

# Caerphilly Public Services Board Annual Report 2018-19



1 - Caerphilly Public Services Board

## Introduction and context

Welcome to the first Annual Report of the Caerphilly Public Services Board (PSB) which demonstrates how we, as public sector and community partners, have been working collaboratively to improve the well-being of the Caerphilly county borough area. We have just completed the first year of delivery of the current 'The Caerphilly We Want' Well-being Plan 2018-2023.

The PSB assessed the well-being of the county borough before developing its Well-being Plan; this involved acquiring a thorough understanding of the data available that relates to well-being, complemented by engagement with our communities and a wide range of groups, organisations and projects currently delivering in the area. Our Well-being Plan has four primary Well-being Objectives:

- Positive Change - A shared commitment to improving the way we work together
- Positive Start - Giving our future generations the best start in life
- Positive People - Empowering and enabling all our residents to achieve their own potential
- Positive Places - Enabling our communities to be resilient and sustainable

To deliver our Well-being Objectives we have set ourselves a programme of work under what we have called our Action Areas and Enablers - these are the steps we intend to take to meet our Well-being Objectives. Each of these has tangible project work that supports our shared aim for a county borough that supports the well-being of current and future generations. You will find more information on progress over the past 12 months for each of the Action Areas/Enablers in the sections below.

For our first Annual Report we are taking an innovative approach by producing it in a digital format, with links to our [Delivery Plans](#) and [performance reports](#) for readers who would like to access a little more information about the PSB and its work. This Annual Report is also available in hard copy and other formats on request.

The PSB is always keen to hear the views of local residents, community organisations and businesses. If you would like to make a comment, ask a question of the Board, or attend a Board meeting, please contact us on [caerphillywewant@caerphilly.gov.uk](mailto:caerphillywewant@caerphilly.gov.uk).

## Best start in life



There is a strong moral and economic case to focus on the early years of life. A growing body of research shows how events and experiences in the first days, months and years of a child's life can influence outcomes later in life.

Partners have collaborated to develop a Delivery Plan which focuses on:

- reducing the impact of Adverse Childhood Experiences (ACEs)
- delivering the Children First initiative
- developing a seamless system of support for families from antenatal to 7 years

Key staff have led nationally and regionally to develop an ACE aware workforce, involving Youth Services, Schools, Social Landlord Housing, Supporting People, Gwent Police, Social Care and Childcare staff.

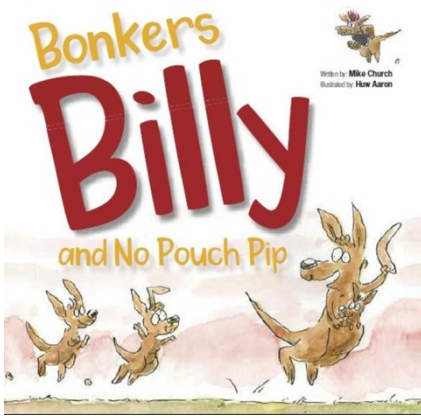
Petra Publishing, under the Caerphilly Parent Network, has worked with groups of parents and carers, to develop children's books to support parents and teachers to talk about ACEs. Books will be provided to all Primary Schools following their ACEs training.

Children First is a way of working with communities to build on their strengths to support children and young people to do well. Focused within two geographical areas, Fochriw and Lansbury Park, there are many successful community led groups and activities. Through evolving Playful Communities, volunteers have completed play work training. Parents said it helped their parenting skills too and gave them confidence for new courses e.g. enrolling for an Access to Nursing and Midwifery course in September.

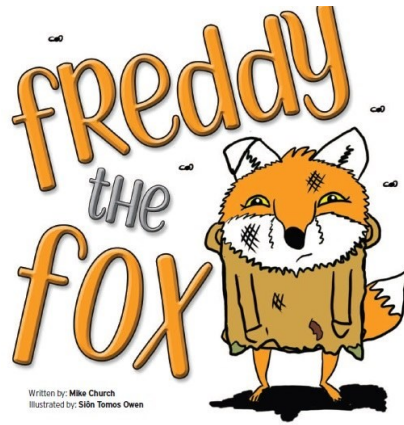
Developing resilient communities is integral to improving outcomes. Specialists 'Boingboing' have worked with community members, parents, staff and managers to develop an understanding of community resilience. We're working together as a community, with people who are keen to be the change they want to see.

Through the Early Years Transformation Programme we are looking at the whole system, to see what families need, currently receive and opportunities to improve structures and services. Working regionally with Blaenau Gwent and Newport, it is exciting to see such enthusiasm from professionals who want to work together to make it better for families.

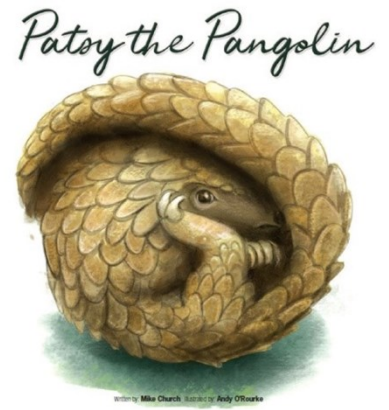




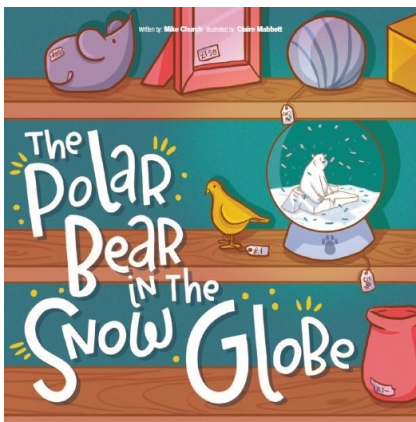
2 - Billy Bonkers book



3 - Freddy the Fox book



4 - Patsy the Pangolin book



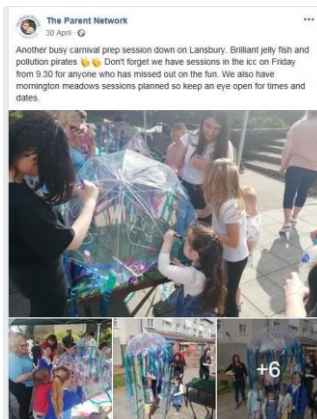
5 - The Bear in the Snow Globe book



6 - Community carnival workshop



7 - Carnival preparation day



8 - Carnival preparation day



9 - Celebrating Women day



10 - Attendees at Celebrating Women day



11 - Pamper session



12 - Pamper session



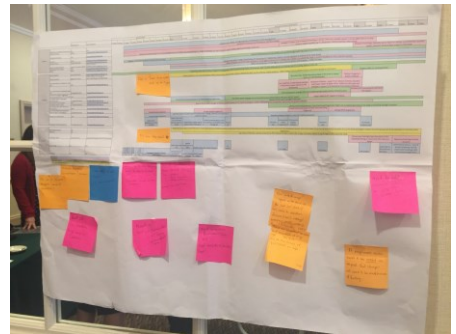
13 - Food hygiene course advert



14 - Kinship Care support group



15 - Regional Early Years Transformation Programme mapping workshop



16 - Mapping exercise



## Apprenticeships



Volunteering and apprenticeships was agreed by the PSB as one of its priority Action Areas. Whilst there are obvious links between the two areas, separate delivery groups have been established to drive progress and make the links between the two areas of work (see next section). In addition, some members of the group represent other Action Areas or Enablers e.g. the Procurement Enabler Lead sits on the group to help ensure maximum community benefits from public sector contracts.

The Apprenticeships Delivery Group met for the first time in October 2018, and continues to meet on a quarterly basis. The group has representation from a wide range of PSB partners including Aneurin Bevan University Health Board, South Wales Fire & Rescue Service, Gwent Police, Natural Resources Wales, Caerphilly CBC, Welsh Government, Groundwork Wales, Coleg Gwent, Coleg y Cymoedd, Gwent Association of Voluntary Organisations, housing associations and the National Training Federation for Wales. The group also includes a number of organisations responsible for delivering the training element of apprenticeship programmes on behalf of Welsh Government, including ACT Training, ALS Training, Educ8 Training and Cardiff and Vale College.

The purpose of the Action Area is to establish an all age apprenticeship programme that meets the future skill requirements of the PSB partner organisations, linked to the future needs of both the local and regional economy. The Delivery Group has developed a Delivery Plan to drive the work of the Action Area over the next four years, and one of the key achievements over the past year has been to establish a Group with the shared goal of increasing the number of apprenticeship opportunities available, in order to reduce levels of inactivity and unemployment amongst local residents.

For more information on apprenticeship opportunities available from PSB partners, please visit the links below:

[South Wales Fire & Rescue Service](#)

[Aneurin Bevan University Health Board](#)



17 - Building apprentice



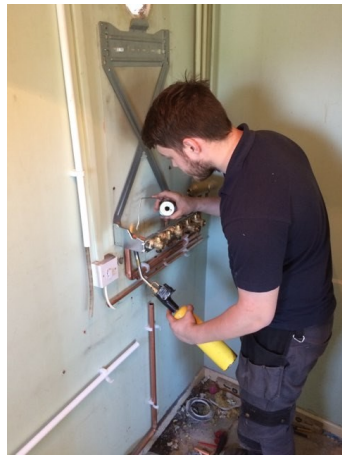
18 - Building apprentice



19 - Carpentry apprentice



20 - Electrical apprentice



21 - Plumbing apprentice



22 - Engineering apprentices



23 - New apprentices



24 - Caerphilly County Borough Council apprenticeships intake 2019



25 - Railway apprentices (Coleg y Cymoedd)



26 - Sporting apprentices (Coleg y Cymoedd)



27 - Business apprentices (Coleg y Cymoedd)



28 - GE apprentices (Coleg y Cymoedd)



## Volunteering



The Well-being Assessment highlighted the importance of volunteering and the role it plays in building the ambitions, aspirations, well-being and resilience of individuals and communities. The benefits of volunteering were identified as the opportunity for people and communities to:

- Gain new skills and knowledge
- Boost their own job and career prospects
- Enjoy a sense of achievement and fulfilment
- Develop personally and boost self esteem
- Enjoy better physical and mental health
- Connect to and better understand your community

The context of austerity and demographic change means that volunteering plays an increasingly important role in contributing to the well-being of individuals and resilient and cohesive communities in Caerphilly county borough. The PSB partners are currently delivering a range of volunteering interventions through their corporate activities. Through collaborative approaches there is an opportunity to scale-up participation in volunteering in the county borough, through an integration of activity defined in a Caerphilly PSB Volunteering Strategy. Activity to date has included:

- Defining the key tasks to be delivered
- Meeting with PSB partner organisations to understand the their corporate volunteering offer, to foster commitment to the Volunteering Action Area and to explore synergies and areas of collaboration across the breadth of the 'The Caerphilly We Want' Well-being Plan 2018-2023, for example with the Apprenticeships Action Area
- Mapping and developing an understanding of the breadth of volunteering in the county borough
- Developing the governance arrangements to support the delivery of the Action Area. For example, a wider stakeholder workshop has been held and a central Core Group has been established - it is anticipated that these two groups will define the governance arrangements moving forward

A Delivery Plan has been developed which will reflect the key existing and emerging work streams that will make further progress in delivering against the Action Area.





29 - Business in the Community community conversation



30 - Blackwood Youth Club first aid skills training



31 - Blackwood Youth Club volunteers



32 - Expert Patient Programme volunteers



33 - GAVO 90th anniversary celebration event attended by HRH The Prince of Wales



34 - Little Voices messy fun project



35 - Tiny Talkers messy with friends



36 - Tiny Talkers group



37 - Volunteering Awards night 2018



38 - Welsh Government corporate volunteering day at New Life Christian Church

## Good health and well-being



The Good Health and Well-being Action Area is taking a whole system approach to improving residents' health and well-being and preventing illness.

Stakeholders have collaborated throughout 2018/19 to develop the Delivery Plan. A host of engagement activities have taken place across the county borough to identify priority tasks and develop opportunities for collaborative working. Several cross cutting themes from these sessions have recently been identified and provide a framework to move forward.

A huge success has been to align Neighbourhood Care Network activities to these priority tasks and establish stronger links.

With a focus on the north of the county borough, innovative ways of working have been introduced to respond to demand and change. These include strengthening the integrated way of working in the North Resource Centre, a new infusion service, specialist mental health practitioners and the introduction of joint surgeries between health, local authority and police colleagues to address housing, debt, employment and community safety concerns.

Further work is ongoing at a pace to develop Health and Well-being Hubs in three further geographical areas across the county borough. Links are being made to the Integrated Well-being Networks programme.

Throughout 2018/19 staff have received training in both Care Navigation and MECC (Making Every Contact Count).

Screening is a key priority and a Screening Champions programme has been developed to increase awareness across Gwent and empower residents to make an informed choice about participating in screening. Programmes to promote immunisations and Choose Well Wales/Choose Pharmacy have been delivered.

Partnership working has been strong in linking this Action Area to the one focusing on Protecting and Enhancing the Local Natural Environment, with projects encouraging use of green areas to improve health and well-being.

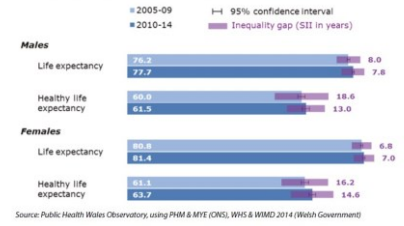


39 - Good health & well-being workshop



40 - Rhymney Integrated Health and Social Care Centre

Figure 28: Comparison of life expectancy and healthy life expectancy at birth, with Slope Index of Inequality (SII), Caerphilly, 2005-09 and 2010-14



41 - Comparison of life expectancy and healthy life expectancy



42 - Screening for Life branding



43 - Tai Chi class



44 - Children playing football



45 - Choose Pharmacy information



46 - Flu Kills information



## Safer communities



Over the last year, partners have successfully embedded a number of approaches suggested in the [Delivery Plan](#) that focus very much on early interventions, to tackle crime and anti-social behaviour within the Caerphilly county borough area.

In January, the Safer Caerphilly Community Safety Hub was created to enhance the way in which partners share information on a daily basis, in a co-location setting. This has been further enhanced through the creation of a fortnightly Partnership Tasking meeting, where all partners identify, problem-solve and respond effectively to identified vulnerabilities and demands within the county borough. This is very much a 'people and places' approach that focuses on repeat victims, prolific offenders, and repeat callers, in addition to crime and anti-social behaviour (ASB) hotspot areas.

The Caerphilly Serious Organised Crime Partnership continues to provide a multi-agency response to serious and organised crime in the county borough. Partner information and multi-agency powers continue to be shared, resulting in a combination of positive enforcement and protecting the most vulnerable. A further Organised Crime Group has been identified through this process and is now actively managed.

The Early Action Together programme has delivered Level 1 Adverse Childhood Experiences (ACEs) training to both Police Officers and staff from partner agencies within the county borough, to ensure that our employees are trauma informed when identifying and dealing with our most vulnerable.

The period has seen the roll out of ASB referral training sessions throughout the county borough, to highlight the early intervention services available and how to refer ASB offenders into the system.

The county borough is currently home to seven active mini-police schemes, which are fun and interactive volunteering opportunities for 9–11 year olds. Children work alongside their local policing teams to tackle local issues in their community through crime prevention initiatives.



47 - Safer Caerphilly Community Safety Hub



48 - Mini Police in their community



49 - Young people patrolling in their community



50 - Arson alert activity



51 - Community safety partners at community event



52 - Littering and deliberate fire setting



53 - Phillipstown's Cando event

## Resilient communities



The 2014 Welsh Index of Multiple Deprivation identified Lansbury Park as the most deprived area in Wales, with 13 other areas in Caerphilly county borough also featuring in the top 10% most deprived category.

This Action Area seeks to find solutions to the issues facing Lansbury Park, and will aim to use the work as a pilot to develop an approach that can also be used in other areas of the county borough, which may be facing similar issues.

In response to these issues a “Coalition for Change Board” was established. It includes representatives from all PSB partners and other key organisations. A Delivery Plan has also been developed to drive the work of the Action Area.

An Academi Wales Graduate was appointed to spend 22 months on a project that will map the services currently delivered in Lansbury Park by the various public sector agencies.

There is a tremendous amount of work ongoing at Lansbury Park and we are starting to see the benefits of the PSB and other partners working together.

Caerphilly Homes has invested £4.4m in undertaking internal works to Council homes in Lansbury Park, and a further £4m has been spent on installing external wall insulation and undertaking associated improvements.

Work is now underway to address the wider environment on the estate, and an Environmental Enhancement Strategy is being developed. The plan includes proposals for a replacement GP surgery and a community hub, and examines opportunities to use the open space on the estate better and to reconfigure parking areas and garages.

A two strand strategy to tackle crime and anti-social behaviour has been established, which focuses on enforcement and engagement. Fortnightly Community Safety Hub meetings are held with partners to prioritise the risks and effectively respond to the risks and challenges around drugs and alcohol misuse, anti-social behaviour and organised crime facing in the area.





54 - Map of Lansbury Park courts



55 - Image of the Estate in 2013



56 - Image of the Estate in 2019 with external improvements



57 - Houses in 2013



58 - Houses in 2019 after improvements



59 - Draft Environmental Enhancement Strategy



60 - Illustrative sketch of potential event space



61 - Potential site of event space viewed from the East



62 - Potential site of event space viewed from The Stretch

## Protecting and enhancing the local natural environment



The high quality and extent of Caerphilly's semi-rural environment is a huge asset to the county borough and all PSB partners. The provision, maintenance and use of these natural assets are challenged by conflicting issues, which the Protect and Enhance the Local Natural Environment Delivery Plan is working to address.

The key aim of the Tir-y-Berth Active Travel Route project is to engage and involve local people in the planning and delivery of improvements to their local environment. The route links homes, schools and work places to improve health and well-being and encourage a better connection to nature.

The Ystrad Mynach Consultation project is looking at how people living, working and visiting Ystrad Mynach perceive and use local green spaces, the barriers to use and potential improvements that could increase well-being in the local area.

The 'Lived Experiences of Climate Change' project focuses on Cwmcarn following last year's fires at the forest. The project aims to link the communities' lived experience into existing decision making to identify opportunities for delivering different solutions to climate impacts in each place. It also aims to influence the required changes to policy and practice to enable Gwent to take the necessary steps towards being climate ready in the future.

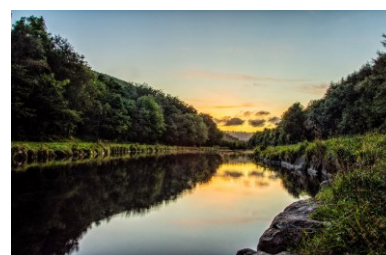
The Green Infrastructure Strategy is being developed to identify and prioritise the network of multi-functional green space in the county borough, which supports the natural and ecological processes and is integral to the health and quality of life of sustainable communities.



63 - Aerial view of Cwmcarn Visitor Centre



64 - Cwmcarn fishing lake



65 - Sunset over Cwmcarn fishing lake





66 - Ystrad Mynach consultation



67 - Ystrad Mynach consultation



68 - Sustainable transport signpost at Ynysddu



69 - Children carrying out a litter pick



70 - Local beekeeper



71 - Children inspecting the bees



72 - Children at the bee house in Ynysddu



73 - Canal clearance



74 - Planting climate change woodlands



75 - Climate diet planting



76 - Fruit tree planting



77 - Guided walk



78 - Children inspecting planting



79 - Volunteers improving the local environment



80 - Insect box in a school



## Managing our assets



Collectively the PSB partners have a huge number of assets and the opportunities for shared use and collaboration must be explored. The Asset Management enabler is focusing on two priority areas of activity via its Delivery Plan:

- Maximise the use and value of all our assets (buildings, land and fleet)
- Work together to reduce our energy usage and increase our generation and use of green energy

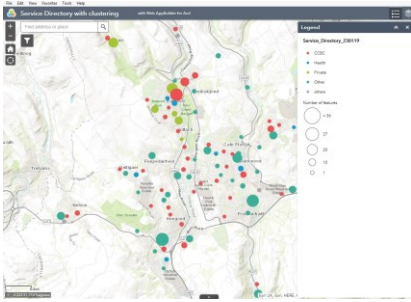
The potential benefits include reduced costs, increased utilisation and efficiency, reduced energy usage, and better cooperation and understanding between partners and an enhanced service to the public.

The Asset Management group have developed an Asset Map highlighting all PSB partners' buildings and their current use, to identify opportunities for shared use.

Funding was secured to undertake a Gwent Regional electric vehicle charge point infrastructure study on behalf of all PSB partners. The aim of the study is to make recommendations for a cost effective, regional approach for electric vehicle charge point infrastructure, which partners can use to inform the development of a regional electric vehicle delivery plan.

Funding was also secured to undertake a Gwent regional fleet review on behalf of PSB partners, to identify which vehicles could potentially be replaced with ultra-low emission vehicles and to identify possible savings with regards to employee travel costs.

We are also looking at opportunities for hydrogen powered vehicles as part of the Welsh Government Smart Living project. Moving forward we will look at the key findings of all three reviews to make progress on ultra-low emission vehicles across Gwent.



81 - Asset map image



82 - Recycling bins in Penallta House



83 - Solar panels at Park Primary School



84 - Outside area at Penallta House



85 - Wind turbine at Oakdale



86 - Sustainable homes in Bargoed



87 - Electric vehicle at Penallta House



88 - Electric vehicle charge point at Penallta House



89 - Family cycling in Maesycwmmmer



90 - Electric bike at Penallta House



## Procurement



Procurement professionals from the PSB member organisations have worked together to develop a Delivery Plan that can bring transformational change to member organisations, in order to support our wider cultural, social, economic and environmental objectives, in ways that offer real long-term benefits to the communities we serve and the people of Wales. Channelled effectively our third party expenditure can bring real change. The group have a shared commitment to improving the way we work together to develop a modern, flexible and innovative approach to Procurement.

Procurement is a strategic enabler, which supports and contributes to other Action Areas, particularly Apprenticeships, Asset Management and Resilient Communities. The Procurement Lead is actively involved with the Apprenticeships agenda and is a representative on the Apprenticeships Delivery Group, and also works closely with representatives of the Asset Management Group in relation to electric vehicles and electric vehicle infrastructure.

Together we will aim to achieve a standardised collaborative approach to:

- Community benefits and/or social value clauses;
- Development of sustainable solutions;
- Support local jobs and infrastructures; and
- Support local supply chains.

A key task for the group is collaboration on spend and to produce a sourcing plan on a Gwent footprint to be aligned with Welsh Government's national approach. This will include the development and engagement with the third sector on possible opportunities, and aligns to the current foundational economy agenda. Adoption of Welsh Government's "Code of Practice" (CoP) on Ethical Employment in Supply Chains is a key task for the group. Organisations are actively adopting/signing up to the CoP and developing their own action plans. Information on this is held via TISC (the Welsh Government's Modern Slavery Act Compliance Tracker).

## What is Procurement?

Shopping



Commercial Enabler



91 - What is Procurement?

## Supplier Development



92 - Supplier development information

## Sourcing



93 - Sourcing information

## Procurement Programme



94 - Procurement programme information



## Communications and engagement



The communications and engagement experts from the PSB member organisations have worked together to develop the way the PSB communicates and engages with the communities of the county borough. Through the Delivery Plan we have developed the PSB's website, social media presence and identity.

As a relatively new organisation general awareness of the activity of the PSB and the Well-being of Future Generations legislation is quite low. Our first awareness survey showed that we have more to do to demonstrate the positive and tangible projects that are being delivered in our communities, and to emphasise that these projects are delivered through the collaborative work of the partners on the PSB.

The PSB is very keen to maintain the ongoing dialogue with communities that started when we developed the Local Assessment of Well-being, where events were held across the county borough to establish what was important to communities, and what local residents and businesses felt the PSB should focus on to secure the well-being of current and future generations. The PSB see the involvement of communities as being central to its delivery, and has made its work as transparent as possible through its open meetings and the accessibility of its performance reports.



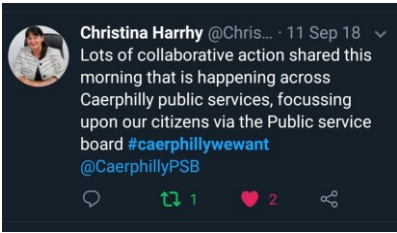
95 - Caerphilly PSB Twitter profile



96 - Tweet from Superintendent Nick McLain regarding engagement meeting



97 - Engagement meeting with community members



98 - Tweet from Christina HARRY following PSB meeting



99 - Tweet from Mererid BOWLEY (ABUHB) regarding Early Years partnership working



100 - Caerphilly Youth Forum presenting to the PSB



101 - Engagement at Play Day event



Erklären Sie sich das Bild: Please explain your drawing to us:  
*In 25 years, despite how the world is getting worse, I wish every body is given a chance to live in a clean, safe and healthy environment!*

102 - A child's view on what the county borough should be like in the future



103 - Engagement activity at Caerphilly Big Cheese



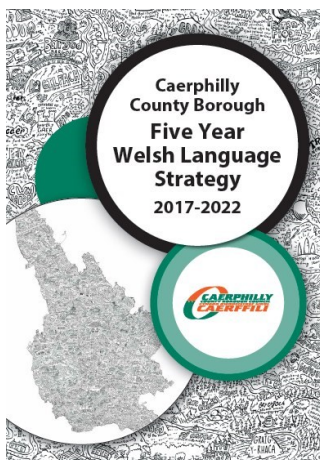
## Welsh language and culture



The PSB has been very keen to support and promote the use of Welsh within the county borough area. Menter Iaith has been a key partner in developing 'The Caerphilly We Want' Well-being Plan 2018-2023 and the Well-being Assessment, by facilitating the voice of Welsh speakers in their development. Menter Iaith also assist with the Board's communications and engagement work, and help to support volunteering through the medium of Welsh, as well as supporting Welsh learners.

The Board reviewed the Welsh language programmes of all its members organisations, to ensure that the needs of Welsh speakers were being met, and has since formally adopted the local authority's 5-year Welsh language strategy for the county borough, which sets an ambitious target to increase the number of Welsh speakers by 3% by 2022.

Third sector Welsh language organisations are assisting the Board members in delivering the actions in the strategy to improve services for families, children, communities, the workplace and improving infrastructure. By working with the voluntary sector the Board is assured that it has the best expertise and capacity to assist it in its important task of making Welsh an everyday part of the culture of the area.



104 - Welsh Language Strategy 2017-2022



105 - Menter Iaith directory



106 - Supporting businesses to use the Welsh language



107 - Ffilifest 2018 poster



108 - People enjoying Ffilifest 2018



109 - Children dancing at Ffilifest 2018



110 - Performers at Ffilifest 2018



## Looking at the future



During the process of developing the Local Assessment of Well-being, the PSB became aware that there were some gaps in our knowledge in relation to what the Caerphilly county borough of the future might be like. For some topics (such as health and climate change) we know quite a lot about what problems our residents or the environment might face in the future, unless we make some changes to the way we all live our lives and use our surroundings. However, this is not so clear for other topics we needed to look at.

As a group of Gwent PSBs we decided to commission some research collaboratively, to help us to better understand some of the longer term issues and disruptors that may impact on current and emerging trends and the uncertainties around them. Ash Futures Ltd were commissioned to undertake this work on our behalf, and also to undertake a 'Future Scenarios' analysis for the Gwent area.

The result of this work was a set of three key outputs, which can be found on the Caerphilly PSB website:

- A [horizon scanning report](#) which includes detailed subject scans linked to ten broad themes
- A [horizon scan summary report](#) which provides a more succinct summary of the key issues
- A [scenarios report](#) which uses the horizon scans to identify the key drivers and uncertainties facing Gwent over the longer term

A launch of the 'Gwent Futures' work took place at Rodney Parade in Newport in November 2018, which was attended by senior officers and Elected Members from across the public sector in Gwent and beyond.

Following this PSB workshops took place in each of the five local authority areas in Gwent, in order to focus on the local context. These were facilitated by Ash Futures, and the purpose was to help PSB partners to consider the implications of the Gwent Futures work in the context of the delivery of 'The Caerphilly We Want' Well-being Plan 2018-2023.

Ash Futures also facilitated a workshop session with the Caerphilly 'Futures Scenarios' group, in order to increase awareness the findings from the research, and to start integrating this new intelligence into project and service delivery.

The information gathered during these three workshops sessions will be used to help the PSB to develop their response to the issues highlighted as we work to deliver the Well-being Plan and beyond.



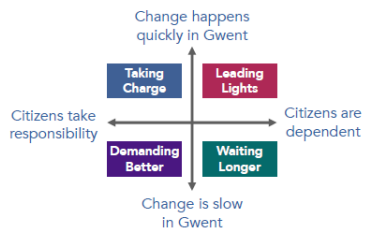
111 - Horizon scanning report by Ash Futures Ltd



112 - Summary horizon scanning report by Ash Futures Ltd



113 - Scenarios report by Ash Futures Ltd



114 - Gwent Futures scenario matrix



115 - Gwent Futures Conference



## Measuring our progress



In March 2015 the National Assembly for Wales approved the Well-being of Future Generations (Wales) Act 2015, helping place Wales on a more sustainable path towards achieving well-being. The Act put in place seven Well-being Goals for Wales. These were for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language.

If we are to collectively achieve these Well-being Goals, there needs to be a way of measuring, at a national level, what progress is being made. Therefore, a set of 46 national indicators (as required by Section 10 of the Act) were put in place to measure progress for the whole of Wales. The latest progress report on 'Well-being in Wales' published by the Welsh Government can be accessed [here](#).

The work undertaken via the 'The Caerphilly We Want' Well-being Plan 2018-2023 also takes into account the national indicators, and where appropriate these have been included in the relevant Delivery Plans for the individual Action Areas and Enablers. The work of the PSB will contribute incrementally to the long term vision of the Wales we all want, and the Well-being Plan lays out how we plan to do this in the first five years.

The PSB considers the performance of the Action Areas and Enablers at each of its meetings, and short update reports are provided by the PSB Champion. More details of the performance reports can be found [here](#).

In addition, the Partnerships Scrutiny Committee within the local authority scrutinises the work of the PSB, including the progress of each Action Area and Enabler against their respective Delivery Plans. More information on the work of the Committee can be found [here](#).

## Contact Us



If you have any comments to make regarding the contents of this Annual Report, or in relation to the Caerphilly PSB more generally, please contact us as follows:

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