

Wrexham Glyndwr University Civic Mission resource pack

December 2020

This pack contains various useful resources created by Wrexham Glyndwr University, to underpin its development of a civic strategy for the university. It accompanies a presentation given by Nina Ruddle, Head of Public Policy Engagement, which can be accessed in the members area of the Civic University network website.

The pack contains:

Wrexham Glyndwr's Civic Mission Framework	Outlining the focus and scope of the framework
The Civic Mission approach	A summary of the key activities underway and the outcomes they are intended to deliver
Civic Mission Partnership Strategy	This includes the KPIs which will be used to monitor progress
Partnership action plan	Including KPIs and deliverables
Presentation slides	The slides used by Nina Ruddle at the NCCPE's Engage Festival in December 2020, where she presented the approach

You can contact Nina to find out more: Nina.Ruddle@glyndwr.ac.uk

Civic Mission Framework for Wrexham Glyndwr University 2020-2030

COMMITMENT
& FOCUS.

CAPACITY
& ENABLE.

OUTCOME.

Our mission is to help you:
End social inequality across North Wales by 2030.
Our aim is to be useful to you in this work by working with, and for,
you innovating, co-creating, testing and delivering new approaches to:

1. Community resilience
2. Keeping well
3. Leadership, Governance and whole system working

Our Role in WGU is to enable collective action by:

Original concept by the
design council



To enable and deliver for this collective mission we would in partnership
establish a 'North Wales Public Service lab' Learn together - Lead together



Civic Mission Approach

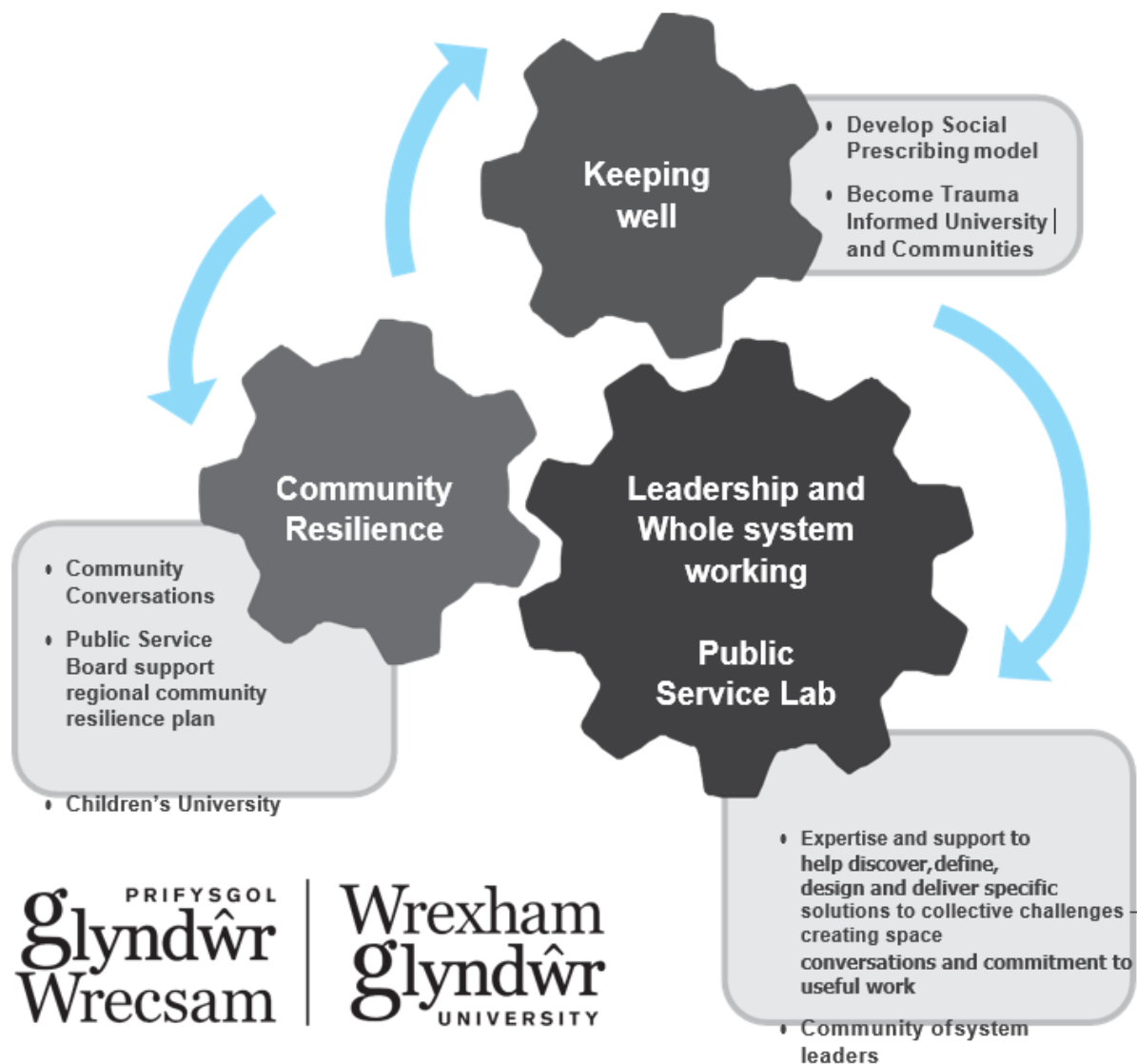
The Collective Mission

Our civic mission has people and place at its heart. We're committed to working with partners and communities in new ways – and co-creating our approach and understanding the key challenges in our region is our first step.

This plan sets out how, by listening to leaders and communities, we hope to explore, innovate, test and enable collective action - and end social inequality across North Wales by 2030.

The focus and approach

A key focus of this work will be setting up a North Wales Public Service Lab, bringing projects and people together and working in new ways to design, understand and solve the problems we face together.



THE CHALLENGE	Project/Approach	Partners	When?
Leadership, governance and whole systems working: to enable people to come together to define problems, co-create solutions, learn and share knowledge	The Public Service Lab Learning and leading together for positive whole system change <ul style="list-style-type: none"> A community of systems leaders offering training in systems leadership and building a network of systems leaders across our public sector and third sector services for the benefit of our communities and region A space for conversation providing a safe space for leadership conversations, peer support and mutual encouragement as we navigate collective challenges together A commitment to being useful supporting innovative exploration and active intervention for positive change through co-produced critical inquiry, applied research and impact evaluation 	All partners across the region for third and public sector 2025 social movement	Establish Autumn/ Winter 2020 – ongoing
Building Community Resilience: to improve listening and understanding	<ul style="list-style-type: none"> Establish a Children’s University: support learning for young people and engage their parents in learning, supporting aspiration and wellbeing Community resilience conversations: working directly with people in three communities to understand their stories and challenges. Community resilience regional recovery: to assist and support PSBs’ work on regional recovery from COVID 19– to create stronger communities. 	WCBC, Coleg Cambria and Wrexham PSB	Winter 2020- Wrexham pilot
		BCUHB, FCC, WCBC & East area Lit PSB’s WCBC & FCC	May 2020- July21 July 2020- ongoing
Keeping Well: to support a new model for wellness	Develop the Social Prescribing Community of Practice across North Wales : Support the Test Trace and Protect (TTP) approach, particularly Protect	BCUHB and 2025 social movement	Nov 2020- 2023
	Trauma and ACE Informed University and communities: Become the first TrACE informed UK university and support our communities to follow suit	National ACE Hub (PHW)	Start- Sept 2020

Title	Civic Mission Partnership Strategy
Date	October 2020
Strategy Lead	Head of Public Policy Engagement
Key Contributors	Governors, VC, DVC, Faculties, Research, Student Union and key external partners
Key Purpose of Strategy	<p>Our new civic mission has people and place at its heart. Together with leaders across North Wales we have identified that the root cause of many of our region's challenges and priorities for action relate to social inequality. And this is what we want to address. We want to help end social inequality across North Wales by 2030.</p> <p>To achieve this we aim to work in partnership with communities and leaders innovating, co-creating, testing and delivering new approaches, with a focus on 3 key priority areas:</p> <ul style="list-style-type: none"> • Community resilience • Keeping well • Leadership, governance and whole system working

<p>Alignment to V&S and other Supporting Strategies (those Strategies which have an impact upon this one)</p>	<p>The Civic Mission of the University and the Civic Engagement Strategy are the key thread to the value and goals set out in the Vision and Strategy 2025. There are a number of strategies that are interwoven and maximise our civic mission impact:</p> <p>The Enterprise strategy will focus on ensuring that we are demand led. This is set in the context of the economic drivers from the private sector for skills and knowledge, but also connecting this sector to the public and third sector to support innovation and social capital.</p> <p>Widening Access is a key strategy that will provide synergy to the focus of the civic mission, providing opportunities to access education, providing pathways and using education as a tool for social and economic transformation.</p> <p>The Employability strategy provides a framework of support to students. This will provide transferable skills and experience of working in new ways across sectors on key projects that will educate and develop skills for a workforce fit for the future.</p> <p>The Research Scholarship and Innovation strategy will increase the impact with the civic mission as we support engagement to integrate fully across the teaching and research focus.</p> <p>The Environmental Sustainability and Student strategy is a key driver for the civic engagement strategy, along with the Well Being of Future Generations (2015) Wales legislation, which has a strategic focus on sustainability across all levels.</p> <p>The Strategy for Supporting Student Learning and Achievement will provide access and opportunities to engage in key local and regional projects that for students to gain first-hand experience and develop networks that make a difference to communities.</p>
<p>Introduction and Context – nationally and locally the challenges and opportunities, what is relevant? (Headlines, rather than detail unless that pertinent) What is it that informs this strategy in terms of needs, drivers, problems, opportunities?</p>	<p>Introduction: a co-created approach</p> <p>This strategy builds upon priorities identified within the previous civic mission and engagement strategy (2017-2019) and upon a series of conversations held during 2020 with regional civic leaders which have helped us to understand regional and local priorities. As a result we have shaped the new strategy around tackling the collective challenge of social inequality. Importantly, we are committed to delivering the strategy collaboratively and collectively; to being sensitive to local and regional approaches; and to engaging in continued conversations in order to shape our work appropriately.</p>

	<p>As part of the engagement with leaders we developed a framework to (see appendix 1) to enable and support collective action across three priority areas:</p> <p>Community Resilience</p> <ul style="list-style-type: none"> • Community focus is key to developing work around tackling social inequality. • There is a need to ensure whole systems working and learning across the region collectively. • The definition of community is really important to focus the work we do. Community can take many shapes and forms <p>Keeping well</p> <ul style="list-style-type: none"> • The university can provide academic programmes that can support this work and also support the evidence and research base to build on • The research support and sharing of good practice in this area can inform future services • Education is important alongside the practical skills for young people to raise out of poverty <p>Governance and leadership</p> <ul style="list-style-type: none"> • This is a crucial focus to ensure whole system collaborative working and is not wide spread • The scale of the challenge is significant and governance has a wider scope so need to focus on areas of leadership and governance in different strands. <p>Conversations with communities</p> <p>Alongside the engagement with leaders we will be engaging on a local level directly with communities to ensure that we shape and drive our civic mission designed to meet the needs of communities. This work will be ongoing in 2020-2021 and will ensure the civic mission is guided by leaders and communities, complementing and supporting existing structures such as the Public Service Boards.</p> <p>How we will deliver</p> <p>The Research Wales Innovation Fund from the Higher Education Funding Council Wales, will enable us to deliver impactful, collaborative projects under each priority area which will drive social and economic prosperity across the region and create reciprocal benefits for partners and communities.</p>
Priority Aims	<p>Community Resilience: to improve listening and understanding to build resilience</p> <p>Keeping Well: to support a new model for health and well being</p> <p>Leadership, Governance and Whole System Working: to enable collective action and whole system working</p>

<p>Priority Actions</p>	<p><u>Priority 1: Community Resilience</u></p> <p>Children’s University The University will create a regional Children’s University to support extra-curricular learning and engaging children and parents in learning. The Children's University project is a partnership with the Wrexham Public Service Board (PSB’s) https://www.wrexhampsb.org/ from the lifelong learning group with lead partners Wrexham County Borough Council (WCBC) and Coleg Cambria. It will support schools and work in partnership to increase aspirations and support 2022 Wales Curriculum by engaging young people in extra-curricular learning and supporting adult learning to address regional skills gaps.</p> <p>Community Conversations and Community Resilience Recovery We are working in partnership with local authorities and third sector organisations in three communities in North East Wales (funded by the Regional Partnership Board's Transformation Fund https://www.northwalescollaborative.wales/regional-partnership-board/). Focused on the Healthier Wales aims we will work to ensure better health outcomes in different communities by understanding the challenges and creating solutions together. All engagement activities fit under the Public Service Board's community resilience priorities in Flintshire and Wrexham and funding will support North Wales PSB’s to focus on Community Resilience COVID regional recovery.</p> <p><u>Priority 2: Keeping well</u></p> <p>Social Prescribing Community of Practice (CoP) Using RWIF funding to fund events in partnership with Betsi Cadwaladr University Health Board (BCUHB) and 2025 Social Movement https://2025movement.org/ we plan to build on and continue the successful community of practice for Social Prescribing that we lead with BCUHB as part of the 2025 social movement to tackle avoidable health inequalities.</p> <p>Trauma Informed and Adverse Childhood Experience ACE’s (TrACE) University and Communities partnership project In partnership with the National ACE’s Hub and 2025 Social Movement we are the first HE pilot to work towards becoming a TrACE University, working with partners we will capture and share the learning across the sector and wider https://issuu.com/acesupporthub/docs/briefing_paper_ace_hub_-_trauma_informed_approach_</p> <p><u>Priority 3: Leadership, governance and whole system working</u></p> <p>Establish a North Wales Public Service Lab which will consist of a physical space in St Asaph (the 'Gofod'/Space) and intellectual space. The Lab will develop a programme of events and research outputs around key themes in collaboration with partners to explore problems, engage communities through research and practical solutions. The Lab will meet regional and national strategic priorities by exploring establishing collaborations and partnership with</p>
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	Wales Centre for Public Policy to support public services' focus of research across the region and growing a community of regional leaders to achieve transformational change.
Success Criteria – what will be the outcomes and Impact, what are the measures and KPIs?	<p>The measurement of success is detailed in more detail in Appendix 2 and we will report to HEFCW ensuring we pause and reflect each year to be responsive and agile to the needs of our people and places in North Wales. In 2020-21 key outcomes are:</p> <ul style="list-style-type: none"> • Collective agreement to work together- on collective societal challenges • Establish the Children's University in partnership • Partnership working in communities– with East area Lit and the PSB's Community Resilience regional recovery • Support and enable Social Prescribing model implementation • Pilot approach to becoming a Trauma Informed University and Communities in partnership with the National ACE's Hub and 2025 Movement • Establish the North Wales Public Service Lab
Risks <ul style="list-style-type: none"> • Relevant Corporate Risk • Additional Risks 	<p>WGU's standing with Regulators (HEFCW is the Main funder for this work Compliance and reputation (delivering projects linked to HEFCW funding) National policy (change of political administration main affect funding for civic mission)</p> <p>Additional risks:</p> <ul style="list-style-type: none"> - One lead for civic mission (Head of Public Policy Engagement; sustainability and longevity are key for long term relationship building)
University Responsible Group(s) that monitors and provides support	<p>Enterprise committee monitoring funding for projects</p> <p>Internal Steering Group</p> <p>External Advisory Group</p> <p>VCB and VCET via the DVC</p>
Action Plan - Attached	See below
Additional Content	<p>Appendix 1- Civic Mission Framework</p> <p>Appendix 2 – detailed KPIs</p>

Civic Mission Framework

for Wrexham Glyndwr University 2020-2030



COMMITMENT
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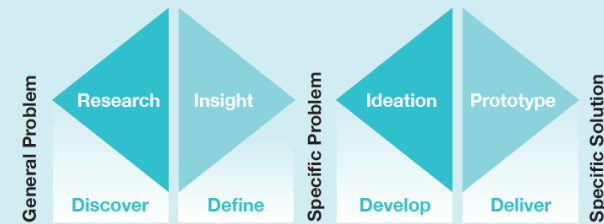
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Original concept by the
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Appendix 2 – detailed KPIs				
Civic Mission & Engagement Objectives/Outcome	How can we measure this?	Strategic Performance Indicator (s)	Impact/ Benefits	Impact-Contribution to the Well-being for Wales: 46 national indicators (see link below)
Co created Civic Mission- to end social inequality by 2030.	Collective agreement to work together- on collective societal challenges	<ul style="list-style-type: none"> Civic Mission Partnership Agreement (UPP Civic University Commission pledge) 	-New model for partnership approach to maximize our work to support our community and places	46
Community Resilience – Listen and engage with communities	Establish a regional Children’s University	<ul style="list-style-type: none"> Number of schools and pupils involved (Children’s University platform) + 3 in pilot increase to over 20 in Y2 Number of hours young people engaged - Benchmark in pilot year Feedback from young people at graduation- benchmark in pilot year 	<p>HE-FE collaboration and PSB partnership</p> <p>-Local community and placed-based activity/widening access</p> <p>-Supporting schools-new 2022 Wales Curriculum</p> <p>-Addressing societal challenges and social inequalities – aspiration and skills</p> <p>-Alignment with Regional Skills Strategy and GWe partnership for school improvement</p>	<p>05</p> <p>06</p> <p>08</p> <p>22</p> <p>35</p> <p>38</p> <p>23</p>

	Partnership working in 3 communities– identify community challenges and co create solutions supporting PSB’s for regional community resilience recovery	<ul style="list-style-type: none"> 3 Community led projects/ case studies 1 Research paper 	<p>Local Community place based activity that is innovative and is driven by the needs of communities.</p> <p>Engage through research – Support REF and inform civic mission /Collaborative research to inform and support future models for public services and collaborative working</p>	
Keeping Well- supporting people, communities and organisations to be and keep well	<p>Support and enable Social Prescribing model implementation</p> <p>Trauma Informed University and Communities in partnership with the National ACE’s Hub and 2025 Movement</p>	<ul style="list-style-type: none"> 3 Community of Practice events held in 2020/21 and each year thereafter across North Wales with 300 practitioners Case study/lessons learnt report to becoming a trauma informed University 1 conference to share learning across sectors linked to civic mission network in Wales and UK. <p>Establish partnership and engage, test and develop Trauma Informed communities’ project.</p>	<p>-Supporting the adoption of a focus on National/Regional wellness system</p> <p>-Skills need in placed based work and supporting the needs and skills for health and community sectors a growth sector in the regional skills plan</p> <p>Innovation and engagement developing research to frame and support societal challenges and new ways of working across sectors</p>	<p>03</p> <p>29</p> <p>28</p>
Leadership, Governance and whole systems working – enable and providing a safe space and expertise to enable collective action. Testing and delivering sharing	Establish the North Wales Public Service Lab	<ul style="list-style-type: none"> 1 collaborative research/ partnerships/agreements 10 Programme of events for community of leaders- based around civicmission 	Meeting societal challenges focused on social inequality, health inequality with 2025 partners and PSB partners across the Region	<p>18</p> <p>24</p> <p>27</p>

learning to tackle social inequality		<ul style="list-style-type: none"> • 5 placed based/problem based projects engaged with the Lab team • 4 academic teams engaged in research with community projects <p>2 Strategic case study of Civic mission</p>	<ul style="list-style-type: none"> · Collaborative research- exploring collaborations with the Wales Centre for Public Policy and other national forums for dissemination to provide a platform for engagement on all levels. · Support in Post COVID 19 world with applied research 	<p>30</p> <p>34</p>
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We have mapped the strategic KPI's across to contribution against the 7 well being goals and the 46 national indicators for Wales

<https://gov.wales/well-being-wales-national-indicators>

ACTION PLAN FOR CIVIC MISSION PARTNERSHIP STRATEGY

Priority Action	Operational Actions	Who Leads & additional contributors	Measures/ Key Performance Indicator	Progress report July 2021	Annual Milestones
<ul style="list-style-type: none"> Civic Partnership agreement <p>Collective agreement with partners to work together- on collective societal challenges</p>	<ul style="list-style-type: none"> -Develop the draft civic mission partnership strategy. -Shape with all key partners across the region. -Host further conversations to help shape the civic mission focus and initiate projects ensure complementary to projects across the region. -Establish external and internal steering groups 	<p>Nina Ruddle Ken Perry, Do Well Ltd, Claire Taylor</p>	<ul style="list-style-type: none"> Completion of the civic mission strategy Development of a shared Civic mission partnership agreement and shared commitment to collective challenge. Feedback from partners annually via the external steering group. 		<ul style="list-style-type: none"> -Complete Autumn 2020 -Continue development of civic mission -Annual feedback from partners
<ul style="list-style-type: none"> Children's University <p>Establish a regional children's University</p>	<p>Year 1</p> <ul style="list-style-type: none"> -Appoint Project Manager -Establish pilot project in Wrexham with 3 schools and validate learning -Establish extra curriculum learning -Develop research and evaluation approach - Graduation of young people who have completed 30, 60 or 90 hours of learning <p>Year 2 & 3</p> <ul style="list-style-type: none"> -Build a consortium to develop on a wider regional scale 	<p>Nina Ruddle Dr Rachel Hughes, WCBC PSB Lifelong learning sub group (Ian Bancroft, Donna Dickenson, WBCB, Sue Price ,Coleg Cambria)</p>	<ul style="list-style-type: none"> Number of schools and pupils involved (Children's University platform) + 3 in pilot increase to over 20 in Y2 Number of hours young people engaged -Benchmark in pilot year Feedback from young people at graduation- benchmark in pilot year Evaluation framework so learning can be shared 		<p>Year 1 – Establish CU and structure</p> <p>Year 2 & 3 build consortium</p> <p>Year 3 + build sustainable model for future</p>

	<p>Children's University with partners in GwE, Local Authorities, Regional Skills Plan and Economic Ambition Board</p> <p>-Translation of Passports and platform translation</p>				
<ul style="list-style-type: none"> • Community Conversations in partnership – in Flintshire and Wrexham • Support PSB's Community Resilience plans and projects <p>Explore new and innovative ways of working with communities to ensure we shape services to support needs of communities</p>	<ul style="list-style-type: none"> • Continue to develop project plans in partnership • Engage and identify councillors, community leaders, professionals that work in the areas • Deliver short programmes in communities and develop public narratives to inform future service commissioning and shaping of civic mission • Establish research approach, insight and enable the PSB work in NE Wales and wider 	<p><u>Do Well Ltd,</u> Nina Ruddle, BCUHB, East Area Local Implementation Team (Together for mental health strategy) all partners and PSB</p>	<ul style="list-style-type: none"> • 3 Community led projects/ case studies • 1 Research paper 		<p>Completion and review with partners in Lit/BCUHB</p> <p>Share evidence and research</p> <p>Develop projects in the PSB FCC/WCBC</p>
<ul style="list-style-type: none"> • Social Prescribing Community of Practice (CoP) <p>Connecting and facilitating learning for practitioners</p>	<p>-Plan and deliver 3 events in Year 1 with partners including celtic cousin conference for devolved nations.</p> <p>- Complete post conference reports</p> <p>-Grow the Community of Practice and practitioners network across the region</p>	<p><u>Nina Ruddle</u> 2025 social movement, <u>Glynne Roberts</u> BCUHB Mental Health team</p>	<ul style="list-style-type: none"> • Community of Practice events held in 2020/21 and each year thereafter across North Wales with 300 practitioners – Feedback from practitioners 		<p>- Review all CoP reports annually Sept 2021</p> <p>- Feedback from CoP members</p>

	-Explore collaborative projects and funding opportunities with partners.				
TrACE University and Communities In partnership with the National ACE's Hub and 2025 Social Movement we are the first HE pilot to work towards becoming a TrACE University, working with partners we will capture and share the learning across the sector and wider	<ul style="list-style-type: none"> - Agreement of partnership with 2025, establish and develop the team for Trauma informed communities - Appoint jointly funded GTA with PhD and research - Develop Project plan and vision for TrACE both projects with partners across the region. 	<u>Nina Ruddle, Caroline Hughes, Vicky Jones ACE's Hub and 2025</u>	<ul style="list-style-type: none"> • Case study/lessons learnt report to becoming a trauma informed University • 1 conference to share learning across sectors linked to civic mission network in Wales and UK. • Establish partnership and engage, test and develop Trauma Informed communities' project- 1 PhD Research and associated papers 		<ul style="list-style-type: none"> -Complete project plan -Complete case study and share learning -Host Conference in partnership
<ul style="list-style-type: none"> • North Wales Public Service Lab <p>Enable and provide a safe space and expertise to enable collective action. Testing and delivering sharing learning to tackle social inequality</p>	<p>Launch the Lab with partners agreed under the new civic mission partnership</p> <p>Work with partners in 2025 and explore wider partnership with Wales Centre for Public Policy.</p> <p>Plan programme of events for all.</p> <p>Engage Research Deans and academic teams in Faculties with projects:</p>	<u>Claire Taylor, Nina Ruddle, Dr Rachel Hughes, Ken Perry, Do Well Ltd, 2025</u>	<ul style="list-style-type: none"> • 1 collaborative research/ partnerships/agreements • 10 Programme of events for community of leaders- based around civic mission • 5 placed based/problem based projects engaged with the Lab team • 4 academic teams engaged in research with community projects • 2 Strategic case study of Civic mission 		<ul style="list-style-type: none"> - Launch Autumn/ Winter 2020 - Feedback from events and project leads. - Community engaged research/ case studies.

	<ul style="list-style-type: none"> • 2025 social movement- Just Do Team projects such as social isolation and loneliness, to be agreed by partners. • Pilot of trauma informed universities and communities (National ACE's Hub in Wales) • Community Resilience PSB's focus for sub region– whole systems change. <p>Programme of research and that support the projects and connects academic teams to specific projects.</p> <p>Establish and grow the Community of systems leaders (including supporting governors building on the success of previous projects)</p>				<p>- Community of system leaders engaged in different projects.</p>
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Slide pack.

This presentation can be viewed in the members area of the Civic Network website



What we are going to cover

- Welcome & who and where am I?
- Our civic mission so far (2017-2019)
- What is our civic mission- start with the end in mind?
- Our approach
- **Key project spotlight-** Trauma Informed University
- A learning journey with curious and humility.....



Creoso/ Welcome



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Civic Engagement Activities (2017-2019)



Camau Cynnar
gyda'n Gilydd
Early Action
Together

Rhaglen ACEau yr Heddlu a Phartneriaid
Police & Partners ACEs Programme



PROFIADAU NIWEIDIOL MEWN PLENTYNDOD
ADVERSE CHILDHOOD EXPERIENCES



Comisiynydd
Cenedlaethau'r
Dyfodol
Cymru
Future
Generations
Commissioner
for Wales



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University



north wales economic ambition board
bwrdd uchelgais economaidd gogledd cymru



CymruWellWales



Cyngor Cyllido Addysg
Uwch Cymru
Higher Education Funding
Council for Wales

hefcw

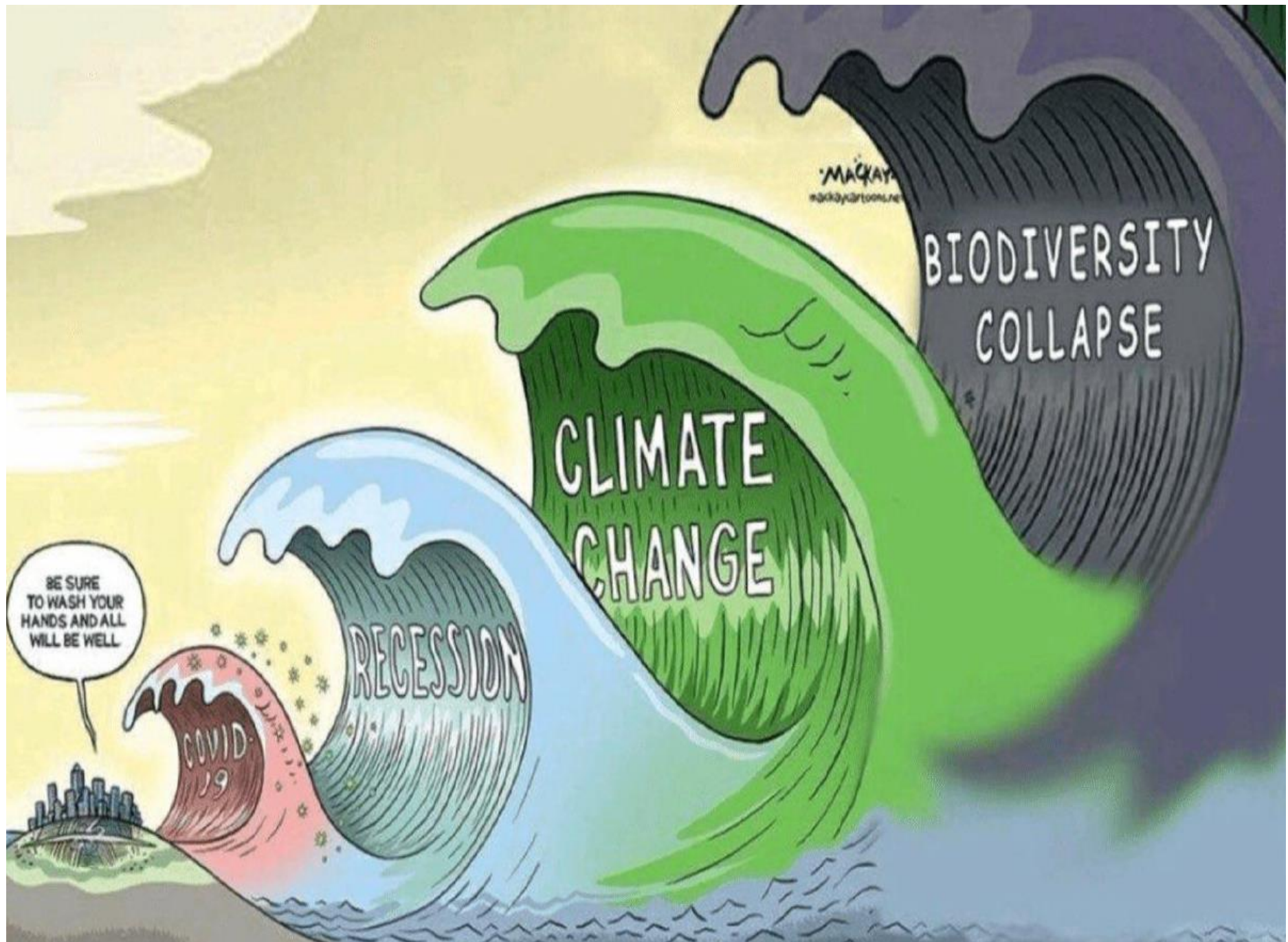


North East Wales
Gogledd Ddwyrain Cymru



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UNIVERSITY



Civic Mission Framework for Wrexham Glyndwr University 2020-2030- Our Approach

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1Community resilience

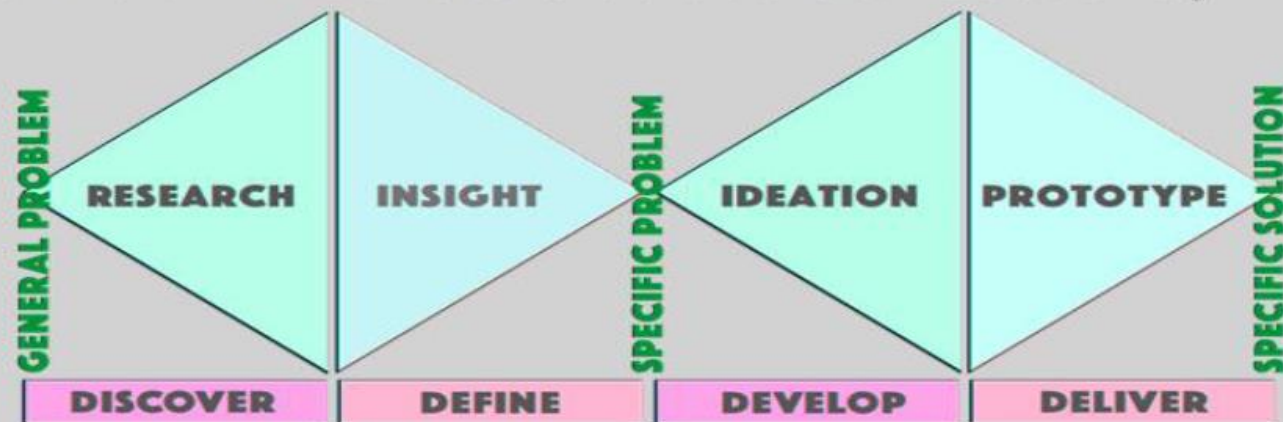
2Keeping well

3Leadership, Governance and whole system working

CAPACITY AND ENABLE

OUTCOME

Our Role in WGU is to enable collective action by:



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'Yfory bydd y byd yn gwneud yr hyn mae Cymru'n ei wneud heddiw' Nikhil Seth,
Ysgrifennydd Cyffredinol Cynorthwyol y Cenhedloedd Unedig
'What Wales is doing today, the world will do tomorrow' Nikhil Seth, UN Assistant
Secretary General



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Leadership, governance and whole system working

North Wales Public Service Lab

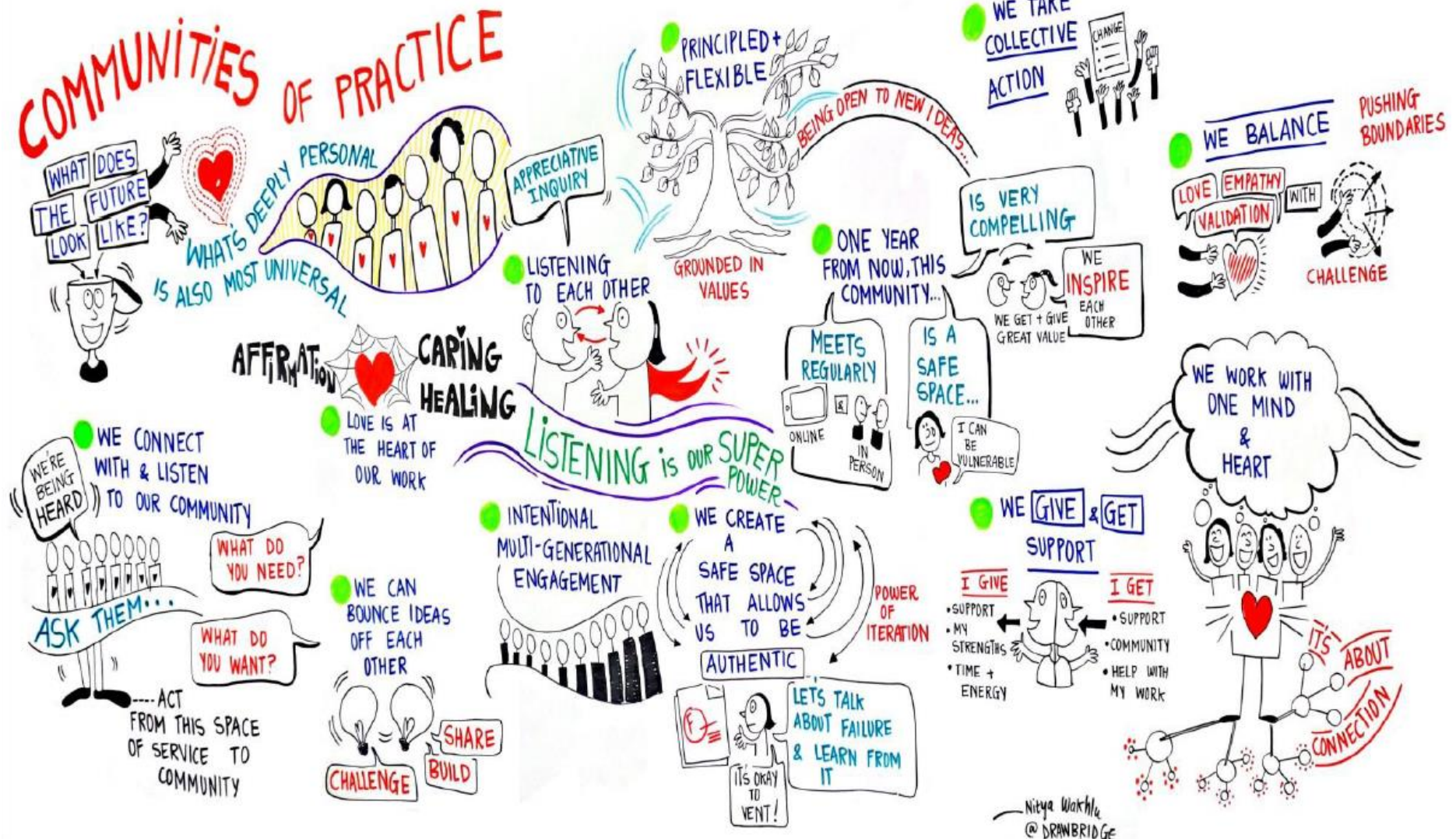
Whole system approach developed with partners



Community Resilience



Keeping Well

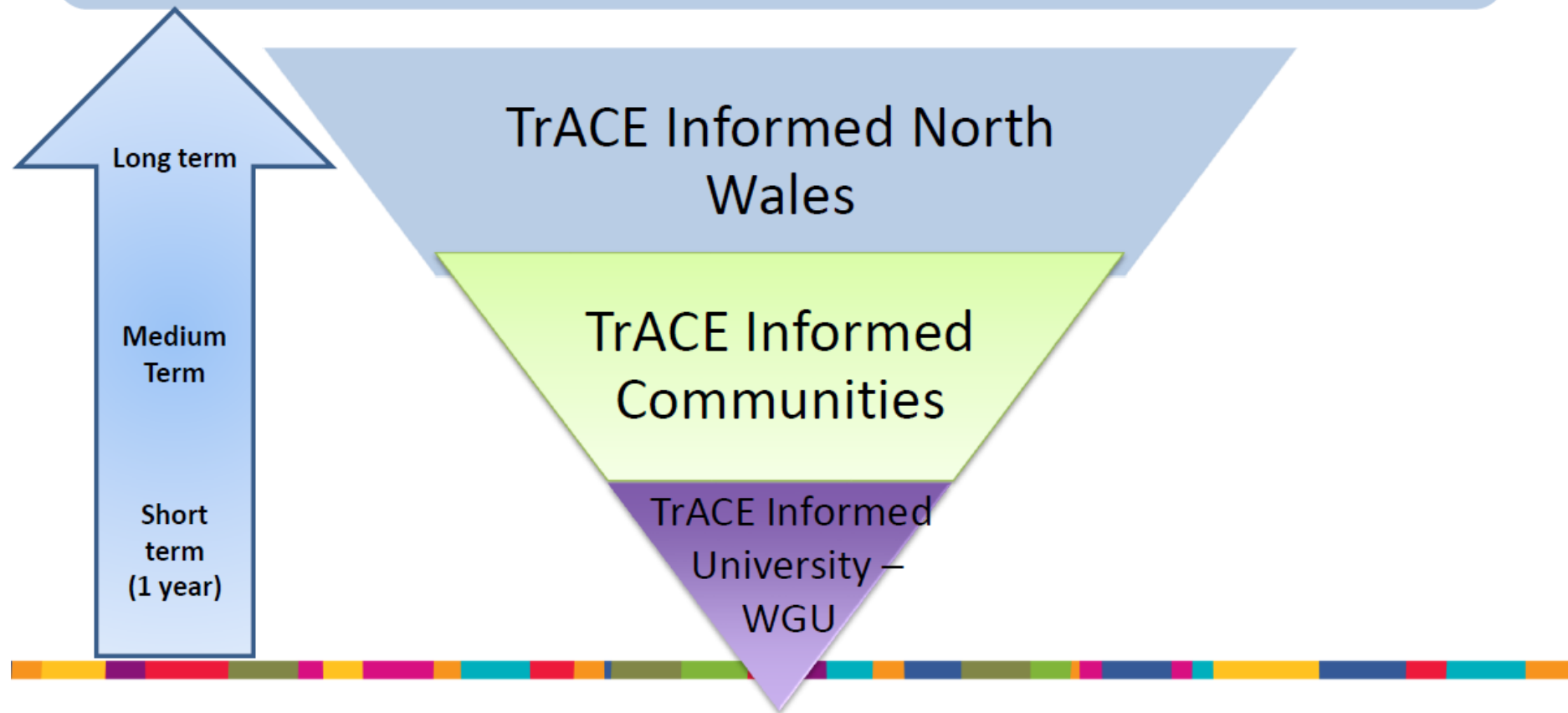


Nitya Warkhla
@DRAWBRIDGE

Becoming a Trauma and ACE (TrACE) Informed North Wales - Delivering Transformational Change

- **Trauma and ACE (TrACE) - So what does it mean?**
- **Why is it important?**
- **First UK pilot to becoming a TrACE informed University**
- **Wider vision with partners 2025**

Ambition- A Trauma and ACE (TrACE) Informed Society



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How?



- Systemic problems require systemic solutions
- Social Movement for change and a shared narrative
- Small country (or region!) can do brave things
- Old and new power –
Leadership and build together

A learning journey with curious and humility.....

- Journey not a destination
- Trust
- Start
- Driven by challenge/problem not funding
- Engage Stratas
- Be an enabler/facilitator

