



***PWYLLGOR CRAFFU'R GWASANAETHAU  
CYMDEITHASOL, TAI A DIOGELWCH CYMUNEDOL***

***2.00 PM DYDD IAU, 16 TACHWEDD 2023***

***MULTI-LOCATION MEETING - COUNCIL CHAMBER, PORT TALBOT  
& MICROSOFT TEAMS***

**Rhaid gosod pob ffôn symudol ar y modd distaw ar gyfer parhad y cyfarfod**

Gellir ffilmio'r cyfarfod hwn i'w ddarlledu'n fyw neu'n ddiweddarach drwy wefan y cyngor. Drwy gymryd rhan, rydych yn cytuno i gael eich ffilmio ac i'r delweddau a'r recordiadau sain hynny gael eu defnyddio at ddibenion gweddarlledu a/neu hyfforddiant o bosib.

1. Cyhoeddiad y Cadeirydd
2. Datganiadau o fuddiannau
3. Cofnodion y Cyfarfod Blaenorol (*Tudalennau 5 - 12*)
4. Adroddiad Diweddarau Cynnydd y Gwasanaethau i Oedolion, y Gwasanaethau Ymyrryd yn Gynnar ac Atal a'r Gwasanaethau Cefnogi Cymunedol (*Tudalennau 13 - 44*)
5. Craffu Cyn Penderfynu  
Dewis eitemau priodol o agenda'r Cabinet ar gyfer craffu cyn penderfynu (amgaeir adroddiadau ar gyfer yr Aelodau Craffu).
6. Cofnod Gweithredu'r Pwyllgor (*Tudalennau 45 - 46*)
7. Blaenraglen Waith 2023/24 (*Tudalennau 47 - 48*)
8. Eitemau brys  
disgresiwn y Cadeirydd yn unol ag Adran 100BA(6)(b) o Ddeddf

Llywodraeth Leol 1972 (fel y'i diwygiwyd).

9. Mynediad i gyfarfodydd  
Mynediad i gyfarfodydd i benderfynu a ddylid gwahardd y cyhoedd o'r eitem ganlynol yn unol ag Is-adran 100a(4) a (5) Deddf Llywodraeth Leol 1972 a'r paragraffau eithriedig perthnasol o Ran 4 Atodlen 12a y Ddeddf uchod.

## **Rhan 2**

10. Craffu Eitem/Eitemau Preifat Cyn Penderfynu  
Dewis eitemau preifat priodol o agenda cyn craffu Bwrdd y Cabinet (Adroddiadau Bwrdd y Cabinet yn amgaaedig ar gyfer yr aelodau craffu).

**K.Jones**  
**Prif Weithredwr**

**Canolfan Ddinesig**  
**Port Talbot**

**Dydd Gwener, 10 Tachwedd 2023**

### **Aelodaeth y Pwyllgor:**

**Cadeirydd:** C.Galsworthy

**Is-gadeirydd:** H.C.Clarke

**Cynghorwyr:** H.Davies, O.S.Davies, S.E.Freeguard, J.Jones,  
A.Lodwig, S.Rahaman, P.D.Richards, D.Thomas  
a/ac D.Whitelock

### **Nodiadau:**

- (1) *Os yw aelodau'r pwyllgor neu'r rhai nad ydynt yn aelodau'r pwyllgor am gynnig eitemau perthnasol i'w cynnwys ar yr agenda cyn cyfarfodydd y dyfodol, rhaid iddynt roi gwybod i'r Prif Weithredwr/Cadeirydd 8 niwrnod cyn y cyfarfod.*

- (2) *Os yw'r rhai nad ydynt yn aelodau'r pwyllgor am fod yn bresennol ar gyfer eitem o ddiddordeb, mae'n rhaid rhoi rhybudd ymlaen llaw (erbyn 12 hanner dydd ar y diwrnod cyn y cyfarfod). Gall y rhai nad ydynt yn aelodau'r pwyllgor siarad ond nid oes ganddynt hawl i bleidleisio, cynnig nac eilio unrhyw gynnig.*
- (3) *Fel arfer, ar gyfer trefniadau cyn craffu, bydd y Cadeirydd yn argymhell eitemau gweithredol sydd ar ddod i'w trafod/herio. Mae hefyd yn agored i aelodau'r pwyllgor ofyn i eitemau gael eu trafod - er y gofynnir i'r aelodau ddewis a dethol yma o ran materion pwysig.*
- (4) *Gwahoddir aelodau perthnasol Bwrdd y Cabinet hefyd i fod yn bresennol yn y cyfarfod at ddibenion Craffu/Ymgynghori.*
- (5) *Gofynnir i aelodau'r Pwyllgor Craffu ddod â'u papurau ar gyfer Bwrdd y Cabinet i'r cyfarfod.*

Mae'r dudalen hon yn fwriadol wag

## PWYLLGOR CRAFFU'R GWASANAETHAU CYMDEITHASOL, TAI A DIOGELWCH CYMUNEDOL

(Multi-Location Meeting - Council Chamber, Port Talbot & Microsoft  
Teams)

Aelodau sy'n Bresennol:

Dydd Iau, 21 Medi 2023

<b>Cadeirydd:</b>	<b>Cynghorydd C.Galsworthy</b>
<b>Is-gadeirydd:</b>	<b>Cynghorydd H.C.Clarke</b>
<b>Cynghorwyr:</b>	O.S.Davies, J.Jones, A.R.Lockyer, A.Lodwig, P.D.Richards, M.Spooner, S.Rahaman, A.R.Aubrey a/ac H.Davies
<b>Swyddogion sy'n Bresennol:</b>	R Davies, Chele.Howard, A.Jarrett, A.Thomas, K.Warren, Wellington, S.Waite, C.Jones, E.O'Brien, P.Chivers, C.Griffiths, D.Harding, Mrs.R.Jones, N.Jones, A.O'Donnell, L.Potterton, Potts, Ms.M.Selby, H.Short a/ac M.Weaver
<b>Gwahoddedigion y Cabinet:</b>	Cynghorwyr S.Harris a/ac A.Llewelyn

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### 1. CYHOEDDIAD Y CADEIRYDD

Croesawodd y Cadeirydd bawb i'r cyfarfod.

Cadarnhawyd y byddai'r pwyllgor yn craffu ar eitemau 7, 8, 10, 13, 14  
a 15 o Agenda Bwrdd y Cabinet.

Gofynnodd yr Aelodau am drosolwg byr o eitem 9 ar yr agenda.

### 2. DATGANIADAU O FUDDIANNAU

Y Cynghorydd P Richards, Eitem 14 (Bwrdd y Cabinet) – Personol,  
Aelod o'r Bwrdd Gofal a Thrwsio

3. **COFNODION Y CYFARFOD BLAENOROL**

Cymeradwywyd cofnodion y cyfarfod blaenorol a gynhaliwyd ar 13 Gorffennaf 2023 fel cofnod gwir a chywir.

4. **ADRODDIAD BLYNYDDOL**

Cytunodd yr Aelodau fod y Pwyllgor Craffu Gwasanaethau Cymdeithasol, Tai a Diogelwch Cymunedol yn nodi ac yn cymeradwyo Adroddiad Blynyddol 2022/2023 sy'n atodedig yn Atodiad 1 ac yn ei gymeradwyo i'r cyngor.

5. **TAI A CHYMUNEDAU - ADRODDIAD CYNNYDD CANOL  
BLWYDDYN**

Rhoddodd y Pennaeth Tai a Chymunedau drosolwg o'r adroddiadau a oedd yn gynwysedig yn y pecyn agenda a ddarparai ymatebion i gwestiynau a godwyd gan yr Aelodau yng nghyfarfod blaenorol y Pwyllgor Craffu. Roedd Atodiad 1 yn darparu trosolwg o waith a chynnydd ac Atodiad 2 yn nodi setiau data allweddol mewn perthynas â chyfansoddiad demograffig pobl sy'n cysylltu â'r gwasanaeth opsiynau tai a llety dros dro.

Yn dilyn llunio'r adroddiad, derbyniwyd adborth cadarnhaol gan Lywodraeth Cymru mewn perthynas â chais y Rhaglen Gyfalaf ar gyfer Llety Dros Dro. Nid oes ymateb swyddogol wedi dod i law eto ond, os yw'n llwyddiannus, byddai £2 filiwn ychwanegol o gyllid cyfalaf ar gael. Byddai hyn yn galluogi landlordiaid cymdeithasol cofrestredig i brynu eiddo er mwyn cynyddu faint o dai cymdeithasol sydd ar gael i'r digartref. Y gobaith yw y byddai 50 o dai ychwanegol yn cael eu sicrhau drwy'r Rhaglen Grant Cyfalaf.

Mae gwaith sylweddol wedi'i wneud gyda theuluoedd digartref sydd â phlant. Mae gweithgor yn cael ei sefydlu i weithio gyda landlordiaid cymdeithasol cofrestredig i dargedu cefnogi teuluoedd â phlant gyda'r nod o symud teuluoedd â phlant allan o lety dros dro. Ar hyn o bryd mae 8 teulu gyda chyfanswm o 11 o blant mewn llety gwely a brechwast dros dro, mae'r ffigwr hwn wedi gostwng o 30 o deuluoedd.

Dyweddodd swyddogion wrth yr Aelodau fod y Tîm Diogelwch Cymunedol wedi sicrhau cyllid i barhau â'r prosiect 'Hangout' i Bobl Ifanc am weddill y flwyddyn ariannol.

Diolchodd y Cadeirydd i'r swyddog am adroddiad rhagorol ac am y gwelliannau diweddar yn y gwasanaeth.

Nododd y pwyllgor yr adroddiad.

## 6. **CRAFFU CYN PENDERFYNU**

Strategaeth Perthnasoedd Iach ar gyfer Cymunedau Cryfach  
(Tudalennau 11 - 88)

Rhoddodd y Pennaeth Tai a Chymunedau drosolwg o'r adroddiad sydd ynghlwm wrth bapurau Agenda'r Cabinet.

Holodd yr Aelodau ynghylch yr ymatebion ffafriol 100% a grybwyllwyd ar dudalen 50 yr adroddiad gan ofyn faint o ymatebion a dderbyniwyd i'r ymgynghoriad. Cadarnhaodd swyddogion yr ymgynghorwyd â goroeswyr o wasanaethau lleol ac fe'u gwahoddwyd i roi adborth; roedd 6 goroeswr lleol wedi darparu ymateb. Yn dilyn cymeradwyo'r strategaeth ddrafft, cynhaliwyd cyfnod o bythefnos o ymgynghori â'r cyhoedd ddechrau mis Mai, gan arwain at 18 o ymatebion pellach gan aelodau'r cyhoedd. Gofynnodd yr Aelodau a ellid cynnwys y math hwn o ddata yn adroddiad y pwyllgor yn y dyfodol.

Gofynnodd yr Aelodau a oedd strategaethau Castell-nedd Port Talbot a Llywodraeth Cymru yr un fath ac os nad oeddent, beth oedd y gwahaniaethau rhwng y dogfennau? Cadarnhaodd swyddogion fod y strategaeth leol ar y cyd wedi'i pharatoi gan yr awdurdod lleol a'r bwrdd iechyd ac, er ei bod yn cyfeirio at strategaeth genedlaethol Llywodraeth Cymru, roedd yr amcanion yn debyg ond nid yn union yr un fath. Roedd y strategaeth ar y cyd yn cynnwys seithfed amcan ar gyfiawnder troseddol, ac roedd hyn er mwyn cydnabod gwybodaeth gan oroeswyr lleol yr oedd partneriaid yn teimlo y byddai'n ddiofal peidio â'i chynnwys.

Gofynnodd yr Aelodau pa waith partneriaeth pellach y gellid ei wneud i nodi'r newidiadau sydd eu hangen i gefnogi dioddefwyr yn ystod y broses casglu tystiolaeth. Nodwyd bod y math hwn o newid diwylliannol yn cymryd amser i'w roi ar waith. Roedd swyddogion yn cydnabod bod angen llawer o waith o gwmpas yr amcan hwn. Mae

rhai materion yn ehangach na'r hyn y gellir ei wneud yn lleol gan eu bod yn ymwneud â materion cenedlaethol. Dywedodd swyddogion wrth yr Aelodau fod 4 Cynghorydd Trais Domestig Annibynnol o fewn y Tîm Diogelwch Cymunedol, wedi'u cydleoli yng ngorsaf yr heddlu, sy'n gweithio'n agos gyda'r heddlu ar bob lefel. Mae darparwyr arbenigol lleol, Thrive Women's Aid, wedi derbyn cyllid ar gyfer prosiect 5 mlynedd o'r enw Rapid, a bydd rhagor o wybodaeth yn cael ei rhannu maes o law. Bydd swyddogion o Thrive wedi'u lleoli yng ngorsaf yr heddlu a byddant yn mynd gyda'r heddlu i unrhyw alwad sy'n gysylltiedig â cham-drin domestig, bydd staff yn gweithredu fel system cymorth cychwynnol, gan helpu i gymryd datganiadau yn y ffordd gywir. Mae rhaglen hyfforddi'r awdurdod lleol yn cynnwys hyfforddiant ar ymateb i ddatgeliadau o gam-drin domestig ac mae wedi'i chyflwyno i holl staff yr awdurdod lleol; mae'n rhaid i gydweithwyr ym maes ieched a'r heddlu gyflawni'r un hyfforddiant i hyrwyddo ymagwedd gyson. Oherwydd ewyllys da'r swyddog hyfforddi, mae'r hyfforddiant hwn hefyd yn cael ei ledaenu i ynadon lleol, ac mae 29 ynad lleol wedi derbyn hyfforddiant cam-drin domestig hyd yma. Y gred yw mai Castell-nedd Port Talbot yw'r unig awdurdod lleol i ddarparu hyfforddiant i Ynadon. Mae llys trais domestig arbenigol yn yr ardal, ac mae'r Tîm Diogelwch Cymunedol yn ystyried sefydlu grŵp llywio i sicrhau bod gwaith yn y maes hwn yn mynd rhagddo'n effeithiol. Ailadroddodd swyddogion fod awgrymiadau'n cael eu croesawu gan gynghorwyr ac etholwyr mewn perthynas â gwella gwasanaethau cam-drin domestig.

Holodd yr Aelodau ynghylch sut y gallai preswylwyr a oedd yn profi cam-drin domestig gysylltu â'r cyngor am gymorth, pe na baent yn ymwneud ag unrhyw wasanaeth penodol. Cadarnhaodd swyddogion fod ffyrdd amrywiol o gael mynediad at wasanaethau ond eu bod yn cydnabod bod problem hirsefydlog sylweddol o ran diffyg adrodd am gam-drin. Sefydlwyd y grŵp Cyfathrebu ac Ymgysylltu yn benodol o amgylch VAWDASV (Trais yn erbyn Menywod, Cam-drin Domestig a Thrais Rhywiol) ac mae'n cynorthwyo pobl i gydnabod pan fyddant yn profi unrhyw fath o gam-drin domestig ac yn cyfeirio at wasanaethau cymorth. Mae swyddogion yn hyrwyddo nifer o ddulliau cyswllt gwahanol oherwydd cydnabyddir na fydd preswylwyr o bosib yn dymuno cysylltu â'r heddlu ond efallai y byddai'n well ganddynt siarad â ffrindiau/aelodau'r teulu/Cydlynwyr Ardaloedd Lleol neu weithwyr ieched proffesiynol. Mae cyfoeth o wasanaethau ac opsiynau datgelu ar gael i bobl ac mae tri darparwr arbenigol lleol wedi'u hariannu gan y Grantiau Cefnogi Pobl. Mae Thrive Women's Aid yn cwmpasu Port Talbot yn bennaf, mae Calon DVS yn cwmpasu Castell-nedd a Phontardawe ac mae Stori (Hafan Cymru gynt) yn cwmpasu'r



fwrdeistref gyfan. Mae darn o waith yn mynd rhagddo i helpu pobl i adnabod arwyddion o gam-drin domestig. Dywedodd swyddogion fod nifer o feysydd o fewn yr awdurdod lleol lle gall staff fod yn bwynt cyswllt cyntaf ac roedd yn bwysig hyrwyddo gwaith y Tîm Diogelwch Cymunedol, a oedd yn dangos tystiolaeth o'r angen am y strategaeth ac yn ei gryfhau.

Dyweddodd y Cadeirydd y gall newid i enwau sefydliadau fod yn ddryslyd wrth gyfeirio pobl at sefydliadau. Cynigiodd y Pennaeth Tai a Chymunedau ddyfeisio pecyn adnoddau ar gyfer Cynghorwyr a fyddai'n rhestru'r darparwyr a'r gwasanaethau presennol a gynigir. Yn dilyn craffu, cefnogwyd yr argymhelliad gan Fwrdd y Cabinet.

#### Comisiynu Gwasanaethau Gofal a Chymorth ar gyfer tri chynllun Byw â Chymorth (Tudalennau 89 - 118)

Rhoddodd y Swyddog drosolwg o'r adroddiad.

Holodd yr Aelodau ynghylch sut y dewiswyd lleoliadau'r cynlluniau byw â chymorth gan ddweud er bod cynlluniau yng nghymuned Rhos yn gweithio'n dda, mae dibyniaeth ar gludiant cyhoeddus ac ewyllys da preswylwyr. Ymatebodd swyddogion fod y farchnad eiddo'n gyfyngedig ar hyn o bryd a dim ond un eiddo sydd wedi'i nodi. Wrth lunio rhestr fer o eiddo, rhoddir ystyriaeth i ba mor rhwydd ydyw i gyrraedd lleoliadau canolog. Os nad yw eiddo wedi'u lleoli'n ganolog yna asesir cysylltiadau trafniadaeth. Nodwyd y gall mannau gwyrdd fod yn therapiwtig i unigolion sydd â diagnosis iechyd meddwl. Caiff cynlluniau eu hasesu fesul achos gan amryfal staff sy'n asesu anghenion unigol.

Yn dilyn craffu, cefnogwyd yr argymhelliad gan Fwrdd y Cabinet.

#### Dirprwyaeth o dan Ddeddfwriaeth Llywodraeth Leol i Gyngor Tref Llansawel ynghylch darparu gwasanaeth dydd (Tudalennau 119 - 132)

Rhoddodd Pennaeth y Gwasanaethau Cyfreithiol a Democrataidd drosolwg o'r adroddiad.

Cefnogwyd yr argymhelliad gan Fwrdd y Cabinet.

Plant a Phobl Ifanc, y Gwasanaethau Oedolion a Thai a Diogelwch Cymunedol - Adroddiad Perfformiad y Chwarter 1af (Ebrill 2023 - Mehefin 2023) (Tudalennau 133 - 196)

Amlinellodd y Cyfarwyddwr Gwasanaethau Cymdeithasol, Iechyd a Thai yr adroddiad a dywedodd wrth yr Aelodau fod yr wybodaeth yn cael ei chyflwyno mewn fformat corfforaethol newydd. Er na ellid newid y fformat, gellid cyflwyno'r wybodaeth mewn ffordd amgen i'w gwneud yn gliriach i'r Aelodau, pe bai angen.

Cytunodd yr Aelodau nad oedd angen ei chyflwyno mewn fformat amgen ar hyn o bryd.

Cyfeiriodd yr Aelodau at dudalen 140 yr adroddiad gan ofyn a ymdriniwyd ag atgyfeiriadau y tu allan i'r amserlen 42 diwrnod mewn trefn dyddiad neu a oeddent yn cael eu hasesu yn ôl y brys? Cadarnhaodd swyddogion fod yr holl wybodaeth a dderbynnir drwy'r drws ffrynt yn cael ei hasesu a bod penderfyniad yn cael ei wneud o fewn 24 awr i'w derbyn. Does dim pryderon am unrhyw oedi yn y broses ac mae trylwyredd yn y system o ran sut mae trefniadau'n cael eu hadolygu'n rheolaidd. Mae achosion sy'n cael eu nodi fel rhai Amddiffyn Plant yn cael eu hystyried yn syth ar ôl eu derbyn. Rhoddodd swyddogion enghreifftiau o'r rhesymau posib dros asesiadau sy'n mynd y tu hwnt i'r amserlen a sicrhawyd yr Aelodau fod rhesymau dilys am y rhain. Mae'r Prif Swyddogion yn cael y diweddaraf a sicrheir ansawdd yr holl gamau nad ydynt yn cael eu cymryd o fewn yr amserlen.

Cyfeiriodd yr Aelodau at eitem 5 o dudalen 142, gan holi ynghylch y gostyngiad, gan y byddai'r un anawsterau wedi ymddangos y flwyddyn flaenorol. Cadarnhaodd swyddogion fod yr adolygiad yn cael ei gynnal yn yr un modd â'r hyn a amlinellwyd yn flaenorol. Ni fydd unrhyw adolygiad yn mynd y tu hwnt i'r amserlen heb gymeradwyaeth gan Brif Swyddog. Amlinellodd y swyddog y rhesymau a allai achosi oedi i adolygiad. Ni chynhelir adolygiadau os yw plentyn eisiau bod yn bresennol ac yn methu bod yno neu lle byddai presenoldeb yn ymyrryd â chyfleoedd cyflogaeth neu addysg. Yn yr un modd, os na all rhiant/gofalwr fod yn bresennol neu os nad yw gweithiwr proffesiynol wedi darparu adroddiad ar gyfer yr adolygiad hwnnw, byddai'r adolygiad yn cael ei aildrefnu. Cadarnhaodd swyddogion fod unrhyw adolygiadau nad ydynt wedi'u cynnal o fewn yr amserlenni yn cael eu hadolygu'n rheolaidd ar gyfer

patrymau/tueddiadau a themâu er mwyn mynd i'r afael ag unrhyw faterion.

Cadarnhaodd Cyfarwyddwr y Gwasanaethau Cymdeithasol, Iechyd a Thai fod llawer o resymau pam nad yw adolygiadau statudol yn cael eu cynnal o fewn yr amserlen, ac awgrymodd y dylid edrych ar y mater hwn yn fanylach a bydd adroddiad yn cael ei gyflwyno i'r pwyllgor ar y mater hwn. Gall diwylliant o dderbyn rhesymau ddatblygu pam nad yw adolygiadau'n cael eu cynnal.

Cyfeiriodd yr Aelodau at dudalen 183 yr adroddiad gan ofyn a oedd cysylltiad rhwng plant sy'n derbyn gofal a ryddhawyd ac unrhyw un o'r plant a dderbyniwyd ar y Gofrestr Amddiffyn Plant? A oes unrhyw duedd o ran yr amserlen tuag at wyliau ysgol? Cadarnhaodd swyddogion nad oes unrhyw blant sy'n derbyn gofal sydd wedi'u rhyddhau yn cael eu hatgyfeirio i'r Gofrestr Amddiffyn Plant ar hyn o bryd. Dywedodd Pennaeth y Gwasanaethau Plant wrth yr Aelodau fod llawer o waith wedi'i wneud ar ailatgyfeirio i'r Gofrestr Amddiffyn Plant.

Gofynnodd y Cadeirydd a oedd y crybwylliad am 47 gorddos nad oeddent yn angheuol yn ymwneud â pherson a oedd wedi ceisio lladd ei hun neu'n ddamweiniol. Cadarnhaodd swyddogion fod y ffigyrau yn yr adroddiad yn ymwneud â gorddosau damweiniol nad ydynt yn angheuol, y mae'n ofynnol i'r Bwrdd Cynllunio Ardal eu monitro o dan ganllawiau gan Lywodraeth Cymru. Mae'r Bwrdd Cynllunio Ardal yn gweithio ar draws Bae'r Gorllewin, ac mae'r ffigur o 47 yn ymwneud ag Abertawe a Chastell-nedd Port Talbot. Roedd 12 achos yng Nghastell-nedd Port Talbot a 35 yn Abertawe.

Yn dilyn craffu, nodwyd cynnwys yr adroddiad.

## 7. **COFNOD GWEITHREDU'R PWYLLGOR**

Nododd yr Aelodau gofnod gweithredu'r pwyllgor

## 8. **BLAENRAGLEN WAITH 2023/24**

Nododd yr Aelodau'r Flaenraglen Waith.

## 9. **EITEMAU BRYD**

Nid oedd unrhyw eitemau brys.

10. **MYNEDIAD I GYFARFODYDD**

Penderfynwyd: gwahardd y cyhoedd o'r eitem(au) ganlynol/canlynol yn unol ag Adran 100a (4) a (5) o Ddeddf Llywodraeth Leol 1972 a'r paragraffau eithriedig perthnasol o Ran 4 Atodlen 12a y Ddeddf uchod.

11. **CRAFFU EITEM/EITEMAU PREIFAT CYN PENDERFYNU**

Achos busnes ar gyfer sefydlu Gwasanaeth Lleoli Oedolion mewn Teuluoedd mewnol (Tudalennau 203 - 300)

Yn dilyn craffu, cefnogwyd yr argymhelliad gan Fwrdd y Cabinet.

Darparu, cynnal a chadw a thynnu gosodiadau technoleg gynorthwyol yn fewnol (Tudalennau 301 - 324)

Yn dilyn craffu, cefnogwyd yr argymhelliad gan Fwrdd y Cabinet.

Adroddiad Archwilio Na. 13 - Cartref Diogel i Blant Hillside (Tudalennau 325 i 346)

Nodwyd yr adroddiad.

TRAILER\_SECTION>

**CADEIRYDD**



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNCIL SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY SCRUTINY COMMITTEE**

**16<sup>th</sup> November 2023**

**Report of the Head of Adult Services – Angela Thomas**

### **Matter for Information**

**Wards Affected:** All Wards

### **ADULT SERVICES PREVENTION, EARLY INTERVENTION AND COMMUNITY SERVICES PROGRESS UPDATE REPORT**

#### **Purpose of the Report**

The Prevention, Early Intervention and Community Services element of Adult Services was established during 2021. The aim of this report is to outline the work undertaken in the intervening period to design and embed Prevention and Early Intervention as an underpinning aspect of Adult Social Services, detail progress made and to summarise the future proposed priorities and objectives.

#### **Executive Summary**

A Principal Officer to Prevention Early Intervention and Community Services was appointed in late 2021, during 2022, a permanent outline management structure was agreed, and key posts established initially bringing together several established teams, namely Local Area Coordination, the Community Independence Service, Community Connecting Team, Safe and Well Volunteering and oversight of support for unpaid carers. As these elements of provision were previously separate entities it was necessary to begin a period of engagement and service remodelling to establish a clear service approach in alignment

with the corporate commitment to place based working with geographically based teams, alongside the social work and occupational therapy hubs. Throughout this entire period, service delivery has been evolving and strengthening in line with an established work plan and identified objectives.

Subsequently, B'spoked Enterprises was incorporated as an additional element of the Prevention and Early Intervention Team during June 2023. In July 2023, the Community Independence Service was transferred to the Housing and Homelessness Service, under the management of the Interim Head of Housing and Communities. This has necessitated the need to further refine the work plan, priorities and future service model for Prevention, Early Intervention and Community Services which remains ongoing.

## **Background**

The focus of the work of the Prevention and Early Intervention Team is closely aligned to Welsh Government's commitment to changing and improving social services. Prevention is a central theme emphasising the need for innovation, collaboration, and active citizenship which is underpinned by The Social Services and Wellbeing (Wales) Act 2014, supported by the Future Generations (Wales) Act 2015 and a key feature of Healthier Wales Report, so has therefore laid the groundwork for this endeavour.

## **Strategic Key Objectives**

To design and embed prevention and early intervention into adult services, significant service redesign has been necessary and will need to be continued to ensure ongoing improvement and best practice. The primary objectives of the remodelling can be summarised as follows:

- To shift the focus from reactive services to prevention and early intervention, minimizing reliance on high-cost, specialist services as the last resort.

- Promotion of well-being holistically, encompassing safety, happiness, choice, support, community integration, resilience and cohesive communities.
- Acknowledgment that prevention requires investment but will lead to reduced reliance on high-cost services, resulting in overall resource savings.

In 2018, Neath Port Talbot Adult Services conducted a comprehensive review of community-based adult health and social care. This review exposed fragmentation, duplication of effort, and a lack of coordination between services, emphasising the need for change. To address these issues, a place-based model of social care aligned with Primary Care Clusters was approved. This model brings together Therapies, Social Work, and Preventative services into integrated place-based teams at the heart of the community. These teams prioritise person-centred approaches, and aim to bridge the gap between voluntary, health, and social care. The onset of COVID-19 delayed the transformation, but since 2021, substantial progress has been made.

### **Service Development**

Over last twelve months it has been critical to develop an evidence based, sustainable and robust service model to deliver and embed Prevention and Early Intervention into adult services. The rationale for this restructure is underpinned by policy requirements during a period of unprecedented demand and the need to prevent and delay the escalation of need, and support into formal services. It is intended that this change will ensure that service responses are more effectively coordinated to meet need based on individual and community voice and needs, responses are timelier and more appropriate, duplication is avoided through collaboration and solutions are strengths based, focussing on independence and resilience.

High-level benefits include:

- Clarity and consistency of a place and strengths-based function across the team improving outcomes for individuals and avoiding variation where appropriate;

- A clear, consistent, framework to monitor quality and impact;
- Development of a revised whole team ethos and multidisciplinary working to maximise the effectiveness of all elements of provision with a renewed focus on the most vulnerable;
- Strengthened service boundaries with focussed leadership, management and development support for staff to maintain high quality services and support staff wellbeing and job satisfaction.

The benefits of prevention and early intervention initiatives may not always be immediately visible, making it challenging to attribute positive outcomes directly to these efforts. However, the long term, success of prevention and early intervention hinges on the services ability to reduce the needs for care and support, avert crises and mitigate long-term negative consequences, such as improved mental health and wellbeing. While prevention can be a challenge, it is critical crucial, to achieve sustainable change.

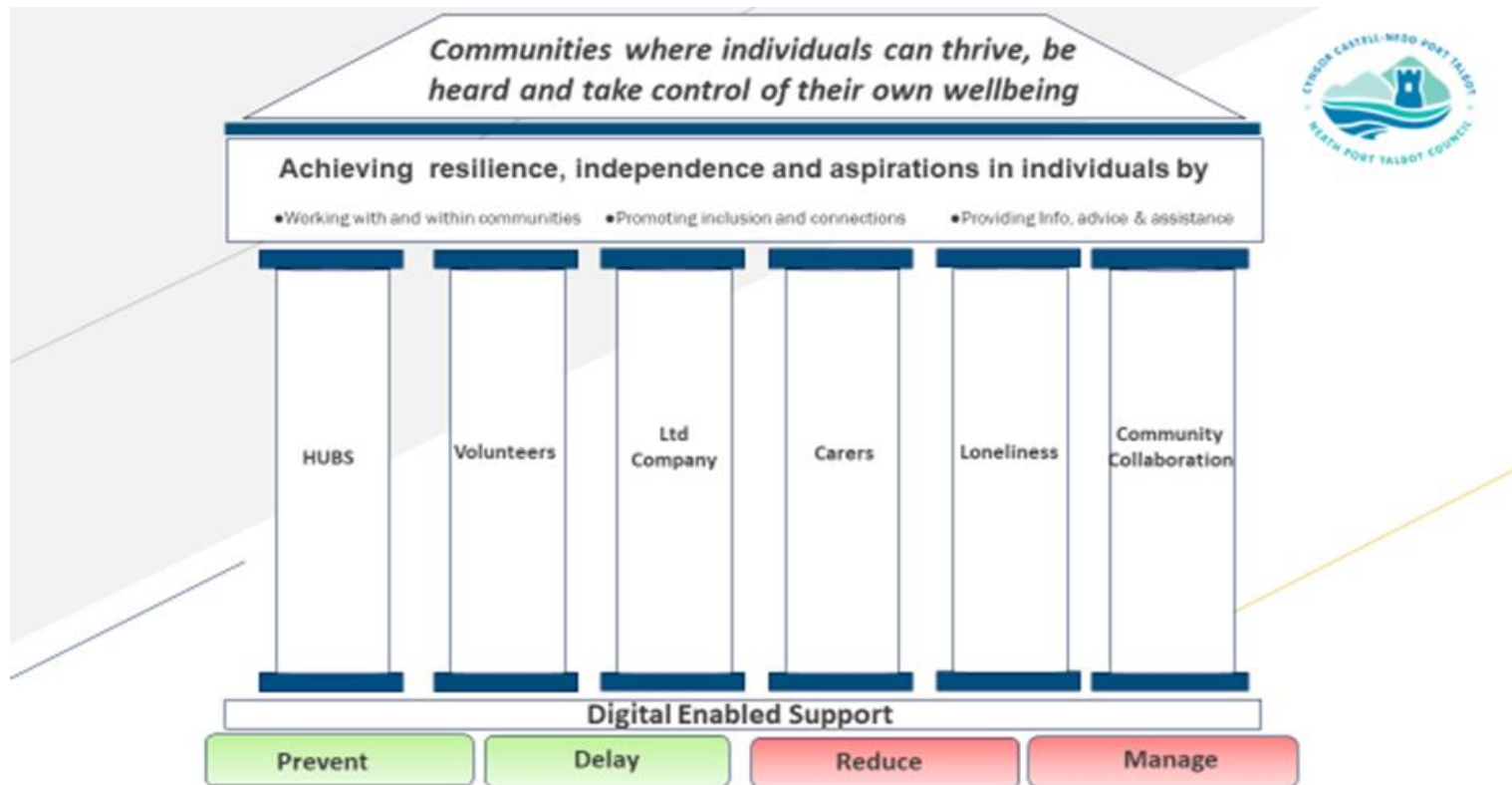
Through engagement and collaboration with relevant teams, a clear vision of what we hope to achieve has been defined alongside a robust approach of how we intend to deliver it. The proposal is based on principles that aim to enable a shift in power, to establish what's 'strong' instead of what's 'wrong' in communities to facilitate opportunities for change. This shift of focus aims to enable people to stay well, rather than waiting for people to need services, whilst focussing on building sustainable community resilience in partnership with all relevant stakeholders.





Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

The following diagram represents our vision, principals and key objectives for the coming years. It also indicates that the services key aim is to prevent and delay, but work with partners will also be undertaken to reduce and manage individuals in formal support to facilitate step down where possible.



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### **Work undertaken to date**

Reviews of four existing preventative services have been completed to ensure they meet the needs of people accessing them:

- **Safe & Well Volunteering** - During COVID-19, a volunteer response provision was established, from which a number of positive opportunities were identified. As a result, the service has been transformed into a befriending service to help to address isolation and loneliness, incorporating the inclusion of a robust volunteer framework, training and recruitment programme.
- **Local Area Coordination** - The outcome of the Local Area Coordination review resulted in the recruitment of eight additional Local Area Coordinators, increasing access for local communities that otherwise would have been without.
- **Community Independence Team** - This team has since relocated under Housing & Homelessness Services as their primary focus was on tenancy support.
- **Adult Carers Support** has been reviewed with service improvements in progress, separate update paper provided to scrutiny previously.

In addition, a number of wider tasks have also been completed, they include:

- Establishment of a departmental **performance framework** to evidence activity, quality and impact which continues to be strengthened as the delivery model progresses.
- A **draft Isolation and Loneliness Strategy (Adults)** has been developed in collaboration with the third sector and community / voluntary groups. The implementation plan is currently being developed incorporating community engagement.

- **The establishment of a Digital, Assistive Technology and Digital Solutions Suite** and integration of digital solutions and wider digital transformation into the Prevention and Early Intervention model to ensure independence is at the forefront of our work.
- Secured funding for delivery of a **Digital Inclusion Project** via the UK Shared Prosperity Fund (SPF) to increase digital inclusion within our communities.
- **“Our NPT” a digital platform** was developed with community groups, in a bid to offer an interactive digital information and learning site that the public and community groups could easily access. rather than waiting for a crisis.
- **Recruitment of Prevention and Early Intervention Cluster Leads**, who will be responsible for the delivery of prevention and early help services within each of the Clusters. They will work alongside the Social Worker and Community Occupational Therapy leads to provide a holistic place-based offer of support.
- **Mapping of community hubs** was undertaken, in partnership with NPT County Voluntary Service. The work also fed into the development of the Local Area Plan and is available to all staff via Geo Discover, an interactive map.
- **Engagement sessions undertaken with local councillors** facilitated to broaden understanding of Local Area Coordination and the vision for Prevention and Early Intervention.
- **Winter planning community needs mapping** undertaken in partnership with Public Health Wales.
- **An Ageing Well Officer was recruited;** Work has begun to support local groups to identify gaps in services, area needs and possible local solutions, with the aim of the Council becoming a member of the World Health Organisation Ageing Friendly Global Network.
- **A review of the B’spoked Enterprises** is in its early stages with a view to develop progression pathways, such as education and employment, volunteering, sports and leisure and independent living using a social enterprise approach.

- **Community Consultation;** In partnership with education as part of the community focused school’s initiative and the development of community hubs.

Whilst the development and embedding of Prevention and Early Intervention Services remains ongoing our core provision continues to operate, strengthen and evolve, below is a summary of key activity from 1<sup>st</sup> April – 30<sup>th</sup> September 2023.

### Overall Service Activity (April – September 2023)



	Q1	Q2	Total
Number of Volunteer hours provided	228.5	454	682.5
Number of new Local Area Coordination referrals	173	123	296

### Community Development (Local Area Coordination and Community Connecting Team)

Direct support of a **minimum three individual Community Groups** each area on a weekly basis whilst they develop

Circa **fifty individual’s** case managed to access community groups (CCT)

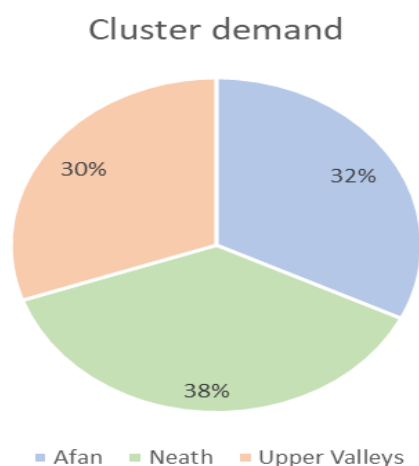
Presence at least **65 other community groups** across the county on an ongoing basis.

Around **450 additional individuals** access groups whilst regaining their confidence who seek support from the LAC's at these groups as required.

On average, the LAC's workload is split **60 / 40 (1:1 vs Community)** although this varies by area and demand.

### Reasons for referral (Local Area Coordination)

Reason	Percentage
Social Contact	21%
Loneliness	18%
Mental Health Support	12%
Housing	7%



### Conclusion and next steps

Whilst significant progress has been made over the last year to develop, refine and strengthen prevention and early intervention as a key feature of adult services, in accordance with legislative requirements, it is recognised that this redesign is a significant undertaking that will involve a sustained period of change management. As such, this will need to include organisational

development and service improvement to achieve the necessary sustainable change and will require clear decisive leadership to facilitate the required culture change.

**Our key priorities for the next year include:**

- Prevention and Early Intervention Service Team Restructure. This will be cost neutral.
- Shaping and adoption of team identity, values, behaviours and whole team approach.
- Strengthening and embedding of the quality and impact framework.
- Further model development and scoping - e.g.: social enterprise, expansion of B'spoke.
- Embedding of joint working using whole team place based methodology across multidisciplinary teams, directorates and in collaboration with partners.
- Review of transitional cases within complex disability team to identify opportunities for supporting individuals to access community and universal services and where possible stepdown support.

Further details of progress made and planned next steps are included as **Appendix 1** with a variety of Case Examples included as **Appendix 2**.

**Financial Impacts**

This report has no financial impacts as it for information purposes.

**Integrated Impact Assessment**

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

**Valleys Communities Impacts**

This report has no valleys communities' impacts as it for information purposes.

**Workforce Impacts**

This report has no workforce impacts as it for information purposes.

**Legal Impacts**

This report has no legal impacts as it for information purposes.

**Risk Management Impacts**

This report has no risk management impacts as it for information purposes.

**Consultation**

There is no requirement for external consultation on this item as the report is for information purpose.

**Recommendations**

To note the contents of the report.

**Reasons for Proposed Decision**

To ensure oversight of the Prevention, Early Intervention and Community Services element of Adult Services

**Implementation of Decision**

There is no decision or implementation as this report as it is for oversight and information purposes.

**Appendices**

**Appendix 1** Case Examples

**Appendix 2** Progress Update

**Officer Contact**

Sarah Waite, Principal Officer, Prevention, Early Intervention and Community Services [s.waite@npt.gov.uk](mailto:s.waite@npt.gov.uk)

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## Appendix One – Mid-Year Progress Report on Key Projects

Area of Focus	Progress Update	Next Steps
Service model redesign and recruitment of key staff	Team restructure defined based on service requirements. Cluster leads recruited to and in post	Head of Service approval, presentation to team and relevant individuals to seek feedback, refinement before final submission to committees for approval to proceed
Loneliness and Social Isolation Strategy	A three-year Loneliness and Social Isolation (Adults) Strategy has been drafted. The strategic implementation plan is being developed with the community and strategic partners, and is due for completion in December 2023. The Plan will also shape the grant criteria for distribution of a £50k Welsh Government fund aimed at tackling loneliness and social Isolation within our communities	Community focussed workshops to prioritise and finalise themes and implementation plan, consultation, strategy launch and implementation. Submit for Cabinet approval and formal consultation.
Review of unpaid carers support	Initial review complete / Demonstrator Project underway	Review of demonstrator project / definition of future service model.

Ombudsman Enquiry into Carers Assessments	Steering Group in place – required submissions made to Ombudsman	Service strengthening dependent on outcome and findings of Ombudsman Enquiry
Neighbourhood Networks	NPT CVS are coordinating Neighbourhood Network development in several areas including Seven Sisters and Sandfields to identify and address gaps / needs and to facilitate a framework for ongoing community engagement.	Delivery of programme to address identified gaps and needs.  Link with Safeguarding to start mapping community intelligence of “hot spots”.
Review and reshaping of Safe and Well Volunteering	Befriending Volunteering review complete, revised service model established, renewed robust governance and training and support programme in place Facilitation of regional Volunteer working group	Cross organisational development of clear consistent best practice model of volunteering across the authority. Strengthen opportunities for intergenerational volunteering across service areas, e.g., Children’s Services and Education. Imbed regional volunteering strategy
Digital Enablement and Assistive Technology	Response Service  Digital platform – “Our NPT” developed	Community Response service development  Formal launch of website for community connection

	Digital Solutions Suite  Digital Inclusion Project (SPF)	Establishment of Digital Solutions Suite to aid knowledge and ensure maximisation of digital solutions to support independence.  Launch of new Digital Inclusion Project to promote digital solutions, safety and access
Scoping of models of Social Enterprise	Initial scoping complete	Establish Steering Group to consider options, feasibility and viability. Work being supported by CWPASS.
Community Hubs	Mapping undertaken Targeted Community Engagement completed	Testing and shaping of a cross county community hub model. Identify existing hubs that could be supported to enhance their local offer.
Warm Hubs	Funding and Monitoring of a range of Warm Hubs with a particular focus on the cost-of-living crisis. Evaluation report completed. New funding bids submitted to support with Winter pressures.	Support of Warm Hubs over Q3/4 2023/24 including allocation of funding and monitoring of delivery.
Review and alignment of Prevention and Early intervention services	LAC review completed  CIS review completed	Ongoing review and strengthening of best practice Moved to Housing and Homelessness

	<p>CCT review commenced</p> <p>B'spoked Enterprises review initiated</p> <p>Carers Services – see above</p> <p>Safe and Well Volunteering – see above</p>	<p>Complete review and develop new service provision to meet identified need</p> <p>Complete review, develop progression pathways and expansion of service area</p> <p>See above</p> <p>See above</p>
Local Councillor engagement	Local Councillor workshops undertaken across all three networks	Follow Up sessions to be arranged and regular “drop ins” to be established.
Community Focused Schools	Partnership approach coordinated and facilitated in Awel Y Mor Primary School and with partners	<p>Development of project including community development and community engagement</p> <p>Pilot intergenerational volunteering to support with reading and digital skills.</p>
Ageing Well	Community engagement underway across communities in relation to the World Health Organisation Principles for Older People to ensure NPTCBC operates using an Ageing Well approach and creates age friendly communities	<p>Collate findings of community engagement, shape governance and establish clear action plan to address areas that require focus.</p> <p>Submit application to WHO for membership of the Global Network of Aging Friendly Communities</p>

	<p>£68,000 bid submitted for SPF funding to support mobile dementia hub</p> <p>Establishment of a Dementia Listening Campaign to understand the experiences of those living with dementia and their carers</p>	<p>Development of a response based on the findings to help our communities to live well with dementia</p>
Impact and Quality Framework	<p>Establishment of a Prevention and Early Intervention outline performance monitoring framework</p>	<p>Further development of the framework with a particular focus on outcomes, impact and quality</p>
Ukrainian Response	<p>Delivery of practical support using LAC principles</p> <p>Ukrainian Response Team establishment</p> <p>Ukrainian Coffee morning delivery</p> <p>Development of service to include resettlement and long term housing support</p>	<p>Transferred to Housing and Communities Service (October 2023)</p>

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## **Client A**

### **Reason for Referral: Bereavement**

Escalated to homelessness; unemployment; domestic violence; diagnosis of undiagnosed ADHD, autism, extreme depression, suicidal ideation.

### **Referred from: GP**

Support to individual: Client A young lady age 20

Lived with her mum, mum passed away unexpectedly and suddenly. Mum had complained of stomach pains, was admitted to hospital, due to covid restrictions client A could not attend with her mum. Within a few hours mum had sadly passed away and client A received the phone call. Client A contacted her father who advised he was not actually her biological father and felt now, that he should not support A, any longer. A, older brother serving prison sentence for drug offences, A has no other family.

A and mum were living in social housing under mums name, contract could not be continued by A, due to non-understanding of tenancy, timescale and finances, A became homeless and "sofa surfing". This led to A becoming a victim of coercive behaviour and domestic violence by a new partner and his family. A, lost her employment and independence of finances, along with her and her mums belongings and memories.

### **Outcomes Achieved:**

Has left the domestic violence relationship

Moved to new area in a private rental flat

Is working full time

Has a diagnosis of ADHD and Autism, which is supported and medicated.

Developing finance and budgeting skills

Looking at further Training opportunities

Arranging visits to mums friends to build up a book of memories, with photos and stories.

Bereavement support

### **Benefits brought through LAC involvement:**

Being able to meet face to face, distantly through lockdown. Going for walks and talking, access to safe spaces.

Felt able to be open and heard, advocacy input

Support with securing private rental accommodation in readiness for A to leave relationship.

Build trust with people including PCSO & GP

Linked with housing and welfare rights support

A, feeling positive about change

Being able to speak about bereavement, support to meet mums friends build up memories.

Introduction to a new area and safe spaces

Undertaken new opportunities such as woodland sessions to build on confidence and skills, further opportunities in training, well-being such as cycling, walking and socialising.

Being part of a support group for women and developing the group and supporting other women as they join.

Feelings of having a purpose and feeling part of community and having trusted social connections

### **Client M**

M, an 82-year-old female, living alone in the local area. M was diagnosed with asthma, stage 3 COPD and mobility issues following a fall in late 2019. M's only family was one son who lived abroad.

M enjoyed a good daily routine and social life before Covid. Pre Covid and lockdown's, M attended, each morning a health club with pool, she would swim and socialise with friends she had made there. Since Covid, M had stopped driving.

Through lockdown, M had lost interest in keeping contact with friends, by phone etc. She felt her health conditions were worsening. M was of low mood and felt isolated and lonely. Her son and next-door neighbour were very concerned.



M's neighbour expressed her concern for M at a local community group, enquiring about social services intervention. The group leader suggested contacting the Local Area Coordinator to get information and support. Phone call from the neighbour, and with M's consent arranged a visit. M was happy for me to speak with her son and neighbour.

### **Issues & Goals**

M's son was very worried about his mum. He expressed concerns about her mental health and noted that previously when she was presenting as this low without motivation, she had a long stay at a mental health provision. She had in the past used alcohol and prescription drugs, to cope with how she was feeling. He was worried about relapse.

He was anxious that she was not cooking or eating meals, and not taking medication, as she should. As he lived abroad and there was no other family, or support network, he felt that his mum would be better placed in a nursing home, so that she could be looked after, meals prepared, and medication monitored. He wanted to pursue a referral for a care home with social services.

M's neighbour felt that advice on an assessment for a package of support was needed, so that M could stay at her home but have carer's call to meet her needs.

On visiting M, it was apparent that she was nervous about meeting me. I explained that I was there for her, and wanted her to be at ease, and that she could chat as much or as little as she wanted. Time wasn't an issue; I could come and visit again, and we could get to know each other. This was about M, and her having the opportunity to be listened to, and being supported.

M rang me the next day, she said that she would like me to visit again. Over the next few weeks, I called regularly to see her. She opened-up a lot about how Covid had affected her, she had lost her routine, a lot of motivation and was worried about going out of her home again. She said that she hadn't been eating, so she understood why her son and neighbour were worried. She said herself, that she knew that by not eating, she would waste away.

She said that she had felt that life was over for her. She was aware that her son wanted her to be in a nursing home, she said she couldn't face

that, and it was causing her a lot of worry, she would rather die soon than have to go through that. After some weeks of getting to know M, and building a rapport, we had a significant moment.

M said, “You told me that my life doesn’t have to be over, and that I can still have a good life, even though some things have changed, I think you may be right, can you help me then?”

At this point, M started to build a plan with my support. Her initial goals were to build her strength, gain some weight. Start to go out again and re-connect with friends.

We took it one step at a time. With me alongside, M learned how to arrange a ‘doorstep’ food delivery. She spoke to the GP, who prescribed nutritional supplements and a change of some medication. She arranged with support, pharmacy deliveries. M started to present as stronger, happier, and motivated.

I chatted to M about various social groups over the weeks, and offered that when she was ready, I would go along with her to any that appealed. M decided on the local knitting group. We attended twice together, she loved it, and connected with other members. I was unable to attend the following week. M attended by herself, she phoned me straight after, excited to tell me. She was so pleased with herself.

From this point onwards M went from strength to strength. Attending other social groups and going back out locally.

I had a phone call from her son, grateful and shocked at the difference in his mum. He said that he honestly had felt that she needed to be cared for, he had been so worried. He said that he felt much less stressed, as she now rings him most days to let him know what she has achieved.

M’s progress was amazing, she even started to drive again. She resumed hair and nail appointments and met up with friends she hadn’t seen since Covid.

## **Solutions**

The solutions were reached by having the time to build a relationship with M. Listen to her thoughts, worries, and wishes. Get to know her likes and dislikes and have the time to support her in her goals. Some solutions were practical, such as showing her how to use her iPad and let her know about resources such as ‘home delivery’, being alongside

her, as she did her first order. Supporting her with the initial GP conversations etc.

Other Solutions were community focussed, using the Community assets, such as groups and individuals, to enhance M's quality of life.

Introducing her to these things, until she was confident to access them alone. The solutions led to M feeling empowered, confident, and motivated to take on day to day tasks, personal care and social and wellbeing activities independently.

### **Results and Benefits**

The results positive and there were many benefits. For M, she reported that she felt like herself again, happy. She now had things to look forward to and she had her confidence back. She felt good that she had built herself back up. She was managing well at home, independently. She had a good social life. She was motivated to do things that made her feel good.

“I'm not religious, but if I was, I would think God had sent you to me, you've helped me to be happy again, I was so frightened that my life was over”

The other positives have been that through her personal progress and development, M told others about groups, the LAC service, community assets and shared her story. This has empowered and encouraged others to seek LAC advice intervention and support, earlier than they may have, thus preventing an escalation of issues. M's Son and neighbour both stated that they felt less worried and stressed, also encouraged that there was a council service like this, and that their initial worries and concerns had been taken on-board and the right solutions found. They tell others about their experience and the service.

The LAC intervention meant that there was no additional time or financial pressures on council and other services, in terms of assessments and provision of a care package/care home, mental health appointments/support/interventions etc.

# COMMUNITY DEVELOPMENT

## A CUT ABOVE

### Domestic Violence Awareness with local Hairdressers/ Beauticians

## OVERVIEW

### Project Background and Description

*Within our Local Area Coordinator role, we recognise that hairdressers, barbers and beauty therapists are an integral part of our communities, wellbeing, knowledge and referrals are passed on for support for their clients.*

*These professionals are in a position of privilege with their clients, not only physically but also someone trusted to talk to or confide in. These businesses know us, as LACs in our community and where we can work together to support each other.*

### Project Scope

*The purpose of this project is to develop active learning and awareness of different sorts of domestic violence, not just physical, but emotional, financial and controlling behaviors. Then to work with local businesses to support their learning and understanding, to encourage someone to make a report, escape abuse and signposting to leading support organisations. Also bringing the businesses together to support each other and identify any further needs or training. Appointment cards similar to hairdresser cards will be available for clients to keep but will be specific for a service of support to meet with the person at an agreed time and date at the hairdresser. The barcode on the appointment card is also the contact number for support.*

*Work under # You are not alone - Safer Swansea and NPT project.*

## Who is involved



*Local Area Coordinators – Kirstie Richards, Natalia Kudla, Alison Davies*  
*Senior engagement and policy officer Neath Police Station – Lisa Potterton*  
*Principal Officer – Social Services NPTCBC – Maria Selby*  
*Consultant Social Worker – Eleri Cawsey*  
*Deputy Team Manager – Gemma Swinford*  
*Autism Spectrum Disorder And Neuro Diversity Disorder Lead – Ceri Low*  
*PCSO's – Sam Brookman, Jessica Ford*  
*Live Fear Free*  
*Calan DVS*  
*Womens Aid*  
*Womens Refuge*

## Delivery

*Local Area Coordinator introduction of services and partners to each Hairdresser / beautician in Cluster*  
*Information packs handed to each business, this includes:*

- You are not alone leaflet,*
- Emergency contact business cards*
- Hairdresser disguised appointment card for support*
- Hand Sanitizer with disguised support contact number for support.*
- Coordination of meetings to bring businesses together and develop further training and support.*
- To date **24 hairdressing salons** are engaged in the project*

## Information packs

**#YouAreNotAlone**  

### What can YOU do?

We do not want you to look for or identify victims of domestic abuse, we would just like to provide you with some knowledge and information that you can share if a client chooses to disclose information to you.

In such cases, you can provide the telephone number of Live Fear Free: 0808 80 10 800 a 24 hour free and confidential helpline. This number is included within the barcode of the appointment cards that are included in this pack. The number is concealed within the code to keep it anonymous, the card could be held within any client's bag/wallet without raising suspicion from a partner.



**Live Fear Free Helpline**  
0808 80 10 800  
call • text • live chat • email

Your next appointment  
date: \_\_\_\_\_ time: \_\_\_\_\_  
day: \_\_\_\_\_ time: \_\_\_\_\_  
date: \_\_\_\_\_ time: \_\_\_\_\_  
address: \_\_\_\_\_

All calls to the Live Fear Free helpline are confidential and are taken by fully trained & highly experienced staff. Calls are free and will not show up on any phone bill including the major mobile networks. Helpline workers can provide emotional support and provide callers with practical information about accessing further services in the local area. Details of local services are included in your pack for reference.

**Thank you for supporting this initiative**

For further details on this scheme or to request more helpline cards please contact [communitysafety@npt.gov.uk](mailto:communitysafety@npt.gov.uk)

**#YouAreNotAlone**  

### What is Domestic Abuse?

Domestic Abuse is the actual or threatened physical, emotional, psychological, sexual or financial abuse of a person by a partner, family member or someone with whom there is, or has been, a close relationship.

**ABUSE IN RELATIONSHIPS CAN HAPPEN TO ANYONE.**

It's not normal, it's never OK and definitely not part of a healthy relationship. Some people think that relationship abuse is just about violence, or physically forcing somebody to do something they don't want to - but that isn't true. Abuse can be emotional and verbal, and can include physical or sexual abuse. All types are serious and they're never OK.

If a relationship leaves someone feeling scared, intimidated or controlled, it's possible it is an abusive relationship. There's never an excuse for domestic abuse. Anger, jealousy, alcohol or wanting to protect the other person - none of these are excuses.

When we're talking about domestic abuse, we mean an abuse of power and control between two people. You don't have to be in an intimate relationship to experience abuse nor does it matter what sexuality or gender the person identifies as. Domestic abuse can also occur between family members of any age, parents, children or siblings.

**Live Fear Free 24 hour Free Helpline 0808 80 10 800**

**Live Fear Free**  
0808 80 10 800

Live Fear Free Helpline  
Confidential support and information on domestic abuse, sexual violence and violence against women in Wales

Llinell Gymorth Byw Heb Ofn  
Gwybodaeth a chefnogaeth cyfrinachol wrthych trais domestig, trais rhywiol a thrais yn eiddyn marched i'ng Nghymru

**In an emergency always dial 999**

	<b>01639 622356</b> <a href="http://www.calandvs.org.uk">www.calandvs.org.uk</a>
	<b>01639 894864</b> <a href="http://www.planes.org.uk">www.planes.org.uk</a>
	<b>01639 622353</b> <a href="http://www.hafancymru.co.uk">www.hafancymru.co.uk</a>
	<b>01685 379 310</b> <a href="http://www.newpathways.org.uk">www.newpathways.org.uk</a>
	<b>www.devis.wales</b>

Many Other Local Helpline Port Talbot (Newcastle) Cam. Dda Domestig

**Safer Neath Port Talbot**  
**IN AN EMERGENCY ALWAYS CALL 999**

**POLICE 24 HOUR NON-EMERGENCY NUMBER**  
**101**  
**RHIF DI-ARGYFWNG 24 AWR YR HEDDLU**

**FFONIWICH 999 MEWN ARGYFWNG BOB AMSER**

**Mwy Diogel Castell-Nedd Port Talbot**

**DOMESTIC ABUSE AND SEXUAL VIOLENCE**  
 Domestic abuse and sexual violence can happen to anyone at any stage of their lives. If you are experiencing this you are not to blame and you are not alone, help is available.

Live Text Free Wales 24hr helpline	0808 80 10 800
Dyn Weis Support for males	0808 081 0321 support@dynweis.org
Disrespect Nobody Advice for teens	0800 000 0000 d@respectnobody.co.uk
Stalking National helpline	0808 802 0300 st@stalkinghelpline.org
Respect Support and advice for perpetrators	0808 802 4040 info@respecthelpline.org.uk
Galop LGBT+ support	0800 999 5428 help@galop.org.uk

If you are in immediate danger please call 999

Your next appointment...

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Telephone: \_\_\_\_\_



## Next Steps – Further training/ support identified

*To involve and develop Autism awareness and training and develop specialised opening times to support clients. Demonstrate the understanding of Autism training that has been developed by Autism wales.org in conjunction with welsh Government and National Autism leads.*

*To develop further with:*

- *Mobile hairdressers*
- *Other local businesses*
- *Gardner's*
- *Trades people who may enter properties*

## **Community Focussed School**

Having been approached by the Head and a Local Councillor from a local primary school the Local Area Coordinator was asked to help them *achieve their ambition of becoming a Community Focussed School. The LAC suggested a community based partnership comprising of* individuals from Education, Social Services, Housing, Community Police, the Third Sector and our Faith community that will aim to ascertain the needs of our residents (through community engagement and consultation) as well as identifying its strengths and needs. This will enable us to not only develop opportunities that will address the identified needs, but will also avoid duplication. The aim will be to provide opportunities for the wider community to utilise the Schools facilities ideally outside of School working hours. Using an Asset Based Approach to develop positive wellbeing opportunities for the residents of Sandfields, we are confident that the school has a vital role to play in making our community more connected, engaging and resilient. In addition, the meetings are used to connect our communities through encouraging joint working, information sharing and strengthening community networks.

## **Library of Things**

Built on the success of the Tuesday morning library drop in, it was identified that there was a clear need for volunteering opportunities in the community (specifically those with mental health, older people and/or disabled) to engage in tangible, meaningful volunteering that will give them a sense of purpose and belonging. Having met with Benthyc Cymru CIC and with the local public library becoming increasingly



important following Covid; it was agreed that a Library of Things would be beneficial to the community. The purpose was focused on somewhere where local residents would be able to borrow items, additional to books, such as a drill, power-washer, cooking equipment or any other large, expensive items that people may use on a short term basis instead of having to purchase them. The project will be volunteer led, initially supported by the Local Area Coordinator and library staff with training provided by Benthyc (Wales Borrowing CIC). The aim will be to develop further links with the local Primary School in order to encourage parents to volunteer with the project and/or borrow the equipment that will not only help the community economically (cost of living crisis) but also help reduce items going to landfill, thus helping supporting a circular economy. Money has been secured through local community partnership work (additional money to follow once project is fully active) to purchase the first tranche of equipment and has recently been launched.

### **Growing Together - Feelgood Fridays**

Skewen Feelgood Fridays Project brings people together on a weekly basis to alleviate isolation and loneliness, improve health and wellbeing both physical and emotional, create new friendships and provide a natural mutual supportive environment.

The project aims to increase individuals' confidence and self-esteem by positive sessions and make the attendees feel good about themselves. A programme of activities focusing on fun and positivity was designed through feedback and workshops from people living in the area.

The ultimate aim of the project is to use natural community support at an early stage preventing individuals needing statutory support services in the future. The project is being developed and run by local volunteers working alongside the Local Area Coordinator, delivering weekly session with a rolling programme of activities focusing on health, learning and social opportunities.



## Feedback

How I felt before attending the group:



How I feel since attending the group:



Mae'r dudalen hon yn fwriadol wag

**Social Services, Housing & Community Safety Scrutiny Committee**  
**Actions and Referrals Update – 2023-24**

<b><u>Meeting Date</u></b>	<b><u>Agenda Item</u></b>	<b><u>Minuted Action / Referral / Request</u></b>	<b><u>Progress Update</u></b>	<b><u>Officer</u></b>	<b><u>Target / Completion Date</u></b>	<b><u>Completed / On-going</u></b>
8.6.2023	(Renamed in the meeting as Youth Justice and Early Intervention Service Grading Analysis of the Youth Justice Plan 2022-2023)	Members requested a visit to Base 15.	Visit 22.9.2023 postponed due to staff sickness	Alison Davies	Visit arranged for 22 September 2023 10.00-12.00 Visit arranged for 27 October 2023	On-going Completed
21.9.23	Healthy Relationships for Stronger Communities Strategies	Offices to collate and circulate a resources pack for Councillors which would provide a list of current providers and services offered.	Directory received on 16 <sup>th</sup> October and circulated to members of the committee.	Chele Howard	Completed 16 <sup>th</sup> October 2023.	Completed.

Tudalen 45

Date last updated 8.9.2023

Mae'r dudalen hon yn fwiadol wag

## Social Services, Housing and Community Safety Scrutiny Committee

**(All starting 2pm unless otherwise stated)**

Meeting Date	Agenda Item	Contact Officer
<b>2023</b>		
13 <sup>th</sup> July	Asylum Dispersal, Refugee and Ukrainian Response	Claire Jones
21 <sup>st</sup> September	Scrutiny Committee Annual Report 22-23	Chair Cllr C.Galsworthy Alison Thomas (Dem Services)
	Housing and Communities – Mid-Year Progress Report	Chele Howard
16 <sup>th</sup> November	Prevention/Early Intervention – Local Area Coordinators	Sarah Waite
<b>2024</b>		
25 <sup>th</sup> January	Transition from Children’s to Adult Services	Victoria Smith/Lisa Morris
21 <sup>st</sup> March	Unpaid Carers	Sarah Waite
	Direct Payments	Sue Bradshaw /Adrian Bradshaw/Lisa Morris
2 <sup>nd</sup> May		

- **To be programmed into the cycle**

Report on personal assistants – Angela Thomas/Maggie Hayes

Unpaid Carers - It was suggested in meeting on 8.6.23 that a report should come back to Scrutiny in six months’ time.

Mae'r dudalen hon yn fwiadol wag