

# **Carmarthenshire Public Services Board**

## **MECC (Making Every Contact Count) / Hwb Task & Finish Group**

### **Well-being Objective: Tackling Poverty and its impacts**

#### **Key steps:**

- In the short term, to research, analyse and prepare insight on the opportunities and barriers in terms of Making Every Contact Count across PSB (Public Services Board) organisations.
- To prepare clear proposals for approval by the PSB and co-produce approaches to improve Well-being and demonstrate our contribution to the Five Ways of Working.
- To research, analyse and prepare insight on the opportunities and barriers in terms of the Hwb.
- To prepare an insight of the key challenges facing our residents and communities, with specific consideration of those facing socio-economic disadvantage and protected groups.
- To consider organisational approaches to tackling poverty and any action plans which are being developed / have been approved.
- To prepare clear proposals for approval by the PSB and co-produce approaches to improve Well-being and demonstrate our contribution to the Five Ways of Working.

**Group Members: Deina Hockenull, Sian Rees-Harper, Aled Griffiths, Joanne Phillips, Trina Nealon, Hannah Davies, Anna Bowden, Kelly White, Llinos Evans & Lisa Lewis**

## Action Log

Action Ref	Summary of Discussion & Date discussed	Action & Timescales	Owner	Update
1	A piece of work considering whether we are making the best use of contacts and resources across our Carmarthenshire partner organisations would be beneficial to assess the current practices and understand how we can better develop opportunities for collaboration – September 2023	Undertake a task and review piece of work of the current practices in place in relation to making every contact count. To identify and action opportunities to build on advice services and support for residents by developing opportunities for collaboration across PSB organisations – September 2023	PSB	The group has been established and meetings have been set up for a six-month period when a report will be produced including recommendations and put forward to the PSB. Two meetings have already taken place with the group fully committed to making every contact count.
2	It was noted that it may be beneficial to establish a task and finish group to assess whether we are making the best use of all contacts throughout Carmarthenshire Partner Organisations – October 2023	Seek nominations for MECC Task and Finish Group – October 2023	PSB	A MECC task and finish group has been established and the meetings have commenced. We are still seeking nominations from CAVS to assist on this group. Some members have been added to the group as the work has progressed.
3	There is already a national MECC programme in existence with Public Health, it may be worth investigating to see what these standards are and whether we can adopt any of these practices so that we comply with the national standards – 19 December 2023	Investigate the national MECC standards already in existence and assess what these to entail to determine whether it would be beneficial for us to adopt these standards - January 2024	Trina Nealon	The national standards have been investigated and reported back during the January 2024 meeting. The national standards are quite onerous and require a significant amount of dedicated resources (staffing and finances) to work towards and achieve accreditation. It has been agreed that we will investigate further to ascertain whether there are elements of the national standards that we may be able to adopt.
4	It would be useful as a starting point to understand the current links we have in place between organisations including Establish referral processes and what type of client base each organisation reaches by	To map the current practices in place within the organisations to understand where current practices are working and Where there are opportunities for us to improve links between partners - 8 <sup>th</sup> March 2024	All	A template has been sent out to all members of the MECC task and finish group with responses due to To be received by the 8th of March 2024 whereby the information will be collated and reviewed.

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	undertaking a mapping exercise – 19 December 2023			
7	Training is provided at present by MWWFRS for Home Security checks and this may be something that can be provided to other organisations which could assist with contacts and providing information to residents.	Home safety checks training to be investigated further to see whether this can be shared amongst the group – February 2024	Joanne Phillips	Currently under review and will be reported back to group members at the next MECC meeting.
8	During emergency situations it can be difficult for people to know who to contact and what to do. At these times people need access to support quickly and without having to speak to many different people. It may benefit residents if there is a way, we can link together to coordinate contacts between organisations in a way that is simpler and better in times of emergency – 31 January 2024.	Investigate whether there is a way we can coordinate links and contacts between organisations in a more efficient way for Carmarthenshire residents when faced with emergency situations – February/ March.	Deina Hockenhull & Hannah Davies	Group members are assessing whether there is potential to make better contacts and links between organisations in emergency situations and will feed back any findings or conclusions to the group.
9	NRW currently have information relating to flooding links, which may be beneficial to other organisations for reference in emergency situations.	Ensure that the Flooding links information is sent over to the correct group members to assist with information sharing and creating links - February 2024.	Hannah Davies & Deina Hockenhull	The information is being collated and will be sent over to the necessary group members as appropriate.
10	It would be useful if all organisations share when they have events/ roadshows planned so that all organisations are aware of what is happening and when to increase presence of partners at such events – 31 January 2024	Calendar of events to be provided from each organisation – February/ March	All	Group participants have been reminded to provide a calendar of events so that this can be circulated to the group.
11	To investigate the current accredited MECC Training that is available and whether it would be appropriate for	Re-circulate the link to the Level 1 training module (LL) – 27 February		Training to be reviewed to see what it entails and the findings to be reported back at the next MECC meeting in February.

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	members of our organisations to undergo this training – 31 January 2024	Consider if the Level 1 module can be made available to Hwb staff (SR-H) – 27 February		Training reviewed and Level 1 MECC completed. Comprehensive module which is easy to follow and would be worthwhile for front lined practitioners who are able to have health-based conversations with clients / members of the public.
12	It may be beneficial to have a joint web presence so that everyone is directed to the correct information and organisation without needing to look at individual organisations – 31 January 2024	Continue to review whether it is possible to implement a joint web presence - ongoing	All	This is something that will be explored during the remaining meetings.
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## Completed

5	As part of the national accreditation, it may be useful to get someone to come along and discuss the process involved and provide a more comprehensive understanding of what is involved – 19 December 2023	Investigate whether it may be beneficial to invite someone to talk to the group about the national standards and accreditation requirements – January 2024 meeting	Lisa Lewis & Trina Nealon	On further investigation into the national standards and the accreditation process, it was decided that this avenue would be too time consuming and costly and therefore the decision was made to simply report back to the group on the national standards and the accreditation process rather than invite anyone along to the next meeting.
6	There is some form of mapping work ongoing within social prescribing who are looking at a similar theme, it may be beneficial to contact someone within the department to see if we can link up and share findings – 19 December 2023	Contact a member of the Social Prescribing team and see whether they can share their work with the group and potentially join the group – January 2024 meeting	Lisa Lewis	Kelly White has been contacted and is now set to join the group and attend the meetings moving forward. Whilst no mapping has been undertaken, we can share a number of pieces of work and the Social Prescribers liaise with a large number of people which will be invaluable to the group.