Ceredigion's PSB Summary Annual Report

Statement from our Chair

Welcome to Ceredigion's PSB Summary Annual Report for 2019/20. Our Local Well-being Plan 2018-2023 continues to set the direction of the PSB and this report highlights the positive contribution that working in partnership can bring.

The local response to Covid-19, emphasises the value that closer partnership working can have and the importance of continuing to strengthen the links between all PSB organisations both in the short term and longer term, particularly with regards to recovery planning and maintaining a focus on the wellbeing of Ceredigion's communities.

Prior to Covid-19 affecting each and every one of us in some way, as well as the impact which it has had on Public Service Board organisations, there continued to be focus on the six wellbeing aims with dedicated project groups, each being chaired by members of the PSB. This report aims to highlight the progress made during the course of the year and also the potential that these groups have brought and continue to contribute to the Covid-19 response.

I would like to extend my sincere thanks to all organisations of the PSB and particularly those who have worked so tirelessly for the benefit of our residents during this unprecedented time and I look forward to furthering these working relationships over the next year.

Ellen ap Gwynn, Chair of Ceredigion PSB

DRAFT

How we are delivering the wellbeing plan

Introduction

Due to Covid-19 related matters and pressures placed on partner organisations, Ceredigion's Public Services Board are mirroring the approach being taken in other parts of Wales, whereby a more concise annual report has been prepared for 2019/20. This has been considered to be an appropriate response under the current circumstances.

Governance

Work on the six wellbeing aims is delivered by the project groups namely:

- Enterprise and Innovation
- Understanding our Communities
- Climate Change and Natural Resources
- Co-location of Front-line Services
- Resilience Training
- Social and Green Solutions for Health

Each of the project groups are chaired by PSB members. There are also subgroups, including Tackling Poverty, Syrian Refugees Resettlement group and Bilingual Futures that report by exception to the PSB when necessary.

Following the Wales Audit Office Review of Partnerships document published in October 2019, it was clear that Ceredigion's PSB were already implementing many of the recommendations made, whereby PSB meetings, agendas, papers and minutes are already accessible and available to the public. Furthermore, scrutiny arrangements are in place with scheduled reporting throughout the year and chairs of the project groups presenting the development of their workstreams on an annual basis. With regards to the difficulty of developing, implementing and resourcing PSBs and the challenges of managing multiple partnerships that can often result in overlap and duplication; we work alongside the Regional Partnership Board whereby some of the transformation funding is delivering on the PSB priorities, in particular through the Understanding our Communities Project Group.

Delivery plans

Each project group works to a delivery plan, which sets out the actions to be taken to deliver the relevant steps in the Wellbeing Plan and is adjusted accordingly to reflect demand and need. Progress is reported at each PSB.

Accountability

To improve the accountability, the work of the PSB and project groups is presented to scrutiny throughout the year. In addition, a Ceredigion County Council Cabinet member sits on each of the partnership project group meetings to further the Governance links, as well as bring their own areas of expertise and experiences.

DRAFT

Summary of progress for 2019/20

The PSB invited the Dream Team to present the West Wales Learning Disabilities Charter which has been created by people living with learning disabilities from Pembrokeshire, Carmarthenshire and Ceredigion. The charter includes a list of things people expect and need to live fulfilling lives and outlines the support people want and how they would like to be treated. The members of the PSB all signed the charter to demonstrate thier commitment.

To further the PSB's work, a representative at Welsh Youth Parliament was invited to and attended our meeting in December to help inform the discussions of PSB and ensure the voice of Ceredigion's youth are heard and considered.

Each of the chairs of the project groups have reported back on progress to PSB with a summary as below.

1) Enterprise and Innovation project group

Much of the focus of the meetings during the period was to input and help shape the Economic Strategy for Ceredigion. The work of the group had been paused due to Covid-19, as the Local Authority has had to direct its efforts into responding to the pandemic and its impact on the local economy. The team across the Authority has been ensuring the delivery of financial support and guidance to businesses and employees in Ceredigion – ensuring that Ceredigion's businesses have access to the support they need in a timely manner. As we now move from direct response to adjustment and long-term resilience, the focus has very much been on supporting the economy to adapt and survive on a sustainable footing whilst balancing the health of the public and ensuring that we mitigate the risks as best as possible.

All of the information on what support is available and resources to help businesses throughout the current period is available here:
http://www.ceredigion.gov.uk/business/covid-19-support-for-businesses-and-employers/

Future work in going forward

- The situation is constantly evolving and we are regularly reviewing when the group can resume its work programme in full.
- An Expression of Interest was submitted to Welsh Government in January to participate in a piece of work focussing on Community Wealth Building through procurement, which will be led by the Enterprise and Innovation project group and supported by PSB organisations. Ceredigion will work with Powys on the mid Wales footprint and will be responsible for leading the area of work through developing local programmes, placing a particular focus on implementing progressive procurement activities, which represent local wellbeing priorities. The intention behind this work is to reset the economy of Welsh places and advance the cause of social, economic and environmental justice of the people of Wales.

DRAFT

2) Understanding our Communities project group

The project group have endeavoured to meet at local community enterprises including Borth Family Centre, Clettwr Café, Tregaron Memorial Hall and Llwyncelyn Hall, to further understand their successes and enable the sharing of these with other areas. This continued until such time as Covid-19 restricted movement in the county, resulting in meetings continuing albeit virtually.

The work being undertaken with regards to the development of Place Plans continues to be reported back to the Understanding our Communities Group. Due to Covid-19 developments, this was temporarily placed on hold however once a clear picture of emerging themes becomes more defined, it will create a greater understanding of need and areas of potential future work from the project group.

An engagement toolkit was worked upon, learning from engagement events in Cardigan and Penparcau, Aberystwyth. This work was undertaken in conjunction with Arts 4 Wellbeing and the Co-location of Frontline Services Project Group. Previous engagement and consultation reports have been mapped and planned activities by partners discussed and supported include CERED, Police and Crime Commissioner and the Lottery funded Rural Futures Programme.

Progress of the Creating Connections for all Programme is being reported to Ceredigion's PSB by the Understanding our Communities Project Group. The work being undertaken includes a range of initiatives designed to support more active and participative communities, which is key to the prevention agenda and ensures links with other initiatives such as HDUHB health and care strategy.

The work being delivered includes:

- Active volunteering programmes through local action hubs, in partnership with town and community councils.
- West Wales is Kind campaign – encouraging and promoting residents to informally support each other through acts of kindness.
- Establishment of Connect to Ceredigion, a digital tool to enable people to exchange volunteering 'offers' and provide mutual support.
- Review and strengthen the community connector model across the region.
- Grant support for intergenerational 'buddying' programmes.
- Skills development programme for front-line staff to support ''what matters' conversations and linking people to relevant support within the community.
- The work programme of the group has been reviewed but will continue to remain flexible in response to the ongoing situation.
- The rapid development of Community support groups early on in the Covid-19 lockdown, demonstrated the value of very local support in response to crisis. Mapping of this support into layered maps has helped to geographically capture organisations and community support groups that are responding to Covid19 including food banks, community and town councils, community connectors and local support groups. Through this work, it has helped to identify areas of potential gaps and implement mechanisms to support those groups where there is less coverage in provision. This will provide a good foundation for

DRAFT

community and town councils and others who are active in their communities, to engage further with their communities going forwards, particularly as some have experienced difficulties thus far, due to shielding and challenges with technology.

Future work in going forward

- Develop and deliver an engagement skills programme for PSB partner workforce, which will include co-production techniques, making every contact count.
- Influence and agree a regional competency framework for community link officers.
- Arrange an InfoEngine/Dewis roadshow to promote community services.
- The development and promotion of various online tools, including the regional PSB data platform, Engagement Hub, Understanding Welsh Places and Connect to Ceredigion as a community skills exchange site.
- Work with communities and key officers to establish Task Forces to co-design and deliver solutions to meet needs identified in the Place Plan process.
- Continue to map and establish a network of local support groups to maintain efforts made to support communities to respond to the COVID-19 crisis and support in the development of Community Plans.
- Work with partners to pilot participatory budgeting to distribute key funds including Police and Crime Commissioners funding and Transformation Programme 7 Local Action Funding.
- Deliver the Connect to Kindness programme with communities across Ceredigion to encourage increased levels of active citizenship.

These will be continued, however will be subject to review dependent on demand and need. With the current situation, all partners recognise that the work programme needs to be flexible enough to respond to changes in circumstances and respond to the needs both from communities and from partner organisations.

3) Climate Change and Natural Resources

The project group have been collating information on what each partner organisation is doing to reduce carbon emissions and help mitigate the effects of climate change and are working towards a 'best practice' document of what individual partners and the PSB can do collectively to reduce carbon emissions further.

During the course of the year, a new chair was welcomed to the project group in November following a restructure within NRW. This, as well as other organisational restructures provided an opportunity to consider attendance at future meetings, leading to a review of membership.

This has also provided an opportunity to start reviewing the priorities of the project group however these have been unable to be progressed due to Covid-19 restrictions, resulting in the work being placed temporarily on hold.

DRAFT

Future work in going forward

- Carbon management – Welsh Government's Energy Services department will attend the project group to enhance the potential for joint working between organisations.
- Undertaking a review of the 'Effect of Severe Weather Impact Report' document will be undertaken and findings shared with partners
- Researching and collating Climate Change Statements from partner organisations into one document to help ease cross referencing across organisations, as well as identify common themes for the project group to focus on.
- The work undertaken across PSB organisations to address Carbon emissions will be better promoted through communications channels across the PSB organisations.
- Following the publication of the Area Statement for Mid Wales in 2020, priorities of the group will be reconsidered further to ensure work is still based on identified need.

4) Co-location of Front-line Services

Working with Arts 4 Wellbeing and the Understanding our Communities Project Group, an engagement toolkit has been developed, learning from engagement events held in Cardigan and Penparcau, Aberystwyth. Furthermore, case studies of examples where partner organisations have engaged with communities in a particular way with good outcomes have been collated, to help inform what could be extended more widely across other organisations and learn from this good practice.

Work at the project group has focussed on an Integrated Service Delivery Model being developed by Ceredigion County Council with consideration given as to how partner organisations can contribute to this. The new through age model, aims to offer a more holistic service that will be able to meet the needs of its users more quickly and prevent the need for more acute support services. This model included reference to Wellbeing Centres to bring services to the community in order to improve people's health and wellbeing, whether it be through provision of information, signposting, support and training on various topics such as smoking and healthy eating.

Representatives from Ceredigion County Council, Hywel Dda University Health Board and Dyfed Powys Police visited the Bromley by Bow Centre, London as an example of an integrated service centre. Key aspects of this visit including the centre's key principles and features, its background, projects and success factors were shared with the PSB and will help the development of wellbeing Centres where citizens can access different kinds of universal services in Ceredigion.

Through the involvement of partner organisations at these centres, it was considered that they would be able to assist widening the range of services available from a front line services perspective in Ceredigion. It was therefore agreed that a

partnership approach regarding the services on offer at these hubs will be essential in moving forward.

Future work in going forward

- Work to continue this area of development will continue but has been placed temporarily on hold, to allow partners to respond to Covid-19 priorities.

5) Resilience Training

During the course of the year, a new chair was welcomed to the project group. Key areas of work conducted includes:

- Reviewing of relevant training which is being provided across all organisations for staff, particularly where they are considered to be addressing resilience. This has been noted as being particularly important following Covid-19 where organisations have been responding swiftly, to ensure the wellbeing of their staff.
- Where possible, should training be able to be provided across to other PSB partners to avoid duplication of effort and encourage partnership working, this will be considered. A full review of training provided will help this take place, including E-learning opportunities that can be placed on shared platforms.
- Dyfed Powys Police extended invitations to partner organisations to participate in a pilot project looking specifically at resilience training for police staff; through a jointly delivered project with Public Health Wales. An evaluation report expected by Public Health Wales in the near future will be shared with the Project Group in order to identify examples of good practice and any lessons learnt, as well assist in establishing what elements of the training could be taken and extended / offered to other organisations following the end of the project.
- Work in progressing this area, will focus on sharing training opportunities and what elements can be built on to extend the offer to community and third sector groups.

Future work in going forward

- The project group intends on focussing on the continuation of this work, so that it is able to respond most effectively to need following the implications of Covid-19 on individuals' resilience.
- The project group will seek to continue to work with the Understanding Our Communities PSB Project Group to enhance any work that is already being developed.

6) Social and Green Solutions for Health

Following conversations with the three Public Service Boards and the Regional Partnership Board covering Hywel Dda, the Director of Public Health (DPH) for Hywel Dda University Health Board, who also chairs Ceredigion's PSB Social and Green

Solutions for Health Project Group, was nominated as the regional lead for Social and Green Prescribing.

On 21 January 2020, the Director of Public Health led a 'Social and Green Solutions for Health Summit' at Trinity Saint David University in Lampeter attracting 110 participants from a wide range of organisations across the PSB areas.

This event focussed on the opportunities and challenges that exist in developing the role of social and green assets that promote population health, as outlined in the Health Board's 'Health and Wellbeing Framework'.

Building on the work already done across Hywel Dda and mid Wales, a number of key issues were addressed, including the proposal for a strategic group to oversee this agenda and a framework to support co-ordinated delivery.

Due to Covid-19 matters, members of the group and in particular the Chair of the project group have been heavily involved in Covid-19 responses and thus this work has been temporarily placed on hold.

SUBGROUPS SUMMARY

Syrian Refugee Resettlement Programme

Along with the Community Sponsorships schemes in Aberystwyth and Cardigan a total of 50 Syrian Refugees have been welcomed to Ceredigion, achieving the target set in 2016 and the PSB agreed to continue to contribute to the UK government's pledge, at a rate of 10 individuals (or 2 families) per year, if the funding levels continue beyond year 1 of the operation.

Poverty Subgroup

Work has commenced on the development of a Hardship Strategy which recognises the impact of Covid-19 from a financial perspective, whilst also considering the wider impact, including physical and emotional wellbeing as well as community resilience, access to services and support. Partners will contribute to this strategy and will be considered for further development by PSB in 2020/21.

Regional work

We continue to work with our colleagues in neighbouring authorities and in particular, Ceredigion PSB have been leading on the development of a digital system on behalf of the South West Wales PSB Network. The system, being developed by Writemedia, covers Carmarthenshire, Pembrokeshire and Ceredigion PSB areas. It aims to support the development of local wellbeing assessments, project plans and annual reports by allowing data, evidence, actions, goals and outputs to be managed in a more efficient way.

Of particular value, the digital system will provide a secure platform to share data between relevant organisations, reducing overlap and duplication; this is especially

relevant for those organisations spanning multiple PSB areas and will be extremely valuable in ensuring 'live' and up to date information is shared more appropriately.

A joint meeting with Carmarthenshire PSB, Pembrokeshire PSB, Powys PSB and Regional Partnership Board representatives was held in June 2019. One of the outcomes noted was to explore the potential for Social and Green prescribing work to be looked at on a regional footprint, across the West Wales and Mid wales footprint. This led to the well attended workshop in January 2020, as referenced above in point 6 above.

We continue to welcome your comments and contribution to the delivery of the wellbeing plan to ensure that it continues to reflect local needs,

Contact details:

By Post:

PSB Team
Ceredigion County Council
Penmorfa
Aberaeron
Ceredigion
SA46 0PA

By Telephone: 01545 574031

Website contact form and for more information:
https://www.ceredigion.gov.uk/your-council/partnerships/ceredigion-public-services-board/

DRAFT