

Pembrokeshire Public Services Board
Bwrdd Gwasanaethau Cyhoeddus Sir Benfro



19th February 2019 at 10am – Haverfordwest Fire Station

1. Welcome and apologies
2. Minutes of last meeting
3. Action log
4. WAO report “Local Government Services to Rural Communities”
5. Well-being Plan project updates
 - a) Project 1 - Recruitment and Employment Transformation Framework **(Dave Evans / Jonathan Feild)**
 - b) Project 2 - Environment and Climate Change Risk Assessment **(Andrea Winterton)**
 - c) Project 4 – Doing Things Differently **(H DUHB)**
 - d) Project 5 – Celebrating the Great Outdoors **(Ros Jervis)**
 - e) Projects 6, 7 & 8 - “Community”-themed projects **(Sue Leonard/Iwan Thomas)**
6. Foster Friendly Employers
7. Letter from Welsh Government re Ystadau Cymru
8. Letter from Chair of Carmarthenshire PSB – Regional PSB event 2019
(The following item of business is confidential. The PSB will go into private session and any members of the public will be excluded)
9. Brexit preparations
10. Any other business

Date and time of next meeting: 30th April 2019 at 10am, PLANED, Narberth



19 Chwefror 2019 am 10am – Gorsaf Dân Hwlfordd

1. Croeso ac ymddiheuriadau
 2. Cofnodion y cyfarfod diwethaf
 3. Cofnod gweithredu
 4. Adroddiad “Gwasanaethau Llywodraeth Leol i Gymunedau Gwledig” Swyddfa Archwilio Cymru
 5. Diweddariadau ar brosiectau’r Cynllun Llesiant
 - (a) Prosiect 1 – Fframwaith Trawsnewid Recriwtio a Chyflogaeth (**Dave Evans / Jonathan Field**)
 - (b) Prosiect 2 - Aseiad o Risgiau Newid Hinsawdd a’r Amgylchedd (**Andrea Winterton**)
 - (c) Prosiect 4 – Gwneud Pethau’n Wahanol (**BIPHDd**)
 - (d) Prosiect 5 – Cynnig prosiect rhanbarthol: Dathlu’r Awyr Agored (**Ros Jervis**)
 - (e) Prosiectau 6, 7 & 8 – Prosiectau “Cymunedol” (**Sue Leonard/Iwan Thomas**)
 6. Cyflogwyr sy’n Gyfeillgar i Ofalwyr Maeth
 7. Llythyr oddi wrth Lywodraeth Cymru parthed Ystadau Cymru
 8. Llythyr oddi wrth Gadeirydd BGC Sir Gaerfyrddin – Digwyddiad rhanbarthol BGC 2019
- Mae'r eitem fusnes ganlynol yn gyfrinachol. Bydd y BGC yn mynd i sesiwn breifat ac ni fydd unrhyw aelodau o'r cyhoedd yn cael eu heithrio**
9. Paratodau Brexit
 10. Unrhyw fusnes arall

Dyddiad ac amser y cyfarfod nesaf: 30 Ebrill 2019 am 10am, PLANED, Arberth

Pembrokeshire Public Services Board
Bwrdd Gwasanaethau Cyhoeddus Sir Benfro



MINUTES OF PEMBROKESHIRE PUBLIC SERVICES BOARD
Tuesday 20th November 2018 at 10.00am
Port of Milford Haven Offices

Present:

Tegryn Jones	Chief Executive, PCNPA (Chair)
Ian Westley	Chief Executive, Pembrokeshire County Council
Rob Quin	Assistant Chief Fire Officer, M&WW Fire & Rescue Service
John Hogg	Head of Operations South East, Natural Resources Wales
Natalie Pearson	Head of Engagement, Welsh Government
Rowland Rees-Evans	Chair, MAWW Fire Authority
Jonathan Feild	Employer and Partnership Manager, DWP
Sue Leonard	Chief Officer, PAVS (Vice-Chair)
Anna Bird	Head of Strategic Partnership Development, Hywel Dda University Health Board
Diane Lockley	Chair Local One Voice Wales Area Committee
Dr Steven Jones	Director of Development, Pembrokeshire County Council
Ros Jervis	Director of Public Health, Hywel Dda University Health Board (left 11.50am)
Iwan Thomas	Chief Executive Officer, PLANED
Jessica Morgan	PLANED
Anna Malloy	PR and Communications Manager, Port of Milford Haven
Elaine Lorton	County Director for Pembrokeshire, Hywel Dda University Health Board
Caroline James	Director of Resources and Community Services, Pembrokeshire College
Cris Tomos	Cabinet Member for Environment and Welsh Language
<u><i>In attendance</i></u>	
Claire George	Partnership and Scrutiny Support Co-ordinator, PCC
Jo Creasey	Regional Well-being Plan Co-ordinator
Richard Palmer	Assistant Director, Data Cymru (part of meeting)
Martyn Palfreman	Head of Regional Collaboration, Carmarthenshire County Council
<u><i>Support/Secretariat</i></u>	
Nick Evans	Partnership & Scrutiny Support Manager, PCC
Lynne Richards	Partnership and Scrutiny Support Co-ordinator, PCC

Apologies

Andrea Winterton	SW Operations Manager Pembrokeshire, Marine and Monitoring, Natural Resources Wales
Barry Walters	Interim Principal, Pembrokeshire College
Bernadine Rees	Chair, Hywel Dda University Health Board
Sarah Jennings	Director of Partnerships & Corporate Services, Hywel Dda University Health Board
Cllr. David Simpson	Leader, Pembrokeshire County Council
Andy Jones	Interim Chief Executive, Port of Milford Haven

The meeting commenced at 10.10am.

1. Welcome and Apologies

The Chair thanked the Port of Milford Haven for hosting the meeting and to Alec Don for his contribution to the work of the PSB.

Introductions were made and the Chair welcomed IT to his first meeting. Apologies were received from those listed above.

2. Minutes of last meeting

The minutes of the last meeting held on Tuesday 25th September 2018 were agreed as an accurate record.

3. Action Log

All actions from the last meeting were on the agenda for the meeting.

4. Dewis Cymru

PSB members were provided with a presentation from Richard Palmer, Assistant Director of Data Cymru and Dewis Cymru lead, on the new Dewis Cymru website. He described the current usage and the range of content, together with links being made between the information on the site and information held by partner organisations including Health. He also gave examples of how the site was being used to promote different models of service delivery, such as social prescribing.

A number of queries were raised following the presentation as follows;

- RJ asked whether searches were monitored to identify information gaps in the system
RP replied that search activity was logged and there were plans to build search interrogation into the system. Very few searches would result in information not being found with searchers being directed to single points of access within their local area for nil search returns
- RRE asked whether safeguarding checks were carried out on companies listed on the site
RP noted that Editors were best placed to have local knowledge about services in their area
- RP clarified that the figure of 19m related to all search results not numbers of searches made and that the number of new services being added to the system was currently increasing by about 500 per month
- JM asked how Dewis Cymru was being promoted to everyday users and whether local business were being encouraged to use the site
RP noted that the system had a small budget, the majority of which was used to maintain the site and fund the helpdesk facility. Data Cymru could provide locally branded promotional material which was not funded by them and there was also some promotional material available in .pdf format which could be sent to PSB members. The site had been launched in July 2018 and was currently being promoted through social media. The possibility of a targeted promotional

campaign using Facebook was being considered to provide users with information on gardeners, mobile hairdressers etc. RP noted research had found that 40% of older adults in Wales were digitally inactive, however, the same research had identified that most of these people were one step away from someone who could access digital information for them.

The presentation would be circulated to PSB members along with the .pdf promotional material once received.

LR

5. Regional Partnership Board

MP provided PSB partners with a presentation on the Board, including background, the recent publication of the National Plan – A Healthier Wales and the role of Regional Partnership Boards in delivering the Plan.

MP then provided an overview of the transformation plan for the region which reflected the aims of the National Plan. The transformation plan consisted of four priority areas and the region would have access to some of the £100m transformation funding that had been allocated to deliver the National Plan as a whole across Wales. Bids for this funding were due to be submitted by the end of November 2018. Areas where it would be possible to work with PSBs in meeting some of their Well-being Plan priorities were highlighted and discussed as follows;

Shared Digital Framework

A regional platform providing shared care records and drawing together population and service data to inform planning. Could also be used to provide population and service information to inform future Well-being Assessments.

Behaviour change for good

Behaviour change framework to be tested in key areas including Transforming Early Years (First 1000 Days) and ACEs. Citizen engagement, moving beyond traditional consultation towards regular engagement and co-production. A citizen assembly/panel arrangement could be introduced for the region supported by a digital tool to enable engagement with the wider community.

Integrated localities

Introduction of supported self-management programmes in pilot areas – a social prescription and time banking model targeted at long term chronic health conditions.

Connected people, kind communities

Consisting of an active citizen programme, inter-generational digital project and also building third sector, social and micro-enterprise

The next steps in the process would involve discussions between the Regional Partnership Board and PSB leads to highlight further areas of possible collaboration before implementation of the local transformation plan from December 2018 onwards.

PSB members discussed issues around behaviour change as part of the transformation process and how this applied to professional practice as well as to populations. IT noted that there was already a lot of community work in Pembrokeshire being undertaken by PSB partners and it would be important for the Regional Partnership Board to work with PSBs and the projects already in place to avoid duplication.

In order to facilitate closer links between the Regional Partnership Board and PSBs it was proposed and agreed that MP be invited to join the Pembrokeshire Public Services Board as an invited participant.

LR

The presentation would be circulated to partners for information.

LR

6. Well-being Plan Project updates

Project 1 - Recruitment and Employment Transformation Framework

CJ/JF provided an update on discussions following the meeting with HR colleagues held in early November. An information leaflet had been developed following the meeting and this would be circulated to partners. A further meeting had been arranged to consider good practice around work experience and models already in existence before deciding on a way forward. It was hoped that a repository of work experience opportunities could be developed and as part of the model it had been agreed that support would be tailored to individual requirements. The model would also focus on sectors that were hard to recruit to and supporting the labour market in Pembrokeshire.

LR

Project 2 – Environmental and Climate Change Risk Assessment

It was noted that a report had been circulated updating partners on the work to progress the climate change risk assessment.

Project 4 – Doing things differently

EL noted that a scoping workshop had been arranged for 14th December in Fishguard. A further update would follow at the next PSB meeting in February.

Project 5 – Celebrating the Great Outdoors

RJ noted that an initial meeting had been held to discuss a regional approach with PSB managers from Pembrokeshire, Carmarthenshire and Ceredigion. The suggestion had been positively received and there was general support for a regional approach. It had been agreed that a paper would be prepared to provide an update for each of the local PSBs in the new year.

RJ

Projects 6, 7 and 8 – Community-themed Projects

SL informed partners that the project group had met for the first time on 6th November. A paper updating the PSB on discussions and ideas emerging from the meeting had been circulated. It was noted that not all key partners were available for the meeting therefore the actions and priorities had yet to be fully defined.

As part of discussions around Well-being Plan updates, SPJ queried whether it would be possible to have a young person representative on the PSB. CG noted that this would

CG

be something that could be discussed at the next Pembrokeshire Youth Assembly meeting and she would contact colleagues to raise this with them to determine the best way to engage young people with the work of the PSB.

7. Ministerial Letter re: National Advice Network

NE noted that a letter from Rebecca Evans, Minister for Housing and Regeneration, had been circulated for information.

The letter highlighted the importance of joint working between PSBs and the National Advice Network and referenced a review which is currently being undertaken involving stakeholders at a national and local level. Further information would follow in due course.

8. AOB

JF noted that DWP were struggling to link with private landlords as part of the roll-out of Universal Credit in Pembrokeshire and asked whether the Local Authority would hold a register. SPJ offered to contact colleagues in the Housing Department to query this.

SPJ

IT suggested that Dewis Cymru should be challenged on some of the content and relevance of information on the site, as he had accessed the site briefly that morning and discovered several issues. He said he believed that the PSB should support and promote the site but that the above issues should be raised with Dewis Cymru.

IT

NE reminded partners that Academi Wales would be delivering Healthy Boards training for Pembrokeshire PSB members on the afternoon of 5th December in Pembrokeshire Archives. Further details would follow shortly.

LR

NE also noted that arrangements regarding scrutiny of the PSB would be developing following recent discussions at the Partnerships Overview and Scrutiny Committee and that from January 2019 onwards, statutory PSB partners would be invited to Committee meetings to be scrutinised on their contributions to the work of the PSB.

The meeting ended at 12.25pm.

Pembrokeshire Public Services Board
Bwrdd Gwasanaethau Cyhoeddus Sir Benfro



COFNODION BWRDD GWASANAETHAU CYHOEDDUS SIR BENFRO
Dydd Mawrth 20^{fed} Tachwedd 2018 am 10.00am
Swyddfeydd Porthladd Aberdaugleddau

Presennol:

Tegryn Jones	Prif Weithredwr APCAP (Cadeirydd)
Ian Westley	Prif Weithredwr Cyngor Sir Penfro
Rob Quin	Prif Swyddog Tân Cynorthwyol, Gwasanaeth Tân ac Achub CAGC
John Hesbin	Pennaeth Gweithrediadau De-ddwyrain, Cyfoeth Naturiol Cymru
Natalie Pearson	Pennaeth Ymgysylltu Llywodraeth Cymru
Rowland Rees-Evans	Cadeirydd Awdurdod Tân CAGC
Jonathan Feild	Rheolwr Cyflogwyr Phartneriaethau, Adran Gwaith a Phensiynau
Sue Leonard	Prif Swyddog PAVS (Is-gadeirydd)
Anna Bird	Pennaeth Datblygu Partneriaeth Strategol Bwrdd Iechyd Prifysgol Hywel Dda
Diane Lockley	Cadeirydd Pwyllgor Ardal Leol Un Llais Cymru
Dr Steven Jones	Cyfarwyddwr Datblygu Cyngor Sir Penfro
Ros Jervis	Cyfarwyddwr Iechyd Cyhoeddus Bwrdd Iechyd Prifysgol Hywel Dda (gadawodd am 11.50am)
Iwan Thomas	Prif Swyddog Gweithredol PLANED
Jessica Morgan	PLANED
Anna Malloy	Rheolwr Cysylltiadau Cyhoeddus a Chyfathrebu Porthladd Aberdaugleddau
Elaine Lorton	Cyfarwyddwr Sirol Sir Benfro, Bwrdd Iechyd Prifysgol Hywel Dda
Caroline James	Cyfarwyddwr Adnoddau a Gwasanaethau Cymunedol Coleg Sir Benfro
Cris Tomos	Yr Aelod Cabinet dros yr Amgylchedd a'r Gymraeg

Yn gweini

Claire George	Cydgysylltydd Cymorth Partneriaeth a Chraffu, CSP
Jo Creasey	Cydgysylltydd Cynllun Ffyniant Rhanbarthol
Richard Palmer	Cyfarwyddwr Cynorthwyol Data Cymru (rhan o'r cyfarfod)
Martyn Palfreman	Pennaeth Cydweithredu Rhanbarthol, Cyngor Sir Gâr

Cymorth / Ysgrifenyddiaeth

Nick Evans	Rheolwr Cymorth Partneriaeth a Chraffu, CSP
Lynne Richards	Cydgysylltydd Cymorth Partneriaeth a Chraffu, CSP

Ymddiheuriadau

Andrea Winterton	Rheolwr Gweithrediadau Sir Benfro De-orllewin, Morol ac Monitro, Cyfoeth Naturiol Cymru
Barry Walters	Prifathro Dros Dro, Coleg Sir Benfro
Bernadine Rees	Cadeirydd Bwrdd Iechyd Prifysgol Hywel Dda
Sarah Jennings	Cyfarwyddwr Partneriaethau a Gwasanaethau Corfforaethol Bwrdd Iechyd Prifysgol Hywel Dda
Y Cyng. David Simpson	Arweinydd Cyngor Sir Penfro
Andy Jones	Prif Weithredwr Dros Dro, Porthladd Aberdaugleddau
Dechreuodd y cyfarfod am 10.10am.	

1. Croeso ac Ymddiheuriadau

Diolchodd y Cadeirydd i Borthladd Aberdaugleddau am letya'r cyfarfod ac i Alec Don am ei gyfraniad at waith y BGC.

Gwnaed cyflwyniadau a chroesawodd y Cadeirydd IT i'w gyfarfod cyntaf. Derbyniwyd ymddiheuriadau oddi wrth y rhai a restrwyd uchod.

2. Cofnodion y cyfarfod diwethaf

Cytunwyd bod cofnodion y cyfarfod diwethaf a gynhaliwyd ar ddydd Mawrth 25^{ain} Medi 2018 yn gofnod cywir.

3. Cofnod Gweithredu

Roedd goll gamau gweithredu o'r cyfarfod diwethaf ar agenda'r cyfarfod.

4. Dewis Cymru

Cafodd aelodau'r BGC gyflwyniad gan Richard Palmer, Cyfarwyddwr Cynorthwyol Data Cymru ac arweinydd Dewis Cymru, ar wefan newydd Dewis Cymru. Disgrifiodd y defnydd presennol ac amrywiaeth y cynnwys, ynghyd â chysylltiadau rhwng y wybodaeth ar y wefan a gwybodaeth sy'n cael ei dal gan sefydliadau partner, gan gynnwys lechyd. Rhoddodd enghreifftiau hefyd o sut oedd y wefan yn cael ei defnyddio i hyrwyddo gwahanol ddulliau o gyflenwi gwasanaethau, fel presgripsiynu cymdeithasol.

Gofynnwyd nifer o gwestiynau yn dilyn y cyflwyniad fel a ganlyn:

- Gofynnodd RJ a oedd chwiliadau'n cael eu harolygu i nodi bylchau gwybodaeth yn y system.
Atebodd RP bod gweithgaredd chwilio'n cael ei gofnodi a bod cynlluniau i wneud holi chwiliadau'n rhan o'r system. Ychydig iawn o chwiliadau fyddai'n peri methu cael gwybodaeth, gyda chwilwyr yn cael eu cyfeirio at fannau mynediad unigol o fewn eu hardal leol wrth fethu canfod dim.
- Gofynnodd RRE a wnaed gwiriadau diogelu ar gwmnïau a restrwyd ar y wefan. Nododd RP bod Golygyddion yn y lle gorau i fod â gwybodaeth leol ynghylch gwasanaethau yn eu hardal.
- Eglurodd RP bod y ffigur o 19m yn gysylltiedig â holl ganlyniadau chwilio nid niferoedd y chwiliadau a wnaed a bod nifer y gwasanaethau newydd yn cael eu hychwanegu at y system yn cynyddu oddeutu 500 y mis ar hyn o bryd.
- Holodd JM sut oedd Dewis Cymru'n cael ei hyrwyddo i ddefnyddwyr cyffredin ac a oedd busnesau lleol yn cael eu hannog i ddefnyddio'r wefan.
Nododd RP mai cyllideb fechan oedd gan y system, gyda'r mwyafrif ohoni'n cael ei defnyddio i gynnal y wefan a chyllido cyfleuster y ddesg gymorth. Gallai Data Cymru ddarparu deunydd hysbysebu gyda brand lleol na thalwyd amdano ganddynt hwy ac roedd rhywfaint o ddeunydd hysbysebu ar gael hefyd ar ffurf pdf y gellid ei anfon at aelodau'r BGC. Lansiwyd y wefan ym mis Gorffennaf 2018 ac roedd ar hyn o bryd yn cael ei hyrwyddo trwy gyfryngau cymdeithasol. Roedd posibilrwydd ymgyrch hyrwyddo wedi'i thargedu trwy Weplyfr yn cael ei ystyried i roi gwybodaeth am arddwyr, trinwyr gwallt symudol ac ati i ddefnyddwyr.

Dyweddod RP y gwelodd ymchwil fod 40% o oedolion hŷn yng Nghymru'n ddigidol anweithgar ond bod yr un ymchwil, fodd bynnag, wedi dangos mai dim ond un cam fod oedd y rhan fwyaf o'r bobl hyn oddi wrth rywun a allai gael gwybodaeth ddigidol ar eu rhan.

Byddai'r cyflwyniad yn cael ei gylchredeg i aelodau'r BGC ynghyd â'r deunydd hysbysebu pdf ar ôl ei dderbyn.

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5. Y Bwrdd Partneriaeth Ranbarthol

Rhoddodd MP gyflwyniad ar y Bwrdd i bartneriaid y BGC, gan gynnwys cefndir, cyhoeddi'r Cynllun Cenedlaethol – Cymru Iachach yn ddiweddar a swyddogaeth Byrddau Partneriaeth Rhanbarthol wrth gyflawni'r Cynllun.

Yna rhoddodd MP olwg dros y cynllun trawsnewid ar gyfer y rhanbarth oedd yn adlewyrchu nodau'r Cynllun Cenedlaethol. Roedd y cynllun trawsnewid yn cynnwys pedwar maes blaenoriaethol a byddai rhan o'r £100m o gyllid trawsnewid a glustnodwyd i gyflawni'r Cynllun Cenedlaethol cyfan ledled Cymru ar gael i'r rhanbarth. Roedd cynigion am y cymorth ariannol hwn i gael eu cyflwyno erbyn diwedd mis Tachwedd 2018. Tynnwyd sylw at feysydd lle byddai modd gweithio gyda BGC tuag at gyflawni rhai o flaenoriaethau eu Cynllun Ffyniant ac fe'u trafodwyd fel a ganlyn:

Fframwaith Digidol ar y Cyd

Llwyfan rhanbarthol yn darparu cofnodion gofal ar y cyd ac yn tynnu data poblogaeth a gwasanaethau ynghyd ar gyfer cynllunio. Gellid ei ddefnyddio hefyd i roi gwybodaeth am y boblogaeth a gwasanaethau ar gyfer Asesiadau Ffyniant y dyfodol.

Newid ymddygiad er gwell

Fframwaith newid ymddygiad i'w brofi mewn ardaloedd allweddol gan gynnwys Trawsffurfio'r Blynnyddoedd Cynnar (Y 1000 Diwrnod Cyntaf) ac ACE. Ymgysylltu â dinasyddion, symud y tu hwnt i ymgynghoriad traddodiadol tuag at ymgysylltu a chydgyhyrchu rheolaidd. Gellid cyflwyno trefniant cynulliad / panel dinasyddion ar gyfer y rhanbarth gyda chymorth offeryn digidol i alluogi ymgysylltu â'r gymuned ehangach.

Bröydd integredig

Cyflwyno rhaglenni hunanreoli gyda chymorth mewn ardaloedd rhagbrofi – patrwm presgripsiwn cymdeithasol a bancio amser wedi ei dargedu ar gyflyrau iechyd cronig hirdymor.

Pobl gysylltiedig, cymunedau caredig

Yn cynnwys rhaglen dinasyddion gweithgar, prosiect digidol rhwng cenedlaethau a hefyd meithrin mentrau trydydd sector, cymdeithasol a mân.

Byddai camau nesaf y broses yn cynnwys trafodaethau rhwng y Bwrdd Partneriaeth Ranbarthol ac arweinwyr BGC i dynnu sylw at feysydd ychwanegol lle gellid cydweithredu cyn gweithredu'r cynllun trawsnewid lleol o fis Rhagfyr 2018 ymlaen.

Trafododd aelodau'r BGC faterion ynghylch newid ymddygiad fel rhan o'r broses drawsnewid a sut oedd hyn yn berthnasol i arfer proffesiynol yn ogystal ag i boblogaethau. Nododd IT bod llawer o waith cymunedol eisoes yn Sir Benfro yn cael ei wneud gan bartneriaid y BGC a byddai'n bwysig i'r Bwrdd Partneriaeth Ranbarthol weithio gyda BGC a'r prosiectau sy'n bodoli eisoes i osgoi ailadrodd.

Er mwyn hwyluso cysylltiadau agosach rhwng y Bwrdd Partneriaeth Ranbarthol a BGC cynigiwyd a chytunwyd i wahodd MP i ymuno â Bwrdd Gwasanaethau Cyhoeddus Sir Benfro fel cyfranogwr trwy wahoddiad.

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Byddai'r cyflwyniad yn cael ei gylchredeg i'r partneriaid er gwybodaeth.

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6. Diweddariadau Prosiectau'r Cynllun Ffyniant

Prosiect 1 - Fframwaith Trawsnewid Denu a Chyflogi

Rhoddodd CJ/JF y diweddaraf ar drafodaethau'n dilyn y cyfarfod gyda chydweithwyr Adnoddau Dynol a gynhaliwyd yn gynnar ym mis Tachwedd. Datblygwyd taflen wybodaeth ar ôl y cyfarfod a byddai'n cael ei chylchredeg i'r partneriaid. Trefnwyd cyfarfod pellach i ystyried arferion da o gwmpas profiad gwaith ac enghreifftiau mewn bodolaeth eisoes cyn penderfynu pa ffordd i fynd. Gobeithiwyd y gellid datblygu cronfa o gyfleoedd profiad gwaith ac, fel rhan o'r patrwm, cytunwyd y byddai cymorth yn cael ei addasu i ofynion unigol. Byddai'r patrwm hefyd yn canolbwyntio ar sectorau oedd yn anodd denu iddynt a chynnal y farchnad lafur yn Sir Benfro.

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Prosiect 2 – Aseiad o Risgiau Amgylcheddol a Newid Hinsawdd

Nodwyd y cylchredwyd adroddiad yn diweddarau partneriaid ynghylch y gwaith i ddatblygu'r aseiad o risgiau newid hinsawdd.

Prosiect 4 – Gwneud pethau'n wahanol

Nododd EL y trefnwyd gweithdy cwmpasu ar 14^{eg} Rhagfyr yn Abergwaun. Byddai diweddariad arall yn dilyn yng nghyfarfod nesaf y BGC ym mis Chwefror.

Prosiect 5 – Dathlu'r Awyr Agored

Nododd RJ y cynhaliwyd cyfarfod dechreuol i drafod agwedd ranbarthol gyda rheolwyr BGC o Sir Benfro, Sir Gâr a Cheredigion. Cafodd yr awgrym dderbyniad cadarnhaol ac roedd cefnogaeth gyffredinol i agwedd ranbarthol. Cytunwyd y byddai papur yn cael ei baratoi i roi diweddariad ar bob un o'r BGC lleol yn y flwyddyn newydd.

RJ

Prosiectau 6, 7 ac 8 – Prosiectau gyda Thema Gymunedol

Dywedodd SL wrth y partneriaid bod y grŵp prosiectau wedi cyfarfod am y tro cyntaf ar 6^{ed} Tachwedd. Roedd papur yn diweddarau'r BGC ar drafodaethau a syniadau'n ymddangos o'r cyfarfod wedi cael ei gylchredeg. Nodwyd nad oedd pob un o'r partneriaid allweddol ar gael ar gyfer y cyfarfod a bod y camau gweithredu a blaenoriaethau eto i'w diffinio'n llawn o ganlyniad.

Fel rhan o drafodaethau ynghylch diweddariadau'r Cynllun Ffyniant, holai SPJ a fyddai modd cael cynrychiolydd pobl ifanc ar y BGC. Nododd CG y byddai hyn yn rhywbeth y

gellid ei drafod yng nghyfarfod nesaf Cynulliad Ieuenctid Sir Benfro ac y byddai'n cysylltu â chydweithwyr i godi hyn gyda nhw i benderfynu beth fyddai'r ffordd orau o ddenu pobl ifanc at waith y BGC.

7. Llythyr Gweinidogol ynghylch: Rhwydwaith Cyngor Cenedlaethol

Nododd NE y cylchredwyd llythyr oddi wrth Rebecca Evans, y Gweinidog Tai ac Adfywio, er gwybodaeth.

Tynnodd y llythyr sylw at bwysigrwydd gweithio ar y cyd rhwng BGC a'r Rhwydwaith Cyngor Cenedlaethol a chyfeiriodd at adolygiad sydd ar y gweill yn cynnwys rhanddeiliaid yn genedlaethol a lleol. Byddai rhagor o wybodaeth yn dilyn maes o law.

8. UFA

Nododd JF bod yr Adran Gwaith a Phensiynau'n cael trafferth cysylltu â landlordiaid preifat fel rhan o ledaenu Credyd Cynhwysol yn Sir Benfro a gofynnodd a fyddai'r Awdurdod Lleol yn dal cofrestr. Cynigiodd SPJ gysylltu â chydweithwyr yn yr Adran Dai i holi ynghylch hyn.

SPJ

Awgrymodd IT y dylid herio Dewis Cymru ar rywfaint o'r cynnwys a pherthnasedd gwybodaeth ar y wefan, oherwydd ei fod wedi cyrchu'r wefan yn fyr y bore hwnnw a darganfod amryw faterion. Dywedodd y credai y dylai'r CBY gefnogi a hyrwyddo'r wefan ond y dylid codi'r materion uchod gyda Dewis Cymru.

IT

Atgoffodd NE y partneriaid y byddai Academi Cymru'n cyflwyno hyfforddiant Byrddau Iach ar gyfer aelodau BGC Sir Benfro ar brynhawn 5^{ed} Rhagfyr yn Archifdy Sir Benfro. Byddai rhagor o fanylion yn dilyn yn fuan.

LR

Nododd NE hefyd y byddai trefniadau ynghylch craffu ar y BGC yn datblygu'n dilyn trafodaethau diweddar yn y Pwyllgor Craffu a Throsolygu Partneriaethau ac y byddai partneriaid statudol y BGC yn cael eu gwahodd, o fis Ionawr 2019 ymlaen, i gyfarfodydd y Pwyllgor i graffu ar eu cyfraniadau at waith y BGC.

Daeth y cyfarfod i ben am 12.25pm.

ACTION LOG
Pembrokeshire Public Services Board Meeting, Tuesday 20th November 2018
Port of Milford Haven Offices

Present	<p>Tegryn Jones Ian Westley Rob Quin John Hogg Natalie Pearson Rowland Rees-Evans Jonathan Feild Sue Leonard Anna Bird Diane Lockley Dr Steven Jones Ros Jervis Iwan Thomas Jessica Morgan Anna Malloy Elaine Lorton Caroline James Cris Tomos</p> <p><i><u>In attendance</u></i></p> <p>Claire George Jo Creasey Richard Palmer Martyn Palfreman</p> <p><i><u>Support/Secretariat</u></i></p> <p>Nick Evans Lynne Richards</p>	<p>Chief Executive, PCNPA (Chair) Chief Executive, Pembrokeshire County Council Assistant Chief Fire Officer, M&WW Fire & Rescue Service Head of Operations South East, Natural Resources Wales Head of Engagement, Welsh Government Chair, MAWW Fire Authority Employer and Partnership Manager, DWP Chief Officer, PAVS (Vice-Chair) Head of Strategic Partnership Development, Hywel Dda University Health Board Chair Local One Voice Wales Area Committee Director of Development, Pembrokeshire County Council Director of Public Health, Hywel Dda University Health Board (left 11.50am) Chief Executive Officer, PLANED PLANED PR and Communications Manager, Port of Milford Haven County Director for Pembrokeshire, Hywel Dda University Health Board Director of Resources and Community Services, Pembrokeshire College Cabinet Member for Environment and Welsh Language</p> <p>Partnership and Scrutiny Support Co-ordinator, PCC Regional Well-being Plan Co-ordinator Assistant Director, Data Cymru (part of meeting) Head of Regional Collaboration, Carmarthenshire County Council</p> <p>Partnership & Scrutiny Support Manager, PCC Partnership and Scrutiny Support Co-ordinator, PCC</p>
Apologies	<p>Andrea Winterton Barry Walters Bernadine Rees Sarah Jennings Cllr. David Simpson Andy Jones</p>	<p>SW Operations Manager Pembrokeshire, Marine and Monitoring, Natural Resources Wales Interim Principal, Pembrokeshire College Chair, Hywel Dda University Health Board Director of Partnerships & Corporate Services, Hywel Dda University Health Board Leader, Pembrokeshire County Council Interim Chief Executive, Port of Milford Haven</p>

No.	Action	Owner	Target Date	Resolution
1.	Circulate Dewis Cymru presentation and promotional .pdf material once received	LR	When received	Circulated 06-02-19
2.	Amend circulation list and terms of reference to include MP as an Invited Participant on Pembrokeshire PSB	LR	asap	Amendments made 20-11-2018
3.	Circulate Regional Partnership Board presentation	LR	asap	Circulated 29-11-2018
4.	Circulate information leaflet developed for Project 1 – Recruitment and Employment Transformation Framework (once amended version received)	LR	When received	Included in pack under item 5a update
5.	Prepare updates for each of the PSBs involved in discussions to develop a regional approach to elements in Project 5 – Celebrating the Great Outdoors	RJ	Next meeting	RJ to provide verbal update at meeting on plans and progress
6.	Contact colleagues from Pembrokeshire Youth Assembly to discuss best way for young people to become involved with the work of the PSB	CG	Before next meeting	To discuss as part of meeting under 5e
7.	Contact colleagues in the PCC Housing Department to query for JF whether a list of private landlords is held	SPJ	asap	Response sent to JF 29-11-2018
8.	Contact Dewis Cymru to challenge some of the content and relevance of information on the site	IT	asap	Concerns raised as discussed, response that accuracy on partners sites signposted by Dewis not their responsibility
9.	Circulate information on Academi Wales Healthy Boards training for Pembrokeshire PSB members on 5 th December 2018	LR	When received	Circulated 21-11-2018



Item 4

DATE OF MEETING	19 th February 2019
REPORT TITLE	WAO report “Local Government Services to Rural Communities”
PURPOSE	<p>Wales Audit Office has published a report looking at how services are being delivered to rural areas in Wales.</p> <p>While the report has a particular focus on Councils, it also specifically addresses the opportunities for public bodies to collectively plan and deliver services in rural areas more effectively and the key role that PSBs are expected to play as part of that.</p> <p>The main issues for the PSB to consider are set out in the summary report attached.</p>
RECOMMENDATION(S)	That the PSB determines what actions it wishes to take in response to the WAO report.
AUTHOR	Nick Evans, Partnership and Scrutiny Support Manager

Wales Audit Office: Local Government Services to Rural Communities

The concerns highlighted in the report resonate with much of what the PSB identified through the Well-being Assessment and set out to address through the Well-being Plan.

Issues associated with rurality are a huge challenge for citizens and while these challenges are recognised by service deliverers, the solutions are not easy and often require a multi-agency collaborative approach and a shared commitment towards tackling the problems.

The Tackling Rurality theme in the Well-being Plan remains as yet largely undefined and the PSB has not determined a clear response to the problem as yet. The WAO report presents a means by which the PSB can identify the issues where it can work together to address the challenges it recognised in the Well-being Assessment and which it promised to address in the Well-being Plan.

The broad findings of the report are that Councils and their partners are not as yet responding effectively to the challenges faced by rural communities and **Part 2 of the report** has a specific focus on how partners can support and sustain rural communities through the PSB, and looks in more detail at:

- the quality of well-being assessments
- the effectiveness of partnership arrangements
- the impact of consultation and engagement with citizens in setting priorities and actions
- the approach to collaboration and service integration

In considering these issues WAO believes there are opportunities to articulate a clearer and more ambitious shared vision for rural Wales and recommends that PSB partners respond more effectively to the challenges faced by rural communities by:

- assessing the strengths and weaknesses of their different rural communities using the Welsh Governments Rural Proofing Tool and identify and agree the local and strategic actions needed to support community sustainability;
- ensuring the Local Well-Being Plan sets out a more optimistic and ambitious vision for 'place' with joint priorities co-produced by partners and with citizens to address agreed challenges.

In summary the message from the WAO is clear: PSBs should think and act differently in order to find sustainable ways which support rural communities in meeting the challenges they face.

Archwilydd Cyffredinol Cymru
Auditor General for Wales

Local Government Services to Rural Communities



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU



I have prepared and published this report in accordance with the
Public Audit (Wales) Act 2004.

The Wales Audit Office study team was managed by Nick Selwyn and comprised Steve Frank, Gareth Jones, Euros Lake, Sara Leahy, Martin Gibson, Philippa Dixon and Matt Brushett under the direction of Jane Holownia

Adrian Crompton
Auditor General for Wales
Wales Audit Office
24 Cathedral Road
Cardiff
CF11 9LJ

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Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

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Councils are not yet finding sustainable ways to help rural communities overcome the challenges they face and need to think and act differently

- 1 Delivering fair and equitable public services and maintaining specialist provision in rural areas is challenging due to geography, distance, cost and scalability. A tradition of strong community resilience and a culture of self-reliance in rural areas, can often mask significant problems. The loss of the 'cornerstones' of village life such as banks, schools, and post offices and poor access to key infrastructure like public transport and superfast broadband can compound the challenge of sustaining public services in rural communities.

What we mean by 'Rural Wales':

There is no single agreed definition of a rural Wales. The classification used by Welsh Government defines roughly 20% of the overall Welsh population as living in rural areas. For the purpose of this study, and in line with the Welsh Local Government Association's rural policy forum, we classify nine authorities as rural, 11 authorities as semi-rural and two authorities as non-rural and urban.

PRIMARILY RURAL

- 1 Carmarthenshire
- 2 Ceredigion
- 3 Conwy
- 4 Denbighshire
- 5 Gwynedd
- 6 Isle of Anglesey
- 7 Monmouthshire
- 8 Pembrokeshire
- 9 Powys



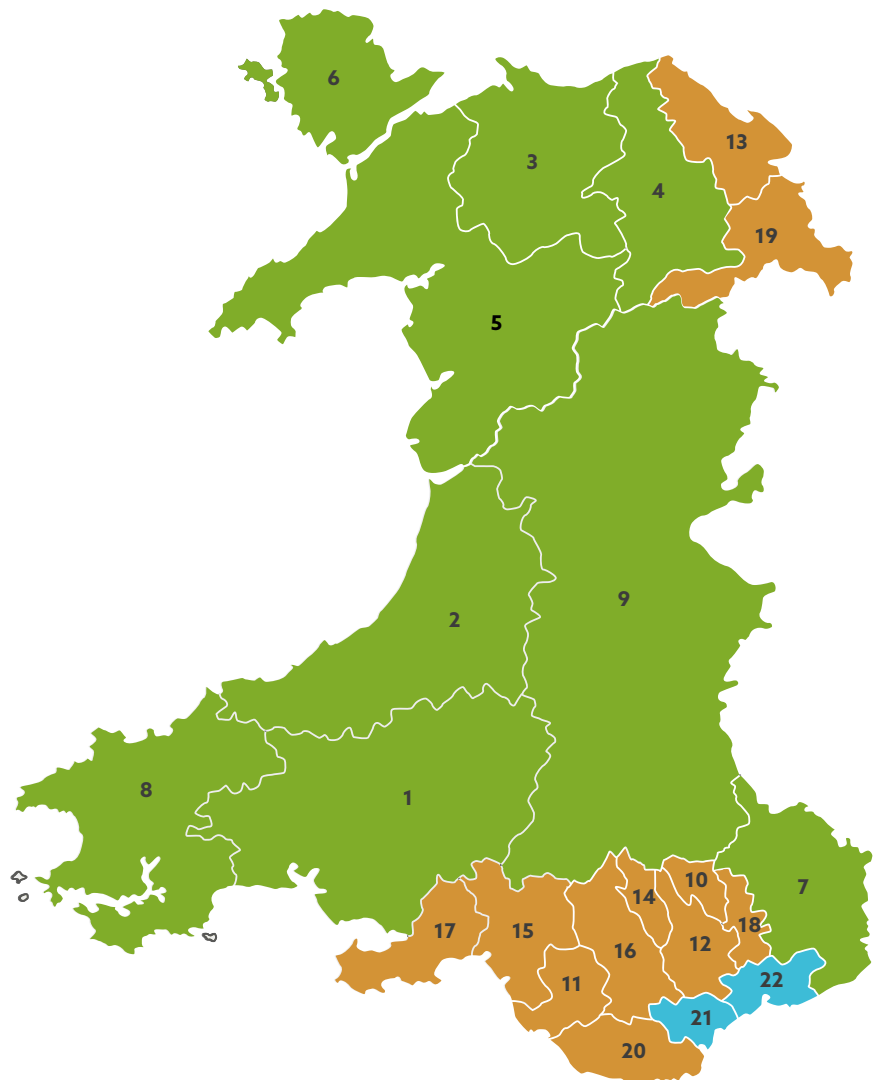
SEMI-RURAL/URBAN

- 10 Blaenau Gwent
- 11 Bridgend
- 12 Caerphilly
- 13 Flintshire
- 14 Merthyr Tydfil
- 15 Neath Port Talbot
- 16 Rhondda Cynon Taf
- 17 Swansea
- 18 Torfaen
- 19 Wrexham
- 20 Vale of Glamorgan



FULLY URBAN

- 21 Cardiff
- 22 Newport



- 2 Since 2010-11, councils have faced significant financial constraints. Net revenues from Welsh Government grants, business rates and collected council tax fell by 7.5% between 2009-10 and 2016-17 (excluding fees and charges), which is the equivalent to £529 million¹. The Welsh Local Government Association estimates that austerity has resulted in councils cutting spending by over £1 billion in real terms and 25,000 jobs being lost in councils since 2010-11². The impact of austerity on provision of services is resulting in councils facing tough choices and requires them to identify alternative service models and new ways of working to maintain and protect services.
- 3 Under its [Programme for Government 2016-2021](#), the Welsh Government has set an outcome of ‘Successful, Sustainable Rural Communities’. Under this outcome, there are specific targets and actions for public bodies, including local government³. This review assesses how local government directly provides services to rural communities, and how councils work with others, and considers whether they:
 - a have clear priorities for services to rural communities based on an understanding of needs and demands;
 - b are making best use of resources by, for example, developing new joint models of service delivery such as gateway services or joint service and community hubs;
 - c are making best use of facilities, co-location and/or transfer and use of assets;
 - d are supporting citizens to become more resilient and self-reliant; and
 - e are taking a longer-term place based view on how best to deliver services.
- 4 Our review methods are set out in [Appendix 1](#). Based on the findings of this audit, the Auditor General has concluded that **councils are not yet finding sustainable ways to help rural communities overcome the challenges they face and need to think and act differently.**

1 www.walespublicservices2025.org.uk/files/2017/11/Austerity-and-Local-Government.pdf

2 www.wlga.wales/local-government-settlement-the-war-of-attrition-continues-says-wlga

3 Priority 4 relates to public bodies supporting community-led projects, promote skills development, job creation, entrepreneurship, community energy, rural transport and broadband access. Priority five focuses on safeguarding social housing in rural communities by ending ‘Right to Buy’ and continuing to support the work of Rural Housing Enablers.

Our findings

- 5 For many people in rural Wales, it is a great place to live and work. However, reductions in public spending coupled with socio-economic change, poor infrastructure and ongoing public service delivery challenges are resulting in services being less accessible and effective compared to urban areas.
- 6 **Part 1** of this report examines the shifting face of rural Wales, looking at demographic challenges in providing services to dispersed communities in rural areas. The loss of the cornerstones of village life – banks and post offices for example – and poor infrastructure have adversely affected rural communities.
- 7 **Part 2** examines how public bodies are currently responding to the challenge of planning and delivering services in rural Wales. We find that public bodies who cover both rural and urban areas too often create and deliver services shaped by their urban context. Whilst there are significant variations in the local environment, policy choices and councils' operational structures, there is also a steady drift towards standardisation and centralisation based on a perception of being able to manage costs and increase efficiency. Public bodies continue to deliver a 'one size fits all approach' which is creating and reinforcing 'rural inequality'⁴.
- 8 Finally, **Part 3** concludes that with fewer resources, rising demand and complex delivery challenges, public bodies need to work together in deciding how they set priorities and deliver frontline services if they are to meet the long-term needs of citizens. From our review we have identified there are opportunities to do things differently and to provide solutions that can better meet the future needs of rural Wales. Key to addressing this challenge is to make a reality of co-ordinated and integrated services to maximise both the use of resources and the quality of service delivery. This requires liaison and co-operation between public, private and voluntary sector providers, including the development of multi-purpose, cross-sector hubs. Public bodies also need to do more to equip citizens and communities to become more resilient and self-reliant as public finances continue to reduce.

4 By rural inequality, we mean the real and perceived imbalance and difference in the quality, accessibility, and affordability of service provision in rural areas compared to urban ones. Not only can a 'one size fits all' approach stifle innovation, it can work against current policy shifts towards personalisation of services, particularly in social care. An over generalised view of service demand and people's needs can hinder the targeting of increasingly scarce resources and impede prevention activity. It can restrict people's personal choices. A 'one size fits all' approach is not a solution to policy variance and inconsistencies in services.

Recommendations

- 9 We have made recommendations for improvement and these are set out below.

Recommendations

- R1 Socio economic change, poor infrastructure and shifts in provision of key services and facilities has resulted in the residualisation of communities in rural Wales. (See paragraphs 1.2 – 1.16) **We recommend that Welsh Government support public bodies to deliver a more integrated approach to service delivery in rural areas by:**
- refreshing rural grant programmes to create sustainable financial structures, with multi-year allocations; and
 - helping people and businesses make the most of digital connectivity through targeted and more effective business and adult education support programmes.
- R2 The role of Public Service Boards is evolving but there are opportunities to articulate a clearer and more ambitious shared vision for rural Wales (see paragraphs 2.2 to 2.9 and 2.28 to 2.31). **We recommend that PSB public services partners respond more effectively to the challenges faced by rural communities by:**
- assessing the strengths and weaknesses of their different rural communities using the Welsh Governments Rural Proofing Tool and identify and agree the local and strategic actions needed to support community sustainability; and
 - ensuring the Local Well-Being Plan sets out a more optimistic and ambitious vision for ‘place’ with joint priorities co-produced by partners and with citizens to address agreed challenges.
- R3 To help sustain rural communities, public services need to think differently in the future (see paragraphs 3.1 to 3.12). **We recommend councils provide a more effective response to the challenges faced by rural communities by:**
- ensuring service commissioners have cost data and qualitative information on the full range of service options available; and
 - using citizens’ views on the availability, affordability, accessibility, adequacy and acceptability of council services to shape the delivery and integration of services.

Recommendations

- R4 To help sustain rural communities, public services need to act differently in the future (see paragraphs 3.1 to 3.12). **We recommend councils do more to develop community resilience and self-help by:**
- working with relevant bodies such as the Wales Co-operative Centre to support social enterprise and more collaborative business models;
 - providing tailored community outreach for those who face multiple barriers to accessing public services and work;
 - enhancing and recognising the role of town and community councils by capitalising on their local knowledge and supporting them to do more;
 - encouraging a more integrated approach to service delivery in rural areas by establishing pan-public service community hubs, networks of expertise, and clusters of advice and prevention services;
 - enabling local action by supporting community asset transfer identifying which assets are suitable to transfer, and having the right systems in place to make things happen; and
 - improving community-based leadership by developing networks of interest, training and coaching, and encouraging volunteering.

Part 1 – Socio economic change, poor infrastructure and shifts in how key services and facilities are provided has resulted in the residualisation of communities in rural Wales

1.1 Public services are key to helping and protecting citizens, and traditionally focus on solving problems. However, there are a host of challenges that face the Welsh public sector in the 21st century. In this part of the report, we consider the implications of the shifting face of rural Wales looking at the impact of population, employment and housing changes in the recent past. We also consider the infrastructure challenge of providing public and other services to dispersed communities in rural Wales – the quality of roads, access to broadband and the provision of key services such as banks and post offices. We also consider citizens views on local public service provision and recent changes. These challenges are often interconnected, defining the operating environment in which public bodies deliver services.

Demographic change and challenges in encouraging employment has impacted on the sustainability of communities and services

Rural communities are ageing more quickly and the rate of new household formation slowing than other parts of Wales

1.2 Demographic changes are increasing pressure on already stretched public services such as social care as demand for services increase. Depopulation and an ageing society in remoter rural areas is also resulting in local services becoming less viable. The demography of rural Wales and, in particular, the growing number of older people, has implications for the future of public service provision – for example increasing demand on social care and housing services. Between 2012 and 2016 all nine primarily rural councils have seen a reduction in the number of people aged under 18 and an increase in the number of people aged over 65. Whilst all rural areas will see the number of households in their area increase by 2035, eight of the nine primarily rural authorities will see new household formation at levels lower than the Welsh average. Daffodil⁵ forecasts that this trend will continue for the next 20 years.

5 Daffodil is a web-based system developed by the Institute of Public Care for the Welsh Government, which pulls together in one place the information needed to plan care, support and housing services in the future.

The lack of well paid jobs and difficulties creating and maintaining employment has encouraged younger people to move away

- 1.3 Our analysis highlights that, in some aspects, the economy of rural Wales is performing well. The employment rate in primarily rural authorities has seen a greater increase since 2007-08 than other parts of Wales, and all rural areas (with the exception of Ceredigion) at levels above the Welsh average. Overall, fewer people in rural Wales are economically inactive, unemployed or in receipt of welfare benefits than other parts of the country⁶.
- 1.4 Despite these changes, rural Wales faces some significant economic challenges. Developing and sustaining a high skills economy can be difficult because the labour market is relatively small and there can often be a mismatch between having a workforce with the right skills to attract inward investment. New businesses are less prevalent in rural than urban areas. Whilst six of the nine primarily rural authorities have seen more businesses created than closed in 2016, the rate of growth has been gradually reducing since 2013 and the number of active business enterprises per 10,000 population fell in eight of the nine primarily rural authorities between 2008 and 2016.
- 1.5 Most communities in Wales have seen average (mean) gross weekly earnings increase since 2012, but seven of the nine primarily rural authorities have average weekly wages below the overall Welsh average and in Pembrokeshire, wages have fallen⁷. Comparatively, rural Wales has lower wages and the gap between the counties with the lowest and highest average earnings is widening.
- 1.6 The economy of rural Wales is heavily geared towards self-employment and smaller businesses. In 2016-17, self-employment levels in the nine primarily rural authorities were above the Welsh average. Only one other authority (Torfaen) is above the Welsh average⁸. Data published by the Office of National Statistics show that a greater proportion of the workforce are employed in micro (between 1 and 9 employees) and small (between 10 and 49 employees) businesses in rural Wales than other parts of the country⁹. For example in 2017, 40.1% of the workforce in Powys worked in micro businesses compared to 13.8% in Cardiff.

6 www.nomisweb.co.uk/articles/1048.aspx

7 <https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Earnings/averageweeklyearnings-by-welshlocalareas-year>

8 <https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/Businesses/Business-Demography>

9 www.ons.gov.uk/businessindustryandtrade/business/activitysizeandlocation/bulletins/ukbusinessactivitysizeandlocation/2017

- 1.7 Research shows that young people in rural areas are more likely to be in low paid work, insecure employment or working within smaller firms than their urban counterparts. A particular challenge for young people is the difficulty in progressing in work due to the concentration of small firms, which offer limited opportunities for young people to upgrade their skills and progress. Consequently, this results in young people feeling that they are being ‘pushed’ away from rural areas because of the lack of opportunities and lower wages, and ‘pulled’ to urban areas because they have better job opportunities, progression prospects and higher salaries¹⁰.

Poor infrastructure and changes in how key services and facilities are delivered has adversely affected rural communities

- 1.8 A well-connected and good quality road network, regular and inexpensive public transport, affordable housing, accessible public and private services and excellent broadband coverage are key pre-requisites of creating sustainable rural communities. These building blocks connect people to the services they need so they can thrive and grow. But citizens we surveyed raised concerns that the foundations of rural life, the things that contribute to making their community a great place to live and work, coupled with the impact of public funding cuts and continuing economic uncertainty, have changed their communities in recent years, and not always for the better.

Poor transport infrastructure has affected citizens ability to access facilities, services and work

- 1.9 Whilst the quality of roads are improving across Wales, authorities in rural Wales have the poorest quality roads¹¹. Rural authorities also disproportionately cover the bulk of the Welsh road network with 66.3% of roads in the nine primarily rural authorities. Some 56% of Town and Community Councils responding to our survey rated the condition of roads as in poor condition, a finding echoed by 31% of citizens who replied to our survey.

¹⁰ www.dera.ioe.ac.uk/15199/1/Barriers-to-education-employment-and-training-for-young-people-in-rural-areas.pdf

¹¹ <https://statswales.gov.wales/Catalogue/Transport/Roads/Lengths-and-Conditions>

1.10 Research by the Campaign for Better Transport shows that whilst most councils in Wales maintained or increased investment between 2010-11 and 2016-17, they still reduced their expenditure on local bus routes by £5.1 million (24%). The largest increase was in Powys, where the budget increased by roughly £690,000 and the largest cut in Gwynedd, where the budget reduced by over £1 million¹². Respondents to both our public and Town and Community Council surveys noted that public transport is less available than in the past and fear this decline is set to continue. Citizens cited Powys, Monmouthshire and Ceredigion as the areas with the least accessible public transport. Town and Community Councils across Wales similarly highlighted a decline in the availability of public transport with 50% of respondents stating services had decreased in their community.

Citizens are being prevented from accessing and using public services because of poor broadband coverage

1.11 Superfast broadband is essential for consumers and businesses. It can help improve access to information, advice and help for citizens, and support public bodies to channel shift services to make it easier for citizens to access and use them but also to increase efficiency and create savings. Digital services also allow businesses to provide flexible working for employees so that they can work from home and access company systems remotely, saving costs and reducing carbon footprints.

1.12 The UK has poor broadband infrastructure, Wales has the poorest broadband links in the UK and rural areas in Wales the poorest access to services. An analysis of over 63 million broadband speed tests worldwide revealed that the UK sits in 31st place, with an average speed of 16.51 Mbps¹³. Seven of the ten wards in Great Britain with the lowest average download speed are in Wales and located in Gwynedd, Powys, Monmouthshire, Carmarthenshire and Pembrokeshire¹⁴.

1.13 The findings of our Town and Community Council survey echo these conclusions. A number of respondents commented on poor superfast broadband speed and ongoing difficulties accessing online information, completing forms and applications. The result is that rather than improving access to services, poor broadband coverage is resulting in services becoming less available and accessible especially as councils are increasing their provision of online services.

¹² www.bettertransport.org.uk/sites/default/files/research-files/2010_final_buscuts.pdf

¹³ The data rates of modern residential high-speed Internet connections are commonly expressed in megabits per second (Mbps). www.docs.google.com/spreadsheets/d/1A8LDcCLY3HN5Oqys6VxB0ug8xgroDADVIA2BeAF_tSM/edit#gid=0

¹⁴ www.researchbriefings.files.parliament.uk/documents/SN06643/SN06643.pdf

Bank and post office closures have adversely affected many Welsh communities

1.14 The growth in online and mobile services have seen a reduction in banks and post offices. Research by Which estimates that 93 banks have closed since 2015¹⁵. Of these, 50 banks closed in the nine rural authority areas, 36 in mixed urban/rural and six in urban authority areas. Powys has seen the largest number of closures in Wales with the loss of 11 banks since 2015. Post office provision has similarly fallen across all Welsh communities since 2007¹⁶. Research by Deloitte¹⁷ and by Move your money¹⁸ highlight that the majority of closures happen in areas that are more dependent on bank and post office branches and most likely to be adversely affected by their shutting. For example, Deloitte classifies many areas of rural Wales as ‘declining rural communities’ who will experience further closures because of ‘shrinking footfall and reduced demand for financial products and services’.

There have been difficulties in developing and accessing housing in some rural areas

1.15 More people own their home than rent in rural areas. The nine primarily rural authorities have levels of owner occupation equal to or greater than the Welsh average but levels of social housing – rented from a housing association or council – are, overall, below the Welsh average¹⁹. House prices are also generally higher in rural areas than in urban communities. For example, in May 2018 six of the nine primarily rural counties recorded average sale prices in excess of the Welsh average of £148,894²⁰. In recent years, new house building in rural Wales has mostly remained static but in four of the nine primarily rural authorities – Isle of Anglesey, Denbighshire, Monmouthshire and Powys – new dwelling construction has fallen²¹.

15 www.which.co.uk/news/2017/04/mapped-the-482-bank-branches-closing-in-2017/

16 Post Office Limited Network Report 2017; and www.researchbriefings.files.parliament.uk/documents/SN02585/SN02585.pdf

17 www2.deloitte.com/content/dam/Deloitte/uk/Documents/financial-services/deloitte-uk-bricks-and-clicks.pdf

18 www.drive.google.com/file/d/0BxHxIVSxtvx2YVRtLTZDdkl0a0E/view

19 <https://stats.wales.gov.wales/Catalogue/Housing/Dwelling-Stock-Estimates/dwellingstockestimates-by-localauthority-tenure>

20 <https://www.gov.uk/government/publications/uk-house-price-index-wales-may-2018/uk-house-price-index-wales-may-2018>

21 <http://gov.wales/statistics-and-research/new-house-building/?lang=en>

1.16 Citizens responding to our survey highlighted the availability of housing, especially for younger people, the lack of affordable housing and rising house prices as growing problems. Welsh Government has supported authorities to create Rural Housing Enabler²² (RHE) posts to assist development of housing in rural communities. Despite investing in this important role, the supply of new affordable housing has not significantly increased and a recent report highlighted that ‘the dilemma facing all those involved in the RHE project is that delivery of rural affordable housing remains low’²³.

Citizens generally feel that key council services are not as available, affordable, accessible, adequate and acceptable as they used to be

1.17 Citizens we surveyed believe there has been a decline in council services in the last five years. According to 43% of citizen survey respondents, council services have got worse over the past five years, compared to 39% who state there is no change. Only 10% say services have improved. 24% note that council services they use have been stopped and 10% that services are now restricted. Just under half of citizens responding to our survey said that the council services they use are unaffordable to them.

1.18 Despite recognising that things need to change, citizens’ reaction to alternative service delivery models is mixed. Just under half are open to the idea of encouraging communities to run services themselves, particularly those in younger age groups. However, whilst residents accept the need to deliver future services differently, roughly seven in ten survey respondents still want council services delivered as they are now.

1.19 With increasingly constrained budgets, citizens are less positive about the future of public services. Only 29% agree that their local council will be able to deliver high quality services in the future but most citizens responding to our survey are unwilling to pay more council tax. Town and Community Councils responding to our survey support these conclusions, in particular, that the cost of council services have increased and become less accessible and available.

²² Rural Housing Enablers work with rural communities to identify local need for affordable homes and then work with the local community to find a suitable opportunity to develop housing.

²³ <http://rhewales.co.uk/images/user/Evaluation%20Rural%20Housing%20Enablers%20Wales%20Final%20Report%202014.pdf>

Exhibit 1: the impact of service change on citizens and communities in rural Wales

Citizens and town and community councillors have seen a reduction in public services in rural Wales.

Comments from Citizens on changes to public services



Comments from Town and Community Councils on changes to public services.

'Low percentage of people are internet users and there is limited public transport.'

'Elderly people and young people are disadvantaged by lack of locally available facilities and the reliability of public transport, which is both inefficient and infrequent.'

'Closing of library services has made it more difficult for people to pay council tax and council house rent.'

'People without their own transport cannot get to work using public transport on time. School buses often late. Young people looking for work whose parents do not drive do not find work easy. They cannot afford or are unable to travel far for work. Lack of bus service no chemist no local doctor no library living rural now means being cut off more especially for the sick or elderly.'

'No public transport and no services in the area other than what is put on my community in the village hall. So anyone who can't drive is not able to access services.'



Community Asset Transfers have increasingly been used by councils to save money but have not always resulted in sustainable solutions

- 1.20 With less money available to maintain key assets – for example, community halls, playing fields and changing rooms – councils are closing or selling off community assets to balance the books. In rural areas, these facilities are often key components of village life, the things that help communities to thrive and survive. Rather than closing amenities, one option for councils is to pursue a Community Asset Transfer (CAT)²⁴. Consequently, the approach to CAT is indicative of how well public bodies support and encourage communities to do more for themselves and protect services.
- 1.21 We found that more community asset transfers are happening. Twenty five percent of those responding to our Town and Community Council survey stated they have been involved in the transfer of open spaces, 19% the transfer of a village or community hall, 9% of bus shelters and 2% of streetlights. In Neath Port Talbot, the council has transferred 55 assets including eight community centres and nine libraries into community control and is supporting the development of social enterprises. Research by Locality²⁵ concluded that the public bodies who are good at transferring assets have some common features. Namely, good quality and supportive guidance with short end-to-end processes for overseeing and approving cases. Critically, the success of transfers is founded on shared responsibility; both from the council transferring the asset, but also the community group and the body taking on responsibility.

²⁴ CAT involves the transfer of ownership or management of land and buildings and represents an opportunity for public bodies to sustain services, and help rural communities develop greater self-resilience.

²⁵ <http://locality.org.uk/services-tools/support-for-community-organisations/ownership-and-management-of-land-and-buildings>

- 1.22 We are concerned that councils are not always doing all they can to ensure a smooth handover and create a sustainable legacy. For instance, councils could do more to build capacity in their communities to be able to take on and successfully sustain assets. Only seven councils, of which four are primarily rural, provide capacity building, training, mentoring, and financial support to community groups and potential transferees. Only 15% of those Town and Community Councils responding to our survey who have taken on responsibility for an asset, received some form of financial assistance from their council, and only 10% ongoing support after transfer. For the bulk of assets transferred, Town and Community Councils take the asset in good faith and often feel they have to take on the transfer even when they do not have the skills, capacity or resources to maintain the asset.
- 1.23 CAT policies and business case templates often lack detail on the criteria used to decide on transfers, in particular demonstrating financial health and proven record of accomplishment is often overlooked or not detailed. Only five councils signpost expert guidance on CATs aimed at community groups produced by Welsh Government²⁶ and others. Applicants are often not required to set out how service provision will change or the impact of the transfer on protecting and promoting the Welsh language. Too often councils operate a 'one size fits all' approach and do not differentiate between the size of asset to be transferred. Generally, councils initiate and encourage the transfer but the risks associated with taking on an asset are not always transparently set out. Councils often do not require a business case nor do they have an equality impact assessment to support the disposal.
- 1.24 See our more detailed report on [Community Asset Transfers](#).

26 The Welsh Governments Best Practice Guide provides good information and helpful resources to encourage councils to collaborate with community groups to both build capacity and enable successful transfers: <http://gov.wales/docs/dsjlg/publications/comm/160310-community-asset-transfer-env2.pdf>.

Part 2 – Councils and their partners are not always responding effectively to the challenges faced by rural communities

2.1 In the preceding section, we have highlighted the difficulties that councils and their partners face, and need to overcome, in providing services to rural communities. The infrastructure gap facing our villages and rural communities is not only physical or digital; it is social and public. The renewal of rural Wales depends on public bodies working strategically and smartly together to understand and address these gaps. Individual agencies alone cannot solve problems. In this part of the report, we review how councils and their partners plan to support and sustain their rural communities in the future, through the work of Public Service Boards (PSBs). We review the quality of needs assessments, the effectiveness of partnership arrangements, the impact of consultation and engagement with citizens in setting priorities and actions, and the approach to collaboration and service integration. The section concludes with an assessment of how public bodies evaluate impact in deciding future choices.

The role of Public Service Boards is evolving but there are opportunities to articulate a clearer and more ambitious shared vision for rural Wales

2.2 Under the Well-being of Future Generations Act 2015 (the 'Act'), partnership arrangements in Wales are changing. The creation of PSBs helps to strengthen joint working across all public services. PSBs are required to complete assessments of local wellbeing and identify areas where the PSB can have the biggest collective impact (towards the well-being goals) by working together. PSBs therefore offer the opportunity to move from multiple organisation planning and silo working to the creation of single place based strategies.

- 2.3 We identified some positive approaches that are creating a well-articulated vision for the future. For example, Monmouthshire's People Place Prosperity Strategy²⁷ recognises the different communities within the county and how meeting needs, and demand varies, is specific to local communities and requires different responses. In comparison however, some PSBs continue to deliver a one size fits all approach based on universal eligibility and centralised delivery models. Wellbeing Assessments and Plans have a number of shortcomings when considering rural areas. Too often, they act as a plan to make a plan and have not moved from analysing the current situation to actually setting out a shared vision underpinned by actions to make things better. Actions in the Wellbeing Plans we examined are very broad and it is often not clear who will do what or how services in rural areas will become more adequate, accessible, available, affordable, or acceptable.
- 2.4 Opportunities to collaborate and integrate services to maximise impact and make best use of resources are under developed or not pursued. Despite working together in recent years, key PSB partners have not clarified what they have learnt so far by looking at what works well and why. Wellbeing Assessments we reviewed did not consider future spending and the opportunities to pool budgets. In addition, service capabilities, impacts of prevention work, options for improvement, and information on spending and budgets are often lacking in Assessments.
- 2.5 PSBs do not always assess the capabilities of current services nor identify the contribution the private and third sectors can make. Social enterprises, which offer a community led response to the challenge of residualisation, are a particularly important option that PSBs should support, but their role is mostly overlooked. The establishment or involvement of social enterprises is not without challenge or risk – there is a mixed record of accomplishment of success and councils have examples of lost time and money trying to support them.
- 2.6 Nonetheless, with increasing pressures on the public purse and a commitment by policy makers to design services around the needs of citizens, it is clear that the private, third and social enterprise sectors have an important and growing role to play. They offer flexibility to harness and improve quality and achieve innovation, but PSBs need to integrate services at the point of delivery to identify and support the most appropriate response, be it from the public, private, or third sector, including social enterprises.

27 <https://democracy.monmouthshire.gov.uk/documents/s13975/180418%20Draft%20Social%20Justice%20Strategy%20V5%20Appendix%20A%20180502.pdf>

- 2.7 PSBs have much to do in order to improve relations with Town and Community Councils. Only 11% of Town and Community Councils responding to our survey indicated that they had a good working relationship with their PSB, compared to the 66% of respondents who felt that they had a good working relationship with their council. Almost a third of Town and Community Council respondents indicated they did not understand the role of PSBs.

Analysis of data to understand problems and agree appropriate solutions is poor

- 2.8 PSBs are using data to understand the challenges they need to address and to review past performance. Some PSBs – Pembrokeshire, Ceredigion, and Carmarthenshire PSBs – are also collaborating and have joint wellbeing guidance, a Joint Methodology Framework, and actively share reports, data and information. Several PSBs are planning to map all service and community assets – for example, Pembrokeshire, Ceredigion, Neath Port Talbot, Swansea, and the Vale of Glamorgan – to identify how best to collectively optimise asset use and delivery of services. Pembrokeshire, Powys and Conwy and Denbighshire PSBs also have information strategies to improve how they collect and analyse data.
- 2.9 However, we also identified some common weaknesses in current approaches. The root cause of problems in different communities are not identified because data is often collected, managed and analysed in silos and/or at a county level only. This can result in organisations overlooking the different challenges in diverse rural areas. Councils recognise that their data is not robust and has limitations, and that they do not have the right skills nor capacity to make the best use of data.
- 2.10 There is little demonstration of how public bodies understand the diverse nature of their rural communities. For example, in those Wellbeing Assessments and Plans that mention rural matters, infrastructure is a common area for improvement, but Plans contain few specific actions or steps to improve infrastructure, such as actions to improve roads and cycle ways, integrate public transport and extend broadband networks.

Councils are not always tapping into their communities to help them prioritise and deliver services

- 2.11 Involving partners and the public in developing and shaping the services they provide and receive can have a wide range of benefits: for public bodies, the public involved and society more widely. Engaging key groups at an early stage can help shape delivery choices so the services provided are more meaningful and useful to the people who use them, and will consequently make a more positive impact. Good communication and engagement can also stimulate interest and encourage people to become more involved in shaping and delivering services.
- 2.12 Several Wellbeing Assessments identify the potential for social capital²⁸ and volunteering. Powys PSB recognises that many people are willing to volunteer, and the focus on encouraging social capital in Monmouthshire's Wellbeing Plan is a particular strength that can be built on. The findings of our citizen's survey highlight the potential benefit of social capital with roughly half of the people we surveyed open to the idea of encouraging communities to run services themselves, particularly those in younger age groups (61% of 16-34 year olds).
- 2.13 Engagement work is often via established channels. For example, in tackling loneliness and isolation in rural areas, community involvement has involved traditional 'set piece' events, online consultation, and some basic social media shout outs. Where engagement happens, it is mostly focused on one-off issues rather than driving a fundamental shift in approach. Other ways of engaging and involving the public are not regularly pursued; for instance using a programme of targeted surveys of a representative cross section of the community, annually posting surveys with council tax bills or other correspondence, and examining common themes from correspondence and community contact over the last few years.

²⁸ Social capital is the economic resources obtained from interactions between businesses or public bodies and individuals or networks of individuals.

- 2.14 A number of public bodies have sought to improve public engagement by developing corporate standards and approaches. These include:
- a Gwynedd County Council's central engagement team's internal guidance and toolkit to support services in engaging with service users and communities, and its citizen-focused approach under the Ffordd Gwynedd principle.
 - b Dyfed Powys Police and Pembrokeshire Coast National Park Authority have established 'customer service excellence standards' and monitor service provision against these, which enables the service to address problems as they are identified.
 - c the Isle of Anglesey County Council in collaboration with Medrwn Mon's Community Voices project (a third sector initiative) engages with people with protected characteristics in reviewing services. In addition, the council's Engagement and Consultation Board is also mapping approaches to engagement to determine what works and why to provide further resources that support relevant engagement activities.
 - d the Vale of Glamorgan Council's approach to community engagement using a community mapping tool, although at the time of our review this had only been undertaken in four communities and not rolled out to all communities in the rural areas.
 - e the Welsh Government funded LEADER programme that encourages empowerment through local strategy development and resource allocation. Currently there are 18 Local Action Groups in Wales covering eligible wards in 21 Local Authority areas²⁹.
- 2.15 A strong and clear message from citizens is that councils are not good at communicating their vision of future services to communities so that people know what will be available, and what role the community itself can play. Most residents have not been given the chance to voice their opinions. Our citizen survey finds the majority of respondents' (83%) had not completed a survey or been asked for their views on the services they have used in the last 12 months.
- 2.16 Our findings suggest that Town and Community Councils are not being utilised to understand need, which is concerning given their strong links to village life in many remote and very rural areas of Wales. Very few indicate that their local authority or PSBs consult them in order to understand residents' needs. Only 30% of Town and Community Councils responding to our survey contributed to consultation activity to identify local needs in their area and only 7% in setting the priorities of their PSB. Similarly, a number of stakeholders we interviewed commented that engagement with the private sector and business community is not always effective.

²⁹ <https://gov.wales/topics/environmentcountryside/farmingandcountryside/cap/ruraldevelopment/wales-rural-development-programme-2014-2020/leader/?lang=en>

Whilst partnership working and collaboration is long established and can be effective, integration of services is limited

- 2.17 We found that most public bodies acknowledge that they do not have the capacity, resources or skills to respond to the needs of rural communities and know that they need to work differently and with others. With dispersed communities across much of Rural Wales and the new focus of the Act on combined service delivery options to address needs, there is an expectation that colocation, partnership working, and collaboration will increasingly become the standard model for delivering services, and a catalyst for integration of services.
- 2.18 Whilst councils recognise the value of joint and integrated working, they are not always organising and coordinating their work to make the best use of their expertise or realise the benefits that integration can bring. Rather, public bodies continue to focus on their own responsibilities, not the wider challenge of how public services collectively work together in an area.
- 2.19 For example, public bodies continue to operate out of separate buildings and run their own websites with their own information about their services and activities. Mapping provision is taking place but has not extended to reviewing current service delivery to identify options for co-location and integration. Collaboration is often based on opportunity or one-off relationships and not driven by place-based change or design.
- 2.20 Emergency services (Police and Fire) generally find working with other emergency services easier, but are less able to influence partnership working with other public bodies. Similarly, councils find it easier to engage with some bodies and agree joint priorities for action, for example housing associations, than others such as health boards. Regional arrangements have the potential to manage the effects of changing patterns of demand for services by sharing and integrating increasingly scarce resources and expertise. Our findings are consistent with the recent Parliamentary Review of Health and Social Care in Wales that found that the current pattern of health and social care provision is not fit for the future and emphasises the need for change³⁰.

30 <https://gov.wales/docs/dhss/publications/180116reviewen.pdf>

2.21 We did identify some good joint initiatives in rural areas such as the Rural North Flintshire Family Centre, integrated health and social care in the rural community of Llanrwst in Conwy County Borough, and the Health Challenge in Denbighshire. However, these are largely one-off initiatives rather than a fundamental shift in delivery with shared budgets, joint resourcing, integrated posts and delivery bases.

Managing and preventing demand is acknowledged as essential in maintaining services but progress is mixed

2.22 Preventing unnecessary and avoidable demand for services represents good value for money. Demand management can be a starting point for public service providers as they balance delivery of services that meet the needs of citizens with fewer resources at their disposal. To work, it requires collaboration, longer-term thinking, and an insight into how best to deliver services embracing new ways of working³¹.

2.23 Currently, too much prevention activity in rural areas centres on ‘one off’ approaches to reduce demand or prevent service requests. For instance, services are often located in main urban areas or larger towns, which can result in people living in more remote rural areas not using them because of their location and poor transport links. On paper, services appear accessible and configured to address need, but in reality, more dispersed rural communities do not use them.

2.24 Another common limitation in prevention activity we reviewed is its short-term nature, partly a reflection of funding cycles and annual grants. Likewise, weak evaluation of the wide variety of initiatives and limited sharing of project learning means there are risks to the sustainability of prevention projects by replicating problems and potentially duplicating efforts. In line with a public body’s statutory responsibility, services are often designed to reduce risk, but focusing on this rarely leads to demand being addressed. Professionals can label service users and define their needs but this can overlook underlying problems. Consequently, demand escalates before there is an intervention because public bodies pass responsibility for addressing issues back and fore.

³¹ Appendix 10 of our report on [managing demand – homelessness](#) sets out some clear principles to help shape management of demand that can be applied to provision of services to rural areas.

- 2.25 The other part of the demand equation is supply, and the availability of qualified staff is one area where services are increasingly overstretched. National organisations we spoke to told us about recruitment problems in qualified primary school teachers, family doctors, planners and Welsh-speaking carers. A shortage of on-call retained fire fighters is leaving some stations in rural areas potentially under-resourced. Currently there are more than 400 on-call retained fire fighter vacancies across the three Welsh Fire and Rescue Authorities.
- 2.26 We found some positive approaches where organisations are preventing demand and increasing access to services. These include Mid and West Fire and Rescue Authority who use their Safe and Well Home safety checks, and risk based commercial inspections, to help people in rural communities. Similarly, Dyfed Powys Police Farmwatch project, a neighbourhood-policing project with a rural focus, which we highlight as good practice in [Appendix 3](#).
- 2.27 Other approaches to prevention and managing demand look to develop greater self-reliance in citizens, with public bodies looking to equip people to address their own problems. Self-sufficiency is often highlighted as central to rural life and there is a perception that rural communities are more resilient and need less support than urban areas. This is important because prevailing images of rural areas are often polarized as both declining and stagnant or alternatively that rural areas are picturesque and self-sufficient.
- 2.28 A few authorities actively test this perception highlighting community resilience, volunteering, and developing social capital as key strands of work. For example, the Future Monmouthshire programme includes a high-level vision of shifting the focus from direct provision to enabling communities and empowering citizens to do more for themselves. However, as noted in Part 1 of this report, the ageing profile of the rural population and the continuing outward migration of young people, and inward migration of older people,³² as well as volunteers' longer-term engagement or 'enthusiasm' can be lost through burn-out or competing commitments, raises challenges in creating greater self-sufficiency.

32 See <http://www.wales.nhs.uk/healthtopics/populations/ruralhealth>

Councils and their partners need to improve their understanding of the impact their decisions have on people from different communities

- 2.29 There is variable practice in how councils seek to understand and demonstrate the impact, or potential impact, of their decisions and services on citizens. Most councils undertake, for example, Human Rights Act, Legal, Equality and Welsh language risk/impact assessments when implementing new policies and plans or revising existing documentation. However, these tend to consider services at a council-wide level and do not look at the different needs of different communities. In addition, we also found very few examples of public bodies using the Welsh Governments Rural Proofing Tool in revising or developing services (see [Appendix 4](#)). Too often, this results in a single broad-brush analysis that can overlook and ignore differences.
- 2.30 Generally, councils often lack the data and evidence to judge the impact of their work on different rural communities, or to identify what works and how they can improve. Councils with larger urban areas and dispersed rural communities are particularly challenged by the one-size fits all approach to evidence and evaluation. Focusing on county level data to identify need and scrutinise performance does not provide the detail needed to shape services to the different rural communities.
- 2.31 Many organisations do not see rural issues as a distinct policy area. This is particularly applicable to those we have classed as mixed urban/rural councils. The impact of service change follows a one-size fits all approach centred on the ease of delivering services from larger centres. Moreover, because councils with a mix of larger urban centres and dispersed rural communities have not used the Welsh Governments Rural Proofing Tool to help shape context, this can result in an over emphasis on urban need and urban solutions.
- 2.32 Consequently, some councils are not focusing on rurality as a policy or delivery strand despite containing significant rural areas and rural communities. For instance, whilst public bodies like Neath Port Talbot understand the challenges facing people across their different communities, public service partners have mostly prioritised future work in the main urban areas of Neath, Aberavon and Port Talbot. Officers and members recognise that priorities for these areas may not be suitable for more rural and valleys communities.

Part 3 – To help sustain rural communities, councils and their partners need to think and act differently in the future

- 3.1 The way services are provided to communities, villages and towns in rural Wales needs to change. With significant cuts in public funding, councils have focused on to ‘salami slicing’ budgets and reducing non-statutory services. However, increasingly councils are reflecting that ‘more of the same’ is not a sustainable long-term response.
- 3.2 The policy direction of the Welsh Government is encouraging a rethink of the local public service model. Regional partnerships such as the Growing Mid Wales partnership covering Ceredigion and Powys County Councils, draw together local businesses, academic leaders and national and local government to create a vision for future growth. Shifting delivery to regional bodies is based on the view that a more systematic integrated response to problems is both possible and desirable. It also supports the integration of some local services, shifting investment away from a reactive service model towards more community-based and preventative solutions.
- 3.3 The evidence from our review highlights that councils alone cannot effectively solve the problems of rural Wales. A collaborative approach between public services working together with their communities and doing things differently is required. To achieve this, councils and their partners need to think and act differently, working together to build capacity, social capital and encourage communities and citizens to do more for themselves. Co-location and integration also needs to become the standard operating model going forward.
- 3.4 A place-based approach is therefore a good starting point in thinking about how best to reshape delivery of public services. Such an approach moves the debate from lots of separate and distinct front doors into individual services to a single front door, or gateway, to access public services. Taking such an approach places the citizen and community at the centre of service design because it allows public bodies to focus on the individual and their needs rather than organisational or professional boundaries.
- 3.5 This model sits well with provision in rural areas in a time of austerity because the cost of sharing offices is less and the prospect of retaining services enhanced. Working as a single place-based public system also provides the opportunity to focus more clearly on outcomes, because a broad range of factors influences outcomes and require an integrated response to resolve them³³.

33 The work of the Canadian Centre for Community Renewal is a good starting point for public bodies pursuing a place-based approach. Their detailed **Community Resilience Toolkit: A Resource for Rural Renewal and Recovery** provides a systematic guide to strengthening community resilience. The Toolkit focuses on helping organisations – community, statutory and private – to understand the concept of resilience, complete an

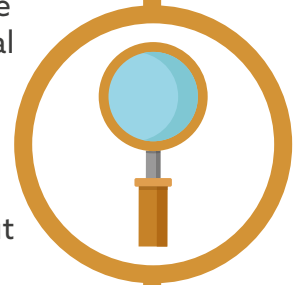
- 3.6 A whole system approach also recognises that very often citizens and service users have multiple needs, which require inputs from many public services to address them. Research by the Greater Manchester Public Service Reform Team³⁴ found that 48 individual citizens who sought help and assistance from public bodies had collectively made 1,235 requests or demands for assistance, an average of 26 per client. Under a traditional model of service delivery, where each agency operates independently, and often-different services within the same agency act in silos, the onus is on the citizen to seek a solution and it is down to them to work their way through the public service system. This can result in demand escalating and problems becoming more critical and costly to deal with because citizens may not know who to contact for assistance, and may not get the help they need at a time when problems can be resolved.
- 3.7 Councils and their partners should explore different system perspectives, including citizens, and ask what we need to support public bodies and people to contribute to improving outcomes³⁵. Research also suggests that to do this you need to understand the key perspectives within a local system (people and organisations); the role they can play in achieving positive change; and the collaborative local infrastructure needed to enable them to work towards shared objectives in the context of place³⁶. Our review has identified that there is potential to support a more sustainable future if councils and their partners shift to a place-based approach and think differently in designing services to respond to the needs of rural Wales. To make place based working a reality we have identified four key strands of work and these are set out below:

34 https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/588237/Integrated_place_based_services_Academy_seminar_slidepack_310117.pdf

35 Collaborate CIC, February 2017.

36 <https://www.jrf.org.uk/why-we-need-build-social-capital-cities>

3.8. **A STRATEGIC PLACE BASED APPROACH** – councils and their partners recognise the scale of the problem they face in delivering services in rural Wales but are less clear on what they are going to do to overcome these. PSBs need to therefore develop a more ambitious and optimistic vision for the future, highlighting the good things about rural communities and pinpointing practical opportunities to improve people’s wellbeing. One way to achieve this is for PSBs to work with local partners and citizens to create a place-based vision and set out how local partners will integrate and collectively deliver services. The approach should build on the Local Well-being Plan setting out an agreed collective understanding of long-term community needs; the social and economic vision for place with joint priorities to address agreed challenges; and map the services, networks and facilities that are potentially available to co-locate and integrate services.



3.9. **WORKING COLLABORATIVELY AND INTEGRATING SERVICE DELIVERY** – even if under pressure, councils still need to be provided in rural Wales and it is the responsibility of public bodies to find the most efficient and effective (for the citizens) way to achieve this. A change in mind-set and an acceptance that acting alone is no longer viable is required. This will need a shift to co-financing and potentially compromise on service models delivery points, and a move to creating integrated public service and community hubs.

3.10. From the customer perspective multi-service hubs are a good option as they are convenient ‘one-stop shop’ and can become community focal points thereby enhancing social capital. They need to be multi-purpose, cross-sector and reflect local needs in terms of what they provide, hosting a range of partners and public services. Hubs can also extend the use of local assets and offer the potential to act as gateways to public services operating either as:

- a) Service hubs with a public sector focus – run by a council, housing association or other public sector organisation, bringing together different services under one roof.
- b) Community hubs run by community organisations – with different projects, activities and services, often run with a high level of involvement from the local community to fill gaps where public services have disappeared – for example supporting the work of credit unions.



3.11. ADDRESSING INFRASTRUCTURE GAPS – rural Wales has some significant infrastructure challenges. We recognise that addressing these are not always the primary responsibility of local government, cannot be dealt with by councils alone and requires support and assistance from others. However, councils and partners can pursue some steps. For instance:

- a) supporting an integrated public transport network aligning bus and cycling networks with rail services;
- b) help people and businesses make the most of digital connectivity by investing in infrastructure and digital skills (see the good practice example of Carmarthenshire County Council Boosting Wi-Fi connectivity rural areas in [Appendix 3](#));
- c) proactively promoting and raising awareness of infrastructure rollout e.g. Gwynedd Council increasing awareness and engagement with local communities and enhancing skills through their Digital Gwynedd project³⁷; and
- d) supporting community asset transfer by identifying which assets are suitable to transfer, and clarifying what needs to be done.



3.12. SUPPORTING SELF-HELP IN RURAL COMMUNITIES – provide the full range of services traditionally made available, councils and partners need to not only change how they work but they also need to encourage communities and citizens to do more for themselves by:

- a) improving community based leadership by developing networks of interest, supporting volunteering and encouraging people to step up;
- b) supporting social enterprise and more collaborative business models by identifying options for existing and new organisations;
- c) developing guidance, toolkits and networks that support the development of place based town/village planning and place plans created within and led by communities;
- d) providing tailored, community outreach to encourage and support communities to do more for themselves; and
- e) enhancing and recognise the role of town and community councils and working with and supporting them to do more.



³⁷ www.citizenonline.org.uk/digitalgwynedd

Appendices

Appendix 1 – Study Methodology

Our review methodology covered the following:

- A review of accumulated audit knowledge and practice.
- Communication and engagement with rural communities via attendance at the Royal Welsh Show and a range of local county fayres in Monmouthshire, the Vale of Glamorgan and the Isle of Anglesey.
- A detailed analysis of data drawn from StatsWales, the Local Government Data Unit Benchmarking Hub, the Office of National Statistics, NOMIS, the Institute of Public Care and HM Land Registry.
- A review of published literature including reports and primary research by the Wales Rural Observatory, the Commission for Rural Communities, Move your Money, Better Transport, Deloitte, Post Office Counters LTD, the Welsh Government, One Voice Wales, BDRC Continental, DCLG and DEFRA.
- An analysis of a sample of Public Service Board Well-being Assessment and Plans.
- A survey of 711 Town and Community Councils to identify the challenges they face in managing, maintaining and developing services to rural communities and how well they engage with and work in partnership with local authorities in respect of community asset transfers. We received responses from 355 bodies.
- A qualitative survey of 750 citizens to ascertain how well local government engage with and understand public perceptions in shaping services to rural communities. The survey question framework was framed to link with past research on services to rural communities, in particular the 2007 Wales Rural Observatory report 'Coping with Access to Services'³⁸ which identifies five important dimensions of delivering services in rural settings: adequate, accessible, available, affordable and acceptable.
- Interviews with key national stakeholders including Welsh Government, One Voice Wales, Society of Community Council Clerks, Welsh Local Government Association, third sector bodies, Community Housing Cymru, the Big Lottery, the Princes Trust, the National Farmers Union, academic institutions, private businesses and government agencies.
- Detailed fieldwork in Carmarthenshire, Isle of Anglesey, Gwynedd, Monmouthshire, Neath Port Talbot and the Vale of Glamorgan, the three National Park Authorities, Dyfed Powys Police and Mid and West Fire and Rescue Authority. Our fieldwork included interviews and focus groups with officers, members, and engagement with local partners.

³⁸ www.walesruralobservatory.org.uk/sites/default/files/12_CopingAccessServices.pdf

Appendix 2 – Defining ‘Rural’ Wales

A key difficulty in looking at this area of work is that there is no single agreed definition of a rural area in Wales. The Welsh Government differentiates between two categories - less sparse context and sparsest context - and between three settlement types.

Within the Less Sparse context there are:

- **Large Towns:** with populations of at least 10,000 people including Cardiff, Newport and Swansea along the North Wales coast, Deeside and Wrexham;
- **Small Towns:** settlements of less than 10,000 people in the more densely populated areas for example Denbigh and Monmouth – and also areas of urban fringe around the major settlements; and
- **Others:** villages, hamlets and dispersed dwellings in the less sparse areas

In the Sparsest context there are:

- **Large Towns:** settlements with a population of at least 10,000 people – Holyhead, Newtown, Aberystwyth and Carmarthen;
- **Small Towns:** in the less densely populated areas with less than 10,000 people; and
- **Others:** villages, hamlets and dispersed dwellings in the sparsest areas of Wales

According to the Welsh Government’s classification, nearly 20% of the overall Welsh population lives in areas that are broadly classified as rural. Of these rural residents, only 30 percent live in the sparsest large or small towns; the majority (70%) live in either ‘other’ less sparse or sparsest areas (Welsh Government, 2015).

According to the Welsh Index of Multiple Deprivation in 2014, these areas are ranked as some of the least deprived areas based on income, which would appear to indicate that rural areas suffer less poverty and deprivation than urban areas in Wales. The Welsh Index of Multiple Deprivation (WIMD) takes account of a range of factors when measuring deprivation. It identifies Isle of Anglesey, Powys, Ceredigion, Carmarthenshire, Neath Port Talbot, Bridgend and Caerphilly as the counties with the highest incidence of rural deprivation in Wales.

The WLGA’s rural policy forum consists of nine councils (Anglesey, Carmarthenshire, Ceredigion, Conwy, Denbighshire, Gwynedd, Monmouthshire, Pembrokeshire and Powys with representation from National Parks Wales.) In late 2015, the forum published a new series of priorities³⁹, which focus on three key areas - Future Generations; Our networks; and Our places.

³⁹ WLGA Rural Forum - A Manifesto of the WLGA Rural Forum for 2015-2020 <http://www.wlga.gov.uk/download.php?id=6257&l=1>

Appendix 3 – Good practice case studies



A strategic place based approach

Powys – the PSB has a sound process of reviewing data and the format of the wellbeing assessment reports are very accessible and cross-referenced with up-to-date data sources. Independent advice has been sought to give reassurance on data quality. Some comparison of data is made with councils outside Wales such as fly tipping, and with other regions in Wales including sustainable energy generation. A research library has been established which holds research papers and information on rural issues and this is referenced when deciding potential responses in its first Wellbeing Plan. The PSB's Well-Being Assessment rates the impact of each key finding against the seven well-being goals and whether they have a positive or negative affect on well-being. The Assessment uses a wide range of local and national data to make a considered analysis of domestic violence and abuse, public health issues, educational attainment in rural schools, locations and provision of suitable accommodation for older people, broadband connectivity, and the impact of cybercrime on local rural businesses. As a result, the PSB is in a better position to co-ordinate action more effectively.

Vale of Glamorgan – the Creative Rural Communities Team was established in 2004 in the Vale of Glamorgan and the work is undertaken in partnership with communities to develop innovative projects and ideas that will create long-term social and economic benefits for the area. The aim is to empower individuals to become actively involved in the future of their communities. The Creative Rural Communities Mapping project built upon findings of a tackling poverty analysis commissioned by the former Vale Local Service Board, which found that it is generally the St Athan area of the Vale of Glamorgan that experiences the most poverty and deprivation when compared to other rural parts of the Vale. The approach seeks to work with communities to identify both the Social Assets, for example, community groups, organisations and individuals as well as Physical Assets including Community centres, open spaces and businesses in a community. The council piloted the use of the mapping approach in three communities in the Rural Vale in St Athan, Wenvoe and Rhoose. The mapping process has brought people together across those communities and has led to the identification of what matters in those communities. In St Athan one of the main priorities that the community identified was better play areas for children. A local group of residents have formed a community group to tackle this need and are working with the council's play development officer to increase their knowledge around the delivery of play activities and the volunteers are receiving informal mentoring to assist them with developing play provision in the area.

Dyfed Powys Police – the Force’s rural policing strategy 2017-20 sets out what work is being planned to improve access to services in rural areas. The police are developing and supporting rural watch schemes, and increasing the number of Special Constables and volunteers working in rural communities. PCs and PSCOs are more accessible by being stationed in rural communities using shared facilities with Mid and West Wales Fire and Rescue Service, the use of the pop up tents and marquees at the summer shows and events and the introduction of a number of twitter accounts with local police teams. Police officers and support staff are receiving enhanced levels of training to ensure they have the correct expertise to deal with rural crime; this is necessary due to the complex nature of certain rural crimes. Supporting these officers is a Rural Crime Coordinator.

The Force has also created county-based Rural Crime Forums, which bring together farming union representatives, Farmwatch coordinators, rural based community groups and local authorities. These forums help build confidence in reporting crime, find shared solutions and improve the exchange of information and intelligence to enable focused targeting of criminals and criminality. Dyfed Powys Police Rural Crime Strategy 2017 also outlines the specific rural challenges the force faces, and the resources it will put in place to implement the rural strategy. These include actions to improve prevention activity, detection and enforcement actions, intelligence sharing, and public reassurance work.



Working collaboratively and integrating service delivery

North Wales Fire and Rescue Authority – the Authority’s Community Assistance Team teamed up with Welsh Government, the three emergency services, Denbighshire County Council, Conwy County Borough Council, Betsi Cadwaladr University Health Board, Galw Gofal Care Connect, and North Wales Regional Call Monitoring Service to offer integrated safety and health advice and respond to vulnerable people who experience a fall in their home. Referrals were made from hospitals, GPs, from family members, carers, or from the people themselves. As a result, demand for the services of the specialised Community Assistance Team continued to grow since the initiative aimed at protecting people in their homes began in August 2016. The Community Assistance Team benefited over a thousand people since the launch of the pilot in Denbighshire and Conwy. The scheme helped to reduce the number of people who needed to attend hospital, reducing the pressure and demands on ambulance and medical services. Funding for the project has now ended and it is no longer operating.



Addressing infrastructure gaps

Carmarthenshire County Council – a Wi-Fi initiative is boosting connectivity and economic regeneration in the rural towns and villages of Ammanford, Burry Port, Carmarthen, Llandovery, St Clears and Whitland. The project is backed by Carmarthenshire County Council, who have given grant funding and made a successful funding bid on behalf of the Grŵp Cefn Gwlad Local Action Group, which has secured funding of £120,000 from the national LEADER scheme. Town councils, businesses, organisations and individuals are now able to access digital on-line training resources to support digital skills development. The initiative also incorporates free local Wi-Fi. As a result, new opportunities for jobs, apprenticeships, work placements and digital volunteers are being created.

Community Asset Transfer – we identified the following authorities as having developed good approaches to community asset transfer:

- Rhondda Cynon Taf who have declared a number of assets as surplus to their needs (referred to as ‘Assets of Community Value’). The Council’s website includes guidance, online templates, a detailed building description and a single point of contact for information, all aimed at helping to ensure the smooth transfer of assets.
- Powys County Council advertises land and building assets that have the potential to be transferred. Online expressions of interest forms and a business case template is available that encourages a detailed and shared understanding of project risks.
- the Vale of Glamorgan Council has a comprehensive toolkit with guidance and templates and signposts applicants to further information and including potential financing.

Ceredigion – the responsibility for running the services at Tregaron Leisure Centre have been transferred by Ceredigion County Council to a local community group. The process was established following work undertaken by the Council’s Leisure Reconfiguration Board who identified Tregaron as suitable for transfer to the community – a process known as Community Asset Transfer. The Council then sought expressions of interest for the delivery of community sports activities from the leisure centre. Hamdden Caron Leisure are a group of volunteers from Tregaron and the surrounding area and gave an expression of interest to run the leisure centre after detailed consultation with users, non-users, and sports clubs in the area. A 30-year lease has now been signed between Ceredigion County Council and Hamdden Caron Leisure. The Leisure Centre now operates as a community hub for leisure and sporting activity with new sports clubs joining. The Council will continue to operate some services from the leisure centre and plans to develop more outreach services and drop in sessions in the future.



Supporting self-help in rural communities

Devon County Council is using its data to build community resilience in rural areas. Understanding the resilience of a local community is important so councils can target help and support where needed most, and people in rural communities can help themselves. Devon County Council provides an online view of community resilience for each Devon community using a range of national and local data, which has been mixed with information from the #WeAreDevon Survey 2016, and Community Insight Survey 2017. The resulting community resilience score integrates various national and local measures to indicate the resilience of communities in Devon. This is creating a dialogue between public bodies, and is mobilising action to plan for and recover from big events such as extreme weather and economic changes.

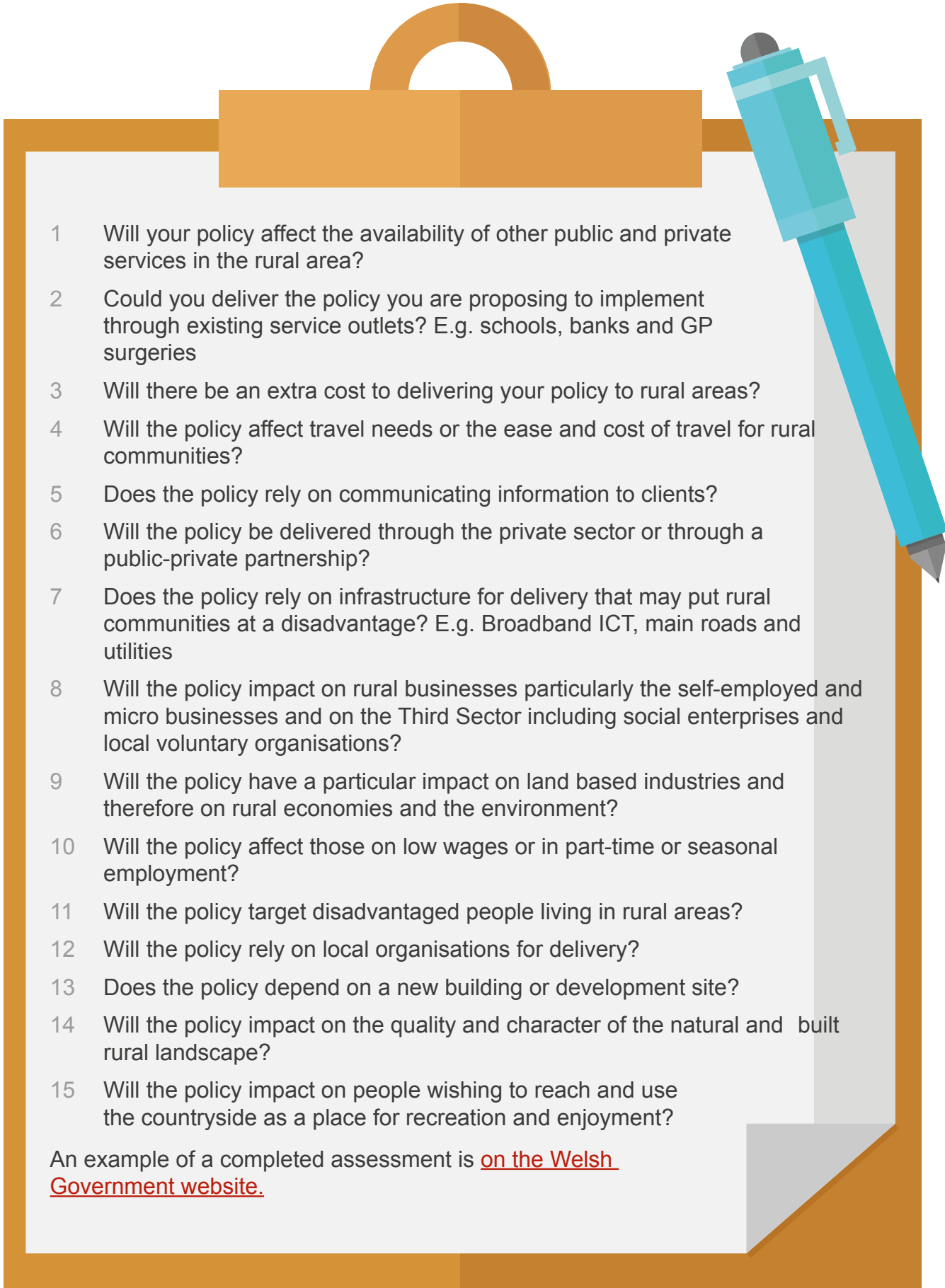
Devon Voluntary Action (DeVA) estimates there are 31,255 active volunteers. The Council is linking people and volunteers with those organisations who can help. The Council efforts are supported by an online independent advice centre known as Pinpoint that signposts thousands of services and community groups across Devon www.pinpointdevon.co.uk Over 500 community groups are registered and people can find a range of help and advice on how to maintain independent lives, find work, volunteer, improve personal wellbeing and build self-reliance.

Caffi Cletwr, Tre'r Ddôl, Ceredigion - With the support of Ceredigion County Council, Caffi Cletwr is developing a community-based approach to provide key services and tackle a number of issues facing the rural community in the village of Tre'r Ddôl and its surrounding areas. Tre'r Ddôl is a small community of roughly 600 residents and over the years has seen its local shop, church and primary school close. When faced with the local café also closing in 2009, a local community group gained grant funding from Ceredigion County Council, the Big Lottery Fund, European Union and businesses such as Santander and the Laura Ashely Foundation to purchase the business and develop a new café and shop in the heart of the village.

Caffi Cletwr is continuously evolving and the direction of its development is entirely dependent on the needs of the local community. It is continuously mapping the needs of the community in order to align their provision as closely as possible to residents' wishes. This has led to developing initiatives, which tackle issues that are synonymous with those faced by rural communities across Wales.

- Caffi Cletwr is much more than a café. In the wake of other community assets closing, this vibrant community centre provides a focal point where people can meet or pop in. Events are held and specific discounts on teas and coffees are aimed at elderly residents in order to encourage those who may otherwise not see or speak to anyone all day long to get out of the house.
- limited face-to-face interaction with public service providers. Ceredigion County Council makes use of Caffi Cletwr as a pick-up point for waste and recycling bags for citizens and its mobile library visits the café on a monthly basis, maximising its role as a community hub. Dyfed Powys Police has also made use of Caffi Cletwr by holding drop-in sessions with Police Community Support Officers at the café.
- fuel poverty: Caffi Cletwr arranges and facilitates a community syndicate for citizens to buy fuel for their oil-heated homes. Whereas citizens may otherwise have to purchase fuel in larger quantities from companies on an annual basis, by working on a syndicate basis citizens are able to purchase in smaller and more affordable quantities three or four times a year via the Caffi's fuel club. Buying 'in bulk' has also led to discounts for residents.
- lack of jobs for local people: Between the café and shop, Caffi Cletwr employs eight members of staff as full time equivalent. This includes a manager and assistant manager in the shop and three cooks in the café's kitchen. In addition, 50 volunteers are associated with the enterprise and regularly undertake jobs that need doing or help with organising community events held at the café.

Appendix 4 – Welsh Government Rural Proofing Tool questions

- 
- 1 Will your policy affect the availability of other public and private services in the rural area?
 - 2 Could you deliver the policy you are proposing to implement through existing service outlets? E.g. schools, banks and GP surgeries
 - 3 Will there be an extra cost to delivering your policy to rural areas?
 - 4 Will the policy affect travel needs or the ease and cost of travel for rural communities?
 - 5 Does the policy rely on communicating information to clients?
 - 6 Will the policy be delivered through the private sector or through a public-private partnership?
 - 7 Does the policy rely on infrastructure for delivery that may put rural communities at a disadvantage? E.g. Broadband ICT, main roads and utilities
 - 8 Will the policy impact on rural businesses particularly the self-employed and micro businesses and on the Third Sector including social enterprises and local voluntary organisations?
 - 9 Will the policy have a particular impact on land based industries and therefore on rural economies and the environment?
 - 10 Will the policy affect those on low wages or in part-time or seasonal employment?
 - 11 Will the policy target disadvantaged people living in rural areas?
 - 12 Will the policy rely on local organisations for delivery?
 - 13 Does the policy depend on a new building or development site?
 - 14 Will the policy impact on the quality and character of the natural and built rural landscape?
 - 15 Will the policy impact on people wishing to reach and use the countryside as a place for recreation and enjoyment?

An example of a completed assessment is [on the Welsh Government website](#).

Wales Audit Office

24 Cathedral Road

Cardiff CF11 9LJ

Tel: 029 2032 0500

Fax: 029 2032 0600

Textphone: 029 2032 0660

We welcome telephone calls in
Welsh and English.

E-mail: info@audit.wales

Website: www.audit.wales

Swyddfa Archwilio Cymru

24 Heol y Gadeirlan

Caerdydd CF11 9LJ

Ffôn: 029 2032 0500

Ffacs: 029 2032 0600

Ffôn Testun: 029 2032 0660

Rydym yn croesawu galwadau
ffôn yn Gymraeg a Saesneg.

E-bost: post@archwilio.cymru

Gwefan: www.archwilio.cymru



Items 5a-e

DATE OF MEETING	19 th February 2019
REPORT TITLE	Well-being Plan project updates
PURPOSE	<p>To receive updates on progress to deliver elements of the following projects in the Well-being Plan:-</p> <ul style="list-style-type: none"> a) Project 1 - Recruitment and Employment Transformation Framework (refer to summary report attached and flyer) b) Project 2 - Environment and Climate Change Risk Assessment (refer to separate report) c) Project 4 – Doing Things Differently (refer to separate report) d) Project 5 – Celebrating the Great Outdoors (verbal update) e) Projects 6, 7 & 8 - “Community”-themed projects (refer to separate report)
RECOMMENDATION(S)	That the PSB notes progress to deliver the Well-being Plan.

Item 5a: Project 1 - Recruitment and Employment Transformation Framework

The sub-group has met once and is due to meet a second time on 15th February.

The plan is to put a grid to each department within each public sector member. If every department identifies what placements they can offer and in which months we can then plot this against availability of people needing placements.

The College is currently trialling this in its departments.

Each organisation's PSB member needs to identify a Work Experience champion who can ensure that the organisation fully embraces this principle.

The group are developing this project with a view to seeking funding. At current the work is progressing within partners' current capacity. Jonathan Field (DWP) and Dave Evans (Pembrokeshire College) are speaking with an official from the RLSP about sharing this idea with other Public Service Boards. The aim is to get the backing of the RLSP to attempt to leverage funding from WG to support the project.

A draft of the flyer is attached for information.

An Employer Guide to Work Experience in Pembrokeshire: All Ages

In Partnership with the
Pembrokeshire Public Services Board



EMPLOYMENT BUREAU | BIWRO CYFLOGAETH

An Employer Guide to Work Experience

With the Welsh Government's focus on employability the demand for good quality work experience placements has never been higher. School pupils to college students and adults looking to re-train all now need to access work placements.

Work experience can come in several different guises, below are definitions of the most common requests that your company may receive.

Work Experience:

- A short block of up to 10 days with an employer (or voluntary organisation)
- Sometimes a mandatory part of the course

Work Placement:

- One or four days per week at the same employer usually over an extended period of between four and 38 weeks
- Work placements can also be undertaken in blocks throughout the academic year, usually with the same employer or within the same sector
- Often a mandatory unit of the course/qualification

Group Visits:

- Visits to employers (for up to three days) which may involve work activities and team building exercises



Team Working

In Partnership with the Pembrokeshire Service Board:



COLEG Sir Benfro
Pembrokeshire COLLEGE



62



Cyfoeth Naturiol Cymru
Natural Resources Wales

Benefits to your Company and your Community

There are many benefits to your company of offering work experience placements. Here are just a few:

- Work experience is a great recruitment strategy. You are helping to shape young people's perceptions of the world of work. Research shows young people are more likely to pursue a career in the field they have had work experience in, giving you a bigger pool of young talent to choose from.
- You are helping to narrow the skills gap.
- Work experience benefits your other employees by giving them the opportunity to mentor the trainee and show their own leadership skills.
- Offering work experience opportunities doesn't cost you financially.
- Work experience is good PR for your company - once word gets around that you offer an excellent work experience programme you will have the best young people wanting to work for you.
- Young people bring a whole new energy and perspective to your business and give you an opportunity to tap into a younger market. You can benefit from the knowledge of youth particularly in terms of IT and social media.
- Building sustainability within your company/organisation and your community.



Inclusivity



Energy & Ideas



Department
for Work &
Pensions



Heddlu Police
DYFED-POWYS



Port of Milford Haven

Benefits to the Individual

Work experience is a great opportunity for individuals to gain practical skills and experience as well as developing the soft skills that employers are looking for.

Work Experience:

- Develops employability skills
- Informs career choices and decisions
- An opportunity to put theory into practice
- Supports CV and university applications



Enhanced soft skills:

- Communication
- Body language
- Appearance
- Respect, honesty & integrity
- Timekeeping
- Positive attitude
- Enthusiasm

If you are interested in finding out more please contact....



Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

GIG
CYMRU
NHS
WALES



jobcentreplus



Manteision i'r Unigolyn

Mae profiad gwaith yn gryffe gwyb i unigolion gael sgiliau a phrofiad ymarferol yn ogystal â datblygu'r sgiliau meddal y mae cyflogwyr yn chwilio amdanynt.

Profiad Gwaith:

- Yn datblygu sgiliau cyflogadwyedd
- Llywio dewisiadau a phenderfyniadau gyfra
- Cyflie i roi theori ar waith
- Yn cefnogi'r CV a cheisiadau prifysgol



Os oes gennych ddi-ddordeb mewn darganfod mwy cysylltwch â ...

Gwell sgiliau meddal:

- Cyfathrebu
- Iaith y corff
- Ymdangosiad
- Parch, gonestrwydd a didwylledd
- Prydlondeb
- Agwedd gadarnhaol
- Brwdfrydedd



Datblygiad
gyfraol gwrch



Manteision i'ch Cwmni a'ch Cymuned

Mae llawer o fanteision i'ch cwmni o gynnig lleoliadau profiad gwaith.
Dyma rai yn unig:

- Mae profiad gwaith yn strategaeth recriwtio wych. Rydych chi'n helpu i lywio canfyddiadau pobl ifanc o fyd gwaith. Mae ymchwil yn dangos bod pobl ifanc yn fwy tebygol o ddilyn gyftra yn y maes y maent wedi cael profiad gwaith yndo, gan roi cronfa fwy o dalent ifanc i chi dde wis ohoni.
- Yr ydych yn helpu i leihau'r bwlch sgiliau.
- Mae profiad gwaith o fudd i'ch gweithwyr eraill drwy roi cyfle iddynt fentora'r hyfforddai a dangos eu sgiliau arwain eu hunain.
- Nid yw cynnig cyfleoedd profiad gwaith yn costio'n ariannol i chi.
- Mae profiad gwaith yn un da o ran cysylltiadau cyhoeddus i'ch cwmni- unwaith y bydd gair yn mynd o gmpas eich bod yn cynnig rhaglen profiad gwaith ardderchog bydd genych y bobl ifanc orau sydd am weithio i chi.
- Mae pobl ifanc yn dod ag egni a phersbectif cwbl newydd i'ch busnes ac yn rhoi cyfle i chi fanteisio ar farchnad iau. Gallwch fanteisio ar wybodaeth pobl ifanc, yn enwedig o ran Tg a chyfrnygau cymdeithasol.
- Datblygu cynaliadwyedd o fewn eich cwmni/setfyddiad a'ch cymuned.

Egni a Syniadau



Cynwysoldeb



Canllaw'r Cyflogwyr i Broffad Gwaith Sir Benfro

Gyda ffocws Llywodraeth Cymru ar gyflogadwydd, nid yw'r galw am leoliadau profiad gwaith o ansawdd da erioed wedi bod yn uwch. Bellach mae angen i ddisgyblion ysgol i ftyrwyrwr coleg ac oedolion sy'n dymuno ailhyfforddi i gyd gael mynediad i leoliadau gwaith.

Gall profiad gwaith ddod mewn sawl gwahanol wedd. Isod ceir diffinïadau o'r ceisiadau mwyaf cyffredin y gall eich cwmni eu derbyn.

Proffad Gwaith:

- Bloc byr o hyd at 10 diwrnod gyda chyflogwyr (neu fudiad gwirfoddol)
- Rhan ortodol o'r cwrs weithiau

Lleoliad Gwaith:

- Un neu bedwar diwrnod yr wythnos yn yr un cyflogwyr fel arfer dros gyfnod estynedig o rhwng pedair a 38 wythnos
 - Gellir ymgyrryd â lleoliadau gwaith hefyd mewn blociau drwy gydol y flwyddyn academaidd,
 - fel arfer gyda'r un cyflogwyr neu o fewn yr un sector
 - Yn aml, bydd uned ortodol o'r cwrs/cymhwyster
- Ymweliadau Grwpiau:**
- Ymweliadau â chyflogwyr (am hyd at dri diwrnod) a all olygu gweithgareddau gwaith ac ymarferion adeiladu tîm



Mewn partneriaeth â Bwrdd Gwasanaethau Sir Benfro:



COLEG SIR BENFRO
Pembrokeshire COLLEGE



Cyfoeth Naturiol Cymru
Natural Resources Wales

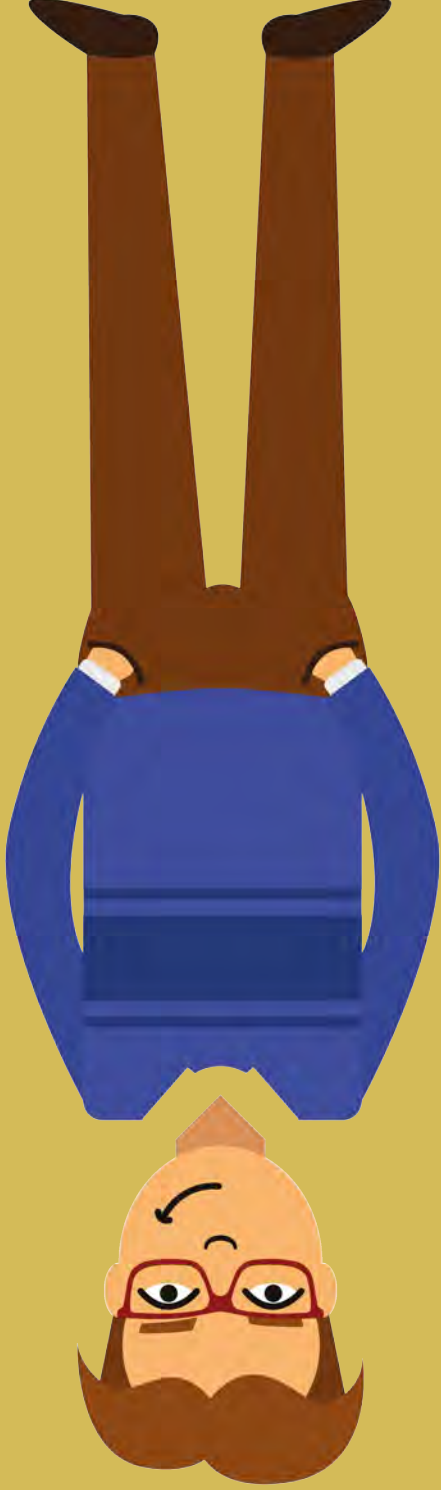
Canllaw'r Cyflogwr ! Brofiad Gwaith Sir Bentro: Bob Oed

Mewn partneriaeth â

Bwrdd Gwasanaethau Cyhoeddus Sir Bentro



EMPLOYMENT BUREAU | BIWRO CYFLOGAETH





Item 5b

DATE OF MEETING	February 19 th 2019
REPORT TITLE	Project 2 - Environment and Climate Change Risk Assessment
PURPOSE	To update the PSB on the work to progress the climate change risk assessment and the current focus on plans to deliver a severe weather community engagement project.
RECOMMENDATION(S)	That the PSB notes progress to date and continues to have oversight of the development of the climate change risk assessment and offers direction and input as appropriate
LEAD OFFICER	Andrea Winterton, NRW

Item 5b: Project 2 - Environment and Climate Change Risk Assessment

Severe weather community engagement project

We have contracted AECOM Ltd to produce a series of engagement materials for exploring local experience of severe weather, future priorities and future adaptations to a changing climate. These engagement materials will be developed using a trial engagement event as a template. Materials and training will be provided to future facilitators from within the PSB to enable them to use the engagement materials to run a series of events for multiple communities in Pembrokeshire. These events can be used to inform, engage and educate the public and to make recommendations for transport, housing, flood, environmental, waste and other policies.

We had originally hoped that the consultant would undertake six engagement events in Pembrokeshire, Ceredigion and Carmarthenshire in place of a single trial event. The change in scope relates to procurement timescales but will enable the PSB to retain expertise in house for undertaking engagement around climate change with any number of communities in future.

Through the PSB working groups, PSB members have been asked to provide information on major weather events that have occurred since January 2018, details of communities we consider 'at risk' or communities effected by climate change, and climate risk maps. All information received to date has been collated and forwarded to AECOM although there is still an opportunity to include more, if available.

Milestone / Deliverable	Date
1. Inception meeting	w/c 28 th January 2019
2. Summary of findings from evidence review	w/c 4 th February 2019
3. Draft stakeholder engagement materials	w/c 25 th February 2019
4. Trial stakeholder engagement event	w/c 4 th March 2019
5. Analysis of trial stakeholder engagement event	w/c 11 th March 2019
6. Training workshop for future facilitators	w/c 11 th March 2019
7. Draft report & draft stakeholder engagement materials	w/c 18 th March 2019
8. Final meeting	w/c 18 th March 2019

1. Welsh Government Climate Change Questionnaire – Carbon Trust are undertaking work on behalf of Welsh Government, gathering information from public bodies on carbon management, energy management, fleet, land use and procurement. The questionnaire is comprehensive. NRW and University of Wales Trinity St Davids were put forwards from the regional project group to help field test the questionnaire with Carbon Trust. This work is underway. We have approached Carbon Trust for an indication of when they expect to complete the work and when we are likely to be able to obtain results but have not yet received a response. We anticipate that the results of this survey will assist the PSB working groups with work around climate change.



Item 5c

DATE OF MEETING	February 19 th 2019
REPORT TITLE	Project 4 – Doing Things Differently
PURPOSE	To provide an update on recent work to develop Integrated Community Networks across Pembrokeshire.
RECOMMENDATION(S)	That the PSB notes work to date and that partners continue to commit to supporting this work as appropriate.
LEAD OFFICER	Bernadine Rees, HDUHB

Item 5c: Doing Things Differently

Integrated Community Networks – Update Paper

Our ambition for Integrated Community Networks for 2019-20 is to develop five Integrated Community Networks around populations of 20-25,000 people that will deliver integrated care seamlessly at a local level by aligning our services and co-ordinating our care around our population, based on their needs and the shared understanding of what matters most.

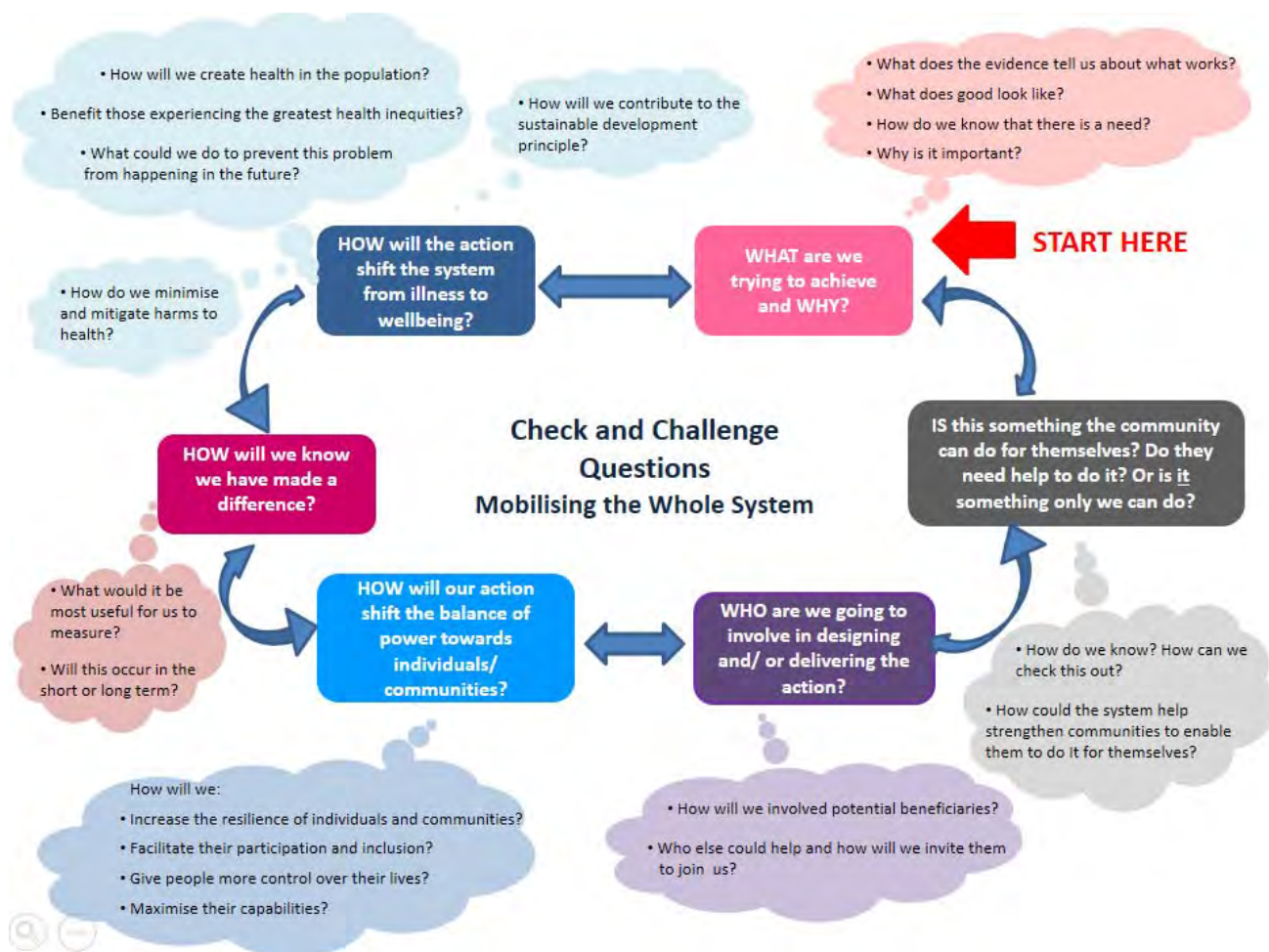
- Based on the feedback from community events, we will develop partnership steering / development groups to grow Integrated Community Networks.
- With partners, we will plan the alignment of community nursing, therapies, social, third sector and primary care services around defined GP Practice populations across the five networks.
- We will align core community nursing services to the five Integrated Community Networks and undertake an Organisational Change Process to embed the new model.
- We will engage with stakeholders to align the wider workforce to the five Networks and develop a timed plan for further development of the Integrated Community Team.
- We will develop clear plans for the capital development of Tenby Cottage Hospital, South Pembrokeshire Hospital and Haverfordwest Health Centre. We will scope further developments that may be needed in the Fishguard and Neyland areas.
- Subject to transformation resource, we will recruit and embed multi-disciplinary team care co-ordinators in each of the networks.
- We will work with Primary Care providers to enhance and improve access for unscheduled care needs in the community through clear and defined pathways and communication.

Networking Workshops : we have committed to holding 5 Community Networking workshops by the end of March.

- Friday 14th December 2018 : North Pembrokeshire Coastal Network – held in Goodwick
- Monday 28th January 2019 : South East Pembrokeshire Network – held in Narberth
- Monday 11th February 2019 : South West Pembrokeshire Network – to be held in Pembroke Dock
- Monday 4th March 2019 : Haverfordwest Network – venue to be confirmed
- Monday 11th March 2019 : Milford Haven & Neyland Network – venue to be confirmed

The format of the workshop has been designed to enable and facilitate a broad discussion between stakeholders in attendance around what an Integrated Community Network needs to be, how it can develop to deliver the ambitions for the community and what the next steps

should be in terms of steering development and wider public communication and engagement. The tool below has been utilised to positive effect in the two workshops to date.



North Pembrokeshire Coastal Network : 42 people attended the workshop on the 14th December from the following sectors and groups :

- Community Choices
- Department of Work & Pensions
- Dyfed Powys Police
- Fishguard & Goodwick Chamber of Trade & Tourism
- Fishguard & Goodwick Community Forum
- Fishguard & Goodwick Town Team
- GP Practices – St David’s, Newport, Solva, Fishguard, Goodwick
- Hywel Dda University Health Board
- Mid & West Wales Fire Service
- Natural Resources Wales
- PAVS
- Pembrokeshire College
- Pembrokeshire County Council
- PLANED
- Public Health Wales
- Town & Community Councils

The discussion was wide ranging and we were keen, through the facilitation, not to direct an outcome. There was positive feedback about the process, noting considerable consensus between individuals and organisations. The key themes and priority points made were :

There is a good community spirit but it doesn't reach everyone, there is poverty and nothing to aspire to, people don't know what is out there to help them, it is not advertised and they can't access it

- The need for a place based hub at local community level as well as the potential to use a mobile hub? Focus on one stop shop model where people can go when both well and seeking help.
- Central point for information needed - one place where they can go to get information on what exists and is happening locally to support them.
- Holistic approach in what we do and the needs of the community.
- Driven by communities up, not organisationally imposed (geographical/age/interest based)
- Needs to improve communication and awareness - to promote the network, what is available, what is going on and how to get involved.
- Good foundations with a lot going on already and diversity in the area.
- Prevention is a priority – need to focus on younger members of the community.
- Be the change you want to see in the world
- Get on with it
- Willingness to change

The following mission statement was proposed with significant endorsement from attendees:

Our priority is for a prosperous and resilient community to promote wellbeing and prevent and pre-empt illness.

When considering the next steps and the purpose of a steering group the feedback was that everyone needs to have the opportunity to be involved and have time to network and support each other in growing new ideas and options for the community. It was felt we needed to share the outcomes and opportunities with local community groups, councils and forums, to go out to where people are and to engage with local media to support. It was also suggested that there may be specific working groups establish with key areas of focus.

The notes from the workshop have been circulated to the invitees for their information and feedback. This time, to enable them to reflect on the discussion and next steps, are key and the following questions have been asked in an on-line questionnaire :

- What did you find most useful about the networking workshop?
- How could the facilitation of the workshop discussion be improved in the future?
- As a result of the workshop, have you started new discussions or made new connections for the benefit of the community?
- Which of the following priorities do you think are most important to focus on :
 - Development of information about the available services
 - Providing support to local groups/individuals to connect and share ideas from the grass roots up
 - Develop the role of individuals to enable connections, services and opportunities

- Development of buildings / hubs to deliver services from
- Having had time to reflect, how important do you consider the following potential next steps:
 - Develop a wider networking half day to bring local groups and individuals together to share information, ideas and build opportunities together?
 - Develop a steering group to guide the next steps in development?
 - Develop a communication group to allow ideas and information to be shared but not direct the development?
 - Other idea – to be specified

It is hoped that those who were unable to attend will be able to share their views and provide a strong and collaborative mandate to the follow up plan and actions.

Next Steps :

- Complete the remaining Network Workshops.
- Circulate the feedback provided at each workshop to those attending and those who gave apologies.
- Analyse the results of the on-line reflection questionnaire.
- Discuss the role of the third sector in the wider development of community networks.
- Develop, for each Network, an action plan for implementation, wider development and engagement.

Elaine Lorton
County Director – Pembrokeshire
1st February 2019



Item 5e

DATE OF MEETING	February 19 th 2019
REPORT TITLE	Project 6,7 & 8 update – Community themed projects
PURPOSE	<p>There are a number of updates to receive under these work streams:</p> <ul style="list-style-type: none"> i. Presentation from Pembrokeshire Youth Assembly ii. Appendix A - Update on recent work around the Pembrokeshire Co-Production Network iii. Appendix B – B4 - Updates on work being undertaken by PLANED’s Community Well-being and Resilience Co-ordinators in relation to understanding what well-being means to the community of Hook
RECOMMENDATION(S)	<ol style="list-style-type: none"> 1. That the PSB receives the presentation from Pembrokeshire Youth Assembly. 2. That the PSB notes the actions being taken to re-energise the Pembrokeshire Co-production Network. 3. That the PSB reaffirms its support for the Pembrokeshire Co-production Network and to actively encourage their engagement officers to participate. 4. That the PSB notes the work being undertaken by the Community Well-being and Resilience Co-ordinators.
LEAD OFFICER(S)	Sue Leonard, Chief Officer PAVS Iwan Thomas, Chief Executive PLANED

Item 5e (ii) - Appendix A

PSB UPDATE: PEMBROKESHIRE CO-PRODUCTION NETWORK

As members will be aware from papers presented previously, the Pembrokeshire Co-production Network (PCN) has the potential to deliver the PSB commitment to **continuous engagement with communities**. However, its progress to date has been hampered by lack of resources, including time to commit to organising, leading and further developing the Network.

The paper provides an update to PSB on key issues discussed and decisions taken at a meeting of PCN members that took place on 21st January 2019. The meeting was attended by representatives of PCC, Hywel Dda, PCNPA, PLANED, PAVS, Rural Futures and PACTO. It was chaired by Sue Leonard, PSB Vice-Chair.

KEY ISSUES

Background – the PCN came into existence as a community of practice around 4 years ago, bringing engagement practitioners together to share skills, knowledge, tools, and methodologies. A **Communication & Engagement Framework** had been developed and adopted by the LSB in 2015, though never fully implemented.

PSB members have given in principle support to the PCN. However, offers of training for members and assistance with co-production activities have not been taken up to date, and no resources have been made available to support the PCN. Network members did contribute to the PSB's well-being assessment activities, but there is no strategy in place for continuous co-ordinated engagement and co-production activity in the County.

It was noted that the Network had not met for over a year, mainly due to lack of resources and founder members moving into new roles. PCN had trialled the on-line platform *Knowledge Hub* as a way of keeping in touch and sharing information, but it had proved to be difficult to use.

Victoria Bancroft (Rural Futures) agreed to share a report carried out on digital involvement platforms – follow this [link](#) for more information

Current context - there are three projects under the *Resourceful Communities* priority in the Pembrokeshire Well-being Plan that focus on community participation, engagement and assets. The West Wales Area Plan, produced by the West Wales Care Partnership, also has a focus on citizen engagement, co-production and preventative services delivered by communities. The WWCP proposal to the Welsh Government Transformation Fund includes support for citizen engagement. If successful, this might provide some resource for PCN.

Purpose of PCN – following discussion, it was agreed that the PCN had two main roles, namely:

- A group of engagement practitioners that strategically influence engagement policy and practice, and contribute operationally to the delivery of engagement work on behalf of the PSB, aligned to the Well-being Plan for Pembrokeshire and the West Wales Area Plan
- A community of practice open to all engagement practitioners across all sectors and all organisations to share methodologies and drive up the standard of engagement and co-production practice

It was agreed that resources were needed to enable the Network to provide information to PSB on what well-being looks like for individuals and communities across Pembrokeshire.

AGREED ACTIONS

1. **Publish a schedule of future meetings** – it was agreed that PCN should meet regularly, preceding PSB meetings by around 3 weeks to enable regular updates to PSB. Ben Thorndyke (PLANED Networks Officer) will set up and organise future meetings, liaising with Claire George (PSB Partnership Support Officer). Meeting venues will be provided by PCN members
2. **Set up an on-line communications platform for PCN members** – Tom Moses (PCNPA) to invite members to trial the Basecamp platform¹ as a way of sharing information and keeping in touch between meetings
3. **Expand the membership** – extend an invite to join PCN to all organisations/individuals on the original circulation list and ensure that all PSB members are represented
4. **Establish links with Co-production Wales** – Karen Scott/Ben Thorndyke (PLANED) to contact Co-production Wales and invite them to attend the next PCN meeting²
5. **Secure resources to support PCN activity** – Sue Leonard (PAVS) to provide information on any funding opportunities that might arise out of the WWCP Transformation Fund proposal. PCN to explore the potential to develop a joint bid to funders to support engagement work
6. **Participate in co-production research** – Claire George (PCC) spoke about a research project being led by Birmingham University. It was agreed that PCN members would provide feedback on a draft survey that, once completed, would be circulated to around

¹ The Basecamp group is now active with 11 PCN members currently registered

² Since the meeting, contact has been made with Co-Pro Wales and it is planned to hold a Co-production Wales Network event in Pembrokeshire at the beginning of April

100 professionals in Pembrokeshire for feedback on co-production as part of the research programme. The results of the research will be presented to PSB

PSB members are asked to note the paper and the actions being taken to re-energise the Pembrokeshire Co-production Network.

PSB members are asked to reaffirm their support for the Pembrokeshire Co-production Network and to actively encourage their engagement officers to participate.

Item 5e (iii) – Appendix B

Hook CP School.

Background –

Hook CP School is a school of around 100 pupils and is seen by many as the heart of the community. After having worked in the school over the last few weeks carrying out community of enquiry work, it is clear that Well-Being and Resilience is high on the teaching staff's agenda and is embedded throughout the school – from wall displays encouraging a positive outlook and encouraging children to always achieve their best through to the discussions, teaching, and 'value of the week'.

In an edited book, *Where the river bends: an illustrated history of Hook*, the school features prominently as both the central point of the village and the heart of the community. Since its opening in March, 1914 it has demonstrated time and time again its commitment to community well-being and resilience and positing community happiness at its core. From rallying around through the war years, to gathering blackberries from a school garden that the children had grown and sending to the Education Department at Haverfordwest, the school has never forgotten its role in the community.

Hook CP School 2018 –

It is clear that well-being and resilience remain at the core of the school in Hook. The Head Teacher, Louise John, inspires, motivates and empowers the children to think for themselves, know their rights and voice their opinion. Hook CP School has already begun an implementation phase of the new curriculum that will be mandatory from 2022 and the children are all aware of how their time in school both feeds into the bigger picture of instruction while also contributing to their psychological, social, physical and emotional well-being.

While it was clear from the start that the children had a clear understanding and grasp of the terms Well-Being and Resilience, the exercises and results were rich and diverse and will feed well into PLANED's final reports that will be sent to the PSB. The main findings of the exercises are as follows

Activities –

The activities that have been planned have been designed to fit with the PSB's key priorities of

- **Who we are [Living & Working and Resourceful Communities]**
- **Where we live [Tackling Rurality and Protecting our Environment]**

Through using activities, games and open-ended questioning, PLANED have been able to obtain lots of rich, qualitative information about

- Where the children live
- Their shared and individual experience of their inhabited spaces and places
- What they like about where they live (and what would they change)
- Community Well-Being and Resilience
- What Well-Being means to them
- What would their ideal community look like in the future and the significance of what they've chosen and why

Working in-line with the PROSPER framework for positive education, we have been mindful to keep the sessions fun, engaging, inspiring and positive. Focussing on concepts of 'happy thoughts', 'happiness', 'kindness' and 'caring', the work with the schools will pro-actively adopt this positive research method while also welcoming any negative or unhappy observations that the children wish to make.

ACTIVITY

ACTIVITY 1 – Youth Voices Matter

As an ice-breaker, the following questions are asked and we facilitate a guided conversation with the group

1. How important is it to listen to young people and why?
2. Do you feel you have a say in your community?
3. How involved do you feel in your local community?
4. How could your community listen to you more?
5. How would you like your voices to be heard?

ACTIVITY 2 – Building your ideal community!

Each table is provided with a 'blank canvas' onto which they can build their ideal community. They are given key words and pictures as well as markers to draw on anything that isn't included in the pack.

Each group then feeds back to us what they've chosen and why, with PLANED facilitating a conversation around their choices and why they feel they are important

ACTIVITY 3 - #justsaying

This is an activity that worked particularly well in Hook but would vary depending on the academic ability of then children. The children were asked what do the words 'kindness', 'caring' and 'community spirit' mean to them. They were then asked how could their community demonstrate kindness and community spirit and what this meant for each child.

RESULTS

Activity 1 -

How important is it to listen to young people (and why?)

- Really important because we are the next generation
- We've got some really good ideas
- It's not all about the grown-ups. They're really important because they're bigger than us but we should have a say as well
- I sometimes feel that people don't want to listen to us
- It's important to listen to us because we might have some good ideas

How involved do you feel in your local community?

- Quite involved
- Out school involves us quite a bit with the community and people come in from outside and visit us
- I think we could do more together

- We feel part of a community in school, but at the end of the day and when we go home, I'm not sure that I feel we're part of another community

How could your community listen to you more?

- Community assemblies where the community comes to the school and we all celebrate together and tell each other what's going on. This would then help the grown-ups to understand what we are good at
- It would be good if we all got together and did things together. We're not just school children. We have friends and family and do stuff apart from being in school and then we'll all be able to learn from each other.
- It's important to spend time together. Spending time together will bring us all together
- I think it would be a good idea to have a group of us together that goes along to meetings in the community so that we can let them know what we think and what we would like to happen

Do you feel you have a say in what happens in your community?

- Yes and No. In school, I think we do because the teachers listen to us and respect that we have something to say. Outside of school, I'm not so sure that this is the case
- I think adults think that they think they know us and what we'd like but sometimes they actually don't. They probably do things that they think we want without asking us what we want, if you get me?
- I think we do but I don't know who to tell it to. We tell our teachers and they're great at listening to us and doing things to help us but I wouldn't know who to talk to outside of school

How would you like your voices to be heard?

- Social media (quotes snapchat and Facebook)
- Come into the school and talk to us and then put a children's update on the website
- Tweet about what's going on but make it relevant to us too

Observations -

The children were extremely positive and open about the questions asked above and were incredibly insightful in the justifications for their answers. The ability in the class to quantify and justify why they felt the way they did was extremely heart-warming. It is clear from the discussions that the children are keen for their voices to be heard and, for the most part, (with the exception of one pupil who has a mum sitting on the community council) didn't really know who they could turn to for any issues that they wished to express that involved the community as opposed to the school. The children feel extremely happy, supported and encouraged in school and for all of them, school is a happy, safe and innovative environment where they are encouraged to explore and learn. There were two over-riding themes that came out of the focus group questions –

1. Young people are not listened to outside of school
2. The children are not appropriately understood by the grown-ups
This is a recurrent theme that is referred to time and time again through the course of the activities. The children are very solution-driven and have suggested that more community engagement activities would provide them with the opportunity to get to know the older population and that in so doing, they would be understood by them more.

Activity 2 –

The children spent 20 minutes using the pictures and words provided by PLANED as well as marker pens and colours for blue sky thinking. They were asked to create their own ideal community. More specifically, we looked at what Hook would look like in the future and more importantly what they would like it to look like and why.

See Appendices for pictures

Following on from creating their ideal communities, we had a feedback session where we spoke about their choices and why they thought they were important. Key priorities for the children were –

- Agriculture and Farming
- Education
- Access to good quality health care
- Green spaces and the environment
- Good public services
- Vibrant community with positive community spirit.

QUALITATIVE FINDINGS –

Agriculture and Farming

- Farming and Agriculture was a theme that came through with every table's ideal community. The children understood well the importance of farming and agriculture and why it is essential to the community. They spoke of needing places to grow fruit and vegetables and somewhere for the animals to live. They developed upon this and spoke of the need for farms to also provide businesses with products and for the local people to be able to buy these products.

Quotation –

Child 1 "Oh my goodness, Farming is so important!"

Matt "How do you mean?"

Child 1 "Well, we're kind of stuffed without it. We need places where we can grow food and have animals. We need it for things like eggs and milk and beef burgers...oh and bacon! Without anywhere for the animals to live, we won't be able to get food and then we're in trouble!"

Child 2 "Yeah, and there's so much greenery in Hook. We should say to everyone: 'Everyone, come and run farms in Hook. We could be THE farm place to be!'

Child 1 "And it'll help jobs as well, and that's important too."

Matt "How would it help jobs?"

Child 2 "Well, the farms could sell the eggs and meat and things to the shop and the shop could sell it to us!"

- Sustainability
- Employment
- Good quality Soil
- Access to organic products

Education –

The children feel extremely happy, supported and encouraged in school and for all of them, school is a happy, safe and innovative environment where they are encouraged to explore and learn. In the community design session all of them identified the school was a very important part of their well-being and happiness and was integral to the sustainability of the future. One child drew a heart around the school on her sheet (see Appendix) and said

“I’ve drawn a heart around the school because it’s the heart of the community. Our mums and dads and grandparents come to the school. More people should come and see what we do, then they’ll understand”

Green spaces the environment – Conservation and Improvement

This was a theme that was extremely important in the focus group sessions for the children. The children recognise the importance of the environment and the ability to access green spaces. All groups of children used the images of the trees, play parks and green spaces and were passionate about discussing it in the feedback sessions. Reasons for such were varied. Some children recognised how important trees are for the environment (“We need trees to get rid of pollution and Carbon Dioxide in the air. The more trees we have, the more oxygen will be generated and the better we will feel”) and for wildlife.

For almost all of the children, the idea of being outside and experiencing wildlife and “the great outdoors” was important (and indeed central) to their well-being. They cited on several occasions how intrinsic the outdoors was to them. From playing outside with their friends, to walking their dogs (and cats!) outside and intergenerational collaboration with the older population, the environment and being outdoors was very much the focal point for these activities. The children were visibly excited talking about outdoors spaces and recognising the importance of this continuing into the future.

This was reiterated in the postcard exercise that was written as an extension activity. Several of the children, when writing back to the present-day Hook, wrote about climate change, the importance of preserving green spaces, and the joy that had from being outdoors (see Appendix for example).

Good transport links / Employment

The children at Hook primary school were very insightful as to the need for good transport links and why this is important for many factors such as getting out and about for socialising, food shopping, jobs etc. The children have a really good understanding and grasp of the fact that Hook is a rural community but they also have an excellent awareness of their geographic location within the county. There was also an awareness of the need for them to access jobs further afield:

“Hook is really lovely but pretty remote. We need to be able to get places like down into town for work if you’re a grown up. The buses aren’t that regular here so it’s a good idea to have a car so that you can get to and from work – especially if you work nights”

This observation allowed the children to touch briefly on the need for good links to public transport for leisure and employment. They said about how more buses would enable more people to travel further afield for work.

Tourism – There was a suggestion from the children about using some of the green space for a campsite. The child that suggested this was very passionate about Hook and how much he enjoyed living there and said that everyone should be able to come to Hook and “see how amazing it is here”. More thought-provoking than this though, this child had clearly thought through the benefit of this, “The thing is, there’s a lot of lovely fields and countryside that surrounds Hook that isn’t really getting used. So why not turn it into a campsite? That way, it would attract people into the area, and encourage them to spend money and it would also mean that people would be offered more jobs here”

AFFORDABLE HOUSING –

Affordable Housing was another common thread running through all of the groups’ activities and an issue that many children agreed was important to think about now because “it’s going to affect us [the children] in the future when we’re bigger”. There was a clear understanding of the importance of the need for affordable housing and the concern about being able to afford homes in the future was humbling:

QUOTATION –

Matt: So, you’ve put these lovely pictures of houses here with the words *Affordable Housing*. What do you understand by this and why have you said it’s important?

Child 1: So, I’m thinking of houses that people can afford to buy and live in [...]

Matt: How do you mean?

Child 1: Houses are really nice in Hook, but they’re also really expensive.

Matt: Any why do you think this could be an issue?

Child 1: Because you need to be rich to be able to live in one or do really important jobs [...]

Matt: Important?

Child 1: Yeah, you know, jobs that pay really well like doctors. People should be able to afford to live here to we should build nice houses but nice houses that everyone can live in. Otherwise they’ll have to live somewhere else.

Child 2: If they can’t afford a nice house, then perhaps they should move somewhere else.

Child 1: But why should they have to?

Child 2: I dunno. Just because.

Matt: OK, let’s move on...

CONCEPT OF BEING LISTENED TO AND UNDERSTOOD

Not being listened to and subsequently not being understood was a common theme running through all of the conversations had with the children. Notions of lack of understanding about them and what they stand for was strong. Through the course of all the conversations had, it came up time and time again and was something that the children felt very passionate about. Every thematic discussion touched upon it and it appeared to be something quite relevant and possibly as the impetus for a lot of what they feel / how they feel they are being listened to (or not as the case may be). That said, there was great appetite for community collaboration and the children were keen to work with the community outside of the school.

“They [older generation] need to work with us so that understand our needs. Some see us as ‘child monsters’ and see loud, shouty [sic] kids. But we’re just being kids – it shows we’re happy and if they spent time with us, they’d understand what makes us tick”

“More people should come and see what we do [in school], then they’ll understand us better”

“Let’s get together and talk”

“Why do grown-ups think they can’t come and talk to us? Talk – we’d listen but you have to listen to us too.”

Recommendations –

- Student Voice on the Community Council
- Community Councillors to visit the school when there are special assemblies
- Engage with a younger audience in more details (there was recommendation to create snapchat and twitter accounts as well as the Facebook page) that the young people will engage with more. Potential to ask a school member to have responsibility for this.
- Set up a skills share programme
- Community Council to ensure greater intergenerational involvement / engagement in the future.



CWBR

**Community Well-being and
Resilience Project**



Hook 2018



HOOK : THE BLACK DIAMOND VILLAGE

Hook is located on the western side of the Western Cleddau river, which forms part of the Milford Haven Waterway.

Hook is recognised internationally for the quality and importance of its marine environment and is protected through its designation as a Special Area of Conservation and as a Site of Special Scientific Interest.

Much of the community landscape has been heavily modified and managed by human activity, particularly farming.

Most of the community is made up of productive farmland, with little woodland. Hook Wood (found along the bank of the Western Cleddau) is the most significant wooded area. It is protected as a Site of Special Scientific Interest as an Ancient and Semi Natural Woodland.

The village had a worldwide reputation as the place from which 'Black Diamonds' could be obtained. The name 'Black Diamonds' refer to the top quality anthracite. At its peak, 42,000 tons of coal was mined, the colliery employed 250 colliers, and sold coal to countries such as France, Spain, Singapore, St Helena and Portugal.



WELL-BEING IN HOOK

'Security for children and the elderly. Places for children to play and young people to gather. Healthy activities to promote healthy, long life.'

Postcard quote from Hook resident, October 2018

What does 'well-being' mean to the people of Hook?

- Happy and helpful
- People working together
- Communication from cradle to the grave - neighbourliness
- Making more friends
- Allowing everyone to have a voice
- Friendliness and a sense of belonging
- Security for children and the elderly
- Welcoming spaces
- Time spent with family

What could improve your quality of life?

- More family activities
- Doing more things at the weekends
- Celebrate our community more often - quarterly get together instead of annually (HookFest)

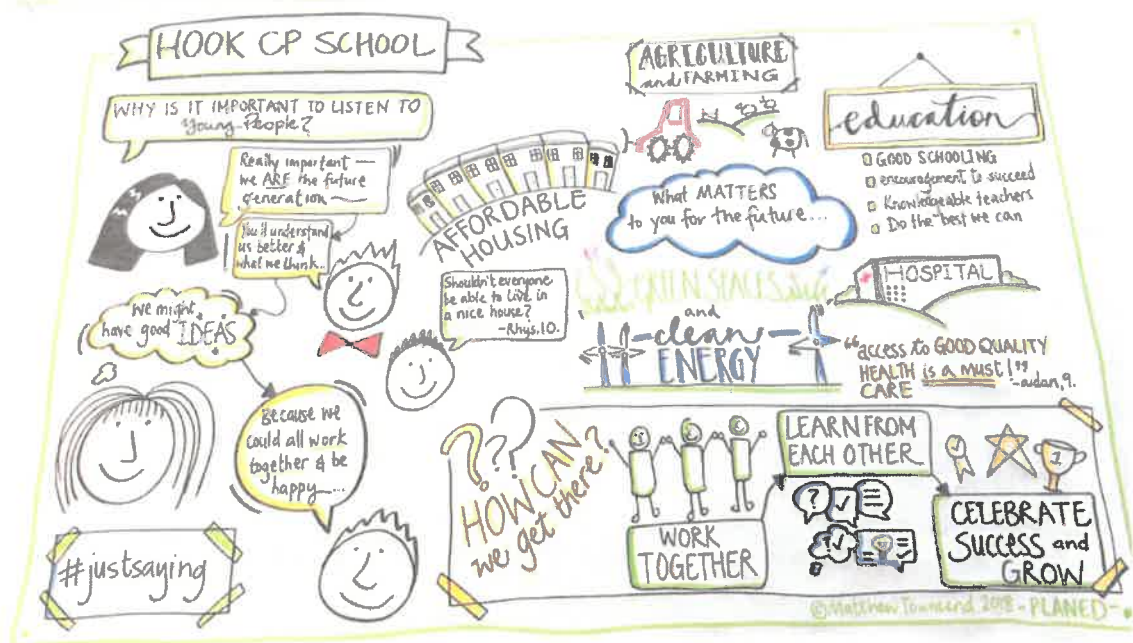


YOUTH VOICES MATTER

#justsaying

'At Hook C.P. School we are a happy inclusive community, where we learn real life contexts as part of our broad and balanced learner centred curriculum. We care, work and learn together to make sure that everyone's voice is valued'

Louise John, Head Teacher



What impacts upon your well-being?

- Friendship is integral to our well-being
- Feeling safe and well looked after
- Spending time with family
- Having the chance to speak up
- Having a happy school and positive learning environment



YOUTH VOICES MATTER

What will safeguard well-being for the future?

- Education - accessible to all
- Plenty of green spaces and a rich and healthy environment
- Better transport links
- Enough employment for everyone
- Tap into the tourism trade more
- Sustainable farming and agriculture

How can we get there?

- Student voice on the Community Council
- Community Council to visit the school regularly
- Set up a skills share programme



Projects that the children would like to see developed:

- Update the play park
- Develop a footpath between Hook and Llangwm
- Help us to access the river so we can enjoy it better



COMMUNITY VISIONING: WELL-BEING AND RESILIENCE

Visioning workshops were held on 10 and 24 October 2018. Reports have been written for these visioning events and are available from the Community Council.



Main findings :

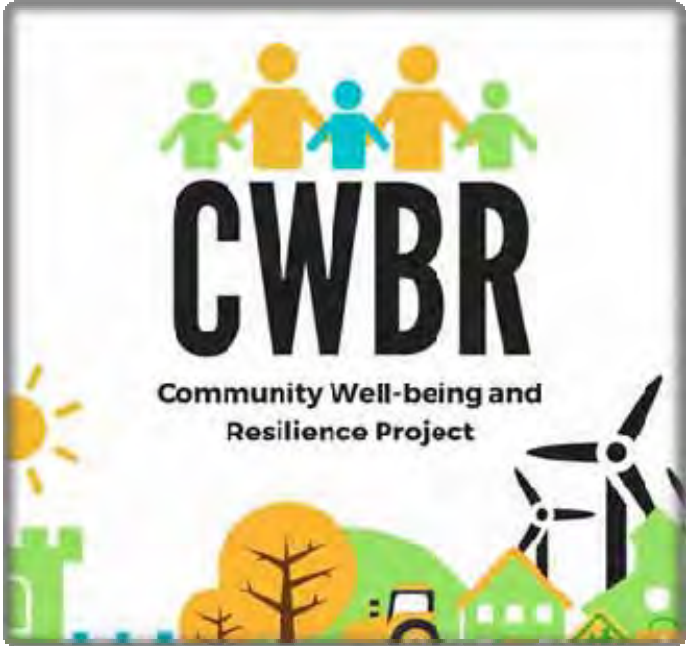
- Lots of community activities going on
- Well-being is high on the agenda of the Community Council and the residents of the community.
- Lots of skills possessed by the community that could be used to support and drive project initiatives.
- The river is very important to the community and access to it would greatly improve community well-being.
- There are lots of innovative ideas around how the village could further improve its well-being and ensure that all members of the community are involved.

Project proposals :

The main project proposals are listed below. For a full list of project ideas, please liaise with the Community Council

- Safe walking and cycle paths to Milford Haven and Haverfordwest.
- Children's play area - update the park for the children.
- River improvements - improve access to the river and make better use of it.
- Footpaths - safe routes from Hook to Llangwm and Freystrop.
- Reduce single-use plastics.

Project plans are with the Community Council in the full visioning reports including the details of who is interested in helping seeing through these plans and projects. E: Codd1946@btinternet.com



Youth Voices Matter
#justsaying

HOOK CP SCHOOL



Matt Townsend / E: MatthewT@planed.org.uk

Background

The publication of the PSB's Well-Being Plan for Pembrokeshire reflects the requirements and expectations set out in the Well-being of Future Generations Act (Wales) 2015. The cross-cutting themes identified through the course of the production of the Well-Being plan demonstrated that the PSB is committed to a change of mind set in challenging existing culture and behaviours in order to work differently and develop a new approach to delivering services and sharing resources.

Here at PLANED we believe that it is essential to involve the children and young people of Pembrokeshire in our community work and well-being and resilience visioning. This is an innovative and exciting component of our work that will truly allow the voice of the future generation to be heard.

Through carrying out visioning and work with schools and the college, this will be an exclusive and unique opportunity to feed the views of Pembrokeshire's young people into the Community Visioning consultations and as such give a voice to the future generation.

The Visioning

The activities that have been planned have been designed to fit with the PSB's key priorities of

- Who we are [Living & Working and Resourceful Communities]
- Where we live [Tackling Rurality and Protecting our Environment]

Through using activities, games and open-ended questioning, PLANED have been able to obtain lots of rich, qualitative information about

- Where the children live
- Their shared and individual experience of their inhabited spaces and places
- What they like about where they live (and what would they change)
- Community Well-Being and Resilience
- What Well-Being means to them
- What would their ideal community look like in the future and the significance of what they've chosen and why

Working in-line with the PROSPER framework for positive education, we have been mindful to keep the sessions fun, engaging, inspiring and positive. Focussing on concepts of 'happy thoughts', 'happiness', 'kindness' and 'caring', the work with the schools will pro-actively adopt this positive research method while also welcoming any negative or unhappy observations that the children wish to make.



ACTIVITY 1 – Youth Voices Matter

As an ice-breaker, the following questions are asked and we facilitate a guided conversation with the group

1. How important is it to listen to young people and why?
2. Do you feel you have a say in your community?
3. How involved do you feel in your local community?
4. How could your community listen to you more?
5. How would you like your voices to be heard?

ACTIVITY 2 – Building your ideal community!

Each table is provided with a 'blank canvas' onto which they can build their ideal community. They are given key words and pictures as well as markers to draw on anything that isn't included in the pack.

Each group then feeds back to us what they've chosen and why, with PLANED facilitating a conversation around their choices and why they feel they are important

ACTIVITY 3 - #justsaying

This is an activity that worked particularly well in Hook but would vary depending on the academic ability of then children. The children were asked what do the words 'kindness', 'caring' and 'community spirit' mean to them. They were then asked how could their community demonstrate kindness and community spirit and what this meant for each child.

ACTIVITY 1



**It's really important
because we are the
next generation**

We've got some
really good ideas to
share so it's very
important to hear
what we've got to
say!

*It's not all about the grown-
ups. They're really
important because they're
bigger than us but we should
have a say as well*

One
genera
the olde

**Why do the grown-
ups think they can't
talk to us? Talk
[...] we'd
listen but you have
to listen to us too!**

*Let's celebrate what we
CAN do and what we
have done. This will
help make a happy
community*



“Build a footpath between Llangwm and Hook. We’ve got friends that we like to play with in Llangwm and have to walk on the road to get there. It’s really dangerous – especially when it’s getting dark!”



Child 1 “Oh my goodness, Farming is so important!”

Matt “How do you mean?”

Child 1 “Well, we’re kind of stuffed without it. We need places where we can grow food and have animals. We need it for things like eggs and milk and beef burgers...oh and bacon! Without anywhere for the animals to live, we won’t be able to get food and then we’re in trouble!”

Child 2 “Yeah, and there’s so much greenery in Hook. We should say to everyone: ‘Everyone, come and run farms in Hook. We could be THE farm place to be!’

Child 1 “And it’ll help jobs as well, and that’s important too.”

Matt “How would it help jobs?”

Child 2 “Well, the farms could sell the eggs and meat and things to the shop and the shop could sell it to us!”

I’ve drawn a heart around our school because it’s the heart of our community. Our mums and dads and grandparents come to the school to help us. More people should come and see what we do, then they’ll understand us more



They [the older population] need to work with us more so that they understand our needs [...] Some see us as child monsters and see loud, shouty [sic] kids. But we’re just being kids – it shows we’re happy and if they spent time with us, they’d understand what makes us tick

ACTIVITY 3



Key priorities –

- Including Everyone
- Having Community Events
- Achieve things together
- Say 'hello' to everyone
- Make adults understand you better
- Talk to older people
- Everyone is willing to work together
- Good spirits
- Working in harmony
- Sharing lifts [transport]
- Bike racks

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Community Visioning I

Hook

Wednesday, 10th October 2018



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Activity II – Your Community and the Bigger Picture

Activity III - Asset Mapping

Activity IV – Threats and Opportunities

Activity V – Skills and Learning Tree

Doodle Sheet Information

The Elephant in the Room

BACKGROUND

PLANED — (Pembrokeshire Local Action Network for Enterprise and Development) is a community-led integrated rural development partnership, with over 30 years experience of working with communities. At the invitation of Hook Community Council, PLANED was asked to facilitate community visioning workshops at the Hook Sports Association Hall around the Well-Being of Future Generations Act (2015) and support the production of a Well-Being assessment and plan for the community of Hook.

PLANED's initiatives are designed to assist local people identify imaginative ways of meeting their communities' needs and encourage the widest possible participation. The aim is to strengthen community spirit and get everyone involved in thinking about their Well-Being and Resilience. Community visioning is an enjoyable and participative technique which has been adopted to bring together a wide range of local people and organisations, encouraging them to take a fresh look at their community, and identify new and innovative projects that will meet local needs both now and in the future with a particular focussing and encouraging, developing and sustaining community well-being. The work undertaken by the community at the visioning workshops leads to the creation of a community well-being plan which provides an overview of the community and outlines the changes and activities the community would like to see in the future. It also identifies the organisations needed to help make them happen.

All members of the community of Hook were invited to attend the first community visioning event which took place on Wednesday, 10th October 2018. This report details the findings of that visioning.

ACTIVITY I – SENSE OF PLACE

Everyone was asked to think about and identify the qualities that made their community special. Working in small groups, each person was asked to briefly describe what they thought was special about the community. Each table had a map of Hook and was invited to annotate this map with what they felt was important to them. Summary of what people recorded –

- Sense of seasonal rotations (tractors, harvest etc)
- Friendly people – stop to chat, smiling and waving
- Location – Feeling half town and half country (reasonably close to H'West)
 - Close enough to main roads to be able to reach all parts of Pembrokeshire
- Sunset in the west over the river – beautiful scenery
- Wildlife and animals – Sheep bleating, owls hooting, geese and their sound from the island, horses and sounds of their hooves
- Walks down to the river
- Compass net fishing
- Smell of pies baking in the shop
- Lots of memories – playing in the mud, the shore and back fields
- Photographic and artistic opportunities
- Clean air
- Mobile library
- Lots going on in Hook – opportunities to take part in activities and clubs
- Local mining history
- Bus services
- Two chapels
- Active community with lots of history and heritage
- Play park, fields and cricket
- Low crime rate – safe space for children to play
- Peace and tranquillity

ACTIVITY II – YOUR COMMUNITY AND THE BIGGER PICTURE

This activity explored how community action can affect global issues and how global issues affect local communities. Each table was given a set of cards on a theme related to sustainability: food, water, air, waste, climate change or demographics. Each card had a global issue on the front and a question. The cards were spread out on the table and each table then chose their top 3 cards which they considered were issues that affect their community and / or issues that the community can act on in a positive way.

- **Marine life** - concern for dwindling stocks of marine life (no salmon caught in the river for the past few years) – pollution in our rivers?
- **Energy** – personally wouldn't want wind farms locally, prefer solar panels, tidal option in Hook too. Need better energy efficiency in village halls.
- **Food** - shop more locally in the village and close by and try to reduce food waste. The community could grow its own food – share gardens and produce or look to set up a community garden and share skills.
- **Waste** - we are producing too many plastics – recycling not always the best option if not recycled locally – need to also reduce plastic production and put pressure on businesses, look to compostable or reusable cups, milk in milk bottles etc. There are a number of Pembrokeshire communities championing plastic free initiatives – Broad Haven, Amroth, Tenby, Newport and Narberth. Perhaps we could collect up the local rubbish left from McDonalds and take it to them so they pay for the disposal rather than other businesses?
- **Transport** – public transport stops at 5pm in / out of Haverfordwest; important to have a longer bus service especially for young people without cars. Would also help Haverfordwest to thrive more as could go out for the evening sometimes without a car. Community transport and local haulage firm should look for greener fuel options. Lift sharing schemes / smaller community schemes. More cycle paths between here, Langwm and Freystrop.

ACTIVITY III – ASSET MAPPING

Everyone was asked to think about what their community had (community buildings, green spaces, historical features etc). Using the title headings below, they were asked to identify community assets under the appropriate headings. They were then asked to chart whether they thought this was a strength (★) or a weakness (●) and grade accordingly. Results were collated and displayed below and whether they were identified as a strength or weakness (or not)

- **COMMUNITY SPACES (eg: halls, churches, play parks)**

Sports / Social Club ★★★★★★★★
Numerous public footpaths (woods and fields) ★★★★★
Cricket pitch and open space ★★
Shop and coffee area ★
2 chapels Church
Hall Memorial
garden Play park

- **COMMUNITY ACTIVITIES (eg: groups, clubs, societies, recreation / leisure, events, volunteering, one-off and regular activities)**

Cricket ★★★★★
Art Group ★★★★★
History Society ★★★★★
Clonc – Welsh Group, meet monthly ★★
Community lunch ★★
Nordic Walking Group ★★
Volunteers for helping children at school ★★
LIFT – Seated keep fit ★
Craft Group
Tai Chi
Short mat bowls
Snooker
Pools
Darts

- **INFORMATION AND COMMUNICATION (eg: village website, Facebook page, noticeboard, newsletter, radio)**

Facebook page ★★★★★
Village website ★★★★★
Art club website ★
Newsletter ★●
Friends and neighbours email each other ★
History society website
Noticeboard

Clubs use emails frequently

- **NATURAL ENVIRONMENT (eg: beaches, parks, woods, footpaths)**

River ★ ★ ★

Hoko woods ★

Nature walks ★ ★

Boggy lane ★

Playing fields

Teddy bear lane

Old quay ● ●

Views from Lower Quay to River ● ● ●

- **HERITAGE AND CULTURE (eg: historic buildings and places; legends, festivals)**

Lime Kiln ★

Old Quay / Old Anchor

School

Shangri-La

Southdown

- **PUBLIC SERVICES (eg: schools, infrastructure, broadband, transport links, social care, libraries, health centres)**

Excellent Primary School ★ ★ ★ ★

Bin Lorry

Mobile Library

Broadband ● ● ● ●

Bus Service ● ● ● ●

- **BUSINESS SERVICES (eg: local businesses, agriculture/farming, tourism, victory attractions, retail, child care)**

Shop/Post Office ★ ★ ★

Social Club ★ ★

Happy Hedgehogs ★

Mobile library ★

Farming

Building

Carpenters

Electricians

Leisure – Walking

Hook Sports and Social Club

Jemtots –Childcare

Nordic Walking

Plumber
 Undertaker
 Air B&B ●
 Community Police ●●●

• **WHAT WOULD IMPROVE WELL-BEING AND QUALITY OF LIFE IN YOUR COMMUNITY**

Local clubs ●
 More community events ●
 Variety of Events ●
 Cycle paths : Hook to Freystrop, Hook to Llangwm, Dual use for pedestrians ●●●
 Access to the river for boating ●●●●
 More activities for children ●●●●
 Pub ●●●●

(Noted that the club nearly closed a year ago because there wasn't enough support from the local community. It is run by a bank of volunteers. The bar feels a bit like a working men's bar. How can we get more people to get involved?)

• **COMMUNITY STRENGTHS / WHO or WHAT PROVIDES IT**

Chapels / Ministers – Bring people together though Faith
 Clubs and Societies / Social – Brings people together
 Community Forum / Bring together community activities and festivals – volunteers
 Community Council / Elected officers
 Friendly People / Villagers
 Hookfest and Fly the Flag / Community Forum
 Noticeboard / Disseminating information / Hook Community Council
 Newsletter / Volunteers
 People look out for each other
 Shop / Villagers able to shop locally

• **LOCAL ECONOMY**

Where do you spend your money locally (include location)

How much do you spend in local businesses per month

Club ★★☆☆
 Local Tradesmen★★★★
 Local Shop ★★☆☆
 Total - £50/month

• **WHAT ELSE DO WE NEED TO KNOW?**

What does the rest of the village want?
 Mapping of wider events to cascade / distribute to the local community
 More involvement from locals ●●●●●●

ACTIVITY IV – THREATS AND OPPORTUNITIES

Everyone was asked what threats and/or challenges they face. These could be external, macro or micro. Each delegate was invited to include them on post it notes and display on the walls.

THREATS –

- Closure of local school
- Loss of bus service
- Threat of large housing development
- Loss of Sports and Social club
- Heavy traffic
- Loss of traditional view of river. Bend of Lower Quay Road – Growth of trees in one spot that used to be used by many people
- Traffic – Delivery vans, strangers, very fast around bends (especially where there is no pavements). Increasing size of agricultural machinery – too wide a vehicle for the narrow roads.
- Brexit – threat of loss of work. Downturn in Economy and people having to move away
- Ageing population

OPPORTUNITIES –

- Children's play area
- Evening social events at the social club
- Signs near the river indicating what wildlife that could be seen
- Booklet about the SSSI site and wildlife there – to increase interest and sort funding for wildlife brochure
- Dance classes
- Music classes
- More evening activities so working people can attend and better age mixing – not necessarily films or alcohol-related
- Electric cycle hire
- A quay to give river access
- More local health services
- Boating club / moorings
- Access to pathways
- Clearing overgrowth
- Update the club to reconfigure the internal loos and changing rooms. Allow for disabled toilets and create a pub within the bar.
- Rural community funding
- Dementia Awareness training
- Good neighbours scheme
- Coffee shop and re-vamp of Post Office and shop

ACTIVITY V – SKILLS AND LEARNING TREE

Everyone at the event was asked to reflect upon the skills they have that could help the community and also what learning / training they may need in order to help the community. These were then displayed on a well-being skills and learning tree.



Skills I have			
Craft	Fishing	Friendly	Cricket scorer
Night sky	Litter pickers	Sports supporter	DIY
Art	Managing	Astronomy	Marine navigation
Administration	Good interviewing skills	Reading out loud	IT database, Excel
Music classes	Good organising	Lecturer	Lamp making
Spin instructor	Pull a mean pint	Crochet	Planning and leading cycle rides
Welsh speaker	Volunteering	French language	Computer skills
Good organiser	Organising Nordic walks	Putting people at ease	Planning walks
Presenting	Cycle repairs	Painter and decorator	
Learning I need			
Grant application filling	Digital and social communication	Engaging communities	

DOODLE SHEET INFORMATION

- Loss of view of river on the sharp bend. Used to be used by walkers, birdwatchers, residents. They used to sit on the bench and chat!
- Cars are travelling too fast through Hook on local narrow roads and bends (delivery vans and strangers)
- Increasing the size of agricultural machinery. They're becoming too big to go down narrow lanes without demolishing the verges and parts of the trees. This endangers children and cyclists – especially as there are no pavements
- Reduce plastic usage – bring re-usable cups for coffee at the shop. Little benefits for re-using cups. Glass bottles for milk and juice. Intergenerational potential → the children could design the plastic bottles at the school and sell them to fundraise (we've previously done this with cloth bags)
- CCTV around memorial garden
- Keep the village tidy – litter free and encourage dog owners to clean up after their dogs



THE ELEPHANT IN THE ROOM

- Large farm vehicles going too fast down the narrow lanes and causing damage
- View point over the river / quay overgrown
- Older village members are passing away, traditions and knowledge being lost. Many younger newcomers do not want to mix in as too busy, village therefore changing. How do we get them to engage and keep Hook special?





Community Visioning II

Hook

Wednesday, 24th October 2018



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Activity I – Sense of Place

Activity II – Your Community and the Bigger Picture

Activity III - Asset Mapping

Activity IV – Threats and Opportunities

Activity V – Skills and Learning Tree

Doodle Sheet Information

The Elephant in the Room

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All members of the community of Hook were invited to attend the first community visioning event which took place on Wednesday, 10th October 2018. Following on from the visioning a report was written (available from the Community Council). There was a second visioning on Wednesday, 24th October 2018. This report constitutes the findings of that report.

Following on from this and after community consultation, a well-being assessment plan will be produced for the Community of Hook to support them in maintaining and progressing their plans for community well-being and resilience for the future.

ACTIVITY I – VISION FOR THE FUTURE

Everyone was asked to reflect upon what their ideal or perfect community would look like in 30 years' time. We encouraged them to not think of a dystopian future but the best possible future. We urged people not to be distracted by budgets, policies, the scale of a project idea or whether or not it may actually happen. Conversely, people were encouraged to think about community spirit, what they would like the community to feel like and what would make everyone feel happy and good about themselves and the community

- River activities (and access – water bikes, canoeing and river taxi to Haverfordwest)
- Opening up and development of cycle paths
- More sports facilities
- Play parks and outdoor exercise equipment for adults
- Community time banking opportunities
- Continuation of School / Seniors meetings
- New Play facilities
- Information boards throughout the village displaying facts about the village / celebrating its history etc
- Viable Sports Club
- More accessible River WALKS
- More Dog walking facilities and doggy bins
- Cycle Path link to H'West
- Tidal / Wind power to be a self-sufficient village
- New social housing opportunities for all to live here and make them affordable
- Intergenerational projects and engagement so that we're not seen to be turning into a retirement village
- Museum
- Community Hub for community information
- Everyone respecting the environment and understanding its importance (e.g. small part of Hook shop producing refills for household products such as Washing Up Liquid and in doing so reducing single use plastics. Glass bottles for milk and reusing them with a milkman).
- Village people knowing one another - at the moment there are long, sprawling roads without the opportunity to meet up
- Village reunited with its historical environment i.e. The River – we can't even see it anymore.
- More use of the river – accessibility for all and being able to see the river from the village

ACTIVITY II – New Mini CTC Quiz

This quiz tested the delegates' knowledge and understanding of the role of the community council. Feedback and information was shared as the quiz was worked on.

ACTIVITY III – Ideas into Action: making things happen

Developing on from the project ideas that came up at the first Visioning, this activity explore the community's key priorities for project ideas based on a recurrence of mention from the first report. Different projects were worked on each table and a tool for project planning was used. The projects that were recurrent themes were –

Single Use Plastics; River developments; Youth engagement and play parks; Making a kinder community / ensuring community spirit; walking and cycle paths

PROJECT 1 – Walking and Cycle Paths

What's your goal / What difference will you make?

- Safe walking / cycle path to H'West and Milford Haven
- Ask the County Council to look at funding for the project

Strengths

- Great area
- Some cycle paths in place already

What needs to change

- **Left Blank**

Assets

- EU Funding

Actions

- Publish maps of all footpaths in Hook, Llangwm and Freystrop

What we will do? Who, What, When and Why?

- **Left Blank**

PROJECT 2 – Children's play area

What's your goal / What difference will you make?

- Develop children's play area and park

Strengths

- Existing site
- There's land to extend

What needs to change

- Updated equipment
- Facilities for older children
- Adult Equipment (outdoor gym)

Assets

- Parents
- Hook Miners (Charity)
- Community Council
- School
- Cricket Club

Actions

- Fundraise locally
- Research grants
- Subcommittee of willing volunteers

What we will do? Who, What, When and Why?

- Community Council to seek volunteers for a playground committee through the newsletter
- Community Council to research into what grants are available
- Committee to host events to fundraise locally

PROJECT 3 – A Happy Village where everyone knows and supports each other

What's your goal / What difference will you make?

- A happy village where everyone knows and supports each other

Strengths

- Family links
- Community groups
- School

What needs to change

- People need to interact in the village they chose to live in.
- Not good enough to just live here – you must be part of the village and value

Assets

- 360 Households
- Club at the centre of the village
- School
- Shop
- Playing fields

Actions

- Facebook
- Newsletter
- Survey on Social Media
- Winer Festival

What we will do? Who, What, When and Why?

- What we haven't done

PROJECT 4 – River Improvements

What's your goal / What difference will you make?

- Improve views of the river
- Improve access to the river

Strengths

- Local knowledge of ownership of land along the river.
- The Pill has common land
- Historical views and established viewpoint

What needs to change

- Car park and board walk to the river.
- Engage with the landowners
- Pruning of the trees
- Install information points

Assets

- Community Council
- Landowners
- National Trust / Pathways Project
- Pair up local people old people and young people

Actions

- Community Council to approach landowners to offer common land for car parking
- Fundraise and involve the school children

What we will do? Who, What, When and Why?

- **Left blank**

PROJECT 5 – Paths and Cycle Routes

What's your goal / What difference will you make?

- Safe routes for cyclists and pedestrians on all Hook roads
- Safe routes for cyclists and pedestrians from Freystrop to Hook and Hook to Llangwm
- Information Board / app explaining footpaths / walks / degree of difficulty / accessibility / length and time of walk. Also include historical information

Strengths

- Local knowledge
- Historical society

What needs to change

- Upgrading some routes for accessibility
- Opening of congested paths
- Widen road to incorporate cycle paths
- Traffic calming for safety

Assets

- Numerous routes
- Well-used and known
- Knowledge
- National Parks Pathways project

Actions

- Community Council, National Parks, County Council to be kept informed
- Inform county councillor of work to be done
- Involve the school children

What we will do? Who, What, When and Why?

- **Left blank**

PROJECT 6 – Reduce single use plastics

What's your goal / What difference will you make?

- To reduce single use plastics in the village

Strengths

- Shop
- Newsletter
- Community Forum
- Hookfest

What needs to change

- Raising awareness
- Attitudes and behaviours
- Make it easy

Assets

- Community Councillors
- School
- Chapel

- Newsletter and Facebook page
- Clubs and Societies

Actions

- Hold an event “sign a pledge” to make a change
- Speak to the shop about glass bottles and refills
- Write a piece for the newsletter
- Posters

What we will do? Who, What, When and Why?

- Mandy – ask Dot in the shop about provisions for re-fillables
-

Community Well-Being and Resilience posters

Everyone was handed out community well-being and resilience posters and were asked to answer the questions on the back of the postcards and to hand them back in at the end of the evening.

COMMUNITY KINDNESS

Q – What does “community spirit” mean to you?

- A**
1. Happy and helpful attitude to everyone
 2. People working together and looking out for each other
 3. Interaction and communication from cradle to the grave. Neighbourliness – interest in people and their situations

Q – What would make where you live a kind (or kinder) community?

- A**
1. Friendliness. Forgetfulness of the past hurts. Collaboration
 2. Making more friends in the village and knowing more of my neighbours. Them “looking out” for these friends and neighbours
 3. Allowing everyone to have a voice and not just money

COMMUNITY WELL-BEING

Q – What is important to you when thinking about your quality of life?

- A**
1. Friendly with people and a sense of belonging
 2. Security for children and the elderly. Places for children to play and young people to gather. Healthy activities to promote healthy, long life.
 3. Time with family. Safe environment to raise children, walk dogs etc.

Q – What one thing would you change or add to your community to improve your quality of life?

- A**
1. Welcome spaces

COMMUNITY SPIRIT

Q – How can we build community spirit in this community?

- A**
1. More family activities / better seating on dog walks
 2. More things going on, on weekends. Volunteers to door knock to ensure people know about things going on. Leaflet about Hook and events etc and what’s on when someone moves into the village. Some sort of simple get together 3 monthly. There’s too long a gap between the Hookfest and things going on.

Q – What gets in the way of positive community spirit where you live?

- A**
1. Village geography – Long roads a long way apart. It’s difficult to find a central geographic point and this almost creates separate areas within the village.

2. Young families and new arrivals tend to be very busy and it's difficult to attend day events. People have different lifestyles now

3. People have very busy working lives and therefore most clubs are held for retired people during the day. Working parents would appreciate a babysitting service so that they could attend evening clubs.

ACTIVITY V – PLEDGE TREE

Everyone at the event was asked to reflect upon the skills they have that could help the community and also what learning / training they may need in order to help the community. These were then displayed on a well-being skills and learning tree.



Skills I have			
Local Knowledge	Contact with parents at local school	Walk and time the footpaths for information boards - Shirley	Computer design and construction project management
Communicate with local shop regarding refillables and reducing plastic use	Support fundraising events	Favourable hire rates for fundraisers in Hook Hall	Draft survey for Facebook
Bar to hold meetings in	Managing	Astronomy	Marine navigation
Learning I need			
Grant application filling	Digital and social communication	Engaging communities	



Item 6

DATE OF MEETING	19 th February 2019
REPORT TITLE	Foster Friendly Employers
PURPOSE	<p>There is a shortage of foster carers in Pembrokeshire and Pembrokeshire County Council recently agreed to extend the amount of annual leave available to foster carers or prospective foster carers. The attached report as presented to the Council's Corporate Management Team is provided for information and discussion.</p> <p>PSB partners are invited to consider whether it would be possible for their organisations to adopt a similar approach to enable foster carers and prospective foster carers to continue in providing much needed and essential support to young people across the County.</p>
RECOMMENDATION(S)	That PSB partners consider whether to adopt a similar scheme as appropriate to their organisation.
AUTHOR	Nick Evans, Partnership and Scrutiny Support Manager

Report for Corporate Management Team

From: Head of HR / Director of Social Services

Date: 23rd January 2019

Foster Care Leave

Purpose

1. The purpose of this report is to obtain CMT's feedback in relation to the proposed changes to the Council's leave provisions for employees who are foster carers or prospective foster carers.

Background

2. The Council currently spends a significant amount of money on independent foster carers due to a shortage of local authority foster carers. In order to address this issue, the Children in Care team are working on a 'foster friendly employer' initiative to encourage local businesses to support their employees, by offering flexible working opportunities and time off work, to become foster carers with the Council.

3. As part of this process, the Fostering Team are keen to encourage more Pembrokeshire County Council (PCC) employees to become foster carers and wish to promote the support that is available to enable employees to take on this role.

4. At present, council employees who are foster carers, are allowed the same rights as parents under the "parental leave policy" which is unpaid leave per year to attend necessary meetings and assessments related to their fostering responsibilities. This leave can be taken in whole or part days. Where both foster parents are employed by the Council only one of the individuals can take the leave or the leave may be apportioned between them.

5. Although there is a number of other supportive measures available, including flexible working to enable school drop offs or to attend meetings these are not currently actively promoted to employees who are, or wish to become foster carers.

6. The Council allows employees who are prospective adoptive parents up to five days paid leave for the purpose of attending pre-adoption meetings, assessments and training. In addition, there are other leave provisions, for example, up to 5 days paid leave per year may be granted to employees who are members of the army reserve for annual training purposes.

7. It is intended that any provisions agreed would only apply where the employee is a foster carer with PCC. It would not apply to those who are independent foster carers.

Item 6 Appendix A

Recommendations

8. Based on the information set out in this report, CMT is asked to consider whether it would be appropriate to review the Council's existing leave provisions for employees who are or wish to become foster carers and consider implementing an element of paid leave. Specifically, views of CMT are sought with regard to the following: -

An amendment to our 'Time off & Special Leave' Policy

- (a) An employee who is applying to become a foster carer may be granted five days extra paid leave to attend any meetings, home visits or training sessions as part of the preparation and assessment process. If a couple is applying and they both work for the Council, they are both allowed the extra leave so that they can support each other.
- (b) Once approved as foster carers, employees are allowed extra three days' leave per year to attend meetings or training and to cover appointments.

9. Subject to CMT's views, the Time off & Special Leave Arrangements Policy will be updated and the new leave provisions promoted to employees along with how the Smarter Working Policy can support these employees to balance their commitments.

Background Papers

none



Item 7

DATE OF MEETING	19 th February 2019
REPORT TITLE	Ystadau Cymru – Letter from Welsh Government
PURPOSE	<p>The PSB has received a letter from Welsh Government with an update on the work of the National Asset Working Group (NAWG), which has now been re-named Ystadau Cymru.</p> <p>Six regional sub-groups had been established and have been asked to work closely with Public Service Boards and link with them on any work involving assets in their area.</p> <p>A copy of the letter is attached for information and provides details of the regional sub-group contacts.</p>
RECOMMENDATION(S)	That the PSB notes the letter and considers its response as appropriate.
AUTHOR	Nick Evans, Partnership and Scrutiny Support Manager

Mark Drakeford AM/AC
Ysgrifennydd y Cabinet dros Gyllid
Cabinet Secretary for Finance



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref: MA - P/MD/4393/18

To: Chairs of Public Service Boards

11 December 2018

Dear Chair,

I have previously written to you about the work of the National Assets Working Group (NAWG). As you are aware, it was established with the objective to identify, enable and promote the savings and service delivery benefits that can be derived from the public sector estate through proactive, collaborative strategic asset management.

I recently announced that the work of NAWG will now go forward under the new name 'Ystadau Cymru' with the associated strapline "working together to make best use of the public estate".

The ongoing challenging financial climate for public services in Wales, as a result of the UK Government's policy of austerity, means we must innovate and work together to tackle the current financial pressures; in order to deliver excellent public services whilst achieving value for money from all available resources.

The Ystadau Cymru Board has been working hard this year to increase the visibility of the collaborative asset management agenda across the Welsh public sector. The Board has also been reviewing how the Wellbeing of Future Generations Act affects our approach to assets and asset management in general as we move forward.

To help improve the visibility around this important agenda 6 regional sub-groups have been established and I wanted to make sure you were aware of them. I have asked these regional sub-groups to work closely with the Public Service Boards (PSBs) to link with, and support, any work you might be undertaking around assets in your area. The work of the Ystadau Cymru sub group in your area would hopefully also be of wider benefit in supporting the identification of opportunities for the public sector throughout Wales to make better use of its assets.

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1NA

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400

Gohebiaeth.Mark.Drakeford@llyw.cymru
Correspondence.Mark.Drakeford@gov.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

I have attached a list of the regional sub-groups and contact details of their Chair/Leads and the contact information for the main Ystadau Cymru Board.

Best wishes,

A handwritten signature in black ink that reads "Mark". The letters are cursive and slightly slanted to the right.

Mark Drakeford AM/AC
Ysgrifennydd y Cabinet dros Gyllid
Cabinet Secretary for Finance

Ystadau Cymru:

Regional Groups:

Mid & West	Jonathan Fearn	JFearn@carmarthenshire.gov.uk
Cardiff & Vale	Clive Ball (Lead) Helen Thomas (Chair)	clive.ball@wales.nhs.uk Helen.Thomas@cardiff.gov.uk
North	Stephen Roberts (Lead) Rod Taylor (Chair)	Stephen.Roberts3@nthwales.pnn.police.uk Rod.Taylor@wales.nhs.uk
Abertawe Bro Morgannwg	Richard Davies (Lead) Geoff Bacon (Chair)	RichardDavies16@wales.nhs.uk Geoff.Bacon@swansea.gov.uk
Cwm Taf	Richard Baker (Lead) Chris Bradshaw (Chair)	Richard.baker@gov.wales chiefexecutive@rctcbc.gov.uk
South East	Paul Bryant	Paul.bryant@gov.wales

Main Board:

Chair	Umar Hussain	umar.hussain@south-wales.pnn.police.uk
Welsh Government Lead	Richard Baker	Richard.baker@gov.wales
Welsh Government – main contact	Heather O’Sullivan	Heather.osullivan@gov.wales

Item 7 Appendix B

Ystadau Cymru:

Regional Groups:

Mid & West	Jonathan Fearn	JFearn@cardiff.gov.uk
Cardiff & Vale	Clive Ball (Lead) Helen Thomas (Chair)	clive.ball@wales.nhs.uk Helen.Thomas@cardiff.gov.uk
North	Stephen Roberts (Lead) Rod Taylor (Chair)	Stephen.Roberts3@nthwales.pnn.police.uk Rod.Taylor@wales.nhs.uk
Abertawe Bro Morgannwg	Richard Davies (Lead) Geoff Bacon (Chair)	RichardDavies16@wales.nhs.uk Geoff.Bacon@swansea.gov.uk
Cwm Taf	Richard Baker (Lead) Chris Bradshaw (Chair)	Richard.baker@gov.wales chiefexecutive@rctcbc.gov.uk
South East	Paul Bryant	Paul.bryant@gov.wales

Main Board:

Chair	Umar Hussain	umar.hussain@south-wales.pnn.police.uk
Welsh Government Lead	Richard Baker	Richard.baker@gov.wales
Welsh Government – main contact	Heather O’Sullivan	Heather.osullivan@gov.wales



Item 8

DATE OF MEETING	19 th February 2019
REPORT TITLE	Regional PSB event 2019 – Letter from Chair of Carmarthenshire PSB
PURPOSE	<p>The Chair has received a letter from the Chair of Carmarthenshire PSB informing of plans to hold a second regional PSB event following on from the inaugural event Pembrokeshire hosted last June.</p> <p>The PSB is asked to confirm its involvement and to support the regional event, to note the date, and to consider proposing items of mutual interest which may be suitable for inclusion in the event programme.</p>
RECOMMENDATION(S)	<ol style="list-style-type: none"> 1. That the PSB confirms it wishes to participate in the Regional PSB 2019 event hosted by Carmarthenshire PSB 2. That the PSB considers any topics it wishes to put forward for inclusion on the agenda
AUTHOR	Nick Evans, Partnership and Scrutiny Support Manager



To: Chairs of Ceredigion, Pembrokeshire & Powys Public Services Boards

17 January 2019

Dear Cllr. Ellen ap Gwynne, Tegryn Jones & Cllr. Rosemarie Harris,

Following the first regional meeting of the Public Services Boards (PSB) in Ceredigion, Carmarthenshire, Pembrokeshire and Powys in June 2018 in Haverfordwest, Carmarthenshire PSB would like to extend an invitation to attend the next regional meeting. Our Board felt that the meeting had been beneficial in terms of sharing information and planning, and by now we all have a little more experience in implementing our county Well-being Plans. The meeting will be an opportunity to discuss experiences to date and to look at areas where we can learn from each other and consider where we can share practice and collaborate on areas of commonality.

With this in mind, the date we'd like to suggest for the meeting is **10.00am-3.30pm, Friday 7 June 2019**, in the Cothi Suite, Halliwell Centre, Carmarthen, SA31 3EP.

I'd be grateful if you could discuss this with your PSB and confirm if your county will be attending, and if the date is convenient for you. In addition, I'd be grateful if you could discuss any possible matters for the agenda and confirm with Gwyneth Ayers (GAyers@cararthenshire.gov.uk) or your county PSB officer.

Looking forward to hearing back from you.

Yours sincerely,

Barry Liles
Chairman of Carmarthenshire Public Services Board &
Pro Vice-Chancellor responsible for Skills & Lifelong Learning, University of Wales Trinity Saint David

Bwrdd Gwasanaethau Cyhoeddus Sir Gâr
d/o Cyngor Sir Gâr, Neuadd y Sir,
Caerfyrddin, SA31 1JP

Carmarthenshire Public Services Board
c/o Carmarthenshire County Council,
County Hall, Carmarthen, SA31 1JP