

Dewis Cymru...

Providing health & well-being information to citizens

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Dewis Cymru Manager



Background to the Dewis Cymru project...

- The Social Services and Well-being (Wales) Act introduced a duty on Local Authorities in Wales to *“provide information about the range of locally available services”*.
- Dewis Cymru developed as a national system to provide an online source of well-being information for citizens – a well-being website for Wales.
- Endorsed by the 22 Directors of Social Services across Wales and now adopted by all 22 local authorities as part of their Information Advice and Assistance services.
- Initial development funded through WG grant to the Social Services Improvement Agency. Ongoing funding from the 22 Local Authorities in Wales.




The Dewis concept...

- Create a single place where people can find out about the range of local and national services available.
- Do not prioritise services based on sector or nature of service provision.
- Allow people to access information and make their own choices.


Helping people find practical help ...







- A **Resource Directory** containing national and local resources:
 - Services – social care, housing, leisure, libraries, education, waste etc.
 - 3rd sector organisations
 - Community groups
 - Health e.g. GPs, opticians etc.
 - Commercial companies
 - Events
 - Self help videos/books



Basic search options...

- You searched for 'suicide'.
- We found **15** matches.
 - [Something else \(7\)](#)
 - [Mental Health Recovery Services \(4\)](#)
 - [Family support services \(4\)](#)
- We're displaying results 1 - 10 on this page. We're ordering your results by relevance

Your search results 

-  [PAPYRUS Prevention of Young Suicide](#) 
We are the national charity for the prevention of suicide by those under the age of 35. We run a free, confidential helpline service, HOPELINE UK, to support people under 35 who are suicidal and people of any age who are concerned about them. We deliver training in suicide awareness and...
☎ 02920 789 755
✉ Cymru@papyrus-uk.org
-  [Survivors of Bereavement by Suicide \(SoBS\)](#) 
Our organisation exists to help the survivors of a bereavement by suicide to support each other, at the time of their loss and in the months and years that follow. We are a self-help organisation providing a safe, confidential environment in which those bereaved by suicide, can share their...
☎ 0115 944 11 17
✉ email.support@uksobs.org
-  [Grassroots suicide prevention - Stay alive app - suicide prevention resource for the UK](#) 
Grassroots suicide prevention have developed an an app. The Stay Alive app is a pocket suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about

More than just a resource directory...

- Over 200 'national information pages' designed to help citizens think about 'What matters' to them...
- Each page can help people focus on their current issue, and find practical sources of help and support via the resource directory.



Dewis Cymru
Have choice and take control

A Health and Well-being Wales Partner

Home / About this site / What matters to you? / Events

Home / Adults / Managing your money / Dealing with debt

Dealing with debt

Find resources that can help you

Nobody sets out to get into debt; however, an unforeseen change in your circumstances, unexpected expenses or frivolous spending patterns can send your finances spiralling out of control.

If you spend money you don't have - and keep on spending it - you will eventually find yourself in debt.

You don't have to be overspending by much. Debts have a nasty habit of building up slowly, especially if your outgoings are regularly more than your income.

What should you do if you are in debt?

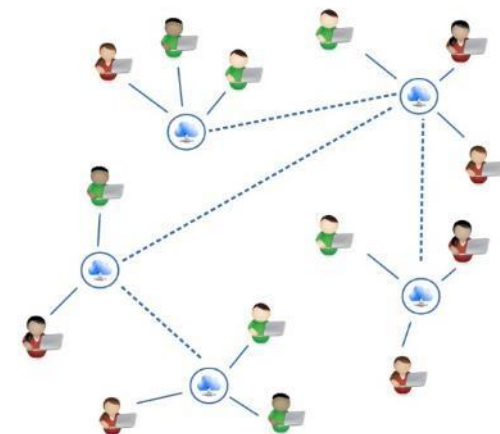
First, take a deep breath and stay calm. Keeping your debt worries to yourself will not help - tell your family and then seek expert help as soon as possible.

Whether you have overspent on your credit card, have taken out a succession of payday loans or are unable to pay your mortgage, rent or utility bills, there are [people who can help](#).



Information governance and quality

- No scope for a single, central 'team' to manage local and national information
- Federated model sees information added and maintained by local frontline services/groups
- **Up to date information** - System prompts for updates; out-of-date information is automatically hidden from the public
- Ability to define specific information for specific categories e.g. Childminders; Care homes; Social Welfare, Advice and Information
- **Quality assurance** - Local 'Editors' review content and approve for publication
 - Editors must know their patch and the service type they are responsible for (currently 32 categories from Childminder to Care home)
 - Editors review information for accuracy and quality



Searching Dewis...

- **Basic search** (keyword and/or postcode).
- **Advanced search** (often used by professionals).
 - By keyword;
 - By category of resource e.g. care home; Housing; Leisure; Childminder etc.;
 - By local authority;
 - By a distance of a postcode;
 - By accessibility (where a visitable address);
 - Services that can provide Welsh; and
 - Results ordered alphabetically or by relevance.
 - Ability to hide national resources.
- Services with a physical location displayed by a push pin on a map. User can get walking/public transport directions
- Search results can be printed, emailed, and pdf'd.
- Search results URL is unique and can be saved on your desktop or as favourites in your browser.
- A – Z of common search terms.

The image displays three overlapping screenshots of the Dewis Cymru website. The top screenshot shows the homepage with the logo 'Dewis Cymru Have choice and take control' and navigation links. The middle screenshot shows a search results page with a search bar containing 'Everything' and a 'Find local' button. The bottom screenshot shows a search results page for 'dementia' with a map of the region. The map shows several red pushpins indicating service locations. Below the map, there is a list of search results, including 'DPVC Memory Cafe - Community Health (0.47 miles)'. A notice at the bottom of the map area states: 'DUE TO COVID-19 THIS SERVICE MAY NOT BE OPERATING AS NORMAL. PLEASE CONTACT FOR FURTHER DETAILS. Provides support and advice for those affected by dementia and memory loss including carers, friends and family. 029 20513700'.

Some unique features...



- 'Reachdeck toolbar' (previously known as Browsealoud) provides wider language and accessibility options.
- It:
 - reads the website to you, in over 30 different languages;
 - translates the website into over 70 languages.
 - supports people with visual impairments and hidden disabilities.
- Here's the 'Dealing with debt' page in Arabic and a page read aloud in Polish.

التعامل مع الديون

أهم نصيحة

لا أحد يشرع في الشك في الديون. ومع ذلك ، فإن التعبير غير المتوقع في ظروفك أو التغيرات غير المتوقعة أو أنماط الإنفاق الشاذة يمكن أن تجعل أموالك تخرج عن نطاق السيطرة.

إذا أنفقت أموالاً لا تملكها - وواصلت التفاوض - فستجد نفسك في النهاية مديوناً.

ليس عليك أن تفرط في الإنفاق كثيراً. للديون عادة سيطرة تتراكم ببطء ، خاصة إذا كانت مصروفاتك تزيد بانتظام عن دخلك.

ماذا تفعل إذا كنت مديوناً؟

أولاً ، خذ نفسك شيئاً وابق هادئاً. إن يساعدك الاحتفاظ بمخاوف الديون على نفسك - أخبر عائلتك ثم اطلب مساعدة الخبراء في أقرب وقت ممكن.

سواء كنت قد تجاوزت الاتفاق على بطاقتك الائتمانية ، أو حصلت على سلسلة من قروض يوم الدفع أو كنت غير قادر على دفع فواتير الرهن العقاري أو الإيجار أو فواتير الخدمات العامة ، فهناك الناس الذين يمكنهم المساعدة.

الخدمة المشورة المالية في ويلز تقدم مشورة مجانية وتزمنية حول الديون وقروض يوم الدفع. هناك أيضا نصائح حول التعامل مع الديون على خبير توفير الأموال موقع الكتروني.

إذا كان منزلك في خطر

من المهم بشكل خاص طلب المشورة إذا تخلت عن سداد الرهن العقاري أو الإيجار حيث قد تكون في خطر تفقد منزلك.

الخط المساعدة لسداد الديون في ويلز يقدم مشورة مجانية وسرية وخبراء لاني شخص يكافح من أجل سداد الرهن العقاري أو الإيجار.

Radzenie sobie z długiem

Znajdź zasoby, które może Ci pomóc

Nikt nie zamierza się zadłużać; jednak nieprzewidziana zmiana okoliczności, nieoczekiwane wydatki lub niepoważne wzorce wydatków mogą spowodować, że Twoje finanse wymkną się spod kontroli.

Jeśli wydajesz pieniądze, których nie masz – i wydajesz je dalej – w końcu wpadniesz w dług.

Nie musisz dużo przepłacać. Długi mają paskudny zwyczaj powolnego narastania, zwłaszcza jeśli twoje wydatki regularnie przewyższają twoje dochody.

Co powinieneś zrobić, jeśli masz dług?

Najpierw weź głęboki oddech i zachowaj spokój. Trzymanie zmartwień dla siebie nie pomoże – powiedz o tym rodzinie, a następnie jak najszybciej poszukaj pomocy eksperta.

Niezależnie od tego, czy przekroczyłeś środki na swojej karcie kredytowej, zaciągnąłeś serię chwilówek lub nie jesteś w stanie spłacić kredytu hipotecznego, czynszu lub rachunków za media, istnieją ludzie, którzy mogą pomóc.

Embedded searching (avoiding duplication of other directories)...

- Ability to embed Dewis searching in any other website e.g. Ceredigion Council Befriending webpage (<https://www.ceredigion.gov.uk/resident/social-care-wellbeing/getting-out-and-about/befriending/>) making Dewis the perfect 'back end' for many directory applications.
- Ability to develop 'bespoke' front end sites e.g. Family Information Services (www.fis.wales).
- Information sharing with other national directories – Infoengine (third sector services) and NHS Direct Wales (GPs, Hospitals, Opticians, Pharmacies).

Ceredigion befriending services...

Cyngor Sir Ceredigion County Council

Resident Business Your Council Maps Contact

Resident / Wellbeing & Care / Getting Out and About / Befriending

Befriending

Sometimes, for many different reasons people can suddenly find themselves socially isolated, with no-one to talk to or call on.

There are a number of agencies that can offer support, some agencies will visit you in your own home and others organise groups that you can attend.

The link below will take you to Dewis Cymru. Dewis Cymru is a directory of services that people can use to find out about services and opportunities available both locally and nationally.

[Befriending](#)

Further information about [Dewis can be found here](#).

You are in

- Getting Out and About
- Befriending**
- Blue Badges
- Luncheon Club
- Orange Wallet Scheme
- Public Toilets
- Transport

Dewis Cymru Have choice and take control

Flintshire

A Health and Well-being Wales Partner

Home About this site What matters to you? Events Manage resources Enquiries Training Reports Members

Rebuild Search Index Rebuild Suggested Index

Your search results

Basic search options...

- You searched for 'befriending'.
- You chose results within 'Ceredigion'.
- We found **32** matches.
 - Something else (11)
 - Children and young people's activities (8)
 - Mental Health Recovery Services (4)
 - Community Health (4)
 - Housing (2)
- Show more...
- We're displaying results 1 - 10 on this page. We're ordering your results by relevance

Your search results

- HUTS Home Befriending**
HUTS Home Befriending allows a trained, DBS checked volunteer to visit an adult living within the South Ceredigion area. This one-to-one companionship has the aim of encouraging confidence about getting back into local community life and achieving simple...
01239710377
kimb@hutsworkshop.org
- Befriending Life Links - Age Cymru Dyfed**
Our Befriending Life Links project aims to reduce loneliness and isolation for individuals over 50 through friendship, social connections and support in getting out and about. This can include, but not limited to, one-to-one befriending to build confidence, home visits, accompanying individuals...
03333 447 874
reception@agecymrudyfed.org.uk
- Hafal - Cyfarfod Befriending Scheme Ceredigion - Mental Health Recovery Services**
Hafal is an organisation managed by those it supports: people with mental illnesses and their carers. Hafal's Cyfarfod Befriending Scheme operates throughout Ceredigion and offers one to one support for people with a long term mental illness in their recovery and provides respite for their...
01970 624756
ruth.wilson@hafal.org

Melo...

A screenshot of the Melo website's home page. The page features a dark blue header with navigation links: Home, About, Local Opportunities, Resources, Courses, and a search bar. A prominent white button says "Get urgent help now". Below the header, there is a large white banner with the text "While we can't take all your problems, we can help you find better ways to cope with them." and another "Get urgent help now" button. The main content area is divided into several sections, each with an icon and a "Search" button: "Connect" (heart icon), "Be active" (runner icon), "Take notice" (leaf icon), "Keep learning" (book icon), and "Giving" (person icon). At the bottom, it says "Welcome to melo" and lists the Aneurin Bevan University Health Board as the partner.

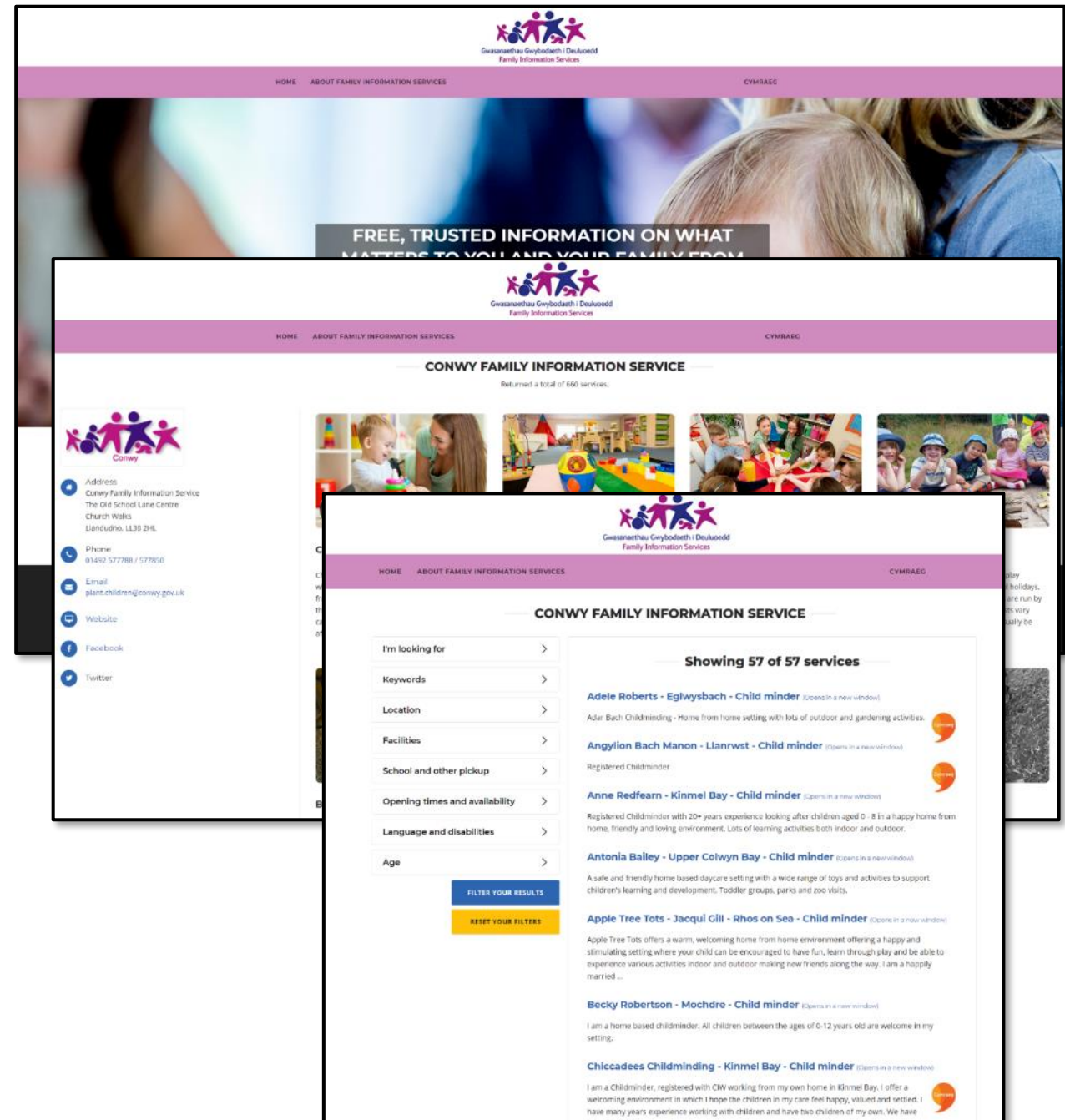
A screenshot of the Melo website showing search filters. The page layout is similar to the home page, but the "Keep learning" section is expanded. It lists several filters: "By location" (North Wales, South Wales, Central Wales, South East Wales, North East Wales, Other), "By course type" (Community Learning, Health and Well-being, Health and Safety, Well-being), "By course level" (Level 1, Level 2, Level 3), "By course status" (Open, Closed), and "By course category" (Community Learning, Health and Well-being, Health and Safety, Well-being). There are also buttons for "Apply filters" and "Reset filters".

A screenshot of the Dewis Cymru website showing search results. The page features the Dewis Cymru logo and tagline "Have choice and take control". Below the logo, there is a search bar with "Your search results" and "Refine your search" options. The search results section is titled "Basic search options..." and lists several search filters: "You searched for everything in Dewis.", "You chose the 'Community Learning' category", "We found 42 matches", and "We're displaying results 11 - 21 on this page. We're ordering your results alphabetically". The search results are listed in a table with columns for "Course title", "Course type", "Course level", "Course status", and "Course category". The results include:

- COURSE - AN INTRODUCTION TO DOMESTIC ABUSE LEVEL 1 - Community Learning** (Open, Community Learning)
- COURSE -Environmental Awareness - Community Learning** (Open, Community Learning)
- COURSE -Personal confidence - Community Learning** (Open, Community Learning)
- COURSE CUSTOMER SERVICES LEVEL 2 - Community Learning** (Open, Community Learning)

'FIS Wales' website...

- Utilises the resource directory from Dewis Cymru.
- Designed to promote all local Family Information Services, and to provide information for parents/guardians around *local childcare provision, family support services and activities for children and young people*



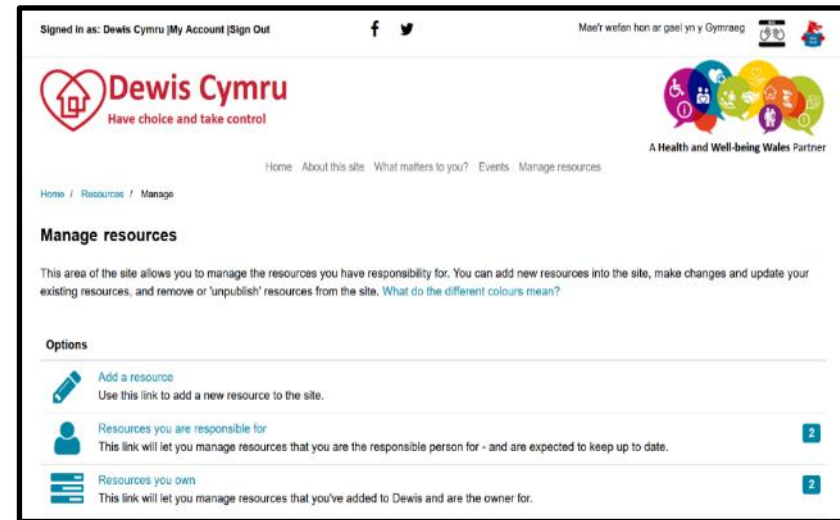
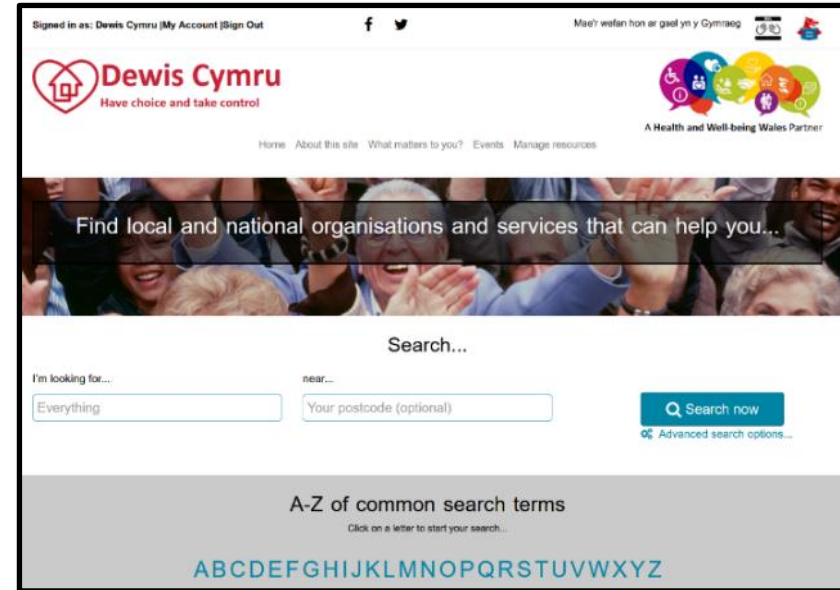
Health and Well-being Wales App

- An 'offline' app that needs no internet connection
- Aimed at **ALL** frontline staff (Social Care, Health, Police, Ambulance, third sector)
- Choose to download information about all of Wales or individual authorities.
- Over 900 national resources included by default.
- Search for local services
 - By search phrase
 - By Category of resource e.g. Care homes; Housing; Leisure; Childminder etc.
 - By Local Authority
 - By local area e.g. Caernarfon
- Share information in a variety of ways using standard mobile 'share' functionality



What next?...

- Add your service or encourage others you work with to (if not already listed)
- To add your information, simply:
 - Sign up and Sign in <https://www.dewis.wales/Secure/Login.aspx>
 - Go to 'Manage resources' and 'Add resource'. There's a category called '**Community safety**'.
 - Populate the fields and click Finish in the 'Publish' tab.
 - Your information will be sent to an Editor for approval
 - Update every 6 months when prompted.
 - Support available at help@dewis.wales



Any questions???

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