

Vale of Glamorgan Community Strategy 2011-21

Annual Report 2014/15

Vale of Glamorgan
Local Service Board
Bwrdd Gwasanaethau Lleol
Bro Morgannwg



*Planning and
Working Together*

Members of the Vale of Glamorgan partnership



Cardiff and Vale College



Cardiff and Vale University Health Board



Glamorgan Voluntary Services



National Offender Management Service in Wales



National Probation Service



Natural Resources Wales



South Wales Fire Service



South Wales Police



Vale of Glamorgan Council



Wales Ambulance Service



Wales Community Rehabilitation Company



Welsh Government

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Introduction

The Community Strategy 2011-21 considers how the Vale will look in the future and how that vision of the Vale can be achieved. It seeks to ensure that the aims and targets of all the organisations active in the Vale are focused on providing consistent quality of services to residents, visitors and businesses. It is delivered and monitored through the Vale Local Service Board (LSB) and also informs the work programme of the Cardiff and Vale LSB which was established in 2014.

The Vale of Glamorgan LSB comprises of senior representatives from the organisations listed on the inside cover of this document. The Vale LSB together with the joint LSB bring together public service leaders, the voluntary sector and private sector to plan, work, deliver and improve services in order to achieve the priority outcomes of the Community Strategy as detailed at the back of this document.

Following a review of the first Community Strategy Delivery Plan which covered 2011-14, the Vale LSB agreed its strategic focus for 2014-18 would be to tackle the poverty and inequalities that exist across the Vale and that this is where the greatest value could be added. This decision was taken in recognition of the mature and robust partnership working already in place to deliver much of the Community Strategy e.g. around community safety and health and social care. The LSB were keen to identify a particular theme where the LSB could add value and target activity. It was recognised that despite often being considered one of the more affluent local authorities in Wales, it is evident that local authority level data can mask pockets of poverty and deprivation. Evidence such as the LSB's Unified Needs Assessment 2013¹ (UNA) and Tackling Poverty Analysis 2014² has helped build a clear picture of the inequalities that exist across the Vale.

In response, the LSB developed its 2014-2018 Community Strategy Delivery Plan³ to focus on tackling poverty, aligned to the three workstreams of the Welsh Government's Tackling Poverty Action Plan;

- Preventing Poverty;
- Helping People into Work; and,
- Mitigating the Impact of Poverty

In order to deliver the plan, the LSB's partnership sub-groups were restructured and the Financial Inclusion Group was identified to lead on the delivery of the Mitigating the Impact of Poverty workstream and a Poverty Alignment group was established to focus on closer alignment between a number of tackling poverty programmes such as Families First, Flying Start and Communities First in order to prevent poverty. An Improving Opportunities Board has also been established to address an identified gap between employment opportunities and skills and lead on the Helping People into Work workstream. Across these three groups,

¹ http://www.valeofglamorgan.gov.uk/en/our_council/local_service_board/measuring_success.aspx

² [http://www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/Partnerships.%20Policies%20&%20Plans/Local%20Service%20Board/LSB%20Reports%20and%20Documents/Vale-of-Glamorgan-LSB-Tackling-Poverty-Report-\(Final-Draft\).pdf](http://www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/Partnerships.%20Policies%20&%20Plans/Local%20Service%20Board/LSB%20Reports%20and%20Documents/Vale-of-Glamorgan-LSB-Tackling-Poverty-Report-(Final-Draft).pdf)

³ <http://www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/Partnerships.%20Policies%20&%20Plans/Local%20Service%20Board/LSB%20Reports%20and%20Documents/Vale-of-Glamorgan-Community-Strategy-Delivery-Plan-2014-18---April-2015-Update.pdf>

the LSB is actively working towards addressing the range of important issues identified within the Welsh Government's Tackling Poverty Action Plan through our local Community Strategy Delivery Plan 2014-18.

This report focuses on the outcomes achieved through the delivery of the first year of the delivery plan as well as some of the challenges that remain and the next steps to be taken. The report also provides an overview of work that continues to be undertaken to ensure that commitments in the ten year strategy are delivered as these remain relevant. The ten priority outcomes contained within the Community Strategy continue to provide a framework for a range of partnership activity.

Delivering the Community Strategy

Through partners working collaboratively in delivering our priority outcomes our collective vision for the Vale is a place:

- that is safe, clean and attractive, where individuals and communities have sustainable opportunities to improve their health, learning and skills, prosperity and wellbeing, and;
- where there is a strong sense of community in which local groups and individuals have the capacity and incentive to make an effective contribution to the future sustainability of the area.

In order to determine the priority outcomes of the Community Strategy a Unified Needs Assessment was undertaken in 2011 and this was reviewed and updated in 2013⁴. Through the LSB Business Intelligence Group the working relationships between analysts, researchers and consultation personnel has been strengthened and a culture of sharing expertise and resources has been developed between partners. This is evident in the needs assessment and ongoing work of the Business Intelligence Group.

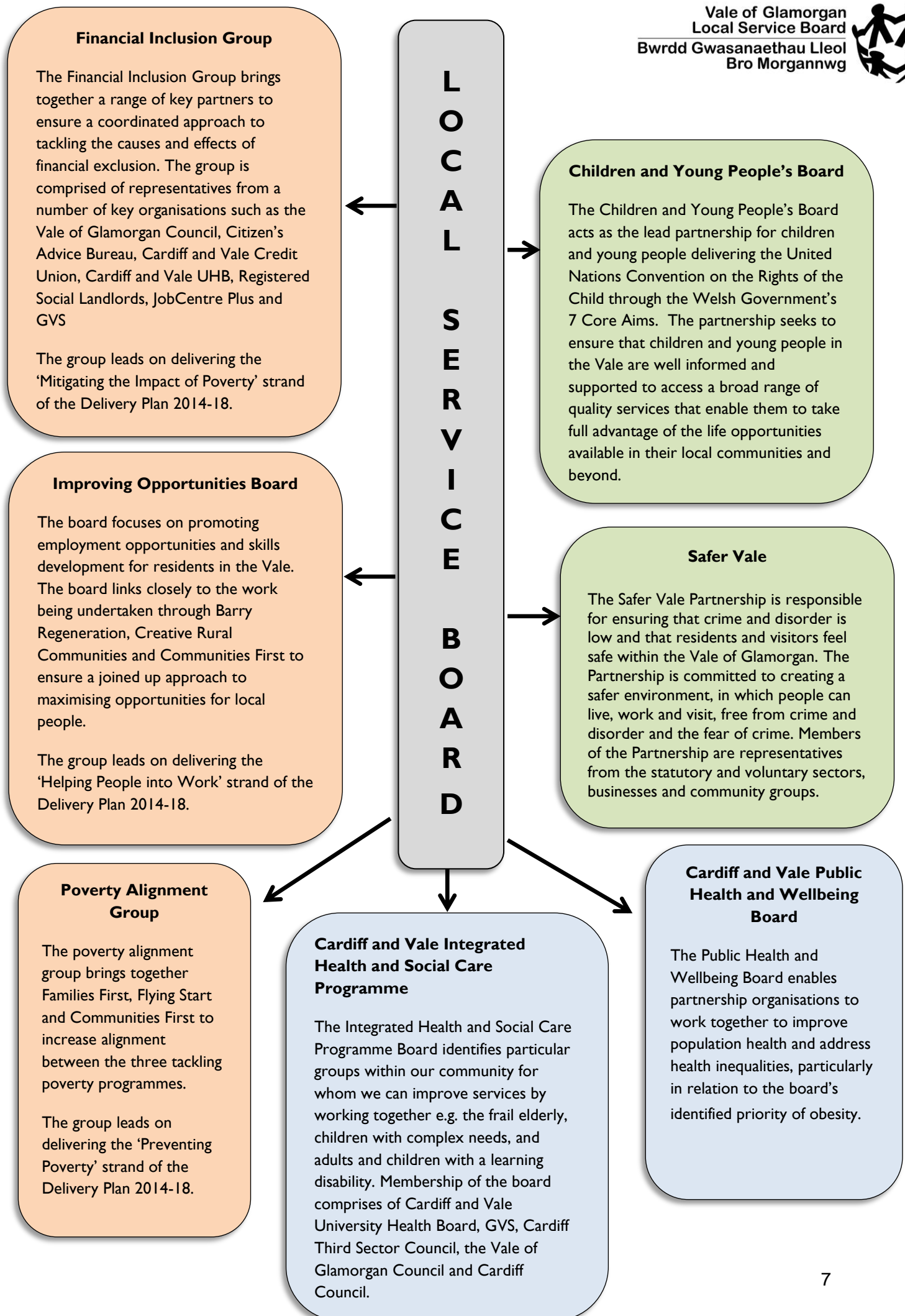
The importance of data analysis goes hand in hand with public engagement to create a robust evidence base for identifying and setting the correct priorities for the Vale. The Information and Engagement Strategy provides a framework for how partners work together to ensure that the voice of citizens and communities is heard and to enable our residents to have a meaningful say in the decisions that affect them. This strategy will be reviewed in 2015/16.

The ten year vision of the Community Strategy is an ambitious view of where we will be in 2021 and by partners working together it is achievable. We have set up robust performance management arrangements which we are continuing to develop and these will strengthen partnership working in the Vale and help improve service delivery across all partners.

By evaluating performance in accomplishing the actions in our Delivery Plan we can progress into the coming year with a holistic picture of areas where significant achievements have been made, along with areas where challenges are faced and how work can be undertaken to overcome these. This work will also assist as we start planning the next needs assessment and development of our Wellbeing Plan for the Vale as required by the Wellbeing of Future Generations (Wales) Act.

The following diagram details the partnership arrangements established in 2014. These arrangements ensure we have sufficient capacity to deliver our commitments in the Community Strategy and are regularly reviewed.

⁴ http://www.valeofglamorgan.gov.uk/en/our_council/local_service_board/measuring_success.aspx



Life in the Vale: A Snapshot



The Vale of Glamorgan is the most southerly local authority in Wales situated between Cardiff and Bridgend. Mid-year population estimates for the Vale show that the population is approximately 127,685, an increase of 7% since the 2001 Census. It is estimated there will be a further 4% population increase by 2036. The age profile of the Vale's population is also expected to change and the number of people aged 65+ is estimated to increase from 26,120 in 2015 to 35,630 in 2030.⁵

The following graphs help to provide a context against which we are planning and delivering services. It is clear from a number of the graphs that performance is fairly steady but with a small decrease in the percentage of working age residents who are economically active and a slight increase in the percentage of working age residents who are claiming jobseekers allowance, mirroring the trend observed at a national level. The percentage of pupils eligible for free school meals (FSM) has slightly decreased in the Vale of Glamorgan in the past few years.

The chart on page 12 shows that the percentage of pupils aged 15 in local authority schools who achieved the level 2 threshold including a GCSE A*- C in English or Welsh first language and Mathematics increased significantly in 2014/15 and remains above the Welsh average as has been consistently the case in recent years. However it has been recognised that Wales often performs below England in relation to educational attainment and our clear ambition is that education outcomes in the Vale of Glamorgan are the best in Wales and match those of the most successful authorities in England with similar socio-economic profiles. We also recognise that local authority level figures can mask areas where performance is significantly below the authority level average and the accompanying map on page 12 highlights areas in the Vale where performance is significantly below others. The

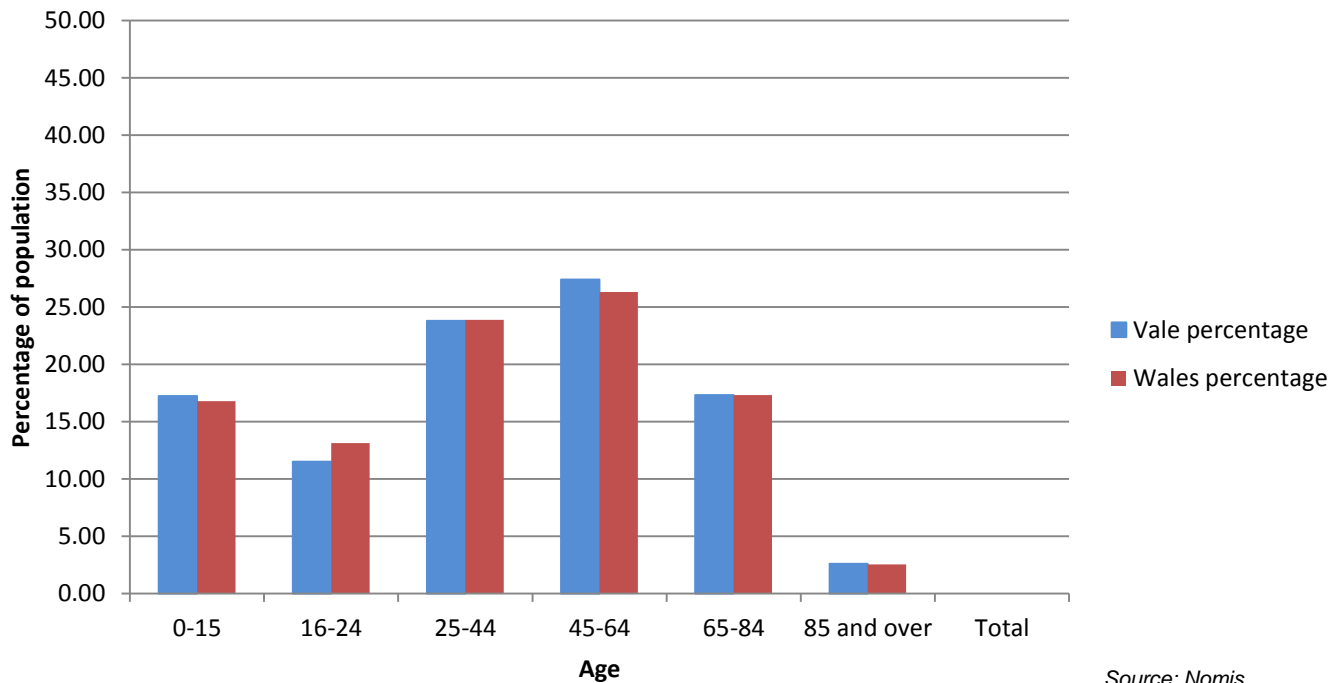
⁵ Daffodil Cymru Projections

areas with lowest attainment levels are also those areas with the greatest overall levels of deprivation as measured by WIMD 2014 (Welsh Index of Multiple Deprivation). The LSBs focus on tackling poverty and inequality within the Vale of Glamorgan seeks to address these differences.

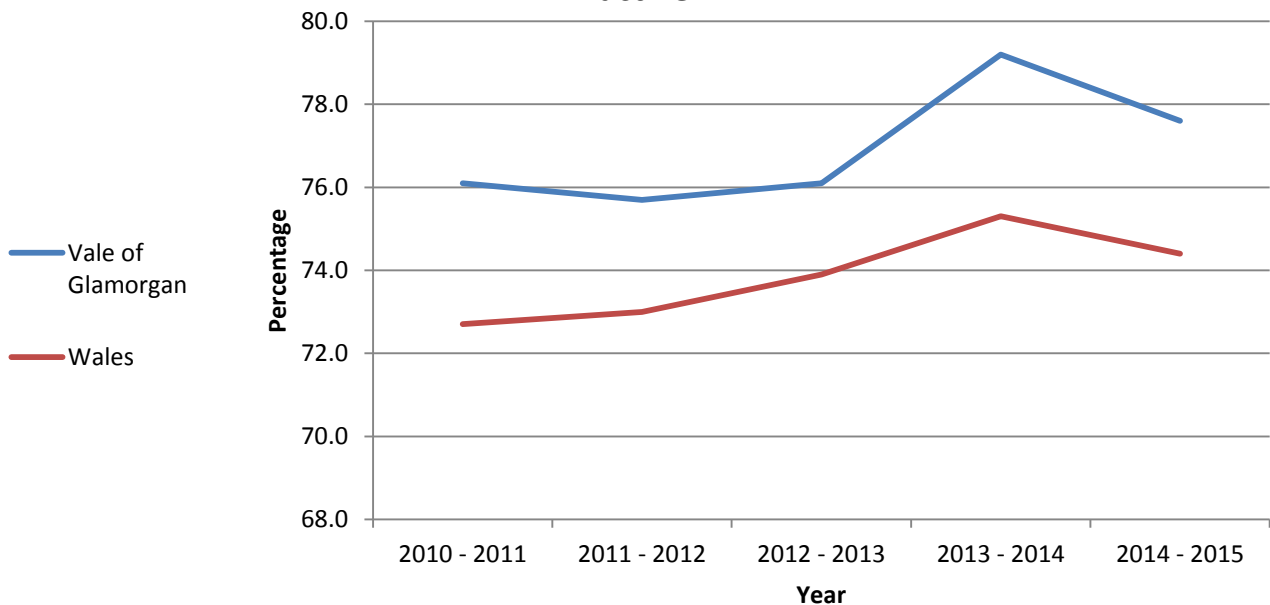
Similarly the map on page 13 shows the number of households below 50% of the GB median income, again highlighting that although often considered one of the most affluent local authorities in Wales pockets of deprivation exist that and the LSB is working to tackle this issue.

The final map in this section shows the percentage of population aged 65 and over across the Vale of Glamorgan based on the 2011 Census. Across Wales an increased ageing population is being observed and as the map shows in the Vale of Glamorgan, LSOAs in more rural areas have a higher percentage of population aged 65+ and it is important services cater for all our resident's needs.

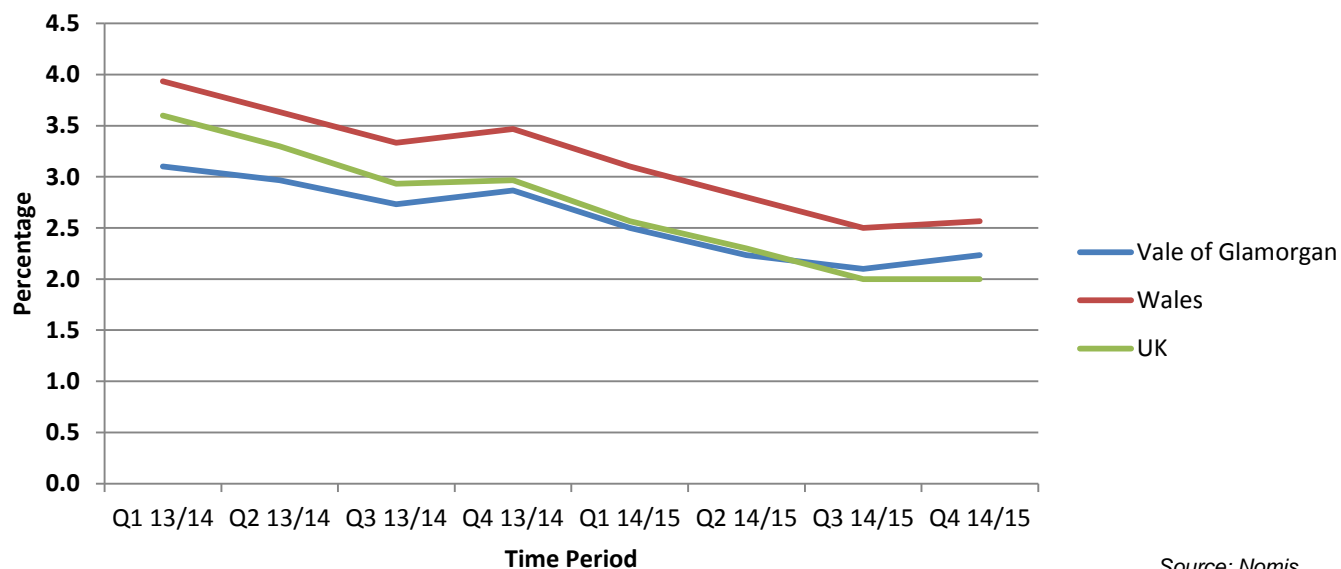
Percentage of Population - 2014 mid-year estimates



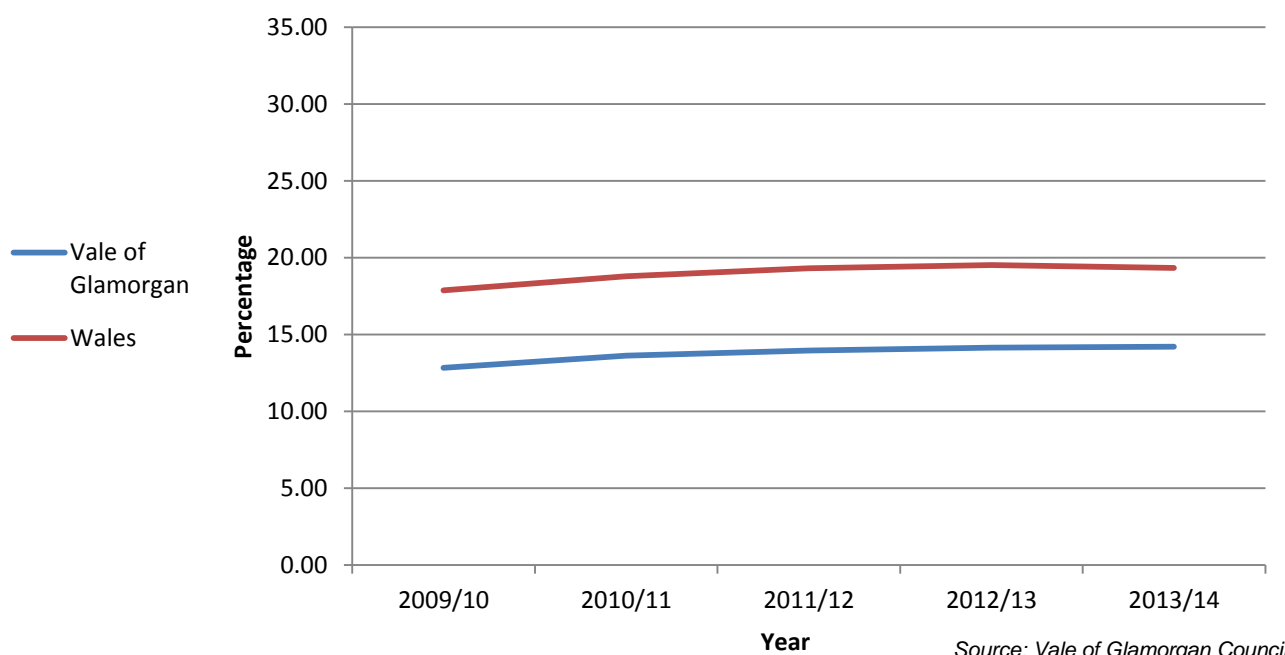
Percentage of working age residents (16-64) who are economically active



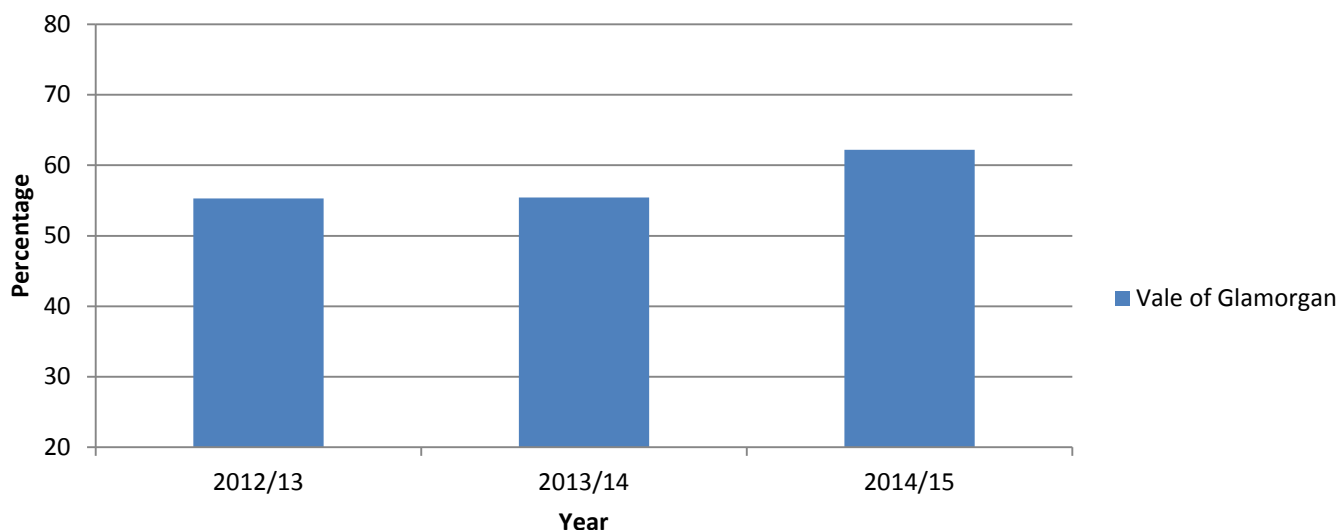
Percentage of Working Age Residents (aged 16-64) claiming JobSeekers Allowance



Percentage of Pupils Eligible for Free School Meals

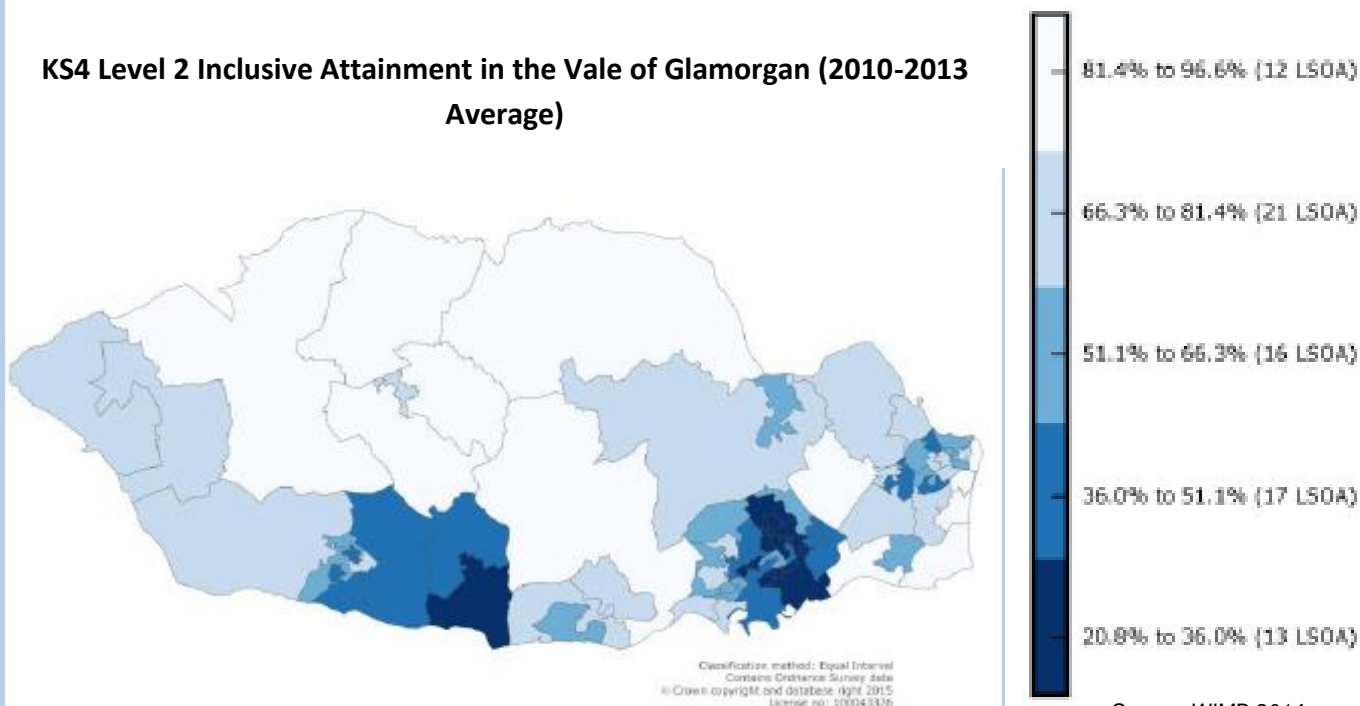


Percentage of Pupils Aged 15 at the Preceding 31 August, in Schools Maintained by the Local Authority who Achieved the Level 2 Threshold Including a GCSE Grade A*-C in English or Welsh First Language and Mathematics

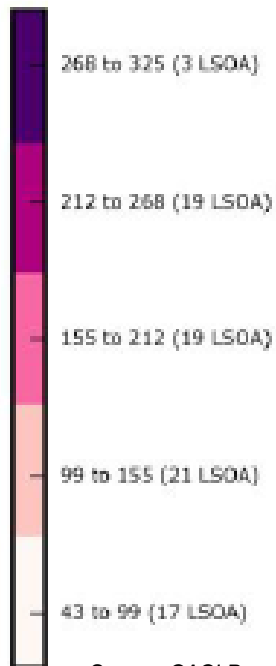


Source: Vale of Glamorgan Council

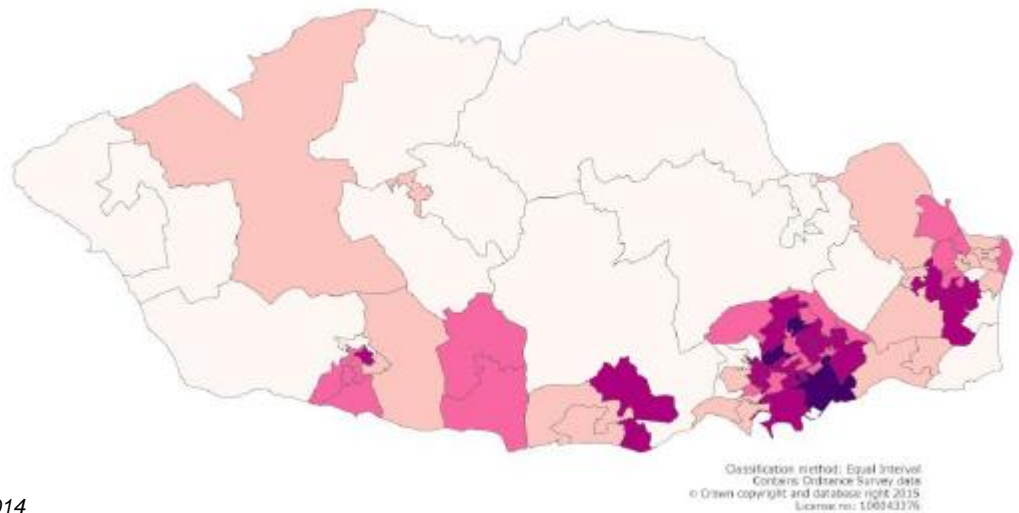
KS4 Level 2 Inclusive Attainment in the Vale of Glamorgan (2010-2013 Average)



Source: WIND 2014

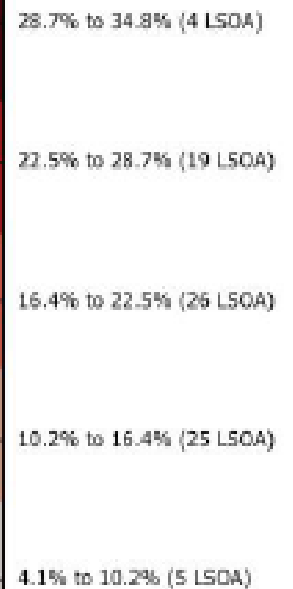
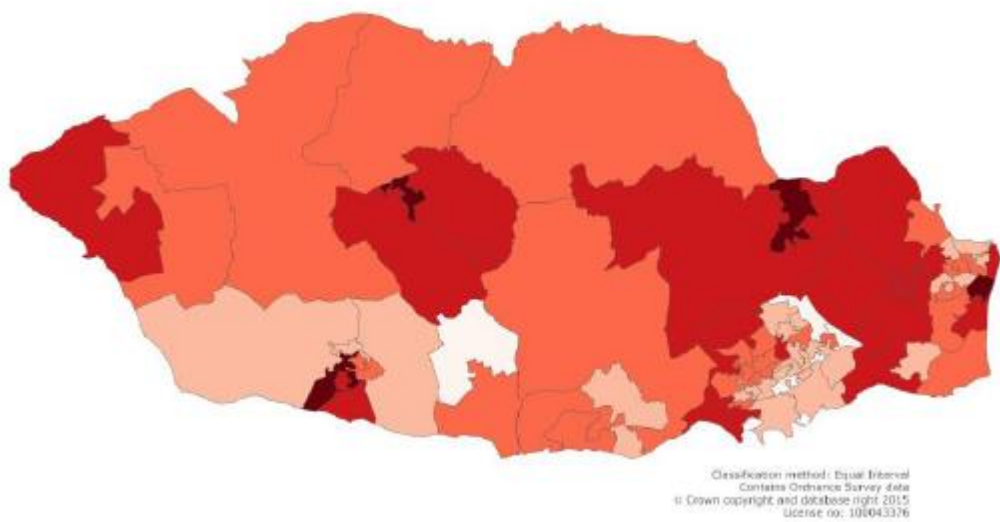


Number of Households below 50% of GB Median Income in the Vale of Glamorgan



Source: CACI Paycheck 2014

Percentage of Usual Resident Population Aged 65 and Over in the Vale of Glamorgan



Source: Census 2011, ONS

How Are We Doing?

The focus of this report is on work that has taken place during 2014/15. Details of progress is provided for the three poverty workstreams in the Delivery Plan 2014-18 as well as each of the ten priority outcomes within the Community Strategy. Below are details of just some of the achievements and differences made through partnership working in 2014/15.

In 2014 the Local Government Data Unit (LGDU) were commissioned to undertake an analysis of poverty in the Vale of Glamorgan, building on the previous needs assessment and providing greater clarity about some of the issues in the Vale. This report has been well received by partners and is being used to focus activities aimed at tackling poverty. In particular the report has helped influence the development of a Financial Inclusion Strategy for the Vale of Glamorgan and will also inform work being undertaken to map assets and services in St Athan.

In March 2014 a multi-agency workshop was hosted by the **Financial Inclusion** Group to help shape the development of the Financial Inclusion Strategy which is due to be published in December 2015. The group has evolved from its original focus on welfare reform and has supported work around digital inclusion and in-work poverty as well as out of work poverty. Partners have also continued to promote Cyd Cymru, the collective energy switching scheme.

Work has continued to more closely align the **Communities First, Flying Start and Families First** work programmes through the Poverty Alignment Group. One example of this has been a shared approach to training and examples include Solution Focussed Therapy, Building Confident Families, Safeguarding and Perinatal training. Further opportunities for joint training/ workforce development are being explored including a Parenting Conference, Family Fun Day and a Social Services and Wellbeing Event.

Work has continued to increase the number of work-based apprenticeships, work experience and training opportunities available in the Vale to help people of all ages to develop their **skills** and secure **employment**. During 2014/15 a number of job fair events were held and these attracted over 2, 000 attendees.

In response to the Childcare Sufficiency Assessment and Action Plan completed in March 2014 work has continued to ensure **appropriate childcare provision** where parents want it, including Welsh Medium holiday provision and an after school club.

Between October 2014 and March 2015 the **Communities First** led 'Transition' project engaged with 99 pupils and 32 parents supporting them through the transition from primary to secondary school. The project is delivered with the help of community volunteers with 249 volunteer hours being accumulated during this period.

Community engagement is also evident in the levels of **volunteering** in the Vale. The monetary value of volunteering in the Vale in 2014/15 was £42,289,090 with 3,272,688 hours of volunteering undertaken.

The Regional Collaboration Fund project to remodel **health and social care** across Cardiff and the Vale of Glamorgan continues to progress. The project includes a number of strands

that are being delivered on time and on budget including the setting up of Community Resource Teams, creating streamlined integrated assessments, enhancing services for people with learning disabilities and enhancing occupational therapy services.

Work has taken place to develop integrated services between the Vale of Glamorgan Council and Cardiff and Vale UHB for the benefit of **customers**. The Vale's Community Resource referral service has been launched with staff from the Council and the Health Board trained to handle enquiries using the different ICT applications.

In 2014/15 the rate of **Delayed Transfers of Care** improved significantly compared with 2013/14. Improved and integrated access arrangements, discharge services and reablement have all helped support improvement in this area.

The number of **dwelling burglaries** occurring in the Vale decreased from 333 in 2013/14 to 269 in 2014/15. This is a reduction of 19.2% and is attributable to the work of a multi-agency task and finish group which was established in response to a previous increase in incidents. Although overall crime figures show an increase of 4.6% in 2014/15 this is due to the new 'Crimed at Source' method of recording which has been introduced.

Five Vale parks have won the coveted **Green Flag Award** and this has been achieved by working closely with local communities and groups and is a recognition of the excellent local amenities and continued community involvement in our local parks.

The Vale **Greenlinks** rural community transport initiative now has over 860 members and was awarded runner up in the category of 'travel demand management' at the Cymru-Wales National Transport and Logistics Awards.

Improving **engagement** remains a key priority for the LSB and there has been significant progress in the range of activity undertaken. We have continued to build on a more joined up approach with a network of officers across partners. A number of surveys have been undertaken through Vale Viewpoint, the LSB Citizens Panel which has over 1,000 members. The results have informed a number of pieces of work and the panel has been used by the Cardiff and Vale Public Health Team and South Wales Fire and Rescue Service. Vale Viewpoint is just one tool being used by partners but we are keen to improve its value as a means of consultation. Other engagement activities include newsletters, jobs fairs, a weekly stall in Barry Market and a wide range of themed events.

Monitoring our Performance

Performance management including the production of the Annual Report remain important areas of work for the LSB. In February 2014 the LSB agreed a new way forward in light of the Delivery Plan 2014-18 and this approach will continue through 2015/16.

As part of our new performance management mechanisms, the LSB receives two progress reports throughout the year on the Delivery Plan focusing on tackling poverty. The reports provide an update on progress against the actions identified under each of the workstreams and update on a number of 'poverty indicators' previously identified by the board. The 'Tackling Poverty' section of this report provides an overview of the achievements highlighted in the first progress report presented to the LSB⁶. The Delivery Plan is designed to be a dynamic document providing the lead partnerships for each of the three workstreams with opportunity to make recommendations to the LSB for any amendments/additions to the actions within the plan as work progresses.

In order to ensure progress against the Community Strategy as a whole continues to be reported the LSB has identified a set of core indicators. The Core Indicators Report⁷ is presented to the LSB on an annual basis to provide details of performance against 30 performance indicators and enables the LSB to look at performance across a range of areas including community safety and public health.

The Core Indicators Report and Delivery Plan progress reports feed in to the production of the Annual Report which highlights significant achievements, areas of concern and future activity.

In addition to the suite of performance reports outlined above, work has continued to ensure that the unified needs assessment is kept up to date. In 2013, the Business Intelligence Group led on producing the unified needs assessment. The assessment identified that local authority level data can often mask inequalities that exist within the Vale of Glamorgan and it was in response to these findings that the LSB agreed the focused Delivery Plan 2014-18 on tackling poverty as previously outlined.

The Business Intelligence Group still works as an active forum to bring together relevant officers from across LSB partners. The focus of activity for 2014/15 has been to develop InfoBase Vale⁸, an online information system hosted by the LGDU which contains a wealth of information about the Vale in a series of interactive maps and charts. The system now also contains a 'live' needs assessment update report for a number of key datasets included in the UNA for each of the ten priority outcome chapters. These reports display the most up to date information for these datasets at the time the report was generated, allowing the Business Intelligence Group to regularly review whether any significant changes have occurred since the full needs assessment was undertaken.

⁶ [http://www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/Partnerships,%20Policies%20&%20Plans/Local%20Service%20Board/LSB%20Reports%20and%20Documents/Delivery-Plan-2014-18-Progress-Report---April-2015-\(Complete---LSB-Feedback\).pdf](http://www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/Partnerships,%20Policies%20&%20Plans/Local%20Service%20Board/LSB%20Reports%20and%20Documents/Delivery-Plan-2014-18-Progress-Report---April-2015-(Complete---LSB-Feedback).pdf)

⁷ <http://www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/Partnerships,%20Policies%20&%20Plans/Local%20Service%20Board/LSB%20Reports%20and%20Documents/Community-Strategy-Core-Indicators-Report---June-2015-.pdf>

⁸ <http://vale.infobasecymru.net/IAS/>

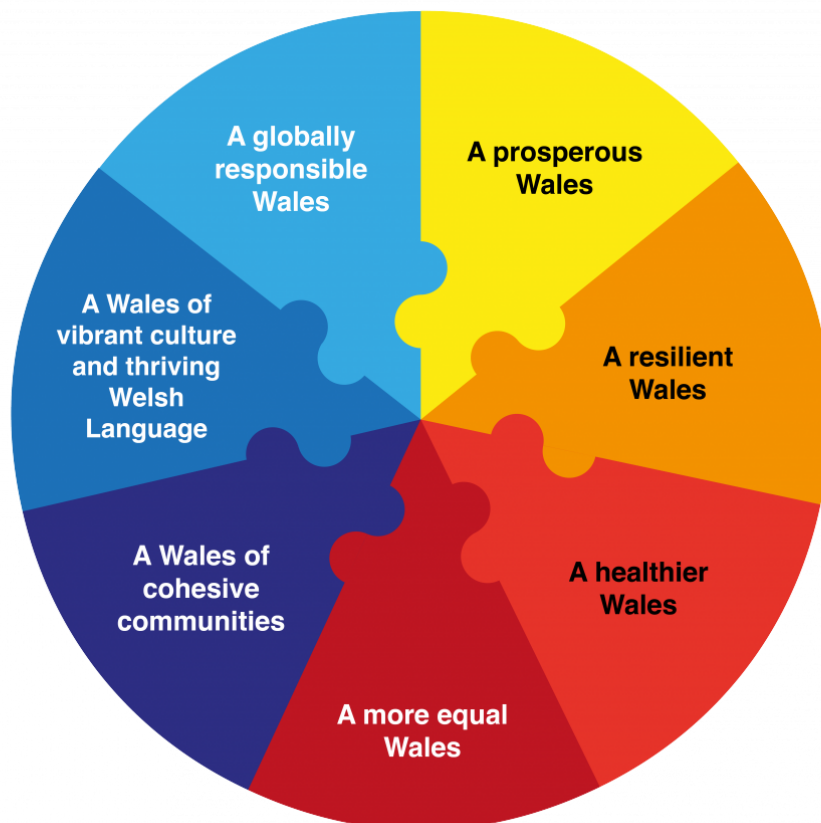
As highlighted earlier in this report, in 2014/15 a Tackling Poverty Analysis Report⁹ has also been produced by the LGDU which uses a unique combination of Census 2011, WIMD 2014, DWP and CACI Paycheck data to provide an analysis of poverty and deprivation across the Vale of Glamorgan at LSOA level. This report has been well received by a range of partnership groups and has been highlighted as an extremely useful piece of research. This has also led to an agreement to conduct a piece of asset mapping work in identified areas across the Vale of Glamorgan during 2015/15.

The package of performance information that has been developed has further enhanced the evidence base available to the LSB and in 2014/15 has reaffirmed that the focus on tackling poverty is the correct priority for the board to focus on moving forward.

⁹ [http://www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/Partnerships.%20Policies%20&%20Plans/Local%20Service%20Board/LSB%20Reports%20and%20Documents/Vale-of-Glamorgan-LSB-Tackling-Poverty-Report-\(Final-Draft\).pdf](http://www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/Partnerships.%20Policies%20&%20Plans/Local%20Service%20Board/LSB%20Reports%20and%20Documents/Vale-of-Glamorgan-LSB-Tackling-Poverty-Report-(Final-Draft).pdf)

Moving Forward 2015-18

The Wellbeing of Future Generations (Wales) Act aims to improve the social, economic, environmental and cultural wellbeing of Wales. The Act puts in place seven well-being goals which are detailed below.



The legislation will make those public bodies listed in the Act think more about the long-term and how to work better with people, communities and each other. It also emphasises the importance of a more preventative approach as well as the need to be more joined-up in our thinking. Many of the public bodies covered by the Act will also participate in the new Public Service Boards (PSB) which will be established by April 2016 and replace the current Local Service Boards.

The PSB will be a statutory body and Welsh Government will be issuing statutory guidance regarding membership, terms of reference and the work of the PSB. This will include the production of an assessment of local wellbeing and a Local Wellbeing Plan. Within the plan the PSB will need to set out its objectives and the steps it will take to meet them and why it is felt that these objectives will enable the PSB to contribute to achieving the wellbeing goals.

A priority for the Vale LSB in 2015/16 will be managing the transition to the PSB, starting to plan for the assessment of local well-being and ensuring that in the interim partners continue

to work together to deliver the agreed priorities identified in the Community Strategy 2011-21 and Delivery Plan 2014-18.

The PSB must be established by April 2016 and work on the new needs assessment will be undertaken through 2016/17 to ensure a Local Wellbeing Plan is in place by April/May 2018. This will replace the Community Strategy 2011-21 but there will still be a strong focus on effective performance management and engagement to ensure we have the right priorities and can demonstrate the outcomes being achieved through partnership working and the difference being made for local people.

We will also continue to work through the Joint Cardiff and Vale LSB to ensure that activities being undertaken across the region, for example the integration of health and social care are effective and meeting local needs. The joint LSB has continued to evolve during 2014/15 and remains an important mechanism to facilitate joint working across Cardiff and the Vale of Glamorgan.

This report is divided into two sections based on the Delivery Plan 2014-18 and the overall Community Strategy 2011-21. Each section provides information on what has been achieved throughout the year in addition to what the next steps will be.

If you have any queries about this report please contact the Strategy and Partnership Team by emailing

valelsb@valeofglamorgan.gov.uk

Tackling Poverty

As previously explained, the focus of the LSB's Delivery Plan 2014-18 is to tackle the poverty and inequalities that exist within the Vale of Glamorgan as identified through the 2013 unified needs assessment. The Delivery Plan sets out a range of actions under three workstreams aligned to the Welsh Government's Tackling Poverty Action Plan. Progress towards these actions is reported to the LSB twice a year with the first progress report being presented to the board at the end of 2014/15.

The range of actions undertaken through the delivery plan will not only work towards addressing the poverty and inequality that exists within the Vale of Glamorgan but work towards improving a wide range of outcomes affecting our residents such as the graphs included earlier in this report.

'Preventing Poverty'

Lead Partnership: Poverty Alignment Group

What do we want to do?

“Align Families First, Communities First and Flying Start programmes to help children, families and communities to escape poverty.”

What have we done?

- A successful 'Making the Links' networking event for professionals was held at Barry Memorial Hall and will now be held on an annual basis. This year's event saw over 300 professional delegates in attendance. The event was considered to be extremely useful by all who attended providing opportunities for staff to learn what other services exist and what they can offer.
- Through Barry Communities First the Club Innov8 project has been delivered utilising the Pupil Deprivation Grant. The aim of the project is to engage children and young people, particularly girls and their families in Science, Technology, Engineering and Maths (STEM) education using innovative IT and other resources such as LEGO. A recent interim evaluation reported on the 310 pupils aged 4 to 18 years of age who are involved in the project across the 4 schools. Findings confirmed that the project

has increased pupil and parent interest in STEM topics, and has positively impacted on pupils' longer-term career aspirations.

- An exercise has been undertaken to map services across the three programmes to show the range of activities and common areas. Building on this, two further exercises were undertaken to map services specifically targeted at reducing the number of low birth weight babies and NEETs. These two areas were chosen as they have been identified as Welsh Government priorities. The exercises undertaken have helped to identify areas where there is duplication or gaps in provision. The diagrams produced have been shared widely and have been seen as an example of good practice. The group now plans to undertake a similar exercise in relation to pupil transition.
- The Vale of Glamorgan has signed up as an early adopter of the Welsh Government's Common Outcomes Framework for the three programmes and the group will act as the lead to take this work forward, further increasing alignment between the programmes.
- A report on Team Around the Family (TAF) approaches in the Vale was discussed by the LSB in November and this detailed the range of activity taking place along with some of the demand pressures. A range of work across the three programmes is taking place to implement these approaches. Examples include; all Families First projects now deliver a family centred approach looking at the whole family not just the child or young person, a tier 2 professional service is being developed for FACT referrals is being developed and the Communities First transition project now links with the wider Families First transition project.

What will we do next?

- A review of each of the programmes website pages will be undertaken to ensure that all pages are aligned and complement one another.
- The Club Innov8 project will continue for 2015-16 with promotion of the scheme taking place in order to attract more schools to participate in the project.
- The group plans to undertake a similar mapping exercise in relation to pupil transition from primary to secondary school utilising Flying Start data in order to examine the joint contributions of the programmes to the children's development.



‘Helping People into Work’

Lead Partnership: Improving Opportunities Board

What do we want to do?

“ Improve opportunities for employment and skills development to improve access to jobs that can be a route out of poverty and to a better quality of life.

”

What have we done?

- Three digital drop-in sessions a week are held at different venues throughout the Barry Communities First Cluster area run in partnership with Newydd Housing Association and the Vale Council’s Adult and Community Learning team. In addition to work to ensure that communities are digitally included, the ‘Get the Vale Online’ project has provided training to a number of front line staff to assist them to help the public and promote digital access and services. Digital Champions have been trained to ensure work continues when the project ends.
- The Communities First team has also worked in partnership with Barry Jobcentre Plus and Newydd Housing Association to deliver recruitment and focus-group sessions for the new ASDA store in Barry. The sessions ran from December 2014 for approximately 2 months and looked at the ASDA application process, assessments and interview preparation. Training was delivered to approximately 150 residents from Barry. Similar group sessions were also delivered looking at Admiral Insurance applications and Pets At Home.
- Work has continued to take place with local employers, contractors and potential investors to increase the number of work-based apprenticeships, work experience and training opportunities available in the Vale to help people of all ages to develop their skills and secure employment. During 2014/15 a number of job fair events were held which attracted over 2,000 attendees and Cardiff and the Vale College has recently secured an apprenticeship contract with Deloitte.
- In addition to apprenticeship provision, schools in the Vale of Glamorgan have all achieved or are working towards the Careers Wales Quality Mark. This involves undertaking an audit of Careers provision through the Careers and the World of Work Framework.



What will we do next?

- Work will continue to address those who are NEET through the implementation of the Youth Engagement & Progression Framework (YEPF). Further work will also take place with partners such as Cardiff and the Vale College, Jobs Growth Wales and Careers Wales to deliver opportunities for those who are long-term unemployed.
- Due to the cessation of Communities 2.0 funding the 'Get the Vale Online' project has now come to an end. Despite the end of the project it is hoped that given the success of the project in exceeding all its targets in the short period since its creation that momentum can be maintained and carried forward through the Digital Champions. The Vale of Glamorgan Council will also develop a Digital Inclusion Strategy.
- The Improving Opportunities Board will seek to engage with local private sector businesses and invite business leaders to speak to the group and identify possible future employment opportunities in the area.



‘Mitigating the Impact of Poverty’

Lead Partnership: Financial Inclusion Group

What do we want to do?

“ Improve the advice and support available for Vale residents experiencing financial and housing difficulties enabling them to maintain a suitable standard of living and to find a route out of poverty. ”

What have we done?

- Considerable work has been undertaken to work with residents to ensure that the correct benefit entitlements are being received and that budgetary and financial management skills are developed. The organisations that sit on the Financial Inclusion Group have put in place a number of projects that have sought to develop resident’s budgeting skills.
- Cardiff and Vale Citizen’s Advice Bureau (CAB) has delivered coffee mornings in primary schools in the Vale to offer budgeting advice to parents and delivered financial education sessions to 6th form students throughout the Vale. Both initiatives are funded through the Families First programme.
- In March 2015 the group hosted a workshop session to begin to draft a Financial Inclusion Strategy for the Vale of Glamorgan. The workshop brought together a wide range of partners to discuss how to tackle barriers faced by those experiencing in-work and out-of-work poverty. The strategy will be published later in 2015.
- A range of joint training sessions have taken place between partners on the group, including sessions delivered to GPs/ Nurses on raising awareness of welfare reform and the advice available to patients. Training from the Cardiff and Vale UHB was also provided to the Council’s Benefits team on mental health issues.
- Partners have continued to promote the Cyd Cymru energy switching scheme. For every satisfied customer, money is paid into a community fund. A total of £19,000 has been raised to date and has been distributed amongst participating local authorities. The Vale of Glamorgan received £2,370.53 and this was donated equally to the four Foodbanks operating across the Vale.
- Through the Welsh Government’s Vibrant and Viable Places Programme (Tackling Poverty Fund) an Energy Advisor post has been created based in the newly

refurbished Community Hub based in Gibbonsdown. The advisor works with local residents to provide advice on energy efficiency, fuel tariffs and fuel debt and is available to both private tenants, home owners and Council tenants in the area.



What will we do next?

- Work with residents across the Vale of Glamorgan to deliver budgeting advice and training will continue. In addition Cardiff and Vale CAB have obtained funding for 2015/16 to deliver 30 one to one energy best deal sessions in the Vale and two group sessions.
- Utilising Welsh Government Homelessness Transitional Funding, an online housing advice tool will be developed. The tool will be accessible for both the public and professionals working within partner organisations and Council Departments. The interactive tool will contain the same information that people would receive from the Council's homelessness team and would therefore allow other professionals to provide the advice to the client immediately. The tool will contain links to videos on how to use it and will allow users to email factsheets to themselves. There will also be a section where users can input all their information to generate a personalised housing plan, there will also be an option to do this anonymously or notify the homelessness team who can then make an appointment with the client and already have all the information to hand.
- Approximately £2million in Welsh Government ARBED eco funding has been secured which will allow for improvements such as external insulation, roof insulation and boiler improvements to be made to around 250 properties in the Gibbonsdown area. The funding can be used to improve both Council and private sector homes which will help address the issue of fuel related poverty and carbon emissions in the area.

- Initial discussions have begun to take place between the DWP and the Council Benefit's team to agree a framework of local support in preparation for the introduction of Universal Credit. Regional groups have now been set up with the aim to share ideas/suggestions/ best practice and the Vale will seek to learn from these when developing local initiatives.

Delivering Our Priority Outcomes

In addition to the LSB's agreed focus on delivering actions to tackle poverty and inequality, work continues to take place to deliver the Community Strategy 2011-21 as a whole. A number of partnerships such as Safer Vale and the Children and Young People's Board are now well established with good working relationships in place. These groups, plus the additional partnerships under the umbrella of the LSB continue to work towards achieving the ten priority outcomes set out in the Community Strategy.

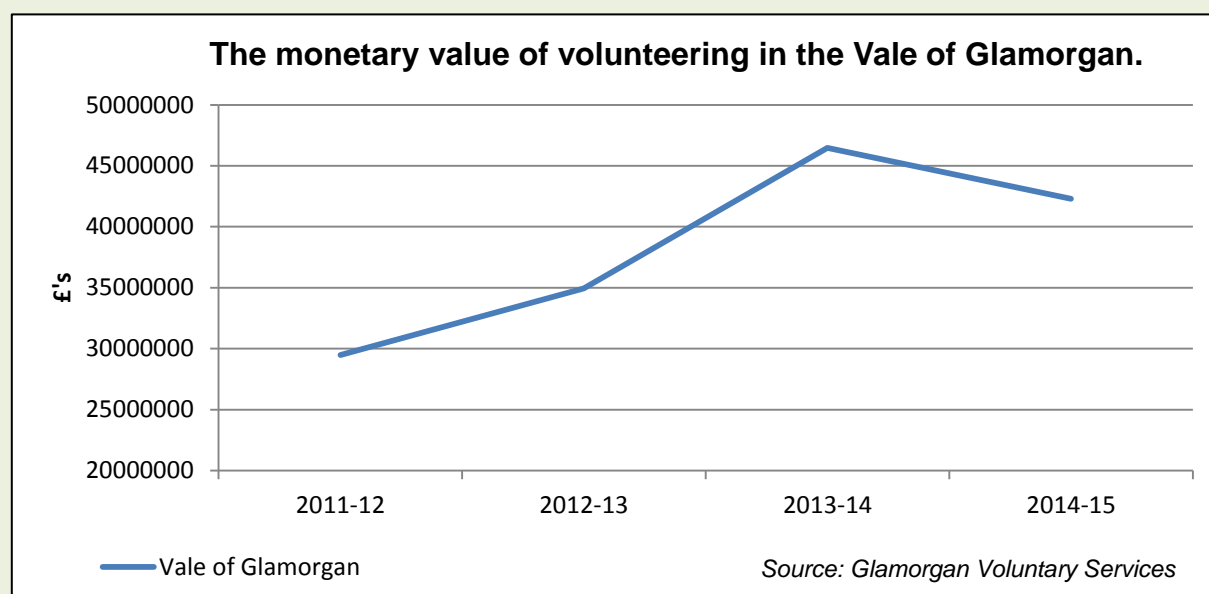
As previously explained to ensure progress towards the overall strategy continues to be monitored, a series of core indicators have been identified by the LSB and are reported on annually. In addition, this, and future, Annual Reports will provide opportunity to outline the various work that has taken place over the course of the year towards achieving our priority outcomes.

The cross cutting nature of the issue of poverty and inequality means that a number of actions and initiatives taking place through the delivery plan will also impact on any number of the priority outcomes. The following sections of this report outlines additional work that has also take place in order to work towards achieving each outcome.

Priority Outcome 1: People of all ages are actively engaged in life in the Vale and have the capacity and confidence to identify their own needs as individuals and within communities.

What have we done?

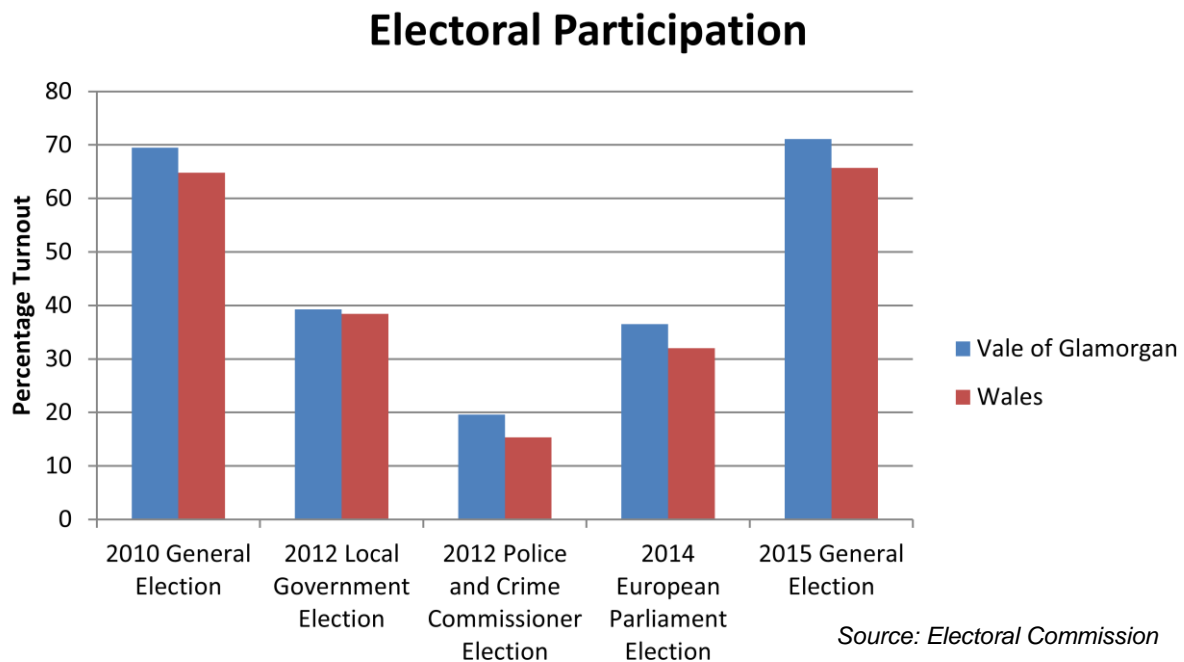
- A market stall based in Barry market has offered a further engagement tool for LSB partners. The stall has been used to engage with the public on a number of topics including the CYD Cymru energy collective scheme, sustainability and fair trade produce, and a number of health related matters. The stall has also been used once a month by the Council's benefits team to engage with the public on welfare reform.
- Vale Centre for Voluntary Services (VCVS) and the Vale Volunteer Bureau (VVB) have officially merged to become GVS (Glamorgan Voluntary Services). The merger means a one-stop shop for volunteering in the Vale of Glamorgan and will build upon the successes of both organisations to ensure it contributes even more to a vibrant voluntary sector in the Vale of Glamorgan. In 2014/15 alone the monetary value of volunteering in the Vale was £42,289,090 with 3,272,688 hours of volunteering undertaken, although this is a slight reduction from 2013/14 work continues to promote volunteering widely.



- The Vale 50+ Strategy Forum hosted a variety of events during 2014/15. The Forum held a Gwanwyn Arts Festival event, supported an Adult Community Learning Festival hosted by the Vale Adult Learners Network and held a 10th anniversary celebration event. At this event a fashion show took place, modelled by the forum members themselves, and a tea dance was held, organised by the Sway Dance team based at Barry Leisure Centre. There were also stalls providing a wide range of information, including the very popular

digital inclusion stall, offering advice on keeping up with technology and the Tenovus Sing With Us choir performed.

- The Welsh Government funded Rural Regeneration Unit (RRU) has assisted in establishing a Food Co-op at Ty Iolo Hostel. The Food Co-op runs every Friday offering locally sourced produce (fruit, vegetables, eggs, etc.) at a reduced price in order to promote healthy food options and in an attempt to combat food poverty within the hostel's local area. This initiative has also helped Ty Iolo to integrate into its environment and to combat the negative perception that used to surround the hostel by breaking down some of the barriers that existed historically between the hostel and members of the local community.
- The number of members of the Vale Viewpoint panel has increased to over 1000 and the opportunity to utilise the panel has been extended to Town and Community Councils in addition to all LSB partners. Responses to the survey provide an indication of public feeling in the Vale of Glamorgan and can subsequently help ensure that the services being delivered are the services that our residents desire. The survey conducted in Summer 2014 received a record number of responses and contained questions submitted from South Wales Fire and Rescue Service and the Cardiff and Vale Public Health team which provided insight into how uptake of flu vaccinations could be increased.
- In light of significant financial pressures facing public sector organisations, the need for alternative methods of service delivery was the main topic for discussion at this year's annual Local Service Forum. The event presented representatives from key organisations with the opportunity to share their views on the challenges faced and opportunities for cross-organisational service delivery in the future. The feedback from attendees of the Forum was very positive; this has initiated an important dialogue with Vale residents about alternative forms of service delivery and co-production.
- The Vale of Glamorgan has an active Youth Forum and Youth Cabinet to ensure that young people in the Vale have a say on matters that affect them and to further strengthen the communication links between young people and decision makers. In 2014 the first Youth Mayor and Deputy Youth Mayor were elected. In 2014, the Youth Cabinet have toured the Houses of Parliament and held Q and A sessions with their local MPs, have been involved in the recruitment and selection process to appoint the new Children's Commissioner for Wales, and have quizzed Welsh Government Ministers on a range of issues.



What will we do next?

- Continue to more closely align the public engagement work undertaken by all LSB partner organisations and to improve the reach and effectiveness of the Vale Viewpoint panel as a shared engagement tool.
- Work will be progressed in exploring how voluntary sector organisations and their service users in the Vale of Glamorgan can be better included in the engagement work of the Council.
- As a result of the views expressed through the public opinion survey and through Vale Viewpoint, the Council are working with Glamorgan Voluntary Services, to create and launch a directory of volunteering opportunities. The Cardiff and Vale UHB have also started to develop an online portal for health information, with the topics that residents said they were interested in featuring most prominently.
- Undertake a review of the LSBs Information and Engagement Strategy.

Vale of Glamorgan Public Opinion Survey

The Council conducts a public opinion survey every two years. In 2014, as in 2012, Beaufort Research, an independent market research company, carried out the public opinion survey on behalf of the Council. The research focused on two key areas, how residents interact with the Vale of Glamorgan Council and residents' satisfaction with a range of Vale of Glamorgan Council services. The 2014 survey was adapted to add new question sets and utilise additional analysis techniques. The survey now gathers a suite of information that can be used to inform future policy development at a strategic level for LSB partners.

The majority of questions asked mirrored those used in 2012 and 2009 to allow for trend analysis. 904 interviews were conducted with a representative sample of Vale residents aged 16 or over. The 2014 survey asked a wide range of questions about residents' awareness of services, preferred methods of contact, satisfaction with a selection of key services, their housing situation and overall opinion of life in the Vale providing a range of useful results for partners to utilise.

The report on the survey shows that improving communication and contact with residents will help to increase overall satisfaction with services. The survey also demonstrates that those with greater knowledge of what the Council does and those who believe they can influence Council decisions, are more satisfied overall.

Over recent years, the use of electronic forms of communication to and from the Council has grown – almost half of residents now visit the Council website and therefore this provides an opportunity for communication. However, the survey also shows that visiting the website for a proportion of residents is on a fairly infrequent basis, possibly linked to when the need arises rather than being a routine way of accessing information.

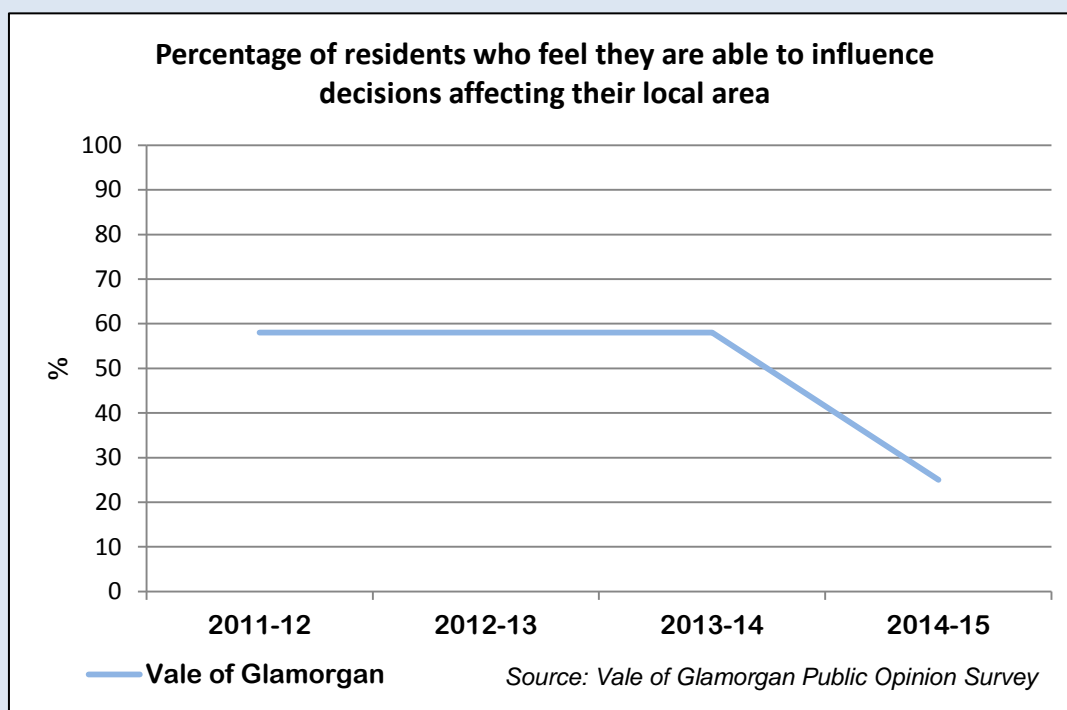
In light of these findings the Council is working on improving communication with residents, through the website, as well as other sources such as traditional media.



Priority Outcome 2: The diverse needs of local people are met through the provision of customer focused, accessible services and information.

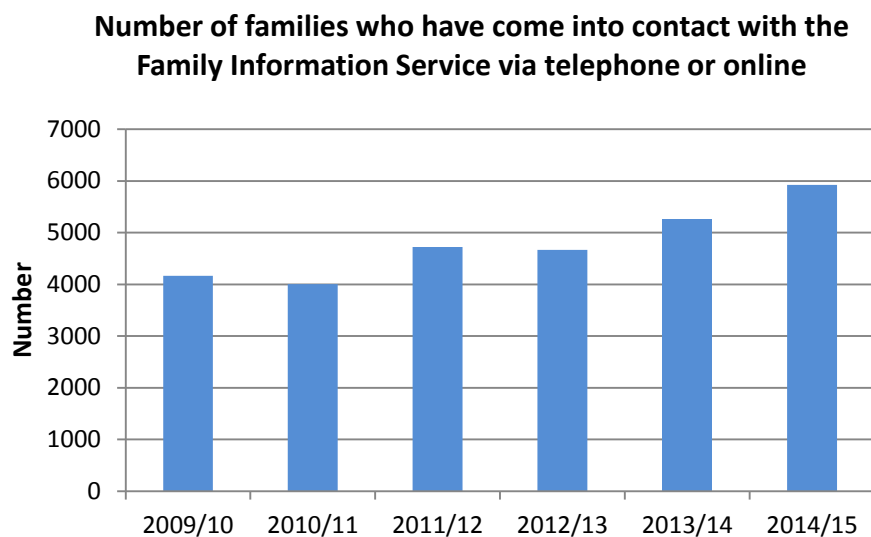
What have we done?

- A pilot to implement shared telephony services between the Council's Contact Centre (C1V) with Cardiff and Vale UHB for podiatry services has proved successful. As a result of this work, missed appointments halved from 25% to 12%. The pilot has delivered savings for the podiatry department and generated an income that has helped to lower operating costs.
- The Contact1Vale mobile application has been launched during the year, allowing customers to access information and log service requests via their IOS and Android smartphones and tablet devices. The app allows customers to send photographs and precise location information, helping those delivering services do so more effectively and efficiently.



Note: Surveys undertaken in 2012 and 2014 respectively, therefore data remains the same between survey dates.

- 2014/15 has seen the establishment of a Digital Inclusion Working Group through the “Get the Vale Online” project. An action plan has been developed in order that those groups most likely to face digital exclusion can be supported. Training has been delivered to over 50 front line staff members so that they can help customers with digital enquiries. The project also saw a number of volunteers recruited as digital champions to deliver digital drop in training sessions.
- 46 public engagement events have been held by Safer Vale during 2014/15 focusing on a number of different subjects including domestic abuse, substance misuse, anti-social behaviour and crime prevention including bicycle crime. An open day also took place at Barry Fire Station in July 2014. This included live demonstrations from South Wales Fire and Rescue Service including an aerial water tower rescue, a road traffic collision, and a cliff rescue. Visitors also had the opportunity to visit a recreated crime scene and meet the Fire Service’s rescue dogs.
- The Vale’s Community Resource referral service has been launched within C1V whereby both Council and Health Board staff have been trained to handle enquiries using both Council and Health Board ICT applications.
- The Family Information Service (FIS) continue to respond to families’ needs. In 2014/15, 1570 direct enquiries were received by the service either over the phone, by email or during outreach and 4,352 online childcare and family support enquiries were made. The FIS website pages also received 39,562 hits during this period.



Source: Vale of Glamorgan Council

- Monthly training and education newsletters are produced and circulated to organisations who work with young people who are NEET or at risk of becoming NEET which is also shared with schools.
- Vale Connect, the Council's newsletter service, has increased its subscribers to around 26,000 and has increased the number of specific bulletins being published. The system has been further developed to cater for non-public facing distribution lists such as the adoption service and has been used during emergencies to proactively provide information and advice to the public.

What will we do next?

- Continue the ongoing introduction of additional services to the Council's Contact Centre, including health services from across Cardiff and the Vale of Glamorgan with the aspiration of providing a single point of contact for all health and social care services over the next 3 years.
- Utilise funding from the Welsh Government's Tackling Poverty Fund to create a community hub that includes state of the art IT facilities and free Wi-Fi which will be extended to homes within a short radius. The hub will also feature a remodeled kitchen facility to allow healthy eating and budget cooking demonstrations, and office and meeting room space for one-on-one meetings and group activities. The building will also host the Council's Energy Advice Officer, who will be able to use built in demonstration fittings for energy saving advice and ideas.
- The poverty alignment group will work to ensure the social media and website pages of the three tackling poverty programmes, Families First, Flying Start and Communities First, are aligned to ensure consistent information is provided.

Rural Connections

The Rural Connections project, funded through the National Lottery and delivered by Age Connects and GVS, was set up to combat social isolation in rural communities of the Western Vale. The project aims to assist people to have the confidence to overcome any barriers to making friendships and to actively encourage the involvement of people less likely to access support on their own.

One of the groups set up in conjunction with students of Atlantic College is a weekly afternoon tea session with local older people, Joy (85) attended this group where she was informed of computer classes being run for older people on a one to one basis. Joy's family had been trying to get her computer literate for a while as her family and friends are spread far and wide, "my daughter kept on about it and my 6 granddaughters and 3 great grandchildren kept nagging me!" They tried several times to teach her so they could keep in touch more frequently, as they worry about her being lonely, but to no avail.

Knowing that some of the other members of the tea group had been bought tablets and Ipads from family members trying to get their relatives computer literate, Joy told the group about the classes and explained that transport could be arranged if people were interested through Greenlinks, the Vale of Glamorgan Council's rural community transport service.

Previously Joy had been very apprehensive about using a computer, "I honestly didn't think I would cop onto it". Joy chatted to another member of the group, Kath (82) and they agreed to attend the classes together.

Joy and Kath arranged transport to the classes with Greenlinks. On the first session Joy "was a bag of nerves, worried that they would think we were complete idiots, but the students were so welcoming so we quickly got over that!"



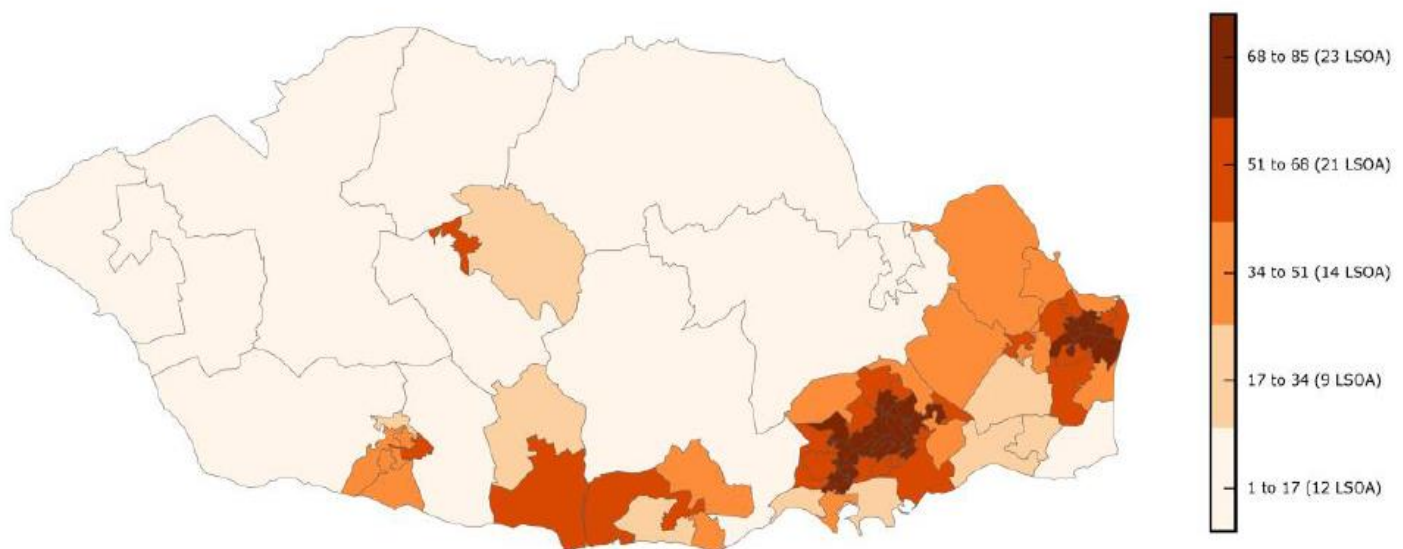
After a few weeks Joy and Kath began to pick it up and started to see the huge benefits. Joy is a very social person but doesn't get much opportunity to chat to people, she is also wary of phoning her family too often as she doesn't want to bother them when they may be busy. Now Joy can use email, she can drop them a line whenever she wants and knows she isn't disturbing them, although they often reply straight away, they love the fact they can chat throughout the day with their Nan. Joy has even got in touch with old friends in Egypt and Singapore and loves chatting, reminiscing with them and finding out what they are up to now. "I feel I've really achieved something, I wouldn't have believed it before!" And the best thing? Joy just received a photo of her newest great grandchild, only hours old!

Priority Outcome 3: Vale residents and organisations respect the local environment and work together to meet the challenge of climate change.

What have we done?

- Partners have continued to promote the Cyd Cymru collective energy switching scheme. The latest switchover took place in March 2015 where the project helped over 2,000 households in Wales to switch to a cheaper energy tariff, saving on average just over £250 per household. For every satisfied customer, money is paid into a community fund. A total of £19,000 has been raised across Wales to date and was distributed amongst participating local authorities. The Vale received £2370.53 which was donated to the four foodbanks in the Vale. The money has been split equally between the four distribution centres at Barry Tennyson Road, Barry St Mary's Church Holton Road, Dinas Powys and Llantwit Major.
- The Council has utilised Welsh Government funding to install ground source heat pumps and solar thermal hot water systems into rural domestic properties that were off the mains gas network. These are just some of the technologies being promoted to reduce emissions of greenhouse gases from homes.
- 285 households across the Vale were offered the opportunity of external wall insulation following a third successful application to the Welsh Government for funding under their ARBED programme. Over £3million has been invested in energy efficiency over the three year course of receiving this funding.

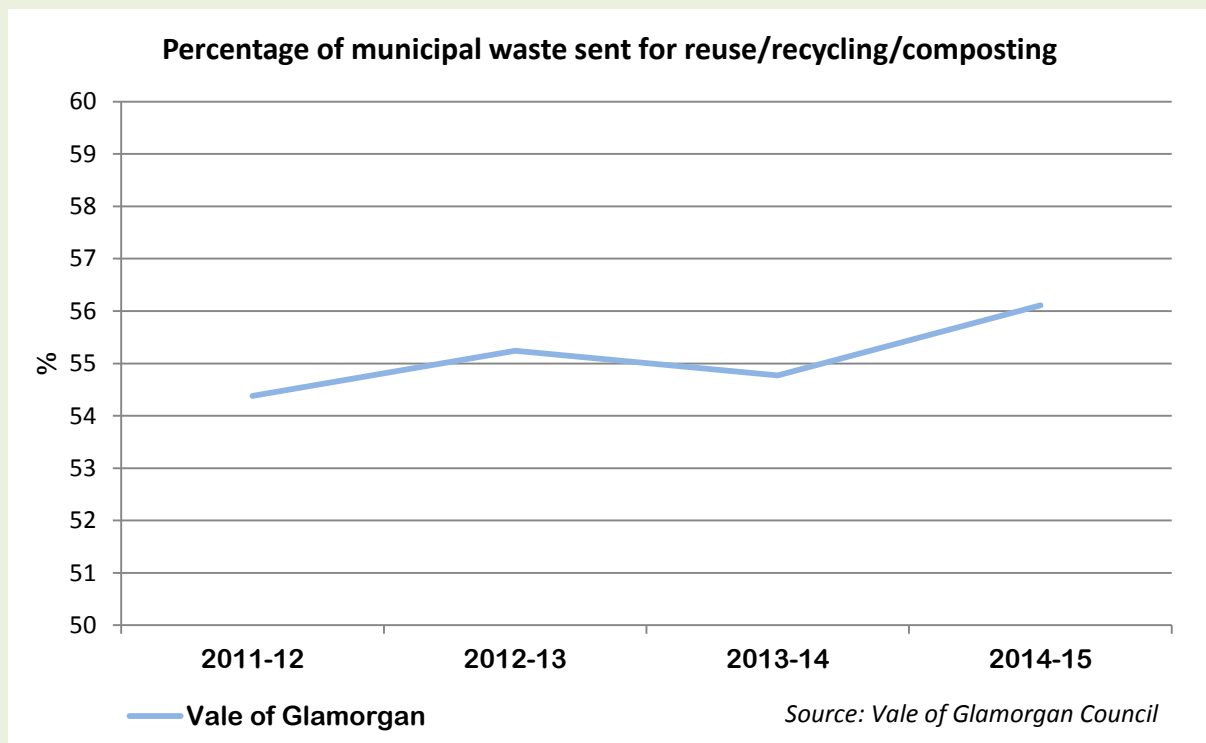
Vale of Glamorgan Air Emissions Score



Classification method: Equal Interval
Contains Ordnance Survey data
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Source: WIND 2014

- The Vale's Greenlinks rural community transport initiative funded via Creative Rural Communities continues to be well used by residents and was awarded runner up in the category of 'travel demand management' at recent Cymru-Wales National Transport & Logistics Awards. The Greenlinks initiative has evolved since its introduction in 2010 and now delivers local bus routes on both fixed and flexible routes and now has over 860 members of the scheme.
- Five parks in the Vale have now won the coveted Green Flag award - Alexandra Park and Windsor Gardens, Central Park, Romilly Park, Victoria Park and Belle Vue Park. This has been achieved working in close partnership with communities. Green Flag status is a mark of excellence demonstrating good amenities and community involvement in parks.
- In 2014/15 the carbon dioxide emissions associated with running Council buildings dropped by 7%. This was achieved by measures such as improving building insulation, installing energy efficient boiler systems, achieving better control of heating systems and installing LED lighting.
- There has been an increase in the percentage of waste that is sent for reuse, recycling and composting during 2014/15 despite this period showing a second consecutive growth in the overall level of municipal waste produced.



- The Council as an Early Adopter of the Wellbeing of Future Generations (Wales) Act has received additional support from the WLGA to promote the Act and ensure

compliance with the new legislation. The support was used to facilitate workshops held with senior staff to assist in the alignment of the Council's Reshaping Services Strategy to the principles of the Act. The information gained through the process has been shared with the wider LSB, further promoting discussion and highlighting the impacts of the Act on the LSB itself.

What will we do next?

- Partners will continue to prepare for the implementation of the Wellbeing of Future Generations (Wales) Act, discussions will continue to take place through the LSB and work to implement the legislation will commence once Welsh Government guidance is received.
- In 2015 the Council plans on installing solar photovoltaics on a number of its buildings including schools. Each system will include a display screen showing the amount of electricity being generated, aimed at generating interest for school children and the public who use the buildings.
- Continue to deliver the roof upgrade programme for Victorian schools to vastly improve the insulation of the roofs of the schools involved.
- Liaise with Welsh Government representatives to explore the opportunities offered by the Green Growth Wales initiative.
- The LSB Asset Management group will be re-established. The group aims to share energy efficiency best practice between its LSB members.
- Continue to promote the Cyd Cymru scheme in advance of the next switchover, due to take place in during the Autumn of 2015.



Rural Regeneration – Destination Management.

We have continued to invest in the rural Vale through Creative Rural Communities (CRC) destination management work. CRC funding has been used to introduce new interpretation signage in Llantwit Major and Cowbridge which includes historical information as well as improved navigation around the towns. CRC are also working with Cowbridge traders on implementing a new “shop local” scheme to encourage more visitors and increase footfall.

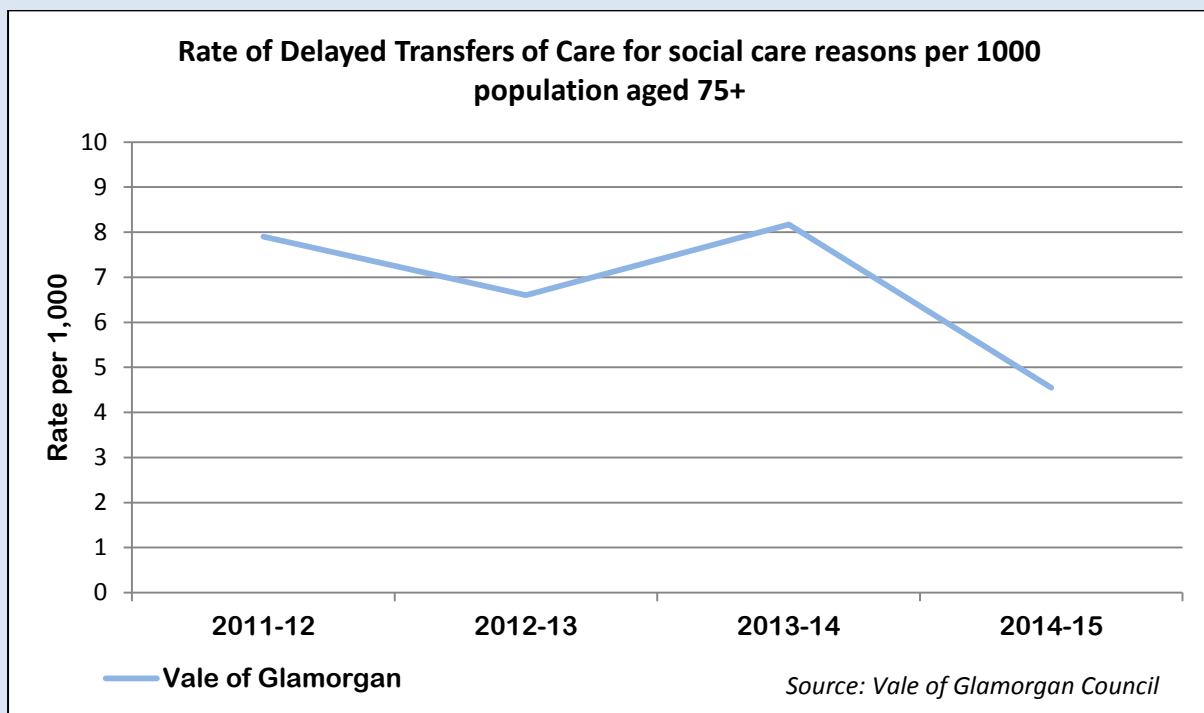
The destination management work has made use of the ‘Towns Alive’ toolkit to lay down an evidenced foundation on which to improve Cowbridge and Llantwit Major town centres. A benchmarking exercise was undertaken to provide a factual statement on the current position of a town in terms of its retail offer, surveys on use and an opportunity for different types of users to express their opinions. The benchmarks are derived as averages of all towns that have made use of the Towns Alive benchmarking toolkit, with the regional benchmark against which Cowbridge and Llantwit Major are assessed being that for South West England, which has a number of participating market towns, largely from Somerset and Wiltshire. This has provided a base of information which can be revisited to assess change. It also means that there is data to inform debate about what might be key issues and challenges for the towns, as well as information/evidence to underpin applications for grant support.



Priority Outcome 4: Older people are valued and empowered to remain independent, healthy and active. They have equality of opportunity and receive high quality services to meet their diverse needs.

What have we done?

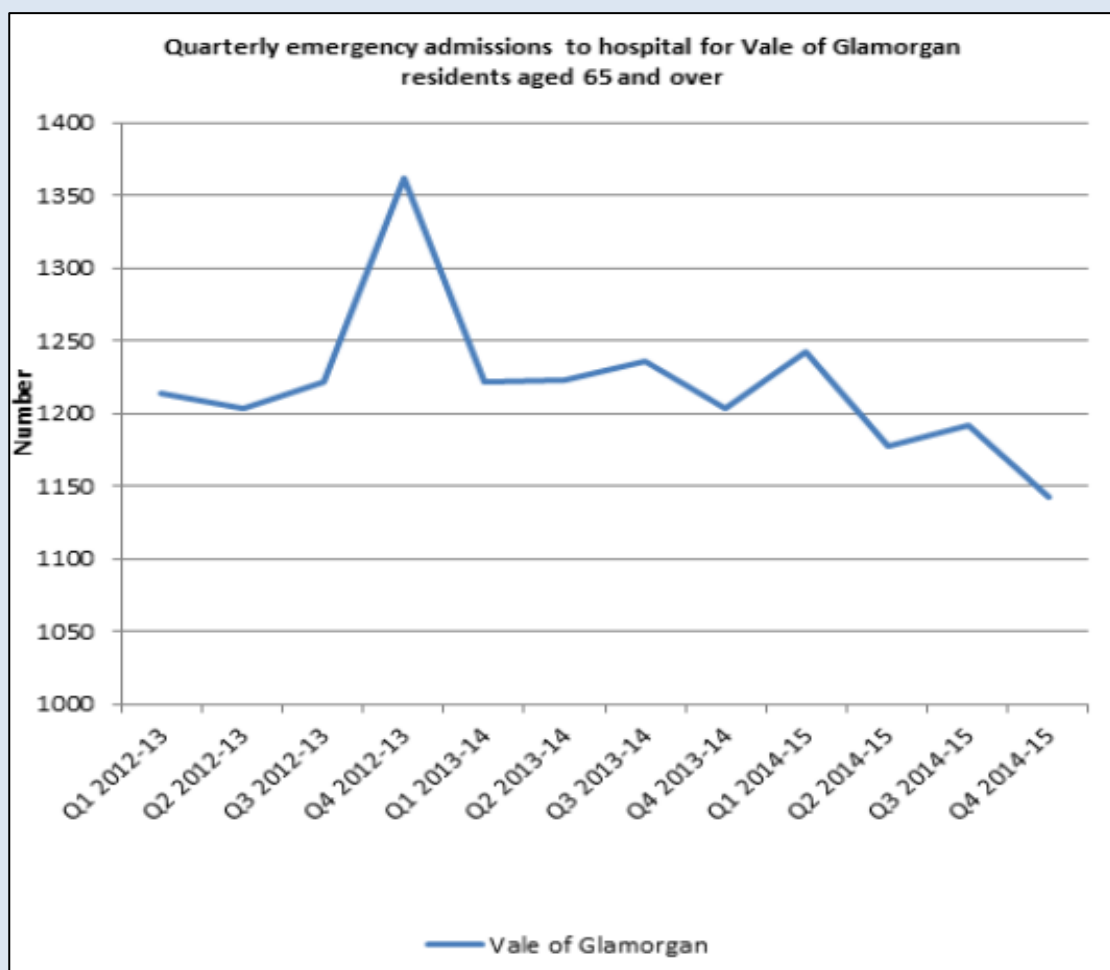
- The rate of Delayed Transfers of Care improved significantly in 2014/15 compared with last year. Improved and integrated access arrangements, discharge services and reablement have all helped support improvement in this area despite significant winter pressures.



- Age Connects Hospital Discharge Service has been extended with the service now running 7 days a week. The service provides short term, flexible support for older people on discharge from hospital by making home visits and providing practical support such as assisting with personal care, preparing a meal, doing a small shop, or providing information and support on contacting other services.
- Work has continued to provide an adequate supply of housing to meet the varied needs of older people to ensure they can remain as independent as possible. Golau Caredig, the first Extracare scheme in the Vale, received its first tenants in October 2014. The scheme provides affordable independent living accommodation for people over 55 in the form of 42 purpose-built one and two-bedroom flats. Optional individual care and support is provided via an in-house domiciliary care and tenant support service. Tenants also have access to a range of facilities including a restaurant,

hairdressers, launderette, communal lounge and IT suite plus a full programme of regular activities to help them stay active and healthy. All apartments are occupied and the feedback from tenants is very positive.

- In 2014/15 Care and Repair responded to 331 referrals to their Rapid Response Referral programme. This programme provides home adaptations to people who are in hospital awaiting discharge, have recently been discharged from hospital or at risk of being admitted to hospital or into a Care Home.
- In 2014/15, 3,136 people aged over 50 enrolled on Vale adult community learning course acquiring new skills and gaining new qualifications. There was a large take up of skills related training in addition to leisure courses.
- The Vale 50+ Strategy Forum continues to be extremely active with over 300 members and during 2014/15 an estimated 1600 voluntary hours were contributed from Forum Members. The Forum was actively involved in a number of consultations held by LSB partners and also supported a range of operational initiatives. For example three members are now trained digital champions offering regular IT training sessions to the over fifties in Barry and Penarth. In addition, two members are Age Cymru trained LIFT exercise volunteers, offering regular exercise and falls prevention sessions.



Source: Cardiff and Vale UHB

- The Dementia Supportive Communities initiative was launched in Barry, the first of its kind in the Vale. The pilot forms part of the three-year Dementia Plan and along with another community in Cardiff, the pilot will run for a year, after which the initiative will be rolled out in stages to the rest of the Cardiff and Vale area. The initiative involves a number of public, private and third sector organisations working together and taking part in dementia awareness sessions, which have been developed by the Alzheimer's Society.
- During 2014/15 the focus of the Cardiff and Vale Ageing Well Group has been on the primary prevention of falls and addressing the physical activity aspect. A number of interventions were established around primary prevention in 2014/15, including the starting of a community based 'Otago' strength and balance class in Cowbridge, which is focused on exercises aimed to prevent a fall. The class also provides a social aspect for those who attend. In Barry, the Balanced Lives programme has been delivered by Action for Elders and this has included group exercise activities. Physiotherapists who are treating people who have fallen have been referring patients to this programme once they reach the end of their treatment.

What will we do next?

- In April 2015 the Older People's Commissioner will attend the Vale LSB. Work will then commence to develop an Ageing Well Plan for the Vale of Glamorgan to set out our intended actions to support the Commissioner's Ageing Well Programme.
- Continue to develop primary falls prevention work in the Vale; expanding the number of Otago community classes, providing physical activity opportunities for older people in a variety of settings.
- Support and provide a number of social isolations initiatives including a project to provide isolated older people a Christmas day dinner party.
- The Vale 50+Strategy Forum Executive Members will undertake Make Every Contact Count (MECC) training to promote a number of public health campaigns. A particular focus will be given to campaigns on alcohol use in response to the findings of the Area Planning Board research project commissioned previously on alcohol use and misuse amongst over 60s across the Cardiff and Vale area.
- Develop a Cardiff and Vale Dementia Friendly Implementation Group and utilise Welsh Government funding to provide Dementia Support Workers for GP clusters with the aim of increasing diagnosis.



ARIENNIR GAN Y LOTERI
LOTTERY FUNDED



AdvantAGE BIG Lottery Befriending Scheme

Friendly AdvantAGE, a lottery funded multi agency befriending project is managed by Glamorgan Voluntary Services and has been operational for three and half years. The scheme includes a number of programmes including the 'Let's Get Out' project to tackle isolation.

In February 2014 Ann, a 55 year old female, suffered a brain aneurysm which left her with poor short term memory, heightened anxiety and poor balance and mobility. Ann used a wheeled walker at home and a wheelchair outdoors. Ann lives in a 2nd floor flat, without access to a lift and Ann found it difficult to use the stairs to dispose of her rubbish. Before the aneurysm Ann had been independent and in full time employment. Now, Ann lacked the confidence to visit the shops, or to socialise with friends. Ann was referred to the scheme.

After conducting the initial assessment, the Let's Get Out Co-ordinator helped Ann draw up a plan that would help her rebuild her confidence. Helen, a volunteer, began volunteering with Ann for 2 hours per week. They began with the rubbish disposal. With Helen's help, Ann began to take out small bags of rubbish each day, each time gaining more confidence using the stairs.

Helen and Ann began going out in the local area. This helped Ann to access local shops and amenities. Ann soon had the confidence to take a taxi alone and meet Helen at a prearranged venue. Each week, Helen would set Ann small goals to achieve over the week ahead, such as book a taxi to visit friends.

At the end of her involvement with the project Ann stated "I'm so much more positive now. You cannot imagine how much of an impact the project has had for me". Of Helen's help, Ann stated "I cannot put into words how much she has helped me ..."

Helen said "I have enjoyed ... working with Ann, to help build up her confidence. Just small steps at first, ... Ann can now get out and about by taxi, pay her bills, access an ATM, and get downstairs to ... recycle and dispose of her rubbish".

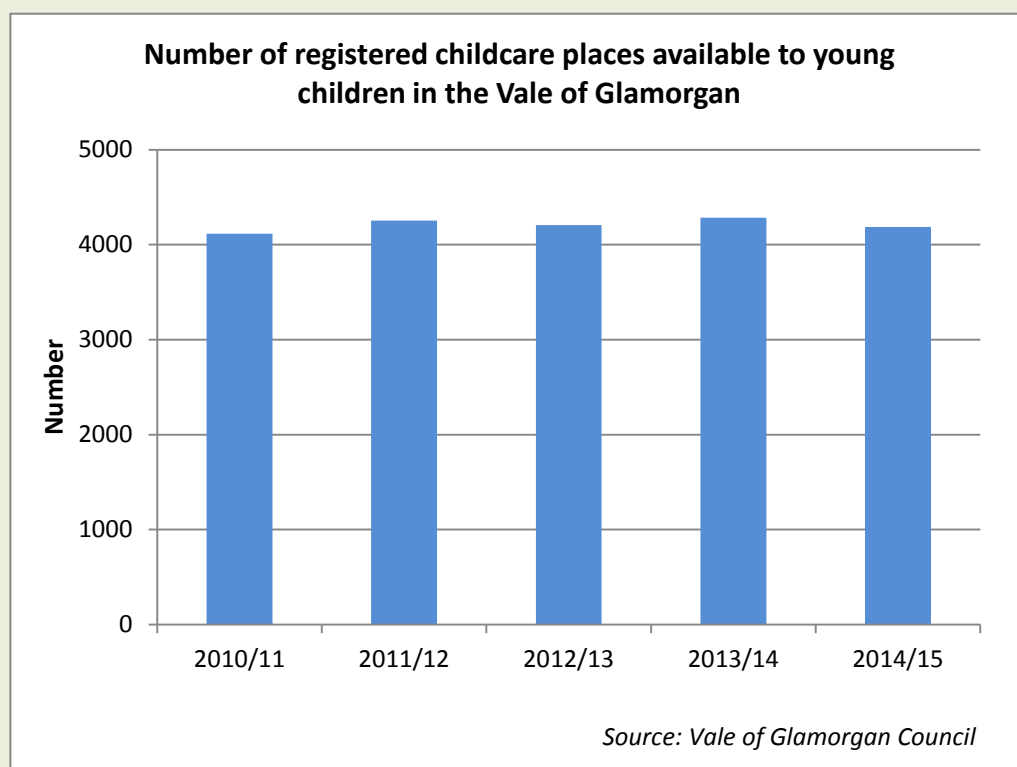
Ann's confidence and physical health continue to improve. Ann continues to go out alone and she is able to attend medical appointments. She has regained her social life as she is able to book taxis to meet friends for meals etc. She uses the stairs every day to dispose of rubbish and goes out to the local shop. Ann's mobility has improved and she now walks with just a stick, rarely needing the walker or wheelchair.

Ann's short term memory has also improved. Previously Ann had been using a written planner and 'prompt' cards to remember day to day activities. Ann relies less on a notebook and 'prompt' cards and more on her own ability to remember things.

Priority Outcome 5: Children and young people in the Vale are well informed and supported to access a broad range of quality services that enable them to take full advantage of the life opportunities available in their local communities and beyond.

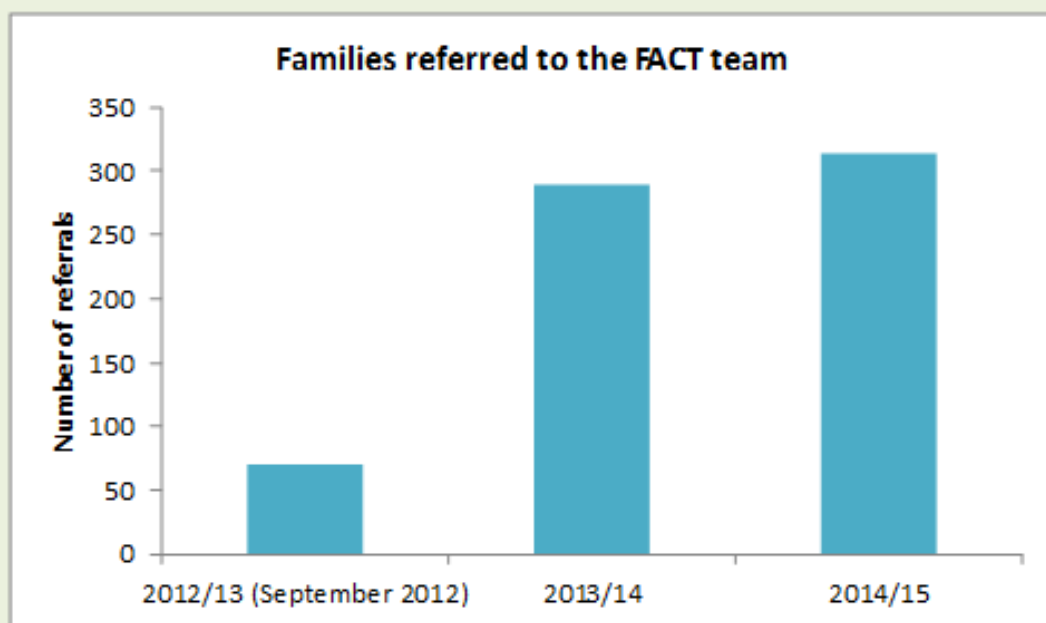
What have we done?

- Work continues to take place to develop appropriate childcare provision where parents want it. The Childcare Sufficiency Assessment and action plan were completed in March 2014 leading to the development of Welsh medium holiday provision, a Welsh medium after school club and financial support being given to various clubs and settings through Sustainability and Out of Schools Childcare Grants during 2014/15.



- Over 100 primary school children participated in a multi-sport festival at Barry Leisure Centre during 2014. The festival included badminton, netball, table tennis, and squash with pupils being given the opportunity to experience all four sports. The event was supported by coaches and leaders from the individual sports, along with students from the University of South Wales who volunteer as part of their degree course.

- A Welsh Government Grant has been invested in the purchase of play equipment for partners and agencies; it has also been used to build on previous positive work to support community training and provision. In response to the statutory guidance “Wales – A Play Friendly Country (July 2014), an Action Plan has been developed and submitted to Welsh Government. Good progress has already been made with limited resources available and attempts are being made to identify additional funding for the delivery of play in conjunction with Town/Community Councils.
- Significant work has been undertaken with schools during the year to promote road safety. 35 schools took part in the JRSO course (Junior Road Safety Officers), 33 schools took part in level 1 and 2 cycle training which was delivered to 968 and 710 pupils respectively, and the ‘Kerbcraft’ course has been delivered to 300 pupils.
- A successful annual programme of activities to support literacy and promote enjoyment in reading for all ages has been delivered through the library service. During 2014 over 2,700 children attended their library on a class visit, there were 364 attendances at a children’s book group (Chatterbooks), 2,300 at children’s weekly storytime, 2,700 attendances at a babies and toddlers sign and rhyme activity and over 1300 at clap and tap activity. In addition, 1,200 children enrolled for the Summer Reading Challenge.
- In 2014/15 there was an 8% increase in the number of referrals to the FACT Team (Families Achieving Change Together). The number of families referred to the team is continuing to increase with families often experiencing a complex range of issues, however the rate of action plans closed with a successful outcome has been maintained in line with previous years, achieving a rate of 65% for 2014/15. Indications show that the average rate of change for families is around 70%, with that for children being around 84%.



Source: Vale of Glamorgan Council

- A Families First Networking event 'Making the Links' was held in October to provide an opportunity for professionals to drop in and network with services and providers working with children, young people and families in the Vale of Glamorgan and find out more about making links and referrals to them. Providers at the event included the FACT team, Flying Start, Communities First, the Library service, the C Card scheme, the Youth Service, the Healthy Schools Network and Police School Liaison. 213 professionals attended the event and of those who completed a feedback form, 96% had networked with a provider or service that was new to them.
- The CYP Programme Board and its wider members continue to help support various services that are affected by changes in funding streams and changes in the criteria to access funding. The main focus has been to offer advice, guidance and support and then if required manage the movement of services within/amongst partners who may be unable to sustain their provision. Sadly various partners have ceased trading this year. Meetings have also taken place with early years providers who are also struggling and support has been offered to some through small sustainability grants. Many youth and early years' providers remain at risk and Council officers and partners continue to offer support to these.

What will we do next?

- Continue the development and alignment of Families First, Flying Start and Communities First including the early adoption of the Welsh Government's common outcomes framework.
- Continue work to deliver the range of actions within the 'Preventing Poverty' strand of the Community Strategy Delivery Plan 2014-18.
- Cardiff and Vale UHB are leading a programme of work to improve services for Children with Emotional and Mental Health needs. Once the service model has been finalised a set of performance indicators will be developed.
- Implementation of the ESF funded Inspire2Achieve and Inspire2Work projects should the regional bid be successful. The projects aim to reduce the number of young people who are NEET, or at risk of becoming NEET. The Inspire2Achieve project is targeted at those under the age of 16 and is a stand-alone youth project that focuses on engagement and stopping young people from slipping out of the system. The Inspire2Work project is targeted at those aged 18-24 and is focused upon engaging with those who are currently out of the system.

Families First – Family Support

The family - a single mum and her two children aged 4 and 3 months, live in St Athan. A referral was made for parenting support from the health visitor. There was a history of domestic violence as well as mum suffering from depression and having financial and housing issues. Both the children's names were on the Child Protection Register and the youngest child also had health problems.

Support initially concentrated on routines for both children as well as boundaries and consequences for the older child. This incorporated sleep and bedtime routines. Due to mum's financial situation, a referral was also made to the local food bank, with mum engaging well with the support from Western Vale Family Support (Families First), Social Services and Atal Y Fro. Mum was happy to take on board the advice and support given and put this into practice, she was able to acknowledge and comment on the positive changes she was noticing with the children's behaviour, especially the good behaviour demonstrated by the older child, and put this down to the more structured routine she had established.

As the support continued mum reported that she felt more confident in her parenting, and although the children's names remained on the Child Protection Register at the time of the review case conference it was acknowledged how much progress mum had made.

An incident with mum's ex-partner, and with the youngest child reaching new stages of development, resulted in a new referral being put in from the Social Worker for further ongoing support, as mum's confidence about going out had dipped due to the incident with her ex. Despite this, mum continued to evidence that she was sticking with her daily and bedtime routine and was using the strategies and advice given to deal with unwanted behaviour from her oldest child.

The health issues with the youngest child continued, with mum having to attend a number of hospital appointments, along with two week stays in hospital. Despite this, mum continued to progress and gain confidence in her parenting ability. In addition to receiving the 1-1 support within her home, she now started to attend 'Pop in and Play' sessions at the Gathering Place.

In May 2014, the children's names were removed from the Child Protection Register with acknowledgment of the progress mum had made in respect of her parenting skills and confidence being recognised. This resulted in the 1-1 support ending. Prior to the end of the programmes support, a home safety review was carried out, with equipment and advice given.

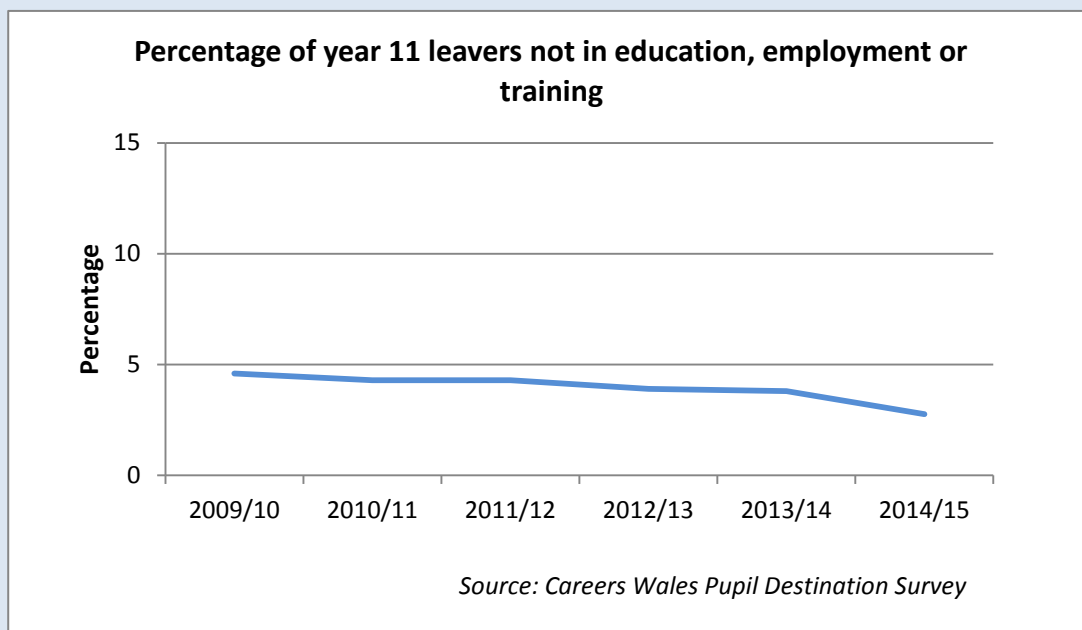
Mum continues to access the 'Pop in and Play' session at the Gathering Place where she can access support and advice if needed on an informal basis and the children have the opportunity to enhance their social development.

"I have learnt a lot from all the sessions and I have learnt to prioritise my children's needs over my own. I am extremely grateful for all the help and support I've received"

Priority Outcome 6: People of all ages are able to access coordinated learning opportunities and have the necessary skills to reach their full potential, helping to remove barriers to employment.

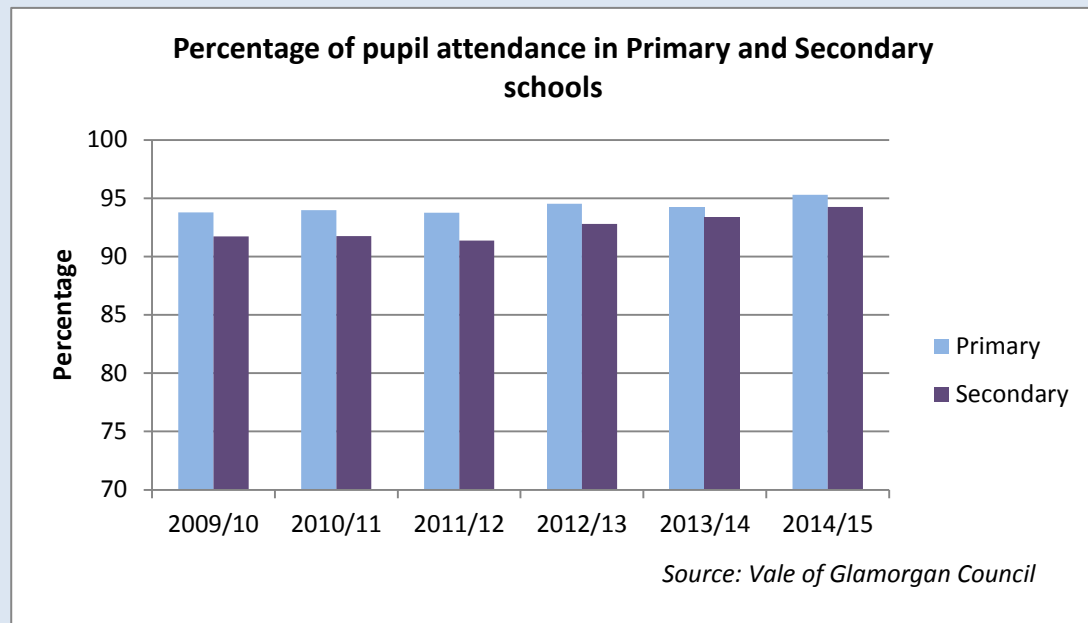
What have we done?

- The percentage of young people not in education, employment or training has reduced from 3.8% in 2014 to 2.76% in 2015. The Vale is below the Welsh average for the percentage of NEET pupils leaving years 11, 12 and 13. This can be attributed to the implementation of the Youth Engagement and Progression Framework. The YEPF Early Identification Tool is now embedded in all secondary schools, and is completed twice a year; subsequently provision is brokered to meet the needs of young people.
- In 2014 GVS commenced data recording of NEETs aged 16-25 who have taken up volunteering opportunities and progressed further into volunteering employment, education or training. The collection of this data will continue and is shared at the NEETs strategic group every quarter. During 2014/15 GVS received 236 referrals for NEET young people and 156 young people engaged and entered into volunteering. Following this, 4 have gained employment, 3 have gained an apprenticeship and 9 young people have enrolled onto a course working towards a qualification/accreditation.



- School attendance figures for both primary and secondary schools show a marked improvement compared with previous years reflecting the high priority given to attendance including the roll-out of the regional Callio strategy. Overall attendance in primary and secondary schools increased by an extra 30,000 days which is

equivalent to 2 additional days on average per pupil at both primary and secondary school level.



- Two major capital projects were successfully completed during 2014/15 including, the Penarth Learning Community and the new build 210 place building for a Welsh-Medium primary school for Ysgol Nant Talwg, Barry. Both projects were delivered on-time and on-budget with the Penarth Learning Community being named the Project of the Year at the Constructing Excellence in Wales Awards 2015.
- No looked after children aged 15 left compulsory education, training or work based learning without an approved external qualification during 2014/15.
- There has been a significant improvement in the proportion of young people achieving the level 2+ indicator (5 GCSEs at grade A*-C including English/Welsh and Mathematics) from 55.4% in 2013/14 to 62.2% in 2014/15. This places the Vale as the second highest performing authority across Wales. The gap between the performance of children entitled to free school meals and that of their peers has also narrowed at key stages 2 and 3.
- The Communities First led 'Transition' project supports pupils moving from Primary to Secondary school who may find Transition difficult or have concerns about the Transition process. Pupils can expect fortnightly, 1:1 or group support throughout years 6 and 7, as well as after school homework clubs/ activities and holiday provision. Between October 2014 and March 2015 a total of 99 young people have engaged with the Transition project and 32 parents have engaged through Transition Coffee mornings. The project is delivered with the help of community volunteers with 249 volunteer hours being accumulated during the October 2014 – March 2015 reporting period.

- There has been a steady increase in the number of priority learners undertaking Adult Community Learning (ACL) courses with a number of priority learners from the Communities First Cluster area taking part. The ACL Curriculum Planning Group will build on this.
- The redevelopment of the 'Waterfront' area of Barry has created many employment opportunities for local people and subsequently increased the demand for training in retail, construction, customer care and short courses in online application and form filling over the past year. This redevelopment is set to continue over the next few years with further retail businesses coming in as work progresses and new housing complexes are completed. The ACL curriculum offer has been set to anticipate the employment skills needs that this redevelopment will generate.

What will we do next?

- Provision has been developed to engage with NEET young people during the 2015 summer period as a stepping stone to enrolling on to a course in September 2015.
- A seasonal Youth Services Partnership Newsletter will be developed and launched during 2015 spring time, which will be distributed to schools and wider partners.
- Work will continue through the Improving Opportunities Board to engage with employers in order to ensure local people are equipped with the skills and training needed to gain employment.
- Continue to work with schools and the Central South Consortium Joint Education Service (CSC JES) to maximise learning and improvement attainment levels of pupils in receipt of free school meals.



Guidance to Engagement (G2E) Programme

Through the G2E programme work has taken place to re-engage year 9 pupils at Bryn Hafren School and has reduced the potential for them to become NEET post-16.

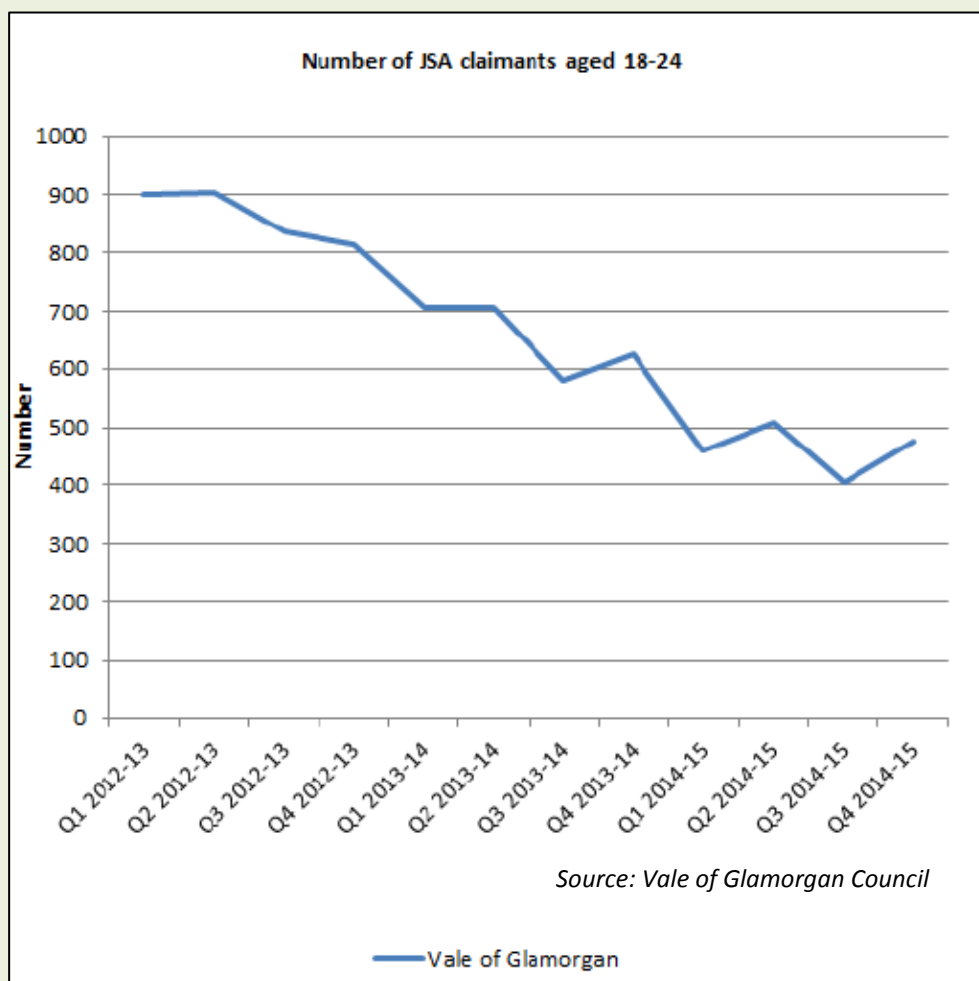
Throughout the time the group has been engaged with the project, they have completed a number of accreditations and attainments. These include a Level 1 Agored Cymru Unit (ACU) in Crime and Consequences, a local attainment course called Youth Inspire Awards at various levels and a Level 1 BTEC in Personal and Social Development called SWEET (Succeeding with Education, Employment and Training). They have also won awards at a local awards event and have been nominated, as part of the G2E Schools project, for a Youth Excellence Award.



Priority Outcome 7: The underlying causes of deprivation are tackled and the regeneration of the Vale continues, opportunities for individuals and businesses are developed and the quality of the built and natural environment is protected and enhanced.

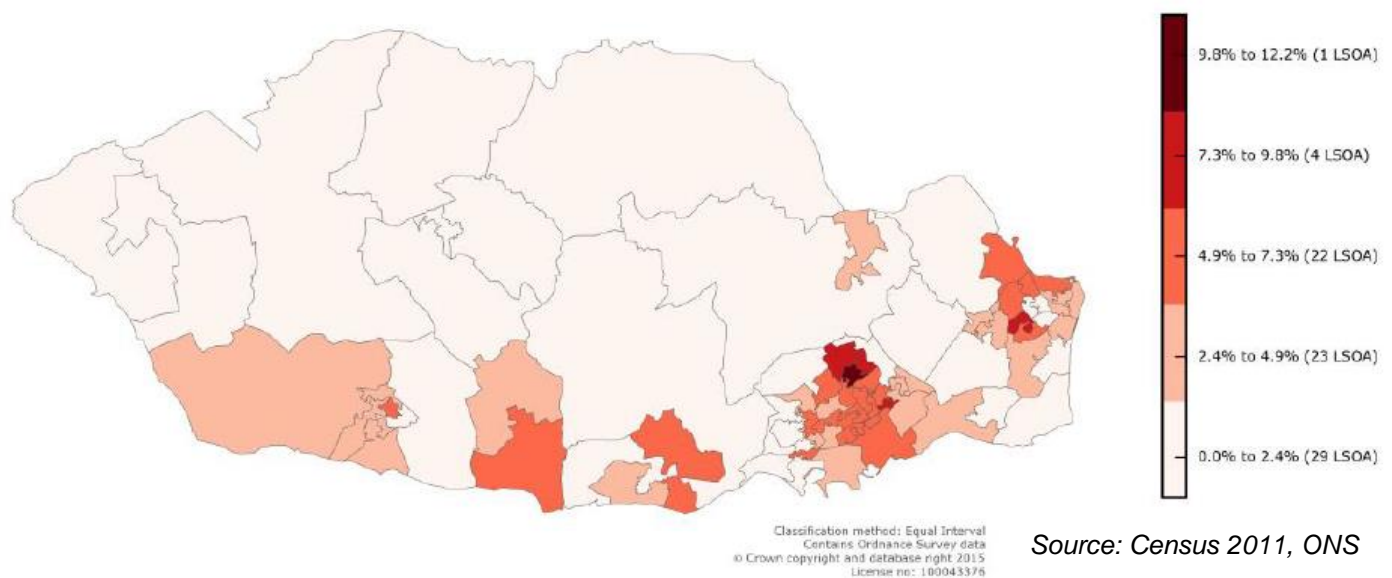
What have we done?

- In Autumn 2014, the Work Programme celebrated helping its 500th long term unemployed client into employment since the initiation of the project with a total of 87 Work Programme clients securing employment during 2014/15.
- The Communities First team has engaged with Admiral Insurance, Wales' largest private sector employer to help unemployed residents have the chance to get closer to the employment market. More than 50 people have taken part in half-day site visits to the Admiral offices where they've been given valuable insights into life as a member of staff and put through mock job interviews.



- During 2014/15 the Upper Holton Road Regeneration Scheme commenced with three phases of facelift improvements started. The owners of commercial premises were also canvassed for their interest in three new forms of grant assistance.
- The Local Housing Strategy 2015-2020 has been published setting out the long term strategic vision for housing in the Vale of Glamorgan, including the need to increase the supply of affordable housing. An action plan has been developed which is monitored by the Overarching Housing Forum, a partnership group consisting of both statutory and voluntary sector members.

Percentage of people living in overcrowded households in the Vale of Glamorgan



- The Council has utilised a Social Housing Grant allocation to develop 55 additional units of affordable housing in partnership with Registered Social Landlords. Over half of these units were 1 and 2 bed properties, which are in high demand following welfare reform changes.
- Through the Castleland Renewal Area scheme the standard of housing and the local environment for residents of the area has been improved. Works completed during 2014/15 include a face-lifting programme for 316 homes to improve external appearance, upgraded/ new central heating systems and installation of solar thermal hot water systems.
- Work has taken place through the Vale of Glamorgan Healthy Schools Scheme to increase the number of schools providing free breakfasts schemes, particularly targeting deprived areas. Work has also taken place with the UHB's dietetics team to ensure that all secondary schools are compliant with Appetite for Life food and nutrition standards.

- The branding project for the heritage coast has been completed including the completion of a refurbished reception area for the Heritage Coast Centre.

What will we do next?

- Continue to work with partners to deliver a programme of projects through the Welsh Government's Vibrant and Viable Places programme (Tackling Poverty Fund), with a focus on reducing the impact of poverty and deprivation in Barry.
- Continue to support unemployed people into work through mentoring, training and job search assistance including confidence building, CV and interview skills training and job fairs.
- Implement the Main Street Grant programme promoting the conversion of empty commercial premises to homes through provision of a range of different grants and assistance to tackle identified problems such as housing disrepair; empty properties; area regeneration; poor conditions in the private rented sector and home energy efficiency.
- Work to maximise the range and choice of sustainable, affordable housing delivered through the Social Housing Grant and other funding streams.
- Continue to deliver a range of projects through the Barry Communities First Cluster.

Communities First – ‘Foodwise for Life’

Mark joined the Barry Communities First ‘Foodwise for Life’ programme in October 2014. The project is delivered under the Healthy Communities Theme and is run every quarter in partnership with Legacy Leisure and the Cardiff and Vale UHB Dietetic team. Mark became an avid member of the group and attended every session of the 8 week course, by which time he had lost 28lb. However, Mark took the opportunity to continue with weekly weigh-ins and also decided to attend the latest two ‘Foodwise for Life’ courses that have run, in order for him to better understand and continue with his healthy eating behaviours. Because of this, Mark has now lost 67lb.

Not only has Mark fully participated and engaged with the healthy eating messages taught on the course, he has also taken part in the GP exercise referral scheme and has sought physical activity advice and a programme from the Council’s National Exercise Referral Scheme team.

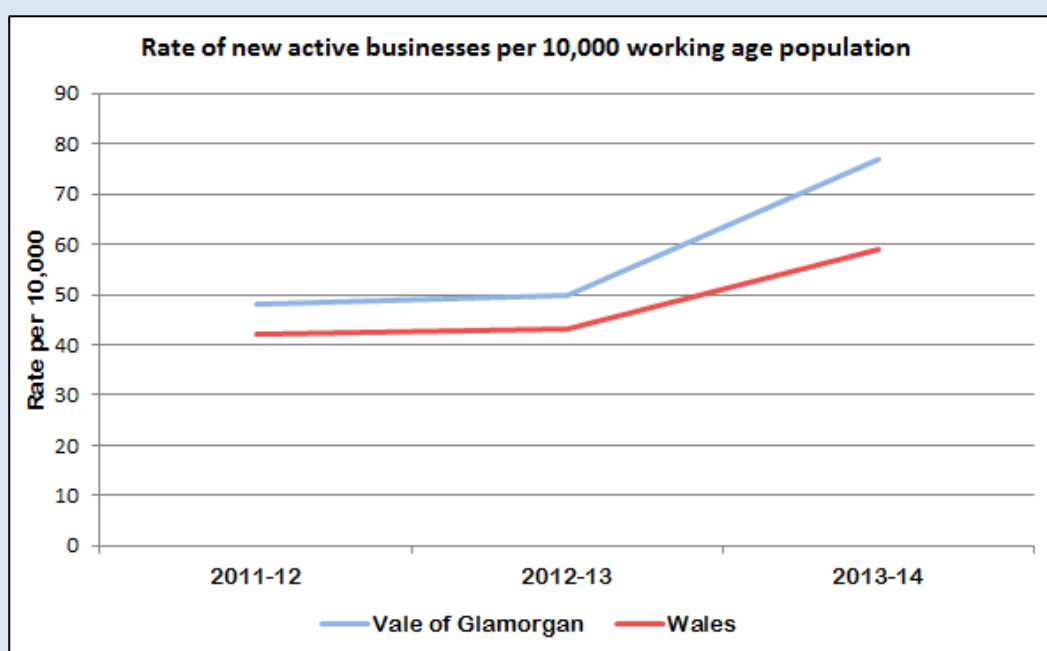
Following his participation in the courses, Mark has also decided that he would like to improve his skills and find employment within the Health and Wellbeing field. He therefore applied and has been accepted onto a Health and Wellbeing 2 year college course which will enable him to become a personal trainer/gym instructor. Mark’s mind-set has changed dramatically from the start of the course in October and he admits his confidence and self-esteem is in complete contrast to the man that turned up to his first Foodwise for Life session.

In a recent interview for the local paper he said; “I have suffered with depression for over 20 years, I feel this course has totally changed my life. I feel happier in myself, more confident - I always wanted to do something with exercise and fitness but never thought I could because of my size, friends told me often enough it wouldn’t happen. This has helped give me the confidence to apply and be accepted by Cardiff & Vale College to do a health, fitness and wellbeing diploma”

Priority Outcome 8: The Vale maximises the potential of its position within the region working with its neighbours for the benefit of local people, businesses, attracting visitors residents and investment.

What have we done?

- In 2014, the National Piers Society presented Penarth Pier with the Pier of the Year Award 2014 following restoration. The £4 million restoration involved a complete regeneration of the pavilion, with facilities such as a cinema, exhibition spaces, and a restaurant looking out to the Severn Estuary being added.
- Partners have worked together to produce the Destination Action Plan which was approved in February 2015. The draft plan was discussed at the Vale of Glamorgan Agricultural Show Business Breakfast which was well attended by local businesses and organisations that were afforded the opportunity to comment on the draft plan. The purpose of the plan is to maximise the potential of the Vale of Glamorgan as a visitor and tourism destination.
- Through the recently adopted Town Centres framework (2014), work is continuing with the Vale's town centres to promote investment and improve their vitality and attractiveness. In Penarth, work is focusing on improvements to Penarth Esplanade and ensuring sustainable and convenient links with the town centre and Penarth Haven. In Barry, work has been undertaken to improve the street scene including improvements to shop fronts, restoring the heritage of some high street buildings and bringing back into use space above ground floors.



Source: Stats Wales

- Private sector investment has been secured to improve town centres. The former Barry Magistrate's Court has been developed into mixed housing and commercial use development and included street scene improvements helping to attract more people into the town centre.
- A successful summer events programme was delivered during 2014 including the Barry Island Weekenders, which attracted over 40,000 visitors to the Vale. Two weekend evening events, The Isle of Fire and Cinema by the Sea have also boosted the night time economy of the Island. In late 2014, the 'Isle of Fire' event was shortlisted for a Visit Wales National Tourism Award in the best small event category.
- A successful 'Aquathlon' was held at Barry Island in 2014 and discussions are continuing to bring a full Triathlon to the Vale in 2015.
- To improve access to the countryside, the number of bridleways in the Vale has been increased by approximately 40%. The National Cycle Network in the Vale has also been improved with the implementation of NCN 88 across the Vale providing a tourism asset and new commuter opportunities.
- The regeneration of Barry Island has continued with a range of enhancements made including the creation of Nell's point car park and a new play area at Maslin Park. The Eastern Promenade works have also been completed including the refurbishment of the Eastern Shelter to include structural repairs, a new lighting scheme and waterproofing, a new landscaping scheme to create pleasant footways and seating locations above the Eastern Shelter and the provision of new toilet facilities in the former "Toy Factory"/ changing rooms. New artwork in the form of the Eastern Shelter lighting scheme has also been produced together with the "Barry Island/ Ynys Y Barri" traversing wall. In addition a range of beach huts (25 in total, of two different sizes with the larger ones providing power) were constructed. A new improved access from the promenade to the beach was also provided as part of the scheme to provide for more direct access to the eastern part of Whitmore Bay.
- Barry YMCA has benefitted from Welsh Government's Vibrant and Viable Places programme (Tackling Poverty fund) and a number of improvements have been made to transform the centre into a community hub. A new café has been created which provides training opportunities for people with learning disabilities through working at the café. A performance area has been created including a video gallery, free public computers are available and the centre also operates as a Pupil Referral Unit during the day.

What will we do next?

- Monitor and reduce the number of empty homes by promoting their return to use and through implementation of the Empty Homes Strategy.
- Work with the Barry Waterfront Consortium to implement the proposals for the Barry Waterfront scheme.
- Support Welsh Government in administering the St. Athan and Airport Enterprise Zone to maximise investment and job creation.
- Work with partners to actively promote the Vale as a visitor and tourist destination via the Tourism Strategy and Destination Action Plan.
- Work with consultants and partners to bring forward a Community Infrastructure Levy (CIL) for the Vale of Glamorgan over 15/16 and 16/17 financial years. This is likely to involve an examination in public in 2016/17 followed by the adoption of the CIL.

Barry YMCA Hub

During 2014 the Welsh Government's Vibrant and Viable Places programme (Tackling Poverty fund) has invested in the upgrade of facilities at Barry YMCA. A number of improvements have taken place with around 2,500 children, young people and adults, of all abilities accessing the centre each week and benefiting from a number of initiatives outlined below.

New Snax Café

Through the refurbished café a new social enterprise has been set up in partnership with the Innovate Trust, contributing to the Day Activities Strategy for people with learning disabilities living in the Vale of Glamorgan. The project targets those people who have a learning disability, most of whom have a designated social worker. Training is carried out to each individual's needs and abilities and participants gain experience, skills and qualifications that help them move on to further education, training, voluntary work and employment. Through the opportunities provided in the café an increased understanding amongst the local community of people with learning disabilities has been achieved, leading to greater community cohesion.



New Studio

The creation of a new performance area, complete with audio and video cabling terminated at Bro Radio 98.1FM and YMCA Digital Media Enterprise (DME) video gallery has been created enabling community performances to be transmitted on local radio and streamed live on the internet. The studio is also used for new physical fitness and dance classes as well as a meeting and training venue. DME after consultation with young people are also setting up a film club, electronic games club, open mic night and Swoosh editorial club enabling young people to join an enhanced programme of services.

Public Access PCs and Internet

Six PC's are also now available at the hub to both YMCA members and the public free of charge. The Barry Communities First team run a series of job clubs at the YMCA using the PC's.

Dedicated Youth Centre



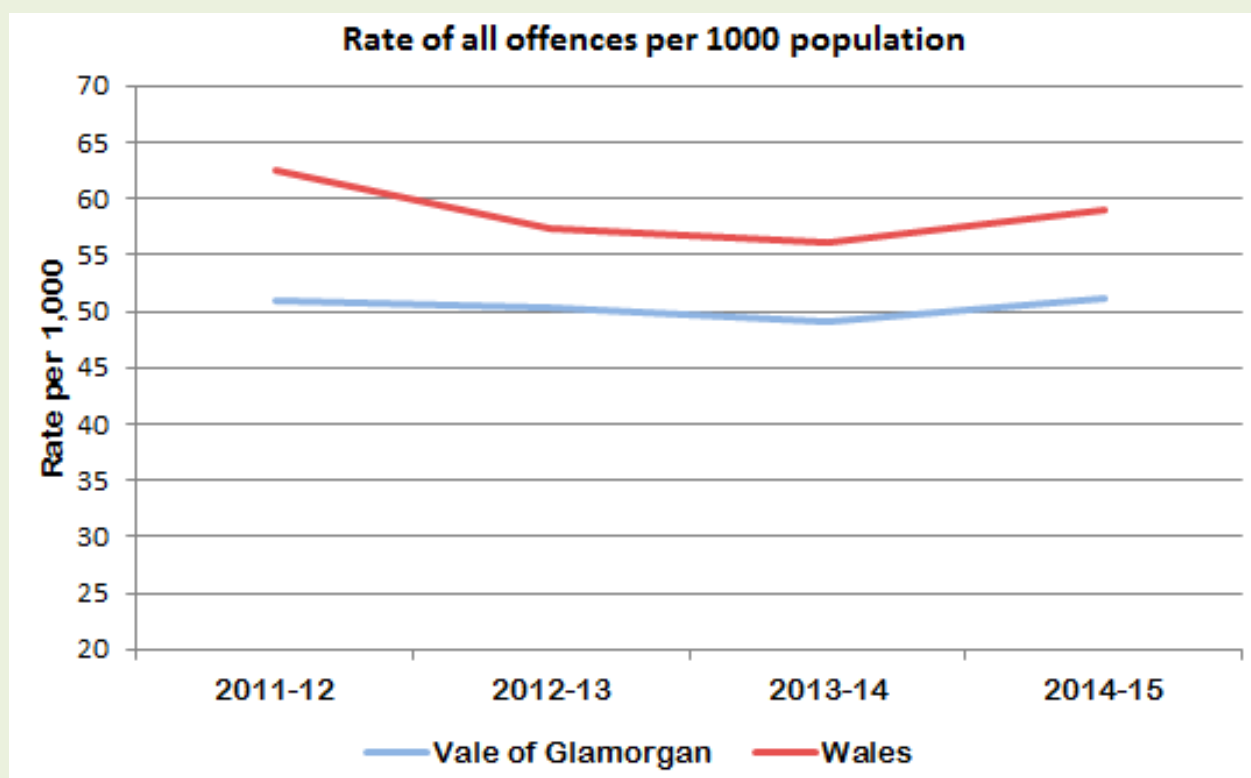
The refurbished area provides a facility for the Vale of Glamorgan Youth Service to deliver a range of services particularly targeting young people who are NEET.

The centre is also operated as a Pupil Referral Unit during the day, supporting school aged young people who have been excluded from main stream schools and other PRU's. During 4pm-6pm sessions are delivered with hard to reach young people at risk of exclusion and each evening an open access youth club is run from 6.30pm-9pm.

Priority Outcome 9: Residents and visitors are safe and feel safe and the Vale is recognised as a low crime area.

What have we done?

- A task and finish group was set up to tackle the issue of dwelling burglaries due to an increase of incidents during 2013/14. This has had a positive effect with the number of dwelling burglaries occurring in the Vale decreasing from 333 in 2013/14 to 269 in 2014/15, a 19.2% decrease.
- Overall crime figures have increased across the Vale in 2014/5 however this can be attributed to the new 'Crimed at Source' method of recording. Incidents are now recorded as a crime as soon as a person states a crime has occurred whereas previously officers had up to 72 hours to investigate the matter and determine whether a crime had been committed.

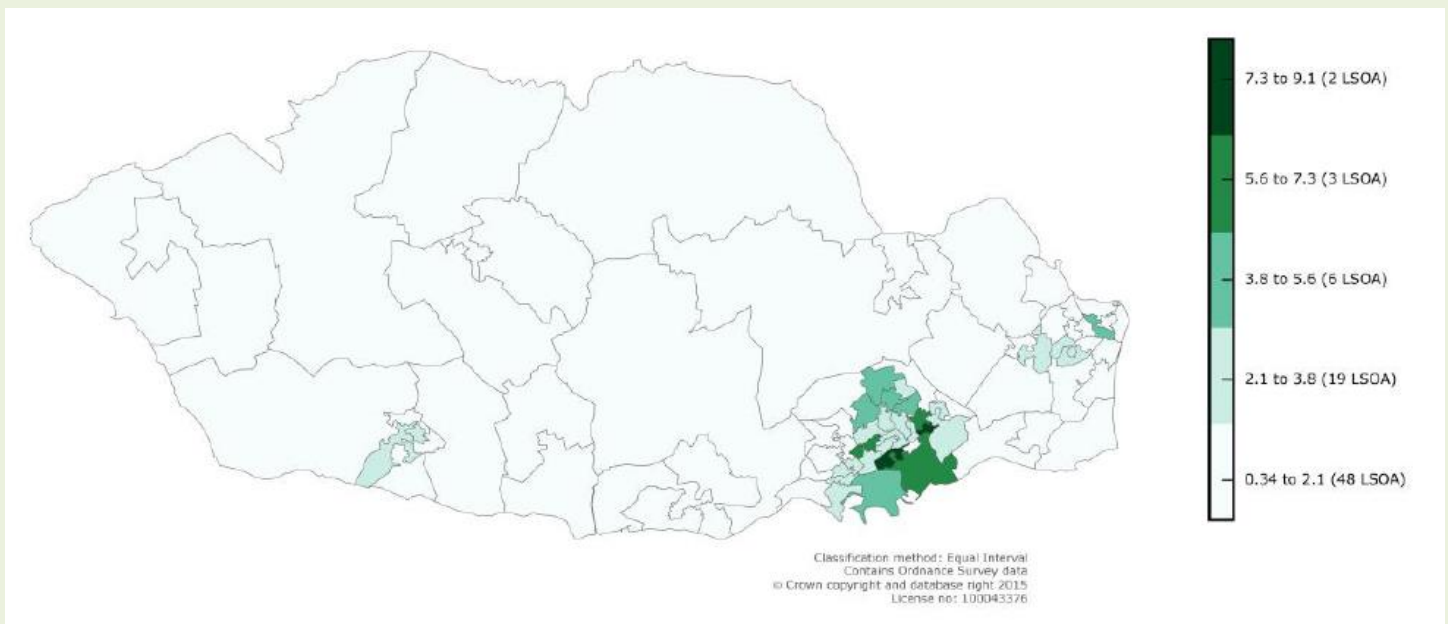


Source: South Wales Police

- Anti-Social Behavior hot spots have been targeted through effective partnership working. Overall levels of ASB in the Vale dropped by 2.1% in 2014/15.

- A clean-up operation was undertaken where partners including the Youth Offending Service, South Wales Police, SWFRS, Probation and local businesses removed waste and graffiti from an alleyway in Barry.

Rate of recorded anti-social behaviour per 100 resident population 2012-2014



Source: WIMD 2014

- Partners have full access to Safer Vale's Reassurance Engagement Vehicle (TREV). This has been used throughout the Vale to engage with and inform local residents on a number of issues.
- Progress has been made towards delivering the Vale Cohesion Action Plan under the Welsh Government's Community Cohesion National Delivery Plan 2014-16. This includes the establishment of a Cohesion and Engagement Steering Group to co-ordinate activity in relation to the action plan. A number of consultation events have been held in addition to the provision of hate crime briefings for staff.
- The Area Planning Board has established a Fatal Drug Poisoning Review Panel, in line with Welsh Government guidance issued in July 2014. The panel reviews all deaths suspected to have been as a result of a drug overdose in order to learn lessons and develop recommendations for future service delivery. The panel is an excellent example of partnership working between substance misuse services, health, the police, the ambulance service, the local authority, and voluntary services.
- The White Ribbon Action Plan focusing on domestic abuse has been developed and the Vale was awarded the White Ribbon Status at the end of September 2014 at the Senedd. A Domestic Violence Forum has also been launched and the first meeting

took place in December 2014. The Forum aims to bring frontline practitioners together to discuss best practice and allow efficient information sharing.

What will we do next?

- Implement a tension monitoring process to address international events which can have an impact on local communities, identify any tensions and act quickly alongside communities to resolve them.
- Implement the new ASB legislation agreed by Welsh Government which will give more powers to tackle ASB in the community.
- Continue to engage with members of the community to increase awareness of community safety issues and initiatives in the Vale of Glamorgan.
- Work with schools in the Vale with the aim to have all secondary schools white ribbon accredited.
- Continue work with partners in order to collect and monitor quality data in relation to domestic abuse including the implementation of revised data collection methods for repeat incident data by South Wales Police.
- The Safer Vale Partnership will continue to place a high importance on making sure people are aware of what hate crime is, how it affects people, how to report it and get support. A channel panel will also be created as part of the Prevent Strategy.

Domestic Violence

Client A was a victim of domestic abuse, initial contact with the client was made by Atal y Fro following a referral by the Social Services team within the Vale of Glamorgan Council. The initial assessment allowed the Atal Y Fro team to distinguish which service would best benefit the client. Following this assessment the client was assigned a court based advocate to ensure they were supported through court proceedings against the perpetrator. This included supported access to a solicitor.

As the client had children, the FACT team worked with the family to develop a safety plan. The client was also referred to the Star group whereby Atal Y Fro use an accredited programme to support service users and their children to move forward from the effects of domestic abuse. The group environment allows service users to share experiences and learn skills in how to keep their families safe and content.

It was also recognised by South Wales Police that Target Hardening would directly benefit the client; therefore a referral was sent through to Safer Vale. The physical safety of the property was increased allowing the client and their children to remain in the local area where friendships and local links have been forged, including the children's schools. This has allowed the family to maintain their independence, remaining in a familiar home environment within a familiar geographic area.

Support with the family is ongoing and the client has stated:

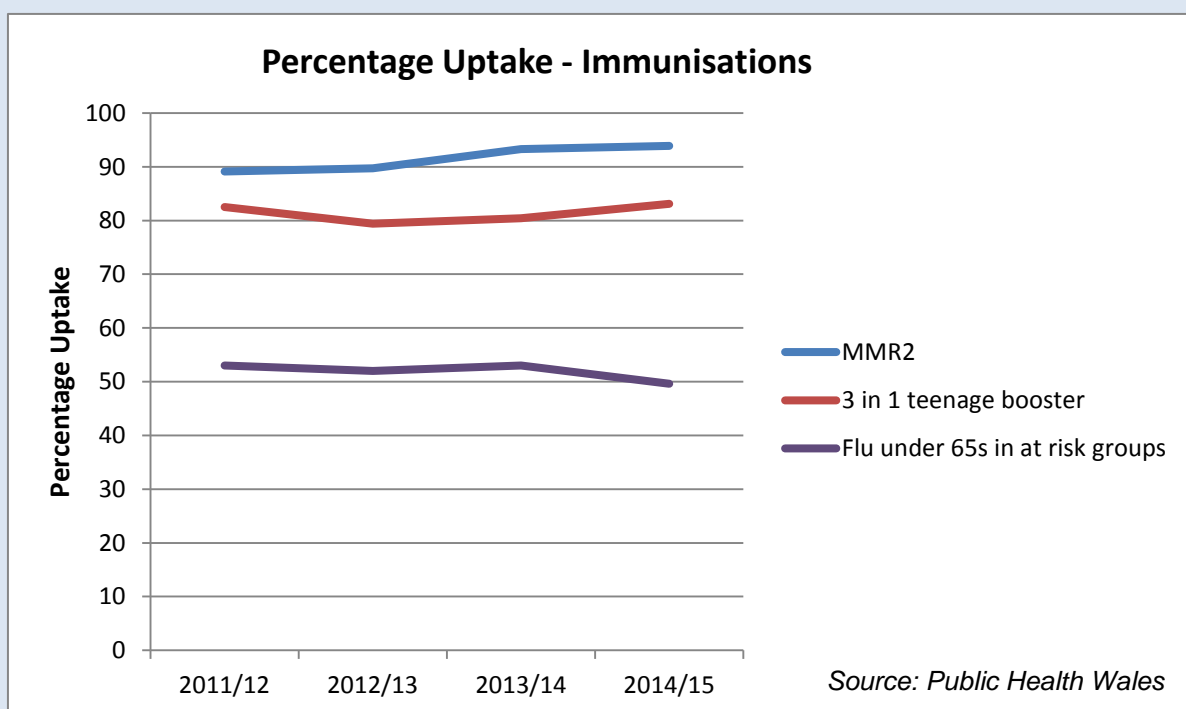
“My worker makes me feel safe and has boosted my confidence in all aspects of my life”



Priority Outcome 10: Health and Inequalities are reduced and residents are able to access the necessary services, information and advice to improve their wellbeing and quality of life.

What have we done?

- Work to increase the uptake of MMR1 and MMR2 vaccinations has taken place and uptake rates for both vaccines now equates to over 90%. However when looking at a breakdown by age, take up is lower in the age 4 group with a rate of approximately 85%.

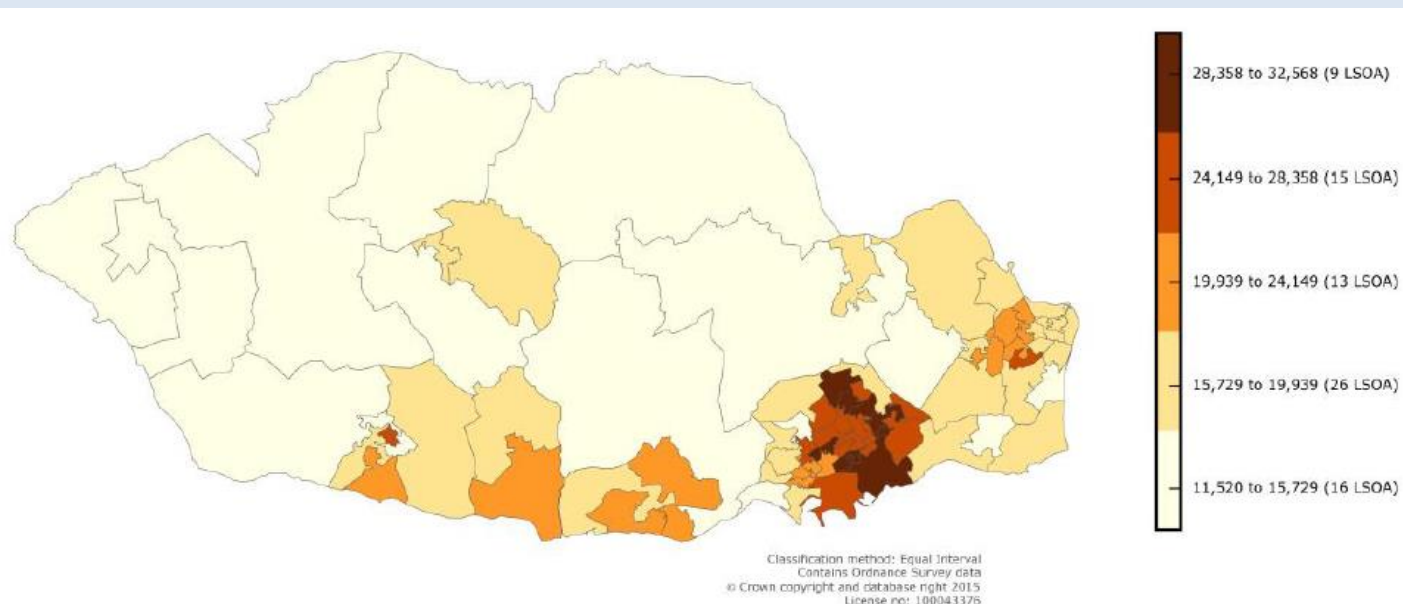


- Numerous preventative plans to address health inequalities within the Vale of Glamorgan have been implemented. Funded through the Intermediate Care Fund this includes the expansion of housing-related support, community services and signposting to third sector support provision.
- Through the Communities First team a number of projects have been delivered to improve the health of residents living within the Barry Communities First Cluster area. The Healthy Eating project engages children, young people and families in a variety of different settings including schools, community settings and via other voluntary organisations. Healthy eating workshops are delivered with a focus on a balanced diet and groups are shown how to prepare and cook a healthy meal from scratch,

information on how to access and prepare healthy fruit and vegetable snacks is also provided.

- Initial preparatory work was undertaken to scope the terms of reference for a Vale of Glamorgan Food Charter. Implementation is now underway.
- Work has taken place to form an agreement with GPs to supply data relating to smoking cessation. A voluntary agreement with 7 GP practices is now in place.
- 145 secondary school pupils have taken part in 'Shakedown' – a smoking prevention programme which aims to reduce the uptake of smoking in young people.
- The Regional Collaboration Funded project to remodel health and social care across Cardiff and the Vale of Glamorgan continues to progress. The project includes a number of strands that are being delivered on time and on budget including the setting up of Community Resource Teams (CRTs), creating streamlined integrated assessments, enhancing services for people with learning disabilities and enhancing occupational therapy services.
- Staff from the British Red Cross and Age Connects have developed close working relationships with the staff in the CRTs and are included in team meetings and multi-disciplinary meetings to explore how best to support individual service users.

Rate of limiting long term illness per 100,000 population



Source: WIMD 2014

- A review of day services for people with learning disabilities provided by the local authority and independent sector has been undertaken and the findings reported. This has informed the development of a new Day Opportunity Strategy and Plan which will widen opportunities as well as accessibility of universal services for people with learning disabilities
- The Welsh Government funded “Delivering Transformation” grant is being utilised to prepare the Cardiff and Vale region for the implementation of the Social Services and Wellbeing (Wales) Act 2014. The Welsh Institute for Health and Social Care’s self-assessment tool was completed for the region in January 2015.
- The Communities First Street Games project has been a huge success and was shortlisted for the Street Games New Project of the Year at the UK awards ceremony. Five free multisport sport sessions are now taking place on a weekly basis in local parks, multi-use games areas or indoor venues across the cluster area. In addition, a partnership has been formed with local PCSOs and local volunteers to enhance an existing ‘Doorstep Sport’ football project and there have been further developments to the existing Bike Club. A large proportion of individuals accessing the Doorstep Sport volunteering opportunities, and subsequent training courses, have been classified as NEETS. Therefore, it is hoped that in addition to improving the health of residents in the cluster area there is a longer term benefit for such individuals in engaging with the project, providing them with training and experience to increase their skills, confidence and opportunities to gain employment.

What will we do next?

- The Vale of Glamorgan Public Health and Wellbeing Board has merged with the Cardiff equivalent and will report directly to the joint LSB. The board has agreed its focus for 2015/16 will be on tackling obesity and work will take place to establish an Obesity Strategy for Cardiff and the Vale of Glamorgan.
- Implementation of a Joint Accommodation Solutions Team across Cardiff and the Vale of Glamorgan as part of the integration of health and social care.
- Continue the promotion of re-ablement units and extra care facilities.
- Continue to develop and promote the use of Telecare services.
- Continue to promote and increase uptake of MMR and Flu vaccinations particularly for at risk groups.
- Implement the Vale of Glamorgan Food Charter.

Community Resource Team

Mrs X is a lady in her 80s living alone in a privately owned bungalow with limited family; she had never received any support and was managing activities of daily independent living. She was admitted into hospital with a urinary tract infection and chest pain and while an in-patient she suffered a heart attack and underwent cardiac surgery.

Mrs X was referred to the CRT for full team input in order to support the complex discharge to home and to maximise independence, confidence and community integration. A best interest meeting was held by the ward multidisciplinary team to identify the level of care support required for a safe discharge. Mrs X was reluctant to accept support as she felt able to manage. Face to face screening was completed by an Occupational Therapist and Mrs X agreed to three visits weekly for assistance with meal preparation and shopping support. It was also agreed that due to issues regarding capacity, Mrs X's finances were to be managed by her solicitor.

A discharge visit was completed by the Occupational Therapist on the day of discharge with Mrs X's transfers home organised and mobility (both in and outdoors) and medication management plan's reviewed. Shopping was also provided for Mrs X to ensure she had sufficient food and drinks until an allocated care call took place. Following this discharge visit, the Occupational Therapist visited the GP surgery and informed them of her discharge, providing a brief summary.

Close ongoing monitoring was completed regularly with carers who updated on how Mrs X was managing at home. By week 3 following discharge Mrs X had taken public transport to a personal appointment and appeared to be managing well.

By week 4 Mrs X was managing all tasks independently and it was therefore agreed to reduce calls gradually and for the service to finish at the end of the 6 weeks following discharge. The Occupational Therapist contacted a PICT (Penarth Integrated Care Team) Nurse who agreed to review Mrs X after the care package had finished to ensure all was well and to determine whether there were any concerns regarding capacity related issues. Calls were reduced from 3 calls a week to twice a week and again no concerns were highlighted by the carers. Calls were then reduced to one call a week and finally they were withdrawn.

Mrs X has now achieved full independence with all tasks with no ongoing care required and is managing to live independently within her own home. A Care Directory has been provided to Mrs X and the telephone number of C1V has also been given to her cousin and neighbour should any issues occur.

Abbreviations

ACL -	Adult Community Learning	ACU -	Agored Cymru Unit
ASB	Anti-Social Behaviour	CAB -	Citizen's Advice Bureau
CIL -	Community Infrastructure Levy	CRC -	Creative Rural Communities
CRT -	Community Resource Team	CSA -	Childcare Sufficiency Assessment
CSC JES -	Central South Consortium Joint Education Service	CSI -	Core Subject Indicator
DME -	Digital Media Enterprise	DToC -	Delayed Transfers of Care
DWP -	Department for Work and Pensions	ESF -	European Social Fund
FACT -	Families Achieving Change Together	FIS -	Family Information Service
FSM -	Free School Meals	G2E -	Guidance to Engagement
GVS -	Glamorgan Voluntary Services	JRSO -	Junior Road Safety Officers
JSA -	Job Seekers Allowance	LGDU -	Local Government Data Unit
LSB -	Local Service Board	MECC -	Making Every Contact Count
NCN -	National Cycle Network	NEET -	Not in Employment Education or Training
PCSO -	Police Community Support Officer	PICT -	Penarth Integrated Care Team
PRU -	Pupil Referral Unit	PSB -	Public Service Board
RRU -	Rural Regeneration Unit	STEM -	Science, Technology, Engineering and Maths
SWFRS -	South Wales Fire and Rescue Service	TAF -	Team Around the Family
TREV -	The Reassurance Engagement Vehicle	UHB -	University Health Board
UNA -	Unified Needs Assessment	VCVS -	Vale Centre for Voluntary Services
VVB -	Vale Volunteer Bureau	WIMD -	Welsh Index of Multiple Deprivation
WLGA -	Welsh Local Government Association	YEPF -	Youth Engagement and Progression Framework



1. People of all ages are actively engaged in life in the Vale and have the capacity and confidence to identify their own needs as individuals and within communities.

2. The diverse needs of local people are met through the provision of customer focused, accessible services and information.

3. Vale residents and organisations respect the local environment and work together to meet the challenge of climate change.

4. Older people are valued and empowered to remain independent, healthy and active. They have equality of opportunity and receive high quality services to meet their diverse needs.

5. Children and young people in the Vale are well informed and supported to access a broad range of quality services that enable them to take full advantage of the life opportunities available in their local communities and beyond.

6. People of all ages are able to access coordinated learning opportunities and have the necessary skills to reach their full potential, helping to remove barriers to employment.

7. The underlying causes of deprivation are tackled and the regeneration of the Vale continues, opportunities for individuals and businesses are developed and the quality of the built and natural environment is protected and enhanced.

8. The Vale maximises the potential of its position within the region working with neighbours for the benefit of local people and businesses, attracting visitors, residents and investment.

9. Residents and visitors are safe and feel safe and the Vale is recognised as a low crime area.

10. Health inequalities are reduced and residents are able to access the necessary services, information and advice to improve their wellbeing and quality of life.