

**Caerphilly Public Services Board Well-being Plan**  
**Six Monthly Performance Report**

**AGENDA ITEM No. 05—AA4b**

**Date: 24 Jun 21**

**Action Area/ Enabler: Caerphilly Cares**

**Contribution to the 4 Well-being Objectives:**

**Positive Change**— embedding prevention into all that we do

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 resilience

**Contribution to the 7 Well-being Goals:**

The Caerphilly Cares delivery plan demonstrates how we are maximising contributions to all 7 Well-being Goals. These are : A prosperous Wales, A resilient Wales, A healthier Wales, A more equal Wales, A Wales of cohesive communities, A Wales of vibrant culture and thriving welsh language, A globally responsible Wales.

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

**Evidence**

Caerphilly Cares has been identified as a new Action Area for the Caerphilly Public Services Board. In November 2020 Cabinet endorsed the establishment and funding for a new service providing the Council with an opportunity to work even more closely with the voluntary and community sectors to harness, support and expand the community resilience demonstrated in many communities across the borough. The Council has recognised that local activities are vital to supporting wellbeing, with new and existing local groups having picked up the mantel throughout the pandemic. Support for these groups is crucial moving forward and should be seen, very much, as part of the offer of support. Caerphilly Cares will provide opportunities for meaningful dialogue with vulnerable people, to assess service and support needs and coproduce services designed to promote long term independence.

Caerphilly Cares aims to create the conditions for community assets to thrive and create a balance between service and community support by removing barriers that prevent services working alongside communities in ways that are empowering, engaging, and meaningful. The Caerphilly Cares (CC) service has been established and launched within the Social Services directorate and was launched officially in April 2021. Referral pathways have been established with a number of internal departments and this work is on going. Collaborative working is also being developed with the Good Health and Well-being Action Area through the Integrated Well Being network and Neighbourhood Care network to develop GP and primary care referrals through Social prescribing pathways. However, where relevant, links to community provision and volunteer support is being encouraged through collaboration with GAVO and the volunteering Action Area, either instead of or as well as organisational support. Connecting with your community and developing social connections are all factors that enhance wellbeing, enhancing the informal way people connect with others, with services offering assistance rather than being the sole source of support



Ref	Key Tasks	Progress
A	Establishing an appropriate customer journey measurement	On-going
B	Establish panel of community volunteers – exploring training and development needs – first six months (training to then be completed within 12-18 months)	A forum of volunteer led organisations has been established to network and encourage peer to peer support. The meeting established common goals, issues and common areas for joint working including volunteer training.
C	Develop tool to measure impact for individuals – in partnership with Public Health Wales + community insight work (change to geographical area)	On-going
D	Community groups trained in safeguarding, coproduction, community involvement etc. within first year	Training for volunteers and groups has commenced, initially with Safeguarding and Connect5 in partnership with PHW.
E	Service/asset mapping in geographical areas	This work is on going with Dewis and a Caerphilly Cares page and staff resource has been included on the Dewis platform
F	Identify most common barriers via calls/customer journey	
G	Evaluation of first 12 months delivery	
H	Develop delivery plan for year 2 onwards	
I	Production of quarterly newsletters to promote Caerphilly Cares	
J	Caerphilly Cares team are suitably upskilled	Ongoing
<b>Guidance sought from the Public Services Board:</b>		

### Evidence

A communication strategy was developed as part of the Caerphilly Cares launch. This included a social media promotion, a web presence, a newly established Dewis page, press coverage, packs for local Cllrs, presentations both internally and with partners, including the voluntary sector forums

Co-productive working with the community, participatory budgeting and direct customer feedback will inform future service provision, we aim to identify gaps in support through the referrals received from both established statutory and third-party services.