleges and utility companies. These become the trigger for local economic revitalisation by developing social procurement and recruitment practices linked to 'targeted recruitment and training' of locally marginalised populations.

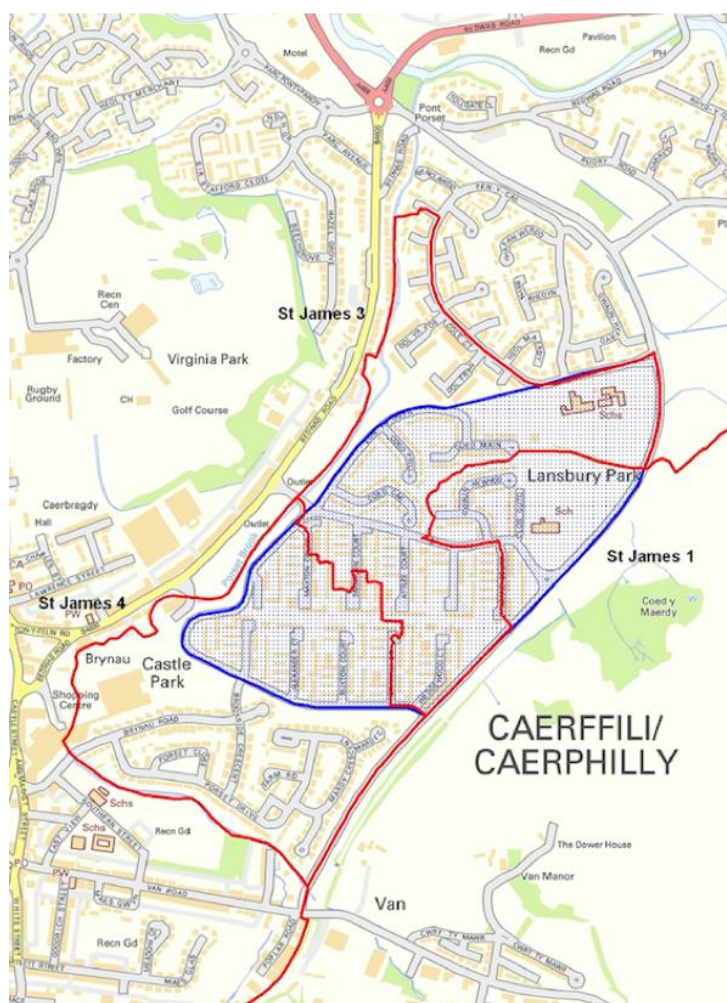
Phase Three: is the delivery stage of a Deep Place programme and is achieved by bringing all potential contributing agencies into a 'coalition for change', which seeks to unify and coordinate services and responses.

A Profile of Lansbury Park

This profile has been undertaken using the Atmosphere, Landscape and Horizon (ALH) framework developed by the Centre for Regeneration Excellence Wales (CREW) as a tool to assess communities and their social integration. It is consistent with the Deep Place approach because of its focus on the socio-cultural impact of long-term poverty. It also provides an analytical framework that can identify the connection between the physical characteristics of a place and lived experience of residents. These insights are central to the development of a Deep Place Plan for a community. The ALH analysis also provides a baseline profile against which future change can be measured.

The community profile derived from the ALH framework identifies three domains that have a significant impact on the level of social exclusion experienced within a community. These domains are:

- **Landscape**
- **Atmosphere:** the 'Atmosphere' refers to the 'feel' of a place
- **Horizon:** the 'Horizon' of a community describes the sense of socio-economic horizon experienced by residents.



| Long-Term Sick and Disabled (16-74) | | | |
|-------------------------------------|---------------|------------|-------|
| | Lansbury Park | Caerphilly | Wales |
| Male | 24.4 | 8.6 | 6.5 |
| Female | 16.8 | 7.8 | 6 |

Source: Census 2011

| Housholds Living in Poverty | | | | |
|-----------------------------|---------------------|-------------------------|------------------------|------------------------|
| LSOA name | Total No. Housholds | Median Household Income | No. Housholds | |
| | | | Below 60% of GB Median | % Housholds In Poverty |
| St James 3 | 718 | £13,528 | 472 | 65.7 |
| St James 4 | 675 | £18,331 | 324 | 48 |

Source: CACI Paycheck, 2016

| Free school meals (FSM) - 3 year average | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|
| | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
| St James | 52.30% | 53.60% | 56.00% | 60.10% | 60.30% | 58.60% | 56.00% |
| Local Authority | 21.60% | 22.10% | 23.60% | 25.40% | 26.10% | 25.50% | 24.60% |
| Wales | 18.40% | 18.90% | 20.00% | 20.60% | 20.80% | 20.50% | 20.10% |

Pupils of statutory school age (ages 5-15) known to be eligible for free school meals. Source: Caerphilly CBC

| St James Primary: Summary - 2015 | |
|---|--------|
| Number of pupils on roll | 364 |
| Free school meals - 3 year average | 56% |
| Pupil Teacher Ratio | 20.2 |
| Attendance during the year | 92% |
| School budget per pupil | £3,421 |
| Pupils achieving the expected level in the core subjects at Key Stage 2 | 55.60% |
| Support Category | Amber |
| Pupils achieving the expected outcome in the Foundation Phase areas of learning | 85.70% |

Source: Caerphilly CBC

A Five-Year Deep Place Plan

The scale of the challenge in Lansbury Park merits a commitment over many years to fully eradicate poverty and create a vibrant community that people want to live in. The Five Year duration of the programme proposed in this Report should be seen as a first stage programme, which should be followed by subsequent review and further planning in five year stages. A number of key initiative underpin the first five years:

Governance

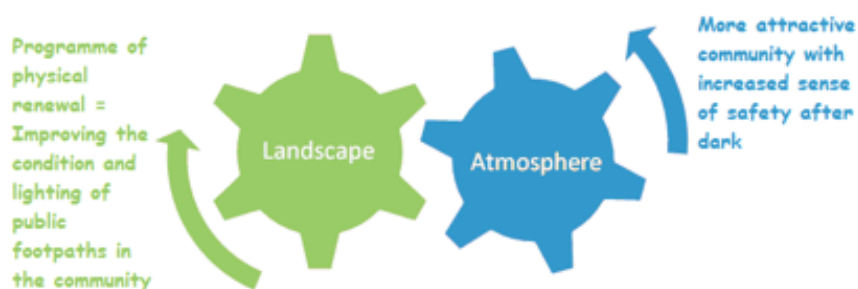
Landscape

Atmosphere

- Demographic Change
- Crime and Anti-Social Behaviour
- Economic Inactivity

Horizon

- Income Maximisation





Summary of Responses to Online Survey

Background and purpose

An online survey was designed to gather the views of local residents and/or organisations who were unable to attend one of the other engagement events held during October and November 2017. The purpose of this was offer an opportunity for these residents and/or organisations to express their views on the draft Well-being Plan that was published for consultation on 25th September 2017.

Method

The online survey was designed and analysed using Snap survey software. The questions replicated those asked at the face-to-face engagement events as far as possible. A link to the survey was published on the Public Services Board website and was publicised using social media channels (e.g. Facebook, Twitter) and via targeted e-mails to established networks.

By the closing date of 18th December 2017 a total of 34 responses were received, and the analysis that follows is based on these responses. The small number of responses means that the analysis that follows cannot be considered to be representative of the wider population.

Results

Demographic Profile

35.3% of respondents were male and 64.7% were female.

5.9% of respondents were aged 18-29 years, 35.3% were aged 30-49 years, 44.1% were aged 50-64 years and 14.7% were aged 65 years and over.

Specific equalities questions were not asked, however respondents were asked to identify whether the proposed well-being objectives would impact on them in terms of their age, ethnic origin, language requirements, disability, sexual orientation or gender. The only comment made related to ensuring that young people out of school should be part of the process and solutions. One respondent completed the questionnaire in Welsh.

Respondents were asked to provide their postcode to enable us to map the responses. All 34 provided this information but due to the small numbers additional analysis at smaller geographical levels could not be undertaken. However, there was a fairly even geographical spread across the county borough, apart from the Upper Rhymney Valley.

Positive Change – A shared commitment to cross-sectoral change

33 respondents answered this question, and of these 48.5% agreed and 48.5% strongly agreed with this well-being objective. Nine respondents made additional comments in relation to this objective, with a summary of the main points shown below:

- Good partnership working is essential. The benefits are wide ranging, from saving costs and resources to less overload on staff and time constraints, and overall can provide a much better experience for the client or service user.
- How will the views of residents and local organisations will be taken on board with this objective.
- There needs to be an emphasis on the effective use of assets.
- At the moment it is just words – how will progress be monitored and what teeth will ensure that the recommendations are carried out.
- Changing culture (organisational and behavioural) is fundamental if public bodies and PSBs are to meet the duties of the Well-being of Future Generations (Wales) Act, and support the level of change required to deliver improved well-being outcomes for local people and communities.
- It will rely on good communication.

58.3% of male respondents strongly agreed with this objective, compared with 40.9% of female respondents. All respondents aged 18-29 years and 60% of respondents aged 65 years and over strongly agreed with this objective. Half of respondents aged 30-49 years and a third of respondents aged 50-64 years also strongly agreed with this objective.

Positive Start – Giving our future generations the best start in life

32 respondents answered this question, and of these 34.4% agreed and 56.3% strongly agreed with this well-being objective. Nine respondents made additional comments in relation to this objective, which are summarised below:

- Agree that children need a good start in life to thrive and go on to live happy, fulfilled and productive lives, especially in the first few years. However, the positive start must continue throughout the child's life and this can only be done through engaging parents and the wider family more – it is no good providing a short term solution.
- How will the LEA support this? Many children with additional needs and/or looked after children are not being catered for now, unless schools dip into their own budgets in many cases.
- Positive start has to be followed up by a positive transition into adulthood and the development of confidence, pride, respect and community/civic involvement.
- All children deserve a positive start. Services like Flying Start should be across class – there are many children living in tidy, clean homes in areas that are seen as better than others, with good income to provide materialistic goods. Children will still be suffering from bad parenting and neglect from substance misuse and pressures of paying bills and domestic abuse which are hidden by the way they appear.
- The Flying Start programme is a fantastic programme which can tackle obstacles earlier.
- Blaenau Gwent strongly agrees with this well-being objective as focusing on children and young people (from conception onwards) supports the 'prevention' agenda. We also recognise the cross-cutting nature of this well-being objective, particularly around the ACEs agenda.
- Education for parents.

58.3% of male respondents strongly agreed with this objective, compared with 50% of female respondents. All respondents aged 18-29 years and 60% of respondents aged 65 years and over strongly agreed with this objective. Half of respondents aged 30-49 years and 46.7% of respondents aged 50-64 years also strongly agreed with this objective.

Positive People – Empowering and enabling all our residents to achieve their own potential

32 respondents answered this question, and of these 40.6% agreed and 53.1% strongly agreed with this well-being objective. Six respondents made additional comments in relation to this objective, which are summarised below:

- We can all work together to help address poor health and help clients be more independent. This would be enabled by better information sharing and early recognition of issues before it becomes a crisis. Preventative measures are always preferable and by working together closely with clients/service users this can be achieved.
- This needs to be an umbrella approach. There are more takeaways in Blackwood High Street than healthy food shops – to the outsider people in Blackwood like to gamble and order takeaway. Volunteer programmes only access a small percentage of people – it would be better to utilise community partnerships and already set up groups and clubs. Try and support these instead of reinventing the wheel every 4 years.
- There are many opportunities for people to learn skills within their environment – a major factor in communities are unemployed people not looking after accommodation both outside and in their home. A scheme to enable people to take pride in their homes could be adopted, working with Communities First in upskilling people in DIY and garden maintenance, actually working in their own home or elderly neighbours etc. instead of a community venue/classroom.
- Blaenau Gwent strongly agrees with this objective i.e. apprenticeships, volunteering and improving people's health etc. However, there is an opportunity for the plan to include further information on how this will link to existing and future labour market opportunities.
- Need to find a way to engage people who don't already volunteer.

58.3% of male respondents strongly agreed with this objective, compared with 45.5% of female respondents. 80% of respondents aged 65 years or over and half of respondents aged 18-29 years strongly agreed with this objective. In addition, 46.7% of respondents aged 50-64 years and 41.7% of respondents aged 30-49 years also strongly agreed with this objective.

Positive Places – Enabling our communities to be resilient and sustainable

34 respondents answered this question, and of these 41.2% agreed and 50% strongly agreed with this well-being objective. Seven respondents made additional comments in relation to this objective, which are summarised overleaf.

- The introduction of health and wellbeing hubs within local existing amenities would be useful. This would mean that people don't have to travel too far out of the area to access services and is already working well for things like hearing aid repair/advice sessions. Residents would be more likely to attend local hubs instead of having to go to outlying areas for advice/treatment.

- This means employing communities to take responsibility for their issues and resolutions. Give them the power and the money to make it happen.
- Good environmental management underpins the provision of ecosystem services. Would like to see more recognition of the natural environment in supporting health & well-being and links to the other three positives. Need to ensure that the environment is definitely protected and enhanced to deliver the Positive Places, and not as an add-on or optional activity.
- Blaenau Gwent strongly agrees with this objective and its integrated approach which connects safety, social capital, cohesion and the natural environment. We also support the mobilisation of communities (as equal partners) in taking ownership and pride in their own communities.
- We really need to replace something for the children and vulnerable adults now Communities First has gone.
- If communities do participate then feedback would help.

Two thirds of male respondents strongly agreed with this objective, compared with 40.9% of female respondents. All respondents aged 18-29 years and 80% of respondents aged 65 years and over strongly agreed with this objective. 46.7% of respondents aged 50-64 years and a third of respondents aged 30-49 years also strongly agreed with this objective.

Respondents were asked for suggestions on how their community and/or organisation (if they were responding on behalf of an organisation) could assist the PSB to make the 4 Positives happen. 16 respondents commented on this question and their responses are summarised below:

- We are currently working closely in partnership with other organisations and clients to provide a holistic service for our clients. Home visits to clients can pick up on issues that would not be necessarily discussed on the telephone and many clients have had no intervention from statutory services previously. The client will then be helped to access information and services which they would not otherwise have known about or perhaps due to lack of confidence, sensory impairment etc. would be unable to deal with on their own.
- Need real power to go to communities. This needs to be devolved to them “no strings”.
- Caerphilly is an area of deprivation with areas where poverty is a real problem. Some of the problems are historical, with the demise of the mining industry the big one. We have developed in Wales a siege mentality to this, looking for outside help when I believe the solution lies in our own hands. The engine of society is businesses and we have not done enough to help enterprise flourish. The driving force in lifting Caerphilly and Wales out of this rut must be job creation, training and radical policies to make this happen.
- Utilise library service points as places to distribute information and meet the local community.
- There is a critical need for the bodies concerned to get their feet on the ground and to talk to people.
- Start with the little things, for example, Police are required to deal with disrespectful behaviour.
- It is really important that we maintain our historic sites, which in turn can provide opportunities for placements, volunteers and workers who, whilst learning valuable skills, learn about their heritage and the building of the communities we are looking to support.
- Talking with present service providers, their workforce and users.
- I would like to know more about voluntary opportunities available. This could be included in Council Tax statement letters for future new residents.

- Consideration of collaborative engagement approaches in mobilising local people and communities to support the delivery of local area well-being plans would be welcomed. Further to this, consideration of best methodologies/approaches for successfully undertaking collaborative work with local people and communities (as equal partners), including the co-design/re-design of services to support the delivery of the well-being plan would be welcomed.

The Draft Well-being Plan included a high level summary of the draft action areas and possible actions that may be undertaken to help deliver the Well-being Plan and associated objectives. 11 respondents made comments on this question, with the responses summarised below:

- Partnership and collaborative working are key to the provision of a modern, functional service, whatever it may be. Cutting costs and paring down has its place and I think everyone now has had experience of this and the changes it has brought (positive and negative) but with regards to procurement, cheap is not always best. Sometimes it's down to who provides the best service not the cheapest. Organisations must be less precious about working collaboratively and learn to share experiences and ideas – only then will it work well. I still feel that some services/organisations like to work at arm's length and perhaps this is why there is less real engagement with processes and change.
- Include young people 11-25 to build sustainable resilience and know-how, which will change attitudes and opinions for the future.
- It is the how that matters.
- I think it is of paramount importance that the Council and its sites provide opportunities to get school leavers, long term unemployed etc. into work by offering volunteering opportunities and apprenticeships.
- Outside cosmetics of the home is an area where I feel the Council lets their properties down. I understand the costs and budgets cuts cause a huge barrier to overcome issues, but we do live in a world where we buy and judge with our eyes. If areas were updated and regenerated in areas such as Ty Sign, people with positive work ethics and parenting styles would move into the area, creating a better balance to support future generations growing up in the area and maintain the changes you hope to achieve for the years ahead.
- Is there scope to include actions which look to address in-work poverty issues?



Summary of Written Responses to 12 Week Consultation

Future Generations Commissioner – on 20th September 2017 the Commissioner provided written feedback as part of the 14 week consultation period with her office, which is included at Appendix 6. This advice was reiterated in her letter of 18th December 2017. We have used the advice to inform the development of the final Well-being Plan, with many of the specific comments being considered by the Action Area Groups that have been and will be established. A summary of our response to the advice offered by the Commissioner is provided in Appendix 7.

Welsh Government – the response from the Welsh Government was categorised in three ways:

- Category A – significant issues which we hope would be addressed prior to publication of the final plan, relating to compliance with statutory requirements or major concerns with key elements of the Plan
- Category B – issues which, if addressed prior to publication, would strengthen the final plan. These issues would add genuine value to the plan if prioritised alongside early development
- Category C – matters which would strengthen the plan but could be addressed as it continues to develop and evolve

Two Category A areas for development were identified – cohesiveness and clarity (particularly with regard to structure and flow and the use of technical language, and the need for greater clarity around the objectives and steps) and maximising contribution to the national well-being goals (the need to more explicitly address the issue of integration of the objectives and how one objective can affect another). It is worth noting that these issues had already been addressed by the time the response was received.

In addition, a number of Category B and Category C areas for development were identified. These have been dealt with either in the final Well-being Plan itself or the Well-being Delivery Plan, and will continue to inform the work of the Action Area Groups moving forward. In relation to the comments around 'Long term thinking and future scoping', the "futures" work commissioned from Ash Futures Ltd will help to fill some of the gaps identified moving forward.

Aneurin Bevan University Health Board – the response supported the 4 Positives approach and made some suggestions with regard to presentation of the document.

Aneurin Bevan Gwent Public Health Team – the response made reference to the amount of work that has gone into developing the Well-being Plan and stated that it captures the main issues affecting the well-being of the population of the county borough. Specific comments

were made around the 'Positive Start' Well-being Objective and some of the Action Areas, which have been incorporated in the final versions.

Caerphilly 50 Plus Forum – the response stressed the need to respond to the predicted increase in the ageing population and demographic change. Specific reference was made to issues such as creating age friendly communities, the role of carers and the importance of 'a good old age'. These comments have been addressed within the Plan where appropriate, but it is important to note that this Plan should be considered alongside the Area Plan, which deals specifically with those groups within the population that have care and support needs.

Blaenau Gwent County Borough Council – as a neighbouring local authority area they were pleased to see the range of collaborative opportunities available and the positive synergies with their Well-being Plan.

Gwent Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Partnership Board – the response recognised the strong association between their work and adverse childhood experiences, and felt this could be strengthened within the Plan.

NSPCC Wales – the response urges the Board to prioritise preventing and protecting children from abuse, neglect and other forms of childhood adversities.

Arts Council of Wales – the response highlights the opportunities for them to work collaboratively with the Board to find innovative ways of using arts and creativity to embed the sustainable development principle. They also provide a number of case studies that illustrate what is possible by working collaboratively with artists or arts organisations.

Oxfam – the response expressed concern that the Draft Plan contains insufficient detail on how the Board will tackle income inequality that concentrates pay, opportunities for progression, and social value to roles predominantly carried out by men, thereby limiting the ability of women to move out of poverty.

Royal Society for the Protection of Birds – the response states that if we are to secure the benefits of healthy ecosystems for current and future generations and at the same time halt and reverse biodiversity decline in line with international commitments, there is an urgent need to ensure we live within environmental limits.

Hub Cymru Africa – the response recommends that the Plan should reflect the human dimension within the procurement action area. In addition to the focus on sustainable, low carbon and ethically responsible procurement, the Plan could further consider issues such as Fair Trade procurement, promoting global citizenship with people of all ages and how to welcome and support refugees and asylum seekers in the area.



By email

20/09/2017

Advice from the Future Generations Commissioner for Wales: Caerphilly PSB

Dear Caerphilly Public Services Board and supporting officers,

Thank you for seeking my advice on how you might take steps to meet your draft well-being objectives. My team have found regular conversations with your supporting officers and the opportunity of attending your Public Services Board (PSB) meeting earlier this month very helpful in giving them an understanding of how you work together as a PSB; the method you have taken to well-being planning and your intentions to deliver the objectives and take steps in a different way. As they will have discussed with you, I was keen that my advice would be useful to you and the context within which you work, so I hope you have also found these regular touch-points helpful and that they have given you some guidance along the way.

At your PSB on the 5th September, the following draft objectives were discussed, which I am using as the basis for this advice:

- **Positive change: a shared commitment to cross-sectoral change.**
 - Provide leadership to facilitate the necessary organisational culture change, and shift to new ways of working in accordance with the sustainable development principle.
 - Use our assets and resources more intelligently and sustainably.
 - Support our residents and partners to contribute fully to the Caerphilly we want.
- **Positive start: giving our future generations the best start in life.**
 - Investigate opportunities to invest in the early years to build resilience across the life course and improve outcomes for current and future generations.
 - Create an Adverse Childhood Experiences (ACEs) informed Caerphilly county borough to enable collaborative strategic action that can reduce and prevent ACEs and build resilience in children.
- **Positive people: empowering and enabling all our residents to achieve their own potential.**
 - Facilitate a shift towards collaborative working with an emphasis on prevention to address current and future health and well-being challenges.
 - Develop a co-ordinated programme of volunteering, maximising it as a route to personal well-being and employment, including promoting corporate volunteering.
 - Establish all age apprenticeship programmes across PSB member organisations with co-ordinated points of access.

- Equip our residents to manage their health and well-being needs in partnership with services.
- **Positive places: enabling our communities to be resilient and sustainable.**
 - Support our most disadvantaged communities to be resilient, cohesive and enable them to help themselves.
 - Protect, enhance and promote our natural environment and foster community action on environmental issues.
 - Work with regional partners to create safe, confident communities and promote community cohesion.
 - Increase the contribution that the environment makes to the health and well-being of residents.
 - Provide primary and community health services closer to home.

I understand that you have also been working on a draft delivery plan, which I have also used to give you this advice on how you might take steps to meet your draft objectives.

As you know, in setting draft objectives and taking steps to meet them, PSBs must use the five ways of working to challenge business as usual and to maximise their contribution to each of the seven national well-being goals. My advice is in two parts – firstly, is intended to help you consider how you might do this effectively. Secondly, it is based on your draft objectives and provides prompts, resources and contacts to help you demonstrate through your well-being plan that you have used the five ways of working and seven well-being goals to shape your steps. The purpose of this advice is not to give you my opinion on your well-being objectives or your draft plan. These are determined and owned by you, as a collective PSB.

I would encourage you to read this in conjunction with my response to your well-being assessment. I was keen that it was a 'feed-forward', rather than 'feedback', helping you to consider how to approach continuous assessment and well-being planning. As you know, I have recently published '[Well-being in Wales: Planning today for a better tomorrow](#)', which highlights key findings and recommendations for all PSBs and public bodies on the key areas of change needed to make better decisions for future generations. Both of these resources are also intended as advice to you.

Adopting different ways of working to take steps to meet your draft objectives:

Setting objectives and steps is not business as usual. In the past, we have drawn out themes and priorities and written plans that show what we are doing anyway. Achieving the ambitions of this Act is about the 'what' and the 'how' i.e. what are you doing to contribute to our shared vision of the seven national well-being goals? The goals acknowledge that sustainable development connects the environment in which we live, the economy in which we work, the society in which we enjoy and the cultures in which we share, to people and their quality of life, so what are you going to do differently together? And, how you are applying the sustainable development principle to shape your actions for Caerphilly?

To adapt your ways of working in this way requires a fundamentally different approach. You need to give yourselves the time and space as a PSB to question whether current approaches to public service delivery are fit for the future and explore key pressures and tensions in delivery for each of your objectives. I am encouraged to hear that some of you are already having these conversations at PSB about integrating budgets, making the well-being plan the 'day job' and seeking to take action together. This is good to hear and I am advising all PSBs that, taking this time and space means having an honest discussion about the tensions between policy issues and current practice within your organisations in relation to each objective. But this should then be focused on action - what new approaches you will take together in the steps you will take to meet your objectives and maximise contribution to the seven national well-being goals. I would like to understand what each draft objective and step you are setting means for Caerphilly and how this is different to what you have done before.

I would advise that you will need to demonstrate how your PSB has considered the following in relation to each of your objectives:

- **Long-term:** What do you understand about the long-term trends, opportunities, risks and likely scenarios for this issue? What are they and have you explored their impact on your steps? Are there current gaps in your data or understanding? What fore-sighting or future trends information do you need to understand this issue better? What capacity, confidence and expertise do you need to fill gaps in knowledge? The work you have commissioned with the Gwent area PSBs will hopefully provide you with future scenarios for your area. These can be extremely powerful in starting a discussion about the opportunities, risks and mitigating actions we can take for the long term.

To inform the action you take, you will need to adequately map and consider the future trends for each of your objectives. My office is working with others to build capacity in this area and, as your support team are aware, Welsh Government have been adding to the 'Future Trends' report resources, which you should make most use of by accessing through Objective Connect or by contacting David Thomas. [The Oxford Martin 'Now for the long-term'](#) report shows global and national future trends that we all need to react to in carrying out sustainable development.

- **Prevention:** In considering this issue, do you have an understanding of what you are trying to prevent? What are the root causes of the issue and when would be the best point to intervene? Are you clear on whether it is primary prevention i.e. seeking to prevent something before it has even occurred; secondary prevention i.e. preventing something from getting worse; or tertiary prevention i.e. softening the impact of something that has ongoing effects; that is needed? This is the difference between encouraging someone to wear a bicycle helmet (primary prevention of head-injury); putting someone in the recovery position if they have fallen from their bike (secondary prevention of the injury worsening) and counselling after the accident (tertiary prevention to help ongoing injuries from worsening).

Many PSBs haven't used their assessments to fully understand both the current situation and the scale and nature of the response required. I appreciate you might not know the full picture yet, but I want to

see all PSBs exploring how they break cycles and dig deeper into data to see the implicit messages in the data to better understand the causes and effects of key issues and trends to inform your steps.

- **Collaboration:** It is important that the people who sit around the PSB table can bring the best range of insights, constructive challenge, data and solutions to the PSB. I commend the time your support officers dedicate to working across the Gwent area and I am pleased to hear the positive collaborations and pilot approaches being undertaken as a result. Have you got the right people around the table, at the right level to make decisions around this issue? Who else might you need to be collaborating with to better understand this? As recommended in my report on the Well-being Assessments, now is a timely opportunity to review the invited membership of the PSB and consider who are the 'unusual' suspects that you may need to work with to take steps to meet this objective?

In delivering the steps, how might your organisations collaborate? You will need to demonstrate how your PSB is considering the steps that need to be taken together and across organisational boundaries in order to effectively meet your objectives. This could include co-locating staff, breaking down traditional structures, arranging job-swaps and secondments and, importantly, pooling resources. I will want to see how you have considered these benefits and how the steps you will take move you towards achieving this collaboration.

- **Integration:** For each objective, how are you going to move away from just doing something that meets the objective, and instead, demonstrate that you are taking steps which maximise your contribution to each of the goals? Instead of looking at this issue in a traditional and general sense, have you looked at the definition for each of the goals to widen your understanding of well-being for this issue and the opportunities which might exist for meeting these goals through each of your objectives? How well do you understand the contribution your organisation makes at the moment to this objective? And do you understand how different is the contribution you will need to make going forward for this objective?

How can you plot what's going on elsewhere in your organisations, the strategies and plans at a regional or a national level, to connect with others on achieving this objective? Have you acknowledged the barriers or tensions that have arisen between member organisations and what steps can you (or others) take to remove them? Who else is needed around the PSB table to help you interconnect decision-making and improve well-being for this issue?

- **Involvement:** I know you have tried to continuously involve people in the development of your well-being objectives over the last few months and I am glad to hear this is planned to continue. I want to see a demonstrated focus on this for all PSBs that goes beyond the usual consultation and ad-hoc engagement. How are you taking steps to understand the lived experiences of people in your area and how is this shaping your actions? How are you actively seeking better ways of involving people in decision-making? How can you collaborate with members of the community in meeting these steps? As with the Social Care

Wales Board, what options are there for involving people with lived experience on Boards and partnership groups?

This advice should be taken by all PSBs, but I appreciate every PSB has taken a different approach to drafting their well-being objectives and will be going about delivering their well-being plan in the context that is right for them. Your support officers have worked hard to help you achieve this level of progress in assessing well-being for the area, drafting your objectives and steps, but I must emphasise that it is your leadership that is required to adopt a new way of working.

This leadership and partnership working permeates at every level of your organisation. Consistency in representation and how you take messages back from PSB to your own organisations is critical to building relationships and creating action. One of my recommendations within the 'Well-being in Wales' report suggests that we need to move away from seeing PSBs as formal, local authority-led committee meeting, with members having built stronger relationships and having a better understanding of each other's motivations. In order to gain this mutual understanding and respect of each other's professions, in some areas, PSB meetings are now PSB workshop sessions, taking place in each of the member organisation's workplaces or in a place relevant to the topic for discussion. In some areas, giving PSB members objectives to lead has established more commitment to the work. Alongside this, you will also need to demonstrate how each of your organisations are taking all reasonable steps in the exercising of their functions to meet the PSB's objectives. I appreciate that during the first phases of implementation of the Act this may be challenging as the objectives of individual public bodies have been set. So, whilst I am sympathetic to the needs of PSBs and public bodies to have time to work towards alignment I will want to see that the work of the PSB is not seen as something separate to the priorities of its member bodies.

How the PSB is supported also has on well-being planning. Although not a 'water-tight' model, where support is multi-agency, this enables better resourcing of the PSB and, inevitably, allows easier integration between organisations, departments and issues. You should feel that the well-being plan of the PSB helps you to integrate your work and challenge current practices within your departments. The draft objectives and steps you have provided me suggest corporate centres of your organisations working in a very different way. So, in order to truly own this plan and ensure the steps you take are understood and undertaken by the member bodies of the PSB, you should consider closer working arrangements, a multi-agency virtual team with a senior leader or more formal secondments, co-location and joint resourcing. There are several resources that may be of use, such as [Designing Multi-Agency Partnerships and Leading Culture Change](#).

Advice on how you might take steps to meet your draft objectives:

Setting your draft plan has already drawn on a number of sources of evidence and your own professional knowledge. I know you have done a lot of work to get from 65 initial areas identified in your assessment to four draft objectives. This advice is intended to give you ideas, information and contacts that might help to

demonstrate how you have considered the steps you will take in the context of Caerphilly. In setting your draft objectives in this way, it was pleasing to hear that you are trying to move away from treating these topics as separate and foster an asset based approach. I would encourage you to continue with this focus and build on developing these inter-connections in agreeing and delivering your steps to meet these objectives.

- **Positive change: a shared commitment to cross-sectoral change.**

For every objective, you should consider what your role and action is in making this change, as Chief Executives, Leaders, Chairs and senior managers. This objective demands strong leadership, as I have advised above, that permeates throughout each of your organisations. To take steps to meet this objective, you will need to be brave in pooling resources, changing policies and taking risks by trying different approaches. You will need to communicate these changes within each of your organisations. The seven areas of change in the Act: corporate planning, financial planning, workforce planning, procurement, assets, performance management and risk are the core organisational activities where applying the five ways of working would ensure the sustainable development principle frames how you work. I would advise that you critically challenge your current practices within these areas using the five ways of working in taking steps to meet this objective.

As public bodies, you have many statutory responsibilities and deliver a multitude of services on a daily basis for the people of Caerphilly. The duties of the Act are not intended to be an additional burden, but a way of maximising the benefit of these activities. My team have told me about how this is already being realised in some areas of business in Caerphilly. For example, the innovative Deep Place Study for Lansbury Park, creating a 'Coalition for Change' at PSB level has potential to be transformative for the well-being of residents. I will be interested to see how the Act is being applied in practice by all members of the PSB on the estate. Secondly, the partnership project between the Sirhowy Valley Honeybee Company Ltd, Caerphilly County Borough Council and Ynysddu Primary School, where the hives in the school educate people about the importance of pollinators to our environment and make local honey is a simple venture that has multiple benefits. Also, the commitment by the Council to install solar panels on twenty new schools and the Council's trial of electric vehicles as pool cars and installation of electric charging points. These sorts of initiatives change behaviour and challenge what's gone before, as well as providing economic, environmental, social and cultural improvements to people's well-being.

In setting your draft objectives and steps, you must maximise your contribution to the well-being goals. For each objective, it is important to consider how you can have a positive impact across each goal, as with the examples of above. For instance, your draft delivery plan includes actions around procurement and I am aware the Council is part of the work my office are doing with [Value Wales](#) to pilot new approaches to procurement in the context of the Act. As your assessment identified, most people in Caerphilly are employed in the manufacturing sector and there are many local businesses and industrial sites. How can your organisational policies seek to help sustainable local businesses grow? How can your procurement also champion equality? How can policies seek to grow the Welsh language in the area? Alun Davies AM [announced funding for growing bilingual small businesses](#) recently to increase visibility of Welsh in our communities. In seeking to enable entrepreneurship and growth,

how about introducing initiatives that stipulate people set up sustainable enterprises that maximise their contribution to the seven goals? And how can your procurement procedures be the maximum of what you can do to contribute to a globally responsible Powys? Your draft actions include seeking to ensure the goods and services you procure are sustainable, low carbon and ethically responsible. You may find [Forum for the Future](#) resources useful in this respect.

Furthermore, although the public sector only accounts for a relatively small amount of Wales' emissions, you are uniquely placed to influence emissions far more widely in areas such as transport, energy, land use and procurement. [The Welsh Government recently published](#) carbon emission levels subdivided by Local Authority. The Welsh Government also released a [Call for Evidence](#) to explore the most effective mechanisms for achieving a carbon neutral public sector by 2030 and I wrote to you urging you to consider and contribute before the deadline. I will be hosting an event on the 9th November, in partnership with Welsh Government and Natural Resources Wales to: explore how the public services in Wales can involve people in collaborating and integrating their work, to take greater account of the long-term carbon implications of their activities, and help prevent the effects of climate change becoming even worse.

It is pleasing to see that your draft delivery plan considers how you can work together to make the best use of your assets. Together, you have a large amount of public sector estate, responsibility for infrastructure and a say in how public buildings are designed and refurbished. There are tangible actions that you can take, such as how you plan, design and locate development (as part of your Local Development Plan), how you refurbish buildings, improve infrastructure and locate public spaces, which can have a positive impact on well-being. [The Closing the Circle](#) report on the circular economy and the Welsh Environment is a useful report by Constructing Excellence in Wales, giving practical examples in where the public sector can look to minimise waste and resources in future projects. You can also take inspiration from some of the projects mentioned in the recent [Constructing Excellence Awards](#), such as the Active Classroom. Having a consideration of how 'green' these buildings are, both in terms of energy efficiency and sustainable construction, is a quick win for you as a PSB. The [Wildlife Trust in Wales report into green infrastructure](#) outlines how green infrastructure delivers a wide range of proven, tangible, and cost-effective economic, social and environmental benefits. The [Design Commission for Wales](#) also has case studies and resources on design that focuses on users, maximises energy efficiency and has been shown to significantly improve patient recovery in health. In each of these areas my office can connect you to these people and organisations who may be able to assist you as you develop your work.

Opening up land and buildings to the community could be a way of encouraging residents to contribute to the 'Caerphilly we want'. People often feel disconnected from their surroundings and apathetic towards the services of the area. Across the UK, austerity has meant that buildings, land and services have been transferred to community ownership and, in many cases, it has increased the strength of community cohesion and well-being for the people involved. The [Welsh Government National Assets Working Group](#) captured some Welsh examples that you might wish to explore, but there are many national organisations promoting better use of publicly owned

land and assets, such as [Shared Assets](#), [Nurture Development](#) and [Locality](#), with the aim of encouraging communities to thrive.

Other PSBs seeking to create organisational change through their objectives include Torfaen, who are looking at organisational development in the context of the Act, Pembrokeshire and Carmarthenshire and you may wish to engage directly with them to share ideas and learning, again my office is happy to connect you if this is helpful.

- *Positive start: giving our future generations the best start in life.*

For each of your draft objectives and the steps you seek to take, I would advise you to be clear about what this means for Caerphilly in your well-being planning. What local evidence have you used (or will you use) to understand the specific areas of successful preventative interventions in Caerphilly? What local services will be impacted if you redirect investment to the first 1000 days of a child's life? How might taking an adverse childhood experience (ACE) informed approach play out in reality for your organisations?

Have you considered the long-term trends of this objective? The complex socio-economic situations in many communities in Wales would suggest that families are not receiving the right support at the right time, and cycles are continuing to the next generation. The costs of the worst start in life are enormous, both to the individual's life and to public services. [Late intervention services for young people are estimated to cost England and Wales £17bn per year](#) (£6bn on child protection and safeguarding, £5.2bn on crime and anti-social behaviour, £3.7bn on youth economic inactivity, £680m on school absence and exclusion, £610m on child injuries and mental health problems, and £450m on youth substance misuse). Prevention is at the core of this objective and I would advise that your organisations recognise it is part of all of their responsibilities to prevent poor outcomes.

As public services, we often treat the symptoms of ACEs, such as mental illness, substance misuse and domestic abuse, rather than the root causes. Taking a preventative approach means shifting resources to deal with root issues. In this way, dealing with ACEs is as much about having an ACE aware public service and identifying where ACEs have happened, as making sure that services families access are integrated. In the steps you take, it is important to not just focus on early years but to review initiatives that focus on mental health, substance misuse, criminal justice, housing, services and others to ensure they are preventative, joined up and actively seeking to better situations for families and for future parents to stop the cycle continuing to the next generation. Alyson Francis, Director of the ACE Support Hub, has also recently worked with my office to write to you outlining that ACEs are not another thing to do, but an opportunity to reconsider how we deliver services together that make sense for the families receiving them. The ACE Support Hub could also act as a central place for PSBs to share practice, as almost all of the PSBs in Wales have discussed early years, children and ACEs in their draft objectives and steps.

I advise that understanding the lived experiences of people who have been through trauma in their lives also give a fresh perspective on shaping preventative services. Currently, our services are often not set up in a way that

would deliver this objective. We deal with people in neat 'service-user' categories, such as 'domestic abuse victim', 'anti-social behaviour perpetrator', 'substance misuser', 'problem tenant', which often create barriers for people to have equality of opportunity. This way of working means we fail to join up the dots, to integrate and to spot signs of a worsening situation. The five ways of working are intended to challenge how we currently do things and provide a different lens as a whole public service for dealing with problems. Involving people is central to challenging the system because only by understanding the lived experiences of people can we design services that are fit for current and future generations. This example ['Why poor people don't plan long-term'](#) provides an insight into the barriers people face in overcoming inequality and the case studies [contained in this report by Locality](#) demonstrate the financial and social costs of not taking this holistic and preventative approach to people's lives.

I am encouraged to see that your draft delivery plan for this objective is wider than focusing on 'health'. Pregnancy and the early years of life are often seen as a 'health issue' but I would advise you to take immediate steps towards better integration of services, co-locating teams, pooling resources and working in a way that makes sense for that community. Some families access many services and better integrating these provisions would help them to help themselves. 'Parenting' and the need for better support came up as several times in your engagement on well-being. As such, giving future generations a healthy start in life is not just down to you, but the families that children grow up in and the communities they live in, as well as the families they then start of their own. So, in considering what steps you might take, the [New Economics Foundation work](#) on investing in children might be helpful, which highlights the need to address both material wellbeing and external circumstances – such as housing, poverty, and schooling – as well as psychosocial well-being and inner resources. I would also advise you to use the knowledge gathered by Public Health Wales on the [First 1000 days](#) of a child's life and the benefits that can be realised from investing in the early years to determine what steps you can take now to improve the well-being of our future generations. Public Health Wales have established a national 'Health and Sustainability Hub' to co-ordinate their own work around the Act and, through your PSB representative, you might find it useful to link with the national team for further evidence and knowledge.

Many things impact on the life chances of children and young people. For example, a [2013 review carried out by the London School of Economics for the Joseph Rowntree Foundation](#) found that children in lower-income families have worse cognitive, social-behavioural and health outcomes. Crucially, this study demonstrated that it was in part because they are poorer, not just because low income is correlated with other household and parental characteristics. How can the PSB collaborate with others to improve the economic well-being of families across the region? Your well-being assessment highlighted pockets of extreme deprivation in the Upper Rhymney Valley and in other parts of the county. How can these communities, in particular, be focused on? If we know that by the time children in some areas reach reception class in school, the circumstances of where they live already affects well-being, then we need to be intervening at a much earlier stage in responding to these trends.

As well as income, we know that maternal and familial health has a big impact on a child's life, linking to your other objective on 'positive people'. A common theme emerging from your well-being assessment included a shift

from mental and physical ill-health and increasing behaviour change. Between 10% and 20% of women develop mental health problems during pregnancy or within a year of giving birth. These illnesses are one of the leading causes of death for mothers during pregnancy and the year after birth. Despite this, women in around half of the UK have no access to specialist perinatal mental health services and in other geographical areas, services are inadequate. Considering the impact of services like this on young families is important if you are to take a cross-sector approach. The ['Mums and Babies in Mind' project in England](#) has given a focus to local leaders to create a pathway across sectors that provide expectant and new mothers with the right support at the right time.

Most PSBs have identified draft objectives connected to early years, giving children a good start in life and preventing ACEs including Cwm Taf, Bridgend, Blaenau Gwent, Newport and Conwy / Denbighshire. Alyson Francis and I are also on the panel of the [Good Practice Exchange Wales webinar on understanding ACEs](#) on the 7th November, which may be helpful to you in considering your steps for this objective.

- ***Positive people: empowering and enabling all our residents to achieve their own potential.***

Empowering your residents to achieve their potential requires building confidence and capability in communities. This objective is about health, education, employment, community life and people's natural and built surroundings. As you have started to do in your delivery plan, you should consider what meaningful positive steps you can take for residents to realise their own strengths, which should be about taking action rather than writing strategies or creating red tape.

For each of the steps you decide to take, I am interested in the rationale of how you have used the five ways of working to shape your thinking and what the intended outcome of your step is. I am encouraged to see you want this objective to drive a move towards prevention and I advise that you involve people in understanding how this objective could be achieved as much as possible. Re-purposing resources to truly listen to and involve the people who live in the more deprived areas of the county is important to gain an understanding of how they perceive the assets and deficits of their community. What are the current barriers they encounter to addressing their health and well-being needs? How can services collaborate with different groups to ease these barriers? This is an opportunity to actively use the definitions of the seven well-being goals, in exploring the multiple benefits on well-being you could have.

For example, people will only get involved in something if it's fun and of benefit to them. How can you use the heritage, language, traditions and natural environment of Caerphilly to enable people to meet their potential? There are some good examples of projects that seek to bring people together to learn new skills, socialise and build their resilience in later life, like [Men's Sheds Cymru](#), happening across Wales that the PSB could encourage and support. [Solva Care](#) also demonstrates innovative initiatives that focus on the needs of the community first and integrate services to improve well-being. The Older People's Commissioner recently wrote to you as PSBs, outlining some of the approaches you may want to take in recognising this part of your population.

Your well-being assessment found that people associate the Welsh language inextricably with the heritage of the region and that it is of importance to people's belonging, identity and employment prospects. With the long term national target set out in [Cymraeg 2050](#), contributing to this goal by providing opportunities to use Welsh, encouraging the growth of the language and promoting it as a life skill would help people in reaching their potential. The Welsh Language Commissioner's team have been working with my office on how they might support PSBs in their role – please let me know when you'd like more details.

In contributing to a Wales of vibrant culture, you may find the [Arts Council for Wales' strategy useful, which](#) outlines some of the benefits involvement in creative activity can have on the health, cohesion and skills of the population. As with other areas in Wales, your well-being assessment identified a number of stark trends in worsening lifestyle choices. Your assessment identifies the thriving arts and cultural scene in Caerphilly, which is to be celebrated and can help many people build capacity, confidence and reach their potential. The [Cultural Commissioning Programme, funded by Arts Council England](#) seeks to help commissioners of public services understand how they can improve outcomes by integrating arts and cultural activities into a range of services, including mental health and wellbeing, older people and place-based commissioning.

For instance, change often 'sticks' when people are involved in wider social and cultural activities together; for example, the [Nudjed 'Behaviour Change is a Team Sport'](#) report found getting people together increased exercise patterns. The [Natural Resources Wales' 'Actif Woods'](#) project is an example of getting people outside, protecting their environment and enjoying the positive effects on health and well-being. How does this relate to your other objectives and overall vision? What cultural activities can encourage children and adults to live healthier lives? How might people take part in cultural activities to help manage their health? This is an opportunity to improve access to cultural activities and promote heritage, use of the Welsh language and encourage people to get together around a local cause, such as their environment. Collaborating with the national public bodies subject to the Act, such as Sport Wales, Arts Council for Wales, National Museum and National Library of Wales, may be able to help you see how your steps to meet this objective could maximise contribution to each of the goals.

Your assessment identifies that educational attainment is improving, but the rate is slow. Plus, there are a high number of people in the county with no qualifications. Whilst providing opportunities for people to learn and develop is no bad thing, enabling people to take full advantage of these opportunities is most important. Therefore, I would advise that you need to dig deeper into the data here and understand the full causes of achievement levels not improving at pace before setting steps to how you might meet this draft objective. Ask yourselves, what would really make a difference to the learning and development of people in Caerphilly throughout their lives? What other things are having an impact of people's life chances that you, as public services, can prevent? A study in Newcastle should be of interest to you in this respect. Social Finance are a not-for-profit organisation who specialise in in-depth analysis and looking at social return on investment, and were commissioned by Newcastle City Council to do some deeper digging for them to help them address the problem with NEETs (those Not in Education, Employment and Training). Whilst traditional focus looks at GCSE attainment,

what this analysis shows in reality is that academic achievement is not the most significant factor at all, instead showing that 67% of 17-19 year olds who were NEET had come from the 25% of 17-19 year olds who had multiple contacts with social services during their childhood. The research showed that those who had had as little as six interactions with social services spent almost three times longer out of education or training. This study demonstrates that looking at the issue in a more holistic way clarifies the steps you can take as a PSB to achieve your objectives.

Your well-being assessment explored the current economic landscape in Caerphilly and identified assets, such as being strategically positioned between Cardiff and the valleys, with good road links to other parts of Wales, England and Ireland; risks, such as Britain's exit from the European Union; and opportunities, such as the City Region and work of the Valleys Taskforce. As with your other objectives, being ambitious with the role you can play as organisations in taking action and influencing others is important in agreeing the steps you will take. Your draft delivery plan has identified some collaborative actions you can take now that would begin to have a positive impact on well-being, such as all age apprenticeship programmes and introducing corporate volunteering opportunities. For each of these steps, use the definitions of the well-being goals to think about how you can do something different and achieve maximum impact, plus integrate across many of your draft steps. For example, how can you enable corporate volunteering opportunities that seek to enhance the resilience of the natural environment? What volunteering schemes could help to create a more globally responsible Caerphilly? How can people encourage equality through their volunteering and cohesion within some of the communities in Caerphilly?

How have you thought about the long term economic landscape of Caerphilly? What skills might people need to achieve their potential? The future of employment and how we see 'work' is changing; the [Future of Work report](#) predicts that 65 percent of the children who are now starting school will find themselves working jobs as adults that don't even exist yet. [And, according to McKinsey](#), technology could automate 45 percent of the tasks people are currently paid to do. Your well-being assessment identified that the majority of the population in Caerphilly are employed in manufacturing – an industry that will become more automated in the future. How have you considered the impact of many of these roles being replaced by automation? What action can you take now, as public service providers, to encourage learning and jobs in the foundational economy, around local care, retail and food industries, which are jobs less likely to be automated in future and good for the local economy? A [recent report by the Joseph Rowntree Foundation](#) highlights the value of the social economy in creating jobs, strengthening skills and employability. How have you considered these long term trends in setting your steps and enabling people to adapt their skills for future earning?

It follows that the skills we will need in the future will clearly be different to what we need now. As this recent [World Economic Forum blog](#) quotes: "I believe in a future where the point of education is not to prepare you for another useless job, but for a life well lived." What life skills might your children need to make it in Caerphilly in the future? The [Future of Work report](#) suggests project-based work is likely to become more widespread, with skills like creativity, connectivity, communication and problem-solving being far more important than specific

knowledge. As your local business leaders identified in responding to your well-being assessment, linking up school curriculums and future skills is needed if young people are to be work-ready and if businesses are going to find local people with the right skills, of any age. The Caerphilly Youth Forum echoed these comments, which is in line with the [Prince's Trust recent Results for Life](#) report, which explored how teamwork, communication and confidence are as valuable to young people entering the workplace.

In thinking about the long-term skills required, who do you need to collaborate with to create the high quality education and skills needed? How can this maximise your contribution to the seven goals? For example, schools are often at the heart of a cohesive community and the right package of skills can lead to a much more equal society. How are schools and Coleg y Cymoedd collaborating with the PSB on this work? Keeping the Youth Forum and local businesses involved is also advantageous in helping you understand the issue. How can you encourage local businesses to use their social responsibilities, encourage better learning for people of all ages and link these to apprenticeship opportunities?

I have previously spoken about the opportunity presented by the Cardiff City Region. There is clear interest at the PSB about taking advantage of the opportunities offered by the region and I would advise that you influence the current negotiations with your draft objectives for Caerphilly PSB in mind. The Joseph Rowntree Foundation estimates that poverty costs the whole region £2.2 billion per year. Increasing GDP has little impact on reducing inequalities, and in eight out of the ten Local Authority areas in the region, child poverty is above the Welsh average. I would therefore advise you to encourage that value within the City Region is not just placed on economic growth but on developing patterns of employment and work that are fit for the future, investing in the most deprived communities to encourage skills in technology, creativity and problem-solving to break inter-generational patterns of poverty. [I recently commented on the work of city regions](#) in response to Dr Mark Lang and Professor Terry Marsden's recent report "[Re-thinking Growth: Toward the Well-being Economy.](#)"

A number of PSBs are drafting objectives to improve prevention, enable people to take more responsibility for their health, introduce behaviour change and seek to help people reach their potential; including Cwm Taf; Carmarthenshire; Ceredigion; Pembrokeshire; Conwy / Denbighshire and Monmouthshire.

- ***Positive places: enabling our communities to be resilient and sustainable.***

As with all of your objectives and draft actions, this objective connects to the others, in empowering residents to achieve their full potential, building resilience in families to give future generations the best start in life and realising your own shared commitment to cross-sectoral change. As your well-being assessment identified, people of all ages said that the community spirit of Caerphilly is a great asset and one to be 'brought back'. As you have rightly identified, the natural and built environment of the county should also be celebrated to help people improve their well-being. Although you identified many areas of Caerphilly that are disadvantaged, communities branded as 'deprived' or 'in poverty' by statistics rarely define themselves like that. In reading the assessments, many people took pride in their local natural environment, community buildings and the way people get along

together. Therefore, involving people in how you approach this objective is crucial, as you need to avoid putting your own assumptions on how to 'solve' issues. Identifying the assets of these areas and working with the local people in how you build upon them will help in coming up with solutions to reduce inequality together.

I have been impressed with the range of people you have involved throughout your well-being assessment and subsequently in your planning. It is encouraging to see you have involved people in different ways, appropriate to their interests and levels of commitment to the PSB and I have said to every PSB that I expect to see this strengthened as you develop your steps and begin to deliver against your plan. I have recommended that PSBs dig deeper into data to inform your well-being plans and take time to better understand your communities, using the lived experiences of people that are living and working there every day. If you are committed to this, re-purpose your resources to do more work in communities, to begin to know a place as the people who live there know it and identify the community leaders and connectors. I would advise each of your organisations commit to the [National Principles for Engagement](#) and Participation Cymru can support your officers in gaining the skills vital for effective and meaningful involvement.

Most people will only get involved in something that directly impacts them, their family or the place where they spend time and, often, this can lead to much bigger outcomes - shown by the work that '[Nurture Development](#)' do around Asset Based Community Development. [Co-production Network Wales](#) could help you to identify and engage community leaders that can help you to deliver benefits for the community. The [Centre for Regeneration Excellence Wales](#)' 'Deep Place' study in Tredegar gives evidence on how an understanding of place can have multiple benefits on well-being and you are embarking on the results of your [own 'Deep Place' study in Lansbury Park](#), which has the potential for real change. Your learning as a PSB of applying the Act in practice will be useful across Wales and beyond.

Have you also considered what sort of changes you need to make to your organisational systems and policies to enable people to get more involved in communities and shape local services in the future? Currently, research shows that children aged between five and 16 years spend an average of six and a half hours a day in front of a screen; 28% of young people use social media as their primary news source; 43% of 'millennials' are driven to make financial donations through social channels; and according to the 2017 ONS survey, 87% of all adults in Wales were recent internet users (meaning they had used the internet in the last three months). Although some people are currently offline, and there is clearly a need for a tailored approach, this is a way to engage with people that is most convenient to them and is part of their daily life, not an additional chore. Your support team will be aware of "[Monmouthshire Made Open](#)", an example of an online platform that has anticipated how people might contribute to improving their area in the future, with opportunities to share ideas, ask the community, start a project and seek volunteers or resources. Matthew Gatehouse, working with Monmouthshire PSB, would be able to share their learning with you on establishing this website.

As well as the strong community spirit, the natural environment was identified as a fantastic asset through your well-being assessment. With over 80% of the county borough classed as 'countryside', the green spaces of your area form an important factor in people's well-being. With much of the land maintained by farmers or farming businesses, your natural environment also has an important economic role to play and collaborating with these

businesses in how you take steps to meet this objective will be important to protect and enhance the land and halt declining biodiversity and habitat loss (which your assessment identifies is mainly due to development and land management).

It is pleasing to see you are considering how local communities can take more ownership of the local environment to become more resilient, but there is an absence currently of your demonstrated consideration of the long-term impacts of extreme weather events that will pose particular risks for your area. I urge you to consider the impact of climate change on Caerphilly, as an area with 12 community areas at severe or high risk of flooding, and identified negative impacts on water quality in extreme weather. Flooding affected homes and businesses last year in the county and well-being assessments show how flooding affects people's well-being long after the event. Expected annual damage [to residential properties is estimated to be £22 million](#), so understanding how different weather events impact on communities is crucial to prevention.

The long-term vision of some communities could be that they are cut off from fresh water supplies and unable to leave due to extreme weather. Many of the people in Caerphilly rely on their environment for income, food, water, and recreation. In the future, the effects of climate change are likely to cause droughts in the summer, meaning a shortage of water, declining bio-diversity and a knock-on effect for agriculture. As most of your land is either forestry or farmed, both of which are high susceptible to weather changes, how are you considering the potential economic effect of a changing climate? If you are seeking to use your natural resources for economic benefit, how have you considered the long-term impact of extreme weather events on these resources? How can you use scenarios to imagine what preventative action you could take to protect agriculture, water supplies and transportation in the event of extreme weather? [Zero Carbon Britain's recent 'Making it Happen'](#) report sets out what responsibilities we all have to future generations to acting on climate change now.

Involving people in the running of their community can have a positive effect on improving perceptions (and realities) of community safety and help to make the local environment more resilient. [NESTA has a guide](#) to working with communities to tackle climate change, including the 'Big Green Challenge', where participants changed their lifestyles to reduce their carbon footprint. Projects such as ['Rainscape' through Dwr Cymru](#) suggest ways that we can all mitigate the effects of floods, and an extreme example includes the [Isle of Eigg in Scotland](#), where the community are having a positive impact on their environment by introducing renewable community energy schemes, building sustainable businesses and improving biodiversity. I would encourage you to use the asset of Town and Community Councils, as working with community councils, the third sector and other networks can help you to understand how best to engage people and encourage behaviour change focused on place. [WCVA produced wider information](#) on how the third sector play a role in contributing to the Act including resources on the seven well-being goals.

In line with your draft objective of adopting a cross-sectoral change to your work as a PSB, you should also consider your own roles as organisations in developing resilience and becoming more globally responsible. The UK has pledged to have zero emissions by 2050 and every Welsh Government has pledged for more green jobs. But despite Wales being a place of great potential in providing natural energy, only 10% of Wales' electricity in 2013

was provided through renewable energy. Last year, the National Assembly for Wales Environment and Sustainability Committee produced '[A Smarter Energy Future for Wales](#)', with 19 recommendations for how Wales could transform its approach to energy. More recently, Smart Energy GB have produced a report on '[A Smart Energy Future for Rural Areas](#)', giving examples and case studies of rural areas across the UK who are making that transition. You may find this [seminar](#) from the National Assembly for Wales' Research Service and the Learned Society for Wales, provides insights from the leading energy experts in Wales and their thoughts on the future of renewable energy in Wales. [The Policy Forum for Wales](#) keynote seminar takes place on the 7th December this year, with a focus on priorities for energy policy, growing the sector in Wales and increasing investment in renewables.

Other PSBs that are drafting objectives around sustainability, cohesion and resilience include Ceredigion; Conwy/Denbighshire; Monmouthshire and Carmarthenshire.

I hope you have found this advice helpful in moving forward towards publishing a well-being plan for formal consultation. Please get in touch with my team if you want further contact details for any of the organisations and reports mentioned in this letter.

I am also learning the best ways to advise, support and monitor how public bodies are seeking to apply the five ways of working and maximise their contribution to the seven well-being goals, so I would welcome any feedback from you, supporting officers and the Caerphilly PSB Scrutiny Committee on how I have chosen to approach this statutory duty and the advice I have given.

I look forward to receiving your draft well-being plan and please keep in touch with me and my team.

Yours sincerely,



Sophie Howe

Response to Advice from the Future Generations Commissioner for Wales

[The Oxford Martin 'Now for the long-term'](#) report shows global and national future trends that we all need to react to in carrying out sustainable development.

- We are aware of the report. We have drawn on information for trends and issues. Relevant information will be provided to each Action Area group, and we will consider the recommended approaches set out in the report.

For instance, your draft delivery plan includes actions around procurement and I am aware the Council is part of the work my office are doing with [Value Wales](#) to pilot new approaches to procurement in the context of the Act.

- The Council is part of the pilot work with Value Wales. This work and any findings will be highlighted to other PSB organisations and will also be considered by Action Area groups.

Alun Davies AM [announced funding for growing bilingual small businesses](#) recently to increase visibility of Welsh in our communities

- We are aware of the funding to support the use of Welsh within small businesses and will promote this in our work with local businesses.

Your draft actions include seeking to ensure the goods and services you procure are sustainable, low carbon and ethically responsible. You may find Forum for the Future resources useful in this respect.

- We are aware of the Forum for the Future resources and these will be highlighted to be considered by relevant Action Area groups.

The Welsh Government recently published [carbon emission levels subdivided by Local Authority](#).

- We are aware of this information and it will be considered as a potential local indicator. The information will be considered in detail as part of our work on asset management which includes carbon reduction.

[The Closing the Circle](#) report on the circular economy and the Welsh Environment is a useful report by Constructing Excellence in Wales, giving practical examples in where the public sector can look to minimise waste and resources in future projects. You can also take inspiration from some of the projects mentioned in the recent [Constructing Excellence Awards](#), such as the Active Classroom. Having a consideration of how 'green' these buildings are, both in terms of energy efficiency and sustainable construction, is a quick win for you as a PSB. [The Wildlife Trust in Wales report into green infrastructure](#) outlines how green infrastructure delivers a wide range of proven, tangible, and cost-effective economic, social and environmental benefits. [The Design Commission for Wales](#) also has case studies and resources on design that focuses on users, maximises energy efficiency and has been shown to significantly improve patient recovery in health. In each of these areas my office can connect you to these people and organisations who may be able to assist you as you develop your work.

- Reducing resource consumption is a key element running through all our work, and will be important for every Action Area. The relevant practical examples highlighted in the report will be given to the appropriate Action Area group. Information will also be considered in detail as part of our work on asset management which includes carbon reduction and resource efficiency.

The [Welsh Government National Assets Working Group](#) captured some Welsh examples that you might wish to explore, but there are many national organisations promoting better use of publicly owned land and assets, such as [Shared Assets](#), [Nurture Development](#) and [Locality](#), with the aim of encouraging communities to thrive.

- We are aware of the NAWG and its work, in particular the Asset Collaboration Programme Wales. This information will be considered in detail as part of our work on asset management which includes carbon reduction.

Other PSBs seeking to create organisational change through their objectives include [Torfaen](#), who are looking at organisational development in the context of the Act, [Pembrokeshire](#) and [Carmarthenshire](#) and you may wish to engage directly with them to share ideas and learning, again my office is happy to connect you if this is helpful.

- Our “enablers” include Enabler 1 – Communications, Enabler 2 - Working differently and Enabler 3 – Procurement. We will consider the information from the highlighted work as part of this work.

The costs of the worst start in life are enormous, both to the individual's life and to public services. [Late intervention services for young people are estimated to cost England and Wales £17bn per year](#) (£6bn on child protection and safeguarding, £5.2bn on crime and anti-

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social behaviour, £3.7bn on youth economic inactivity, £680m on school absence and exclusion, £610m on child injuries and mental health problems, and £450m on youth substance misuse). Prevention is at the core of this objective and I would advise that your organisations recognise it is part of all of their responsibilities to prevent poor outcomes.

Alyson Francis, Director of the ACE Support Hub, has also recently worked with my office to write to you outlining that ACEs are not another thing to do, but an opportunity to reconsider how we deliver services together that make sense for the families receiving them. [The ACE Support Hub](#) could also act as a central place for PSBs to share practice, as almost all of the PSBs in Wales have discussed early years, children and ACEs in their draft objectives and steps.

- One of our 5 Action Areas (Action Area 1) is the “best start in life”. This information and links will be passed on to the group working on this action area.

This [example 'Why poor people don't plan long-term'](#) provides an insight into the barriers people face in overcoming inequality and the case studies [contained in this report by Locality demonstrate](#) the financial and social costs of not taking this holistic and preventative approach to people's lives.

- The Locality Report will be passed to Enabler 3 – Procurement. This group will be looking at buying locally and supporting local supply chains.

The [New Economics Foundation](#) work on investing in children might be helpful, which highlights the need to address both material well-being and external circumstances – such as housing, poverty, and schooling – as well as psychosocial well-being and inner resources.

I would also advise you to use the knowledge gathered by Public Health Wales on the [First 1000 days](#) of a child's life and the benefits that can be realised from investing in the early years to determine what steps you can take now to improve the well-being of our future generations.

- One of our 5 Action Areas (Action Area 1) is the “best start in life”. This information and links will be passed on to the group working on this action area.

A [2013 review carried out by the London School of Economics for the Joseph Rowntree Foundation](#) found that children in lower-income families have worse cognitive, social-behavioural and health outcomes. [The 'Mums and Babies in Mind' project in England](#) has given a focus to local leaders to create a pathway across sectors that provide expectant and new mothers with the right support at the right time.

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- One of our 5 Action Areas (Action Area 1) is the “best start in life”. This information and links will be passed on to the group working on this action area.

Alyson Francis and I are also on the panel of the [Good Practice Exchange Wales webinar on understanding ACEs](#) on the 7th November, which may be helpful to you in considering your steps for this objective.

- One of our 5 Action Areas (Action Area 1) is the “best start in life”. This information and links will be passed on to the group working on this action area.

There are some good examples of projects that seek to bring people together to learn new skills, socialise and build their resilience in later life, like [Men's Sheds Cymru](#), happening across Wales that the PSB could encourage and support. [Solva Care](#) also demonstrates innovative initiatives that focus on the needs of the community first and integrate services to improve well-being.

- We are aware of the Men’s Shed Cymru project and have several schemes operating in Caerphilly. We have researched the Solva Care scheme and this will be fed into Action Area 4 – Safer, Resilient Communities.

With the long term national target set out in [Cymraeg 2050](#), contributing to this goal by providing opportunities to use Welsh, encouraging the growth of the language and promoting it as a life skill would help people in reaching their potential.

- We are aware of the Cymraeg 2050: A Million Welsh Speakers. This will be taken into account in all our work.

You may find the [Arts Council for Wales' strategy](#) useful, which outlines some of the benefits involvement in creative activity can have on the health, cohesion and skills of the population.

- We will review the information in the Strategy and identify how it can best be incorporated into the work to deliver well-being in Caerphilly county borough.

The [Cultural Commissioning Programme, funded by Arts Council England](#) seeks to help commissioners of public services understand how they can improve outcomes by integrating arts and cultural activities into a range of services, including mental health and wellbeing, older people and place-based commissioning.

- The New Economics Foundation Report will be passed to Enabler 3 – Procurement. This group will be looking at how we can maximise the community benefits from the money we spend.

The [Nudged 'Behaviour Change is a Team Sport'](#) report found getting people together increased exercise patterns. [The Natural Resources Wales' 'Actif Woods'](#) project is an example of getting people outside, protecting their environment and enjoying the positive effects on health and well-being

- Increasing the use of the natural environment for both health and to raise awareness of its value forms a key part of Action Area 5 – Protect and enhance the local natural environment. We are aware of the Actif Woods programme and will consider the approach as part of the work.

The future of employment and how we see 'work' is changing; the [Future of Work report](#) predicts that 65 percent of the children who are now starting school will find themselves working jobs as adults that don't even exist yet. And, according to [McKinsey](#), technology could automate 45 percent of the tasks people are currently paid to do. Your well-being assessment identified that the majority of the population in Caerphilly are employed in manufacturing – an industry that will become more automated in the future.

- This information will be provided to Action Area 2 – Volunteering & Apprenticeships. However a Regeneration Strategy for the county borough is currently being finalised, and the PSB have agreed that Cardiff Capital City Deal issues will be dealt with on a regional basis rather than directly through the PSB.

A [recent report by the Joseph Rowntree Foundation](#) highlights the value of the social economy in creating jobs, strengthening skills and employability. It follows that the skills we will need in the future will clearly be different to what we need now. As this recent [World Economic Forum](#) blog quotes: "I believe in a future where the point of education is not to prepare you for another useless job, but for a life well lived." What life skills might your children need to make it in Caerphilly in the future? The Future of Work report suggests project-based work is likely to become more widespread, with skills like creativity, connectivity, communication and problem-solving being far more important than specific knowledge. The Caerphilly Youth Forum echoed these comments, which is in line with [the Prince's Trust recent Results for Life report](#), which explored how teamwork, communication and confidence are as valuable to young people entering the workplace.

- We are aware of this research and studies. Whilst supporting young people will cut across the whole of the Well-being Plan, this work will be highlighted to Action Area 2 – Volunteering & Apprenticeships.

I recently commented on the work of city regions in response to Dr Mark Lang and Professor Terry Marsden's recent report "[Re-thinking Growth: Toward the Well-being Economy.](#)"

- We are aware of this study. Dr Mark Lang has been involved in our work at Lansbury Park which will be part of Action Area 4 – Safer, Sustainable Communities.

I would advise each of your organisations commit to the [National Principles for Engagement](#) and Participation Cymru can support your officers in gaining the skills vital for effective and meaningful involvement.

- Caerphilly County Borough Council, Caerphilly LSB and several PSB member organisations have endorsed the National Principles for Public Engagement in Wales.

Most people will only get involved in something that directly impacts them, their family or the place where they spend time and, often, this can lead to much bigger outcomes - shown by the work that '[Nurture Development](#)' do around Asset Based Community Development. [Co-production Network Wales](#) could help you to identify and engage community leaders that can help you to deliver benefits for the community.

- We are aware of the Co-production Network Wales and will explore the potential for working with them on the delivery of the Well-being Plan.

The [Centre for Regeneration Excellence Wales](#)' 'Deep Place' study in Tredegar gives evidence on how an understanding of place can have multiple benefits on well-being and you are embarking on the results of your own '[Deep Place](#)' study in Lansbury Park, which has the potential for real change. Your learning as a PSB of applying the Act in practice will be useful across Wales and beyond.

- We would be happy to share the learning from our work in Lansbury Park with other organisations and areas across Wales.

Your support team will be aware of "[Monmouthshire Made Open](#)", an example of an online platform that has anticipated how people might contribute to improving their area in the future, with opportunities to share ideas, ask the community, start a project and seek volunteers or resources. Matthew Gatehouse, working with Monmouthshire PSB, would be able to share their learning with you on establishing this website.

- We are aware of this work. It will be considered as part of our enabler work on communications and working differently

Flooding affected homes and businesses last year in the county and well-being assessments show how flooding affects people's well-being long after the event. Expected annual damage to residential [properties is estimated to be £22 million](#), so understanding how different weather events impact on communities is crucial to prevention.

- **Flooding and climate change adaptation issues will be covered by Action Area 4 – Safer, Resilient Communities. This Action Area will include an element of geographically focused work. Flooding has only been identified as an issue in one of our communities.**

[Zero Carbon Britain's recent 'Making it Happen'](#) report sets out what responsibilities we all have to future generations to acting on climate change now.

- **Climate change mitigation issues will be considered by Enabler 4 – Asset Management. Adaptation issues will be covered by Action Area 4 – Safer, Sustainable Communities**

Involving people in the running of their community can have a positive effect on improving perceptions (and realities) of community safety and help to make the local environment more resilient. [NESTA has a guide](#) to working with communities to tackle climate change, including the 'Big Green Challenge', where participants changed their lifestyles to reduce their carbon footprint. Projects such as ['Rainscape' through Dwr Cymru](#) suggest ways that we can all mitigate the effects of floods, and an extreme example includes [the Isle of Eigg in Scotland](#), where the community are having a positive impact on their environment by introducing renewable community energy schemes, building sustainable businesses and improving biodiversity. I would encourage you to use the asset of Town and Community Councils, as working with community councils, the third sector and other networks can help you to understand how best to engage people and encourage behaviour change focused on place. [WCVA produced wider information](#) on how the third sector play a role in contributing to the Act including resources on the seven well-being goals.

- **Climate change mitigation issues, including the shift to renewable energy, will be considered by Enabler 4 – Asset Management. Adaptation issues will be covered by Action Area 4 – Safer, Resilient Communities. We acknowledge the importance of working with local communities and the third sector and this is fundamental to our approach.**

Last year, the National Assembly for Wales Environment and Sustainability Committee produced ['A Smarter Energy Future for Wales'](#), with 19 recommendations for how Wales could transform its approach to energy. More recently, Smart Energy GB have produced a report on ['A Smart Energy Future for Rural Areas'](#), giving examples and case studies of rural

Appendix 7

areas across the UK who are making that transition. You may find this [seminar](#) from the National Assembly for Wales' Research Service and the Learned Society for Wales, provides insights from the leading energy experts in Wales and their thoughts on the future of renewable energy in Wales. [The Policy Forum for Wales](#) keynote seminar takes place on the 7th December this year, with a focus on priorities for energy policy, growing the sector in Wales and increasing investment in renewables.

- **Asset management including energy reduction and promoting renewable energy is part of Enabler 4 – Asset Management**



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Community Engagement Workshops

Background and purpose

Five community engagement workshops were held across the county borough, to give residents, organisations and groups a chance to review the Draft Plan and consider the 4 Positives. The workshops were asked to comment on whether the Plan has the right steps in place to achieve the 4 Positives, as well as identifying any key missing steps. The workshops were also asked to consider what they could do to make the 4 Positives happen, as individuals and as part of their communities.

Method

The workshops were facilitated by officers from the Council's Corporate Policy Unit, supported by members of the Public Services Board.

The workshops were broken down into four parts, which considered:

- The story so far – to help those attending understand the context and background to the workshop
- What are your views on the 4 Positives and the steps to achieve them?
- What steps are missing and why should they be included?
- What could you or your community/organisation do to make the 4 Positives happen?

3rd October 2017 – St David's Centre, Rhymney

What are your views on the 4 Positives and the steps to achieve them?

General Comments:

Overall attendees agreed with the 4P's and felt it important to emphasise the positives instead of the negatives. They felt the difficulty would be getting the community involved. Although they agreed it was important to engage with the public they felt the professionals tend to be isolated from communities.

They agreed shared procurement would be good at all levels although there was some concern regarding specific set budgets and shared budgets, which can limit progress on joint working. The question was asked, 'Who will police collaboration?' and attendees wanted to know if there would be a multi-agency approach to the issues?

Positive Start:

It was felt that Pontlloftyn had an issue in not being considered deprived enough so not getting support with programmes such as Flying Start, which wasn't fair on the deprived families in the area. They questioned who was measuring the need and how.

It was felt that mental health issues are showing at a very young age and so more support is needed for all age groups. They agreed there needs to be more recognition of issues at an earlier age, instead of playing catch up in school. It was suggested that ACE's need to recruit parents to support other parents.

There were several comments about the fact childcare provision doesn't support employment. In comparison with England, there isn't enough money to cover the childcare costs, so it isn't free.

Attendees felt that the health boards have to collaborate and the Welsh Government has a duty of care to bring this about.

Positive People:

It was agreed that there needs to be a shift in health care practices to encourage residents to be more engaged in improving their own health, but to do this the GP's and Health Service need to be on board to help make this change. There were several comments regarding the closure of GP's surgeries in various localities, which makes preventative health care difficult for people with no transport, for disabled people, older people and those relying on public transport. Better forward planning is required from the Health Service to ensure services are in the right place. The group felt there were no services left in Pontlloftyn, where there used to be a wide range of services.

Attendees discussed empowerment in the early 1980's and the Welsh Government 'Community Programme' as an example of good practice. Abertillery Community Enterprise used retired, out of work people, to train young people and pass on skills. They felt we needed more of this to provide community based training opportunities for young people and that we should bring back the community programme.

Many felt we need to encourage involvement and collaboration and develop strong links with volunteering. It was suggested that there are lots of missed opportunities which could focus on preventative health impacts, for example providing local keep fit classes for older people and supporting services, such as bowling greens that are being used to keep people healthy and active.

Attendees felt that there needs to be a change from the constant cycle of short term funded projects that are run and then disappear, as it means we are constantly losing the knowledge and experience and have to repeatedly start again. Lots of small schemes have come and gone but ideally we should be aiming to retain good practice.

Positive Places:

Attendees felt we need equality of services. At the moment problems are moved through housing strategies and many felt the Lansbury Park problems were being moved to Rhymney.

Everyone agreed fly tipping is getting worse. They felt small one man operations should be allowed to use public skips, and the charges should be removed to avoid rubbish being dumped in the environment. It was agreed there needs to be a more holistic approach for long term benefits. The budgets set need to be more flexible to meet the needs and environmental issues.

There were several comments about the need to link public transport to employment opportunities.

Community safety issues were raised across the wards including Rhymney High Street and Abertysswg. Attendees felt that anti-social behaviour and poor mental health issues need to be addressed.

Several attendees were worried about the Nant Lles opencast mining project going ahead. They were unsure if an appeal was being made to Welsh Government, which highlighted the lack of communication with the local community.

Positive Change:

Attendees felt a positive change was required in the Upper Rhymney Valley and they asked if the new finance situation will encourage or force people to work together more.

It was suggested there should be an emphasis on the positives of Rhymney to encourage people to be aware of all the positives of their local area. They felt there was already a negative impact in the area from the closure of the Communities First programme, which needed to be overcome.

What steps are missing and why should they be included?

There were no comments on missing steps.

What could you or your community do to make the 4 Positives happen?

Attendees felt practical hubs in communities were needed, so people could learn from an early age. They agreed that people are essential to community cohesion, but not every community had a key link person, which needs to change. They also felt the PSB needs to support community groups and that it could also be a role for Primary Community Development, as tried in the early 1980's.

There needs to be a stronger approach to volunteering, especially as volunteering numbers have dropped. Although a self-help approach is fine and sustainable, people require help getting started. Attendees did agree that there was too much control and restriction for community activities, so people were unsure of what action they could take in their local community. If we had goals for each area we could invest in people to pass on the knowledge and achieve a sustainable approach to volunteering and community support.

Attendees agreed that we need to focus on sustainable planning and adopt a Town Centre approach to develop communities. This would help address community safety issues, which impact on both the residents and local businesses. It was commented that more support is needed from the Police as they don't respond to 101 calls.

Attendees raised a few other issues, including the fact they felt schools were divorced from communities and there was a missed opportunity to bring professionals into schools to teach parents and children.

Attendees also felt that when services close, they close forever, so more focus should be on keeping them going. Some buildings used as multi-use spaces were not always fit for purpose.

It was felt that the issues being raised should be part of the core work, not something extra to consider.

Attendees also asked who was the PSB and how does it work? They felt there was a lack of knowledge about this whereas it should be more open and transparent. They suggested the PSB should hold meetings in the community and let the public attend.

10th October 2017 – Park Road OAP Hall, Risca

What are your views on the 4 Positives and the steps to achieve them?

General Comments:

Attendees were generally happy with the 4 P's, although they expressed concern that it seemed like a corporate plan. They felt it needed to be more local and based on people. The group did ask 'What is the Caerphilly we want?' They questioned whether it was an area, an organisation or the people. They also asked if the plan was a cost saving exercise, suggesting if it was that it would draw away from the local and make the steps harder to achieve, as well as causing people to get dismissive and working in silos.

Positive Change:

Attendees focused their discussion on the need for the third sector and voluntary sector to be engaged and to understand the need for change. They felt the third sector was lost in the plan. The group did give examples of services working together, such as the Fire & Rescue Service and Ambulance Service working and felt we should be promoting this best practice to encourage others to do the same.

Many felt there weren't enough services supporting mental health and that more training and advice was required to support this area. The difficulty was finding people or organisations to help or refer people to, to give them support.

The group agreed volunteering was a key area and that there needs to be more information showing how it fits into the plan to support the local community. One issue raised around volunteering was the restrictions of working with other agencies and the access to funding. Greater engagement is required at a local level (and micro level) to encourage and support people to work together.

Positive Start:

There was a general understanding of the need to break the ACE's cycle and agreement that some of it is health related. Attendees felt education can have a huge influence on this, providing information for parents to help support them. Many felt there were not enough school places and that services were already stretched to breaking point, causing a greater negative effect on local areas.

Positive People:

Everyone agreed there was a need for volunteering and apprenticeship to improve skills, but that you couldn't have these opportunities if the work isn't there. They felt we need to generate and maintain work opportunities in the local area to enable apprenticeship schemes to be offered. An example was given of work done in Gloucester – when the Gloucester Quays were being developed, they worked with local employers to get local people into jobs. There was recognition that this approach requires a generational change in some instances, which will require commitment and resources.

Many felt we need to keep it local for each area to ensure the work is preventative, and that delivery needs to be on the ground to empower people and show them what is actually happening.

Positive Places:

Many highlighted concern about people feeling vulnerable in the areas they lived and suggested the use of camera vans to help address the fear of crime, along with crime prevention volunteers.

Attendees felt some areas of Risca had a particularly bad reputation and questioned how useful the housing allocation policies were to help improve certain areas. It was also commented that the housing boom is taking over spaces in the countryside, as well as taking over services such as education, transport etc., which also has a negative effect on the local area and people's well-being.

Everyone agreed more consultation with residents is required as they know the impact of the issues in their local area.

What steps are missing and why should they be included?

The group felt there were a few steps missing including mental health, the voluntary and third sector and education. They also agreed there needs to be a local level approach, which is missing from the plan.

What could you or your community do to make the 4 Positives happen?

Positive Change:

Develop a Risca Action Plan to include a variety of approaches to engage with the local community, including a community day to engage with all services and organisations. This will break it down into a more local approach to bring local people together.

Create community action plans and link with volunteers to help target issues and encourage a more joined up approach.

Communications:

Attendees asked how we plan on jointly communicating positive messages. It was felt that residents need a clear path for information that is accessible for everyone. At the moment people don't know what's in their area until they need to access it.

Working together:

It was suggested that in relation to Positive Start and children, there was a need for sharing information. There is an opportunity for teachers, social workers and health colleagues to come together informally to work together and help address the issues.

Businesses need to be encouraged to showcase and promote their services to the local community.

Procurement:

It was commented that bigger firms are better prepared and set up for tendering exercises than smaller ones and that the Welsh ICE should provide more support to smaller organisations.

Attendees also asked about community hubs in the county borough and how they are supposed to work, as it was felt they tend to be community run with little or no support.

Asset Management:

An example was given of a local church taking over Channel View Community Centre and working with the local authority, the local scout group and Pobl Housing Association to release an asset and in return develop a purpose built multi-use building suitable for community use. It was highlighted that more projects like this was needed in the local area and across the county borough,

Positive Start:

The network agreed there needs to be the right type of continuing support for all children, not just those with ACE's.

Positive People:

More community action is required. Communication, voluntary groups and community hubs are essential to drive this forward. There is a need to identify community leaders for each area.

Agape Church in Ty Sign also wants to create spaces for small businesses to reduce commuting and keep work local.

Time banking was mentioned as a way of working with people to encourage them into volunteering, training and apprenticeships. Time banking rewards could be driving lessons to help get people off isolated estates and into work. Time banking can also be a bartering system for time and skills between people. The opportunities are endless.

Create an apprenticeship portal for the PSB – put all the opportunities in one place. Do the same for volunteering and training etc.

Positive Places:

Sustainable planning – put housing estates (private or social) where there is good access to transport and facilities. We need to learn from previous mistakes.

The group suggested using a community website www.nextdoor.co.uk which provides opportunities for local tradesmen, items for sale, lost dogs as well as promoting community events and local partnerships.

Use community hubs to deliver many of the areas identified in the plan from a local centre.

10th November 2017 – Libanus Christian Centre, Blackwood

What are your views on the 4 Positives and the steps to achieve them?

General Comments:

Overall attendees felt the plan should be positive to help overcome the loss of apathy from residents and loss of community spirit currently seen in local areas.

They felt there was too much emphasis of social media for consultations, which meant the majority of the population was missing out on participating.

It was felt that vandalism, drugs, off road motorbikes and anti-social behaviour were real issues that need to be addressed.

Positive Change:

Attendees felt we need to use our assets and resources better, by identifying specific projects to be successful (such as electric vehicles) and looking for best value instead of just low cost as well as prioritising issues and joint procurement.

It was also agreed that voluntary organisations need more support regarding procurement so they can find out what opportunities are coming up. Breaking larger contracts into smaller ones would help to ensure better quality and value for money. At the moment there is a risk of using larger suppliers instead of local companies as it's difficult for the smaller companies to compete.

It was also felt that we need to involve our residents and communities more. At the moment people don't know what services are available to them or how to access them and this needs to change.

Positive Start:

Attendees felt there was too much support for early years and not enough for older children. There were several comments that volunteering is more difficult than it needs to be and that people are afraid to volunteer or work with older children due to the fear of society labelling them incorrectly.

Many agreed that communities should be given the opportunity to make decisions on services in their area, to encourage ownership at all levels.

Positive People:

Attendees agreed that loneliness and isolation was a big issue that needed to be tackled. The difficult part is finding out who needs the help and to determine what opportunities are available to them.

Some commented that there was a lack of community spirit. To turn this around we need to protect communities from cuts and encourage them to work together and challenge decisions where appropriate.

Finance was also discussed as an issue. Activities and good food were classed as expensive and some people didn't know what benefits they were entitled to as they were not informed by the relevant people or job centre and they have no access to a computer to find out for themselves. The high costs of public transport also limited people's access to work if they didn't have a car.

Positive Places:

Attendees agreed that green spaces need to be looked after, especially as open spaces are being used for anti-social behaviour and fly tipping. Some attendees did feel that car parking in the country parks was a barrier, especially as there were no facilities available for people to use.

There were queries about how we could encourage people to use the local facilities and engage with communities to let them undertake projects they want to do in their local environment.

The majority felt there was a requirement for new developments in the county borough, but that a partnership approach was needed to ensure a good mix of private and social housing.

Attendees asked for more information on the Coalition for Change as they were unsure of what was involved for this project.

What steps are missing and why should they be included?

There were no comments on any missing steps.

What could you or your community do to make the 4 Positives happen?

Health and safety issues are a major barrier to volunteering, including DBS checks. There are also opportunities for training to develop skills to get more people involved.

Attendees felt there could be more open days to advertise the services available to local communities. There needs to be more communication between the PSB and communities, although it was highlighted that all types of communications need to be used, as not everyone is able to use social media

Need to get more young people involved in volunteering and engaging with their local community.

The local bowls club tried to get involved with schools in the past but failed due to health and safety issues. This stops the schools learning new skills and participating in new activities.

Many of the attendees felt there was a lack of police presence in the local community. It was queried whether individuals serving community payback can undertake environmental projects, linking with other organisations.

Several attendees suggested a garden competition to help bring back pride. There were several comments about asking residents what they would like to make a difference and what they thought the community could do together. Most of the group felt that Penllwyn has a negative image.

Everyone agreed we need to build on our assets and look at regeneration opportunities to protect green spaces. The Town Council could act as an enabler to facilitate service provision in a partnership approach.

It was felt that becoming regional has meant we've lost the local connection, so we need to work closer with communities to ensure we have engagement at all levels. A champion role could support this.

21st November 2017 – Siloh Christian Centre, Ystrad Mynach

What are your views on the 4 Positives and the steps to achieve them?

General Comments:

Attendees felt that if senior offices spent too much time on the plan then less time would be spent running services and that a balance needed to be struck. They agreed residents wanted good services, not people talking.

Attendees discussed the issues Rhymney Valley Athletics are having in continuation of their services. They recently almost lost their facilities based at Blackwood Comp and are currently looking for land and track provision. They are a real hub for the community and the only county borough without one – good example of disadvantaged children.

Positive Change:

There were several comments about the need to have more transparency of services working together, along with more streamlined information.

Positive Start:

Attendees felt there needed to be a focus on well-being, mental health and sustainability and that the discussions required input from school communities, especially as schools see themselves as community hubs. It was suggested that schools are key in ensuring we work towards making a difference for our future generations.

Positive People:

Some attendees suggested the Communities First programme did a lot of the work being discussed, but its removal it had left gaps, while others felt the programme was all about empowerment and didn't achieve what it set out to do.

Attendees felt the FG Act will provide a better use of time and resources in the long term and that most groups were starting to realise that they need to do things for themselves. Most agreed that we need to increase volunteering opportunities for people and encourage cross generational working to help make a difference to people's lives.

The Fire Service was mentioned as an excellent example of partnership working with a preventative approach as they have changed the way they work to be responsive instead of proactive.

Positive Places:

Attendees didn't provide any specific comments on this objective.

What steps are missing and why should they be included?

No comments

What could you or your community do to make the 4 Positives happen?

Procurement

- Everyone agreed we need to share good practice to learn from one another, while also taking risks to try new approaches.
- Everyone agreed we should focus on procurement. It was commented that the spending power of pooled resources could be a superb bargaining tool for partnership working.

- Remove barriers to allow community action. The LA barriers are frustrating; people feel health & safety is used as an excuse to stop community activity.

Adolescent mental health organisations:

- Looking to inform health board of the needs of young people – a national issue, underfunded, needs to change – affects future generations.
- Preparing to work with Community Project in Hengoed. One stop shop GP's, councillors, social workers together with pooled funding – model on Central London.
- Schools are starting to do mindfulness – this project will address ACE issues, but first check whether they have any issues – not just mental health once diagnosed.
- Parents tried to get support for low level problems where young people are not bad enough.
- Project using volunteer counsellors – originated in Hengoed in conjunction with Baptist Union using buildings in communities.
- Nuances from Health Board to work with third sector – as lots of examples of working with third sector from ABUHB.
- Word of mouth is important for disseminating information. Pensioners organisations have a role in sharing knowledge

ABUHB:

- Lots of things going on and not all linked, hear something new every week. Not very good for organisations' wide view.
- Also initiatives not well publicised even when you work in the field. Example of work stream around slips and falls – ABUHB working with Fire Service to train them to do falls assessment during home visits.
- Discussion about people being safely trained who visit vulnerable people to maximise benefit of home visits. Befriending volunteers – no-one has a complete overview
- Third sector role in joined up working. Getting money, synergy between orgs – vast opportunities for third sector action but we are not talking – fundamental problem!!
- Young Fire Fighters Scheme – also work with private sector and third sector.
- Children in athletics as mentors and coaches for future – building confidence – bring schemes together.
- Mental health – risks to younger and older children.
- Assessments of issues in homes – safety of staff versus approach to working with people.

29th November 2017 – Twyn Community Centre, Caerphilly

What are your views on the 4 Positives and the steps to achieve them?

General Comments:

Everyone agreed the 4P's covered the main issues and it was good that it wasn't prescriptive. Attendees did question if it was too ambitious and wondered where the money would come from to support the work.

Attendees felt there were very few opportunities for SEN and young people because support staff are not allowed to cross borders (physical/organisational) so there needed to be a change to encourage joined up services.

It was agreed people have to want to change themselves, you can create the conditions to help them but you can't make them change if they don't want to.

Attendees asked if and when the PSB would involve schools. They questioned what the LEA was doing and if they had action areas.

Attendees felt communication was essential and that the PSB need to communicate with all areas. They commented it isn't about just sharing assets; we need to open up spaces for community use.

Positive Change:

Most of the attendees agreed that the language in the documents need to change if we want to engage with young people and people in the local community. There needs to be an 'easy read' version. They did feel there is potential to work together with local residents, but it needs to be in positive approach. At the moment people from Lansbury Park wouldn't attend an engagement event because they feel like they are treated as second class citizens. They feel their local community is neglected with a bad undeserved reputation.

It was highlighted that there are no actions in the plan as it just seems to refer to delivery. The group also asked if the changes we're planning to make are actually required, and if so, who is making this decision.

Positive Start:

No specific comments were made on a Positive Start

Positive People:

The group agreed volunteering was a pathway to improved mental health and well-being, not just a route to employment.

It was also suggested to involve community groups in the delivery of the action areas.

Positive Places:

No specific comments were made on Positive Places.

What steps are missing and why should they be included?

No comments were made regarding any missing steps.

What could you or your community do to make the 4 Positives happen?

- Get more young people involved.
- Not enough volunteers to run local groups.

- Some people's attitudes about "not doing something for nothing" – this needs to change.
- Use volunteers to upskill themselves to find jobs.
- Parent Network – providing volunteering and training opportunities already. All people currently working for organisation were parents/volunteers before getting paid employment – good model.
- Champions within communities as 'go to' people for information etc. (sharing information).
- Beeches Community Centre – can put things on an internet new web page.
- PSB contact in all areas to spread info.
- Strategic organisations driving it but communities need to own it.
- Small actions can make a huge difference.
- Look at what is working well and use it.
- WHQS issues in refurbishment of Lansbury Park – need to have people on the ground talking to residents and listening to people to collect real concerns. Need people on ground now where work is going on for instance. Specific local issue – council departments need to communicate.
- Single access point for information and support services
- Transport for isolated young people – Aber YMCA is fabulous but not for everyone.
- Youth groups closing during school holidays – youth workers needed – volunteers?
- Need to brand some volunteers as apprenticeships.
- Small voluntary organisations need their services advertised better across statutory bodies – promote what they do.
- Need to promote volunteering.
- People living in new estates drive in and drive out and shop online.
- New estate design – no community hubs – bad planning for people to meet.
- Break down barriers between communities and providers.
- Dialogue needs to be constant – get people slowly.

Digital Communities Wales – Wales Co-op:

- Could get involved in people involved in each action plan area.
- How can technology help/train staff/recruit volunteers?
- Things will become more digital over 25 years.
- Online gives savings but they need to bring people along.
- Communication/places/digital infrastructure.

Stroke Association

- Volunteering & apprenticeships – recruit and using volunteers in our groups. Could help people access health related careers.
- Recruit, train and register volunteers.
- Regular volunteers who can commit on a weekly basis.
- Volunteers for events – lots of different opportunities.

Value of corporate volunteering:

- An hour a month, good for staff.
- Experience in different fields.
- Supporting local communities.

Fire service

- Training Cardiff Uni students to do home fire safety checks.
- Fire Cadets/Special Constables/Crime prevention panels/Police cadets.
- Befriending programmes.
- Giving young people, who may not have been inspired through schools, the opportunity to try different things.
- Broaden horizons and create positive role models.
- Employee Programmes
 - Take in generational unemployed families.
 - 6 week programme for young people from long term unemployed families.
 - Self-discipline and value of work and rewarding benefits.
- Volunteering to improve the local environment – encourage people to take ownership of their own area

Can local businesses be involved – can they join in?

- Can they release staff, but need something to offer businesses very often. How could they be encouraged to get young people to enter the businesses and develop themselves?
- Communication – events in Caerphilly Town centre – council events. Can there be volunteer stalls as part of this project? e.g. people notice flags advertising for these things.
- Could we get people to sign up for updates by text/e-mail etc.?
- People don't read posters/leaflets that often – in general.
- Communities don't communicate – how do the PSB engage them?
- Some community facilities withdrawn – less funding e.g. adult education.
- A lot now geared to going back into work – not well-being classes



Future Scenarios 3: Making It Happen!
Thursday 25th October 2017 – 10:15am to 1:00pm
Ebenezer Chapel, River Terrace, Pengam, Blackwood

Background and purpose of the meeting

This was the third Future Scenarios event where professionals have gathered to input into the development of the Well-Being Assessment and Well-Being Plan. This session provided an opportunity to review the Draft Plan and consider the suggested approach.

Method

60+ individuals took part in the workshop representing organisations from across the county borough and those organisations operating on a Gwent or national basis. The event was facilitated by the Corporate Policy Unit.

The discussion was broken down into sections, which looked at:

- The story so far – to help those attending understand the context and background to the workshop.
- Making it happen suggested approach – do you agree or disagree with this approach.
- Who should be involved in each Action Area group and what other steps should be considered?

Making it happen suggested approach – do you agree or disagree with this approach? (PSB Leads, Action Area groups, ICLIP, any other principles to consider)

- Sensible - well thought out.
- Agree with approach.
- Fresh approach is welcomed. The SIP was just reporting on the day job/tick box exercise.
- The use of current language 'positive' is invigorating and liked.
- Shared ownership, equal responsibility and accountability.
- Able to challenge each other.
- Collaboration, ensuring best person for the job, recognising the strengths of different organisations.

- Consider resources of each organisation.
- Doing things differently.
- Changing of 'mind-set' is still one of our big challenges.
- Leadership from top critical.
- We agree the PSB should lead with 12 lead officers from the PSB organisations working with the champions.
- Good to have a PSB champion – able to look from different perspective.
- Will the champions sit on the action groups? If the 4 Champions end up sitting on or being responsible for certain (3?) action groups this will create silos again.
- Lead officers going to PSB – good idea.
- Lead Officers will need to be properly briefed and enthusiastic about what they are being asked to deliver. Should they have a job description?
- One group felt strongly that we need to move forward positively and liked the 4Ps. They also felt strongly that Positive Change has to happen first to enable the other Ps to succeed. Positive Change should stand alone/above as an enabler for the others to be completed.
- There is too much turnover of staff in groups when experience or progress is lost. The Champions/Leads must be consistent over a longer period of time and have the time to do the role properly. Group members must turn up every time for consistency.
- Needs to be simpler to understand for members of public/professionals.
- 4P's need to link with community values to deliver lasting change.
- The Action Areas are written in corporate language and therefore not relatable - need to demystify them.
- Generally happy with the 4P's but not so much with the 12 AA's - clarity needed!
- Does the PSB have the teeth to challenge and change the way funding is paid and makes separate groups work together? We must develop ways of sharing our resources.
- Possible negative observation – is the structure putting work areas in boxes? How can we ensure we work together? Better ways of sharing information are needed. How will we know that Leads are looking across all areas?
- Leads to work together – potentially at quarterly meetings to identify and work on areas of cross over.
- Concerns over communication channels across bodies/businesses etc.
- Achievable milestones, start small to grow able to track progress.
- Quick wins build confidence.
- Long term – it will take a number of years to know if our approach for each Action Area is working in the right way.
- Regional working – whilst the current plan is Caerphilly specific, data shows areas of common ground across LA areas in Gwent and take into account that partners work across 5 or more LA areas.
- Can we stagger the approach? It could be too difficult for one organisation to do all of this. Could we take a regional approach where possible?
- Working in action areas could mean everyone going back to working in their silos. How do we avoid this?
- Statistics driven - not helpful.
- Measurement – need info – output and outcomes.
- Plans > reports > need to remain focused and deliver information on things that matter and lead to real changes in service delivery.
- Worry – similar structure/Leads = fall back into old way of working (structure within organisations). Needs to be more dynamic and partners take ownership!

- What systems do PSB members need to consider in their own service to make this work?
- Businesses need to be more involved in planning, part of community, engage with them – gather their views, not enough contact with businesses.
- Social enterprises – links aren't being made for delivery and they could be.
- Engagement levels with services that haven't really engaged as yet (e.g. Education. Health). Very important for working together (e.g. Donaldson Review - schools).
- What about those with disabilities/health problems?
- Working groups should include members of the public, they have a right to be involved and with time constraints of officers. Massive gap between what the Act says and the actualisation of it. How will it bring citizens into play throughout? Just democratic representatives or others? Will we think more widely? Really think about the people assets. Don't be tokenistic, really demonstrate progress.
- We need a strong commitment to collaborative working with the community and make sure we work with those, outside of the self-selecting parts of the community. We have to find a way to engage with other parts of the community in a meaningful way.
- Links to young people need to be more explicit and a broader approach to engaging with young people is needed.
- Closer ties to DWP.
- Overlap in Action Areas could cause clashes.
- Like the idea of the Action Areas and the opportunity for the third sector to work collaboratively with the PSB.
- Organisations fall into more than 1 area (important to work together and support each other).
- In terms of the structure proposed, success will depend on WHO is appointed as the Lead – commitment, drive and resources to achieve. How are Leads to be appointed? Nomination isn't always the best way forward. A mix of task and finish groups as well as ongoing work streams will be needed.
- Attendance at meetings needs to be relevant and meaningful.
- Organisations/individuals need to challenge others where good practice is failing.
- We must have the correct people involved with the right knowledge base.
- How will the Action Areas be measured and monitored?
- What does success look like?
- The real test: Is/will it make a difference to people's lives - whatever the PSB does or decides to do.
- ICLIP - mustn't become lip service.
- All in all - ICLIP is perceived to be ok.
- Need to take a positive view on those legislative issues that are often seen as negative blockers. They are there for a reason but often seen as a negative. Can give the impression that an organisation is being obstructive.
- In the final plan some commonality from what's been said i.e. if 30 people said more access to GP's - this needs to be included to give context to why it's in the plan - relatable.
- Transport is a common thread for all 12 Action Areas but not specifically mentioned.
- A statement in the plan looking at the Children's Rights approach.

Who should be involved in each Action Area group and what other steps should be considered?

All attendees had time to discuss each of the 12 Action Areas at their tables and then join a carousel workshop to leave comments on flip charts covering the following questions:

- Who do you think should be involved in this Task & Finish Group?
- What other actions should be considered?

The 12 Task and Finish groups discussed were:

1. Communications
2. Working together
3. Procurement
4. Asset management
5. The best start in life
6. Volunteering
7. Apprenticeships
8. Keeping people healthy across the life course
9. Plan and secure sustainable and accessible health and social care services that meet current and future needs and address health inequalities
10. Sustainable communities
11. Safer communities
12. Protect and enhance the local natural environment

A wealth of information was captured via this carousel which will be shared with the Lead Officers/PSB Champions for each Action Area.



Interact Workshop Report 23rd November 2017 – Llancaiach Fawr Manor

Background and purpose of the meeting

This workshop was a return visit to the Interact Network to continue the consultation process during the development of the Well-being Plan. In March 2017 the Network were consulted for their views on the proposed 6 areas of further development.

This session provided an opportunity to review the Draft Plan and consider the 4 Positives. The Network was asked to comment on whether we have the right first steps in place to achieve the 4 Positives, as well as identifying any key missing steps. The Network also looked at what they could do to make the 4 Positives happen, as organisations, individuals and as part of their community.

Method

60+ individuals who work with children and young people took part in the workshop, which was facilitated by the Corporate Policy Unit.

The discussion was broken down into sections, which looked at:

- The story so far – to help those attending understand the context and background to the workshop.
- What are your views on the 4 Positives and the steps to achieve them?
- What steps are missing and why should they be included?
- What could you or your community/organisation do to make the 4 Positives happen?

What are your views on the 4 Positives and the steps to achieve them?

General Comments:

Overall the Network agreed with the 4P's and felt that they covered "all aspects of well-being". They added "the use of the word 'positive' is encouraging particularly as people don't tend to like change".

There were lots of queries about how third sector organisations can feed into/be a part of the Action Areas and how information is fed back to them, and asked whether this be via

GAVO? Attendees felt that there is a danger of the third sector involvement being tokenistic and not meaningful.

There were several queries about how targets will be set and whether these will conflict with organisations' existing strategic targets/performance indicators, creating competing priorities. The group also asked how cross cutting themes will be reported on/monitored, such as anti-poverty.

Positive Change:

The opportunity for procurement to have a greater impact was recognised, along with a need for training to use assets and resources more intelligently.

It was felt that it is "good to have leadership that is following same policies/procedures. Negative could be [removing] the responsibility from organisations".

There were several comments about the need for meaningful engagement with residents, organisations and staff. Many felt that the PSB should "jointly communicate positive messages about the county borough – listen to residents/service users – there seems to be a lot of negative comments being made about Caerphilly Council at present i.e. recycling bin issues, roadwork problems at Caerphilly roundabout, media coverage of Chief Officers etc."

Positive Start:

The group felt that it is good that early intervention is priority, but not at the expense of higher/end tier projects.

Many felt the key to ACEs is to raise awareness. Empower parents and staff to know about ACEs and their impact, and what they can do to reduce impact. Needs a cultural change for people who experience ACEs, and a national push to bring all the info together.

Positive People:

The Network agreed that apprenticeships are very important – for adults and those low skilled and that it would be positive if the age range increases to over 25s. This would reduce the impact on welfare system and reduce funding in colleges for adults. All partners to offer placements, and can double up as volunteers also.

The need to have coordinators to manage and support volunteers was stressed. Need to make volunteering meaningful and champion volunteers/parent peer advocates to bridge the gap to encourage families to engage in services (breaking down the barriers).

Positive Places:

The Network expressed the need to protect and promote communities by using schools, teaching and encouraging young children, keeping websites current and using display boards. Bring the community into the service and to target all communities in wider perspectives.

What steps are missing and why should they be included?

- Education providers to link with employers.
- Networking events/more partnership events needed for engagement/networking.
- Would like to see more support for young children – age specific.
- Quicker referral system for children with mental health issues (young children), and more support for mental health.

What could you or your community/organisation do to make the 4 Positives happen?

- Interact Network organisations want to be part of this plan. Interact Network organisations can facilitate engagement. They can provide the view of parents/residents/staff. Service users should be more important than targets – soft outcomes.
- Action Areas should invite voluntary/statutory agencies to give their input – specialist areas. PSB should visit organisations. Information from organisations own evaluations should be fed through to the appropriate channels.
- More flexibility in workforce to work together more, less silo working, too stats/target driven, too much reliance on postcodes. Use frontline workers from different organisations in a multi-agency approach to engage with residents and provide hands on experience information to decision makers.
- Volunteering/apprenticeships – All partners can support this by providing funding, qualifications and one-to-one mentoring.
- Harness the power of social media to promote community partnership working.



Y Gaerffili A GAREM THE Caerphilly WE WANT

Background and purpose of the meeting

The meetings were an opportunity for groups involved in the Valleys Voices project to take part in the consultation process on the Well-being Plan. Meetings took place with the Stroke Association, Caerphilly Borough Mind and Caerphilly People First.

The meetings provided an opportunity to review the Draft Plan and consider the 4 Positives. The groups were asked to comment on whether we have the right first steps in place to achieve the 4 Positives, as well as identifying any key missing steps. The groups also looked at what they could do to make the 4 Positives happen, as organisations, individuals and as part of their communities.

Method

A total of 32 individuals took part across the four meetings, which were facilitated by project officers from the Valleys Voices project.

The discussion was broken down into sections, which looked at:

- The story so far – to help those attending understand the context and background to the workshop
- What are your views on the 4 Positives and the steps to achieve them?
- What steps are missing and why should they be included?
- What could you or your community/organisation do to make the 4 Positives happen?

2nd November 2017 – Caerphilly People First, Bargoed (7 adults with learning disabilities and 3 support workers)

Do you agree or disagree with the Positive Change objective?

Agree = 9

Are there any additional comments you would like to make on the Positive Change objective?

Communication – who should tell people about the goals and how do we get people involved?

- Listen to the voice of CPF and their family & friends – eventually we will get somewhere!

- Include Community wardens – vital link between police and community.
- The organisations who help & support people with learning difficulties live an independent life should be involved, these include:
 - REACH
 - Partnership of care
 - North Valley support services
 - All Wales people first
 - Track
- Also, the PSB should be aware of the recent publication 'Gwent Charter for Working Together'.
- The following examples illustrate lack of awareness of Statutory professionals, businesses and other community members when meeting adults with LD:
 - Communicate with doctors/nurses to help understand what it's like to deal with people with learning difficulties – “they told my mum to chuck me in a home out of the way”.
 - Discrimination against adults with LD at Weatherspoon's – other customers thought she was drunk because of how she spoke and complained and a member of staff came and asked them for ID, they apologised and got £50 voucher but had to work hard with complaint to get it dealt with.
 - Morrison's in Caerphilly have new tables in the café and when they sat at them they were asked if they were disabled which caused offence and the person hasn't been back.
- When they were queuing at a college the person in charge said out loud that people with LD needed to go first which caused embarrassment and isn't necessary as they can queue like everyone else.
- Businesses need awareness training for people with learning disabilities

Working together – which organisations and community groups should be involved?

- Need to get the middle level of professionals in Statutory Services e.g. Social Services to work with us
- Children's Social Services
- CPF and All Wales People First to represent adults with learning disabilities
- Police & Community Support Officer
- Police commissioner
- Fireman
- Doctors
- Ambulance Service
- Neighbourhood watch
- Keep Wales Tidy
- Community Services to tidy up graffiti etc.
- Mind awareness programme MAP

Money – how can the organisations save money by working together?

- Let other organisations use office space
- Share printers and IT equipment
- Sharing what we have – e.g. Bargoed YMCA rents space to CPF

Do you agree or disagree with the Positive Start objective?

Agree = 9

Are there any additional comments you would like to make on the Positive Start objective?

The best start in life – how can the PSB work together to help give all children the best start in life?

- If you've had a bad childhood and then end up in trouble when older maybe you need support and help to change when you're older too.
- More support for parents rather than taking children away from parents.
- Support for families to keep child in school.
- Note: 70% of people in Park Prison have learning disabilities.
- People with disabilities need more support with children to be a good parent.
- Some youngsters light fires who helps? – Fire service, ambulance, police, but it needs to come from parents' first.

Do you agree or disagree with the Positive People objective?

Agree = 9

Are there any additional comments you would like to make on the Positive People objective?

Volunteering – What's good about volunteering and is there anything that would help support you to be a volunteer?

- CPF volunteer and encourage others.
- When I was volunteering in a charity shop I was first put out of sight upstairs pressing clothes but now I am in sight on the shop floor and enjoy it.

Apprenticeship programmes – Is there any job that you would like to be trained to do?

- Difficult to find a job and if you do and it doesn't work out you have to be assessed again for benefits – sometimes people are frightened to take the risk of coming off benefits.
- Important to have representatives from Job Centre/benefits Agency/CAB on any apprenticeship or employment initiative, so that people can be properly advised e.g. if an adult is offered a job at 16 hours or a short term 6 month/one year.

Keeping people healthy into old age - what's the best way of encouraging people to live more healthily?

- Support worker didn't help me to cook and didn't help her to do what she wanted.
- I didn't want to take tablets to lose weight, as I worried I would get addicted. So I ate smaller portions of food following advice from a Community's First Healthy Eating course and now I feel healthier and have lost weight.
- Kitchen at CPF is being used to teach members basic cooking skills.
- Every Tuesday I go to the gym and enjoy it and I have lost weight.
- Some members confirmed they had Fitbits.
- Walking with Groundwork has helped one member to walk more and carry her shopping home. She has lost now lost weight and feels better.
- Having pets helps some member's wellbeing.

Health and Social Services - when you go to the doctors/hospital/meet with social worker, some of them are good and some not very good, what is it about the good ones that makes them good – makes you like them, feel that you are listened to and want to work with them?

- Social workers are working much better with CPF then they used to. They used to tell us what to do, now they listen when we speak.

Do you agree or disagree with the Positive Places objective?

Agree = 9

Are there any additional comments you would like to make on the Positive Places objective?

Housing

- In Blackwood lots of houses are boarded up and used by criminals i.e. drug dealers. The council can't do anything with these properties and they are not being used when lots of homeless in Caerphilly. They could do them up and people could move into them but then you are putting people in a bad area surrounded by crime.
- Issue with vulnerable adults being homed in areas with high anti-social behaviour & crime rate – cheap geographical areas for Housing Associations to secure homes?

Safer Caerphilly - How can we make your community safer and make you feel safer?

- Feel powerless to stop grass fires, fly tipping and off-roading.
- Hate crime is an issue in Caerphilly, some members had experience of it.
- Graffiti is a big problem in Caerphilly.
- When you phone 101 there is a big delay in them coming out, sometimes don't come out until the following day.
- Community watch team – one member's neighbour looks after her pets when she goes on holiday. People should look out for each other.
- CPF have been a victim of Cyber-crime and they had a talk from police but haven't been able to get hold of him since, everyone needs to spread the word and work together.
- Do they teach cybercrime at college? No, only if you complete levels 1-3 and then go on an IT course. Some members of CPF didn't know what cybercrime was. How can they protect themselves online if they're not aware of the dangers – more resources on raising cybercrime awareness.

Protect Caerphilly green spaces – do you visit any parks and are they easy to get to? How can people keep rivers, parks, mountains looking their best now and for the future?

- Observation: Some young people vandalise parks in Caerphilly.

30th November 2017 – Stroke Association, Blackwood (15 attendees)

Do you agree or disagree with the Positive Change objective above?

No feedback.

Are there any additional comments you would like to make on the Positive Change objective?

No comments.

Do you agree or disagree with the Positive Start objective?

Agree = 15

Are there any additional comments you would like to make on the Positive Start objective?

The best start in life – how can the PSB work together to help give all children the best start in life?

- They need a good job not just an education.
- They should be brought up with a better attitude, need more respect, need more discipline.
- Less technology, more one to one time with parents and adults.
- If you saw a policeman when we were young, we would run away but now they don't have any respect for authority.
- Teaching staff should set standards in dress.
- Children have lost respect for their parents and grandparents. They need to be taught better manners.
- Children are pampered too much and don't get taught real basics at school.

Do you agree or disagree with the Positive People objective?

Agree = 15

Are there any additional comments you would like to make on the Positive People objective?

Volunteering – What's good about volunteering and is there anything that would help support you to be a volunteer?

- Thursday is the best day of the week for me as I can have had a bad week but coming here to this group as a volunteer we have a laugh and share our news and I go home feeling 100% better.
- Without volunteers we would struggle to get here once a week.
- We are not a group we are a family.

Keeping people healthy into old age - what's the best way of encouraging people to live more healthily?

- We have still got the legacy of people working down mines etc. that have influenced health and mortality, going forward this may alter and we may have less inequality across Caerphilly borough.

- Encourage people to exercise, get out don't sit in front of television, healthy eating, taking youngsters out to park etc.

Health and Social Services - when you go to the doctors/hospital/meet with social worker, some of them are good and some not very good, what is it about the good ones that makes them good – makes you like them, feel that you are listened to and want to work with them?

- What matters is Health Care worker's attitude towards you, in times past they used to know you as a person not a number.
- I don't want to have to wait ages for test results, if we go for a scan then don't want to wait 6 weeks for results (one member's experience), some scans sent to Australia and results known in 24 hrs (another member's experience).
- Doctor used to know your name, Doctor doesn't do house visits anymore, instead we are told to ring 999 or ambulance service which doesn't respond.

Do you agree or disagree with the Positive Places objective above?

Agree = 15

Are there any additional comments you would like to make on the Positive Places objective?

Safer Caerphilly - How can we make your community safer and make you feel safer?

- Seeing more policemen on beat.
- Better street lighting.
- People won't pay for council rubbish collection so this encourages fly tipping.
- You won't stop fires because its devilment and kids like to do it.
- Do fire brigade go to schools to educate kids re effect of fires on wildlife?

Protect Caerphilly green spaces – do you visit any parks and are they easy to get to? How can people keep rivers, parks, mountains looking their best now and for the future?

- Many members of Stroke Club have disabilities – we can access parks as part of organised trip but difficult by ourselves, it would be helpful to have tarmac paths and no steps.

12th December 2017 – Caerphilly Borough Mind, Lansbury Park, Caerphilly (5 attendees with mental health problems and 2 project workers)

Do you agree or disagree with the Positive Change objective?

Strongly agree = 7

Are there any additional comments you would like to make on the Positive Change objective?

No comments.

Do you agree or disagree with the Positive Start objective?

Strongly agree = 7

Are there any additional comments you would like to make on the Positive Start objective?

- Children shouldn't be treated better because parents have more money and can send them to private schools, all children should have equality of education.
- Children of all ages need support with mental health issues as bad experiences at a young age can affect the person all through their life if they do not get help to deal with it. Specialised child mental health officers should be placed in schools to identify problems early and stop it escalating and not wait for problems to reach crisis point.
 - Comment: '... I had a life changing experience aged 6 years and got no help to deal with what happened that day and it has affected me all my adult life and is still affecting me in adulthood'
 - Child in Caerphilly saw mother die at home, aged only six – she was alone with my younger sibling and had to go into the street and tell a stranger that mum wouldn't wake up. Is there anyone there during the school day – with the right skills – that a struggling child can talk to?
- Self-help story: 'I got a book privately that helped my daughter with her depression, it's called "The Cloud that Couldn't Cry"'

Do you agree or disagree with the Positive People objective?

Strongly agree = 8

Are there any additional comments you would like to make on the Positive People objective?

- My adolescent daughter had serious mental health issues and there was no support in Caerphilly where we lived. As I don't drive she had to have a funded taxi every day to go to Caerleon for full time care for 6 months. This was expensive for the NHS and it caused her a lot of additional stress and anxiety having to meet different taxi drivers on a daily basis. This is a big deal for someone already suffering with severe anxiety problems but was not understood. If care had been available in Caerphilly, I believe her recovery would have been quicker. At 18 her care with this service suddenly stopped whether she was better or not! This is traumatic for someone suffering with a mental health condition as they have just started to trust people and then are faced with having to start again with another team of health professionals.
- When I needed counselling after a breakdown I went to my GP and he told me I had to wait 6-7 months on the NHS & in the meantime go to the cinema or go for a walk! He did not signpost me to any other services such as groups run by Mind or other charities. I had to do all my own research on what other help was available. I started going to a Mind group once a week and found it helpful to talk and listen to other people going through similar illnesses. People who have had mental health issues understand me better than professionals! I got so bad that I didn't work for 18 months, if I had got help quicker then I don't believe I would have been off work for so long.
- I found Communities First very useful when I had a breakdown as I knew I could go along and someone would talk to me and be friendly, I now volunteer there.
- I have serious OCD and at my lowest I didn't work for 6 years and found it very hard to get any help with my illness. I now go to a weekly group run by Mind which helps and I am now back working part time which some days is a real struggle for me.

- I volunteered for a number of years in a local charity shop and this helped me get a long term job in a shop.
- The closure of Communities First office in Caerphilly has affected us as if I was having a bad day I knew that I had somewhere to go.
- How you live your life is important regarding how long you live.

Do you agree or disagree with the Positive Places objective above?

Strongly agree = 7

Are there any additional comments you would like to make on the Positive Places objective?

No comments.

13th December 2017 – Caerphilly Borough Mind, Blackwood (5 attendees with mental health problems and 2 project workers)

Do you agree or disagree with the Positive Change objective?

Strongly agree = 7

Are there any additional comments you would like to make on the Positive Change objective?

- Note relating to building assets – if arrested in Caerphilly, the police transport alleged offender to Newport Police Station. On release the person then has to make their own way back to Caerphilly.
- The local Police Stations in Risca, Blackwood etc. only handle enquiries – think this is a waste of money.

Do you agree or disagree with the Positive Start objective?

Strongly agree = 7

Are there any additional comments you would like to make on the Positive Start objective?

- When starting a new family there are difficulties with bedroom tax – until baby is aged one year, tenant is liable to pay bedroom tax. However, when the child is older this tax no longer applies. Families don't want to have to move house in order to avoid extra bedroom tax – having to move it's disruptive to family living and children's schooling.

Do you agree or disagree with the Positive People objective above?

Strongly agree = 7

Are there any additional comments you would like to make on the Positive People objective?

Volunteering

- Well-being benefit of volunteering – feel good when helping others. Comment: ‘Made me feel good when I was a student to spend time with homeless people/people in Care Homes, styling their hair and giving beauty treatments’ (organised through college).
- I volunteered for 5 years for a mental health charity and then got a job working in the sector – volunteering was very helpful in building my confidence and experience. It was what helped me get the job - I have been long-term employment 3 years+.

Apprenticeships/employment

- After training for 3 years at college in hairdressing, can’t find a position in a Salon – over-qualified as employer is looking for younger, cheaper unqualified 16 year olds. Now gone back to college to do additional Health & Beauty qualifications in the hope of getting a local job.
- More difficult to find a job as a young person if you don’t drive – public transport isn’t always able to get you top job at the right time and can’t afford driving lessons/test/car.
- Caerphilly used to run initiative a number of years ago to provide mopeds for young people as transport to access employment – needs haven’t changed but this initiative has finished with nothing to replace it.
 - Unemployed need incentives like the Job Centres used to offer:
 - Help with transport costs
 - Help buying clothes for interview

Seasonal Work

- Poor experience – employers just use you when they want too.
- Poor salary for very young employees - worked a whole day in a café for £20.

Health

- Comment from young smoker: ‘It would be helpful to know what help is available to support people to give up smoking.’ They were unaware of either Health or third sector support available.

Do you agree or disagree with the Positive Places objective?

Strongly agree = 7

Are there any additional comments you would like to make on the Positive Places objective?

- The Valleys look spectacular in the snow.
- Stop taking away green space for housing development.
- Don’t like it when police move homeless people on – they have nowhere else to go.



PSB Workshop - 5th December 2017

Background and purpose of the meeting

To start the process of developing a reporting framework for the Caerphilly Well-being delivery plan. This process is being called a 'Performance Accountability Framework' and will aim to measure the progress against the Well-being Plan.

The purpose of the session was to seek understanding of how the PSB would want to receive information and what types of information would they want to see in order to understand if the action areas are making a difference. This was broken down into three parts:

- To gain agreement on whether the attendees agreed with the suggested action areas and how they would best be delivered.
- How the group best thought the PSB could best show its ownership and leadership for the Plan? (who would be the owners of what area)
- Agreement of specific reporting methods and measures

Methodology

The workshop was held on the 5th December 2017 for members of the PSB, facilitated by the Corporate Policy Unit. A presentation was made to update attendees the story so far followed a discussion around the following topics:

- The proposed Action Areas (to agree the number of Action Areas and what they cover).
- Regional context and considerations.
- Agree approach & agree who will be the Leads on each action area

A presentation was then given to attendees of how previous reporting worked with the Local Services Board and the Single Integrated Plan. The presentation identified the strengths and what needed to be improved within the current system. Attendees were briefed on the feedback from an earlier workshop held with data collectors and data reporters as to their opinions on the best way to provide measurement. This led into a further discussion of the options for a possible measurement framework and what might work for the PSB.

Discussion Session 1

Prior to the workshop the 12 Action Areas in the Draft Well-being Plan had been redrafted to make them more succinct and potential suggestions for reducing the number down to 9, by merging some of the Action Areas. Attendees agreed with the suggestions and then agreed to change the description of the following 4 Action Areas to become Enablers:

- Communications
- Working together
- Procurement
- Asset management

Attendees felt these were better as important 'enablers' or underpinning principles that would help the other Action Areas. For example, to procure jointly in order to provide value for money would require good working together, and so this did not need to be a specific Action Area within its own right, rather an underpinning principle. However, actions would still be required for each of the Enablers, as otherwise nothing would happen.

Attendees discussed whether PSB Champions could also be the lead on Action Areas. They discussed the advantages and disadvantages of having someone with expertise in a subject verses having someone new to an area that would have a different perspective. It was agreed there needed to be a commitment of whole the PSB to work on all the actions.

Attendees discussed the possibility of changing the Leads on a rolling basis to find out what works best, or to start with an 'expert' and then change later. It was agreed that the Leads for each Action Area would be the following:

| | |
|--|---|
| 1. Best start in life | Public Health Wales (PHW) |
| 2. Volunteering/apprenticeships | Gwent Association of Voluntary Organisations (GAVO) |
| 3. Good health and well-being | Aneurin Bevan University Health Board (ABUHB) |
| 4. Safer, sustainable communities | Caerphilly County Borough Council (CCBC) |
| 5. Protect and enhance the local natural environment | National Resources Wales (NRW) |

Discussion Session 2

A presentation was given on reporting, followed by a discussion which asked attendees 'what would work for you?'. Attendees were asked to consider several ways of reporting, such as:

- Type of reporting: Should there be standardisation reporting in relation to each Action Area? Does one size fit all?
- Should each Action Group be free to set their own measures, or should standardised principles be set?
- Who would own the reporting?
- How should it be presented?
- How do we overcome difficulties of different organisations having to report more than once to different audiences or in different areas? e.g. regional reporting verses local reporting.

- Timing: How frequently should progress be reported? Structure verses emergent issues?

Generally it was agreed that it was harder to agree specifics (look and feel of reporting) until the detail of the Action Areas were agreed, however, as general principles the following were suggested:

General

- The PSB would set defined 'principles' of reporting. This would enable each Enabler and Action Area to set their own measures but within an agreed set of principles. This would provide flexibility for individual Action Groups to set as appropriate but within a overall structure.
- Key principle – there must be mix of relevant measures, but the key concern was that the measures chosen should be meaningful and show if we are making a difference.
- Some Action Areas may have many measures and others less, or they may have different types, but until the outcomes and purpose are determined specific types of measurement cannot be decided.
- This means moving away from only data or metrics, although some attendees felt there needed to be some local measures and some Wales measures as appropriate.
- The purpose of reporting has to be clear, as the PSB do not need a report on everything.
- Use exception reporting with key points, otherwise important issues cannot get the attention they deserve.
- Written reports should be supplemented with verbal presentations and the PSB should feed back to those who report the information. This is important and necessary for effective communication and showing action in response to information.
- The quality of the narrative and an understanding of the situation is as important as data.
- Action Areas to consider interrelated datasets so there can be improved analysis of cause and effect.
- Clarity and plain writing – limit acronyms to ensure reporting is clear and focused.
- PSB Champion to present reports.

Timing

- Attendees agreed 6 monthly performance reporting but also interim (shorter) exception based quarterly reports if decisions are needed or issues are emerging – balancing the need to have structure but allow for emerging discussion. Will report 'no progress' if there is nothing to report. Attendees agreed that there must be flexibility in the whole process (see Accountability).

Content and Type

- Easily read and clarity are key aims. However, some content is complex so should be supplemented with verbal presentations where appropriate.
- Templates should build in risks or vulnerabilities and capture the 'Happiness Pulse'.
- Some suggestion that data be kept to a single page report per Action Area (or at least keep it brief – this is where exception reporting would be used).

- Different views on whether all Action Areas should have a standard reporting style used or mix of styles depending on content. No consensus was reached on style, however consensus was reached that this should be determined after outcomes and Action Areas are finalised – it will be for the Action Groups to determine the measures, which in turn will help to determine how best this could be presented to the PSB.
- Arbitrary targets are not useful and not wanted. Police do not use them and they drive unintended consequences.
- Each Action Area needs clear outcomes and some need detailed actions to aid the meaningfulness of measurement.
- Capture the journey not just the outcome.
- Use case studies.
- Digital stories and other range of qualitative measurement.
- Celebrate success.
- Should be about the 'added value' not the day job.

Accountability

- A new relationship between the Action Area Lead (carrying out the reporting) and PSB Champion was agreed as important to effective reporting. This relationship will help the Action Areas to flag up information and updates to the PSB, who need to understand deeper issues affecting outcomes. The PSB Champion should meet with the Action Area Lead prior to the PSB meeting, so they can help decide on types of information that will go to the PSB.
- By working together the conflicting needs to have routine reporting but at the same time allow for more flexible reporting can be bridged. This will help in deciding what issues may need to be flagged up, for example, if a decision is needed that cannot wait until the next reporting period. This will be a new way of connecting reporting with the narrative, exception reporting and feeding back. This will also provide a mechanism for ensuring accountability if information has not been provided.
- Clear accountability of who writes reports and by when must be decided at outset.

Other issues

Attendees agreed that how we engage with our own staff in our organisations was important, so individual organisations know what happens and can support activity at the PSB level.

There was a discussion as to what are organisations doing to change the way they work to meet the greater goals, and this was an area that needs to be explored further. An example was given where NRW are training their staff to identify mental health issues within parks and country parks, where they have frontline customer contact. This supports health objectives.

Information sharing between Action Areas will be important in response to the interrelated datasets noted earlier.

Examples of measurement systems in practice for measuring well being

- The Logic Model (Blaenau Gwent)
- Systems leadership methodology being implemented in Torfaen

- The Outcome Star (participant perception)
- Edinburgh Warwick Well-being Scale
- Caerphilly Borough Mind
- 5 ways to well-being
- Neighbourhood Care Networks – well established