

# Appendix D – Outcome of Empowering Communities Workshop, June 27, 2018

This document collates ideas put forward by stakeholders for what the Public Services Board's next steps should be for its Community Empowerment priority. Five workstreams were identified for this priority:

- Capacity Building
- Sustainable Infrastructure
- Employment Opportunities
- Housing
- Well-being, Independence & Resilience

During the workshop, stakeholders considered existing pledges from the strategic plans of Public Service Board partners, and during a facilitated discussion, offered the following:

## Capacity Building – EC01

### 1. What area should we take forward in collaboration?

Aligning social value/community benefits to PSB priorities through partners' procurement.

### 2. How would collaboration add value?

PSB to monitor social value outputs and be a body that influences/identifies local priorities so commissioners know how to provide procurement guidance to bidders.

### 3. Critical success factors/benefits?

This will be an underlying principle that will support achievement of benefits across the PSB's programme of work.

### 4. What will be the output of our work?

More specific achievement that are deliverable and can be tracked in support of our

community/voluntary/third sector organisations to take ownership of assets (community cohesion) and to provide opportunity for social prescribing.

**5. Barriers to overcome?**

Need to agree benefits to which we're working, comply with procurement law, have mechanisms in place to share benefits and track their implementation.

**6. Who should be involved?**

All partners. Procurement professionals.

## Capacity Building – EC02

### 1. What area should we take forward in collaboration?

Social prescribing, but change the name! This current term medicalises and also 'does to' rather than encourages personal responsibility. It's about enabling people to thrive, removing dependency perhaps through a coaching approach.

### 2. How would collaboration add value?

It will deliver a shared vision across Conwy & Denbighshire public sector. Enable a wider menu of choice to be offered to citizens. Consistency of approach. A blanket approach should mitigate against the risk of people 'falling through' gaps. Wider funding opportunities can be taken advantage of. Short-term funding is an issue – could the collective 'clout' of the PSB influence a move away from short-term funding?

### 3. Critical success factors/benefits?

There will be different goals depending on whether you're an individual, community or organisation. Are the organisations' goals about enabling longer healthy, independent living?

### 4. What will be the output of our work?

Reduced complexity. Standardised offer/level of service. Social value in contracts. Find out what matters to people. Support for groups. Educate people about safety. Insurance for groups.

### 5. Barriers to overcome?

Understanding who can 'prescribe'. Different entry levels/different roles. GP apathy. Good value. Risk of oversubscription/resilience of support groups.

### 6. Who should be involved?

Housing. Education. Third Sector. GPs. Citizens' Advice. Those who've benefitted from a national programme/service (e.g. Families first clients). Police (ACEs link). Family services.

## Capacity Building – EC03

1. **What area should we take forward in collaboration?**  
Strengthen community groups by avoiding duplication
2. **How would collaboration add value?**  
Share skills. Common goals
3. **Critical success factors/benefits?**  
  
None given.
4. **What will be the output of our work?**  
  
None given.
5. **Barriers to overcome?**  
  
None given.
6. **Who should be involved?**  
  
None given.

# Sustainable Infrastructure – EC04

## 1. What area should we take forward in collaboration?

Strategic asset planning to inform better decision making and investments

## 2. How would collaboration add value?

Plan resources together to make joined-up decisions and better value investment/shared approach to de-investment

## 3. Critical success factors/benefits?

Increased connectivity across organisations.

Better investments, linked to digital opportunities

Need to work with business community to plan jobs/business needs over time

Could have other benefits in reducing social isolation and loneliness, poverty of access etc.

## 4. What will be the output of our work?

Understanding of what we're all doing, what our intentions are. Oversight and decisions at a strategic level. Shared asset management plans.

## 5. Barriers to overcome?

Travel and travel infrastructure; fragmented approaches and organisations want control of their own assets; reactive; public expectation of police always having a physical office presence for instance.

## 6. Who should be involved?

Public and local members. National assets working group is doing some of this. Denbighshire has a draft MoU and a list of work streams developed for the Denbighshire Strategic Partnership Board (now closed).

# Sustainable Infrastructure – EC05

## 1. What area should we take forward in collaboration?

Planning for electric charging infrastructure

## 2. How would collaboration add value?

Joined up approach to handling demand and needs for people to charge electric vehicles, whether that's at home or when they are travelling about.

## 3. Critical success factors/benefits?

Proactive and joined-up approach that makes sense across a bigger footprint and prioritises investment at key sites

Regulation of home charging that is safe (we don't want to see trailing cables across pavements or up to a flat for instance).

## 4. What will be the output of our work?

Uniform approach which decides where the charging points need to be and how they should be managed. Part of a national/UK map of charging points to publicise their existence across Conwy and Denbighshire. A process for managing private car charging.

## 5. Barriers to overcome?

Whose responsibility is it? No universal 'kit'

## 6. Who should be involved?

O Level (?) funds electric schemes (South Denbighshire applied for a grant); CTA; ECA Board; Wind Farms.

## **Employment Opportunities – EC6**

### **1. What area should we take forward in collaboration?**

Share existing research / project briefs / best practice and lessons learned.

### **2. How would collaboration add value?**

Information would be the best available locally – would save projects time, avoid mistakes, progress.

### **3. Critical success factors/benefits?**

Good quality business cases. Better baseline / evaluative data.

### **4. What will be the output of our work?**

Research library / bank. Definitive information.

### **5. Barriers to overcome?**

Decisions made may have been based on different levels of information (quality).

### **6. Who should be involved?**

Business Improvement & Modernisation.

## Employment Opportunities – EC07

### 1. What area should we take forward in collaboration?

Commitment to Working Denbighshire Strategic approach.

### 2. How would collaboration add value?

Removes barriers, presents opportunities, saves resources, identifies and removes gaps, simplifies access.

### 3. Critical success factors/benefits?

More people able to access opportunities. Right response at right time in right place for right people, and the right reason!

### 4. What will be the output of our work?

People in employment, less MH, less poverty, etc.

### 5. Barriers to overcome?

Limitations of grant conditions.

### 6. Who should be involved?

DCC and all other Denbighshire partners, with sharing of progress etc. with neighbouring authority, Conwy.

**N.B.** Strategy should cover such things as: Organisational approach to community benefit; Apprenticeship Levy; and sharing of workforce intelligence (i.e. knowing peaks and troughs in your workforce 5, 10, 15 years down the line).

PSB role to promote Regional Growth Bid among its partners.



## Housing – EC8

### 1. What area should we take forward in collaboration?

Understanding what works when it comes to moving people up in the work place.

### 2. How would collaboration add value?

Reduce examples of duplication, waste, improve efficiency and effectiveness.

### 3. Critical success factors/benefits?

Getting people who manage employment support schemes together. Mandating changes within different organisations for one purpose.

### 4. What will be the output of our work?

Fewer, but more effective initiatives better targeted at growth areas.

### 5. Barriers to overcome?

Organisational boundaries.

### 6. Who should be involved?

Employment support providers.

## Housing – EC9

### 1. What area should we take forward in collaboration?

Work with housing providers to support tenants and people who are at risk of homelessness

### 2. How would collaboration add value?

DCC and CCBC could communicate more effectively with third party organisations to engage with landlords who have high risk tenants to reduce evictions resulting in homelessness.

Value is added through the ability to signpost individuals to the appropriate service and improve collective knowledge of the issues faced by landlords and high risk tenants.

### 3. Critical success factors/benefits?

Closer engagement between councils and landlords; reduced homelessness; a renting sector with higher confidence when renting to high risk tenants and therefore a greater number of properties available to rent for the deprived;

### 4. What will be the output of our work?

Engagement between councils and landlords using resources from the third sector; lower homelessness

### 5. Barriers to overcome?

Capacity within organisations

### 6. Who should be involved?

Health board, land lords, social services, housing associations, Universal Credit, housing efficiency, social housing.

## Housing – EC10

### 1. What area should we take forward in collaboration?

A focus on people as well as properties to reduce serial renting or homelessness

### 2. How would collaboration add value?

Explore the methods used by council and third sector to support people staying in tenancies

### 3. Critical success factors/benefits?

Upskilling and shared knowledge

### 4. What will be the output of our work?

A booklet / training to inform all parties of shared learning outcomes

### 5. Barriers to overcome?

Capacity in organisations

### 6. Who should be involved?

Housing associations, social housing.

## Housing – EC11

### 1. What area should we take forward in collaboration?

Free up housing to the open market

### 2. How would collaboration add value?

Address the issue of stigma among the elderly against entry to sheltered accommodation and nursing homes.

This could benefit from a connected approach by allowing all organisations dealing with the elderly to identify those not able to cope in their own homes and provide strategies to overcome stigma.

### 3. Critical success factors/benefits?

More homes on the market, fewer injuries in the home, less social isolation

### 4. What will be the output of our work?

Increased housing stock,

### 5. Barriers to overcome?

Collaboration, social stigma

### 6. Who should be involved?

GPs, careers, social services, sheltered accommodation and nursing homes.

## Housing – EC12

### 1. What area should we take forward in collaboration?

Improved information sharing

### 2. How would collaboration add value?

Increased effectiveness of Single Point of Access

### 3. Critical success factors/benefits?

Increased user experience `Tell Story only once`

### 4. What will be the output of our work?

SPoA with accurate up to date information

### 5. Barriers to overcome?

Organisational governance – information sharing

### 6. Who should be involved?

Health / Social Services / Police (Response Services) / Mental Health / Voluntary Sector for all ages.

# Well-being, Independence & Resilience – EC13

## 1. What area should we take forward in collaboration?

Multi Organisational Training

## 2. How would collaboration add value?

Reduce organisational referrals, more people able to deal with a wider range of needs

## 3. Critical success factors/benefits?

Increased capacity within teams

## 4. What will be the output of our work?

High quality workforce with shared values and culture

## 5. Barriers to overcome?

Sharing of budgets and agreeing training standards

## 6. Who should be involved?

Health / Social Services / Police (Response Services) / Mental Health / Voluntary Sector for all ages

# Well-being, Independence & Resilience – EC14

## 1. What area should we take forward in collaboration?

Improved sharing of volunteer resources

## 2. How would collaboration add value?

Reduce overload e.g. Social Services Drivers/Transport and Health Drivers/Transport attending different people at the same time and same place – option to use one

## 3. Critical success factors/benefits?

Increased availability of volunteering network

## 4. What will be the output of our work?

Responsive network of volunteers

## 5. Barriers to overcome?

Agreed volunteer roles and whether volunteer would want to do more than one role

## 6. Who should be involved?

Health / Social Services / Police (Response Services) / Mental Health / Voluntary Sector for all ages

# Well-being, Independence & Resilience – EC15

## 1. What area should we take forward in collaboration?

Social Navigation / Community Navigators

## 2. How would collaboration add value?

Sustainable funding if contributed to cross-organisations – wider public *services* would use Navigators to build personal resilience and get individuals connected to their community

## 3. Critical success factors/benefits?

Sustainable funding. Developing a model for Social Navigators to complement existing community connectors to provide more 1 to 1 support to build resilience

## 4. What will be the output of our work?

Resilient individuals / resilient communities / Reduced demand on statutory services for lower level of need

## 5. Barriers to overcome?

Funding

## 6. Who should be involved?

Statutory Services / Police / BCUHB / LA / WAST / Voluntary  
Sector PCC – Police & Crime Commissioner

\*Jen Dutton – Employment Engagement Manager DCC – Working Denbighshire  
Strategy – Continuum Navigation Services



## Well-being, Independence & Resilience – EC16

### 1. What area should we take forward in collaboration?

One Dementia Action Plan

### 2. How would collaboration add value?

Integration of services / prevent duplication of projects

### 3. Critical success factors/benefits?

Knowledge and information sharing

### 4. What will be the output of our work?

None given

### 5. Barriers to overcome?

All doing different projects

### 6. Who should be involved?

All

# Well-being, Independence & Resilience – EC17

## 1. What area should we take forward in collaboration?

CTA – Central Point of Access – Communication: Volunteering / Recruiting

## 2. How would collaboration add value?

Communication and partnerships – networking to share information and good practice across 3<sup>rd</sup> sector and statutory organisations

## 3. Critical success factors/benefits?

Sharing information and resources / avoid duplication / address gaps / collaborate on funding bids

## 4. What will be the output of our work?

Better more cohesive service provision

## 5. Barriers to overcome?

Shortage of volunteers – esp. drivers  
Lack of funding / short term projects

## 6. Who should be involved?

3<sup>rd</sup> sector, voluntary organisations, Councils, Health, Fire & Rescue, Ambulance Service / esp. involve local communities

## Well-being, Independence & Resilience – EC18

### 1. What area should we take forward in collaboration?

Deliver Partnership Training  
(Childhood Transformation Group re ACE)

### 2. How would collaboration add value?

Through partnership training

### 3. Critical success factors/benefits?

Staff capability / organisation capability

### 4. What will be the output of our work?

Education

### 5. Barriers to overcome?

None given

### 6. Who should be involved?

(Childhood Transformation Group re ACE) Public Health

# Well-being, Independence & Resilience – EC19

## 1. What area should we take forward in collaboration?

Access to transport / volunteering

## 2. How would collaboration add value?

Through partnership working  
Share resources e.g. Recruitment, training

## 3. Critical success factors/benefits?

Best use of volunteers.  
Working across organisational and county boundaries

## 4. What will be the output of our work?

Network of volunteer 'car shares'  
More coherent approach to recruiting, training and delivering volunteering opportunities.

## 5. Barriers to overcome?

Always been an issue / public transport / same old solutions  
How to get a shared vision; people want to keep their own volunteers and not share

## 6. Who should be involved?

All

## Well-being, Independence & Resilience – EC20

### 1. What area should we take forward in collaboration?

With older people.

### 2. How would collaboration add value?

Lessen the burden of work, make the work easier, and build relationships.

### 3. Critical success factors/benefits?

Make people more resilient and not dependent on services

### 4. What will be the output of our work?

None given.

### 5. Barriers to overcome?

Rural areas and communities with a wide range of people.

### 6. Who should be involved?

The two councils, 3<sup>rd</sup> sector, Health and Police