



Llywodraeth Cymru
Welsh Government

Caerphilly Basin

Prosperous Communities

Learning Communities

Healthier Communities

Community Involvement

Caerphilly Basin Cluster Group

[CCBC > Dashboard Report > WG](#)

This document is an extract from the full 110 page dashboard report that was used in 2013/14 and is intended to demonstrate the type of project data sets that were collected and what they tell us.

The report format and individual performance measures, are selected from a prescribed template that was issued by the Welsh Government.

This type of dashboard report can be used periodically, in conjunction with other documents, such as; the original bids and supplementary comments reports, to enable the Welsh Government to determine the levels of project delivery and their success, and decide on the timeliness release of project funding.

This extract shows 'a sample' of the performance data that was collated, analysed and reported for the year 2013/14 for just a few of this clusters projects.

Further information can be made available from the Communities First Manager.



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Population Outcome: Prosperous Communities

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PC1 Helping People to Develop Employment Skills and find Work

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What we do:

The Prosperous projects in the Caerphilly Basin will see 12 projects delivered across the priorities.

Employment support is a key priority. This will be done through the provision of support on a number of levels, Work Clubs will be held to provide an essential drop in service to Job seekers. A Lack of IT skills as barrier into work will be addressed by the Getting Online project, which will provide basic classes and support directly to Job seekers. The provision of support to Families underpins the programme in the Caerphilly Basin, as such the Parents Opportunities Project will provide support to Parents, to support parent not only imminently into employment, but to improve their long term employment prospects. The programme will recognise that volunteering can be an important route into employment, the Voluntary Work Place project will support job seekers to take up voluntary opportunities and ensure the skills are demonstrated to potential employers.

Young People and NEETs will be supported. The Caerphilly Passport project will provide support into real employment opportunities for young people.

Our customers

People living in the Caerphilly Basin area that are currently unemployed.

Parents in the Caerphilly Basin who are claiming benefit.

Unemployed young people aged 16-24

Why we do it

- The areas are predominantly areas of social housing, ten of the eleven LSOAs having a higher percentage of social households rented than the Wales average (census 2001), many of the LSOAs have particular high levels of social housing with St James 3 (Lansbury Park), BTM 6 (GYR) and Penyrheol 8 all having over 50% of households being Social Tenants. This has a number of associated problems, which has previously been identified through Community Audits. The Van Community Audit raised concerns with the standard of housing as well as the structure of the housing estate 'killing community spirit'. Similarly in the Graig y Rhacca Audit described a 'stigma' around living in the area. Respondents to the Van Audit felt that this affected being able to find work.
- There are compound problems of low income with high levels of benefit claimants as shown by the data above. CAB also report that the highest proportions of clients made enquiries about benefits and debt in Caerphilly Basin, 971 people accessed CAB for benefits advice in 10/11 and 772 people accessed support on debt. 2 areas particularly linked with low income and areas of poverty.
- There are high levels of economic inactivity due to permanent sickness or disability, with all LSOAs having higher than the Wales average figures (DWP, Aug 2011). With St James 3 in particular having a staggering 25% of makes aged between 16 and 74 not economically inactive due to sickness or disability.
- High levels of long-term unemployment leading to generations with low expectations and aspirations, 8/11 of the LSOAs in the cluster have higher than the national average levels of long term unemployment (Census 2011).

Prosperous Communities

PC1 Helping People to Develop Employment Skills and find Work

Project 1: Work Clubs.



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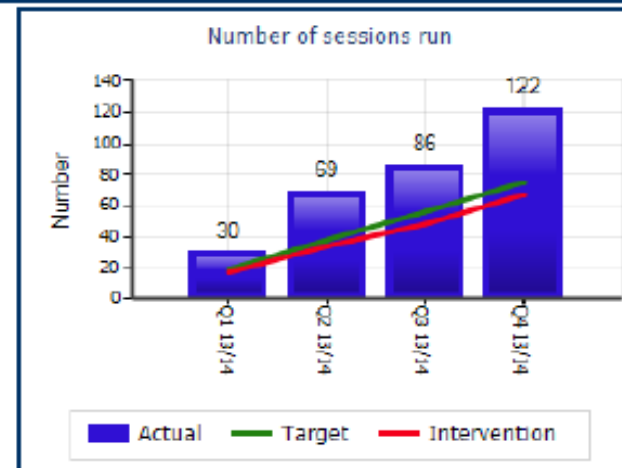
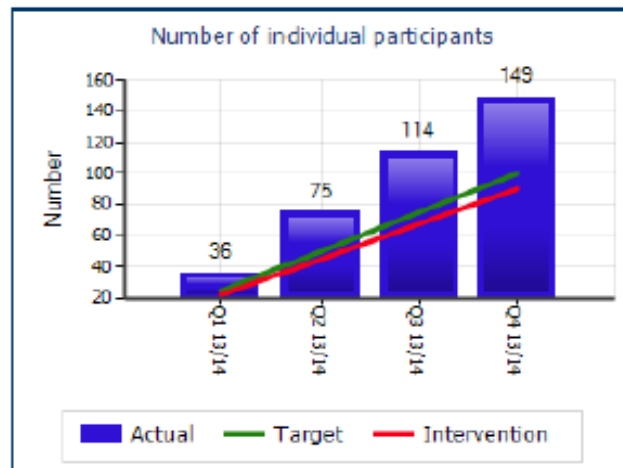
[Back to Prosperous](#)

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Project Description

The key purpose of the project is to help unemployed members of the community find suitable employment. Including providing training on matters such as general health and safety in the workplace, customer service, interview skills and help with the completion of a CV or required application forms. This needs to be a short statement so this is probably enough

Measuring Effort



Prosperous Communities

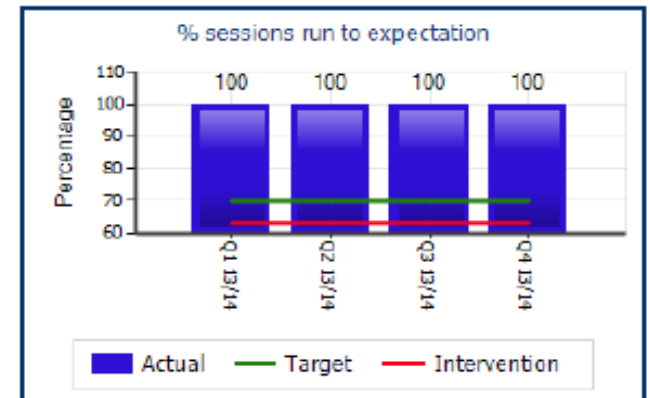
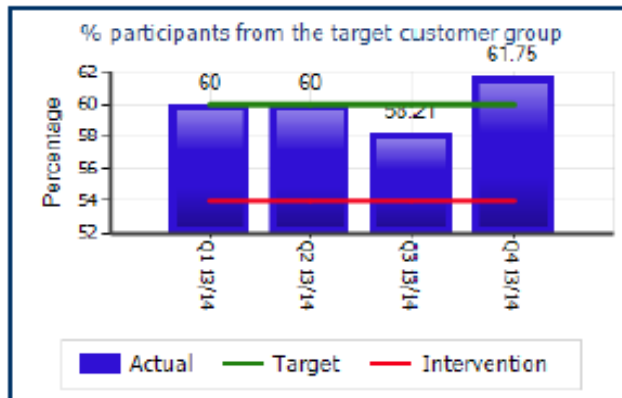
PC1 Helping People to Develop Employment Skills and find Work

Project 1: Work Clubs

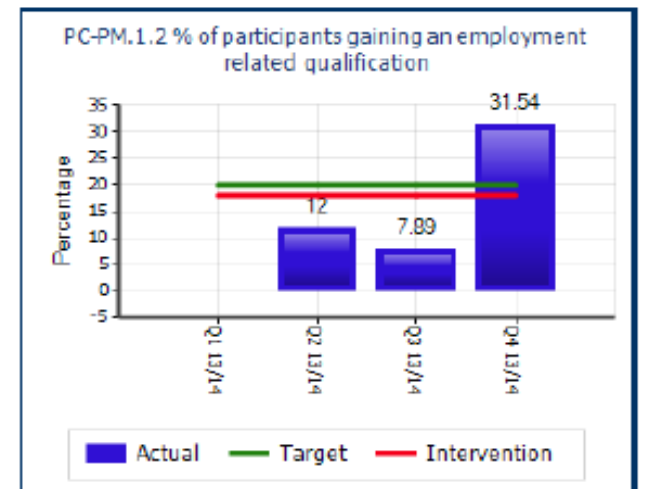
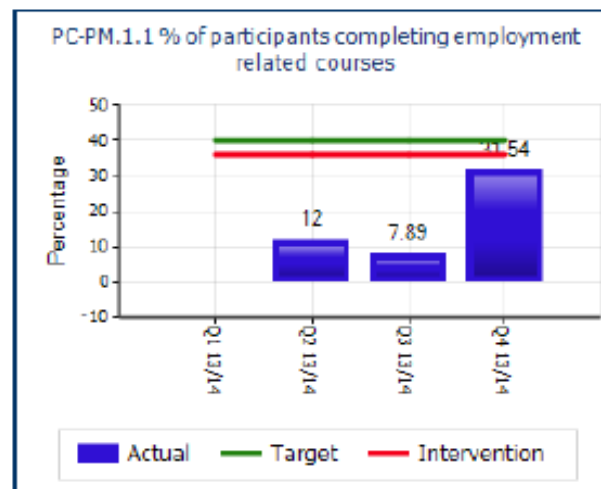
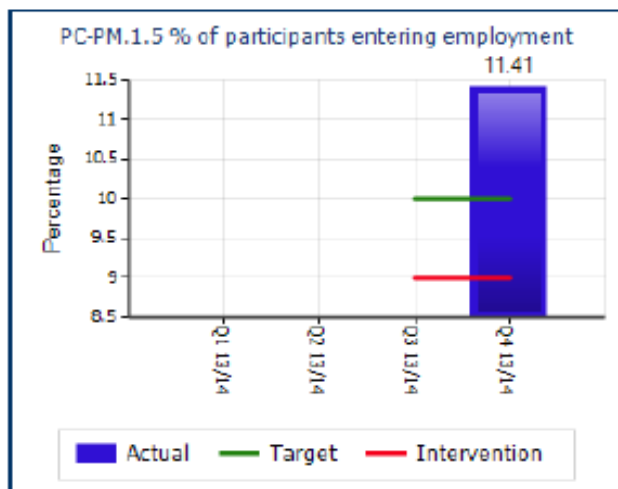


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Measuring Quality



Measuring Effect



Prosperous Communities

PC1 Helping People to Develop Employment Skills and find Work

Project 2: Parent employment Project



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Project Description

The project will provide support to parents and families to enable the parent/s to find employment and return to work, with the aim of reducing the number of children living in households on income related benefits.

The Employment Support Workers will work directly with parent groups across the Caerphilly Basin, to help support these parents back into employment, through the delivery of tailored advice, support and workshops which will provide the parent with a pathway back into employment.

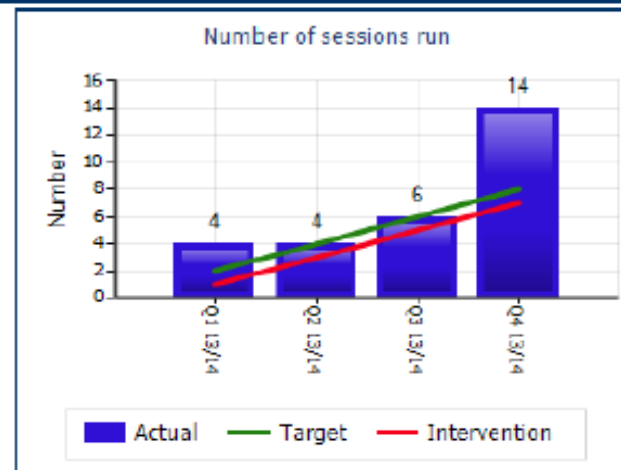
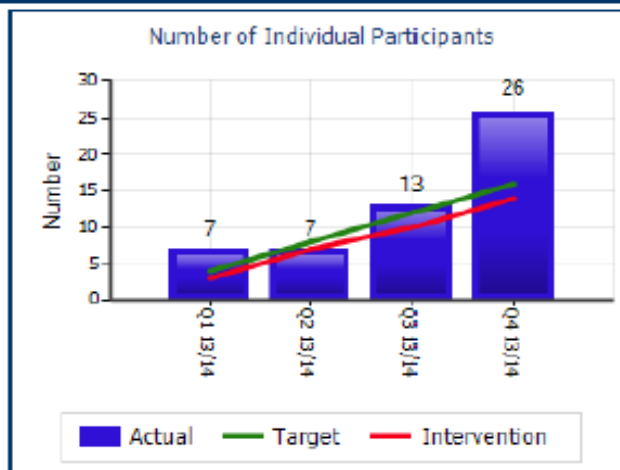
The Employment Support Workers will work directly with partner organisations such as, Flying Start, and the Parent Network. Working with their groups and customers to provide workshops and informal training sessions on Job searches, CV writing, Career plans, Financial and time management

The Employment Support Workers can also run specific workshops and training on employment related skills, such as Customer Service, Interview skills, presentation skills etc.

As well as very basic IT tuition and can help customers create and use e-mail addresses

This can all be run in a safe environment with the provision of childcare essential.

Measuring Effort



Prosperous Communities

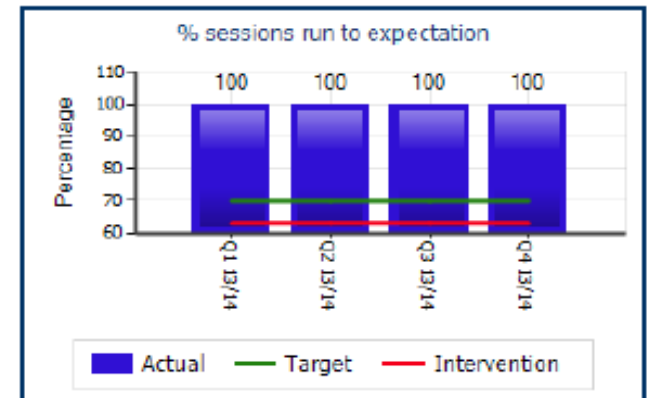
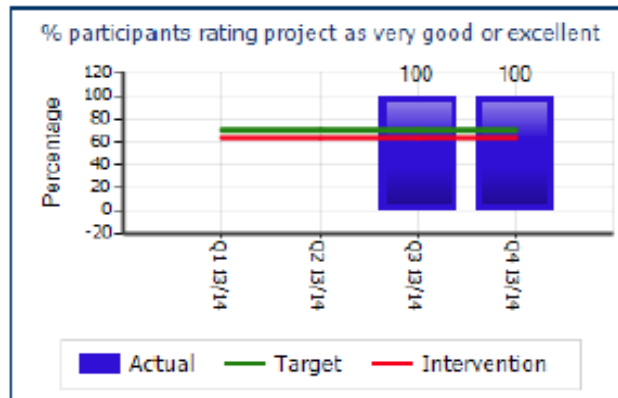
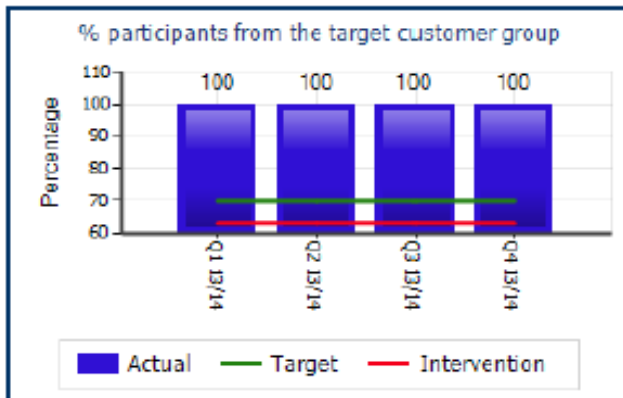
PC1 Helping People to Develop Employment Skills and find Work

Project 2: Parent Employment Project

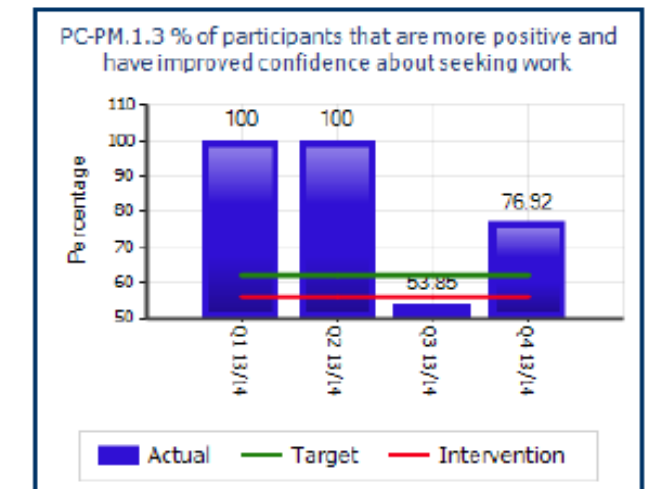
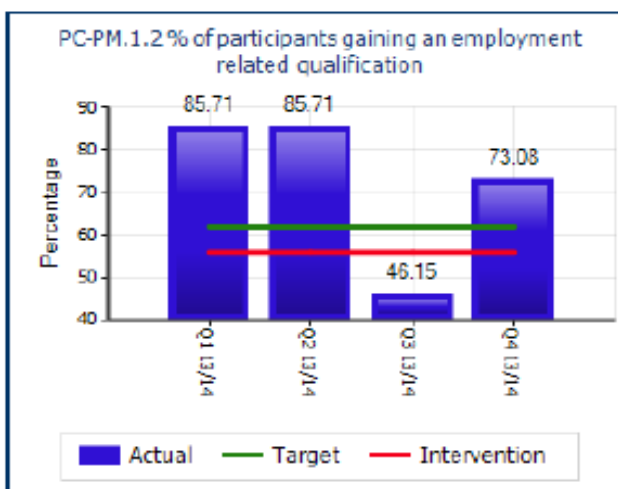
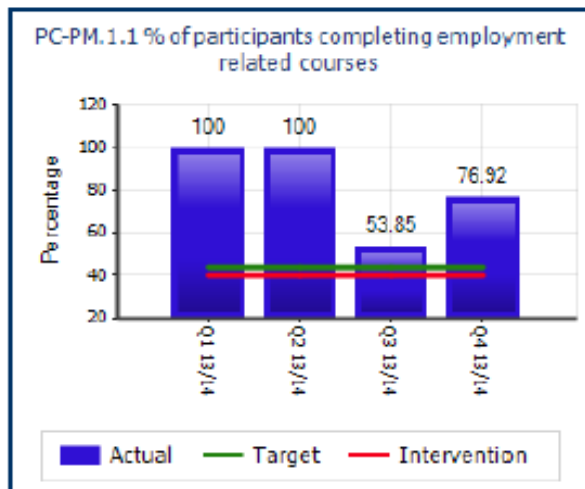


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Measuring Quality



Measuring Effect



Prosperous Communities

PC1 Helping People to Develop Employment Skills and find Work

Project 4: Care That Works



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Project Description

The key purpose of the project is to help unemployed members of the community find employment by up-skilling and increasing their employability.

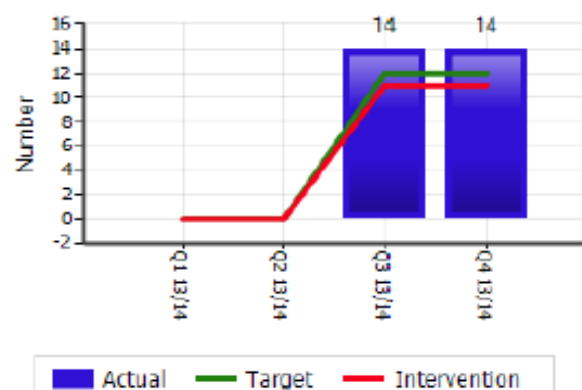
The programme will be advertised borough-wide with assistance from CF colleagues and partners throughout the Caerphilly Borough. Clients can also be referred to the programme via their advisor to ensure the client meets the criteria. This places great importance on the service to provide to refer a suitable number of clients (Borough wide) to conduct a small recruitment process.

The project will also incorporate the teamwork, organisation and commitment skills required in the workplace. There will also be martial arts sessions included in the programme to help clients with self-discipline, self-focus and help the group work together in a team environment. The employability aspect will focus on the completion of a CV and cover letter, interview skills and help with application forms. The team can also offer help, advice and support with retraining for changing of career direction with links created through our work with the local college and other education and training providers.

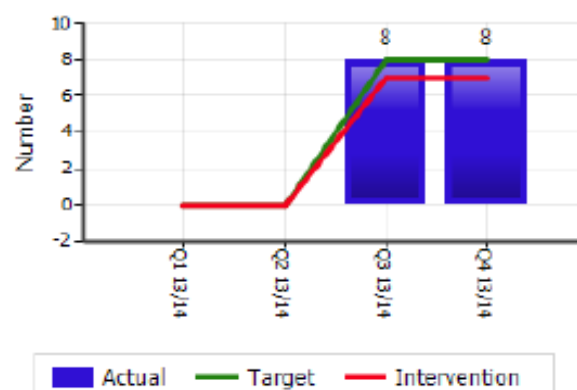
The CF team will constantly assess attendance levels, punctuality, performance and attitudes and where necessary address issues either individually or approach the group as a whole to discuss matters and the importance of following a code of conduct and agreed terms of a contract that are similar to one in the field of employment.

Measuring Effort

Number of Individual Participants



Number of sessions run



Prosperous Communities

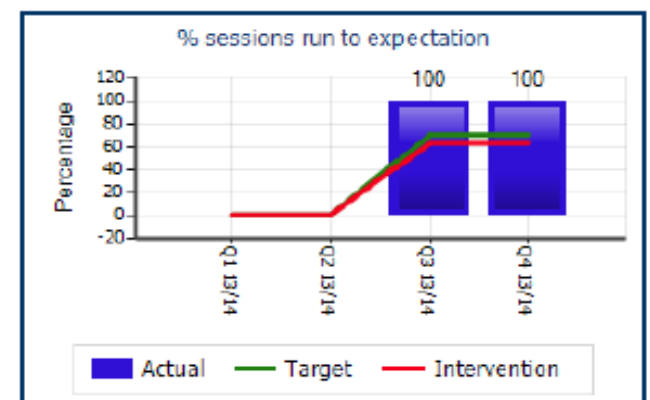
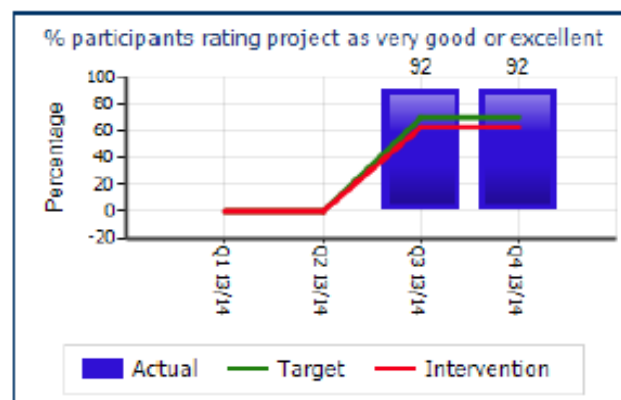
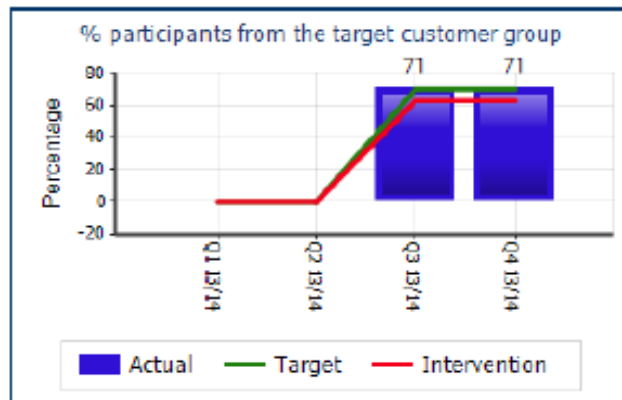
PC1 Helping People to Develop Employment Skills and find Work

Project 4: Care That Works

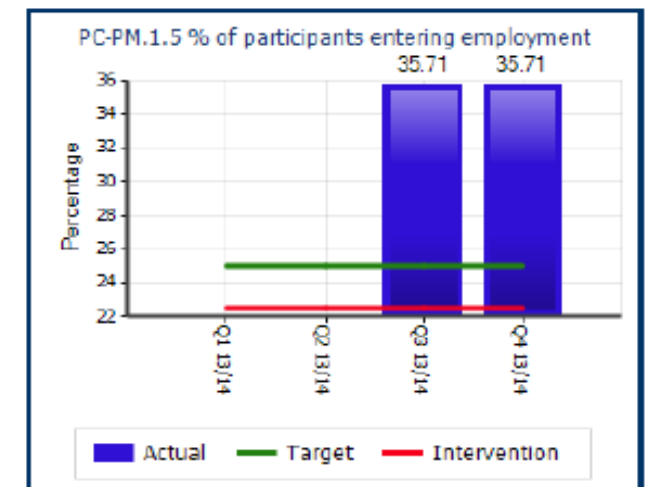
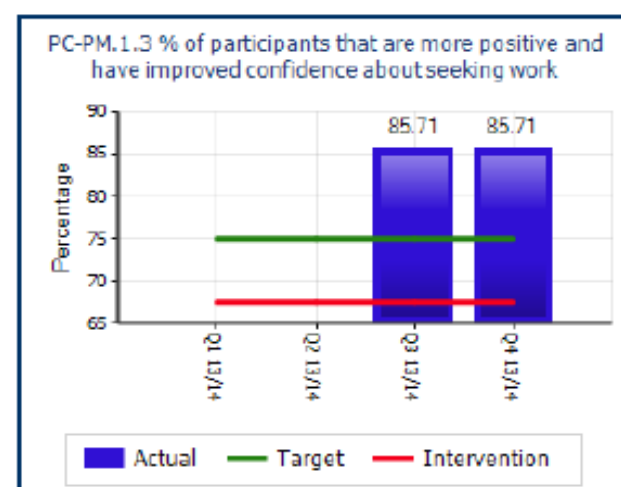
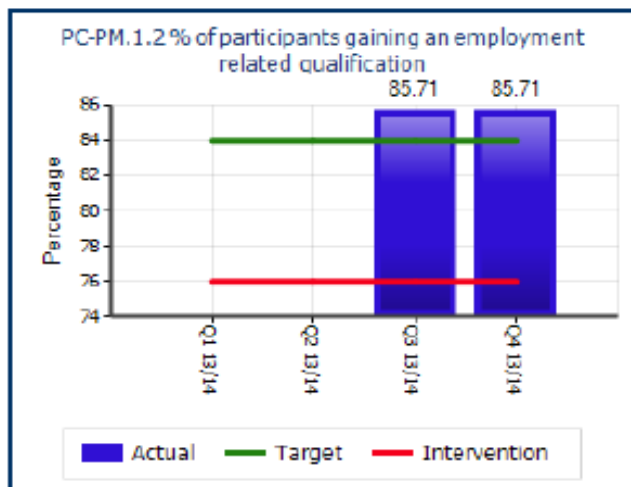


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Measuring Quality



Measuring Effect





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Population Outcome: Learning Communities

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LC4 Lifelong Learning in Communities

Project 6 - Promoting Accreditation and Raising Aspiration with Young people	Page 12
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What we do

Learning Community Projects will be delivered targeting educational attainment and attendance levels. Projects that provide support for the wider family will be essential in addressing educational attainment across the cluster. Projects such as FAST, School and Family Link will aim to involve the whole family. Indeed the provision of Family support is a major priority in the cluster and the role of the Family support workers will be essential supporting not only the family to engage in the child's school life but also to support them to address the wider issues that impact on their ability to engage. Developing relationships with parents through community activities will be essential if this is to be achieved. It's also clear that the gap in key stage attainment increases as children get older, hence projects that support the transition from primary to secondary school, and involve the families will also be developed.

Adults without qualifications will be supported; there will be a project providing *Essential Skills* training and workshops in community venues. Basic IT training will also be provided in community venues in the cluster through working closely with the Get Caerphilly Online programme.

Families and Young People will again feature prominently with a particular emphasis on raising aspirations of young people, with projects such as *Childrens University*, aiming to help raise aspiration among young people and their Families.

Our customers

Young People (aged 11 – 16)

Families – Parents and Children

Residents in Caerphilly Basin who have poor essential skills

Adults with poor IT skills

Why we do it

- General feeling of hopelessness, low aspirations, dependency and not being in control of their individual and collective futures. The Graig y Rhacca Community Audit highlights the following barriers to employment with the most common being childcare, lack of confidence illness/disability.
- This apathy could be a contributory factor to the levels of absenteeism/Low educational attainment in schools.
- High proportions of the population lack the necessary literacy or numeracy skills to achieve a formal qualification. The Basic skills agency (2004) showed that literacy was a barrier to gaining a formal qualification, with higher than average levels across the cluster. The numeracy figures are particularly concerning, and clearly this provides not only a barrier to accessing qualifications but potentially a barrier to accessing employment.
- High proportions of the population with no formal qualifications (shown in the baseline indicator statistics). Again this could be related to the levels of apathy, low self esteem and low aspiration levels discussed above.
- The Graig y Rhacca Community Audit showed that high proportions of respondents had not done any form of learning activity in the 5 years prior to the survey but did show that there was an interest in taking part in learning activities in the future. The most popular reasons for not taking part in these activities were a lack of time and childcare. The Van Community Audit showed a lack of awareness of local training opportunities, a need for childcare as well as interest in a range of training opportunities for the future.
- There are high levels of digital exclusion across the cluster, Experian (2011) show that in some areas in the cluster over half of adults (18+) are classed as being digitally excluded. This can have a major effect on the opportunities to participate in learning activities, as access to equipment, and indeed confidence to use IT equipment can be a barrier to engaging in learning activities.
- Home PC ownership also has an effect on Key Stage result. The e-Learning Foundation (2011) found that children without access to a PC at home will be on average a grade lower than their peers with access to a home PC. Clearly with high levels of digital exclusion there will be an effect on key stage results if there are no home PCs.

Anecdotal information received from the Education Directorate indicates an extremely low percentage of parental attendance at parents evenings as well as wider school activities. Though there is no data to back this up, this could be considered yet another symptom of the disaffection and apathy that can be linked with low educational attainment.

Learning Communities

LC4 Lifelong Learning in Communities

Project 6: Promoting Accreditation and Raising Aspiration with Young People



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Project Description

To raise self esteem, build confidence and raise aspiration with children and young people and encourage parents to do the same.

Increase capacity of the children and young people to engage and learn.

To encourage involvement in positive past times that have positive impacts on physical health and wellbeing.

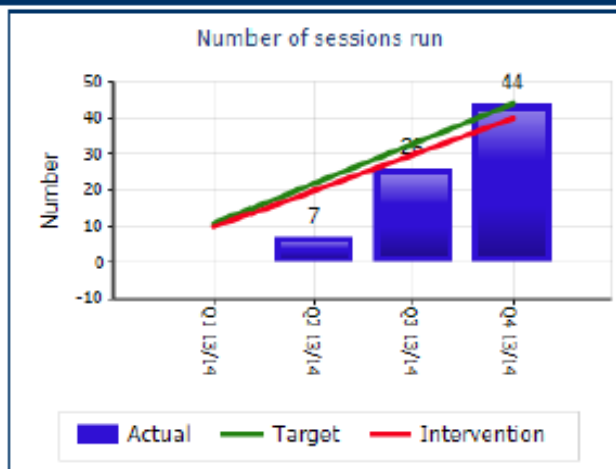
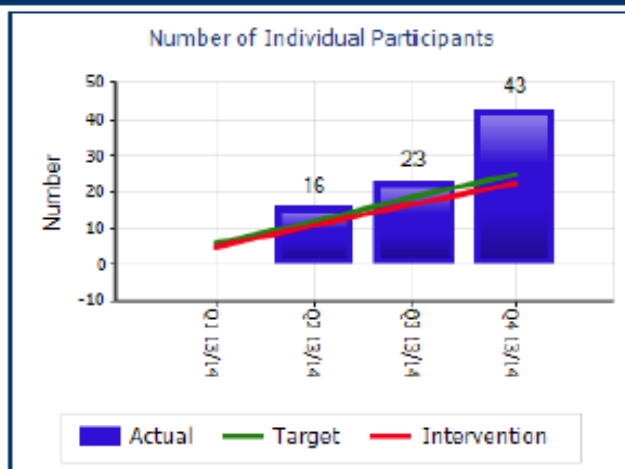
To promote success for the young person success through non-formal and informal accreditation awards.

Working with adult members of the community to develop opportunities for young people to achieve accreditation through community focused activities.

To raise awareness with schools of young people's achievements outside of school This is particularly important for the children who may be struggling in the school environment, as recognition can improve their self esteem and confidence supporting better engagement with education.

Development of basic skills, including basic life skills. To build confidence within young people, so they know they can achieve, particularly if they do not do so well in school. Thus positively promoting education and hopefully contributing to a decrease in disengagement from education.

Measuring Effort



Learning Communities

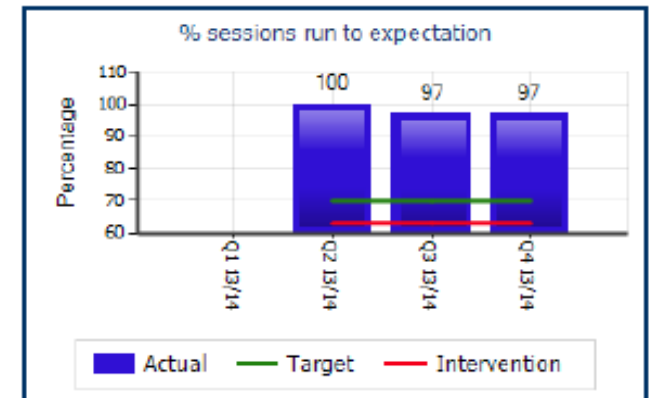
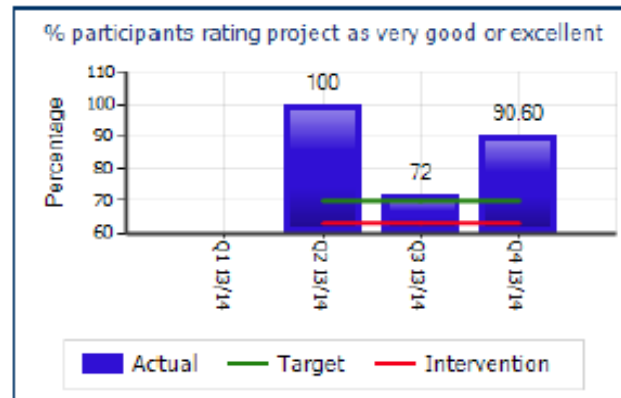
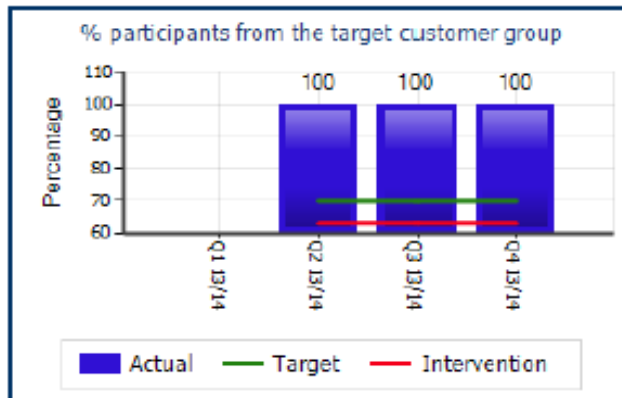
LC4 Lifelong Learning in Communities

Project 6: Promoting Accreditation and Raising Aspiration with Young People

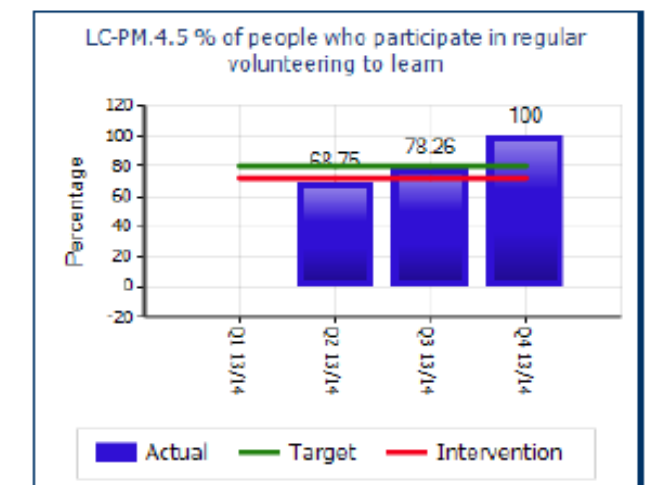
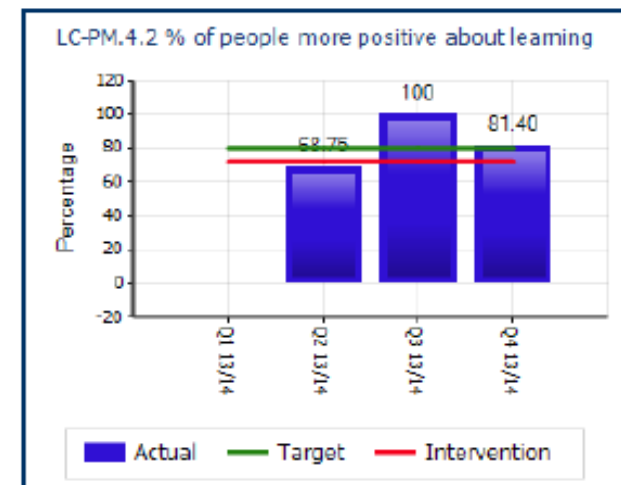


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Measuring Quality



Measuring Effect





Llywodraeth Cymru
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Population Outcome: Healthier Communities

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HC2 Promoting Physical Well Being

Project 1 - Streetgames	Pages 16
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**Llywodraeth Cymru
Welsh Government**

What we do

To help develop healthier communities within Caerphilly Basin, a number of Health initiatives will be delivered.

Healthy eating will be facilitated and encouraged via projects relating to portion control, the Eatwell plate, and community cooking sessions.

Physical Health will additionally be integral and supported by working with local health practitioners to increase and improve referrals mechanisms to community based health activities such as foodwise, a weight management programme. The Cluster will also maintain/develop StreetGames sites within the Caerphilly Basin.

There will also be work towards the 'Percentage of children reaching or exceeding their developmental milestones at 3'. Projects and activities will include; multi-agency working to increase parenting skills sessions and the development of postnatal programmes.

Our customers

Parents and guardians of pre-school aged children within Caerphilly Basin.

Young people within Caerphilly Basin

Residents who are above a healthy weight

Residents of all ages in Communities First areas who are likely to experience directly or indirectly issues around mental health

Why we do it

- High levels of smoking. 24% of adults in Caerphilly County Borough are smokers which is the same as the Welsh average. The Health Behaviour in School Aged Children Survey 2005-6 showed that 23% of girls aged 15 and 12% of boys in Wales reported to be smoking daily. The Wellbeing Needs Assessment identifies smoking as a particular threat for the future in Caerphilly County Borough
- Low levels of the population meeting national guidelines on consumption of fresh fruit and vegetables. In 2008, 34% of adults in Caerphilly County Borough reported eating at least five portions of fruit and vegetables the previous day (compared to 36% across Wales).
- High levels of obesity. 62% of adults in Caerphilly County Borough were classed as overweight or obese which is significantly higher than the Welsh average (57%). The Wellbeing Needs Assessment identifies obesity as a particular risk for the future in Caerphilly County Borough
- Low levels of the population meeting national guidelines on physical activity. The Sports Wales Children and Young People's Survey 2006 shows that 44% of children and 35% of young people in Wales meet the target for sufficient physical activity. The Sports Wales Active Adults Survey 2008-2009 shows that in 2007-2008 28% of adults met the physical activity guidelines compared to the Welsh average (30%). The Wellbeing Needs Assessment identifies lack of physical activity as a particular threat for the future in Caerphilly County Borough
- Stillbirth and perinatal mortality rates were higher in Caerphilly County Borough (2006-2008) than the Wales average (5.1 and 7.4 respectively compared to 4.9 and 6.9). The report recognises socio-economic factors as well as maternal health and lifestyle during pregnancy

The Aneurin Bevan Health Board reports that there are 27 main practices and 9 branch practices offering Antenatal clinics across the County Borough. There are 12 main practices and 1 branch practice offering postnatal clinics. Staff have recognised that there is a lack of post and antenatal provision in the area – particularly in community settings as the 'Wanless Review of Health and Social Care in Wales' report recommends. Mothers attending local community groups have asked staff for more support in this area

Healthier Communities

HC2 Promoting Physical Well Being

Project 1: StreetGames



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Project Description

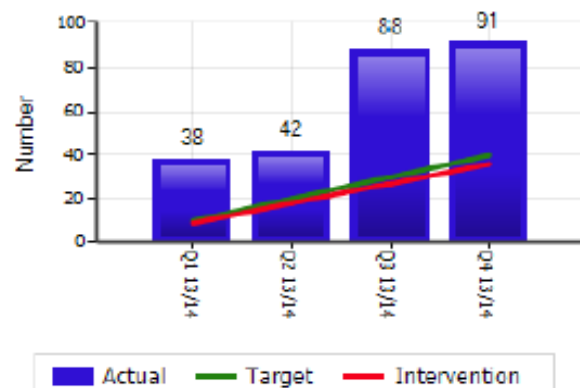
This project will involve the Communities First team working with youth services, GAVO and Sports Development to maintain existing StreetGames sites within Caerphilly Basin by: Encouraging new volunteers to get involved, Arranging StreetGames training sessions, Providing monitoring information to StreetGames.

In addition, this project will involve setting up at least 1 additional StreetGames site within Caerphilly Basin.

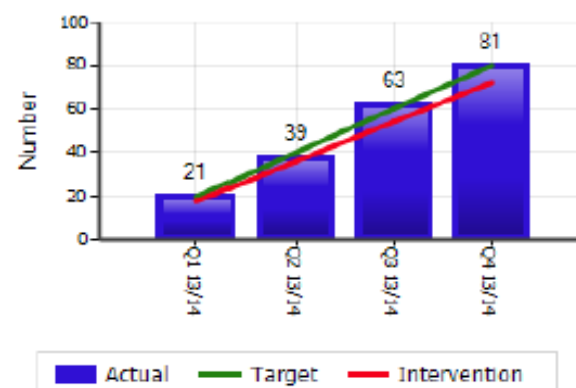
The key purpose of the project is to provide physical activity opportunities for young people within communities where there is limited opportunity or access to sports sessions/clubs.

Measuring Effort

Number of Individual Participants



Number of sessions run



Healthier Communities

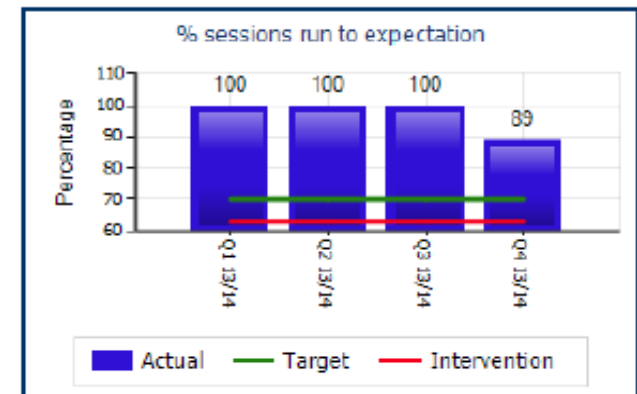
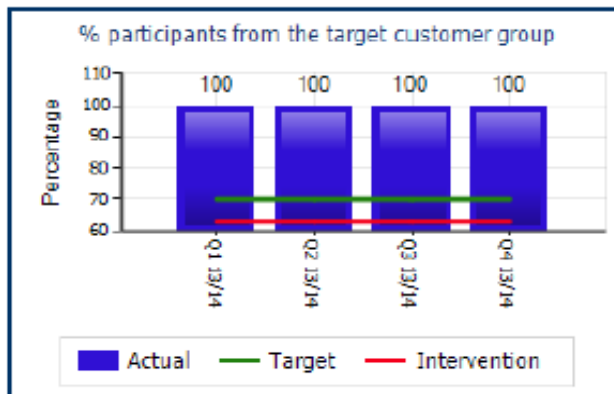
HC2 Promoting Physical Well Being

Project 1: StreetGames

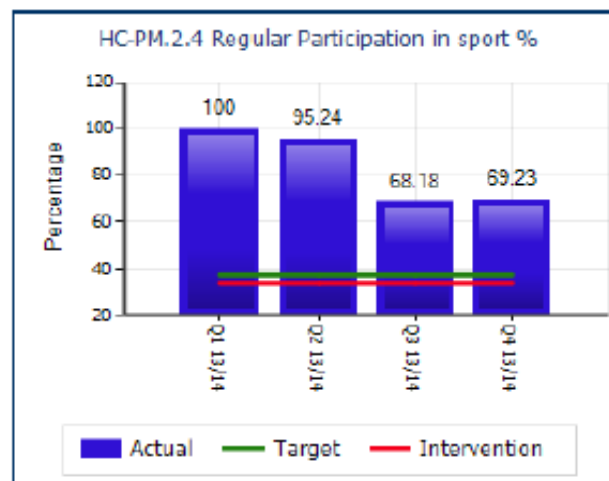


communities first **cymunedau yn gyntaf**

Measuring Quality



Measuring Effect





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HC4 Encouraging Healthy Eating

Project 1 - Portion Plate Sessions

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Healthier Communities

HC4 Encouraging Healthy Eating

Project 1: Portion Plates



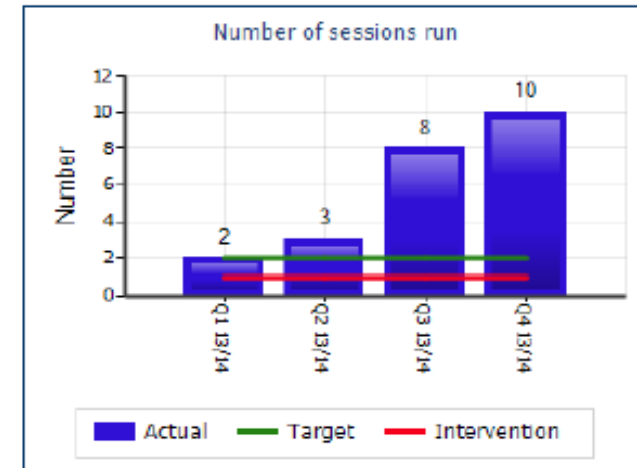
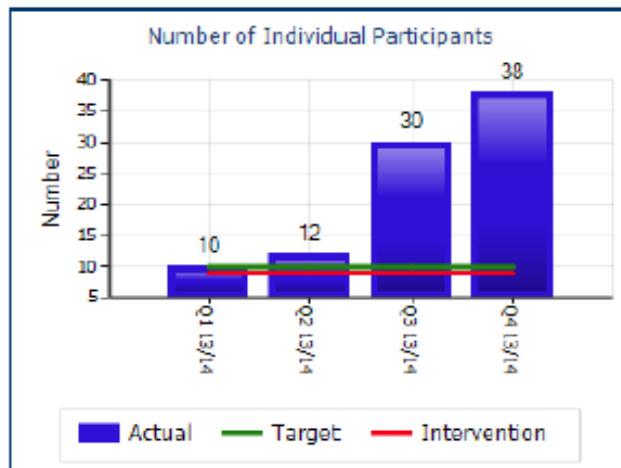
communities first **cymunedau yn gyntaf**

Project Description

This project will involve the Communities First Health and Wellbeing officer working with a variety of community groups covering a wide demographic range to raise awareness of healthy eating via portion control.

Sessions will be delivered in an interactive, adaptable manner to suit the needs of the attendees and will predominantly be focussed on integrating healthy eating messages into residents' lives.

Measuring Effort



Healthier Communities

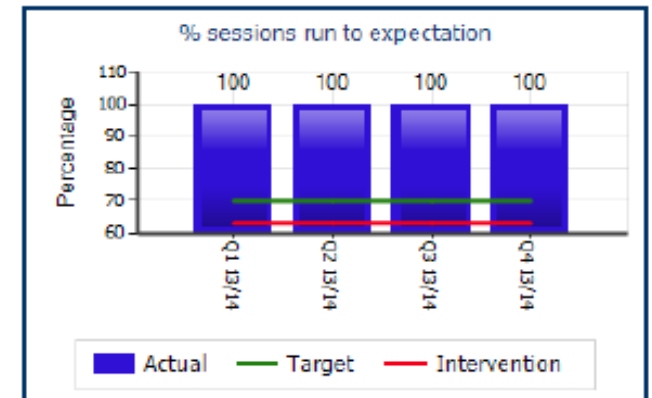
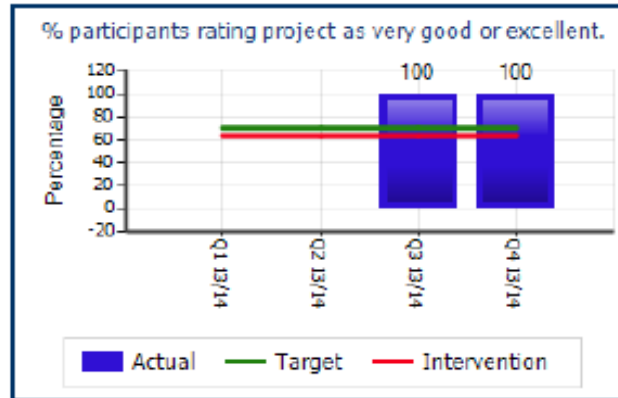
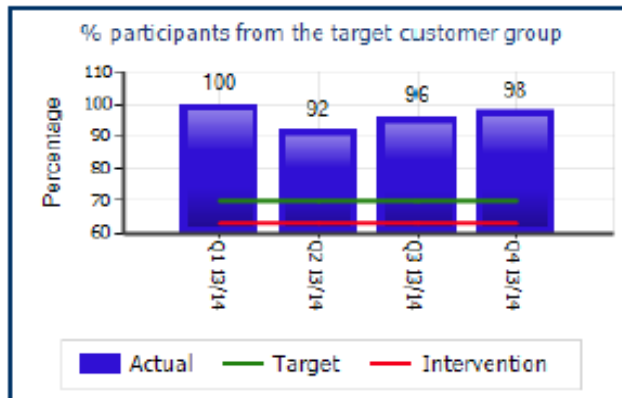
HC4 Encouraging Healthy Eating

Project 1: Portion Plates

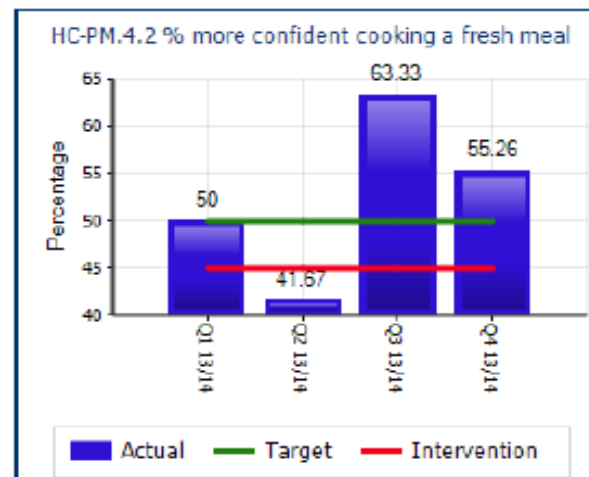


communities first *cymunedau yn gyntaf*

Measuring Quality



Measuring Effect



Community Involvement

The Caerphilly Basin CF Cluster is a dispersed cluster, which comprise of a number of areas deprivation in the area surrounding Caerphilly Town. The areas are largely comprised of the social housing estates, with the areas of Lansbury Park, Penyrheol, Trethomas, Trecenydd and Graig yr Rhacca all have high levels of social housing tenants. Also with the cluster is the Aber Valley, a traditional former mining settlement. The distance between these pockets of deprivation leads to a number of challenges for the cluster delivery team, it does mean that decisions on where projects are delivered are firmly based on the need for the project, and the individual statistics for the various areas. This model has proved very successful during the first year of delivery.

The Basin has some the worst areas of deprivation in the Country, With St James 2 being ranked 2nd in the WIMD and GYR 35th. There are extremely high levels of economic inactivity, the lowest levels of progression to further and higher education, in many of the areas within the cluster. The dispersed nature of the cluster also means that geographical many of the most deprived LSOAs neighbour some of the most affluent areas of the borough, thus causing stigma and emphasising the deprivation levels.

Community Involvement will underpin the delivery of all projects within the Caerphilly Basin and will include information, engagement, development and empowerment work throughout both the development and delivery of all projects. It is essential that those most in need are empowered to access and benefit from projects aimed at supporting them to make a positive contribution to their lives. As such the approach to community involvement in the Caerphilly Basin will be underpinned by existing strategies and good practice. Caerphilly County Borough's Regeneration Strategy states 'Data alone is not sufficient to provide a comprehensive, balanced and comparable picture of an area and its needs' and emphasizes the need to utilize the knowledge and expertise of the staff, services and communities involved by bringing together Community Partnerships with the relevant council departments and external partners. A number of key achievements took place as a result of the council's consultation strategy and LSB engagement strategy in 2008 which have now been built on in the Draft Public Engagement, Participation and Consultation Strategy 2011-2014.

Community Involvement in the cluster area will follow the National Principles for Public Engagement and The National Children and Young People's Participation standards for Wales. Each Communities First cluster involvement plan will also inform the wider involvement plan for the borough for inclusion in the development of the Single Plan.

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Many mechanisms for involvement already exist in the Caerphilly basin and where these are effective their success will be built on. There has been a strong track record of community development in the area for over 10 years and a number of existing structures already exist to ensure that Community Involvement and Service delivery are clearly linked across CCBC. These existing structures will be fully utilised and enhanced with the implementation of other methods of involvement.

Community involvement activities will be be-spoke and tailored to attract those who will benefit most from the projects being delivered. Providing interesting and innovative activities that generate 'word of mouth' promotion within the community. Most community members will not want to attend meetings or forums but can be encouraged to engage when a specific topic is of interest to them. Developing relationships and supporting individuals involvement through the most appropriate group or individual is key.

We realise it is of great importance to respond to the views of the community, at all levels, and have appropriate methods to feedback to the community at the level most appropriate and in the format most appropriate to the individual/group's needs. This will take into account all equalities matters when dealing with individuals and groups needs. All Communities First staff have involvement and engagement as an integral part of their role and each officer will undertake an involvement planning process for each individual project.

Communicating with hard to reach groups will be extremely important. Some disadvantaged groups have a greater need for services whilst experiencing greater barriers to accessing them. It is essential therefore that every effort is made to seek the views from these under represented or seldom heard groups and links with other providers and partners will be key to the contact and involvement of these individuals and families. As such those organisations from the public, private, voluntary and community sector who currently have access to those most in need have been, and will continue to be engaged, in the programme to facilitate contact in a way that best suits the individuals and families:

Voluntary Sector and Community Engagement

The GAVO Communities First Development Team will continue to work closely with the Voluntary Sector and associated Volunteers and individuals with the aim of promoting the Communities First Programme and by engaging individuals and groups into the process. GAVO will encourage participation within the Communities First Projects and make links between organisations and officers working within the Cluster area.

The GAVO CF Development Team will continue to support Partnerships in areas where they continue to meet and will ensure that they are fully engaged in the Communities First Programme.

The GAVO team will also continue to hold Voluntary Sector Forums within their respective areas. The Forums will be held on a quarterly basis within the cluster and will provide an opportunity for networking as well as information sharing. Not only will the CF programme be discussed and promoted at the Forums but also other initiatives designed to benefit the wider community. Attendees range from individuals living within the cluster to large National Charities. Opportunities for organisations to promote their work occur at the forums, which allow us to link their work to the wider CF Programme.

GAVO will work within the Cluster to ensure that the Tackling Poverty Fund is fully utilised within the Caerphilly Basin Area. Further to this when working with groups to develop projects e.g. the Graig y Rhacca Allotment project, that they are fully engaged into the CF Process while continuing to advise on wider project development ensuring that links between community organisations and the three Communities First themes are established.

A number of Community engagement activities will take place across the cluster during the year. In GYR it is likely that the Partnership will dissolve in 2014. However due to the WHQS scheme operating within the area an informal Tenants and Residents Association has been established via CCBCs Tenant Liaison Officers. In the Penyrheol and Churchill Park areas showcase events will be held, it is hoped that informal tenants and residents (TARA) groups will be established in these areas also, which can then represent the area at the Voluntary Sector Forum. These groups will also form our route to wider engagement and consultation for future project development within the area.

Flying Start and Families First

All but one of the LSOAs with the Cluster are Flying Start areas, and strong links between the CF, Flying Start and Families First staff, and participants is intrinsic to the partnership approach in the Basin. A common referral form as well as joint project planning between programmes continues.

Primary Care and GP's

The Cluster Manager, Health and Mental Health Officer are members of the Neighbourhood Care Network, facilitated by ABHB. This has provided a unique opportunity to engage with GP's who are often the only point of contact for those most in need. Discussions are now on-going to undertake a referral pathway into appropriate CF provision, with opportunities to shape projects to meet patients needs.

Libraries

The new library in Caerphilly Town Centre will be opening in January. There are ongoing discussions about services that could be delivered by the Cluster delivery team at the library premises. In partnership with Get Caerphilly Online and C2:0 the library will host Digital Fridays, a programme of open house support for digital skills.

Housing

CCBC's requirement to meet Welsh Housing Quality Standards BY 2020 has provided a unique opportunity to engage directly with tenants. In 2014/15 a significant amount of the WHQS improvements will be taking place in the Lansbury Park area, this will offer the opportunity to engage with residents who have had no previously involvement in the CF programme. Every home in the Lansbury Park will be visited as part of the WHQs by their Tenant Liaison Officers. The TLOs now attend delivery team meetings and a steering group is being formed to ensure the opportunities for joint working are maximised. It is also hoped that TLOs will co locate with the Delivery Team in the Lansbury Park office. A questionnaire has been developed to identify the support needs of every tenant. In addition, a direct referral process has been developed into CF activities.

Caerphilly Passport Programme

Communities First is the primary referral route into onto the Caerphilly Passport Programme, which gives participants the opportunity to secure a 6-month, paid Jobs Growth Wales placement. If eligibility onto the CPP is not identified during initial engagement, due to multiple barriers, officers will look to refer to appropriate provision in order to build on skills with the aim to re-refer at a later date.

Schools

The dispersed nature of the Caerphilly Basin Cluster means there are 3 comprehensive schools serving the areas within the cluster. The delivery team has strong relationships with these schools. Project delivery within the schools will be determined via consultation with the Educational Welfare Officer, and based on where there is most need. Given the wide catchments it is impossible to focus purely on pupils living within the CF areas as it has become increasingly clear that the links between attendance and attainment do not always correlate directly with living in areas of deprivation. As such given the nature of the cluster it is highly likely that schools will refer pupils who don't necessarily live in a CF area.

Youth Engagement

To tie in with the National Occupational Standard (NOS) value of collective action, and promote the participation of people within communities, youth consultations will be take place throughout the year to collate information on barriers to employment and tailor projects to suit need and develop organically where possible.

Involvement and engagement of young people will take place through various methods. Young people will be identified through outreach and detached sessions, with Youth and Family officers working with them on the streets, providing information and support so they can also engage in centre based sessions.

In addition to this officers will ensure that they work in partnership with other organisations and services that also provide support to young people. This will enable better sharing of information and a co-ordination of services.

There will be a particular focus on engaging with schools, Social Services Safer Caerphilly Community Safety Partnership, Families First and Youth Offending Service, in order to identify and engage young people who are experiencing significant issues or who are living in circumstances that prevent or hinder their progression.

The Youth and Family Officers ensure that Children and Young people from across the borough are represented at both Junior and Youth Forums and that reps are chosen through a fair and equitable process. The children and young people involved in representation are supported to gather information prior to any sessions and to feedback to the groups that they represent, in line with the National Participation Standards for Children and Young People.

Groups and individuals are also given the opportunity to contribute to local and national consultations and are supported to do so. They are also provided with opportunities, in conjunction with Caerphilly Youth Forum, to visit European Parliament in order to raise views and issues at a European level and to enhance their political understanding.

In order to engage young people and families who are considered 'harder to reach', Youth and Family Officers undertake home visits and work closely with partners to identify young people and families who could benefit from engagement. Home visits are often undertaken with Social Service or Police, but can also be undertaken without partner support through prior discussion with the young person and their parents.

All sessions delivered are based on discussions with the relevant service user; children, young people and parents. The activities are based on need and sessions are delivered that specifically focus on identifying interests, needs and areas for development. It is from these sessions that the wider programme is developed.

Measuring Performance of Community Involvement

Effective systems for monitoring and evaluating the progress of the delivery teams work have now been established. All participants in CF projects and activities now fill in enrolment forms, thus enabling us to monitor and track their involvement. There is also an extensive feedback process to ensure participants can input into future project delivery.

Measures to be monitored include the following:

- Number of meetings, including cluster, partnership, sub group and planning meetings.
- Numbers of residents attending meetings.
- Numbers of volunteers supporting events (Including demographic information)
- Number of residents attending events (Including demographic information)
- Number of Participants in Communities First Activities (including Young People)

This process will be monitored constantly, and modified if and when necessary to suit the needs of the Cluster and to fulfill the aims of the CF Programme

Marketing and Communications

A variety of mechanisms to inform and engage the community will be undertaken including:

Meetings, forums, sub groups, task and finish groups, events.

All of the above will take place in accessible venues, to ensure there are no barriers to resident's involvement. Advice will be sought from CCBCs Policy and Equalities team when necessary to ensure venues are appropriate.

To ensure all residents in the cluster are aware of the activities, and taking into account the latest trends in communication, there will be a website, and a presence on social media sites (such as Facebook and Twitter). Current research suggests even the most IT illiterate are able to access social media sites.

There will also be newsletters for the communities in the Cluster, which will be used to update the wider community and promote activities and events to every household. The newsletters will also be made available electronically.

All the above information will be easily readable and straight to the point, therefore attempting to reduce barriers. Information will also be available in Welsh and other languages upon request

Supporting Narrative for the above projects:

Caerphilly Basin **Work club:**

The Work Club project continued to be a strong project for engaging with out of work customers. 1 work club run during 2013/14 from Van community centre. We also run 2 work surgeries, which allowed customers to access support in a 1-2-1 environment are run in the cluster. Over the year 149 people accessed this service.

In 2013/14 the work club project encompassed all customers of the work club, all those who had 1-2-1 surgery sessions and all those who attended work related training. As a result, the dashboard attached gives a false impression of the effectiveness of the Work club project. As although 149 participated in the project, not all of these attended any of the training provided, hence diluting the percentage results for those gaining a qualification.

This has been addressed in 2014/15. The projects are now split to ensure reporting is a more accurate reflection of the individual projects. We now have a Work Surgery project, which now sees 4 separate surgeries being run in the cluster, and a separate Employment Training project.

Care That Works

In the autumn of 2013 the Communities First team working in conjunction with the local authority's Social Services Staff Development Team held a 10-week Care That Works programme. The project included training based on the care industry such as Protection of Vulnerable Adults, The Fundamentals of Care and several awareness sessions around disability, mental health and infection control. Also included within the programme were activities around employability such as CV writing, interview guidance and workplace policy, procedure and expectations.

Supporting these activities were Positive Mental Aggression sessions that focused around working as part of a team, communication skills and self-defence techniques.

The course began with 14 clients with 13 of those completing the programme. One client secured work whilst on the programme, another four secured employment shortly after the project with another two joining the local authority in a work placement capacity.

The feedback received was very positive with all clients reporting back that the course had benefited them and improved their confidence and ability to find employment.

Several care related employers attended our sessions to discuss talk about the care industry and discuss the skills and attributes needed in this sector. All of the interested clients were invited to formal and informal interviews as a result of their involvement with excellent feedback on the trainees report to the delivery team.

To build on the success of this project in 2013/14 a further 5 industry tailored projects will run in 2014/15 covering industries such as construction, retail and contact centre work.

Parent Employment Project

The parent employment project proved very successful as a learning project. Working with parent groups run by the Families First funded parent Network and Flying Start. Training courses were provided, which in the long term would support the participants into work. 14 sessions were delivered over the year to parent groups, with 26 participants. 76% completed the courses, with 73% of participants gaining a qualification.

The project will continue in 2014/15, but with a greater emphasis on learning rather than employment. Feedback from this year has shown that the majority of participants are not seeking to return to work until their children are in school.

Streetgames

StreetGames is a national project, and is one of the Communities First Shared Outcomes projects, that has been adopted in Caerphilly Basin with the key purpose of providing physical activity opportunities for young people in communities where there is limited opportunity or access to sport sessions/clubs. Two weekly sessions are run in the Caerphilly Basin area currently, one operating from St Cenydd School and one from Lansbury Park. To date, 81 sessions have been run. 91 participants have regularly accessed the service during this time. With 70% of participants now regularly participating in sport. In 2014/15 a further site will be established in the Aber valley.

Portion Plates

This project aimed to increase the nutritional knowledge of local families in order to provide 'me sized' meals in line with the Eatwell Plate. In conjunction with the Families First funded Family Engagement Project and other local groups, 10 sessions were delivered with 38 participants. Evaluation data collected has proven positive in line with the outcomes of participants gaining the skills and knowledge to make appropriate behaviour changes and actual behaviour change.

However in 2013/14 these sessions were very theoretical with no practical cooking sessions to further support the participants to use appropriate portions and eat a balanced diet. Following feedback from participants this project will be enhanced in 2014/15 to include not only the Portion Plate sessions, but then 3 practical cooking sessions to re-enforce the theoretical learning.