



Innovative Practice Conference 2024 Report

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One Voice Wales Innovative Practice Conference 2024

‘ADDRESSING THE DIVERSE NEEDS OF OUR COMMUNITIES’

Wednesday 3rd July 2024

10:15am - 3:45pm

‘Hafod a Hendre’,

Royal Welsh Showground, Llanelwedd

Shelley Davies,
Deputy Director, Health
& Social Services Group,
Welsh Government

Rachel Bowen, Director
of Policy, Older
People’s Commissioner
for Wales

Brian Brookes,
Clear
Insurance

Councillor Tom Moses,
Project Leader
CWBR Youth Project,
PLANED, Pembrokeshire

Emma Goode,
Cost of Living Crisis
Project Manager,
One Voice Wales

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The Chair's Welcome

Cllr. Mike Theodoulou



Cllr. Mike Theodoulou, Chair of One Voice Wales, officially opened the conference by giving a warm welcome to the audience, thanking them for their time and presence at this popular annual event. He commented that there were a number of new faces amongst the audience, some councils being represented for the first time, and he would look forward to meeting as many delegates as possible during the day.

He thanked the staff at One Voice Wales for preparing such a great agenda and programme for the day, which included a number of important keynote speakers and presenters that he looked forward to hear with anticipation.

He urged everyone to participate fully, to engage, to learn and to share their experiences with others during the day; he stressed the importance of sharing the experiences and learning by taking key information back to their respective community and town councils following the event.

The conference was all about innovative practice, and this year's title was 'Addressing the diverse needs of our communities', so he urged delegates to put their communities first, to prioritise their residents by listening to their needs, to gain as much knowledge about the good practice examples that local councils are delivering across Wales, and to promote those experiences within their own villages and towns.

Without further ado, he introduced Lyn Cadwallader, Chief Executive of One Voice Wales to set the scene for the day.

Setting the Scene

Lyn Cadwallader, Chief Executive



“Welcome to the One Voice Wales Innovative Practice Conference 2024, to our guests, supplier organisations, exhibitors, sponsors and delegates, including new Clerks and Councillors attending this thematic conference for the first time.

I hope you find today’s conference informative, stimulating and thought-provoking; we hope you will learn about some great examples of best practice led by community and town councils which is happening across Wales and share these ideas and concepts with your own councils; we hope by attending our conferences that it will help your councils to deliver new and improved practices within your own communities.

It is great to see so many of you engaging with this year’s Innovative Practice Conference. We have a great line-up of guest speakers who have given up their time to contribute to this morning’s agenda, and we sincerely hope you will relay what you have learnt to your fellow councillors when you hold your next council meetings. We have also lined-up an exciting list of top quality presenters and facilitators for the afternoon’s Break-out Sessions, which always proves to be an enjoyable and interesting part of the day for delegates.

This conference also highlights the positive outcomes achieved by the organisation on behalf of our member councils during 2023-24. Our team of staff are on-hand throughout the day to facilitate any queries, we have a new Stand where delegates are welcome to leave their contact details if they would like a copy of certain Guides and publications, and we are excited to launch our new information and promotional video which we hope helps to explain the range of services that we can provide to councils, as we celebrate our 20th birthday this year.

We are currently at a record high in terms of our annual membership, with 92% of Welsh Councils in membership, and we continue to promote the benefits of being a member of One Voice Wales in order to add strength to our committed support to face the future challenges within the sector, as well as promote further opportunities as we embark on new thematic areas of work in the coming year.”

Lyn Cadwallader, Chief Executive, One Voice Wales

**One Voice Wales Innovative Practice Conference
Wednesday 3rd July 2024
Hafod a Hendre, Royal Welsh Showground**

Agenda

‘ADDRESSING THE DIVERSE NEEDS OF OUR COMMUNITIES’

09:30–10:15 Registration and Exhibition

10:15–10:20am Welcome: Cllr. Mike Theodoulou, Chair of One Voice Wales

10:20–10.30am ‘Setting the Scene for today’s Conference’ -
Lyn Cadwallader, Chief Executive of One Voice Wales.

10:30–11:00am ‘The changing needs of communities and the role that community and town councils can play in addressing the diverse needs of communities’ - Shelley Davies, Deputy Director (Futures and Integration) Health and Social Services Group, Welsh Government

11:40-12:00pm Short Break

12:00-12:40pm ‘Engagement with young people and accounting for their needs in service provision’ - Cllr. Tom Moses, Project Leader CWBR Youth Project, PLANED

12:40–1:20pm Lunch and Exhibition

1:20–2.00pm ‘Risk Assessment: the requirements in relation to insurance including legal expenses cover’ - Brian Brookes, Risk Manager, Clear Insurance

2:00–2:30pm Amid a Persistent Cost of Living Crisis: What support is available to councils to meet these major community challenges - Emma Goode, Cost of Living Manager, One Voice Wales

2:30–2:40pm Short Break

2:40–3:25pm Breakout Groups:

Community Wellbeing and Resilience (Youth) in Pembrokeshire – What Works?
Councillor Tom Moses, Project Leader;

Cost of Living Crisis and its impact on local people throughout Wales -
One Voice Wales Cost of Living Team;

Effective Engagement with all sections of the community - Blaenavon Town Council;

Addressing the needs of older people - Rachel Bowen and Sion Evans,
Older People’s Commissioner Team.

3:25-3:45pm Plenary Session – To receive short feedback reports from
leaders of Breakout Groups

4:00pm End of Conference

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It was a pleasure to sponsor the One Voices Wales Annual Conference at the Royal Welsh Showground. My colleague Kim Moss, who is a part of a team of advisers looking after Councils across the UK, and I were delighted to meet so many Councillors and Clerks from Community and Town Councils across Wales.

At WorkNest we are the established leader in providing Employment Law, HR and Health & Safety support services to local councils with well over 200 councils engaging us directly for hands on support. We also have a valued partnership with NALC together with a number of CALCs, enabling all member councils across the UK to have access to advice via their County Association. We are delighted that One Voice Wales has recently subscribed to this service. Partnering with One Voice Wales means we are here to help you achieve safe, legally compliant and productive outcomes.

WorkNest's proactive and personalised service comes with pragmatic advice and innovative digital solutions delivered by highly motivated, committed and qualified professionals. Support is designed to help prevent problems, resolve issues that may arise and ensure regulatory compliance, so that you can focus on what you do best!

We hope to speak to some of you over the coming weeks and months to support you with all things Employment Law, HR and Health & Safety.

Peter Murphy – Regional Business Director and Partnership Manager



Specialist advice and support for One Voice Wales members



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WorkNest is the approved provider of Employment Law and Health & Safety services for One Voice Wales members. Our personalised, proactive and pragmatic support enables councils to meet their responsibilities confidentially.

We are the established leader in providing advice and assistance to local councils with over 200 council clients engaging us directly for hands-on support. We are also trusted partners of NALC and a number of CALCs, providing advice exclusively to members. Our support is designed to help you prevent problems, resolve issues when they arise, and ensure regulatory compliance, so that you can focus on what you do best.

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“We can absolutely recommend WorkNest. The availability of professional support gives us the confidence to meet the demands of implementing local authority policies and procedures.”

Brandon Town Council

Shelley Davies, Deputy Director for Futures and Integration, Health and Social Services Group, Welsh Government



“Building community capacity to support better health and wellbeing for people”.

The vital role town and community councils can play as the bridge between statutory services and communities

Knowing and understanding their communities and identifying people who need extra support,	Informing people and communities about healthy lifestyles, services, and opportunities	Advocating for their communities	Empowering people and communities to have their voices heard (Forums, Surveys, Llais Cymru etc.)
Shaping strategy	Co-ordinating people, organisations and resources	Facilitating activities or other organisations or groups	Partnering with other local organisations
Providing services/opportunities to promote good health and wellbeing	Enabling access to services and activities through volunteers, transport, accessibility	Respond in crisis as they did during Covid 19	Share learning and ideas

“Creating a national Integrated Community Care System for Wales”

A Healthier Wales (2018 – 2028)

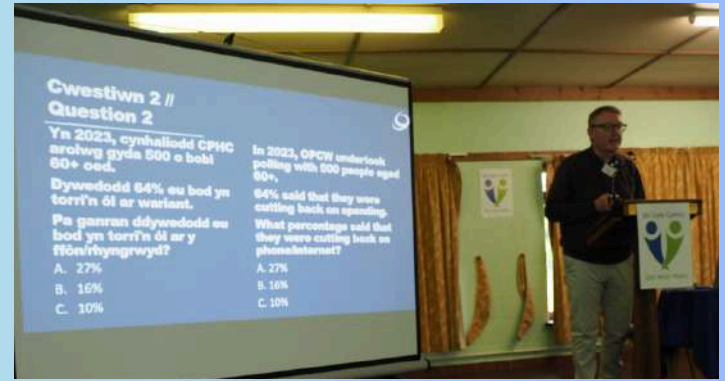
'A Healthier Wales', is putting what matters to people and communities at the heart of the health and wellbeing system making sure the right care is available at the right time from the right source, at home or nearby.

We want to ensure people only go to hospital when this is the right thing for them. Lengthy stays in hospital can undermine an individual's ability to return to independent living.

We want people and communities to feel encouraged to make informed choices with the help of their local care teams and by including them in the design of their local services and using feedback on user experiences.



Rachel Bowen & Sion Evans, Older People's Commissioner for Wales Team



“Social Participation”

Cymunedau Oed-gyfeillgar // Age-friendly Communities

Two photographs showing groups of older people in community settings. The left photo shows a group of people standing on a set of stairs outdoors. The right photo shows a large group of people sitting in a room, some in chairs and some on the floor, in what appears to be a community center or meeting room.

“Enabling everyone to age well”

Blaenoriaethau'r Comisiynydd Commissioner's Priorities

- Diogelu a Hyrwyddo Hawliau Pobl Hŷn
Protecting and Promoting Older People's Rights
- Atal Cam-drin Pobl Hŷn
Stopping the Abuse of Older People
- Rhoi Diwedd ar Oedraniaeth a Gwahaniaethu ar Sail Oedran
Ending Ageism and Age Discrimination
- Galluogi Pawb i Heneiddio'n Dda
Enabling Everyone to Age Well

Four icons representing the priorities: a scale of justice, a handprint, a person with a slash through them, and a colorful flower logo for "Heneiddio'n Dda // Enabling Well".

Cllr. Tom Moses CWBR Youth Project Manager, PLANED



Community Wellbeing & Resilience



Brian Brookes Risk Manager, Clear Insurance



Risk Assessments
Legal Expenses
Insurance Policies



Emma Goode

Cost of Living Crisis Project Manager, One Voice Wales



Activity:

What can OVW do or provide to help you overcome barriers and access resources



Break-out Group Sessions

**Community Well-Being & Resilience Youth Project in Pembrokeshire - what works?
Cllr. Tom Moses, Project Leader, PLANED**

**Cost of Living Crisis and its impact on local people throughout Wales -
One Voice Wales Cost-of-Living Crisis Team**



**Effective Engagement with all sections of the community -
Blaenavon Town Council**

**Addressing the needs of older people -
Rachel Bowen & Sion Evans, Older People's Commissioner's Team**



Plenary Session - to receive short feedback reports from the leaders of the Break-out Groups



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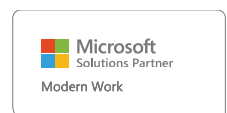
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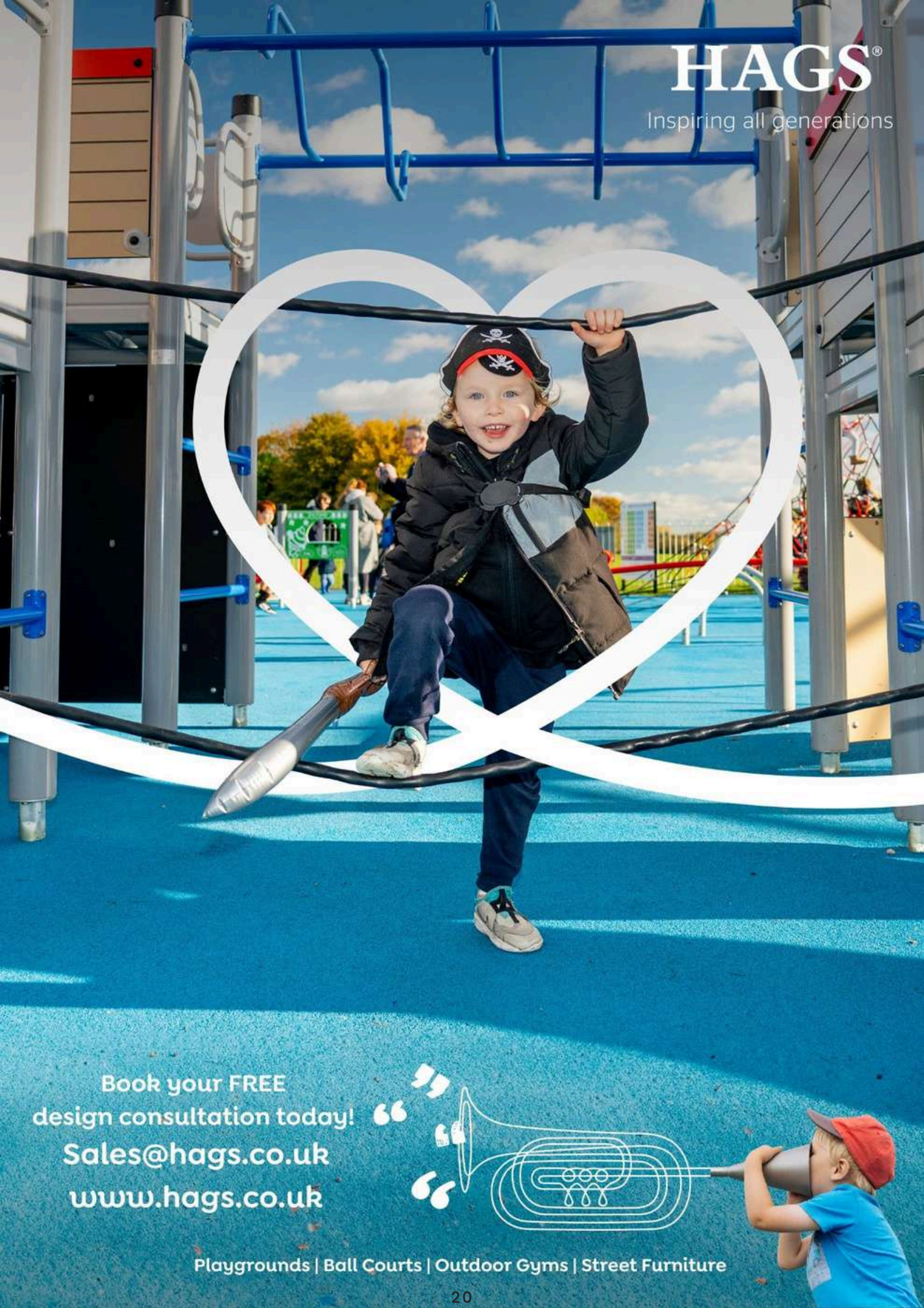
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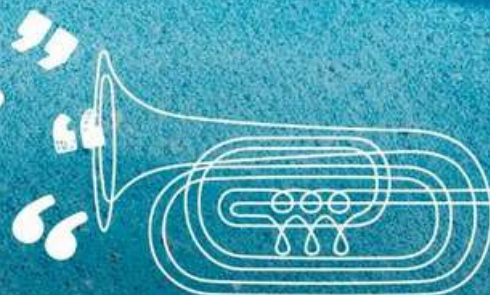
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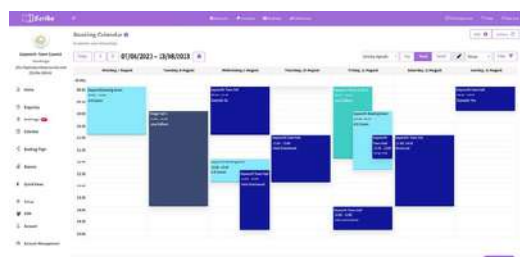


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Innovative Local Councils across Wales....

Community and Town Councils from across Wales gathered recently for the One Voice Wales Innovative Practice Conference 2024. The venue was the popular 'Hafod a Hendre' building at the Royal Welsh Showground in Llanelwedd. This year's event was officially sponsored by WorkNest. The annual conference organised and hosted by One Voice Wales, the principal national representative body for Community and Town Councils, had lined-up a wealth of experienced guest speakers and presenters on the agenda, to showcase some of the most innovative models of best practice led by local councils.

In opening the event, Councillor Mike Theodoulou, Chair of One Voice Wales, welcomed everyone to the large event and paid tribute to the important work that Councils undertake within their towns and villages, delivering key services at grassroots level at the heart of their communities. He also spoke about the changing needs of communities in attempts to combat issues such as climate change, the cost-of-living crisis and post-covid pressures. The Chair also referenced devolution of powers and responsibilities to and within Wales. Big challenges lay ahead, and a thematic conference such as this would certainly help to spread the shared learning amongst councils.



Lyn Cadwallader, Chief Executive of One Voice Wales, elaborated on these challenges and achievements in his keynote address. He thanked Councils for engaging with the event and praised their commitment to the sharing of good practice. This was also an opportunity to celebrate recent successes and achievements for One Voice Wales itself, Lyn advised the delegates. Record annual membership levels (92%), growing partnership arrangements and a tangible commitment to deliver sustainable and digital solutions. A comprehensive programme of training opportunities would help local councils navigate a rapidly changing world, as Lyn urged Councillors to take advantage of the training and development opportunities provided by One Voice Wales.

A team of dedicated staff were present throughout the day to register delegates and welcome guests, providing information about activities that were planned for the day, and to welcome new exhibitors who were keen to explore further commercial opportunities with council representatives from across the whole of Wales. One Voice Wales is proactively building its capacity to support the ambitions of its member councils. A new website is being developed and will be launched this autumn. A new promotional video had been produced 'in-house' and was being shown publicly for the first time at the conference – its aim is to help explain the key services of One Voice Wales and how member councils can make the most of the impressive array of consultancy services and training modules that are offered throughout the year, as well as explain the new partnership and sponsoring opportunities available.

A new 'Recruitment, Induction and Retention of Clerks' guide was also launched on the day, amongst a list of new publications, online resources and useful practice development notes being developed to help councils. A series of webinars and short videos will help One Voice Wales' ambitious package of services to support member councils. This is an exciting time for the organisation as it celebrates its twentieth year, declared Lyn.

Delegates waited with bated breath for the first of five guest speakers. First up was Shelley Davies, Deputy Director for Futures and Integration at the Health & Social Services Group of Welsh Government. Shelley explained the changing needs of communities and the role that community and town councils can play in addressing those needs.

Next was a joint presentation by Rachel Bowen and Sion Evans from the Older People's Commissioner for Wales Team, who gave thought-provoking examples of how councils can develop community services that account for the needs of older people, and highlighted the Age Friendly Communities initiatives that can work particularly well in villages and towns across Wales.

Delegates were also engaged in the next presentation on the day's agenda, Tom Moses who co-ordinated the Community Well-Being & Resilience (CWBR) Youth Project at PLANED in Pembrokeshire. Tom, a current town councillor himself, gave a passionate and informative presentation on engagement with young people and ensuring that their needs are accounted for in service provision.



Following a well-earned lunch, delegates re-gathered in the conference room. Brian Brookes of Clear Insurance was the next to entertain the crowded audience, with an informative talk about the importance of local councils undertaking Risk Assessments, and the requirements in relation to insurances including legal expenses cover.

The final speaker of the day was Emma Goode, Project Manager of the Cost of Living Crisis project at One Voice Wales. Unfortunately, Emma was unable to be present, but had prepared a pre-recorded video of her proposed presentation. The audience listened and watched carefully at what support was available to councils to meet current community challenges amid a persistent Cost of Living crisis. The powerful video covered a lot of important statistics, and members of One Voice Wales took questions from the floor, at an extremely poignant part of the day for everyone.



For the afternoon, delegates were given a choice of four informative innovative practice break-out sessions, each one presented by knowledgeable presenters and facilitated by One Voice Wales staff. The sessions proved popular and identified and disseminated Best Practice in thematic areas including cost-of-living actions (hosted by the One Voice Wales Cost of Living Crisis team), addressing the needs of older people (led by the Older People’s Commissioner’s Team), effective community engagement (delivered by representatives of Blaenavon Town Council) and youth engagement and community wellbeing & resilience (presented by Cllr. Tom Moses of PLANED). Each group nominated a delegate to summarise their discussions in the Plenary Session that followed.



Councillor Theodoulou drew proceedings to a close, describing another truly fantastic day. But he issued a challenge. Society expectations were ever-growing, public scrutiny remained at an all-time high. He encouraged delegates to go back to their communities and share their experiences. “Listen to your residents. Look after your communities” he urged. “The voice of Community and Town Councils must be strong, for there is much work to be done”.



Emyr John, Communications Officer, One Voice Wales

Testimonials

“The things I’ve learnt, and the additional knowledge I’ve gained, will be useful for me to take back to our next council meeting, and I would hope by sharing the examples of best practice we can improve our services to our community”.

“My takeaway message from the event was that it comes down to 'good people doing good things for their communities', and how varied and powerful that looks in reality. Thanks to One Voice Wales for putting on such a great event.”

“The connections I’ve made during the event are invaluable”.

“This year’s conference was again well organised and the agenda was jam-packed with interesting and knowledgeable speakers and presenters. It seemed well attended by councillors and clerks representing community and town councils from all parts of Wales, and it’s great to put faces to names and talk to fellow councillors face to face”.

“Well done on a successful conference - it was a great event and I will certainly attend future events”.

“This was my first conference and I thoroughly enjoyed it. I learnt a lot, the lunch was delicious and I can’t wait for the next one!”

One Voice Wales would like to express its appreciation to everyone who contributed to the very successful Innovative Practice Conference 2024.

Thank you to Tony and his team at the Royal Welsh Show Society for their continued co-operation in organising the 'Hafod a Hendre' venue and preparing all the rooms in readiness for the event.

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A huge thank you to 'WorkNest', this year's Official Conference Sponsors.

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Our 'National Conference' will be held on Wednesday 16th October 2024 at Llanelwedd... and it promises to be a day of celebration, so don't miss out!!



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