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 Pontlottyn 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 Pontlottyn, 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 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 boarders (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

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THE Caerphilly WE WANT

Caerphilly Youth Forum

In preparation for the Youth Forum Conference (16th Oct 2017), the Policy Team worked with the Youth Forum Co-ordinator to strengthen links between their possible work programme and the emerging priorities of the Well-being Plan. The Youth Forum have been key partners in developing the Well-being Assessment and through this informed the 37 issues that emerged.

The Youth Forum generated a list of 25 issues to be discussed at their annual Forum. These were structured around the 5 themes of the current Single Integrated Plan (Safer, Prosperous, Healthier, Learning, Greener). An analysis piece of work was completed by the Policy Unit to identify the links between the 25 Youth Forum issues, the draft Well-being Plan objectives and the 37 Assessment issues.

The majority of Youth Forum issues correlated directly to the draft Well-being Plan objectives and Assessment issues. Those that didn't were the direct responsibility of a single organisation. This information was shared with the Youth Forum Co-ordinator and used at the conference workshops, which also included PSB members.

The information shared through this piece of work will inform the development of the Well-being Plan's action areas.

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.

VALLEY VOICES PROJECT
BIG LOTTERY FUNDED/GAVO SUPPORTED

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 Wetherspoon'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.

<u>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?</u>
- 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?

<u>Safer Caerphilly - How can we make your community safer and make you feel safer?</u>
- 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?

<u>Protect Caerphilly green spaces – do you visit any parks and are they easy to get to?</u>
<u>How can people keep rivers, parks, mountains looking their best now and for the future?</u>
- 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?

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?

<u>Volunteering</u>
- 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+.

<u>Apprenticeships/employment</u>
- 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

<u>Seasonal Work</u>
- 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.

<u>Health</u>
- 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 <u>meaningful and show if we are making a difference.</u>
- 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 <u>purpose of reporting</u> has to be clear, as the PSB do not need a report on everything.
- Use <u>exception</u> 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 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