



Caerphilly Public Services Board Well-being Plan Performance Report

6 monthly report - May to Oct 2022

Action Area AA4b

Caerphilly Cares

Positive Start— providing the Best start in life for current and future generations

Positive People—securing the best outcomes for current and future generations

Positive Places—improving services, improving health and well-being

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Performance Levels

Performance measures where identifiable	Is there a risk this will not be achieved?
Strengthening relationships and connections between residents, and between residents and agencies.	No
Mobilising and empowering residents to become self-organising and active.	No
Map all community groups and support currently available	No
Create a mechanism for sharing best practice and increased community participation for residents.	No
Develop the process mapping internally and across external partners, then establish the monitoring and evaluation framework including customer journey mapping.	No

Quantifiable measures	Is there a risk this will not be achieved?
Satisfaction levels/positive outcomes %	No
Number of successful case studies / positive journeys	No
Lessons learned identified and continuous improvement – linked to exit surveys	No
80% of engaged community groups trained in safeguarding, coproduction, community involvement etc. within first year	No
Number of new community groups supported to become established	No
Service responds to most common barriers via calls/customer journey	No
Respond to evaluation of first 12 months delivery	No
Successful process mapping achieved in establishing CC service (successful partnership with transformation)	No
Within the first 12 months, XX% of residents are aware of the 'Caerphilly Cares' service	No
Successful launch on 6th April 2021	No
Extent of awareness raising – internally and partners/community groups – networking opportunities	No

Evidence

Priority	Comment
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Satisfaction levels/positive outcomes %	Now recording positive outcomes from CC Training sessions. To date only 3.3% reported negative feedback.
Number of successful case studies / positive journeys	The Team has made a positive difference to over 1000 people who engaged with our service. Community Connectors joined the team July 2022 and have added great value to the Caerphilly Cares team with over 230 individuals to reduce isolation and loneliness, 833 pieces of information and advice have been given out to both individuals and services, 78 individuals have been accompanied to groups within Caerphilly Borough whilst 56 have had a joint visit with the team and another professional. Total number of calls over the last year have again has been well over 1000 that have been supported by the Caerphilly CARES Duty Team to either have direct support, been sign posted to a service they require or supported to make a claim, so they are in a much better place. join the Case studies available on request
Lessons learned identified and continuous improvement – linked to exit surveys	First year review report delivered to Social Services Scrutiny on 7th March 2022. Full copy of the report is available on request.
80% of engaged community groups trained in safeguarding, coproduction, community involvement etc. within first year	Focus this year has been slow due to capacity, however there is now a dedicated officer training all front line staff. Figures will be much higher next reporting period as a consequence. As community groups are now restarting face to face delivery, this work will roll over into the next reporting year. Our development team are working face to face with community groups in order to build local capacity and develop local ideas.
Number of new community groups supported to become established	Supported the formalisation of community groups that started informally as a result of lockdown. Isolation & Loneliness grant established, and groups supported to apply to facilitate new community activities post pandemic (March 2022 onwards) Since joining the team Community Connectors have supported 42 groups either by supporting their participants to reduce isolation and loneliness or helped them to secure funding to provide

	<p>activities that people can access Case study link attached for information. .Isolation & Loneliness grant established and groups supported to apply to facilitate new community activities post pandemic (March 2022 onwards). The Isolation grant has been fully allocated for 22/23 with 27 successful applications kickstarting community activity post covid lockdowns. We continue to work with emerging groups, and have started working with informal community groups unbeknown to us previously. The team continue to support new and emerging food poverty groups, as well as the ongoing support to established Fairshare and Foodbank organisations. Currently the teams work is focussing on the establishment of Welcoming Spaces for local residents to attend in the ongoing cost of living crisis – there is an online Google map which highlights where these operate.</p>
<p>Service responds to most common barriers via calls/customer journey</p>	<p>There are several key themes identified through caseloads to date, the most common ones being: Financial (including food) insecurity Mental health (all tiers), Housing. Due to the impact of the pandemic on the lives of vulnerable people and the needs presented, the focus to date has been within the Social Services and Housing Directorate. an agreement to work jointly with Mental Health services on individual cases. Support is being provided to the Caerphilly Cares team on a case-by-case basis to enter formal mental health support services when needed. More calls have been coming in since delivering Cost of living roadshows and pop-up sessions during the Winter Market Events. The team are dealing with support calls and sign posting to the right area when needed. Training is bespoke to each service area, and trends have been included in each relevant session so that Staff Council wide understand what current issues and barriers people are facing. Cost of Living engagement has also led to direct development of new resource as a response to customer barriers, including development of</p>

	Welcoming Spaces, Warm packs, hygiene packs and Energy efficiency project.
Respond to evaluation of first 12 months delivery	<p>Full annual review report went to Social Services Scrutiny on 7th March 2022.</p> <p>An annual evaluation report of the CCBC Employee Volunteering Scheme was submitted to P&R Scrutiny Committee for information in September 22. Findings of the evaluation have been used to shape workplans related to volunteering development in Caerphilly Cares (and the wider Council) for the year ahead.</p>
Successful process mapping achieved in establishing CC service (successful partnership with transformation)	Process mapping within CCBC took place during the first year including visioning and planning workshops with partners. This will continue during 2022/23. Caerphilly Cares volunteering team successfully worked with members of the Transformation team to deliver the Caerphilly Volunteering EXPO event in July 22. The event provided an opportunity to promote the scheme and undertake further consultation with employees to inform the future direction of the workstream.
Monitoring awareness of Caerphilly Cares in the community	Since its inception, the Caerphilly Cares Duty Team has received over 4000 calls and 1700 emails asking for help. The team has continued to make referrals to appropriate partners & services to provide relevant support, strengthening working links and relationships as a result. During the Cost of Living roadshows across the borough, we made a further 157 referrals to services and hundreds of face-to-face engagements. These will continue in Q4.
Successful launch on 6th April 2021	Launch successfully carried out throughout April/May 2021 inclusive of several member seminars, social media releases and cross-team information sessions and workshops.
Extent of awareness raising – internally and partners/community groups – networking opportunities	<p>To date, some front line services have been trained and made aware of the service. Promotional material will be further developed and a marketing plan has been created and will be implemented in the next reporting period.</p> <p>The Befriending/Volunteer Service Co-ordinators were appointed in late September</p>

	<p>22. Their immediate priority has been to contact all the existing volunteers, update DBS checks & other relevant paperwork. The extent of the waiting list, which was lengthy prior to Covid, means the service will remain closed to any new referrals until at least January 23. Therefore promotion & awareness raising of this element of the service has deliberately been minimal with the focus on recruitment of new volunteers.</p>
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Key Tasks

Ref	Task	Progress
A	Establishing an appropriate customer journey measurement	<p>Abavus system went live on 1st March 2022 to standardise the data staff are capturing.</p> <p>The Volunteering Wales platform is currently being updated by WCVA and will be relaunched in January 23. The team will continue to use the platform to monitor and manage opportunities & volunteers linked to the CCBC Employee Volunteering Scheme, and eventually the Befriending Service.</p>
B	Establish panel of community volunteers – exploring training and development needs – first six months (training to then be completed within 12-18 months)	Continuing to work the with IWNs and existing volunteers. Food Network has been established and launched. Discussions have been held with GAVO regarding the use of SPF money allocated to volunteering to develop a suite of training courses to be offered in the community during Q4 (Jan-March23). We are awaiting the final offer/decision relating to SPF projects before fully finalising the offer.
C	Develop tool to measure impact for individuals – in partnership with Public Health Wales + community insight work (change to geographical area)	Due to restricted resources within Public Health Wales this work has not yet been implemented.
D	Community groups trained in safeguarding, coproduction, community involvement etc. within first year	Risca CV UK lead volunteers trained in Safeguarding Level 2 and will undergo ‘train the trainer’ training to roll out further. Caerphilly Cares Development Officers will

		also be trained to assist roll out of this training due to capacity issues. Due to the ongoing restrictions this work has been delayed. As community groups are now restarting face to face delivery, this work will roll over into the next reporting year.
E	Service/asset mapping in geographical areas	Caerphilly Cares Dewis pages are live and will be updated as and when. Welcoming Spaces venues are being mapped daily and made available real-time via google maps. Cost of Living support being generally mapped across authority to establish gaps in provision.
F	Identify most common barriers via calls/customer journey	Service delivery continuing to evolve to meet customer needs and ongoing developments through the pandemic. Main issues identified to date include; Mental Health (all levels), Housing Benefits, Tenancy Support, Food Poverty, Isolation & Loneliness (Buddy Scheme) and COVID. Several customers are reporting that their issues are being dealt with across several departments resulting in confusion and hinderance. Cost of Living roadshows and subsequent referrals have also highlighted Energy Poverty and general shortage of income – impacting additional factors such as parents’ ability to afford transport to school, people skipping meals and lacking income to engage in social activities etc.
G	Evaluation of first 12 months delivery	Full annual review report went to Social Services Scrutiny on 7th March 2022. Annual evaluation of the Employee Volunteering Scheme was submitted to P&R Scrutiny for information in September 22.
H	Develop delivery plan for year 2 onwards	To be assessed April 2023
I	Production of quarterly newsletters to promote Caerphilly Cares	Facebook pages launched in January 2022, publicising numerous grants available to the public (winter fuel allowance, isolation grant etc.). Caerphilly Cares literature has been redesigned and will be distributed during 2022/23. Dedicated Cost of Living edition of Newsline sent out to all households within October 2022, giving info on vital services

		relevant to cost of living, with Caerphilly Cares highlighted throughout as primary gateway for those seeking support from council services.
J	Caerphilly Cares team are suitably upskilled	A staff skills assessment has been completed, and a plan of essential training has been developed. Staff are finishing a range of refresher training which will be complete in Jan '23.

Conclusion

Caerphilly Cares is not a 'service' that operates in isolation, it reflects the ethos of the Transformation Strategy # Team Caerphilly Better Together that influences how we engage with our residents and how our services respond. COVID-19 has created intense pressures on local authorities to respond to unprecedented challenges. Communities have become even more reliant on public services and as a result, building social resilience and self-reliance in citizens is even more important than ever.

With potential budgetary pressures due to changing patterns of demands and lingering levels of dependency we will also need to continue to deal with the longer-term impact of the pandemic and the Cost of Living crisis alongside driving forward any plans for longer-term transformational change. The need for strong networks, effective communication and collaboration across services and programmes that support our residents is essential to achieve this aim. We anticipate our communities will suffer from economic, health and other social challenges as a result of the pandemic for years to come. The gap between the most deprived and the most affluent has widened, and with the increase in living costs, fuel costs, National Insurance, and inflation this is likely to be exacerbated. This highlights the need to take an in depth look on how we intend to support our communities moving forward to respond to the anticipated growing demand for support.

As the work of Caerphilly Cares continues, we are encouraging natural networks with organisations of similar interests and encouraging dialogue between them, to learn from each other. One example of this is the School Uniform Exchange in Caerphilly, where they are already branching off, looking at the next thing, currently this is food growing, and linking in with similar organisations already doing something similar, like the TLC in Risca. There are also the natural linkages with similar cost of living projects, such as the Caerphilly Toy Box project, providing free toys for children in need.



Other examples are the Caerphilly Food network with its ambitious plan to spread examples of good practice into other areas of the borough. For example, the community fridge in Graig Y Rhacca is an example that could be replicated virtually anywhere. The same for the Risca 19 'food pantry' model, which offers an alternative discounted food shopping experience, with the added bonus of choice.

The spiders web of community activity and linkages is still being fully explored, we have developing networks within Caerphilly, with the common focus on mutual support, and we are supporting these communities to define their own futures according to their own local need.