

Dewis Cymru is THE place for well-being information in Wales



Scrutiny Performance Panel – Adult Services

16 January 2018

Presentation on DEWIS Cymru

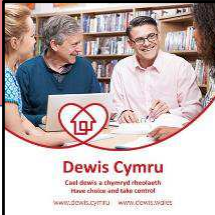
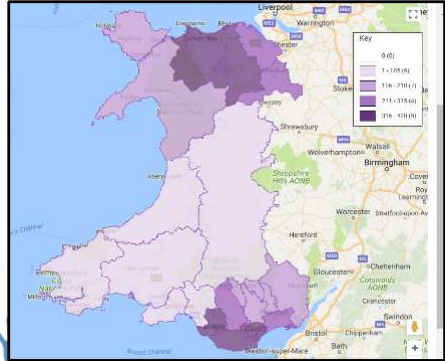

Simon Jones
Swansea Council





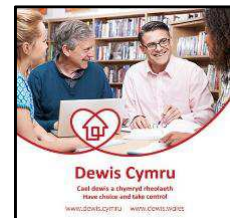

Dewis Cymru - the national context

- Dewis Cymru forms part of the local government response to the **Social Services and Well-being (Wales) Act**
- Formally endorsed by the Association of Directors of Social Services in Wales
- Adopted by 21 of the 22 local authorities
- Currently 'live' in 16 of the 21 local authorities,
- including Swansea

What is Dewis Cymru?

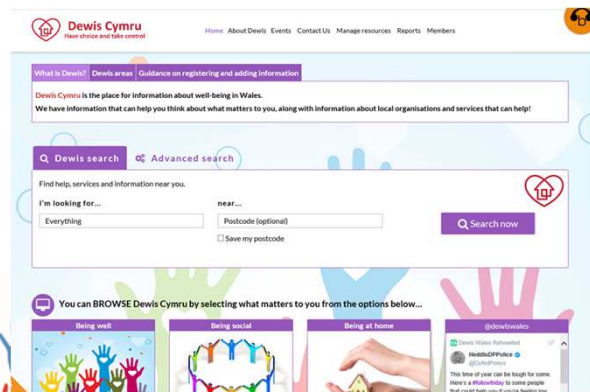
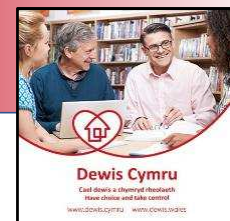
- Dewis Cymru is THE place to find information about well-being services in Wales
- Dewis Cymru gives citizens **choice** and **control** over the services they engage with
- Dewis Cymru is developed and hosted centrally – **reducing costs** and **avoiding duplication**
- Dewis Cymru is **free to use** - owned and funded by local authorities across Wales



Helping people find practical help

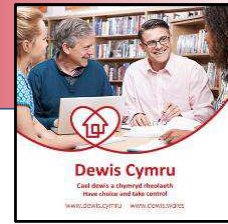
- A **Resource Directory** containing national and local resources:

- Services
- Community Groups
- Commercial companies
- Events



Helping people consider What Matters...

- Nationally developed and maintained **information pages** to help citizens think about What Matters to them



Dewis Cymru
Have choice and take control

Home About Dewis Events Contact Us Manage resources Manage titles Reports Members

Home / Looking after someone and family / Support for carers

Support for carers

Find resources that can help you

Support for carers

Looking after someone - even somebody you love dearly - can be extremely demanding. Whether you are caring for your husband or wife, a disabled child, an elderly parent or a close friend, there are bound to be times when you feel tired, angry, depressed and even resentful.

If you also have family and career responsibilities, are caring from a distance or you are a young carer still in education, you may sometimes wonder what you have taken on.

Whatever your situation, it is not reasonable for anyone to expect you to care for someone without support. In fact, the Social Services and Well-being (Wales) Act 2014 says that local councils must ensure they meet their duty to promote the well-being of carers who need support.

Taking care of you both

First and foremost, it's important that you take care of yourself because if you become physically or mentally unwell you will be unable to continue in your caring role.

Make sure the person you are looking after is getting all the support they need. This might not always mean social care services - there is now much more emphasis on preventative services and giving people the

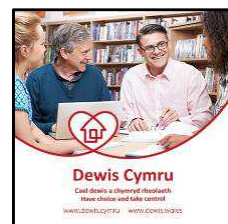
More information

Taking care of yourself

Getting support for the cared-for person

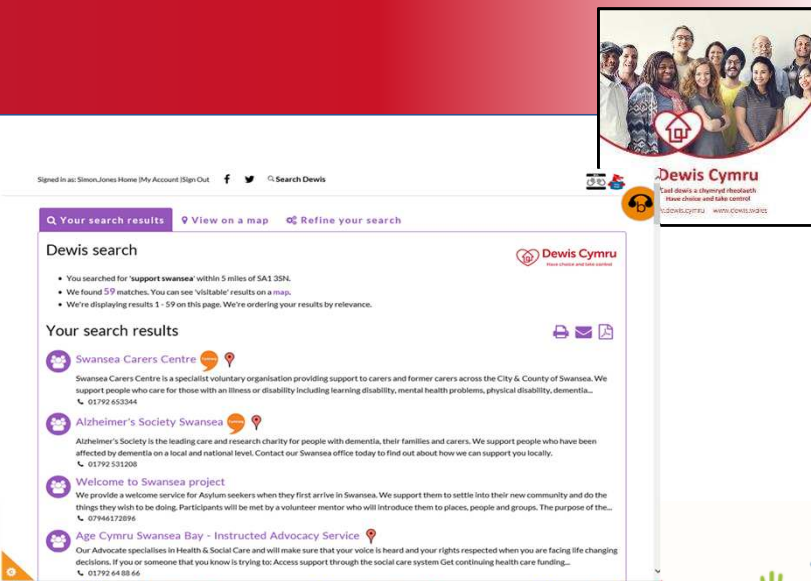
A reliable source of information?

- Up to date**
 - Information has a 'shelf life'
 - System notifications prompt for updates
 - Out of date information is hidden from the public
- Assurance**
 - Entries have to be reviewed by an 'Editor' prior to publication and after each 'edit'
 - Users can provide feedback on listed resources
 - 'Editors' have the ability to hide information where concerns are raised
 - Central Dewis 'team' see all feedback and can act where necessary



Accessible?

- **Accessibility** – independent review by the Shaw Trust
- **Welsh Language standards** compliant
 - The Dewis Cymru website is fully bilingual
 - Search is 'language sensitive'
 - 'Iaith Gwaith' icon shown for services that can deliver in Welsh




Signed in as: Simon Jones Home (My Account) (Sign Out) f t Search Dewis

Q Your search results View on a map Refine your search


Dewis search

- You searched for 'support swansea' within 5 miles of SA1 3SN.
- We found 59 matches. You can see 'Visible' results on a map.
- We're displaying results 1 - 59 on this page. We're ordering your results by relevance.


Your search results

- 
Swansea Carers Centre


Swansea Carers Centre is a specialist voluntary organisation providing support to carers and former carers across the City & County of Swansea. We support people who care for those with an illness or disability including learning disability, mental health problems, physical disability, dementia...

☎ 01792 653344
- 
Alzheimer's Society Swansea

Alzheimer's Society is the leading care and research charity for people with dementia, their families and carers. We support people who have been affected by dementia on a local and national level. Contact our Swansea office today to find out about how we can support you locally.

☎ 01792 531208
- 
Welcome to Swansea project

We provide a welcome service for Asylum seekers when they first arrive in Swansea. We support them to settle into their new community and do the things they wish to be doing. Participants will be met by a volunteer mentor who will introduce them to places, people and groups. The purpose of the...

☎ 07943 123894
- 
Age Cymru Swansea Bay - Instructed Advocacy Service

Our Advocate specialises in Health & Social Care and will make sure that your voice is heard and your rights respected when you are facing life changing decisions. If you or someone that you know is trying to: Access support through the social care system Get continuing health care funding...

☎ 01792 64 88 66

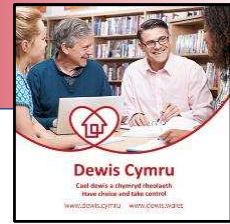
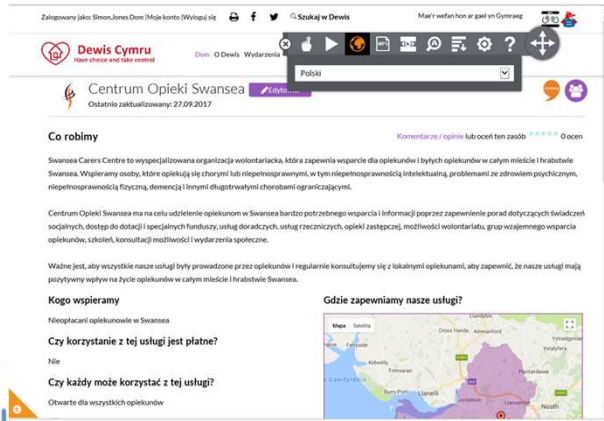
Dewis and the Welsh language...

- The site **encourages** people to add all information bilingually
- Information about council delivered and commissioned services **MUST** be bilingual
- Other services **CAN** be added bilingually – some choose to only use one language
- Welsh Language Commissioner is clear that these are **NOT** the responsibility of authorities or Dewis.



Some unique features...

- **'Browsealoud'** functionality will translate content into over 40 languages and can read site content to the user – here's the 'Swansea Carers Centre' page in Polish!



Supporting better understanding...

• Analytics

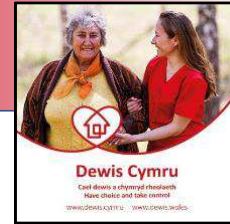
- Help services understand how their entries are being viewed
- Allow local authorities and their partners to understand service coverage
- Regulators can assess how 'resources' are being promoted within local area or regionally

The screenshot shows a web analytics dashboard. On the right, there's a map of Swansea with several red location pins. On the left, there's a line graph titled 'The National Statistics Indipline' showing data over time. The dashboard also includes search results and navigation options.

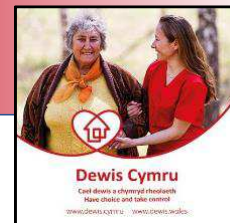


Information where people need it...

- Not everyone will go to www.dewis.wales
- Dewis Cymru acts as an information store for use by local authorities, their partners and others
- 'Embedded search' allows you to present branded Dewis search results from **ANY** website
- The embedded results benefit from Dewis functionality



Powys Family Information Service...



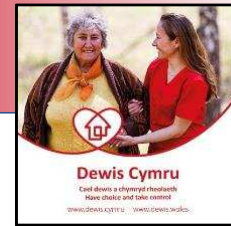
The screenshot displays two overlapping browser windows. The background window is the Powys Family Information Service website, which includes a search bar and several buttons for finding childcare options. The foreground window shows the Dewis search results page, which lists search results for 'Clwb Mount Street O S C - After School Club', 'Dolafon Dudes A S C - After School Club', and 'Jungle Club O S C - After School Club'. The Dewis search results page also includes a search bar and a list of search results.

Dewis Cymru in Western Bay



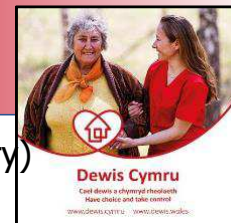
As of 3rd Jan. 2018, within DEWIS Cymru, of the 4860 national resources, there are:

- 107 local resources currently 'live' in Swansea
- 102 in NPT
- 383 in Bridgend

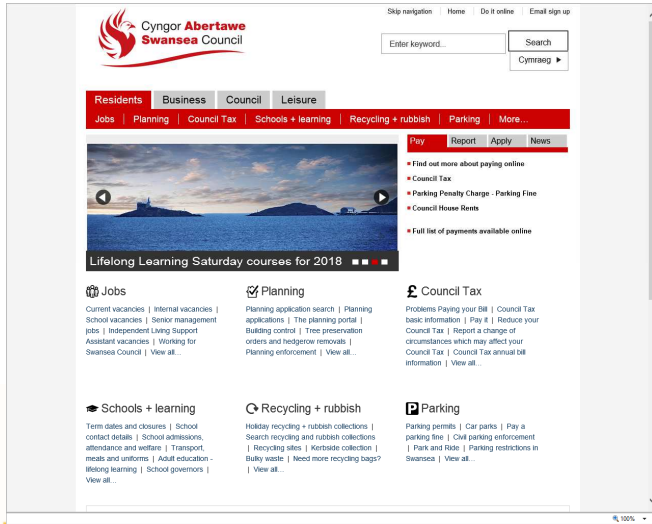
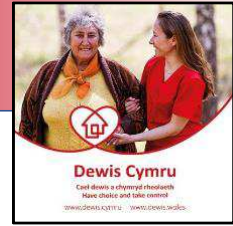


Ongoing work nationally...

- Work to share information with Infoengine (3rd sector directory) nearing completion
- Family Information System (FIS) incorporation by end of 2017-18
- National DEWIS Cymru 'launch' being planned for July 2018-19
- Dewis Cymru and NHS '111' will form a 'Virtual' knowledge base



Swansea Council- approach to well-being



- Implementation of DEWIS Cymru, as part of Information, Advice and Assistance approach.
- Project within Sustainable Swansea Fit for the Future
- Service area leads nominated by Heads of Service – recruitment of resource 'editors'



Any Questions?

