



Reporting Period: Quarter 4 Cumulative 2022-23 Financial Year

Programme Overview	<p>TITLE: Prevention and Community Coordination</p>
	<p>In A Healthier Wales: our Plan for Health and Social Care, Welsh Government wants everyone to have long, healthy, happy lives. For this to happen, we need to help people look after themselves well, and we need to make sure we have the right health and social care services to help people stay well, to get better when they are ill, or to live the best life possible when they have problems that won't get better.</p> <p>Our ambition is to shift services out of hospital to communities, and we want more services which stop people getting ill by detecting things earlier or preventing them altogether. This will include helping people manage their own health and any long-term illnesses they may have. We also want to make it easier for people to remain active and independent in their homes and communities.</p> <p>We will get better at measuring what really matters to people, so we can use that to work out which services and treatments work well, and which ones need to be improved. We will identify and support the best new models of health and social care, so they can be scaled up across Wales.</p> <p>We also focus on supporting communities to develop assets in their local places to enable individuals to remain independent for as long as possible.</p> <p>Our vision is to:</p> <ul style="list-style-type: none"> • Enable individuals to live longer, happier lives and take more control of their own health and well-being. This involves supporting others in their local areas by developing partnerships with a wide range of organisations and people from the public, private, Third Sector and communities to deliver support to people in local areas. • Provide health and social care services to people who need them from providers who act as one team and work for organisations that behave as one system. <p>We will achieve this by:</p> <ul style="list-style-type: none"> • Joining forces across organisations to integrate services and to invest in ways to prevent illness and keep people out of hospital. • Ensuring decisions are made at the most appropriate level, and empowering local leaders to plan around the long-term needs of the people we serve. • Providing more care in the community and home-based settings, including in partnership with voluntary and community sectors. • Ensuring communities can work with us to take collective responsibility for how best to use resources to improve health outcomes and quality of care. • Building upon the Coproduction Charter and Toolkit, working with service users, carers and volunteers to have a voice in relation to their health and well-being.

SECTION GUIDANCE NOTE:

This section of the report focusses on the performance accountability of the RBA methodology (delivery of programmes). It should demonstrate the activities enabled by RIF funding/programmes and demonstrate how person-centred outcomes are being achieved. You can copy and paste infographics, etc. from the excel tool to add to the reporting and include person/project case studies as supporting evidence/sharing of good practice.

Quantitative Measures**Overview**

These are the community-based Third Sector projects that are grouped into key theme headings under the relevant Model of Care:

Building Community Assets in the Third Sector

- Social and Micro Enterprise NPT
- Social and Micro Enterprise Swansea
- Regional Preventative Approaches Building Community Assets NPT
- Regional Preventative Approaches Building Community Assets Swansea

Specialist Support

- Care Co-ordinator - BAME communities into care work

Building Community Assets for Statutory

- Regional Preventative Approaches – Building Community Assets Swansea
- Regional Preventative Approaches – Building Community Assets NPT

Employment Support for LD

- Gwaith da

Social and well-being activities

- Crafty Potters
- West Cross Community Well-being Hub
- Springboard – Swans Foundation
- Farming for Well-being
- Dynamic Divergent Project
- Building back healthier communities step-by-step
- Glantawe Riverside Park
- Dance to Health

Low level support for older people

- Shared Homes Swansea (Homeshare)
- Good Neighbour Scheme

Support for Ethnic Minorities in the Community

- Care Me
- Our Elders: Our Heritage “Help is Available” Project

Well-being and MH support

- Y-Hub
- Brighter Futures

Specialist service

- SGO / Kinship care project
- Pooled fund for winter including decluttering – Swansea and NPT

Regional Preventative Approach for Building Community Assets

The Building Community Assets programme for Swansea Council and the Prevention Programme for Neath Port Talbot is focused upon the growth of resource and infrastructure to support care and well-being locally. The aim is to offer good quality information and advice, helping support individual and community resilience as a part of which people feel safer, less isolated, and more able to achieve their personal outcomes. The intention is to reduce reliance on more formal and traditional health and social care services on a cluster

network footprint. This should be supported at a community level and follow community strengths-based principles.

Specific activity in Swansea has been to:

- Grow the 'alternative' offer – i.e., prevention and early help resources to either prevent recourse to statutory services or enable people to be supported to 'step down' from statutory services.
- Enhance resources that support the alternative offer and those that sit within statutory services by working with individuals to identify opportunities to access support.

Objectives:

- Identifying and making visible the health-enhancing assets in our communities.
- Seeing citizens and communities as the co-producers of health and well-being, rather than recipients of services.
- Promoting community networks, relationships and friendships that can provide caring, mutual help and empowerment.
- Identifying what has the potential to improve health and well-being.
- Supporting individuals' health and well-being through self-esteem, coping strategies, resilience skills, relationships, friendships, knowledge and personal resources.
- Empowering communities to control their futures and create tangible resources such as services, funds, and buildings.

In summary, for the locality of Swansea via the statutory partner £855,044 was invested across services. These services include:

- 27 FTE posts funded; Local Area Co-ordinators (LAC), Access and information assistants, Assistive Technology officers and support, non-social work review officers, independent living advisors.
- A total of 972 new 'introductions'/individuals linked to Local Area Co-ordinators
- Around 50 people linked with Local Area Co-ordinators at any one time.
- 21,533 Local Area Co-ordinator Facebook followers.
- 'Moving Forward Money' small grant offered to communities via Local Area Co-ordination - £4200 provided to nine communities.
- 4472 positive changes reported by people following introduction to Local Area Co-ordination.
- Total of 1944 people supported via information, advice, assistance, and signposted to community support at the 'front door' (average of 28% of all enquiries).
- 503 people contacted to discuss alternatives to statutory care services, strengths and opportunities to enhance independence (average of 70% of all interactions resulting in reduction of managed care hours).
- 2848 Assistive technology/telecare items provided.

Specific activity in Neath Port Talbot encompasses:

Local Area Coordination:

- Local Area Coordinators cover the whole Neath Port Talbot footprint with population sizes ranging from 4217 in the most rural area to 16003 in the other areas, with 14 Local Area Coordinators in post across the county.
- On average, 534 individuals are supported through 1:1 provision at any one time.
- 20% of referrals are for socialising and 15% of all referrals have a mental health requirement.
- 33% of referrals require intensive support of once a week or more.
- Types of support provided currently includes:
 - Intervention to access to basic food, utilities and emergency benefits

- Support to maintain a safe living environment (practical and emotional)
- Support linked to poor mental health
- Navigation of services / advocacy e.g., housing, carer support
- Development of personal resilience and confidence
- Identification and maintenance of local connections to provide meaningful activity
- Direct support of three individual Community Groups, each on a weekly basis.

In the last quarter, 10 safeguarding referrals were made because of LAC involvement.

Approximately 40% of all individuals supported are not currently accessing other statutory services.

Volunteering

The Safe and Well service is a volunteer supported service within Neath Port Talbot County Borough Council (NPTCBC), established during the pandemic to address the COVID-19 humanitarian need. A review and reconfiguration of the service was subsequently undertaken.

In March 2022, the service transferred from Community Safety to Adult Services, as demand for the service waivered as the impact of the pandemic decreased. In September 2022, a review of the service commenced, finding that the service was fragmented, offering a very broad level of support which was causing confusion on service direction, duplication of support and fit within the wider Prevention and Early Intervention agenda across Adult Services. Following the review, a volunteering befriending service for older people supported within Adult Social Care was established.

Benefits include:

- Increased levels of volunteer engagement and retention into meaningful volunteer roles.
- A clear definition of the service allowing for needs/gaps outside of its scope to be highlighted and considered in the wider context of Adult Services.
- A greatly improved understanding of the scope of the provision for referring services and partners.
- Ensuring that service capacity remains available to those that it would most benefit.
- Reduction in social isolation and loneliness by increasing opportunities for people in Neath Port Talbot to be supported by a befriender.

Carers

Neath Port Talbot has the highest proportion of people who provide any amount unpaid care. It also has the highest proportion of people who provide 50 or more hours of care a week, as well as having the joint highest proportion of disabled people in Wales. Furthermore, it has a high proportion of localities classified as the most deprived in Wales, and data shows a correlation between higher percentage of people providing unpaid care in the most deprived areas. Over the next 7 years, the adult population of Neath Port Talbot is expected to grow, with an 18% increase in residents aged 65 and over and a significant 42% increase in residents aged 85 and over (i.e., those requiring more care). This will lead to an increase in older adults providing care, while also managing their own health conditions.

The pandemic has had a notable impact on unpaid carers, with many reporting feelings of loneliness and worsening mental health. The pressures of caring for others have also increased as community services have yet to return to pre-pandemic levels and traditional 'face to face health care has been replaced by online or telephone consultations. As such, the opportunities to identify and support carers have reduced.

The existing availability of formal care and mounting pressure on the NHS to discharge patients from hospitals may also cause carers to provide longer-term care and support for patients with more complicated needs.

A desktop evaluation of support provided to adult unpaid carers was completed, which identified several areas for improvements that would enable an unpaid carer to access more timely support. To understand the “whole system” the next phase of the review will include carers engagement and a broadening of the scope to young carers and parent carers.

These pieces of work have run alongside closer working relationships with the third sector and have been collaboratively undertaken. This work has also instigated a local authority wide streamlining of community support to ensure the increased well-being and sustainability of local communities.

Prevention and Early Intervention services work closely with NPT CVS who are developing community neighbourhood networks to enable communities to have more of a voice in the shaping and delivery of care and support services. The number of new starters into the realigned service provision is the baseline and is expected to increase as new pathways of care and support are embedded into service delivery.

A robust mapping of community hubs has been undertaken in partnership with NPTCVS and across directorates within the local authority. This work has identified opportunities for the development of new hubs, as well as supporting the sustainability of existing venues based on identified needs of the community.

Our Neighbourhood Approach

Individual support under ‘Our Neighbourhood Approach’ (ONA) has a focus on prevention and community-based support with 274 individuals supported via signposting to locally based support and integration into the community across Swansea.

Specific lifestyle assessments have been completed (36) to explore lifestyle choices and support individuals to make positive changes to prevent deterioration and improve physical health and well-being. Individuals have been supported to be digitally included within Swansea via support from Digital Inclusion volunteers; enabling individuals to connect with family and friends and maintain independence using online provision for accessing food, shopping, GP appointments and banking. People who have previously felt digitally excluded have received free smart phones and data (186).

ONA in Swansea has created volunteering opportunities and linked suitable individuals to these opportunities (including a process of ‘recruitment’, vetting, training and support).

50 community members have been engaged and supported with community activities, development support and funding advice. The project offered Community Pitches with community members being involved in the panel to offer a more accessible way for individuals and group to access a small pot of funding get their ideas off the ground.

Within the Neath Port Talbot locality, RIF investment has enabled NPTCVS to employ 3 x our Neighbourhood Development Officers (one per cluster) to support local individuals, groups and services to build connections and strengthen community resilience. Utilising an asset-based community development approach, the officers focused on connecting people to people, people to services and services to services.

This was achieved by:

- Engaging 346 residents through a series of meetings, events and activities and using local knowledge to map local assets and identify opportunities for development.
- Signposting 175 individuals to locally based community opportunities which support their well-being and promote independence.
- Connecting 30 local residents with volunteering opportunities in the Third Sector.
- Supporting a total of 74 voluntary community organisations with funding advice, 65 of which applied for funding and 34 received intensive development support. As a result, £994,00.00 worth of funding was applied for in Neath Port Talbot to support community assets and 58 new community-based activities were established.

Social and Micro Enterprise

Regional Integrated Fund (RIF) investment is allocated to the two CVCs to provide local support for developing social and micro enterprises, and to also support the regional social and micro enterprise group.

The CVCs have RIF investment to deliver information, support and advice to individuals, groups, and organisations on setting up and running social enterprises. A total of 120 groups were supported across Swansea and NPT. Support is provided to assist groups to identify, apply for and secure funding to run their social enterprises and help is also provided in respect of governance, including setting up and thereafter complying with rules/regulation.

The CVCs also provide support for people to set up micro-enterprises in Swansea and NPT. They organise regular meetings with partners to promote the project and link micro enterprises with potential beneficiaries, developing effective governance and promoting the opportunities to individuals that might want to set up a micro enterprise.

In Swansea, five new micro enterprises offering care have been linked with Social Services to take on clients waiting for packages of care, some of which have enabled a quicker discharge from hospital.

In Neath Port Talbot, individuals and agencies have been linked with 11 micro enterprises offering care and support to help people to remain independent in their own homes. Additionally, micro enterprises have been supported to expand and diversify their services and secure funding to respond to local need.

SCVS hold a monthly Micro Enterprise Network and have supported 26 individuals interested in setting up a micro enterprise.

NPTCVS has worked closely with NPT Council Business to raise awareness of the support available to those interested in establishing a micro enterprise. NPTCVS are exploring the best ways of sharing the intelligence they have on micro enterprises with others locally.

BAME Communities into Care Work

The RIF funds a care co-ordinator to work with people in BAME communities to attract people into care work.

The pandemic demonstrated the urgent need for additional social care resource and exposed gaps in the healthcare system. The African Community Centre was well positioned to help reduce some of the pressure brought on by staffing shortages and maintains a substantial database of beneficiaries who are actively seeking employment opportunities to build their skill sets and confidence with a view to join the mainstream labour force. Many individuals already hold qualifications and have experience in health and social care settings from their country of origin.

A Project Care Coordinator was recruited to work closely with service users of the African Community Centre, Social Care Wales, Working Wales, partner LAs and the Regional West Glamorgan Transformation Office.

Three training sessions, held over three days for each session, took place in July, August and October 2022 and each cohort proved to be very popular. A total of 73 successful learners completed the training, with approximately 30 of those having gained permanent employment within the social care sector or further education within Health and Social Care. The project has successfully contributed to the Social Care market, providing a vital increase to the workforce within care homes and domiciliary care. Many of the successful learners now intend to continue their training within the field of nursing and social work. The remainder of successful learners continue to receive support from the Project Care Coordinator and partners to build further confidence, link with providers and work towards permanent employment. The Project Care Coordinator has worked very closely with service users and successful learners, linking with Swansea Works to provide continued support such as helping to draft CVs and interview preparation.

Employment support for people with a Learning Disability

Under this theme there is one project run by ASDES (Autistic Spectrum Disorder Employment Support), providing support for autistic and neurodivergent individuals to assist them to apply for Access to Work (ATW) funding. This will facilitate the allocation of a job coach who will liaise with the employer to ensure the individual receives the support they need. 32 people have been supported through this project to date.

Social and well-being activities

Under this theme there are eight projects supporting young adults through to older people by providing mental health and well-being activities. Support is available to families with neuro diverse young people (aged 8 – 17) offering respite once a month.

The Farming for Well-being project offer volunteers a choice to work with animals, carry out grounds tasks or help grow food in the community allotment. In total, 947 people have been supported through these projects.

Low level support for older people

There are two projects offering low level support to older people, either through helping find a suitable person looking for a room to rent to be matched with an older person in need of company at home, or through offering support such as shopping, befriending, prescription collection and assistance to access digital technology. 346 people have been supported through these projects.

Support for Ethnic Minorities in the Community

There are two projects offering a range of support across the region:

- The Chinese in Wales Association provide support and emotional well-being advice to service users from the Chinese autism support group. They are open to any Chinese parent carers who have autistic children with confirmed diagnosis, offering face to face support.
- BMHS (BAME Mental Health Support) has been established to empower people by strengthening their social networks and growing the sometimes-untapped sources of support within the community. A total of 54 people have been supported.

Well-being and Mental Health support

There are two projects offering support to children and young people who may be engaged in or vulnerable to County Lines, Antisocial Behaviour and Exploitation as well as young people who may be not in education or employment. Children who have experienced multiple Adverse Childhood Experiences are also supported. 500 children and young people have been supported by these two projects.

Specialist service

SCVS is running a project for volunteers to support children and young people subject to Special Guardianship Orders (SGOs) and similar kinship orders. To achieve this, a volunteer development officer was recruited to train the volunteers for befriending roles. To date, 26 children and young people have been supported.

Pooled fund for winter (including decluttering) – Swansea and NPT

This relates to hospital discharges facilitated via the CVCs through the provision of items and practical support. 62 people have been supported through the service.

Qualitative Indicators

GUIDANCE NOTE:

Using the **how well** and **difference made** measures, illustrate how individuals felt about what is/has been delivered, providing clear examples of changes made to the system that have improved people's lives. In the narrative we should include difference made for people, multiple stakeholder perspectives (professionals, etc.) and include any person-centred case studies. Also include any learning gained, including challenges.

Regional Preventative approach for Building Community Assets:

4,472 positive changes were reported by people across Swansea:

- 843 - have more local knowledge.
- 248 - more able to share their gifts and skills with their community.
- 988 - feel better informed and able to make decisions.
- 532 - are more connected and engaged in local community.
- 514 - an increase confidence in their future.
- 444 - improved relationships and social networks.
- 484 - feel more in control of their lives.

The following quotes are from beneficiaries who attend NPT-based community groups:

- *"I am originally from Germany and since my partner died I was on my own as I didn't know anyone. Now, although I'm a confident person, I'm also shy when meeting new people. I have new friends and really feel part of the community. I attend 3 different activities in the library, a few months ago, I didn't know where the library was".*
- *"I hadn't left the house for 2 years until Aled (Local Area Coordinator) introduced me to the coffee morning at Sandfields library. I now feel more confident, in fact I've even started going to gigs again. I'd never have done that a few months ago as I'd lost contact with my friends. I've now reconnected with them."*
- *"I didn't leave the house for 2 years following a fall. I'm 90 and from London originally. Aled took me out for a few walks to build my confidence and also introduced me to Aileen. I now share a taxi with her. I have early stages dementia and I'm conscious of*

my speech. My new friends at the coffee morning have helped me realise that my speech is ok and I'm much more confident now and feel part of the community."

- *"Due to my disability, I lost my confidence and sat in the house watching TV all day. Not only am I now attending the weekly coffee morning, I also go on Wednesdays too. I share a taxi with Terry and made a friend for life in Trixi. I often go and visit her at the weekends. My confidence was a 0 now it's through the roof."*

Social / Micro-enterprise Project – Feedback

Feedback from existing micro enterprises receiving SCVS support, and new micro enterprises includes:

- *"I am so, so excited, many thanks once again to you and your project".*
- *"I am so grateful for your continued support and appreciate you. Thank you for always being amazing with me and understanding too. The world needs more people like yourself".*

Feedback from micro and social enterprises receiving support from NPTCVS includes:

- *"Thank you for your support, it has been invaluable and made the process so much easier than I was expecting it to be".*
- *"You have been a great help; I didn't know these existed and it has helped me expand my business"* (Quote following support to link micro enterprise with other agencies).
- *"It's been so interesting working with partners such as Social Services and CVS, it's been very rewarding, and we've learnt a lot"* (Quote from home help micro enterprise).

NPTCVS stated that 100% of those receiving support have reported that they are better able to cope and have been able to develop their trading activities as a result of the support.

BAME Communities into Care Work- Feedback

- Redia came to the African Community Centre (ACC) to seek support for employment. She originally hails from Namibia. She has three children, the two older children live in Namibia and the youngest, who is two years old lives with her in Wales. Redia is a level 2 English language speaker and learner at Gower College/ALW however, she has found it difficult to secure a job. Further adding to this was that she had immigration limitation on her ability to work which led her to be more isolated. She came to the ACC to attend online training in health and social care. She expressed an interest in becoming a Health Support Worker and was assisted with her CV and DBS check, which led her to participate in the project, Introduction to Care. She has been living in Wales since being assigned here by the Home Office. When she completed the training, Redia attended a local job fair and secured employment. The nursing home that attended the job fair were experiencing a shortage of staff and this project by the ACC was the timely intervention that has helped to bridge the gap. Redia can now comfortably earn a living, grow her skills in the care sector and provide further support to the community.
- Kemi is a mother of two and went to the African Community Centre through the route of migration. She was uprooted to Swansea and was isolated until she was introduced to the ACC. She started attending an Introduction to English class, and later started to feel more confident. Kemi went on to complete the Health Care programme and was awarded for outstanding performance. She has now started

working for a domiciliary care provider and is also pursuing her studies in English at Swansea University.

Employment Support for individuals with a Learning Disability

ASDES provides support for autistic and neurodivergent individuals to assist them to apply for Access to Work funding where a job coach is allocated who liaises with the employer to meet the individual's needs.

In terms of feedback:

- 638 reported an improvement to their emotional and mental health
- 86 reported improved confidence and knowledge
- 88 reported improved connectedness within their community.

Social and well-being activities

Under this theme there are eight projects supporting young adults through to older people with mental health and well-being activities.

In terms of feedback:

- 684 people reported a positive experience
- 36 volunteers were trained
- 524 people said their needs were met
- 89 people reported an improvement in their emotional and mental health.

Low level support for older people

There are two projects offering low level support to older people,

- 336 people supported reported a positive experience
- 8 volunteers were trained.

Support for Ethnic Minorities in the Community

There are two projects offering a range of support to ethnic minorities across the region - Chinese in Wales Association and BMHS. A total of 27 of people reported a positive experience and 26 people who engaged in the training reported a better understanding. 48 people said their needs were met.

The following digital story outlines the BMHS project's work and benefits to individuals:

<https://vimeo.com/840092140>

Well-being and Mental Health Support

There are two projects offering support to children and young people who may be engaged in or vulnerable to County Lines, Antisocial Behaviour and Exploitation, as well as young people who may be not in education or employment.

- 228 of those supported reported a positive experience, with 30 people attending the activities reporting a positive experience;
- 255 people reported an improvement in their emotional and mental health, and 30 said their needs were met.

Specialist service

SCVS is running a project for volunteers to support children and young people subject to Special Guardianship Orders (SGOs) and similar kinship orders. To achieve this, a volunteer development officer was recruited to train the volunteers for befriending roles. In terms of feedback, 26 people supported by the service said their needs were met.

Pooled fund for winter (including decluttering) – Swansea and NPT

This related to hospital discharges facilitated via CVCs through the provision of items and practical support. 62 people have been supported through the service, and all 62 reported that their needs were met.

75 new volunteers were recruited via the service.

SCVS

Via the projects supported by Swansea CVS, the service users reported the following:

- 100% of the volunteers supported reported an improvement in their well-being.
- 95% of individuals reported an improved access to services.
- 100% of individuals reported they were building a healthy lifestyle.
- 100% of individuals referred for digital support received an increase in digital knowledge/skills.
- 100% of individuals report an improvement in their confidence and learning.

Feedback from beneficiaries has included:

“I had a really positive confidence boost after our session yesterday, one of the best things I think, was you made the time to come and meet me so early so we had time together before we started, it meant that I felt very supported and I was surprised that I wasn’t more anxious to be honest. Thanks for all the ways you’ve supported me this past year”. **Digital Support Volunteer**

“That’s absolutely fantastic news, that money will make such a huge difference to all the girls that attend our units! We are so incredibly grateful, it’s made me really emotional!”. **Grovesend Rainbows, Brownies and Guides**

“A big “thank you” to Team SCVS for all the financial support you have given us, which was vital when we were just starting out, we couldn’t have done it without you. Please pass on my many, many thanks to EVERYONE at SCVS, you do a fantastic job helping the communities of Swansea”. **Men’s Sheds**

NPT CVS

Of the 175 individuals signposted to locally based community opportunities, 89% of the individuals reported that they received the support they required. Individuals were connected to groups, organisations and services (including online services) that promote both physical and emotional well-being and encourage individuals to take responsibility for their own health, happiness and independence.

Examples include; referrals to NPT Mind, Cwmni Iach or Cruse for mental health support, signposting to condition specific support services i.e. Alzheimer’s Society, Parkinson’s UK, Versus Arthritis, promotion of social activities, friendship groups, walking groups, community

transport, etc. to reduce loneliness and isolation as well as practical support for digital inclusion, welfare rights and support at home.

Following support to access digital services, one individual stated:

“You are a star thanks so much for going out of your way. Your efforts are a huge relief to me. As a 75-year-old my knowledge and expertise are limited and converting formats on the computer might as well be a foreign language. So, so relieved with the timescales so tight to get the information in, you are solely responsible for this to be submitted within time Thanks again.”

When supporting an individual who found themselves with increased unpaid caring responsibility, the carer stated:

“You have been so helpful, I didn’t know anything about these things that can help me and my dad. I have been so overwhelmed but can now see there is help and support out there.”

Having the opportunity to volunteer within the Third Sector has empowered 30 individuals to take a more active role in their communities. Volunteering provides a sense of purpose, social connections with other people and the opportunity to develop skills and knowledge.

One volunteer reported:

“Volunteering gave me a focus and helped me on my journey to employment. Since then, I have found my niche in the work that they do. It’s given me an opportunity to learn new skills and to develop as a person. Helping others is a gift I have been given. Thank you.”

Through an asset-based community development approach and building on the ideas, skills and knowledge of local residents and voluntary groups, a total of 58 new community-based activities were established. Examples include:

- Mental health peer-support group in the Resolven area.
- Carers’ peer support group at Neurological Rehabilitation Wales for those that care for stroke and brain injury patients.
- Establishment of Megan Mai Foundation, which aims to promote and protect the physical and mental health of children and young people (and their families) affected by life-limiting and life-threatening conditions.
- Volunteer led support groups for Ukrainian refugees.
- Environmental working groups who take a pride in their communities and local green spaces i.e. Seven Arches Landscape & Wildlife Group
- Additional Community Transport provision developed in two valley community areas.
- Numerous community groups that aim to build and continue the community spirit developed during the pandemic, i.e. Friends of Cadoxton, Caewern Community Association.
- New ‘Warm Hubs’ and friendship groups established across the county.

A total of 72 community-based projects were successful in securing a total of £896,000.00 in funding for activities that contribute to the emotional and physical health and wellbeing of the communities in Neath Port Talbot. Examples include:

- Neath YMCA securing £7,781.02 to develop a programme of healthy cooking classes for 50 children and families.
- Neath Port Talbot BME Association securing £5,000.00 to support 75 ethnically diverse individuals to engage in both physical and mental health activities.
- Supporting Additional Needs (S.A.N) securing £1,000.00 to provide respite for 10 parent carers through yoga and meditation.
- Riverside Coffee Club receiving £1,683.00 to develop a luncheon club for 45 older people at a housing complex.
- NPT Shopmobility securing £14,535.00 to develop a new provision at Aberavon seafront to enable those with mobility issues to access and enjoy the seafront.

- Hafan Cymru receiving £3,900.00 to upskill 10 Support Workers to be able to deliver Level 1 Agored Cymru courses (Confidence Building, Assertiveness Skills and Healthy Lifestyles) to individuals they support including those who are homeless, have experienced domestic abuse (including physical, sexual or psychological abuse), are recovering their mental health, individuals with substance misuse issues and ex-offenders.
- Upper Afan Valley Fresh Start receiving £7,360.00 to develop a 12-month independent living programme for adults with learning disabilities.
- Coeden Bywyd Horse Project receiving £3,840.00 to support 12 disengaged young people (see case study below).
- Afan Valley Community Leisure receiving £47,300.00 to build the capacity of this community leisure facility (see case study below).

Of the community voluntary groups supported by NPTCVS, 94% rated the support received as good or excellent, with one respondent explaining:

“Applying for grants can be quite difficult however there has been support available from NPTCVS and their dedicated team who always show a great willingness to share their time and skills to help organisations meet their objectives.”

Another commented:

“I’d like to say how pleasant and helpful everyone we have had contact with has been from CVS to the volunteers in Resolven Foodbank.”

○ **Case Study – Coeden Bywyd Horse Project**

Having been supported to secure a grant of £3,840.00, Coeden Bywyd Horse Project worked alongside local comprehensive schools to support 12 disengaged young people with alternative curriculum activities through their 8-week Horse Sense programme. The young people aged between 11 and 18 were disengaged from mainstream education for a variety of reasons including social anxiety, Autistic Spectrum Disorders, self-harm, PTSD, and a lack of self-confidence. The Horse Sense programme promoted both emotional and physical well-being, encouraging the young people to learn practical skills in horsemanship whilst also exploring future aspirations and building confidence and self-esteem. Following completion of the Horse Sense programme, 2 young people have enrolled in further education. (1 undertaking Level 1 Horse Management at Bridgend College and 1 studying Public Services with the aim of joining the mounted police section).

○ **Case Study – Afan Valley Community Leisure**

CVS staff work closely with Afan Valley Community Leisure (AVCL), a volunteer run limited company which was established in 2015 when the local swimming pool was threatened with closure. The board of directors works in partnership with Neath Port Talbot Group of Colleges to develop the community facility for recreational, health and educational purposes. Having been supported to secure £47,300.00 in funding during 2022/23, AVCL set about upskilling existing staff, volunteers and local residents in order to meet service demand and ensure that the asset remains in the Afan Valley and provides a facility where the community can improve their health and wellbeing.

During the project timescale AVCL safeguarded 10 posts and provided 12 work-based training courses, achieving 78 accreditations for staff and volunteers on topics such as Health & Safety, Safeguarding, First Aid at Work and Mental Health First Aid. In addition, free National Pool Lifeguard Qualification (NPLQ) Training was offered to local residents, along with Swimming Teacher Training in an attempt to increase the number of skilled and qualified individuals in the neighbourhood. As a result, 5 local residents have acquired employment at the community pool. Having these additional Lifeguards and Swimming

Teachers has supported AVCL to meet the demand for children’s swimming lessons and pool parties which will bring in additional income for the organisation.

Having this support from CVS enabled AVCL to consult and engage with the local community and adapt its services in line with identified need. Alongside the increased number of children’s swimming lessons, AVCL are now able to offer additional public swimming sessions as well as new activities such as swimming lessons for disabled/vulnerable individuals. The management of AVCL commented on how working with NPTCVS had been:

“a positive experience and great way of accessing support which are vital to the swimming pool and the local community. We now welcome more than 900 people through our doors every week”.

RBA Population Accountability

SECTION GUIDANCE NOTE:

This section of the report focusses on the population accountability of the RBA methodology (delivery of system change and wider system performance enabled by the programme/regional Model of Care – demonstrating contribution and learning to inform national models).

For Q4 reporting system level indicators have not been agreed, therefore, please reference any data you consider appropriate to aid identification of population indicators/system measures as part of the intended reflection exercise, and for future testing at Q1.

Transformation: Changes to System

GUIDANCE NOTE:

Explain what changes the partnership is making to the system and how – this needs to include the population cohort and include why this change has been successful. Describe what key enablers are being adopted and what difference they have made in contributing to system change. Here regions should provide learning information to share across Wales to support the embedding and development of National Models of Integrated Care, identifying the activities which you consider are important components of the model of care and why. Think about what makes what is being delivered different from traditional/current mainstream core services

Social / Micro Enterprise

The two CVCs offer support for the development of Social and Micro enterprises, ensuring links with the Social Value Network to create a diverse and mixed economy of providers to include the choice of public, private, third sector and social enterprises. Micro enterprises fill the gap where there are no providers or market failure, and micro / social enterprises help create hyper local services to support people across the region to stay in their own homes.

The Regional Micro Enterprise and Social Enterprise Steering Group offers support to individuals interested in setting up a micro enterprise. Assistance includes information and advice on legal structures, requirements such as DBS checks and insurance. There are links with Social Services training providers to enable new micro enterprises to access the Learning Portal and the core training available to care workers.

The long-term ambition is to shift services out of hospital to communities, and to build upon services which stop people getting ill by detecting things earlier or preventing them altogether. This will include helping people manage their own health and manage long-term illnesses. The aim is to make it easier for people to remain active and independent in their own homes and communities. The focus going forward will be on seamless integration of health and social care services using innovative approaches designed to empower people and communities to take control of their circumstances. West Glamorgan Regional Partnership will strive to achieve this by supporting existing social and micro enterprises, but also by supporting communities and individuals in the development of new sustainable initiatives.

The aims of the Regional Micro Enterprise and Social Enterprise Steering Group are:

- to develop the right conditions for the sustainable development of social and micro enterprise across the West Glamorgan region
- to ensure links are made with the Social Value Network
- to support progress towards a rebalanced market by supporting the development of Section 16 models of care based within communities and focused on the principles of the Social Services and Wellbeing (Wales) Act 2014
- to support individuals in communities across West Glamorgan to design and develop new models of care that reflect either local or regional needs, aligning with and supporting the identified regional priorities.

Work has also been undertaken to raise the profile and understanding of social and micro enterprises across the region, including the stall at the West Glamorgan People's Forum launch event.

Work in Swansea includes:

- The expansion of Local Area Co-ordination and ongoing initiatives supported by the team work alongside communities and individuals to build relationships, promote community networks and work with communities to explore new initiatives.
- Exploration of an 'early help' offer in Swansea and the systems/processes which enable access to community-based support for all. Learning from partners in Neath Port Talbot and Third Sector to help inform embedding similar and potentially shared effective systems.
- Closer links to prevention and community assets across the whole service 'pathway' – from first contact to assessment to ongoing review and review of systems which facilitate this way of working.
- Easier/streamlined access to services and more self-assessment tools such as direct payments and assistive technology.
- Active development and promotion of community assets via improved communications, easier access and links to resources which enable communities to explore local solutions to specific issues.

GUIDANCE NOTE:

There are two outcome *statements* aligned to the NMOC that have been included in the sections below. Provide an explanation as to how the project/programme activities are meeting the statements – to aid the test for Q4 please identify if any statements are measurable (please delete rows if not appropriate to your project/programme).

Prevention and Community Coordination NMOC – outcome statements:

1. People's well-being is improved through accessing co-ordinated community-based solutions
2. Local prevention and early intervention solutions support people to avoid escalation and crisis interventions

Complex Care

1. People are more involved in deciding where they live while receiving care and support
2. Complex care and support packages are better at meeting the needs of people and delivered at home or close to home

Emotional Health and Well-being

1. People are better supported to take control over their own lives and well-being
2. People have improved skills, knowledge and confidence to be independent in recognising their own well-being needs

Families to stay together

1. Families get better support to help them stay together
2. Therapeutic support improves and enhances the well-being of care experienced children

Home from Hospital

1. People go home from hospital in a more timely manner with the necessary support in place at discharge
2. People have a better understanding of the discharge process and are more involved in pre and post discharge planning

Accommodation

1. People are more involved in the design of accommodation to meet their needs
2. People have more choice about where they live and with whom