

Certificate

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Nantyglo & Blaina Town Council

Reference number:

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Tier:

Tier 1

Start date:

4 August 2014

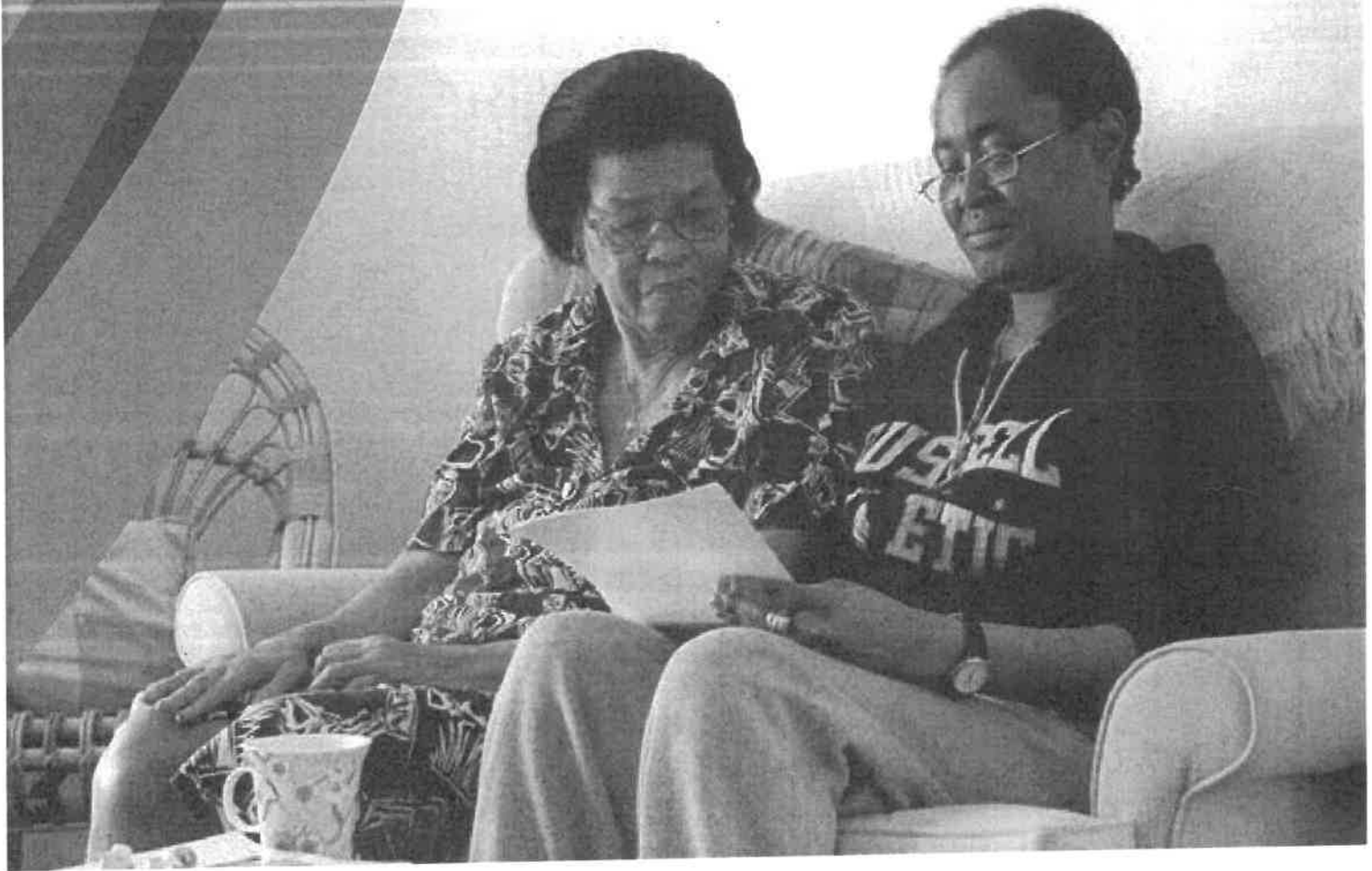
End date:

3 August 2023

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Data Protection Officer

Item no 2b



Age Matters

The quarterly newsletter
from Age Cymru

Summer 2022

www.agecymru.org.uk

 facebook.com/agecymru  twitter.com/agecymru

 **ageCymru**
Creating an age friendly Wales

Our summer celebrations are underway

By Victoria Lloyd, Chief Executive,
June 2022

Welcome to the Summer edition of Age Matters. Summer is on its way and we've just celebrated Volunteers Week and Carers Week which are both important points in the Age Cymru annual calendar. We are indebted to the 400+ volunteers that give their valuable time to Age Cymru and the wellbeing of older people each week.

Similarly, without the vital contribution of unpaid carers in all communities across Wales our health and care services could not function, and Carers week provides a fantastic opportunity for us collectively to pay tribute to all carers and to highlight the issues they face.

This edition includes feedback on our latest survey into older people's experiences of Covid. We'd like to thank everybody who took the time to share their thoughts with us. Your insight and feedback are incredibly valuable. The survey highlights both the negative and positive experiences and views and enables us to track how these have changed over the last two years.

We also report on the increasing feedback we have received about people's struggles with increases in the cost of living.



Victoria Lloyd

And we respond to the Chancellor's recent announcements regarding the measures the Government are taking in response.

We provide details on our Community Coffee Mornings that are taking place across Wales and would encourage people to 'pop-in' and find out more about our work, how we can help and to share your thoughts and issues with us.

I hope you enjoy these and the many other updates on our work across Wales.



Age Cymru set to launch the results of its third national pandemic survey

During March and April 2022 Age Cymru, Cymru Older People's Alliance (COPA), Welsh Senate of Older People, Active Wales, National Pensioners Convention Wales, and Pensioners Forum Wales worked in partnership to understand the experiences of the Covid-19 pandemic by people aged 50 or over in Wales.

This is the third national survey that we've undertaken during the pandemic with this edition focussing on the period January to March 2022 and people's thoughts on the year ahead. 1169 older people told us their views by completing our survey online, in hard copy, by telephone, or writing to us directly about their experiences.

People told us about the positive experiences they've had such as learning new skills and having less pressure on their time, but we also heard of the struggles people had in accessing healthcare, particularly GP surgeries, and issues with getting appropriate and timely social care support.

We also heard from unpaid carers, 55% of whom have increased the amount of care

they provide in the last three months, and from people who are struggling with poor mental and physical health.

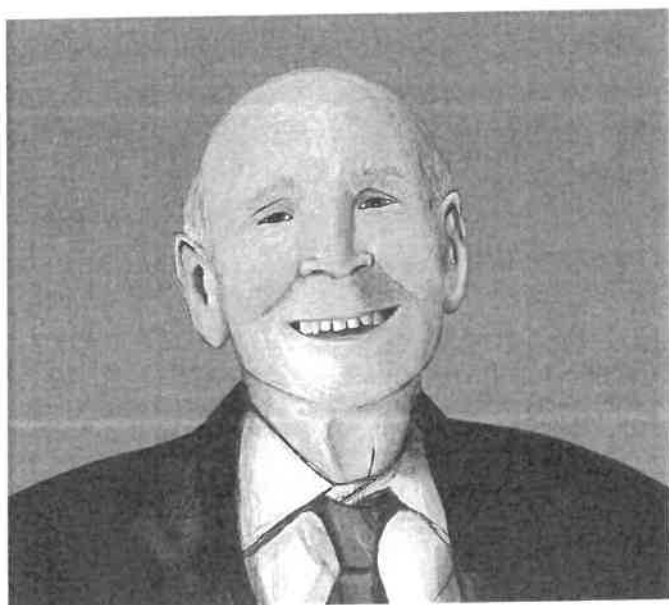
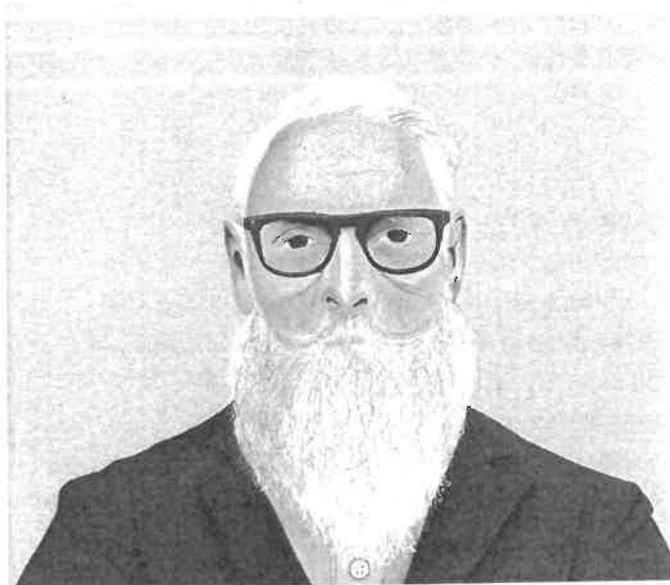
Experiences of employment during the three months was also featured. Cost of living has been an increasingly worrying issue both over the three months and looking to the year ahead with 35% of respondents telling us that they aren't confident about having enough money.

People also told us their views about getting back out and about in their community and what they are looking forward to.

This report provides a snapshot of the experiences and views of people aged 50 or over in Wales. It provides evidence of the specific needs of older people; reflecting a diversity of views and experiences that policy makers and practitioners need to take into account when considering what should be done to ensure that older people can live well in the coming year, and beyond.

This research was funded by Welsh Government. We're grateful to everybody who responded to this survey and thank them for sharing their views and experiences. An overview report of the survey results will be available on the Charity's website.

Don't get me started – short film exploring older people's thoughts on human rights



Age Cymru is developing 'Don't Get Me Started', a short film exploring what older people think and feel about human rights. The film features six people from across Wales, speaking in both English and Welsh, who have a wealth of life experiences.

In the film they share their observations on a range of topics including digital exclusion, healthcare, being a transgender woman in need of care, having the right to work, and being able to let your hair down!

The film has been shot, drawn, and animated by community arts practitioners Jon Ratigan and Emma Prentice. Jon and Emma have both worked with Age Cymru in the past on a range of creative and artistic activities.

We will be sharing the film with communities across Wales. If you would like Rachel, our Human Rights Project Officer, to visit a local group to show the film and discuss human rights, please email humanrights@agecymru.org.uk or call 029 2043 1555.

Unpaid older carers experienced a huge surge in responsibilities during the pandemic, finds survey

The number of older people in Wales providing unpaid support to family and friends more than doubled during the pandemic, finds a series of Age Cymru surveys undertaken in 2020, 2021 and 2022 and released by the charity's Carers Project.

The surveys found that in 2020, 14% of respondents were providing unpaid care, which rose to 19% in 2021 and an astonishing 33% in 2022.

Nearly half of the unpaid carers (45%) said it was one of their most challenging experiences during lockdown. While, more than half of them said their responsibilities had increased during the last three months.

While half of the carers cited loneliness and/or isolation as one of the challenging experiences for them in the last 3 months.

Age Cymru's chief executive Victoria Lloyd said: "Unpaid carers suffered terribly during the pandemic as they were forced to undertake new caring roles or increase

their existing responsibilities when statutory services and support were not available.

"This meant that many unpaid carers picked up the pieces with little support or advice and in many cases, without any respite services. Too often carers became exhausted and ill themselves as they struggled to cope.

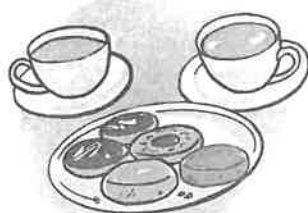
"It is therefore crucial that we encourage as many older people as possible who are looking after someone to recognise themselves as carers and seek the support they need and deserve from both the public and charity sectors. Social care teams must incorporate the needs of the primary carer when they put in place care packages so they can continue to provide vital care to their loved ones."

If you'd like more information about Age Cymru's Carers Project, wish to tell us more about your situation or want to contribute to the project, please contact us on 029 2043 1538, email carers@agecymru.org.uk or visit www.agecymru.org.uk/carers

CARERS TRUST
WALES

A One-Stop-Shop Guide for Older Carers in Wales

A guide for identifying, signposting, and supporting older carers in Wales



Age Cymru
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Creating an age friendly Wales

YMDDIRIEDOLAETH GOFALWYR CYMRU

Canllaw Siop Un Stop i Ofalwyr Hŷn yng Nghymru

Canllaw ar gyfer nodi, cyfeirio a chefnogi gofalwyr hŷn yng Nghymru



Age Cymru
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Creating an age friendly Wales

Advocacy provision in Wales on the increase, finds report

Advocacy provision, whereby older people are supported to access services such as utilities, health, housing, and benefits advice, or perhaps to reconnect with their local community, is on the increase in Wales.

Age Cymru undertook its eighth biennial study of advocacy services, Advocacy Counts 8, and found that, since 2020, there has been an increase in the number of advocacy services from 12 to 19 specifically for older people with the number of paid and volunteer advocates quadrupling to approximately 132 individuals across Wales.

It also found the total number of people supported across all services in Wales over the last 12 months rose by 16% to 19,592. Advocacy services specifically funded for older people now exist in all 22 local authority areas in Wales compared to just 15 in 2020.

Louise Hughes, who heads up the charity's Advocacy project, says: "We're delighted with

the findings showing a significant increase in advocacy provision as this means that more, potentially vulnerable older people, are getting access to the services and opportunities they need to live a later life of dignity and well-being.

"However, there is still a lot of work to do, particularly with raising awareness of advocacy services amongst potential beneficiaries and their families.

We also need to raise awareness of advocacy services amongst social workers and health professionals through training and promotion, so they will become more likely to refer their clients to an advocacy service."

If you, or someone you know, could benefit from advocacy support then why not get in touch with us for an informal chat about the process using the contact details below?

To download a free copy of Advocacy 8 or for more information about Age Cymru's advocacy services visit www.agecymru.org.uk/advocacy or call 029 2043 1555.

Charity welcomes Westminster Government's measures to ease cost-of-living pressures – but calls for more long-term planning

Age Cymru welcomed the Westminster Government's recent pledge to provide a series of support measures to help people cope with the cost-of-living crisis. However, the Charity also said there needs to be more long-term planning to help ease people's worries about their long-term financial situation.

For older people on low fixed incomes, relying solely on their State Pension and benefits, the long-term future is still bleak

as there are no more cuts they can make to their household budgets.

A large percentage of older people's expenditure is spent on essential items such as rent or mortgage, Council Tax, utility bills, food and drinks, communications in the home such as the telephone and internet, and transport with taxis and vehicle running costs.

The Charity is deeply concerned that, for those living on low and modest incomes,

there will be no wiggle room to meet any increased expenses with the situation being even more difficult for those with disabilities or ill-health who have higher energy needs.

Age Cymru's chief executive Victoria Lloyd said: "We welcome the specific support for older people, as they're disproportionately affected by the cost-of-living crisis while many have told us that they've been struggling to make ends meet for a number of years prior to this crisis. "We also welcome the fact that

the Government has increased the £200 loan to a £400 non-payable grant, as this caused significant concern for many older people.

"However, there needs to be a long-term plan as there is so much uncertainty surrounding energy costs. The Government's announcement will do little to allay people's long-term fears. We want to see the level of benefits and state pension raised within this financial year, so they keep pace with inflation and help support older people in the longer term."

Why are we waiting? Age Cymru's social care delay campaign gets underway

Age Cymru's advice and advocacy services are increasingly hearing from people who are struggling to get the social care they need. So, we contacted each local authority in Wales to ask about the issue and spoke to some older people waiting to have their care arranged.

The picture across Wales looks bleak at present. Many families have been caring for their loved ones when domiciliary care isn't available. Carers have told us their loved ones haven't been able to get the care they need, while some have only been given reduced care packages due to staff shortages. Some people with savings haven't been able to find any private care for the same reasons.

But some promising developments are planned across Wales. Welsh Government introduced the Real Living Wage for social

care workers in April this year. But it will take time for the initiative to make a difference in improving recruitment so the sector can start training enough staff to meet demand.

Local authorities told the charity how they are learning from the experiences of the pandemic to work more closely with charities and community groups to provide a better overall service.

For example, some local authorities are financing driving lessons and electric bikes to help carers travel between clients while others are increasing wage levels above the real living wage to attract more carers.

The Charity wants to hear from more people about their experiences of trying to get social care so if you would like to share your story, please email helen.twidle@agecymru.org.uk, call 029 2043 1555 or write to Age Cymru, Mariners House, Trident Court, East Moors Road, Cardiff CF24 5TD.

Why some older people may need to prepare for Digital Switchover

Between now and December 2025 the UK's telephone network is being upgraded, so the technology we currently use to make landline calls, called 'analogue', is being replaced with an internet-based system, called a Voice over Internet Protocol or VoIP for short.

Many of the services that lots of older people use via their landline such as telecare, personal alarms, burglar alarms and fax machines may be affected by the change. However, if people's devices are relatively modern, they should still work fine but older ones may need to be reconfigured or replaced. Very old handsets may also need to be changed.

Your phone provider will be able to provide advice on all these matters.

For many people, the change will be as simple as plugging a phone into the provider's router to link into their system. And in most cases, people will still be able to keep their existing numbers.

However, if there's a power cut people may lose access to some of their services. Therefore, you should speak to your current provider to make sure you have a suitable back up in place such as a mobile phone, a battery back-up, or some other solution.

Be scam aware

The digital switchover will be free of charge, and no one should ask you for any payments. If they do, please report them to the Police using 101 and to Action Fraud on 0300 123 2040. If your bank account was used in a scam, contact your bank as soon as possible.

If somebody tries to sell you equipment or get you to sign up to expensive contracts as part of Digital Switchover, don't rush into any decisions, seek a second opinion, and speak to your phone company who will be able to advise you about what you need.

For more information

You can always contact your existing provider, at any time, using the customer service details on correspondence such as your bill. You may also visit Age Cymru's website: www.agecymru.org.uk/digital-switchover or call Age Cymru Advice on 0300 303 44 98.





Journal spotlights employment and older people

The next edition of Age Cymru's EnvisAGE, the Charity's discussion journal, shines a spotlight on older people and employment. Experts have contributed a series of articles examining issues around employment and older people and highlight a range of services and approaches that can help support and improve the working lives of older people.

More people are working for longer than ever before. For some this is through choice while, for others, a combination of economic factors and policies such as the raising of the State Pension age means that continuing to work is a financial necessity.

And while many older people continue to enjoy fulfilling careers there are others who face discrimination and find they're unable to continue in their job or find new employment and thereby wasting older people's skills at a time when many sectors are experiencing skills-shortages. And for the individual it's often devastating in relation to their personal finances, health and self-esteem.

Areas covered by the essays

In our opening article Dr Martin Hyde of Swansea University presents an overview of employment trends and challenges for our ageing workforce.

Jill Salter of Business in the Community Cymru (BITC) and D'Yon Dowell at Legal & General provide an insight into the Age at Work programme, where Age Cymru and BITC are working with employers in Wales to ensure they're recreating workplaces where older workers can thrive.

Shavanah Taj at Wales TUC focuses on older workers and the menopause at work, and Claire Morgan of Carers Wales explores the relationship between employment and caring, and the importance of providing support for older carers who work.

Kayleigh Jones draws attention to the barriers that older people can face to employment and provides an insight into the work of PRIME Cymru, and in our final article,

David Hagendyk of the Learning and Work Institute (Wales) provides an insight into lifelong learning and all age apprenticeships.

EnvisAGE will be published on the Age Cymru website this summer.

Highlighting the work of Age Cymru Dyfed with older veterans

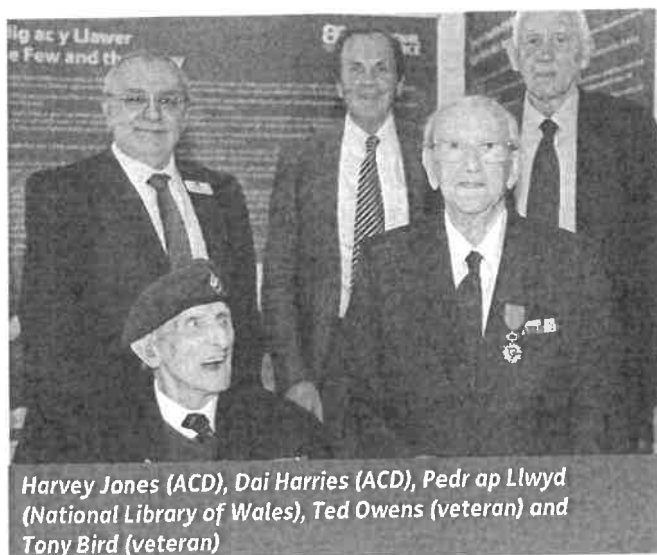
Age Cymru Dyfed launched the RAF's 'Wales and the Battle of Britain' Exhibition in the National Library of Wales this spring. The launch featured discussions between WW2 veterans in their late 90's and teenage Air Cadets from the Air Training Corps in Aberystwyth.

It also included a 10-minute film made jointly by Age Cymru Dyfed and the National Library of Wales featuring five WW2 veterans, living in Dyfed, talking about their memories of the Battle of Britain.

The Charity works with more than 200 older veterans and, supported by a grant from the Armed Forces Covenant Fund Trust, has set up the award winning 'West Wales Veterans Archive,' that is held at the People's Collection Wales; www.peoplescollection.wales/users/44171

Age Cymru Dyfed and ITV Wales have recently produced a documentary providing a thoughtful exploration into the wartime and later lives of several WW2 veterans living in Wales today and is scheduled for screening during early summer 2022.

For more information about the Charity's work with older veterans contact Hugh Morgan OBE, Veterans' Coordinator, Age Cymru Dyfed on 03333 11 1920.



Harvey Jones (ACD), Dai Harries (ACD), Pedr ap Llwyd (National Library of Wales), Ted Owens (veteran) and Tony Bird (veteran)

Age Cymru West Glamorgan's Suzi rescues trapped client who suffered a fall

Age Cymru West Glamorgan's Home Support Worker Suzi arrived for a client appointment only to find them trapped upstairs and unable to answer the door.

Quick thinking Suzi sought the help of the non-urgent fire and rescue team, as well as a local locksmith, to gain entry into the home where they found the poor client lying on the bedroom floor.

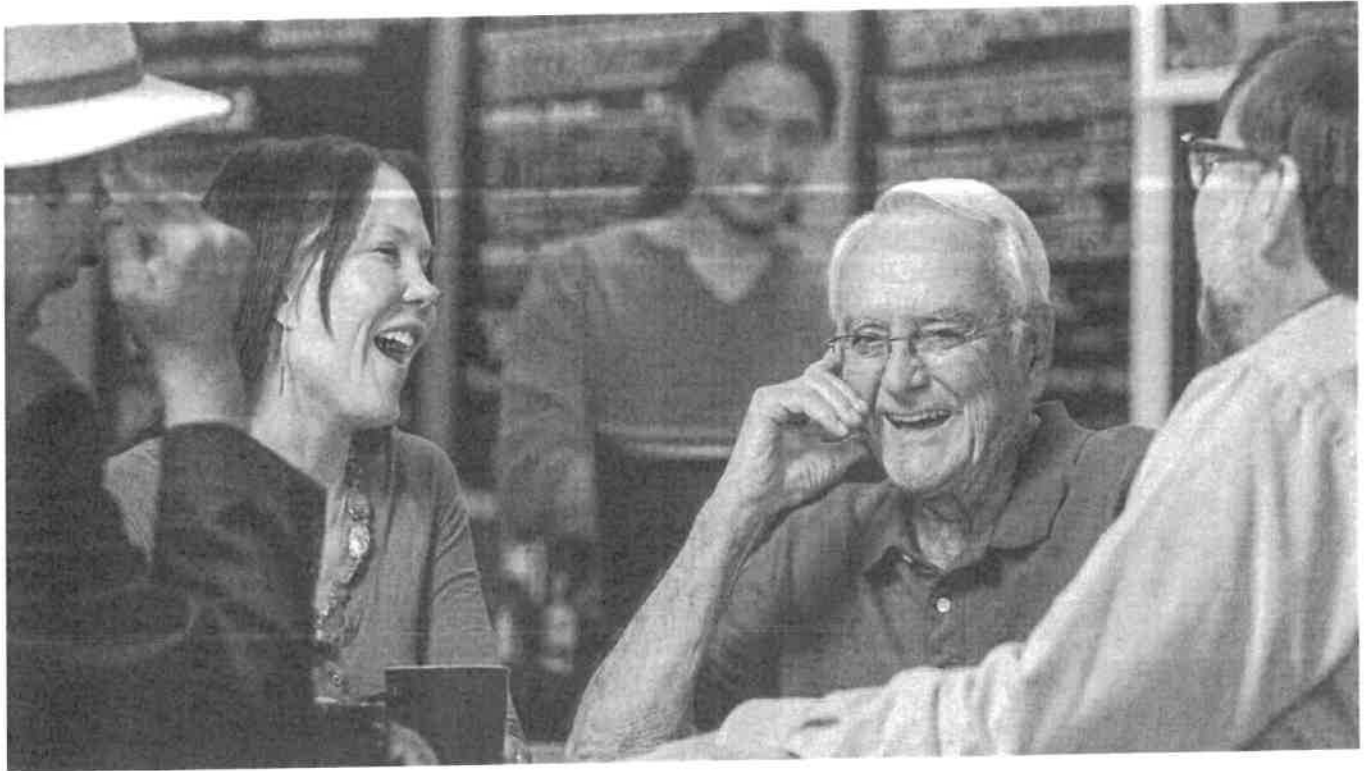
Unable to contact the client's next of kin, Suzi moved her next appointment so she could stay with her client until the medical services arrived, who found the client confused but physically fine. Meanwhile the locksmith changed the locks so the client could remain safe in her home.

The client's next of kin told us the next day that the client was fine, and they were in the process of seeking further support to help prevent further falls.

Well done, Suzi!

For more information about Age Cymru West Glamorgan's services please call 01792 589654 or email enquiries@agecymruwestglamorgan.org.uk

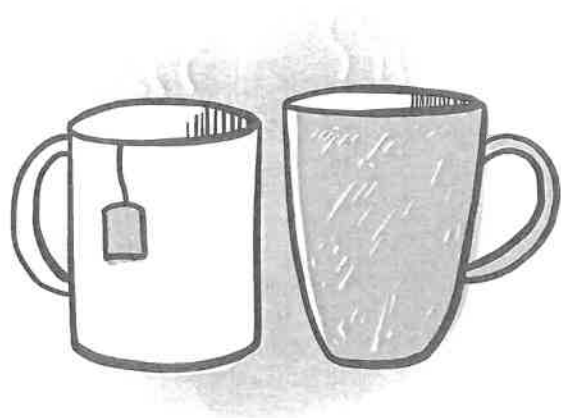




Come and chat to us at one of our community coffee mornings

Age Cymru is running a series of community coffee mornings across Wales. The informal sessions will be open to all people aged 50+ where you can chat about your concerns and interests and, at the same time, learn about Age Cymru's activities and support.

If you'd like to pop in for a chat over a cuppa and a biscuit, you'd be most welcome. Each session will be about three hours long, but you can pop in at any time. You don't have to stay for the whole session, unless you'd like to!



Over coming weeks, we'll be visiting:

Wyeside Arts Centre, Builth Wells
- 15 June, 1pm - 4pm

Acton Community Centre, Wrexham
- 21 June, 1pm-4pm

Town Hall, Welshpool
- 22 June, 10am - 12pm

The Phoenix Centre, Swansea
- 5 July, 10am - 1pm

The Bridges Centre, Monmouth
- 12 July, 10am - 1pm

Details of further venues, including Aberystwyth, will be available on the Age Cymru website over the summer.

In the meantime, if you have any queries or suggestions for future venues, please contact Chris Williams, Age Cymru's National Partnership Manager, at christopher.williams@agecymru.org.uk or call 029 2043 1555.

More Money in your pocket – an Age Cymru guide to help you claim all your entitlements

Every year, it's estimated that up to £175m of state benefits goes unclaimed by older people in Wales. Some people are reluctant to claim, some are put off by the claims process, and others simply don't know that they qualify for extra support. Could you be one of the people missing out? If you're an older person, you could be entitled to benefits that you haven't been able to claim before.

Such benefits can help you keep your independence and improve your standard of living by helping with housing costs, care needs or general day-to-day living expenses.

So, it's well worth reading through this guide to see whether you're claiming all that you're due.

All figures referred to in this guide apply from April 2022 to March 2023 and is applicable across Wales. There are separate versions covering England, Scotland and Northern Ireland. To download a copy, visit www.agecymru.org.uk/moneyguides or call 0300 303 44 98.



More than 100 Age Cymru Nordic Walkers celebrate the Platinum Jubilee

More than 100 Age Cymru Nordic Walkers celebrated the Queen's Platinum Jubilee with walks led by the Charity's instructors in Barry, Wrexham, Brecon, Pontypridd, and Swansea. All the walks offered long or short routes to suit different abilities.

Following the walks, the participants, who came from several local groups, were invited to take part in celebratory teas provided by generous local venues.

This offered the perfect opportunity for everyone to socialise with one another in a friendly, informal setting.

One participant said, "What a wonderful morning, it was so lovely to meet so many new people, thank you Age Cymru and the Instructors for organising the walk."

Using a pair of specially designed lightweight poles that provide additional support, Nordic Walking exercises 90% of your muscles and increases strength in the arms, legs, shoulders, chest and back.

If you're interested in joining your local Nordic Walking group, then please get in touch for an informal chat. You may also speak to your local Nordic Walking instructor.

Contact Age Cymru on 029 2043 1555 or email nordicwalking@agecymru.org.uk





The prestigious Wizz Air Cardiff Half Marathon: team up with Age Cymru this autumn

The prestigious Wizz Air Cardiff Half Marathon takes place on 2 October 2022 and Age Cymru has several complementary running spots available for would be runners and fundraisers.

All you have to do to claim your free spot, as well as an Age Cymru running vest and support throughout your training period, is pledge to raise £300 in sponsorship.

The Wizz Air Cardiff Half Marathon has been awarded a World Athletics Elite Road Race Label and its flat terrain means that lots of records and personal best times can be broken on the day. It's a very popular event and last year all 27,000 plus available spots were snapped up quickly by runners.

But of course, the main reward is that you'll be raising money to help the Charity support older people in Wales as they grapple with

their own enormous challenges brought about by the pandemic and now the cost-of-living crisis.

Your donations can help us deliver vital information and advice to older people crippled with financial worries. They can also help us to provide direct support to older people worried about re-engaging with their communities following two years of isolating during the pandemic.

And they can help us train more volunteers to lead community-based activities for older people such as Nordic Walking and Tai Chi.

Even if you've already booked a running spot, you can still join our team.

For more information call 029 2043 1536, email runforus@agecymru.org.uk, or visit: www.agecymru.org.uk/cardiffhalf

Get in touch

If you have a story for Age Matters then please get in touch with the editor Michael Phillips on 07794 366 224 or email michael.phillips@agecymru.org.uk

Age Matters

Editor in Chief: Victoria Lloyd,
Chief Executive

Editor: Michael Phillips,
Communications Manager

Tracy

From: rosemarie.davies@kidscancercharity.org
Sent: 05 July 2022 08:22
To: Clerk
Subject: Kids Cancer Charity
Attachments: RECEIPT.docx; Thank you.docx; Certificate 1.pub

Good Morning Tracy

We received your fabulous cheque from the Nantyglo and Blaina Town Council this morning, thank you so much, we are extremely grateful

I've attached your receipt and thank you letter for the council, I also included a certificate but not sure if you'd want one ?

I hope you have a fantastic day Tracy, looks set to be a beautiful day 😊

With Kindest Regards

Rose

Mrs Rosemarie Davies : Development and Engagement Officer
My Usual Work Pattern is Mon-Thurs 8am-4.30pm Fri – 8.30 – 3pm



Kids Cancer Charity

Charity Registration Number 1113821 and Company Limited by Guarantee No: 5536898



Perch Buildings. 9, Mount Stuart Square. Cardiff Bay. CF10 5EE

Tel: 02920 489 833

Web: www.kidscancercharity.org

Email: rosemarie.davies@kidscancercharity.org

Direct: 02920 431983

Established in 1989 as Christian Lewis Trust Reg. No: 801856

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Kids Cancer Charity

Kids Cancer Charity is entirely dependent on voluntary donations

Appeals Office, 1st Floor, Perch Buildings, 9 Mount Stuart Square, Cardiff Bay, CF10 5EE
Tel: 02920 489833 Fax: 02920 489299 Email: <mailto:appeals@kidscancercharity.org>

RECEIPT

DATE DONATION RECEIVED: 5th July 2022
OUR REF: RD/Appeals
YOUR REF: Donation
CONTACT : Tracy Hughes
COMPANY NAME: Nantyglo & Blaina Town Council
ADDRESS: Council Office
Blaina Institute
High Street
Blaina
NP 13 3BN
TELEPHONE NUMBER: 01495 292 817
AMOUNT PAID: £100.00 Cheque Payment

NANTYGLO & BLAINA
- 5 JUL 2022
TOWN COUNCIL

THANK YOU

KIND REGARDS & BEST WISHES
Rosemarie Davies
Development and Engagement Officer

Kids Cancer Charity will not share your details with any third parties. You will be given the opportunity to amend or rescind any further communication by contacting us on appeals@kidscancercharity.org or by telephone 02920489833



Kids Cancer Charity

Kids Cancer Charity is entirely dependent on voluntary donations

Appeals Office, 1st Floor, Perch Buildings, 9 Mount Stuart Square, Cardiff Bay, CF10 5EE
Tel: 02920 489833 Fax: 02920 489299 Email: appeals@kidscancercharity.org

NANTYGLO & BLAINA

- 5 JUL 2022

TOWN COUNCIL

Nantyglo & Blaina Town Council

5th July 2022

Dear Tracy and all Councillors

I wanted to thank you so much for your Fabulous donation received today. This donation will help children affected by cancer and their families that are living in your local vicinity.

By helping us, you have been such a huge support to our families when they have needed it most. I can't begin to tell you the difference you will make to them. You are responsible for putting Gigantic smiles on lots & lots of faces, and helping them to make memories to last a lifetime.

Every year we lose children and gain children, but you will have given them precious time together, in lovely surroundings that help them to forget the agonies they're going through for a short while. We really can't thank you enough for your support; it means the world to us and especially the children and families we help, Thank you from the bottom of our hearts.

We believe that quality of life for children and young people with cancer is a right. To be able to offer emotional and practical support to them and their families is a privilege.

Thank you so much for helping!



Thank You!

With Kind Regards & Best Wishes

Rose

Rosemarie Davies

Development and Engagement Officer

Email: rosemarie.davies@kidscancercharity.org

Established in 1989 as Christian Lewis Trust

Charity Registration Number: 1113821 and a company limited by guarantee No: 5536898

Registered Office, 62 Walter Road, Swansea, SA1 4PT Tel: 01792 480500 Fax: 01792 480700

Website: www.kidscancercharity.org

Email: enquiries@kidscancercharity.org



Kids Cancer Charity

Certificate of Achievement

This is to certify

NANTYGLO & BLAINA TOWN COUNCIL

Has Raised a Valuable

£100.00

Enabling us to continue helping

Children affected by Cancer & their Families

Sign R. Davies .Date 5TH July2022

Established in 1989 as Christian Lewis Trust.

Appeals Office, Perch Buildings, 9, Mount Stuart Square, Cardiff CF10 5EE. Telephone:

02920489833. Email: appeals@kidscancercharity.org

Registered in Great Britain as a National Charity Registration No: 1113821

Item no. 2d.

Patient's Voice News Bulletin

Spring 2022 | Issue 45

THANK YOU

Aneurin Bevan CHC would like to sincerely thank Cllr Alan Davies for his hard work during his time as Chair. We are truly grateful to Cllr Davies, and wish him all the very best for the future.

CONGRATULATIONS TOWN COUNCIL

Congratulations to Mrs Lesley Perry and Mr Rob Heaton-Jones who have been elected as Chair and Vice-Chair respectively.



Note from the Chair

I am delighted to have been appointed Chair of the Aneurin Bevan Community Health Council, which represents and supports patients and the public in accessing the best quality health care across the Gwent region.

We hope you will continue to make use of our service, whether by completing a survey, or if needed, using our advocacy service.

We look forward to meeting you at a summer event this year.

Accessible formats

If you would like this publication in an alternative format/language please contact us. Our publications are also available to download or order from our [website](http://www.aneurinbevanchc.wales.nhs).

A WARM WELCOME

To our new members

We are delighted to welcome as new public appointments:

- ♦ Mr Jude D'Alesio ♦ Ms Catherine Davies
- ♦ Prof. John Hunt ♦ Mrs Elizabeth Kalynka
- ♦ Mr Simon Turner

And our new members of staff

Welcome to Etienne North, our new Administrative Officer, and Lizzie Phillimore, who joins us as Administrative Assistant.

Click [here](#) for a copy of this newsletter in **Welsh**

Website:

www.aneurinbevanchc.wales.nhs

Phone:

01633 838516

Email:

enquiries.aneurinbevanhc@waleschc.org.uk

Your CHC

Welsh Language Update

Since the implementation of our Welsh Language Standards in May 2019, we have been continually working to improve our provision of services in both Welsh and English. We are pleased to report that we are fully compliant with these Standards. Here are some of the ways in which we have been developing our use of Welsh language:

- Implementing a new bilingual telephone service
- Making our literature and surveys available in English and Welsh
- Fully accessible website in English and Welsh
- Engaging on Social Media in English and Welsh

We regularly self-assess to ensure we are doing the best we can to comply with our Standards, and we look forward to continuing to improve by learning from others.

THIS QUARTER

We helped 77 people with their enquiries and concerns, by providing information or advice

Top enquiries theme:
Access to the GP via the telephone

Top themes for new complaints and enquiries included:

- ◆ Primary Care - General Practice
- ◆ Trauma and Orthopaedics
- ◆ Planned Care - awaiting operations
- ◆ Adult Mental Health

Advocacy

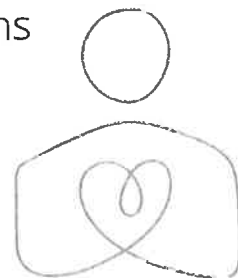
Our independent Complaints Advocacy Service offer a friendly, sympathetic and confidential service.

Our Advocacy Service is currently providing support for 132 formal complaints.

We can support you by:

- Giving you advice
- Explaining your options
- Informing you of your rights
- Helping you with correspondence
- Supporting you at meetings
- Voicing your concerns

This service is also available in Welsh



◆ This quarter we reached more than 8900 people with our bilingual Facebook feed... ◆
...and made more than 3500 impressions with our bilingual Twitter posts ◆

Website:
www.aneurinbevanchc.wales.nhs

Phone:
01633 838516

Email:
enquiries.aneurinbeva@nchc@waleschc.org.uk

Our Reports

17 people completed our
Primary Care Mental Health Survey.
A full report will be available soon!

We undertook virtual visits, via
iPad and video calling, with
inpatients at
the Grange University Hospital.
Click [here](#) for our report. or scan
me with your phone



We asked for people's
experiences of using the NHS
111 Helpline/Out of Hours
Service. Find our report [here](#) or
scan me with your phone!

CHC members visited patients receiving palliative care in
hospitals in the Aneurin Bevan area, supported by
members of the Palliative Care team. Patients discussed
their experiences of the care they are receiving. Find our
full report [here](#)...

...or scan me
with your phone



You told us...

"Accessing mental
health is a nightmare!
No one wants to know!"

"Abysmal -
no real support"

"They got my son in
very quickly;
I can't fault them."

"5 star
treatment!"

"[food] very bland
and not pleasant"

"Staff are
lovely, I'm
treated well"

"Outstanding"

"Exemplary"

"Inefficient"

"Took over an hour to
get through"

"Everyone and
everything has been
brilliant"

"as [the team] are
not my family, they
don't understand"

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Phone:
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Email:
enquiries.aneurinbevanhc@waleschc.org.uk



Your Feedback

Winter Patient Experience

We heard from 64 patients from across the area between January and March 2022. We reported their anonymous feedback to the Health Board on a weekly basis. Positive patient feedback focused on high praise for staff. Less positive feedback discussed comfort levels while waiting for appointments, and long waits in some areas, in particular ambulance services. Feedback also highlighted opportunities for improved consideration of the needs of elderly and vulnerable patients. For a full report on our findings, click [here](#).

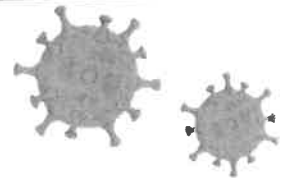
Patients were surveyed at the Emergency Department and Minor Injuries Units at:

Royal Gwent Hospital
Nevill Hall Hospital
Grange University Hospital
Ysbyty Ystrad Fawr

Thank you to everyone who took the time to share their views!

Since the recommendations made in our 2019/2020 Winter Patient Experience report, patient feedback indicates that communication between staff and patients has improved. Look out for an update on how the recommendations from the 2022 project have helped effect change in the Health Board in a future newsletter!

Care through COVID-19



In April and May, 6 individuals shared their experiences of NHS services during the Coronavirus pandemic. 5 patients gave feedback on their experience of Primary Care services, and 1 patient gave feedback in relation to Secondary Care services.

"The staff treated me very well but were totally overwhelmed"

"Both medical and nursing care were excellent"

"The delay in A&E was over 7 hours. Shutting Nevill Hall and Royal Gwent A&E was an error. This needs serious review"



Click [here](#) for our full report.

or scan me with your phone

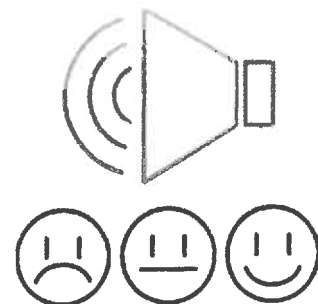
"My care has been superb. Throughout the pandemic I have still been seen every 6 months and monitored. All the team are caring, friendly and professional. A great example of the NHS."

Website:
www.aneurinbevanhc.wales.nhs

Phone:
01633 838516

Email:
enquiries.aneurinbevanhc@waleschc.org.uk

Have your say...



Share your thoughts and experiences by filling out one of our surveys. We are completely independent of the Health Board and will only use your anonymous answers to make recommendations on how services can be improved.

Dementia Care in the Community

We would like to hear your thoughts on the care you or a relative receive in the community:

Click [here](#) or
scan me with
your phone



Find all our live
surveys on our
website:

www.aneurinbevanchc.wales.nhs

Get in touch!



Like us on
Facebook [here](#), or
search "CIC
Aneurin Bevan
CHC"



Follow us on
Twitter [here](#), or
search
[@bevanchc](#)



We are on
Instagram! Search
[@cicaneurinbevan
chc](#) or [click here](#)

Cancelled Operation or Procedure

Let us know if you have had an operation or procedure cancelled or rearranged, and why:



Scan me with
your phone



Call our bilingual telephone line on
01633 838516



Email us on

enquiries.aneurinbevanchc@waleschc.org.uk

Website:

www.aneurinbevanchc.wales.nhs

Phone:

01633 838516

Email:

enquiries.aneurinbevanchc@waleschc.org.uk



Summer 2022 Engagement Events

This summer we will be out and about across the area, listening to your views.

Look out for our purple tent, and come along and say hello!

Pontypool Party in the Park

9th July 2022

Monmouthshire Raft Race

4th September 2022

The Usk Show

10th September 2022

Cardiff Mela

18th September 2022

Stay connected:
your views
WILL make a
difference

Website:
www.aneurinbevanhchc.wales.nhs

Phone:
01633 838516

Email:
enquiries.aneurinbevanhchc@waleschc.org.uk

Tracy

From: Wendi Patience <wpatience@onevoicewales.wales>
Sent: 05 July 2022 15:33
To: Wendi Patience
Cc: Wendi Patience
Subject: REMINDER - JULY TRAINING DATES / ATGOFFA - DYDDIADAU HYFFORDDIANT MIS GORFFENNAF
Attachments: Free Places Form 2022-2023.docx; Free Places Form 2022-2023 Cym.docx; Bursary letter up to Feb 2022-23 - £100.docx; Bursary letter up to Feb 2022-23 £100 Cym.docx

Dear Colleagues,

Please find below details of Remote training sessions that are taking place in July please bring this to the attention of your council.

The cost of the training is £35 for members or £55 per person for non-members. You will be invoiced after the training has taken place.

There is a bursary available to eligible councils.

Session times are listed against the module date – Please note all training sessions are in English unless otherwise stated.

Date	Day	Module	Time
04/07/2022	Monday	Understanding the Law Module 4	6.30-8.00
04/07/2022	Monday	The Council as an Employer - Module 3	6.30-8.00
05/07/2022	Tuesday	Code of Conduct Module 9	2.00-3.30
06/07/2022	Wednesday	The Council Meeting - Module 5	6.30-8.00
06/07/2022	Wednesday	Code of Conduct Module 9	6.30-8.00
06/07/2022	Wednesday	Local Government Finance - Module 6	6.30-8.00
07/07/2022	Thursday	Advanced Local Government Finance Module 21	6.30-8.00
07/07/2022	Thursday	Chairing Skills - Module 10 in Welsh	2.00-3.30
07/07/2022	Thursday	The Councillor - Module 2	6.30-8.00
11/07/2022	Monday	Advanced Local Government Finance Module 21	6.30-8.00
11/07/2022	Monday	The Council - Module 1	6.30-8.00
12/07/2022	Tuesday	Health and Safety Module 7	6.30-8.00
12/07/2022	Tuesday	Code of Conduct Module 9	6.30-8.00

12/07/2022	Tuesday	The Council as an Employer - Module 3	6.30-8.00
12/07/2022	Tuesday	New councillor Induction	2.00-3.30
13/07/2022	Wednesday	New councillor Induction	6.30-8.00
13/07/2022	Wednesday	Understanding the Law Module 4	6.30-8.00
13/07/2022	Wednesday	Local Government Finance - Module 6	6.30-8.00
13/07/2022	Wednesday	Code of Conduct Module 9	2.00-3.30
13/07/2022	Wednesday	The Council as an Employer - Module 3	6.30-8.00
14/07/2022	Thursday	Understanding the Law Module 4	6.30-8.00
14/07/2022	Thursday	Advanced Local Government Finance Module 21	6.30-8.00
14/07/2022	Thursday	The Council Meeting - Module 5	6.30-8.00
14/07/2022	Thursday	The Councillor Module 2	6.30-8.00
18/07/2022	Monday	Code of Conduct Module 9	6.30-8.00
18/07/2022	Monday	Understanding the Law Module 4	6.30-8.00
19/07/2022	Tuesday	The Council Meeting - Module 5	6.30-8.00
19/07/2022	Tuesday	Local Government Finance - Module 6	6.30-8.00
19/07/2022	Tuesday	Code of Conduct Module 9	2.00-3.30
20/07/2022	Wednesday	Advanced Local Government Finance Module 21	6.30-8.00
20/07/2022	Wednesday	The Council as an Employer - Module 3	6.30-8.00
20/07/2022	Wednesday	The Council Module 1	6.30-8.00
20/07/2022	Wednesday	Chairing Skills - Module 10	6.30-8.00
21/07/2022	Thursday	Understanding the Law Module 4	6.30-8.00
21/07/2022	Thursday	The Councillor Module 2	6.30-8.00
21/07/2022	Thursday	New councillor Induction	2.00-3.30
21/07/2022	Thursday	The Council as an Employer - Module 3	6.30-8.00
25/07/2022	Monday	Local Government Finance - Module 6	6.30-8.00
25/07/2022	Monday	New councillor Induction	6.30-8.00
25/07/2022	Monday	Understanding the Law Module 4	6.30-8.00
26/07/2022	Tuesday	The Council as an Employer - Module 3	6.30-8.00
26/07/2022	Tuesday	Introduction to Community Engagement - Module 8	2.00-3.30

26/07/2022	Tuesday	Code of Conduct Module 9	6.30-8.00
27/07/2022	Wednesday	Local Government Finance - Module 6	6.30-8.00
27/07/2022	Wednesday	The Council Meeting - Module 5 - In Welsh	6.30-8.00
27/07/2022	Wednesday	Understanding the Law Module 4	6.30-8.00
27/07/2022	Wednesday	Effective Staff Management Module 18	6.30-8.00
27/07/2022	Wednesday	Code of Conduct in Welsh	2.00-3.30
28/07/2022	Thursday	Advanced Local Government Finance Module 21	6.30-8.00
28/07/2022	Thursday	Community/ Place Planning Module 12	2.00-3.30
28/07/2022	Thursday	The Council Meeting - Module 5	6.30-8.00
28/07/2022	Thursday	Chairing Skills - Module 10	6.30-8.00

Please contact me via email to place a booking.

Many thanks.

Wendi

Mobile – 07929 715990

Annwyl Gyfaill,

Wele isod fanylion sesiynau hyfforddiant o bell a gynhelir ym mis Gorffennaf2022.

Cost yr hyfforddiant yw £35 i aelodau neu £55 y person i unrhyw un arall. Danfonir anfoneb atoch ar ôl i'r hyfforddiant ddigwydd.

Mae bwrsari ar gael i gynghorau cymwys – gofynnwch am fanylion.

Rhestrir amserau sesiynau ar gyfer dyddiadau'r modylau..

Sylwch fod pob sesiwn hyfforddi yn Saesneg oni nodir yn wahanol.

Dyddiad	Dydd	Modiwl	Amser
04/07/2022	Monday	Dealltwriaeth o'r Gyfraith - Modiwl 4	6.30-8.00
04/07/2022	Monday	Y Cyngor Fel Cyflogydd - Modiwl 3	6.30-8.00
05/07/2022	Tuesday	Cod Ymddygiad - Modiwl 9	2.00-3.30
06/07/2022	Wednesday	Cyfarfod Y Cyngor - Modiwl 5	6.30-8.00
06/07/2022	Wednesday	Cod Ymddygiad - Modiwl 9	6.30-8.00
06/07/2022	Wednesday	Cyllid Llywodraeth Leol - Modiwl 6	6.30-8.00

ONE VOICE WALES

APPLICATION FOR FREE WEBINAR TRAINING PLACES

Name of Council.....

E-Mail address of the Clerk: _____

My Council would like to apply to have two free training places on each of the courses listed below:

Training Webinar	Number of Places (Up to a maximum of 2 places on each module)
Council as an Employer (Module 3)	
Understanding Local Government Finance (Basic) – Module 6	
Understanding Local Government Finance (Advanced) – Module 21	
Understanding the Law – Module 4	
Code of Conduct – Module 9	

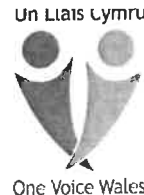
Please state the name and e-mail address of the Councillor(s) and whether they are the current Chair of the Council or Chair of the Finance Committee. You should note that we can now offer free places to Councillors who do not hold these positions.

Name	Position on Council	E-Mail Address

Please return the completed form to Wendi Patience when you book your Councillors on the free webinars that you are eligible for.



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government



Application Form for Councillor Training Bursary Scheme in Wales

One Voice Wales is pleased to announce that the Welsh Government is to continue the bursary scheme for another financial year. The scheme is designed to assist councils to participate in the **One Voice Wales Councillor Training Programme**.

The criteria are as follows:

- You can claim the bursary if your council's turnover (i.e. annual budgeted income) is £100,000 or less.
- Your council can claim 50% of the cost of training sessions **up a maximum of £100.00 in 2022-23**.
(If in doubt please ring the office on 01269 595400 for clarification).
- The bursary is available during this financial year. It must be claimed before the 28th of February 2023.

Please fill out the form below and **return to us**, for the councillor training course/s of your choice.

Yours sincerely,

Lyn Cadwallader
Chief Executive

The availability of bursaries is cash limited and will be allocated on a strictly "first come first served" basis. An early application is therefore recommended.

Please return the slip below to apply for your bursary to:
One Voice Wales, 24c College Street, Ammanford SA18 3AF or wpatience@onevoicewales.wales

X-----

Name of clerk:

Name of Council:

Address:

..... Postcode:

Tel no's:

Email address:

Council Annual Budgeted Income for 2022-23: £.....

Amount of Bursary Applied for: £.....

We hereby apply for a bursary towards councillor training. We confirm that the details above are correct.

Signed (Clerk): Date:

Signed (Chairperson): Date:

Llais Cynghorau Cymuned a Thref yng Nghymru - The Voice of Community and Town Councils in Wales

Epost/Email: admin@onevoicewales.wales

Gwefan/Website: www.unllaiscymru.org.uk / www.onevoicewales.org.uk

NANTYGLO & BLAINA TOWN COUNCIL CYNGOR TREF NANT-Y-GLO A BLAENAU

Mrs T Hughes - Town Clerk/RFO

Council Offices, Blaina Institute, High Street, Blaina NP13 3BN
Swyddfa'r r Cyngor, Y Stryd Fawr, Blaenau NP13 3BN Tel: 01495 292817
e-mail: clerk@nantygloandblainatc.co.uk

Facebook Report:

This report will give members a good starting point for the use of social media.

Pinpoint Post:

This page is for information only and is not monitored outside of office hours: Monday to Thursday 9am to 3pm and Friday 9am to 1pm. If you have any questions, please contact Town Council vire telephone: 01495 292817 or Email: clerk@nantygloandblainatc.co.uk.

Social media:

Nantyglo and Blaina Town Council will have presence on social media site, Facebook, to communicate with people who live in, work in and visit Nantyglo and Blaina.

The information will explain how we manage the account and gives advice for followers who wish to follow us through social media. The account will be managed by The Town Clerk and Assistant Officer on behalf of the Town Council. Posts, status updates and responses are on behalf of the Town Council and should not be interpreted as responses/personal messages from individuals.

Once the page goes live we will try to respond quickly to questions and queries raised through the posts.

Please note if your username contains a swear word/expletive then we will not be able to reply to you or RT/share something you have asked us to.

Our social media account is monitored during office hours, Monday to Friday. We will not respond outside of these hours and aim to reply to questions sent during evenings or at weekends when officers are back in office. We can't promise to respond to every comment we receive – particularly at busy times.

Following us on social media:

Please don't be offended if we don't follow/like you back on social media. This doesn't mean we don't like you or are not interested in what you have to say, it's just that numbers could get too high for us to be able to manage effectively.

We will sometimes follow/like people/pages that provide information that is pertinent to our work as a local authority (for example central government accounts, local media, and our partners) or

Unfortunately, and as a last resort, we will occasionally need to 'block' users if they persistently refuse to follow these guidelines and/or do not respond to requests to remove posts which fall into the categories above.

Pre-election period:

Our accounts are non-political and we ask fellow users to respect this and understand that we cannot engage in any political debate. In the six-week run up to an election - local, general or European - councils have to be especially careful not to do or say anything that could seem in any way to support any political party or candidate. We will continue to publish important service announcements using social media but may have to remove responses or ask you to remove responses if they could be construed as party political or inflammatory.

Safety Inspections – Salem Chapel**Inspection of Salem Chapel – June 2022**

MAIN CHAPEL / WEEK	9 th	16 th	23 th	30 th	Report of any defects And action taken
Main Hall of Chapel	/	/	/	/	Dry rot detected & floor part lifted. Investigations undertaken 31/8/16. Organ supports re-enforced Sept 2016.
Fire Alarm	/	/	/	/	Inspected 19/01/2022
Emergency Lighting	/	/	/	/	Inspected 19/01/2022
Stairways to Balcony	/	/	/	/	Stair lift not working, evidence of damp on walls
Balcony	/	/	/	/	Damage to display possibly from insects/woodworm. Greater evidence of damp on walls.
Toilets	/	/	/	/	Removed due to dry rot
High Street Entrance	/	/	/	/	Black mould on walls & ceilings
Office	/	/	/	/	Broken window secured
General Condition	/	/	/	/	General deterioration evident
Fire Extinguishers	/	/	/	/	Inspected & replaced as necessary 13/04/22
Observations/ Other Comments	/	/	/	/	J Dyer opinion is fungal rot. Valuation survey carried out by J Dyer 3/11/21. Issue with alarm sounding since 15/12/21, inspected and reset possibly due to rats. R Dunham asked to lay poison.
ANNEX BUILDING					
Ground Floor	/	/	/	/	
Kitchen	/	/	/	/	Mould/rot on floor. Floor rotten through. Kitchen units coming away from wall due to severe damp in floor of kitchen. R Dunham inspected.
First Aid Box	/	/	/	/	
Seating Area	/	/	/	/	Considerably amount of new damp on interior walls to left side of premises entering from the back entrance. Extensive rotting of wooden floor.
Stairway to upper room	/	/	/	/	
Upper Room	/	/	/	/	
Rear Entrance	/	/	/	/	Paint flaking off walls
Side Door	/	/	/	/	
Observations/ Other Comments					General deterioration evident.
Statutory annual Inspections:					Dragon Fire & Security Systems (fire extinguishers) 13/04/2022. Dragon Fire & Security Systems (Intruder & fire alarms) 19/01/2022.

Signed: *T Hughes*

Town Clerk

Date: 12/07/22

Chairman of Finance & General Purposes Committee