

Supporting the community in the pandemic and beyond

Monmouthshire County Council

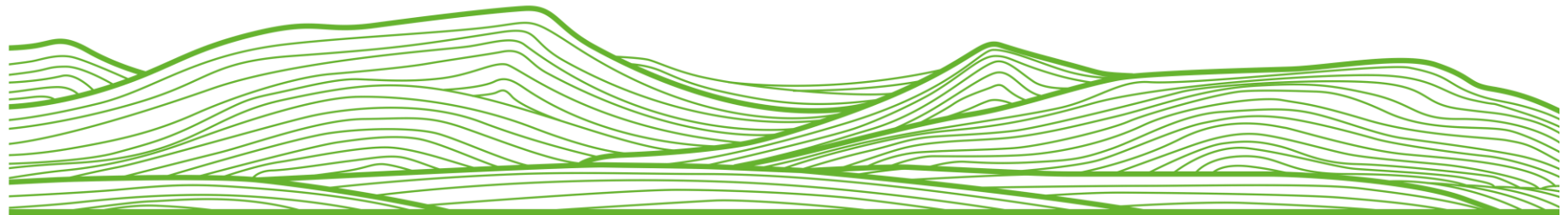


Responding to shopping and prescription requests



Over 80 self organised Covid 19 Community Response Groups delivering shopping and prescriptions ranging from:

- Village groups organising over WhatsApp
- Street monitor groups with each street having an allocated shopper
- Groups organised over closed Facebook groups with public facing page for requests
- Groups organised by town and community councils



Responding to shopping and prescription requests



Mapping community activity

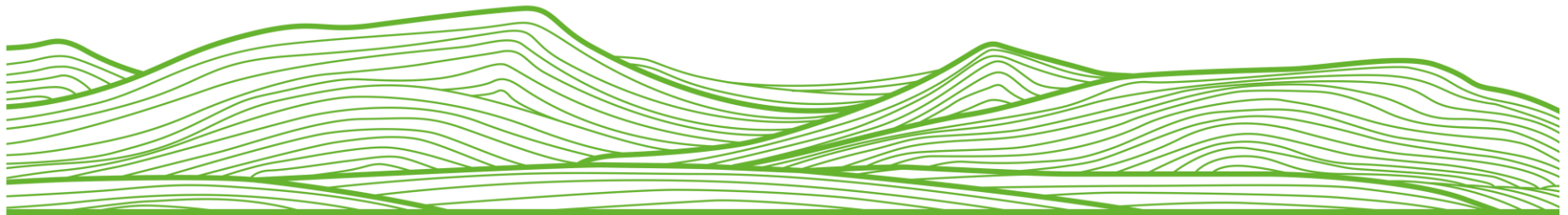
Collaborating with communities to find gaps and trends

Support to help groups overcome challenges

Recognising and growing potential

Gaining access to resources at the council and through partners

We have your back' mantra



Responding to shopping and prescription requests



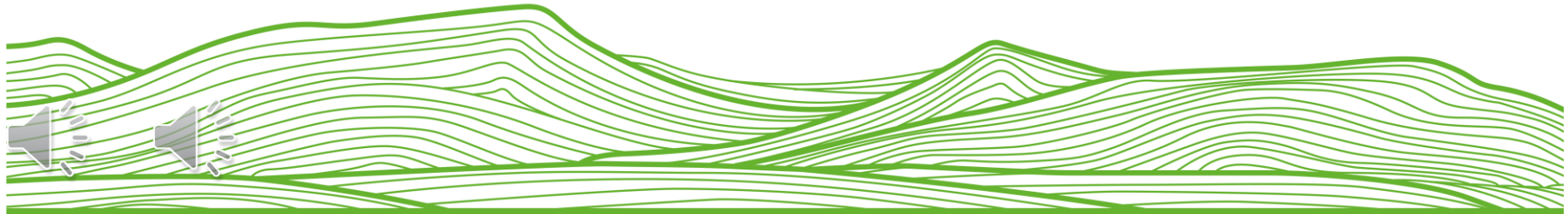
Initially the team was set up to triage people calling for support with shopping before linking them with a community Covid 19 group.

The social worker would check to see if they were known to integrated services, housing or mental health teams.

If they were known to services, sometimes it was more appropriate that an allocated worker supported with shopping

By the very nature of request we were meeting people who were isolated many weren't known to services and many of them were lonely or indicated they needed support in another way.

We were reaching them early – and we were connecting them with grass root, third sector and statutory services



Creating the conditions for more community action



Community Action Networks

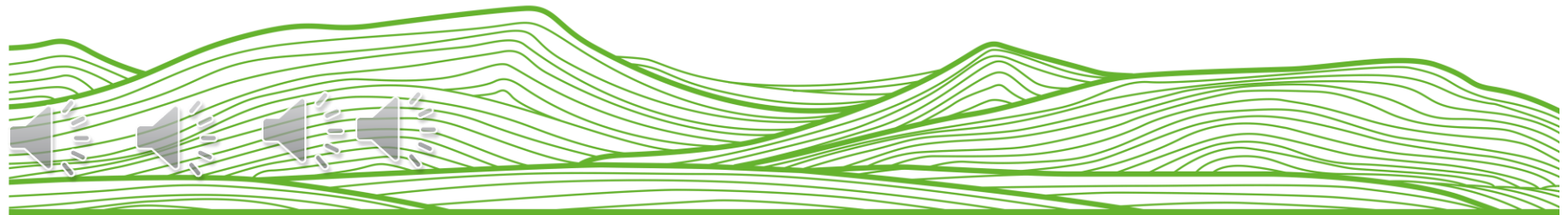
- Acting as a catalyst for community action
- Building on the momentum of volunteering during the pandemic
- Started over zoom and teams
- Connections and Collaborations

Hubs, Spaces and Places

- Provide spaces for people to get together and try out new ideas

Participatory Budgeting

- More recent addition to creating the conditions but focuses on getting community members to make decisions about how money is allocated in the community.



Supporting groups to be sustainable and resilient

Area Leads

Provide bespoke support to community groups

Be Community

Training and mentorship to enable groups to be resilient, compliant and grow sustainably

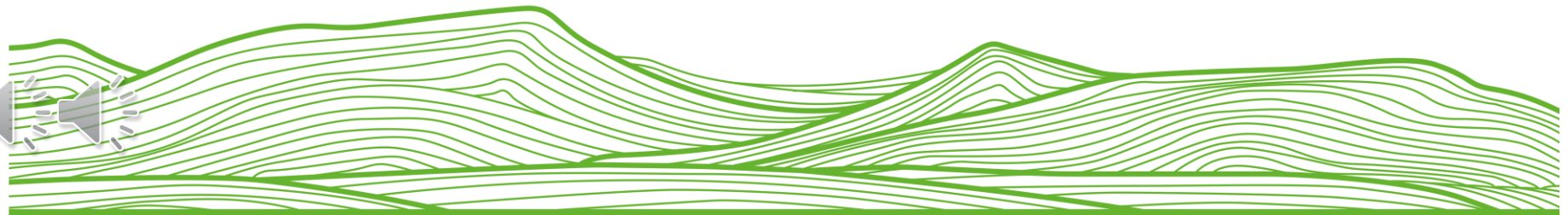
Supporting our community leaders who are often coordinating many other volunteers

Groups build solid foundations to support community members wellbeing increasing opportunity for early intervention, prevention and partnership working with H&SC



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Supporting groups to be sustainable – the Social Work role



Provides operational management of the team wellbeing team

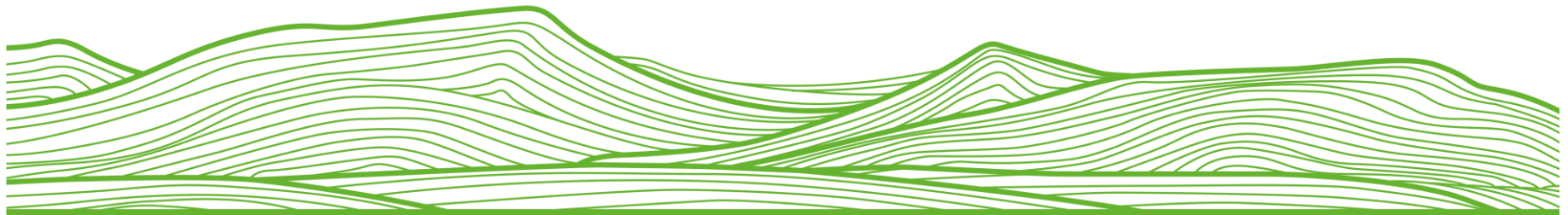
Providing bespoke support to community groups to support individuals

Building relationships and trust with the community

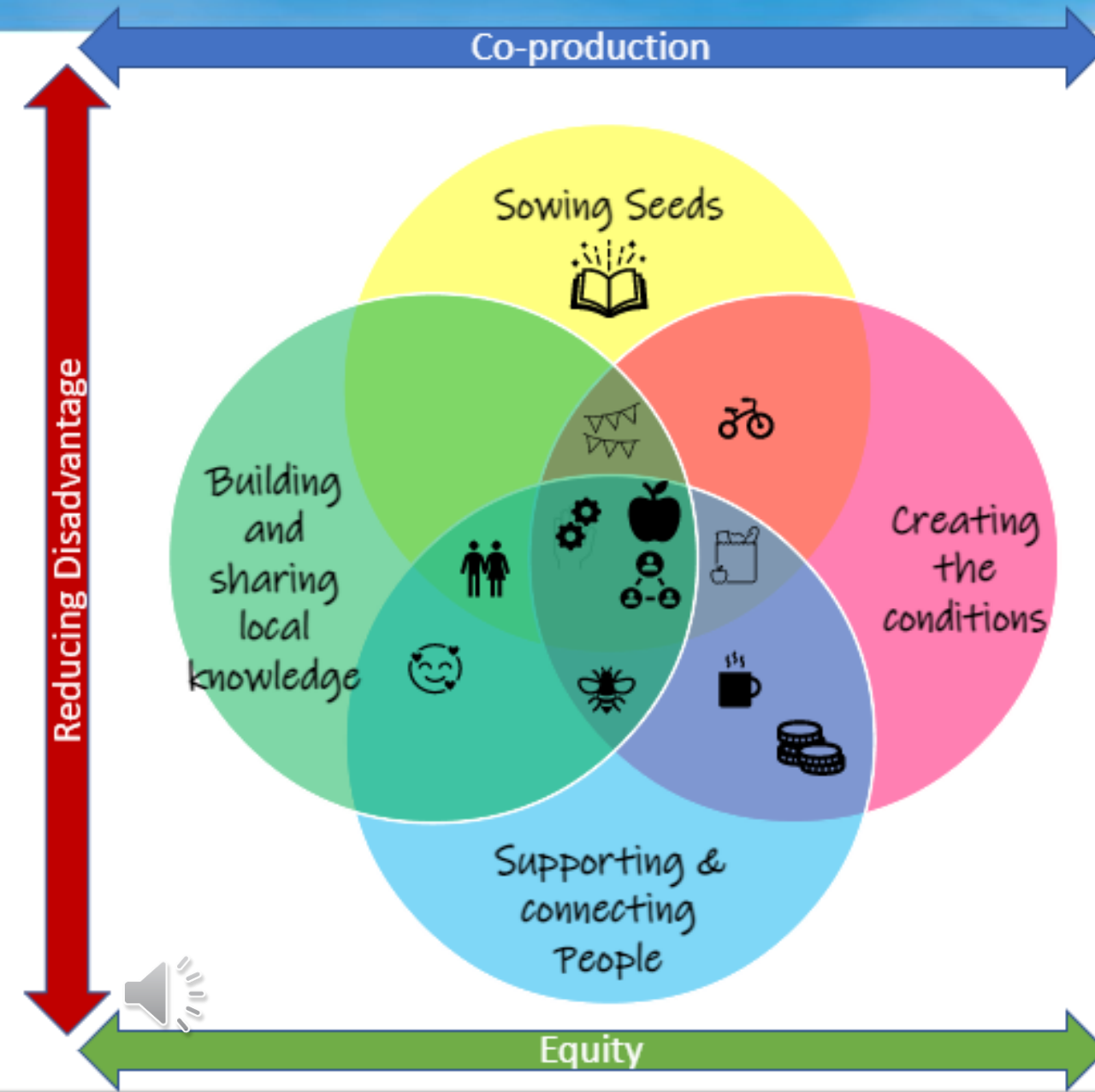
Supporting groups and third sector organisations with safeguarding concerns

Understanding of legislative framework, eligibility criteria and years of experience means Cat knows when something should be referred to more formal services

Leading the approach on coproduction and strength based practice when supporting individuals.



What it looks like now



Some of the things we do:

- Community spaces, e.g. TogetherWORKS
- 'You Decide' participatory budgeting
- 'We are a Community' – resources to inspire action
- Support for volunteers, e.g. Be Community
- Refugee support in communities
- Community-Focused Schools
- A menu of off the shelf projects, e.g. Playing Out
- Community celebrations
- Veterans Hub
- Circular economy, e.g. community fridges
- Community Action Networks



The Wellbeing team now

Who are we?

Wellbeing Team (a "sub-team" of Communities and Social Justice Team)



Catrin Cribb
Social Worker



Paige Baber
Community Links
Coordinator
*South Monmouthshire



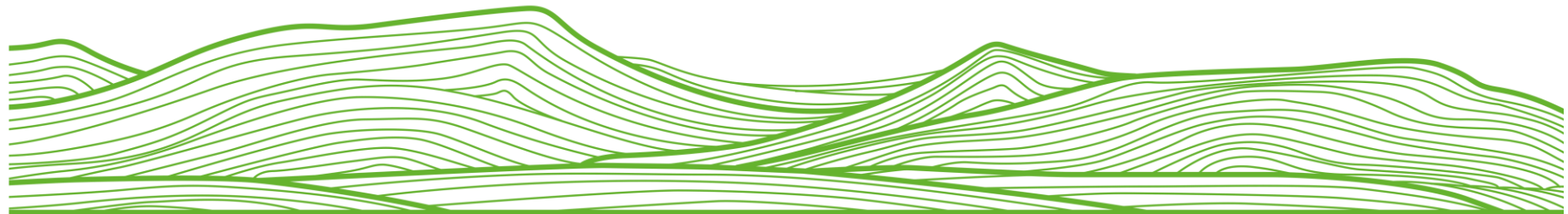
Rebekah Gibson-Nagle
Community Links
Coordinator
*North Monmouthshire



Amanda Smith
Community Links
Coordinator (Ukrainian)
*North Monmouthshire



Hannah Ramsay
Community Links
Coordinator (Ukrainian)
*South Monmouthshire



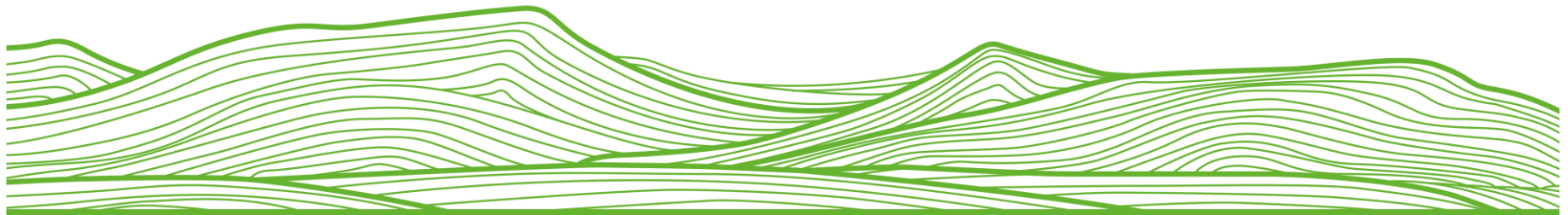
Meet the team

Wellbeing Team

Our remit in March 2020 was to support community groups and volunteers to help shielded members of our community to access food and medication.

More than two years later this has evolved into something very different although there is a consistent aim to address the impact of loneliness and isolation on the quality of people's lives. This runs through everything we strive to do.

How we do this stems from 'what matters' conversations in an endeavour to link people up with things that are meaningful to them and will make a positive difference to them.



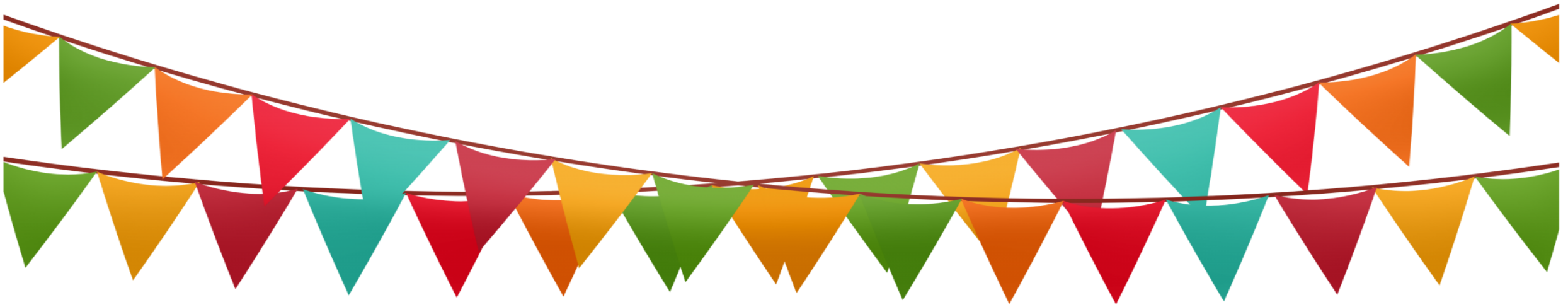
Meet the team

Wellbeing Team

Who do we support?

- **The core:**
 - Social services teams, Contact Centre, Mental health services, Housing Support, Various third sector organisations, MCC Hubs and community spaces such as TogetherWorks and community centres.
- **PPNs (Public Protection Notices)** - sent by emergency services (police, fire service, ambulance) to MCC's safeguarding team. After screening for risk and relevance these are sent on to the Wellbeing Team.
- **Scam victims.** Enforcement agencies send 'suckers lists' to MCC's Trading Standards Team.
- **Ukrainian Refugees and their hosts.** Welsh government send details of Ukrainian people who have been granted visas to MCC's Ukrainian Support Team. We are working with housing support workers to help Ukrainians and their hosts settle into a new life in Monmouthshire while they decide on next steps.
- **Employment and skills.** We are currently in conversation with Employment and Skills to support individuals who have applied for universal credit access a range of activities and groups based on what is important to that person.





Thank you for your time

Any questions?

