



Caerphilly Public Services Board Well-being Plan Performance Report

6 monthly report April – Sept 2021

Action Area AA4b

CAERPHILLY CARES

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

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

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

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30/09/2021

Performance Levels

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

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

Evidence

Priority	Comment
Satisfaction levels/positive outcomes %	Online MS Forms survey customised and designed to meet service delivery. Form to go live Q3.
Number of successful case studies / positive journeys	A dozen successful case studies have been provided to demonstrate the level of support the service has provided to residents. These are available on request. Full figures to be provided April 2022.

Lessons learned identified and continuous improvement – linked to exit surveys	Service delivery continuing to evolve to meet customer needs and ongoing developments through the pandemic. First 12-month review will take place April 2022 alongside customer survey evidence.
80% of engaged community groups trained in safeguarding, coproduction, community involvement etc. within first year	Delivery has commenced but has been restricted due to the pandemic. Full annual figures to be provided April 2022.
Number of new community groups supported to become established	4 new groups established to date. Additional support is being offered to groups to enable them to apply for grants such as the Community Empowerment Fund and the Food Insecurity/Poverty grants. Several groups are receiving additional support to ensure they can remain operational during the pandemic.
Service responds to most common barriers via calls/customer journey	Service delivery continuing to evolve to meet customer needs and ongoing developments through the pandemic. The level of Mental Health support services for residents is currently an ongoing concern that the service has identified and will continue to work with across partners.
Respond to evaluation of first 12 months delivery	April 2022
Successful process mapping achieved in establishing CC service (successful partnership with transformation)	Process mapping within CCBC has taken place and is continuing over the first year with additional visioning and planning workshops with partners.
Within the first 12 months, XX% of residents are aware of the 'Caerphilly Cares' service	April 2022
Successful launch on 6th April 2021	Launch successfully carried out throughout April/May 2021 inclusive of several member seminars, social media releases and cross-team information sessions and workshops.
Extent of awareness raising – internally and partners/community groups – networking opportunities	Cross-team meetings and workshops ongoing alongside information sessions with partnership organisations such as Community Connectors, Housing, Tenancy Support, Benefits, Council Tax, 50+ Forum and the Older People teams.

Key Tasks

Ref	Task	Progress
A	Establishing an appropriate customer journey measurement	Ongoing alongside the development of an appropriate Abavus tool to capture the level of intervention required for each customer. Due to the ongoing changes to delivery in responding to customer needs, this will be completed within the first 12-months.
B	Establish panel of community volunteers – exploring training and development needs – first six months (training to then be completed within 12-18 months)	Currently working with IWNs and existing volunteers (through the Buddy Scheme etc.) to establish an appropriate panel.
C	Develop tool to measure impact for individuals – in partnership with Public Health Wales + community insight	Ongoing.

	work (change to geographical area)	
D	Community groups trained in safeguarding, coproduction, community involvement etc. within first year	Risca CV UK lead volunteers trained in Safeguarding Level 2 and will undergo 'train the trainer' training to roll out further. Caerphilly Cares Development Officers will also be trained to assist roll out of this training due to capacity issues.
E	Service/asset mapping in geographical areas	Ongoing throughout first 12-months of delivery alongside continued development of the service area.
F	Identify most common barriers via calls/customer journey	Service delivery continuing to evolve to meet customer needs and ongoing developments through the pandemic. Main issues identified to date include; Mental Health (all levels), Housing Benefits, Tenancy Support, Food Poverty, Isolation & Loneliness (Buddy Scheme) and COVID. Several customers are reporting that their issues are being dealt with across several departments resulting in confusion and hinderance.
G	Evaluation of first 12 months delivery	To be assessed April 2022
H	Develop delivery plan for year 2 onwards	To be assessed April 2023
I	Production of quarterly newsletters to promote Caerphilly Cares	First newsletter to be produced in December to coincide with loneliness over the festive period and the support available to vulnerable residents.
J	Caerphilly Cares team are suitably upskilled	All staff trained in Safeguarding Level 2, Connect 5, Compassion Fatigue & Trauma, VAWDSV and What Matters. Training opportunities will continue be identified as delivery needs are changed.

Conclusion

The first six-months delivery of the Caerphilly Cares service has been demanding but hugely rewarding for both staff and residents. As the demands of the service grow, our current work on the Participatory Budget will indicate the way forward for us as a local authority and enable us to provide relevant support for our residents, both remotely and within our Community Hubs. We continue to engage with existing and new groups within our communities and have made great progress throughout the pandemic throughout the challenges faced.