



## Caerphilly Public Services Board Well-being Plan Performance Report

7 monthly report Oct 2021 – April 2022

### Action Area AA4b

## Caerphilly Cares

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

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

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

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20/05/2022

## 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 redesigned to meet service delivery. All documentation/evidence paperwork is being standardised to go live in Q1 (22/23).
Number of successful case studies/ positive journeys	The Team has made a positive difference to over 1000 people who engaged with our service. Case studies available on request.
Lessons learned identified and continuous improvement – linked to exit surveys	First year review report delivered to Social Services Scrutiny on 7th March 2022. Full copy of the report is available on request.
80% of engaged community groups trained in safeguarding, co-production, community involvement etc. within first year	Due to the ongoing restrictions this work has been delayed. As community groups are now restarting face to face delivery, this work will roll over into the next reporting year.
Number of new community groups supported to become established	Supported the formalisation of community groups that started informally as a result of lockdown. Isolation & Loneliness grant established and groups supported to apply to facilitate new community activities post pandemic (March 2022 onwards).
Service responds to most common barriers via calls/customer journey	There are several key themes identified through caseloads to date, the most common ones being: Financial (including food) insecurity Mental health (all tiers), Housing. Due to the impact of the pandemic on the lives of vulnerable people and the needs presented, the focus to date has been within the Social Services and Housing Directorate. an agreement to work jointly with Mental Health services on individual cases. Support is being provided to the Caerphilly Cares team on a case-by-case basis to enter formal mental health support services when needed.
Respond to evaluation of first 12 months delivery	Full annual review report went to Social Services Scrutiny on 7 <sup>th</sup> March 2022. Future direction is being discussed at CMT on 7 <sup>th</sup> April 2022.

Successful process mapping achieved in establishing CC service (successful partnership with transformation)	Process mapping within CCBC took place during the first year including visioning and planning workshops with partners. This will continue during 2022/23.
Monitoring awareness of Caerphilly Cares in the community	Since its inception, the Caerphilly Cares Duty Team has received over <b>1200</b> calls and <b>500</b> emails asking for help. The team has made <b>330</b> referrals to appropriate partners & services to provide relevant support. Of the <b>1200</b> calls received, over <b>850</b> have been direct from residents who have learned of the service over the past several months
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	Abavus system went live on 1 <sup>st</sup> March 2022 to standardise the data staff are capturing. All associated paperwork is currently being updated to ensure it is fit for purpose.
B	Establish panel of community volunteers – exploring training and development needs – first six months (training to then be completed within 12-18 months)	Continuing to work the with IWNs and existing volunteers. Food Network has been established and launched with a successful event on 28th March 2022 including private sector businesses and community organisations & foodbanks.
C	Develop tool to measure impact for individuals – in partnership with Public Health Wales + community insight work (change to geographical area)	Due to restricted resources within Public Health Wales this work has not yet been implemented.
D	Community groups trained in safeguarding, coproduction, community involvement etc. within first year	Risca CV UK lead volunteers trained in Safeguarding Level 2 and will undergo ‘train the trainer’ training to roll out further. Caerphilly Cares Development Officers will also be trained to assist roll out of this

		training due to capacity issues. Due to the ongoing restrictions this work has been delayed. As community groups are now restarting face to face delivery, this work will roll over into the next reporting year.
E	Service/asset mapping in geographical areas	Caerphilly Cares Dewis pages are live and will be updated as and when. Detailed Community Asset Mapping to commence now restrictions have lifted commencing with a pilot in Rhymney.
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	Full annual review report went to Social Services Scrutiny on 7th March 2022. Future direction is being discussed at CMT on 7th April 2022
H	Develop delivery plan for year 2 onwards	To be assessed April 2023
I	Production of quarterly newsletters to promote Caerphilly Cares	Facebook pages launched in January 2022, publicising numerous grants available to the public (winter fuel allowance, isolation grant etc.). Caerphilly Cares literature has been redesigned and will be distributed during 2022/23.
J	Caerphilly Cares team are suitably upskilled	The Caerphilly Cares team has undergone a range of training both formally and informally. All members of staff are at least Level 2 trained in Safeguarding, with 3 Co-ordinators/managers having completed train the trainer to deliver Safeguarding to staff & volunteers. Mental Health Awareness/First aid is a core requirement for the team and a refresher is due this year.



## Conclusion

If Caerphilly Cares had not been implemented the pressure on other Council Services is likely to have been far greater. And whilst this is not clearly demonstrable at this point in time, if Caerphilly Cares had not been implemented over 1,700 people could have ‘slipped through the net’, 788 people would not have had their income maximised and over 2000 people would not have had food. As awareness of Caerphilly Cares grows and the impact of COVID-19 continues to be felt this number is likely to grow substantially. However, Caerphilly Cares is not a ‘service’ that operates in isolation, it reflects the ethos of the Transformation Strategy # Team Caerphilly Better Together that influences how we engage with our residents and how our services respond. COVID-19 has created intense pressures on local authorities to respond to unprecedented challenges. Communities have become even more reliant on public services and as a result, building social resilience and self-reliance in citizens is even more important than ever.

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