



Delivery Plan 2018-2023

Action Area AA4b: Caerphilly Cares

Context:

Roles	Names
Lead PSB Member Champion	Christina Harrhy
Lead Officer (s)	Tina McMahan
Policy Support Officer (s)	Sonya Foley

Delivery Partners

(List of groups and individuals involved in delivery and regular updates) Name Surname and organisation

Name	Organisation
Keith Meredith	South Wales Fire & Rescue Service
David Llewellyn	Public Health Wales
Ali Gough	Aneurin Bevan University Health Board
Sarah Mutch	CCBC – Early Years Manager
Tina McMahon	CCBC – Community Regeneration Manager
Claire Watkins	GAVO
Sandra Isaacs	CCBC – Rents Manager (Housing)
Lucy Warren	CCBC – IAA Manager
?	Gwent Police
Hayley Lancaster	CCBC – Senior Communications Manager

Number	Priority Areas of Activity
AA4b.1	To establish a universal gateway model for vulnerable individuals, providing advice, support and signposting to enable them to become more resilient and live as independently as possible through a strength based, community centred model.
AA4b.2	Support our most disadvantaged communities to be resilient, cohesive and sustainable, and enable them to help themselves. To create the conditions for community assets to thrive and create a balance between service and community support by removing any barriers and for our services to work alongside communities in ways that are empowering, engaging and meaningful.
AA4b.3	Launch and develop the Caerphilly Cares service and ensure the policies, processes and systems are in place

Outcomes to be worked towards under this Action Area / Enabler (need to include local and national outcomes)	Measures for this Action / Enabler
AA4b.1 <ul style="list-style-type: none"> • Outcome 1: Strengthening relationships and connections between residents, and between residents and agencies. • Outcome 2: Mobilising and empowering residents to become self-organising and active. 	By April 2022 <ul style="list-style-type: none"> • No of contacts /referrals to service • Satisfaction levels/positive outcomes % • Number of successful case studies / positive journeys • Lessons learned identified and continuous improvement – linked to exit surveys
AA4b.2 <ul style="list-style-type: none"> • Outcome 3: Map all community groups and support currently available • Outcome 4: Create a mechanism for sharing best practice and increased community participation for residents. 	By April 2022 <ul style="list-style-type: none"> • Community resources mapped and Dewis page established • Community groups forum established • 80% of engaged community groups trained in safeguarding, co-production, community involvement etc. within first year • Number of new community groups supported to become established • Service responds to most common barriers via calls/customer journey
AA4b.3 <ul style="list-style-type: none"> • Outcome 5: Develop the process mapping internally and across external partners, then establish the monitoring and evaluation framework including customer journey mapping. 	By April 2022 <ul style="list-style-type: none"> • Awareness raising and promotion of Caerphilly Cares carried out • Launch on 6th April 2021

	<ul style="list-style-type: none"> • Process mapping undertaken internally and with partner agencies • Within the first 12 months, XX% of residents are aware of the 'Caerphilly Cares' service • Service realigns in response to evaluation of first 12 months delivery.
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Action Area / Enabler : (delete as appropriate)	
Priority Area of Activity (include ID number)	<p>AA4b.1 To establish a universal gateway model for vulnerable individuals, providing advice, support and signposting to enable them to become more resilient and live as independently as possible through a strength based, community centred model.</p> <p>AA4b.2 Support our most disadvantaged communities to be resilient, cohesive and sustainable, and enable them to help themselves. To create the conditions for community assets to thrive and create a balance between service and community support by removing any barriers and for our services to work alongside communities in ways that are empowering, engaging and meaningful.</p> <p>AA4b. 3 Launch Caerphilly Cares and ensure the policies, processes and systems are in place</p>

Ref	Key Tasks	Task Lead	When will it be completed?		
			Short term 1 – 2 years	Medium term 3 – 4 years	Long term 5+ years
A	Establishing an appropriate customer journey measurement	Caerphilly Cares Team / Public Health Wales	x		
B	Establish panel of community volunteers – exploring training and development needs – first six months (training to then be completed within 12-18 months)	Caerphilly Cares Team / GAVO	x		
C	Develop tool to measure impact for individuals – in partnership with Public Health Wales + community insight work (change to geographical area)	Caerphilly Cares Management Team / Public Health Wales	x		
D	Community groups trained in safeguarding, coproduction, community involvement etc. within first year	Caerphilly Cares Team / GAVO	x		
E	Service/asset mapping in geographical areas	Caerphilly Cares Team / Walk In Services Corporate Review		x	
F	Identify most common barriers via calls/customer journey	Caerphilly Cares Team	x		
G	Evaluation of first 12 months delivery	Caerphilly Cares Team	x		

Ref	Key Tasks	Task Lead	When will it be completed?		
			Short term 1 – 2 years	Medium term 3 – 4 years	Long term 5+ years
H	Develop delivery plan for year 2 onwards	Caerphilly Cares Team	x		
I	Production of quarterly newsletters to promote Caerphilly Cares	Caerphilly Cares Team / Communications	x		
J	Caerphilly Cares team are suitably upskilled	Caerphilly Cares Team / GAVO	X		

Actual Risk	Risk Rating (Low / Medium / High)	How will you manage/mitigate this risk - what are you doing to reduce the risk and by when?	Risk Owner
Lack of engagement - residents			
Lack of engagement – Staff			
Lack of engagement – Community – our services won't meet the needs of the community if we are unable to get the conversation going.		Mitigations – good communication strategy and approach, with clear constant messages sharing progress and ensuring buy in from senior management.	Tina McMahon
Managing Capacity & Expectations			

<p>Potential for increasing service delivery costs v's preventative and collaborative solutions.</p> <p>Culture – we are unable to embed the long term collaborative benefits of the service</p> <p>COVID – does not allow us to work in the way or at the pace we want, affecting delivery against milestones.</p>			
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The Future Generations Framework should be used when developing and agreeing all content of this Delivery Plan. This framework helps translate the legal concepts (of the FG Act) into easily understandable and project focused prompts, which when followed will help design better / more robust principles. Following the framework prompts for each proposed area of activity / task will ensure :

- 1) the connections are made between the content of the Caerphilly County Borough Area Assessment of Local Well-Being 2017 and the Caerphilly Public Services Board Well-being Plan 2018-2023 and it's well-being objectives.
- 2) the Five Ways of Working are embedded to maximise contribution to the Seven Well-being Goals
- 3) early thinking to reflect and demonstrate change

<p>Well-being Objectives</p> <p>Check to see if there is a connection between your proposed activity / task and the relevant Public Bodies and/ or Public</p>	<p>Initial Project Development</p>
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<p>Services Board's Well-being Objectives and Plans</p>	
<p>Five Ways of Working</p> <p>Using the Five Ways of Working is a key element of the legislation. They must be used throughout the life time of a project, from design to review.</p>	<p>Initial Project Development</p> <p>The involvement of residents and all stakeholders will be central to all the proposed work undertaken. Extensive consultation and engagement to date has informed the development of the project to this stage and will continue throughout the whole process</p> <p>Collaboration</p> <p>Long-term The aim of the work will be to establish long-term, sustainable solutions to the issues being faced throughout the county borough.</p> <p>Integration As part of the development of this action area the aims and objectives of the other action areas, and all PSB organisations have been considered and mapped against this area. Work to “join the dots” has also been undertaken to identify links synergies and gaps with key related strategic documents and plans.</p> <p>Prevention Work is being undertaken to identify the underlying issues. This will be used as the basis of work to identify where possible preventative actions to resolve issues before they arise.</p>
<p>Seven Well-being Goals</p> <p>The well-being goals must be considered as an integrated set of seven, and the well-</p>	<p>Initial Project Development</p> <p>The Future Generations Framework will be used when developing and agreeing all content of this Delivery Plan particular reference to a more Equal Wales , Resilient Wales, Wales of Thriving Welsh Language, and Cohesive Wales</p>

<p>being objectives (considered above) should maximise contribution to all seven</p>	<p>Developing a culture change that promotes positive image and stories that encourage inward investment</p> <p>A Prosperous Wales Providing support to unemployed residents to enable them to gain employment. Ensuring that we get the maximum benefit from the services we provide and the money we spend.</p> <p>A Healthier Wales Supporting residents to take greater responsibility for their health. Providing specific support to those with mental health issues</p> <p>A More Equal Wales</p> <p>A Wales of Cohesive Communities Developing cohesive, resilient and sustainable communities is central to the aims of this priority</p> <p>A Wales of Vibrant Culture and Thriving Welsh Language</p> <p>A Globally Responsibly Wales</p>
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