



VOLUNTARY ACTION  
MERTHYR TYDFIL  
GWETHREDU GWIRFODDOL  
MERTHYR TYDFIL



Bwrdd Iechyd Prifysgol  
Cwm Taf  
University Health Board

## CWM TAF SOCIAL VALUE NETWORK

### ANNUAL REPORT 2018/2019

#### *‘Collaboration, Coproduction and Commissioning.’*

### 1.0 Introduction

Three successful Social Value Network events took place with excellent involvement and attendance of large and small third sector organisations and representation from service users and carers. This work has developed over several years, as the Network grew out of an existing ‘Building Community Capacity’ group reporting into the Cwm Taf Social Services and Wellbeing Regional Partnership Board (CTRPB). All events were facilitated by Interlink and Voluntary Action Merthyr Tydfil and led to the production of Event Reports that were sent to those attending and to the CTRPB. The three big themes were; Children and Young People (December 18); Investing in Community Support to tackle Loneliness and Isolation (July 18) and ‘Citizens, Coproduction and Commissioning.’ The final event included a draft plan ‘Be Well in Your Community’ (formerly called ‘Stay Well in Your Community’ (see Appendix 1), which has a focus on place based work to build community capacity and resilience and investing in existing community-owned assets, this was presented to the Transformational Leadership Group (TLG) in February 2019.

### 2.0 The Challenges

Cwm Taf has the potential to play a leading role in coproduction and collaboration. The Cwm Taf Social Value Network has demonstrated a strong, innovative and citizen centred community and voluntary sector in Cwm Taf. However the lack of coproduction and collaboration with, and investment in the third sector is a missed opportunity to transform our collective impact to improve wellbeing. In particular:

- A lack of involvement and coproduction at all levels, both in terms of service users/carers and the third sector, which leads to poor service design & delivery.
- A lack of investment in community and third sector organisations and equality in decision making, particularly when it comes to access to resources.
- Commissioning processes/decisions made in isolation hinder collaboration, lead to ineffective use of resources which can negatively impact on wellbeing.
- Poor communication at different levels means there are significant gaps in provision and few opportunities to work together to address those gaps.
- Complicated process and short timescales to agree plans and associated investment prevents effective coproduction and collaboration and can exclude community and voluntary organisations, service users and carers.
- A focus on adults with limited consideration for how to work collaboratively to meet the support needs children and young people.

- The Social Value Network is effective in involving and promoting the third sector, words lead to action, momentum is maintained and two way feedback is facilitated.

The recent process to develop and agree Transformation Proposals highlights the challenges faced. From a third sector lens, the timescale and process to develop the required plans was not collaborative. The timetable meant there was very limited involvement of the third sector. These issues have been even more complex due to the requirement to establish a new Cwm Taf Morgannwg region and develop new relationships, structures, plans and cultures. The Boundary Change Regional Partnership Board Workshop event on 7 February 2019 raised issues about the understanding of the term ‘social value organisations’ despite a clear definition in the Act and the work of the Social Value Forum. The discussion followed Welsh Government Integrated Care Fund guidance, stipulating the requirement to ensure a minimum of 20% of the fund is designated to social value organisations by 1920/21, whilst considering existing commitments and pressures. A further challenge is to establish the new Cwm Taf Morgannwg region, whereby the work will need to consider a refresh to take account of the work undertaken and direction of travel from a much wider membership to agree shared priorities.

### **3.0 How will we overcome these challenges?**

A paper ‘*Third Sector ICF Investment Update: Investing in Social Value Organisations February 19*’ (see Appendix 2) was presented to the TLG in February to address the challenges and follow recommendations from the Social Value Network. This included the following recommendations:

1. Place at least 20% of the ICF grant within the third sector, working with the new Regional Commissioning Team, by 1920/21.
2. Ensure all resources to the third sector flow directly from the Regional Commissioning Team to third sector, whether this is directly to the third sector, a consortia or through CVCs.
3. Ensure that a collaborative & integrated approach is taken to commissioning, and commissioning decisions are not made in isolation by individual partners and do not lead to increased pressure on regional commissioning.
4. All commissioning decisions take regard of the 5 ways of working, involve third sector/social value organisations (including communities and service–user led organisations, social enterprises and cooperatives), service-users and carers.
5. Hold an event with planners and commissioners to agree a way forward and work together to address some of the difficult challenges.

### **4.0 Looking Forward - the next steps:**

- To hold a workshop with representatives of the CTRPB, commissioners, CVC’s and the third sector in March 2019 to address the challenges described above.
- To launch a new Cwm Taf Morgannwg Social Value Network on 11 April 2019.

### **5.0 The Social Value Network Event Reports 2018/19**

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## 5.1 CWM TAF SOCIAL VALUE NETWORK

### WINTER WARMER EVENT

### SUMMARY REPORT (FINAL) December 2018

## *‘Are we effectively involving and supporting children and young people?’*

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54 people attended the event on the 11<sup>th</sup> Dec 2018 at the Red House, Merthyr Tydfil, and those attending:

- Received an update on ‘Stay Well in Your Community’ the Cwm Taf community support model transforming how we work together.
- Received information on ‘The Right Way’—a Children’s Rights approach in Wales.
- Received update on ‘Supporting Children, Young People and Families’
- Meaningful involvement-presentation from young people on their involvement in producing an information leaflet on substance misuse.
- Received an update on Adverse Childhood Events (ACES) and the First 1000 days of life.
- Received an update on Loneliness & Isolation.
- Received an update on the progress of the Cwm Taf Social Value Network.
- Introduction of the new SSWB Partnership Board Carer & Service User representatives.

## Children and Young People Transformation Workshops

### What works?

<ul style="list-style-type: none"><li>• Family Information Services – more than just childcare.</li><li>• Engagement and involvement of service users.</li><li>• YEPs and Rhondda Fach Community Zone.</li><li>• ‘Whole School approach’ resilience model involving pupils, staff, parents, wider community.</li><li>• Eye to eye and peer support.</li><li>• There are pockets of good engagement but sometimes it’s token.</li><li>• It’s difficult to say what is going well.</li><li>• Spectacle Theatre is a good project.</li></ul>	<ul style="list-style-type: none"><li>• Hard to access schools.</li><li>• Family and friends – informal approach.</li><li>• Forsythia Youth Project – when people can become involved.</li><li>• MASH.</li><li>• Young Carers Project – funding issues, geographical issues and stops at 18 years of age.</li><li>• Reciprocity.</li><li>• Valuing people involvement.</li><li>• Mainstreaming from grant investment.</li><li>• What works KPI turning acquire/complex spend to early intervention/induction.</li></ul>
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<ul style="list-style-type: none"> <li>• Youth project Valleys Kids.</li> <li>• Samaritans training in schools (but not enough).</li> <li>• Short term funding.</li> <li>• Holistic Support.</li> </ul>	<ul style="list-style-type: none"> <li>• Lots of youth projects – HAPI project – territorial and patchy.</li> <li>• Early years – difficulty in accessing support for people with low self-esteem/mental health.</li> </ul>
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### **Making it happen:**

<ul style="list-style-type: none"> <li>• Establish a network of parent carers acting across a range of issues, sitting on many boards/panels.</li> <li>• Link to wider groups e.g. around mental health.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure true and meaningful engagement at all stages, from inception to decision making.</li> <li>• Joining up the dots, linking groups e.g. Parents, carers.</li> </ul>
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### **What does brilliant looks like?**

<ul style="list-style-type: none"> <li>• More and better access to community co-ordinators and social prescribers.</li> <li>• Anyone being able to refer into these services e.g. Youth worker.</li> <li>• Consistent, pan-Wales approach.</li> <li>• Truly implementing the SSWB Act/WBFG Act.</li> <li>• A community-lead, community owned community zone with residents involved in decision making.</li> <li>• Youth work being led by TSO/us or any partner as long as it's back in the community.</li> <li>• Need to ask young people.</li> <li>• Professionals to engage with youth.</li> <li>• Young people to co design services.</li> <li>• Stop being tokenistic – have true child representation.</li> </ul>	<ul style="list-style-type: none"> <li>• No jargon.</li> <li>• More support around life skills for young carers.</li> <li>• Loneliness agenda for children and young people is thoroughly understood.</li> <li>• Opportunities to be a child especially for young carers.</li> <li>• Stat, volunteers and health to work together as one sector.</li> <li>• Put things into place to make things happen – activities/services instead of policies.</li> <li>• Listen to the needs of the children and act on what they want.</li> <li>• Safety for children to be themselves.</li> <li>• Involve the whole family.</li> </ul>
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### **What can you do with the people you work with and your current parties?**

<ul style="list-style-type: none"> <li>• Give them the support they need (service users).</li> <li>• Listen to service user's needs.</li> <li>• Person centred approach.</li> <li>• Asking the appropriate questions of your organisation.</li> <li>• Share and provide information and actively encourage the use of Dewis and Info Engine.</li> </ul>	<ul style="list-style-type: none"> <li>• Work in partnership.</li> <li>• Attend network.</li> <li>• Co-produce services.</li> <li>• Need to become more flexible.</li> <li>• More working in partnership.</li> <li>• Strengthen cross sector and collaboration working i.e. housing association, working together.</li> </ul>
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### **How can we build better relationships with Public Services?**

<ul style="list-style-type: none"> <li>• Strengthen the opportunities for all children to have their voice – schools, youth centres, boys and girls clubs.</li> <li>• Unclear what action has been taken and what difference has been made.</li> <li>• Events, networks, shared aims with patients.</li> <li>• ‘Service users’ should be trusted.</li> <li>• Advice and information at first point of contact.</li> </ul>	<ul style="list-style-type: none"> <li>• Early help’ need to be improved.</li> <li>• Speedier communication – including face to face contact.</li> <li>• Representatives on panels. (children and young people)</li> <li>• Elected representation. (young people)</li> <li>• Involvement.</li> <li>• More impact.</li> <li>• More action.</li> </ul>
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**What can the Cwm Taf SSWB Regional Partnership Board do to help you?**

<ul style="list-style-type: none"> <li>• Facilitate the change (what has been spoken about at local area).</li> <li>• Demonstrate/quantify the social value from a local level and feed back to Welsh Government.</li> <li>• Commissioning simplified.</li> <li>• Children to help move the change with direct involvement with Welsh Government.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure consultation is happening and feedback and make sure all this happens.</li> <li>• Change the referral process – to recognise the need so it doesn’t have to go through single point of access – can refer direct to community support.</li> <li>• Community involvement, process and support need to be looked at.</li> <li>• Influence over members.</li> </ul>
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**What can CVCs do?**

<ul style="list-style-type: none"> <li>• Keep information flowing.</li> <li>• Keep network going.</li> <li>• Increase and review membership.</li> </ul>	<ul style="list-style-type: none"> <li>• Share contact details.</li> <li>• Review of how information is circulated.</li> </ul>
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**Event Evaluation**

Excellent <b>17%</b>	Very Good <b>50%</b>		
Okay <b>33%</b>	Poor <b>0</b>	Very Poor <b>0</b>	

**Percentage improvement in understanding, knowledge and contacts:**

Understanding	80%
Knowledge	80%
Contacts/Networking	80%

## **5.2 CWM TAF SOCIAL VALUE NETWORK**

### **SUMMER EVENT SUMMARY REPORT (FINAL) – July 2018**

#### ***‘Stay Well in your Community’ – tackling loneliness and isolation***

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74 people attended the event on the 5<sup>th</sup> July at Nantgarw (Coleg Y Cymoedd). Those attending:

- Received an update on the Wellbeing Plan and initial plans to tackle the cross cutting theme of loneliness and isolation.
- Received an update on the Regional or Area Social Services and Wellbeing Plan
- Discussed what a Cwm Taf community support model ‘Stay Well in Your Community’ could look like with an emphasis on tackling loneliness and isolation.
- Listened to presentations on Cynon Linc (Rachel Rowlands); Stay Well in Your Community (Simon James); Compassionate Frome (Ian Davy), with a film made with young people in Rhydyfelin (Valleys Kids).

#### **RECOMMENDATIONS FOR CWM TAF SOCIAL SERVICES AND WELLBEING PARTNERSHIP BOARD:**

1. The Transformational Leadership Group and Social Service and Wellbeing Partnership set aside time to discuss and agree an approach - a statement of intent - to Staying Well in Your Community linked to tackling loneliness and isolation for the whole population.
2. To set up a Provider Forum to have a conversation between relevant third sector leaders and planners / commissioners of health and social care.
3. To ensure strategic oversight of the development of Stay Well in your Community including the development of community hubs and networks.
4. To ensure access to funding through the Transformation Fund to implement the approach.
5. To ensure effective structures and communication to support coproduction and collaboration, including ensuring alignment, where possible, of locality clusters and Regional Partnership Board plans.

#### **What are the Cwm Taf Social Value Network priorities for action?**

- **Develop a Vision of Transformation in Community Support:** Agree a statement of intent and action plan that delivers a model of community support ‘Stay Well in Your Community’ that brings support and solutions together that supports rather than divides different groups and does not lead to working in silos.

- **Transform Community Support:** Collaborate and coproduce local placed based solutions including the development of strategic community hubs and community networks, led by SSWB Partnership Board to support 'Stay Well in Your Community'. This is about transforming what we do through community ownership and community action. It is not co-location of public services (it is not about creating One Stop Shops and public service improvement).
- **Transform Commissioning Arrangements:** Ensure information, advice and guidance becomes mainstreamed into all commissioned services including GP contracts – community coordination is 'everyone's business' – start with the 'What matters to you' conversation - not 'What service do we provide'.
- **Transform Funding:** Long-term revenue and capital funding needs to be secured for third sector to work collaboratively with public services to develop a volunteering base, develop compassionate communities, and lever in external funding. Decisions on the use of mainstream funding that impacts on wellbeing needs to be considered collaboratively alongside 'partnership' funding.
- **Transform Collaboration:** WG see clusters not as GP clusters but as locality based collaborative groups – a local version of the SSWB Partnership Boards. These structures and resources need to be joined together with decision makers, commissioners, GP's and public service partners working together. For example, all partners attending a collaborative Social Value Network to share ideas.
- **Transform Culture:** Too many barriers exist to individuals, communities and the third sector being active. A shared vision shared across all partners of supporting and resourcing communities, including using asset transfer to mobilise community action not stifle it. The 5 ways of working should ensure all public service providers involve the citizens, communities and partners when planning service changes – before decisions have been made.

### **How will the Cwm Taf Social Value Network deliver on its priorities?**

- **Pathfinder role** - use coproductive and collaborative approaches to develop, fund and promote brilliant innovative funded projects as 'proof of concept' projects including creative interventions e.g. arts based therapy, Compassionate Frome, Men's Sheds, Park Run, integrational projects. A platform for members to put out 'calls for action', collaboration on projects, joint funding bids, etc.
- **Conversation with commissioners** - recognise that services can be delivered co-productively, make good practice a reality and challenge the prescriptive nature of commissioned services through a service user bottom-up approach.
- **Safe place** - we need a safe place to discuss what works and what does not so we share, develop and learn. We need to have a way to collect and share information on projects, good practice and good news stories that collectively have a longer-term impact. There needs to be better ways to communicate – within & across communities; from community to decision makers and vice versa.

- **Collaboration** - everyone needs to be part of this process of change and we need to ensure a positive direction of travel. There needs to be clear communication, links and citizen and third sector involvement and influence with commissioners, the Social Value Network and Transformation Leadership Group.
- **Address gaps in services** – for example, there is a lack of local provision for adults with learning disabilities – we need to look at some quick wins, mapping and putting in some local provision where there is a gap.

### What are your brilliant ideas?

- **Wellbeing phone call** - work together to address loneliness and isolation, identify those who need to be contacted and have a ‘One public service’ approach, build relationships between agencies, for example, a rota of public service staff to phone people every day to have a conversation with those who are identified as lonely and isolated.
- **Build on existing Hubs** - stop cutting corners, don’t look at a strategic ‘hub’ in isolation - you can’t deliver all these services from one place but need to be understand each community and their existing assets and community networks and support collaboration.
- **Promote amazing practice** - a film to promote what people can do activities, facilities and how to volunteer in theatres, cinemas, community venues.
- **Gaps in services** - for example, there is a lack of local provision for adults with learning disabilities; we need to look at some quick wins, mapping and putting in some local provision where there is a gap.
- **Directory of volunteers** - let people know people are looking to volunteer - not just volunteer opportunities.
- **Value People’s Time** - time banking, people are able to contribute and are rewarded for their involvement e.g. Fir Tree Community Association – subsidised trips to engage people, and to build on this, will offer people to volunteer their time rather than pay.
- **LETS (Local Exchange Trading Scheme)** - opportunity to share skills and assets in communities and groups, how do we share? Social model to better use our existing resources e.g. if I have an empty building - you want a venue for a course – better value for money, better collaboration, improve how we provide community support on the principal of ‘whatever we got, we share it’.

### Event Evaluation: No of Evaluations Returned – 31

Excellent <b>14 (43%)</b>	Very Good <b>14 (43%)</b>	
Okay <b>3 (1%)</b>	Poor <b>0</b>	Very Poor <b>0</b>

### Percentage improvement in understanding, knowledge and contacts:

Understanding	80%
Knowledge	73%
Contacts/Networking	83%

## 5.3 CWM TAF SOCIAL VALUE NETWORK EVENT

### SPRING EVENT SUMMARY REPORT (FINAL) – MARCH 2018

#### *‘Citizens, Coproduction and Commissioning’*

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Over 50 people attended the event on the 7<sup>th</sup> March at Orbit Centre, Merthyr. This event was a collaboration between the Cwm Taf Social Value Network and the South Wales Coproduction Network. The morning sessions was attributed to Social Value and covered the following:

- Receive an update on the Cwm Taf Regional Plan and Commissioning.
- Launch the 2018-19 Community Capacity Grant Scheme and demonstrate the impact achieved by previous grant recipients.
- Provide an insight into building community capacity, and to be informed on how social value may be measured.
- Provide information on WCVA’s toolkit of Social Value Forums.
- Receive an outline work plan for the Social Value Network and obtain feedback on it.
- Introduction to Measuring the Mountain. This is a coproductive approach to evaluating the impact of the Social Services and Wellbeing Act (SSWBA) through story collection.

The afternoon session was delivered by the Coproduction Network in collaboration with Swansea University and covered Most Significant Change (MSC) Theory. The format of the session comprised workshops facilitated by members of the Coproduction Network and were aimed around gathering and sharing stories to demonstrate MSC Theory.

#### **Summary of main discussion points**

##### **What does the Social Value Network need to do?**

- There needs to be a common way to monitor and evaluate and provide relevant support and tools to small organisations and measure community development.
- We need to have a way to collect and share information on short-term projects, good practice and good news stories that collectively have a longer-term impact.
- A platform for members to put out ‘calls for action’, collaboration on projects, joint funding bids, partner support etc.
- We need a safe place to discuss what works and what does not so we share, develop and learn.
- There needs to be better ways to communicate – within and across communities; from the community to decision makers and vice versa.
- Everyone needs to be part of this process of change and we need to ensure a positive direction of travel.

- There needs to be clear communication, links and citizen and third sector involvement and influence with commissioners, the social value network and the Transformation Leadership Group.
- Recognise that services can be delivered co-productively, make good practice a reality and challenge the prescriptive nature of commissioned services through a service user bottom-up approach.

### **What would brilliant look like?**

- Network supports the brilliant short-term funded projects to be sustained and 'proof of concept' projects.
- Support the development of creative interventions e.g. art therapy, Men's Sheds.
- Network becomes a centre of excellence for evaluating impact.
- Decision makers and commissioners regularly attend the Network to hear ideas with strategic developments brought to the Network.
- Being a sharing good practice portal with suggestions wall at the events that delegates can populate.
- Support existing facilities, not cutting corners, reported back at a strategic level. Don't look at the 'hub' in isolation. You can't deliver all these services from one place but need to be surrounded by community networks – correct signposting.
- Easily accessible information to all involved user/people friendly, one place for all information - not working in isolation.
- Able to get rid of red tape – based on humanity and values (not monetary value), principles and a social movement - not an implementation or planning group.
- Genuine sharing in decision making (involving compromise).
- Increase community capacity to cater for all ages.
- A central shared data resource.

### **NEXT STEPS:**

1. Event information, including presentation slides, to be circulated to all attendees.
2. Interlink and VAMT to convene the next Social Value Network Planning Group to look at plan priorities and implementation and circulate dates to all attendees.
3. Finalising Social Value Network terms of reference and revised action plan ahead of next Planning Group meeting.

### **WORKSHOP FORMAT**

Each delegate was issued with a copy of a draft Action Plan for the Social Value Network, and were asked to consider two key questions:

1. What does the Social Value Network need to do?
2. What would brilliant look like?

## **EVALUATION:**

There were two separate evaluation forms issued. One covered the whole event, and the other was issued by the Coproduction network with a particular focus on Most Significant Change. 53 people attended from across all sectors reporting:

- 74% reported increased understanding
- 74% reported increased knowledge
- 79% reported improved contacts and networking

### **Comments on the presentations include:**

- *'Clear update on the Cwm Taf Regional Plan...'*
- *'Presentations were engaging and well timed and clear.'*
- *'Understanding of need for different types of evaluating and respecting that publicly.'*

### **Comments on the workshops include:**

- *'Afternoon was a bit confusing. Morning – not enough time for full discussion.'*
- *'All workshops were beneficial and interesting particularly community and social value insight and co-production reminder.'*
- *'Personal opinion would have been good to know that a story was needed in advance to allow my story to be.'*
- *'Good to share stories but we have put this in other events/training sessions.'*

### **Comments on what needs to happen next/ issues to be addressed/further learning or development were:**

- Continuity – ensuring ideas are followed through. We need to maintain the momentum. Just please continue!
- It would be nice to give examples of positive change and impact.
- Regular updates required/sharing good practice. Toolkit for monitoring / evaluation.
- The change just needs to be continued – keep the ball rolling!! Keep us involved.
- Further updates on the Cwm Taf Regional Plan.
- Keep getting good range of organisations involved.
- Continue with similar events. More examples of co-production in practice.
- Mental Health Support. More third sector support.
- It would be great to see how the Plan is developed, how objectives are drilled down, more communication on positive/negative experiences.
- There are a lot of different forums across Merthyr – we need to become more concise to work better together.
- Continue networking as we have always done.
- Strong link with PSB's.
- To continue consulting and feeding into the ongoing process.