

# TeamCaerphilly BETTER TOGETHER

Issue 1 May 2020



## TEAM CAERPHILLY COVID-19 RESPONSE

Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.  
This document is available in Welsh, and in other languages and formats on request.



# Welcome to Team Caerphilly

Welcome to the first edition of the 'Team Caerphilly' newsletter. This edition features a brief insight into the work that has been taking pace across the authority to support the community during the Corona Virus outbreak. When we updated you about all things Team Caerphilly at the start of the year, we mentioned that we'd be exploring more and new ways to keep you informed and updated. This brand new newsletter is one of the ways we'll be able to share news, updates on transformation, share stories from our colleagues, highlight staff achievements and much more... well, as much as we can pack into each edition anyway! We hope you like it and find it useful. So where are we at currently? Here's a couple of short updates to start us off from the Leader, Cllr Philippa Marsden and the now permanent Chief Executive Christina Harry.

This edition of the Team Caerphilly newsletter just gives a snapshot of the absolutely outstanding response to Covid-19. It has been really something special to see how the Team Caerphilly workforce has supported each other and the wider community to cope in this hugely challenging time.



Every department has stepped up and pulled together to make the smooth running of all of these operations a resounding success. Staff have been redeployed to areas that are completely different to their normal working environment and have performed admirably.

I am so proud of each and every member of Team Caerphilly, what has been achieved in just a few short weeks is fantastic. I know we will come out of this stronger than ever and ready to face any challenges that come our way as both council and a community.

**Cllr Philippa Marsden**  
Leader of the Council



This is not quite the first edition on the Team Caerphilly newsletter I had originally planned to release, but it is certainly one that I am very proud of. Nothing could have prepared us for the challenges we had to face during this Coronavirus Pandemic, but I can say with



hand on heart that I have never been more proud of Team Caerphilly both the workforce and the wider community, I hope you all feel equally as proud of yourselves and your colleagues and neighbours for how we have mobilised to support our community. We won't have enough room to mention the efforts of every team in this edition but rest assured that I am receiving updates from every Head of Service and Managers twice a week and responding to as many people as I can on my social media channels who are so full of praise for your efforts. We are also hoping to continue to strengthen our relationship with community groups and showcase their amazing efforts in the coming weeks.

I hope everyone is managing to see my twice weekly updates via emails, if not please get in touch with the Communications Team who will ensure you receive them in the future.

**Christina Harry**  
Chief Executive

# School hubs

Thank  You



Islwyn Cosmic Yoga



Bedwas High



Rhiw Syr Dafydd Primary School



St James' Primary School



Idris Davies School

The announcement was made on the afternoon of the 18th March that schools would close. In the 24 hours that followed colleagues in education worked with headteachers and managed to secure 12 hubs to look after the children of key workers. Since then a further 7 sites have been added.

The 10 schools have had to transform the way that they operate, work closely with staff from Flying Start, Health and Safety and catering, to name but a few, not only to operate in a new way but to do so safely within the restrictions set out by Welsh Government.

They have been doing some creative and exciting projects with youngsters while their amazing parents are out there on the frontline keeping us safe!



Islwyn Oakdale



Blackwood Primary



St James' Primary School



Risca Community Comprehensive

The hubs even continued to operate over the Easter period to provide essential childcare for the children of key workers.

**All the hubs can be found on twitter – check out their amazing activities...**

# Free School Meals

Thank  You

More than 5,000 children in the county receive free school meals and when the school closures were announced the team sprang into action to create a home delivery model to continue to feed these children during the national health crisis.

An online form was quickly created and the demand has grown over recent weeks with more than 70% of those claiming now receiving home deliveries.



More than **100,000 meals** have been delivered so far.



Every week an army of staff join together with local suppliers, the Real Curry Company, Castell Howell, Woosnam Dairies, and WR Bishop to pack 5 frozen meals, 5 desserts, fruit and veg boxes and bread and milk for the home delivery service.

A fleet of 52 vehicles are delivering the meals made up of all services across the council including Sports Development, Caerphilly Adventures, Housing, Health and Safety, Environmental health to name but a few...



# Doing things differently... Thank You

It became clear after Welsh Government announced the closure of schools that services needed to act quickly and prepare to start home working and redeploying staff to support the community during this time.

The IT Team were able to act fast and began testing networks and preparing a whole host of support packages for remote working.

Over the first few weeks the team managed to;

- **Configure and distribute 276 laptops**
- **Set up 93 laptops during a 3 hour clinic**
- **Dealt with 816 remote access requests**
- **Configured 74 phones**
- **Issued 1,100 teams licences and supported the use**

Those who were unable to work from home were quickly mobilised to assist with the Covid-19 response services...



**THE HOUSING TEAM** set up a dedicated Financial Helpline for residents concerned about the impact of Coronavirus on their finances and also began helping make deliveries and make tenant welfare calls.



**THE FACILITIES TEAM** began delivering PPE to social care staff.



**THE COMMUNITY REGENERATION TEAM** set up a temporary system to support local food bank provisions. The new system includes a central referral point and phone line managed by the team. The team is also responsible for issuing food bank vouchers, coordinating donations and managing deliveries.



**THE FINANCE TEAM** have been responsible for issuing business grants.



**THE ADULT EDUCATION TEAM** began delivering necessities to school hubs such as toilet roll, hand towels and soap, donated by Primary Schools around the borough.

# Community Response

Thank  You

The Service Improvement and Partnerships team joined forces with colleagues from Social Services, Volunteering and Housing to develop, manage and oversee the MAMMOTH community response effort.

Having written to over 76,000 households to establish where vulnerable residents needed support (where they had none from family, friends or neighbours), the team are now helping ensure that over 1,400 vulnerable residents have the support they need while they self-isolate.



The success of this initiative is thanks to the 600+ amazing council volunteers/staff members, who have been paired up with vulnerable residents – and are helping support them with tasks such as shopping for essential items, posting mail or with friendly phone calls to stay in touch. The feedback from the community response has been truly humbling – with thanks and comments received from concerned (and very grateful) family members from as far away as Paris and Massachusetts.

As well as overseeing this, the team have also helped facilitate the fantastic community efforts – producing and circulating over 50,000 'good neighbour' cards to encourage members of the public to do their bit by checking in regularly on their neighbours.



The team are also working to make sure that Welsh Government's food parcels reach those who are eligible and wish to receive them, and through working alongside the Infrastructure team, are helping support community pharmacies across the area with extra prescription delivery capacity. Team Caerphilly at its very best!

# Critical services

Thank  You

Our social channels have been bursting at the seams with messages from grateful residents. The refuse and recycling team have had beautiful rainbow paintings attached to bin lids and social care staff have had kind donations and cards and even some easter eggs.

THANK YOU!  
DIOLCH!



The HART Team

THANK YOU!  
DIOLCH!



Registrars Team



The Care Home Singers

THANK YOU!  
DIOLCH!



Support Services



THANK YOU!  
DIOLCH!



Customer Services and IT Team