



# Engagement Report: developing the Carmarthenshire Well-being Plan

**August 2017**

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## Summary

This report presents the findings of the engagement undertaken in July 2017 to develop the actions to be taken to deliver the four well-being objectives of Carmarthenshire PSB. The four well-being objectives derived from the results of the workshop held in March 2017 following the analysis of the Assessment of Local Well-Being.

Short-, medium- and long-term actions were developed that reflect the specific and unique nature and capability of the PSB, i.e. the collaborative approach. The final wording for the actions that will go forward to the first draft of the Well-being Plan for Carmarthenshire are as follows:

## The Well-being Objectives & Their Actions



### Healthy Habits

People have a good quality of life, and make healthy choices about their lives and environment

### Short Term

#### 1. Coordinated Campaigns

Develop a mechanism to enable targeted information campaigns, to be consistently and rigorously disseminated across the county by all PSB partners and organisations. We will develop innovative ways to better engage with everyone, whoever you are and wherever you are from.

#### 2. Risk Assessment

Undertake a Climate Change and Environmental Risk Assessment for Carmarthenshire in order to develop clear and defined actions that can be taken by individuals, communities and organisations.

### Medium Term

#### 3. Social & Green Solutions for Health

Social prescribing is recognised as a means for professionals to signpost people to local, nonclinical community support services rather than prescribe medication or a Service intervention. We will build on the findings of a pilot project in Llanelli, as well as practice and evidence from elsewhere, to establish access to these opportunities across the County.

#### 4. Nature Connectedness

With strong links to the action around Social and Green Solutions for Health, the PSB will identify new and existing natural spaces that can be

used to enhance nature connectedness. The PSB will promote these spaces and educate an understanding of the importance of and a love for nature.

### **Long Term**

#### **5. What long term will look like/What progress will look like**

Carmarthenshire's citizens are actively engaged in their own health and, with higher nature connectedness, have increased well-being, lower stress levels and have more environmentally sustainable attitudes and behaviours.



#### **Early Intervention**

**To make sure that people have the right help at the right time; as and when they need it**

### **Short Term**

#### **6. Raising Awareness**

The PSB will raise awareness of support services that are available to enable individuals, families and communities to take early preventative measures for the benefit of their own wellbeing. This will include establishing a single point of contact to access information, as well as the development of a common training programme for staff working in PSB organisations based on the Make Every Contact Count (MECC) approach.

### **Medium Term**

#### **7. Information Sharing**

Building on the MECC approach, establish a mechanism for PSB organisations to coordinate and share key information to enhance the capacity and capability of public service partners to support individuals to take early preventative action.

### **Long Term**

#### **8. What progress will look like**

Enhanced collaboration of services will ensure that people have the right help at the right time, as and when they need it. This may see innovative county-wide and local responses such as mobile or co-location of services.



## **Strong Connections**

**Strongly connected people, places and organisations that are able to adapt to change**

### **Short Term**

#### **9. Innovative Community Assets**

The PSB will work closely with communities and individuals to support them to develop skills and enable community action. This will see the establishment of a resource to offer knowledge, advice and guidance in developing community based projects; developing opportunities for volunteering; and better use being made of community, and public sector assets (physical and social networks) for the benefit of communities and to increase community resilience to climate change.

### **Medium Term**

#### **10. Innovative Service Delivery**

Through understanding and a meaningful dialogue, ensure co-production and cooperation between communities, landowners and organisations to make the most of the capacity/assets, networks and the public services supporting them.

### **Long Term**

#### **11. What the long term will look like**

We will celebrate a Carmarthenshire, with all its diversity, by promoting togetherness, cohesion and tolerance.



## **Prosperous People and Places**

**To maximise opportunities for people and places in both urban and rural parts of our county**

### **Short Term**

#### **12. Education and Employment**

Understand the employment needs, expectations and trends for Carmarthenshire in order to better align the educational curriculum, other support and training to enable individuals to develop skills for life. This will include PSB partners developing opportunities for work experience, apprenticeships, fast tracked training etc.

### **13. Procurement Procedures**

The PSB will seek opportunities to restructure public sector procurement protocols and requirements to support and enhance potential local enterprise.

### **Medium Term**

#### **14. Infrastructure**

The PSB will work with communities to innovate and look for new models and approaches to improve Carmarthenshire's transport and digital infrastructure i.e. Broadband and mobile phone connectivity. The PSB will seek to provide a fully integrated sustainable transport system that meets the needs of its people and communities.

### **Long Term**

#### **15. What progress will look like**

The people of Carmarthenshire will be economically prosperous and thriving wherever they live in the county.

### **Developing the Well-being Plan**

There were several aspects to the extensive engagement phase in action setting. This report will summarise the findings of each:

- Preliminary workshops with the three Thematic Groups
- Three large-scale workshop events for frontline staff, stakeholders, county councillors and members of the public were held in three locations across Carmarthenshire.
- A special workshop was held for councillors representing the seven Carmarthenshire Town and Community Councils who are subject to the Well-being of Future Generations Act.
- Shorter workshops were delivered to groups of children and young people and other special interest groups in a range of settings.
- For all those who were unable to attend the workshops, an online survey enabled feeding in of ideas and actions.

The information and ideas from across all the events, were analysed by the PSB Operational Delivery Group (comprising representatives from across the PSB). The actions developed are the foundation of the Draft Well-being Plan. This plan then goes through a rigorous consultation and scrutiny process to ensure validity and achievability of the plan.

## **Thematic Group Workshops**

Prior to the main engagement phase, workshops were held with the three thematic groups that report to the PSB and deliver the PSB agenda: Healthy Families and Communities, Fair & Safe Communities; and Prosperous & Resilient Communities.

These workshops were to test the activities to be employed throughout the engagement phase.

In these thematic group sessions, each group considered just two of the objectives; the two most relevant to that thematic group.

- Healthy Families & Communities: Healthy Habits; and Early Intervention.
- Fair & Safe Communities: Early Intervention; and Strong Connections.
- Prosperous & Resilient Communities: Strong Connections; and Prosperous People & Places.

Although these sessions were thoughtful and creative, many suggestions focussed on existing services or individual service provision rather than being collaborative, relevant and achievable for the PSB. This informed the collaborative approach of the Ideas Exchange Events; bringing together frontline staff from right across the PSB services, with other stakeholders, councillors and the public to collaborate in the co-production of action ideas.

For a full account of the suggestions generated by the thematic group workshops, please see Appendix 1.

## **Ideas Exchange Events**

A series of three, three-hour workshops were held in July 2017 (5<sup>th</sup> in Llanelli, 12<sup>th</sup> in Ammanford and 19<sup>th</sup> in Carmarthen). These events were open to PSB frontline staff, other stakeholders, local councillors and members of the public and publicised widely through PSB networks. In total, 131 individuals took part – 43 in Llanelli, 35 in Ammanford and 53 in Carmarthen.

The purpose of the workshops was to ask participants to develop actions which would promote the four well-being objectives which had been identified from the assessment process.

The workshop invited participants to align themselves to a particular objective in the first instance based on their professional and personal expertise and experience. However, the main tranche of the workshop saw all the participants carousel around the objectives; feeding in ideas, elaborating and enhancing, and indicating preferences. Following a

visioning exercise, the participants were tasked with setting a short, a medium and a long-term action under its aims; these actions had to be both achievable and relevant to the extra scope provided by combining the efforts of the individual member organisations under the banner of the PSB. The workshop schedule is included in Appendix A.

At the end of the carousel workshop process, the original 'expert group' had returned to their home table and proceeded to formulate at least one action per time frame, taking into account any additions and comments made and the votes cast by the other participants.

Seemingly, the greatest challenge for the process was keeping the focus on the value added by the PSB. Staff, other stakeholders, councillors and public alike, found collaborative innovation difficult. There was a balance required between moving beyond the limitations of traditional approaches and provision whilst also attempting to adhere to the unique sustainable development principle and the five ways of working. It was also apparent that the successful integration of priorities and themes in the objectives made for lively discussion that explored and drew out integrated actions.

An unbiased documentation of all the actions proposed by each workshop for each objective is included in Appendix 2. Summarised below are the proposed actions recommended to be taken forward from each event. In the subsequent analysis session with the PSB Operational Delivery Group, these were considered along with the findings from the other engagement methods.

Selwyn Samuel Centre, Llanelli	<b>Healthy Habits</b> 	<b>Early Intervention</b> 	<b>Strong Connections</b> 	<b>Prosperous People &amp; Places</b> 
<b>Short Term</b>	Communication champions within public sector to liaise across departments and with individuals	Raise awareness of all support services available (public, 3 <sup>rd</sup> sector) better signposting	Improve IT infrastructure for all areas of the County – Broadband for all. Public Sector organisations offer free wifi or in community hubs	Huge rural investment in broadband - innovative solutions for individual communities
<b>Medium Term</b>	Public sector transport initiative	More social prescribing in other	Maximise Public resources with capacity e.g.	Local learning opportunities meeting skills

		services and extend Llanelli pilot 1 stop shop, single point of contact: Information, Advice and Assistance for social care and health (24 hours)	School Halls out of hour use	needs – all ages/ongoing learning to address future trends
<b>Long Term</b>	Co-operation across the Public sector – integrated Service to client	More advocacy services for IAA to signpost to	Look at preventative approaches with longer term projects	Provide integrated and improved community Public transport where mainstream public transport is not sustainable e.g. car sharing for PSB organisations

<b>Dinefwr Bowls Club, Ammanford</b>	<b>Healthy Habits</b> 	<b>Early Intervention</b> 	<b>Strong Connections</b> 	<b>Prosperous People &amp; Places</b> 
<b>Short Term</b>	Collective PSB mapping of existing schemes to see what's currently available to inform WB plan. Mapping of community buildings for public service use and community benefit. Mapping for available land to increase usage and biodiversity resilience.	Raise awareness of mental health support available, events for all public and third sector Services and training opportunities	Consolidate the MECC approach (SWAIL) and signposting to digital agencies. Shared Training.	Co-location: Multi-use community buildings/hubs – deliver services at the heart of the community. Asset mapping across the county. & Full life cycle and joined up approach to procurement, in turn shorter supply chains encouraging local innovation 'local business tender'/promote community benefits.
<b>Medium Term</b>	Public sector cross-organisational	Upskilling communities – to provide support to	Community Hubs: (possibly mobile or outside	Sustainable transport solutions – fully integrated

	education around key themes i.e. environment and healthy habits and utilising third/voluntary sector.	residents e.g. dementia awareness, community ambassadors, advocates, more volunteers	setting/woodland) digitally and physically, single point of contact for development, gap analysis for skills development, use of DEWIS/info engine & Integrated SC & health computer system, give it PSB impetus (integration currently at 80% but project is in stasis	
<b>Long Term</b>	Fully integrated transport network (cycle, public transport and car) with park & ride or subsidised car share	Co-location of services being provided in local community venues	Shift away from culture of stats-driven healthcare e.g. 10 min appointments from % how many people seen to patient empowered health outcomes	Homes built that are efficient – affordable ‘retro-fit’: housing to live in for life, green infrastructure central to all new buildings

Two priority actions for each life stage as there were two sets of discussion table (Welsh (W) and English (E) medium)

<b>St. Peters Hall, Carmarthen</b>	<b>Healthy Habits</b> 	<b>Early Intervention</b> 	<b>Strong Connections</b> 	<b>Prosperous People &amp; Places</b> 
<b>Short Term</b>	Co-ordinating a physical and mental health campaign (E)  Financial education and life skills training to be provided (W)	Provide basic life skills for children (E)  Map assets from a service and facilities perspective. Once known, share information about availability better (W)	Making every contact count and developing single point of contact – move away from services being protective (E)  Broadband access across the County (W)	Increase community halls usage to ensure future sustainability – map facilities and services and consider co-location/community hub model (E)  Understand and interpret the effect of the City Deal –

				better communicate (W)
<b>Medium Term</b>	Review accessibility of services and transport (E)  Expand the support services available at your local GP practice (W)	Support for lifestyle changes by improving access to natural environment (E)  Integrate health and social care services (W)	Improved and integrated transport network. Uber style booking system (E)  Fair salaries for workers working with children and older people (W)	Lifelong skills and skills for work (E)  Link between education providers and industry – use City Deal as an opportunity (W)
<b>Long Term</b>	Focus on preventative services (E)  Continue to ensure an investment plan into preventative services in the County (W)	Continued funding for life skills (E)  The Welsh language as the main language of Carmarthenshire (W)	Longer term funding for the 3 <sup>rd</sup> sector (E)  Integrated transport system – extend BwcaBus (W)	Fully integrated transport system. Fear factor for older people in using public transport (E)  Understand needs of rural areas linking with Welsh language (W)

### Key Messages & Discussions at Workshop Events

There were some strong themes that arose across the three events. Although these were not captured formally but through facilitator records and feedback, it is interesting to reflect these ideas.

In Llanelli, the prevailing message was around communication and information. The discussions around existing services, gaps and expectations covered the need for more open communication, listening to service users and delivering person centred responses. Many of the actions suggested had at their heart the need for information; whether that was professionals sharing information or if it was about increasing knowledge and skills to improve personal well-being.

In Ammanford, very strong themes in the discussions at all the objective tables were around collaboration, integration and co-location. The synergies of the preferred actions demonstrates these strong themes in Ammanford with prevailing messages of community hubs to house co-located services for improved accessibility and integration.

In Carmarthen, there was a clear emphasis from discussions on the need to ensure strong governance and accountability with key comments being

raised about the need to ensure on-going engagement and communication about how this work will be taken forward.

### Town & Community Council Event

On 4<sup>th</sup> July 2017, an evening workshop was held for councillors, clerks and development officers of the seven Carmarthenshire Town and Community Councils subject to the Act. 29 representatives participated in the event. Just as in the wider engagement events, the participants were invited to comment on how the plan should be delivered; the actions required to deliver the four well-being objectives. The difference between this session and the wider workshops was that the ideas generated were not directed to be short, medium or long-term, rather they were a 'project' that could be actioned to successfully deliver the objective. After much discussion and brainstorming of ideas, the workshop invited the attendees to vote on their preferred action for each objective. The one with the most votes is included (or two when equal preference was made) in this summary document but for a full description of the Town and Community Council Event, see Appendix 3.

It is important to note that as with the larger workshops, it was challenging to develop actions that were PSB relevant and achievable. Some suggestions made were excellent, however, they were not always suitable for the Well-being Plan. For example, the preferred suggested action for the Strong Connections objective was the promotion of bilingual schools. Whilst being a valid recommendation it is not a PSB agenda, therefore, it is not included in this summary table.

T&C Councils Event	Preferred Actions
Healthy Habits 	Social prescribing opportunities e.g. incredible edibles volunteering, time credits, exercise referral
Early Intervention 	Extended neighbourhood watch – caring communities

<p>Strong Connections</p> 	<p>Making more effective use of public services &amp; contracted vehicles e.g. school buses and others to address transport difficulties.</p>
<p>Prosperous People &amp; Places</p> 	<p>Communities generate own energy and sell excess back. Bring local interested groups and volunteers together. Council houses could have solar panels % to local community council funding for partners &amp; Inter-generational learning opportunities</p>

## Workshops for Special Interest Groups

### Children & Young People's Workshops

A workshop with 30 children and young people was held at Glan y Mor School. Similar to the Town and Community Council Event, the suggestions were collated without a specific time frame. Moreover, the children and young people were invited to recommend the actions for just one of the objectives; however, the format of the response was the same so that the comments from the children and young people were able to be incorporated into the final plan. Overall, some objectives had many more actions suggested than others.

The way in which the summary tables have been completed is through analysing trends of suggested actions. For a full set of actions suggested, please see Appendix 4.

Children & Young People	Themes Arising
<p>Healthy Habits</p> 	<ul style="list-style-type: none"> <li>• Promotion of healthy food e.g. provide free fruit at schools</li> <li>• Increased opportunities for physical activity e.g. community fun runs, walking/cycling paths</li> <li>• Use technology to support health change/awareness</li> </ul>
<p>Early Intervention</p> 	<ul style="list-style-type: none"> <li>• Single point of contact for Support Services. Could be done through an app or physical centre</li> <li>• More universal support Services and promotion of existing Services</li> <li>• 24/7 access to support services</li> </ul>

<p>Strong Connections</p> 	<ul style="list-style-type: none"> <li>• Arrange and promote more community events</li> </ul>
<p>Prosperous People &amp; Places</p> 	<ul style="list-style-type: none"> <li>• Create more jobs and apprenticeships for young people</li> <li>• Opportunities for Young people to work with public services</li> </ul>

### Other Groups

We also held workshop sessions with some other groups. These included Coleshill Centre service users (a centre for Adults with Learning Needs) and Llanelli Deaf Society.

A total of 17 people across the two groups participated in these sessions and they generated a range of ideas for actions. The trends arising are presented below.

Other Groups	Themes Arising
<p>Healthy Habits</p> 	<p>Lack of opportunities outside what is offered by Centre.</p> <p>Lack of resources within the provision mean that people can't access what there is – possibilities for volunteers supporting to enable access.</p> <p>Importance of "life lessons" e.g. budgeting and healthy eating.</p> <p>Better equipped doctors' surgeries/hospitals for deaf people (hearing loops and red electric signs).</p>
<p>Early Intervention</p> 	<p>Supporting people's aspirations regardless of socio economic circumstances.</p> <p>Better recognition of the impact of deafness on people e.g. job opportunities, higher risk of poverty.</p>
<p>Strong Connections</p> 	<p>Volunteering opportunities and school/college placements in community centres helping to extend the range of activities that could be offered.</p> <p>Foster effective communication between deaf individuals/groups and PSB agencies.</p> <p>Compulsory deaf awareness training for all PSB staff.</p>

<p>Prosperous People &amp; Places</p> 	<p>Supported, inclusive employment ensuring that there are equal opportunities for people of all ages and abilities.</p> <p>Text messaging service for all PSB services.</p> <p>More financial assistance and training for employment opportunities for deaf people.</p>
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### Online Survey

The final aspect of the engagement phase was an online survey where respondents were invited to comment on the actions to deliver the objectives in a very similar format to that of the direct workshops. This enabled all the data collated to be combined. There were 8 responses to the online survey. A more detailed report of the survey responses appears in Appendix 5.

Online Survey	Themes Arising
<p>Healthy Habits</p> 	<ul style="list-style-type: none"> <li>• Encourage responsible and sustainable use of the natural environment, maintaining a strong commitment to protecting the natural space.</li> <li>• Ensure organisations recognise the benefits of, and links between, good mental/physical well being and the natural environment.</li> <li>• Improve the nutritional value of school meals.</li> <li>• Use of cultural interventions to improve mental health/well being.</li> <li>• Implement on going audits (conducted by external bodies) to ensure that a fair balance between the responsible use and conservation of the natural environment is being met.</li> </ul>
<p>Early Intervention</p> 	<ul style="list-style-type: none"> <li>• Social prescribing - Introduce walking schemes for those at risk of heart disease, diabetes etc, where people attend social/ active sessions regularly.</li> <li>• More support for food banks</li> <li>• Development of community based health services, enabling people to staying in their own homes.</li> <li>• Commitment to research across the public sector to inform service development and planning.</li> <li>• A Joint Health and Social Care Service which is properly managed and sustainably funded.</li> </ul>
<p>Strong Connections</p> 	<ul style="list-style-type: none"> <li>• Keeping abreast of trends in sustainable travel and ensuring that there are sufficient charging points for electric vehicles in the county.</li> <li>• Integrated walking, cycling/riding and public transport routes.</li> <li>• Rolling out the PSB thematic network approach within (and not just across) all public sector organisations.</li> </ul>

	<ul style="list-style-type: none"> <li>• A stronger sense of community and belonging particularly for those with protected characteristics.</li> </ul>
Prosperous People & Places 	<ul style="list-style-type: none"> <li>• Reduce business rates and attract businesses to start up and innovate to create vibrant communities.</li> <li>• Assist local businesses with marketing and advertising.</li> <li>• Support Digital transformation programmes and infrastructure, e.g start refurbishing used IT equipment with Linux and put it in the hands of people in need.</li> </ul>

### Action Setting Analysis

The PSB Operational Delivery Group is made up of representatives from across the PSB organisations. In the analysis session, the findings from all the engagement methods were considered and evaluated. The final wording of the short, medium and long-term actions for the delivery plan has either been selected from the workshop events or survey suggestions or re-formulated to synthesise the sentiments expressed, under any or all of the aims, on that particular theme.

## Appendix 1 – Thematic Group Sessions

 <p><b>Healthy Habits</b>  <b>People have a good quality of life, and make healthy choices about their lives and environment</b></p>	
Short Term	<ul style="list-style-type: none"> <li>• Air Monitoring in schools</li> <li>• Pilot a Well-being Zone e.g. in south Llanelli, Morfa etc where services could be delivered on a community level</li> <li>• Establish a 'Strategic Behaviour Team' and approach</li> <li>• Asset Mapping on a community level</li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Develop a specific programme for schools around Healthy Habits/Individual Resilience to cope with situations</li> <li>• Consistent health messages across the public services/one brand, message, language</li> <li>• PSB lobby for county wide change e.g. stop advertising for unhealthy products.</li> <li>• Tie PSB messages into education/Welsh Baccalaureate</li> <li>• Change: Minimal Offer to each other – all human beings, all agencies, all residents</li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Include Private Sector in countywide change</li> </ul>
 <p><b>Early Intervention</b>  <b>To make sure that people have the right help at the right time; as and when they need it</b></p>	
Short Term	<ul style="list-style-type: none"> <li>• Holistic Support: 'Minimum Offer' – Asset based model</li> <li>• Harnessing technology to share information and make connections for and with people</li> <li>• Low level support and early intervention *referral thresholds* Network</li> <li>• Forum for delivery of preventative action – permission to work differently</li> <li>• Map organisational criteria and funding across communities to create a more versatile menu</li> <li>• Develop a PSB wide programme of training for all staff in order to support (MECC, SAVE, SWAIL)</li> <li>• Establish Community Advice Bureau in the shop/pub/somewhere central</li> <li>• Share individual case studies in order to understand key priorities</li> </ul>

Medium Term	<ul style="list-style-type: none"> <li>• Role for Town &amp; Community Councils</li> <li>• Intergenerational – people talking to people</li> <li>• Community Hubs where people can present with any need and join services together</li> <li>• Establish Street Pastors/Community Advocates who notice and care, signpost, establish ways of engaging</li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Building and other assets to be used on a community basis</li> </ul>



### **Strong Connections**

**Strongly connected people, places and organisations that are able to adapt to change**

Short Term	<ul style="list-style-type: none"> <li>• Innovation Network - linking communities and helping them adapt to change (links to others in this section)</li> <li>• Revisit the Apples – can we deliver on something raised in there as a gesture of commitment – demonstrate ability to respond</li> <li>• Identify the Community Connectors (links to next point)</li> <li>• PSB partners develop a collective approach to public engagement</li> <li>• Work with Town &amp; Community Councils (subject to the act) to deliver the community action</li> <li>• Carmarthenshire Triage Phone Number and Online Platform that can divert/signpost to Health, police, council etc</li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Support communities to collaborate and build the resilience to look after themselves</li> <li>• Have a mechanism for people to 'Tell Us Now' /process of continuous monitoring of well-being</li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Resilience Training for all communities to develop the skills to budget/manage/direct change</li> </ul>



### **Prosperous People and Places**

**To maximise opportunities for people and places in both urban and rural parts of our county**

Short Term	<ul style="list-style-type: none"> <li>• Good Health Care: a good start and a good end</li> <li>• Employers Mentoring Programme (school and out of work)</li> <li>• Volunteering Forms, Civic Work, Mentoring</li> </ul>
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	<ul style="list-style-type: none"> <li>• Civic Service – work experience for individuals/schools/volunteering/ return to work with all PSB partners (use Hywel dda model?)</li> <li>• Confident Carmarthenshire – celebrating success</li> <li>• Use of meeting venues easily accessible by public transport/green infrastructure</li> <li>• Encouraging nature and wildlife in empty spaces/plots/verges.</li> <li>• Get young people business ready: bring industry/education &amp; YP together</li> <li>• Specialised taskforce to encourage businesses into Carmarthenshire – perhaps focus on ICT and media (e.g. due to S4C move)</li> <li>• Charging points on all PSB partner buildings AND investment in Electric and pool cars (links with WG green agenda for green highway). Plus encouraging cycling, car sharing schemes for PSB partners.</li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Shared training/workforce development – including people out of work</li> <li>• Yr Egin – be a centre of culture – promote Carms, bring people from elsewhere to come for good work life balance (jobs and lifestyle).</li> <li>• Available green infrastructure that takes people to places they need to access.</li> <li>• Encourage pop-up business in empty premises/pop-up community events etc PSB can facilitate this (have platform/shared resources/removal of barriers) (Viable PSB action)</li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Community shops &amp; services PSB can support ownership and engagement</li> <li>• Rationalise services to people</li> <li>• Educational improvements and developments (where, for who?)</li> </ul>

## Appendix 2 – Workshop Event Schedule

5 July 2017 1:30 – 4:30pm  Lliedi Suite, Selwyn Samuel Centre, Llanelli	12 July 2017 1:30 – 4:30pm  Dinefwr Bowls Club, Ammanford	19 July 2017 1:30 – 4:30pm  St. Peters Hall, Carmarthen		
			Time	Resources
Arrival – <b>10mins</b>				
<ul style="list-style-type: none"> <li>Time to get into groups (colour coded)</li> </ul>			13:30 – 13:40	Teas & Coffees Fruit etc
Talk or VT from Barry Liles			13:40 – 13:50	
Introduction – <b>10 mins</b>				
<ul style="list-style-type: none"> <li>Explanation of the workshop &amp; intended outcomes</li> <li>Consider the Objective on your table &amp; supporting evidence/justification</li> <li>You are the expert for this objective?</li> </ul>			13:50 – 14:00	Colour coded tables - laminated A3 objective - justification
Visioning and Actioning Activity – Expert Group <b>60 mins</b>				
<ul style="list-style-type: none"> <li>Discuss visioning question</li> <li>Consider professional role, personal experience</li> <li>Actioning Brainstorming session</li> <li>Suggest Short, Medium &amp; Long term Actions on post-its put onto the Actioning Worksheet</li> </ul>			14:00 – 15:00	Visioning Q sheet & colour coded Pens  Post-it Notes A2 Actions Worksheet
Actioning Activity – All Groups				
<ul style="list-style-type: none"> <li>Groups move around the tables – <b>45 mins total</b></li> <li>Facilitator stays put and hosts each new group, gives an overview of the ideas being discussed.</li> <li>Groups spend 15 mins at the other 3 objective tables developing the thinking and <u>adding</u> INNOVATIONS</li> <li>Each participant indicates favoured actions (3 tallies per person per 'term')</li> </ul>			15:00 – 15:45	Each group brings their own coloured pens to do the tallies
Suggesting Actions – <b>15 mins</b>				
<ul style="list-style-type: none"> <li>Expert Group returns to consider collective input.</li> <li>Expert Group selects the top action for each of Short/Medium/Long</li> </ul>			15:45 – 16:00	
Plenary – <b>30 mins</b>				
<ul style="list-style-type: none"> <li>Each table (facilitator or member of expert group) <u>briefly</u> presents the 3 ideas for action under their Objective.</li> <li>Thanks and close...</li> </ul>			16:00 – 16:30	

## Appendix 3 – Workshop Events

This document is presented as an unbiased record of the proceedings of the three frontline staff, other stakeholders, councillor and public events held in July 2017 in support of the development of the Local Well-being Plan.

The output from the workshops was in the form of post-it notes attached to base sheets showing the objective and three spaces marked for short, medium and long-term actions. As people circulated around the tables they were asked to add comments, including new post-its if they felt something major was missing, and to vote on their preferred actions. The results are summarised by session below.

The workshop process produced one agreed action per objective and per time frame, and these are marked **in bold** in the tables which follow. The supporting comments have been transcribed uncensored, as they appeared on the summary sheets including some where the overall intent was not very clear and others where relatively controversial views were expressed. However, the actions which were taken forward were reflected upon in the light of all additional comments made and the votes cast and were agreed by the expert group when they returned to their home table.

### Session 1 – Llanelli

	<p><b>Healthy Habits</b>  <b>People have a good quality of life, and make healthy choices about their lives and environment</b></p>
<p>Short Term</p>	<ul style="list-style-type: none"> <li>• Access to good info which is easy to access – not just online.</li> <li>• Public Sector Time banking Initiative/certified training reciprocity</li> <li>• Prevention Services – co-location to promote healthy habits</li> <li>• Whole Public sector camp (education/fun/engagement)</li> <li>• Development of a 3<sup>rd</sup> sector led discharge from hospital services</li> <li>• Sugar tax</li> <li>• Volunteer run community kitchens</li> <li>• Public sector education classes for all ages (plus nature walks)</li> <li>• PSB regional approach</li> <li>• All PSB staff receive mental health training</li> <li>• <b>Communication champions within public sector to liaise across departments and with individuals</b></li> </ul>
<p>Medium Term</p>	<ul style="list-style-type: none"> <li>• Prevention work with education sector to instil healthy</li> <li>• Social prescribing schemes to Support 5 ways to well-being</li> <li>• More physical education in school</li> <li>• Public sector navigators for individuals to have Support to go through Public services</li> <li>• <b>Public sector transport initiative</b></li> </ul>
<p>Long Term</p>	<ul style="list-style-type: none"> <li>• PSB partners to focus on well-being share resouces for occupational Health</li> <li>• Cultural change – behaviour change</li> <li>• <b>Co-operation across the Public sector – integrated Service to client</b></li> </ul>



### Early Intervention

To make sure that people have the right help at the right time; as and when they need it

Short Term	<ul style="list-style-type: none"> <li>• Need clarity around processes to access specialist services and how situations escalate</li> <li>• Raise awareness – more specialist support of generic information</li> <li>• Social prescription</li> <li>• More accessible social care and health services in local community venues (housing too)</li> <li>• Use of advocates (service or family/friend) to access medical help for people who need it but won't ask</li> <li>• <b>Raise awareness of all support services available (public, 3<sup>rd</sup> sector) better signposting</b></li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• More resources needed for mental health for children and young people</li> <li>• County side information/website/shop</li> <li>• <b>More social prescribing in other services and extend Llanelli pilot</b></li> <li>• <b>1 stop shop, single point of contact : Information, Advice and Assistance for social care and health (24 hours)</b></li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Mainstream social prescribing in job roles</li> <li>• Pool budgets for early intervention universal services to prevent need for specialist e.g. SWAIL befriending.</li> <li>• <b>More advocacy services for IAA to signpost to</b></li> </ul>



### Strong Connections

Strongly connected people, places and organisations that are able to adapt to change

Short Term	<ul style="list-style-type: none"> <li>• Encourage social inclusion &amp; integration through group initiatives (self help and networks)</li> <li>• Caffi lechyd Da in Carms / knit and natter</li> <li>• Outreach/coordinated approach to tackle isolation</li> <li>• Incentivise time credits</li> <li>• Post buses Initiatives providing care and support</li> <li>• Asset mapping approach</li> <li>• Improve transport infrastructure within the county. Better connections on transport issues, more transparent consultations with communities</li> <li>• Give communities an informed choice – information is key</li> <li>• Look at more pooled budgets for smaller pilot projects in communities</li> <li>• <b>Improve IT infrastructure for all areas of the County – Broadband for all!! Public Sector organisations offer free wifi or in community hubs</b></li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Nurse in mobile library</li> <li>• Provide education opportunities to improve communities networks and skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Understand cultural barriers in communities</li> <li>• Identify resources and funding which is available for community led initiatives</li> <li>• <b>Maximise Public resources with capacity e.g. School Halls out of hour use</b></li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Keep rural schools open</li> <li>• <b>Look at preventative approaches with longer term projects</b></li> </ul>



### Prosperous People and Places

To maximise opportunities for people and places in both urban and rural parts of our county

Short Term	<ul style="list-style-type: none"> <li>• Developing work hubs/'rural' hubs, sharing opportunity business advice</li> <li>• Health services delivered in community halls/local services</li> <li>• General skills development (cooking, sewing, DIY, IT) apprenticeships/skilling up</li> <li>• Career progression to make domiciliary care more attractive as employment</li> <li>• <b>Huge rural investment in broadband - innovative solutions for individual communities</b></li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Viable green transport/bike cycle routes</li> <li>• Local government restructure</li> <li>• 1 number to access all services</li> <li>• Providing more local integrated services in the community health major</li> <li>• Improve ways to multiagency with Domiciliary care – one visit ensure all needs met</li> <li>• <b>Local learning opportunities meeting skills needs – all ages/ongoing learning to address future trends</b></li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• <b>Provide integrated and improved community Public transport where mainstream public transport is not sustainable e.g. car sharing for PSB organisations</b></li> </ul>

## Session 2 – Ammanford



### Healthy Habits

People have a good quality of life, and make healthy choices about their lives and environment

Short Term	<ul style="list-style-type: none"> <li>• Doing things better! Better planning and doing things collectively – diminishing resources.</li> <li>• Using existing clubs and find volunteers who will get involved in getting people outdoors</li> <li>• Grow your own schemes/cooperatives: making land available</li> </ul>
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	<ul style="list-style-type: none"> <li>Local produce availability: huge potential for healthy habits/economic growth/lower food miles</li> <li>Incredible edible Carms: getting all ages out working together, transferring skills, local produce sales to the local community</li> <li>Workplace Healthy Habits: making people more active in work time, making room for flexibility and exercise at work</li> <li>Community transport/PSB transport/courier service, utilising public vehicles when not being used.</li> <li><b>Collective PSB mapping of existing schemes to see what's currently available to inform WB plan. Mapping of community buildings for public service use and community benefit. Mapping for available land to increase usage and biodiversity resilience.</b></li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>Cost of public transport needs to be subsidised</li> <li>Collective Public Sector funding bids/projects</li> <li>PSB upscaling of good practice. Where there are nuggets of excellence PSB upscaling it across the county (region)</li> <li>Ambassadors – PSB having a role around being ambassadors for opportunities and disseminating information</li> <li>Making information on available services easy to access through community networks, establish education groups</li> <li>Financial impact on Health (cost-benefit analysis) more cooperatives education around good Financial Support</li> <li><b>Public sector cross-organisational education around key themes i.e. environment and healthy habits and utilising third/voluntary sector.</b></li> </ul>
Long Term	<ul style="list-style-type: none"> <li>Climate change actions/adaptations are built in to our future plans</li> <li>Better quality green housing : retrofit and new build</li> <li><b>Fully integrated transport network (cycle, public transport and car) with park &amp; ride or subsidised care share</b></li> </ul>



### Early Intervention

**To make sure that people have the right help at the right time; as and when they need it**

Short Term	<ul style="list-style-type: none"> <li>GPs to signpost to support services; not just medicate – e.g. NRW next to GP surgery in Llandovery – co-location of services</li> <li>Improve access to speech therapy Services: employment need, public services difficulty in recruiting (earlier diagnosis/more resources)</li> <li><b>Raise awareness of mental health support available, events for all public and third sector Services and training opportunities</b></li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>Schools need to deal with bullying; victim and perpetrator, collaborative approach to solve the cause of the problem</li> <li>More local provision of services in community venues and mobile services (police/library/banks) and run by voluntary sector?</li> <li><b>Upskilling communities – to provide support to residents e.g. dementia awareness, community ambassadors, advocates, more volunteers</b></li> </ul>
Long Term	<ul style="list-style-type: none"> <li><b>Co-location of services being provided in local community venues</b></li> </ul>



### Strong Connections

**Strongly connected people, places and organisations that are able to adapt to change**

Short Term	<ul style="list-style-type: none"> <li>• Digitalisation: digital engagement/forums (e.g. citizen space) to connect communities and allow people to get involved in decision/policy making. Maximise use of existing websites, platforms and forums</li> <li>• Transport: 'lifts book' &amp; online appointments to schedule lift sharing, can be located in community hub. With joining pack?</li> <li>• <b>Consolidate the MECC approach (SWAIL) and signposting to digital agencies. Shared Training.</b></li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Community Schools: use of schools after hours for community based activities/intergenerational activities/promote through PSB and where PSB can add value/funding opportunities – maintenance &amp; upkeep.</li> <li>• <b>Community Hubs: (possibly mobile or outside setting/woodland) digitally and physically, single point of contact for development, gap analysis for skills development, use of DEWIS/info engine</b></li> <li>• <b>Integrated SC &amp; health computer system, give it PSB impetus (integration currently at 80% but project is in stasis).</b></li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Education: social prescribing, healthy children, incorporate daily mile into school timetable</li> <li>• <b>Shift away from culture of stats-driven healthcare e.g. 10 min appointments from % how many people seen to patient empowered health outcomes</b></li> </ul>



### Prosperous People and Places

**To maximise opportunities for people and places in both urban and rural parts of our county.**

Short Term	<ul style="list-style-type: none"> <li>• Fit for purpose and beyond broadband infrastructures to enable people to work locally, encourage new business.</li> <li>• <b>Co-location: Multi-use community buildings/hubs – deliver services at the heart of the community. Asset mapping across the county.</b></li> <li>• <b>Full life cycle and joined up approach to procurement, in turn shorter supply chains encouraging local innovation 'local business tender'/promote community benefits.</b></li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Ensure sufficient green areas to learn and play/open classrooms for learning</li> <li>• Ongoing 'revenue support' for service to keep doors open to the public – move away from capital grants.</li> <li>• <b>Sustainable transport solutions – fully integrated</b></li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Power of relaunching co-operatives, empower and innovative ideas</li> </ul>

- **Homes built that are efficient – affordable ‘retro-fit’: housing to live in for life, green infrastructure central to all new buildings.**

## Session 3 – Carmarthen



### Healthy Habits

**People have a good quality of life, and make healthy choices about their lives and environment**

Short Term	<ul style="list-style-type: none"> <li>• Increasing recognition of what unpaid carers do and Financial savings across Services and impact in individual well-being</li> <li>• Training in equality and diversity</li> <li>• Engagement with public to deliver on PS. Further than literacy/numeracy. Creative schools programme WG? As PSB initiative. Embedded in education curriculum/FE/HE</li> <li>• Mandatory training and knowledge on WBFG Act and principles/objectives. 5 ways to well-being need to be embedded in organisations</li> <li>• Recognition of contribution to delivery of actions – plan that's implemented that makes a difference to people</li> <li>• NRW own 7% land in Wales – can we allow people to access land for physical activity? Schools/older adults/mental health?</li> <li>• Look at best practice across Europe and look to introduce in Carm</li> <li>• <b>Co-ordinated physical and mental health promotion campaign across agencies that embeds the 5 ways of well-being and targets all but also specific groups i.e. carers – self-management of our mental health</b></li> <li>• MECC – better provision of information on what support is available in community – more social prescription as a whole public sector</li> <li>• More collective public sector education and awareness to increase public confidence to make healthy choices for themselves</li> <li>• Better communication across public sector to reduce duplication and increase delivery of solutions that are communicating – reduce confusion. Breaking barriers and relevant</li> <li>• Focused campaign/behaviour in addition to what you're already doing</li> <li>• Good practice/successful projects website</li> <li>• Combine primary care with community services</li> <li>• Ageing well and fitness clubs e.g. SM9 in Peniel</li> <li>• Tailor projects closely to local need e.g. Smile Plan, ABC, 123</li> <li>• Alcoholism in the professional sector</li> <li>• Affordable public and private leisure choices in the language of their choice</li> <li>• Internet accessibility. Dr appointment through Skype. Links to information. Use technology to enable.</li> <li>• Learning to swim – target all children, safe swimming, help maintain and develop pools</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>Financial education and life skills training. Wise decisions and parenting</b></li> <li>• Walking bus projects in schools</li> <li>• Improved referrals between agencies</li> <li>• Advertise walking routes – link with tourism. Accessibility. Information and facilities booklet.</li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Accessibility and Transport. Infrastructure issues within rural areas/out of town. Safety issues, people who don't have cars or Access to cars. No pavements. BwcaBus extension.</li> <li>• Consider how performance and data targets drive services having to be reactive and limits ability to develop preventative services – collective action as a PSB</li> <li>• Better education around health habits from nursery school</li> <li>• SWAIL – more initiatives such as this to signpost to other agencies that may be able to support. Better promotion needed.</li> <li>• Programme of integration across the public sector – map what's out there, collective action, whole system approach to integration</li> <li>• Serious considerations about the environment across agencies and industries</li> <li>• City Deal – rural considerations</li> <li>• <b>Expand services available in the surgery e.g. blood test, library, Ti a Fi and community networks</b></li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• <b>One size doesn't fit all – prevent rather than reduce. Embedding preventative approach across public sector.</b></li> <li>• Countywide Investment e.e. Tywi Valley and the cycling plan and keeping fit</li> <li>• Improve water quality in the Tywi Valley in order to reduce water costs for the public</li> </ul>



### Early Intervention

**To make sure that people have the right help at the right time; as and when they need it**

Short Term	<ul style="list-style-type: none"> <li>• <b>Life skills education in schools. Water safety, learn to swim, physical activity (obesity), defibrillator training, environmental health, hygiene, cleaning, waste recycling – Primary schools.</b></li> <li>• Develop strong supporting protective communities.</li> <li>• Carers to know what support is available.</li> <li>• DEWIS information needs to be up to date, raise awareness, publicise (+ CAVS website).</li> <li>• Access to leisure services.</li> <li>• Public transport, how to get public transport.</li> <li>• Assisted/shared transport.</li> <li>• Discounts/free to those on benefits or low incomes.</li> <li>• SPOC – Single Point Of Contact.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Information, advice and assistance Service. Information we have is well advertised 'Carers Information Service' – action to expand to under 18.</li> <li>• <b>Better sharing of information between public services with permission, personal data consent, recognise importance of data protection.</b></li> <li>• Young carers and support plus identification in school settings.</li> <li>• Opportunities for physical activity/exercise in the communities – open air opportunities.</li> <li>• Understanding why people are falling through the net.</li> <li>• Looking at and understandings examples of failure.</li> <li>• Carmarthenshire to contribute towards creating 1 million Welsh speakers.</li> <li>• Links between the education system and continuity, opportunities to use the language communally.</li> <li>• Understand the supporting services available to the people of Carmarthenshire bilingually and share the information, simplify information. Map services.</li> <li>• More services located in surgeries.</li> <li>• GP – Social prescribing.</li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Encourage engagement with local environment – links obesity etc, awareness campaign.</li> <li>• Ensure carers Services are available and continue.</li> <li>• Using IT (such as Pokeman Go) to engage people in activities which can build up credits, i.e. Spice Time Credits, as a reward to spend on activities.</li> <li>• Lifestyle change and coaching support (free at smoking cessation).</li> <li>• More resources for counseling for adults and children.</li> <li>• Dementia friendly communities. Raise awareness of Public and Public Services at schools of being dementia friendly, as well as mental Health and autism, businesses through lifetime and awareness of carers and their needs, support available.</li> <li>• Integrated Health and Social Care. Some saw this as short term and others as long term.</li> <li>• Link volunteers with opportunities within organisations and services – time banking (short term?).</li> <li>• Better information and data sharing between agencies.</li> <li>• Community Leaders Project = example Cerdigion.</li> <li>• Establish a community network to support people in the community.</li> <li>• Improve the methods of communication – not just the Internet and social media – use collective audiences.</li> <li>• Refer appropriately to Services – once a good understanding of which Services are available.</li> <li>• One contact point, phone, website and email.</li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Improved collaborative communities.</li> <li>• The role of town and community councils (move to medium term?).</li> <li>• <b>Welsh the main language in Carmarthenshire.</b></li> <li>• Address stigma and discrimination – attitudes of Public Service staff – planning rules etc.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Continued funding of life skills and other Services.</b></li> <li>• Mental Health promotion, campaigned aimed at all of us, encompassing all ages.</li> </ul>
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### Strong Connections

**Strongly connected people, places and organisations that are able to adapt to change**

Short Term	<ul style="list-style-type: none"> <li>• <b>Single telephone number for every Service 24/7 whatever the problem</b></li> <li>• Raise awareness of the Welsh language in every community</li> <li>• Social prescribing – more of it</li> <li>• Village culture and history. Summarise the Information we have / don't have/ What do we need to bring everything together. Mapping.</li> <li>• <b>Fair Access to Broadband for everybody and how that Information is available to everybody</b></li> <li>• Learn from where things are already working well. Improved connections between villages/towns e.g. Young Farmers, Merched y Wawr</li> <li>• Community education and hobby resources (Learning/social prescription).</li> <li>• Mental Health and autism friendly communities.</li> <li>• Make better links with town and community councils and help raise their profiles.</li> <li>• Carmarthenshire United Support System (IT) – hubs, pilot project, CUSP, early information.</li> <li>• Community Champions (Town &amp; Community Councils?) – Building trust, well resourced and supported initiative, training programme (developed by PSB), Volunteers recognised and rewarded for their endeavours – Right people in place.</li> <li>• Dialogical engagement, consultation/engagement/forum meetings.</li> <li>• Propose a trend to hold Public meetings in community settings rather than intimidating officious Public venues. Capture wider feedback.</li> <li>• Engage more user groups (deaf/blind).</li> <li>• PSB having regular input from user groups – not true spirit or co-production.</li> <li>• Making every contact count (MECC). One information pack, multi agency approach, common training programme, move away from protectionism (not willing to engage for fear of disadvantaging own organisation), a 5-10 minute guest speaker slot at the end of every PSB meeting to bring organisations on the periphery into conversation with PSB agencies.</li> <li>• Creative/Compassionate community hubs: emphasis on personal interface, single point of contact, central signposting to cut back on duplications (asset mapping), carers and dementia friendly, bringing in existing Services to improve Access, intergenerational activities – older people passing on skills to younger cohorts.</li> </ul>
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Medium Term	<ul style="list-style-type: none"> <li>• Fair salaries for people working with the elderly, children and education. Careers for people in low paid jobs</li> <li>• Strong connections with nature. Loosing flowers/animals</li> <li>• Central Policy – highways being created, footpaths or cycling available at the same time</li> <li>• Support voluntary/charitable local organisations. (Short term?!) </li> <li>• Better funding for befriending.</li> <li>• Improved and Integrated Transport: Public and private sector Transport links, awareness raising, heart of wales line case study, community Transport scheme including an uber style booking system and better use of coaches/minibuses not in operation e.g. fire Service.</li> <li>• Co-location (but beyond conventional approaches), case study 1 London: Nursing home with a childcare facility, case study 2: Family Centre in Trimsaran.</li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Invest in tourism</li> <li>• <b>Strong Transport connections. Re-visit the county transport system. Expand the vehicles we have and help organisations e.g. social Services, extend BwcaBus</b></li> <li>• GPs and pharmacists to create a rota to help A&amp;E to prevent bed blocking</li> <li>• Reduce stigma and discrimination of excluded groups</li> <li>• Build community capacity and resilience in supporting each other.</li> <li>• <b>Longer funding cycles to provide Security and consolidation to voluntary groups. A scoring system which gives due weighting to local organisations with an interest in their area rather than National organisations.</b></li> </ul>



### Prosperous People and Places

To maximise opportunities for people and places in both urban and rural parts of our county

Short Term	<ul style="list-style-type: none"> <li>• Community halls delivering services locally.</li> <li>• <b>Mapping of buildings/spaces for businesses and community use – co-location.</b></li> <li>• PSB influencing Services being delivered locally i.e. digital Health hub, skype.</li> <li>• Broadening/expand role of SWAIL/MECC including domestic support homecare.</li> <li>• PSB career Policy – implemented for own staff.</li> <li>• Green social subscribing.</li> <li>• Running own time credits system.</li> <li>• Difficult to obtain work experience.</li> <li>• Look at improving the time banking system to encourage more volunteers.</li> <li>• Emphasise the importance of Carmarthenshire's environment.</li> <li>• <b>Create links between the city deal and communities across Carmarthenshire in order to benefit all communities.</b></li> </ul>
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	<ul style="list-style-type: none"> <li>• Increase resources for social prescribing.</li> <li>• Education providers a part of the vision for 'City Deal. To ensure that the correct education provision is developed.</li> <li>• Work experience in real jobs within PSB (unemployed people) depth of opportunity – link into businesses.</li> <li>• Sharing information about whats happening in local communities.</li> <li>• Better support for people to get disability benefits.</li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• <b>Better preparation for life and work skills (schools and colleges).</b></li> <li>• Broadband infrastructures fit for purpose. Access (DI)</li> <li>• Affordable easy to maintain/energy efficient</li> <li>• Providing enabling Services to allow communities to develop for e.g. making public land available for allotments or outdoor recreation.</li> <li>• Making sure development planning leads to affordable housing in communities. Well saved for sources greenspace, recreation Transport and retail.</li> <li>• Support Research into sustainable technology e.g. energy, water and Building technology.</li> <li>• Electric charge points available in rural areas.</li> <li>• Increase town and community council powers to allow them adequate resources to increase local Services in communities.</li> <li>• Create an environment which encourages town and community councils to look at merging in order to increase resources.</li> <li>• An opportunity for people to use all Public land in the county free of charge in order to grow vegetables.</li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• <b>Affordable and available public transport - fully integrated.</b></li> <li>• Advertising Country cars – Solutions.</li> <li>• Funding banner.</li> <li>• <b>Housing and employment to keep the language – ensure adequate employment and affordable housing – especially in rural Carmarthenshire.</b></li> <li>• Transport – 'SMART' Public Transport that Works to strengthen the economy of the county.</li> <li>• Fair Funding Formula – between rural and urban areas of the county.</li> <li>• Build Houses – encourage new ways of Building not 'bricks and mortar' to create social housing – cheap and Environmental in rural areas.</li> </ul>

## Appendix 4 – Town & Community Council Event

### PROSPEROUS PEOPLE AND PLACES

#### IDEA:

- Intergenerational learning opportunities (11 votes)  
**WHICH PARTNERS:**
- Communities generate own energy and sell excess back. Bring local interested groups and volunteers together. Council houses could have solar panels % to local community council funding for partners. (11 votes)  
**WHICH PARTNERS: *Natural Resources Wales***
- Apprenticeships/training delivery – Focus on a sector (3 votes)  
**WHICH PARTNERS: *Health, Police, Third sector***
- Good jobs for local people – Welsh language skills used. (2 votes)  
**WHICH PARTNERS:**

### HEALTHY HABITS

#### IDEA:

- Social prescribing opportunities e.g. incredible edibles volunteering, time credits, exercise referral. (15 votes)  
**WHICH PARTNERS:**
- Take responsibility for one's own health. Target parents - important guidelines at crucial times especially 0-5 years old. (4 votes)  
**WHICH PARTNERS:**
- Parks need better facilities – play equipment. Public recreation facilities. (3 votes)  
**WHICH PARTNERS: *TCCs on asset transfer want support for investing CCC resources.***
- Social prescribing service – knowledge bank (2 votes).  
**WHICH PARTNERS: *Health Service, Community Health Council and Third Sector.***

### EARLY INTERVENTION

#### IDEA:

- Extended neighbourhood watch – caring communities (9 votes)  
**WHICH PARTNERS:**
- One Stop Shop – signposting service (6 votes)  
**WHICH PARTNERS:**

- Decentralisation of services and amenities. Concentrate services in small community. Local shopping, local jobs, less travel. Better internet access, more cohesive communities. (6 votes)

**WHICH PARTNERS:** *Delivery of all public services*

- CDO work with PSB to help develop/deliver in line with Community Development Strategy. Template Service delivery strategy. All 7 TCCs and PSB members. (4 votes)

**WHICH PARTNERS:**

## **STRONG CONNECTIONS**

### **IDEA:**

- Bilingual schools. Welsh medium schools are dividing communities as travel outside area to go school. (9 votes)

**WHICH PARTNERS:** *CCC, Colleges, Universities.*

- Making more effective use of public services & contracted vehicles e.g. school buses and others to address transport difficulties. (7 votes)

**WHICH PARTNERS:**

- Developing volunteering opportunities – sills, vocations, self-respect. Time banking – generic. (6 votes)

**WHICH PARTNERS:** *Coleg Sir Gâr/Trinity St. David, Health Board & Police.*

- Support and encourage community volunteers. (4 votes)

**WHICH PARTNERS:**

## Appendix 5 – Child & Young People’s Workshop

Objective	Suggestions	Theme
Prosperous People and Places	Create more jobs apprenticeships so that young people get to experience what certain work places are like	More Apprenticeships
Prosperous People and Places	Make job buildings maybe more social buildings (police, hospitals etc) this would also help early intervention and strong connections by giving more help, connecting people and giving jobs.	Develop opportunities for working with Public Services
Prosperous People and Places	Make community groups to gather people and to make new friends and encourage people to go out more	Support community initiative/enterprise
Healthy Habits	Increase the price of unhealthy food and drinks	Sugar tax/promote healthy food
Healthy Habits	Stop promoting sugar products on boards, make sugar things cost more. Show children in school videos of people who are obese, explaining how hard it is and what sugar does to you.	Sugar tax/promote healthy food
Healthy Habits	Advertise and give out free fruit and water around schools. Join up with Tesco possibly this gives more money. Free fruit bag with purchases in canteens in school.	Sugar tax/promote healthy food
Healthy Habits	Help obesity by increasing prices on unhealthy food, decrease price of healthy food.	Sugar tax/promote healthy food
Healthy Habits	More public community fun runs, create more sporting clubs. Open more parks paths and cycle paths.	Opportunities for increased physical exercise: running tracks/events
Healthy Habits	Instead of McDonalds and Burger King, have fast food that is healthy	Sugar tax/promote healthy food
Healthy Habits	Create a running/walking path in nice environment all round Carmarthenshire	Opportunities for increased physical exercise: running tracks/events
Healthy Habits	School vegetable gardens	Vegetable gardens
Healthy Habits	Outdoor sports at break	Opportunities for increased physical exercise: running tracks/events/breaks
Healthy Habits	Healthier food in canteen	Sugar tax/promote healthy food
Healthy Habits	More breaks between lessons to get water and fresh air	Opportunities for increased physical exercise: running tracks/events

<b>Objective</b>	<b>Suggestions</b>	<b>Theme</b>
Healthy Habits	Calorie counting App for food and exercise	Technology to support health change
Healthy Habits	More bins all around the environment	More bins
Healthy Habits	More outdoor lessons	Opportunities for increased physical exercise: running tracks/events
Healthy Habits	App on phone, which is there when you buy a phone and you cannot delete it which gives target for exercise or fruit/veg every day.	Technology to support health change
Early Intervention	An App to help you. Have a phone service for advice/emergencies/centre for help. Adverts on TV about the phone number and they will help hand you over to a specific category.	Centralised phone info/triage
Early Intervention	Increase the amount of youth workers in schools, people should be confident to talk about problems and sort them out before they get worse.	More universal support services and promotion
Early Intervention	More advertising on TV and places to go to talk about things before they happen	More universal support services and promotion
Early Intervention	Give more care centres to prevent suicide etc	More universal support services and promotion
Early Intervention	Create places that people can go to if need. EG places to go if need help with suicide, and other help	More universal support services and promotion
Early Intervention	Build bigger hospitals, fire stations police etc which will give more opportunities and make things open 24/7	More universal support services and promotion
Strong Connections	Putting events on throughout the year to bring more people together	Community Events
Strong Connections	When you get to year 8 you can choose subjects for later study	Education - Not PSB relevant
Strong Connections	The Government should put more money into things that everyone wants e.g. churches for religious people and more schools etc	Community Events

## Appendix 6 – Other Groups

The Coleshill Centre focussed on just one objective, health habits.



### Healthy Habits

**People have a good quality of life, and make healthy choices about their lives and environment**

<p>General Discussion Points</p>	<ul style="list-style-type: none"> <li>• Outdoor activities and their impact on relieving stress for people with additional needs was highlighted <u>but</u> issues experienced when trying to access community clubs, especially if people need a support xxx. Clubs aren't always easy to access because of the time they are held eg outside Coleshill hours which then means people can't or don't go to other community clubs. Need to think about <u>how</u> to extend opportunities for people with additional needs – equality of access issues.</li> <li>• Concern about the reduction in opening hours of Llanelli Leisure Centre and that it is planned to close. This will make it difficult for Coleshill groups to make use of leisure facilities.</li> <li>• Need to think about how we can create opportunities to work in jobs that support our additional needs. Not too stressful as this can have a negative impact on health and well-being especially for those with multiple disabilities/needs.</li> <li>• At Coleshill there's a lack of staff ie 2 staff to 30 service users. How could PSB partners help? Volunteering opportunities, college placement experiences – more staff either paid or unpaid would help to extend the range of activities that could be offered.</li> <li>• Importance of having healthy options and eating things like fruit.</li> <li>• Concern that there should be no drinking and drugs dealing on the streets.</li> <li>• Want more safe places to go and meet friends and do activities.</li> <li>• How do we support people's aspirations eg wanting to be a rugby referee, like to be a Police Community officer.</li> <li>• Keeping beaches tidy and clean.</li> </ul>
<p>Short Term</p>	<ul style="list-style-type: none"> <li>• Access to leisure Centre and impact of reduced hours</li> <li>• Safe places to go and meet friends and do activities</li> <li>• Health food options: fruit</li> <li>• No drup dealing and drinking on streets</li> <li>• More walking groups</li> <li>• Riding bikes</li> <li>• Clean beaches</li> <li>• Clean air</li> </ul>
<p>Medium Term</p>	<ul style="list-style-type: none"> <li>• More activities at Coleshill and elsewhere</li> <li>• Equal opportunities to work in jobs that support our needs</li> <li>• Lack of staff to support – could volunteers be involved</li> <li>• Special Needs football team – extend possibilities and opportunities</li> </ul>
<p>Long Term</p>	<ul style="list-style-type: none"> <li>• A system of Volunteering/Support for people to assist others</li> <li>• Support for people to join the wider community activities</li> </ul>

### **HEALTHY HABITS**

- Lessons on how to cook on a budget and healthily. Not relying on microwave food.
- Deaf people tend to lack good pensions, this ageing well is not possible.
- Many doctor's surgeries are poorly equipped for deaf people.
- You need to find ways to communicate healthy habits to deaf people.
- My experience shows the health service does not take notice of deaf peoples' complaints.
- A satisfactory income helps with healthy lives, deaf people cannot afford to be healthy.
- On the incomes deaf people have they are not likely to be healthy.

### **PROSPEROUS PEOPLE AND PLACES**

- Need more training opportunities for people above apprenticeship age (over 24) to learn new skills.
- Incentives to keep young people in the area instead of going to the cities.
- There are between 180-460 deaf people in Carmarthenshire. How do you communicate with them all?
- Deaf people lack opportunities due to lack of interpreters.
- More variety of jobs.
- Deaf people have problems obtaining jobs. Training is needed within organisations which need trained staff.
- More financial assistance.

### **EARLY INTERVENTION**

- Poverty is rife among deaf people.
- Deaf people need equal opportunities to jobs.
- The public sector must work with the deaf voluntary sector to ensure access to early intervention.

### **STRONG CONNECTIONS**

- Social Services should provide equipment for deaf people for free – flashing door bells etc.
- Text service for council services.
- Public events should be accessible to deaf people i.e. Christmas lights/festivals etc.
- PIP should be for life not reviewed every 10 years were deaf for life!
- Text service for all Health services.
- Compulsory – deaf awareness to all Health Board staff, Fire, Police, Council staff.
- Interpreter funding for counselling services.
- More interpreters at Public Consultations and events.
- Doctor/hospital – name announcement - red electric signs in waiting rooms.
- Interpreter access to all primary care – dentists, opticians etc.

## Appendix 7 – Online Survey



### Healthy Habits

**People have a good quality of life, and make healthy choices about their lives and environment**

Short Term	<ul style="list-style-type: none"> <li>• Engage local people to learn about support</li> <li>• Encourage responsible and sustainable use of the natural environment, maintain a strong commitment to protecting the natural space owned and managed by CCC. Ensure that organisations appreciate the benefits to health of responsible outdoor recreation</li> <li>• High school dinners are very unhealthy, they have not been overhauled like primary schools have. My daughter won't eat at school due to how unhealthy they are at QEH, this is easily changed. walking schemes for those at risk of heart disease, diabetes etc , where people go on social/ active sessions regularly held.</li> <li>• Encourage staff networks and thematic networks across all of the public sector organizations at all levels. We are currently just building bigger silos. Nothing joined up about that. Equal amount of emphasis on artistic and cultural participation for mental health as is being given for getting active for physical health.</li> <li>• For me personally, being an environmentalist and the owner of an electric car, lack of electric vehicle charging in Carmarthenshire is a big problem which could mean that use of this environmentally friendly way of travel is difficult in Carmarthenshire.</li> <li>• Show a greater commitment to providing access to the countryside and green-space by providing more resources to the Ranger service in order to make all Public Rights of Way Open and accessible to residents and visitors to the County</li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Take full account of any actions which impact the natural environment ensuring that the needs of people and nature have equal weighting</li> <li>• Develop more walking routes in nearby countryside to promote walking reduce cost of swimming lessons for children and more classes for them (school swimming is not anywhere near enough for kids to learn to swim, better to scrap this and ensure children take part in proper lessons.</li> <li>• Create more and more charging points for local people as well as users across the UK who come on holiday here, and would like to travel in an electric car.</li> <li>• Develop a network of promoted walking &amp; riding routes - maintained to a high standard.</li> </ul>

Long Term	<ul style="list-style-type: none"> <li>• Implement on going audits (conducted by external bodies) to ensure that a fair balance between the responsible use and conservation of the natural environment is being met</li> <li>• Develop more sustainable ways of enhancing transport around Carmarthenshire - Better cycle routes which are off the roadways and bus services which connect communities.</li> <li>• Promote Carmarthenshire as a place where visitors/tourists should come to enjoy the countryside which would support local economies, communities, businesses, bed and breakfasts, shops pubs etc. etc.</li> </ul>
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### Early Intervention

**To make sure that people have the right help at the right time; as and when they need it**

Short Term	<ul style="list-style-type: none"> <li>• Communicate what's available in a most accessible fashion</li> <li>• Recruit and retain committed individuals, ensure that access to help is easily available without administrative obstacles</li> <li>• Support for the food bank, more services such as home help to enable people to stay in there own home.</li> <li>• Better use of technology, both for communication and for evidence gathering. Improve openness and transparency and drop the defensive stances across the public sector. Encourage action research across the board, not just in people's work areas. We are more than the sum of our job profiles.</li> <li>• Invest in care services and policing, Ambulance and fire to ensure access is fast.</li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Ensure continual professional development for staff and volunteers alike to deliver services, ensure audit procedures are robust and fit for purpose</li> <li>• Counselling more readily available</li> <li>• I'm having difficulty with coming up with anything other than short term in the context of the survey. Huge cultural change is required and there are so many unknowns at the moment. Would be happy to participate in focus groups or face to face consultations, but I don't think a Snap survey is going to give particularly meaningful data.</li> <li>• I think Medical and Social services should be managed centrally as one service for joined up thinking and to prevent bed blocking.</li> </ul>

Long Term	<ul style="list-style-type: none"> <li>• Better access to technology, computer record systems which are accessible by all public services which reduces bureaucracy and opportunity for error.</li> </ul>
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### **Strong Connections**

**Strongly connected people, places and organisations that are able to adapt to change**

Short Term	<ul style="list-style-type: none"> <li>• Support suppliers of activities that already help with this</li> <li>• Make known what opportunities exist for individuals and organisations alike to become connected, understand the cultural and ethnic barriers which may or may not exist</li> <li>• As a LGBT woman I don't feel a particular sense of belonging, despite having lived in West Wales for Well over a decade. I'm particularly disappointed with the council for their lack of visible LGBT support and then mentioning LGBT as a hard to reach group in their report to EHRC. Being visible in support, is not the same as promoting any particular lifestyle, but working towards the aims of accelerating equality. Need more political leadership on this. Labour and Plaid Cllrs, we are looking at you.</li> <li>• Provide resources such as grants to encourage communities to work together - i.e. set up services and enrichment events for local people, particularly in isolated small communities which are not so well connected</li> <li>• Having good internet and phone connectivity throughout the County to allow people to work from home.</li> </ul>
Medium Term	<ul style="list-style-type: none"> <li>• Develop through connections a sense of pride in community projects ensure that youth groups are involved and develop a link through cultural and heritage NGO's</li> <li>• Faster broad band connections</li> <li>• Better diversity of Cllrs. Encourage participation in decision making, better engagement, better links at all levels throughout the sector.</li> <li>• Provide internet to connect people, a way of engaging communities with each other, and public services and government legislation which supports this.</li> </ul>
Long Term	<ul style="list-style-type: none"> <li>• Reintroduce Carmarthen to Aberystwyth train line look at options / solutions for traffic congestion from A48 into Carmarthen</li> <li>• There needs to be clear vision from Government in Wales, Innovative ideas, legislation designed for the particular needs of wales, and speed - everything is so slow in happening at the moment.</li> </ul>



## Prosperous People and Places

To maximise opportunities for people and places in both urban and rural parts of our county

Short Term	<ul style="list-style-type: none"><li>• Get data on how many people do what and what their most pressing needs are</li><li>• Champion responsible enterprise making use of the natural resources in the county in a sustainable and non destructive manner, engage the youth to understand how they play a role in driving the county economy</li><li>• support for fuel poverty for rural workers</li><li>• Internet coast? Using nothing but proprietary software? Nope. Digital transformation requires a new mindset. Start refurbishing used it equipment with Linux and put it in the hands of people in need. More makers spaces. The library service is starting to do good things but is woefully under resourced for the scale of change that we need.</li><li>• Reduce business rates and attract businesses to start up and innovate to create vibrant communities</li><li>• See part one of the questionnaire - develop and support access to the countryside, keep open and develop Public Rights of Way. Tackle fly tipping problems and litter on public and private land</li></ul>
Medium Term	<ul style="list-style-type: none"><li>• Make connectivity between the rural and urban economies clear, the rural environment in the county should be seen as the lungs of the urban built environment whilst ensuring that a clear understanding of how one partners the other in a sustainable way is made</li><li>• Mobile services - library, play bus, youth clubs, elderly services</li><li>• Support businesses with marketing and providing a means for the local businesses to thrive through advertising support, reduced rates and advice.</li></ul>
Long Term	<ul style="list-style-type: none"><li>• Continued support</li></ul>