



BWRDD DIOGELU CANOLBARTH A GORLLEWIN CYMRU

# CYSUR & CWMPAS

THE MID & WEST WALES SAFEGUARDING BOARD

CYNLLUN BLYNYDDOL | ANNUAL PLAN

## 2023-24



## INTRODUCTION

CYSUR: The Mid & West Wales Safeguarding Children Board and CWMPAS: The Mid & West Wales Safeguarding Adults Board is pleased to publish and present its seventh annual joint strategic plan for 2023-24. CYSUR and CWMPAS remains in my view a consistent source of strength in promoting regional and national safeguarding practice. This plan builds on the strong foundation we have as a Board.

We have produced an ambitious plan and programme of work, which builds on our achievements of last year, incorporating learning from the pandemic, and striving towards a culture of innovation and best practice. This year, we have taken this work a step further by agreeing four new strategic priorities within our plan.

A key objective identified in this year's plan is to utilise our strong multi-agency partnership to develop exciting new initiatives in response to the ongoing challenges associated with the national issue of recruitment and retention of the safeguarding workforce. We believe that our efforts during the COVID-19 pandemic evidence the outcomes we achieve when we work collaboratively. I look forward to exploring the possibilities that this strategic initiative will make available to us.

We remain acutely aware of the risk present within safeguarding work across all agencies with complex challenges currently impacting the whole of public sector. We have therefore identified a plan to develop intuitive tools and mechanisms for identifying and responding to risk at the earliest possible opportunity. Our aim in taking this work forward is that risk can be identified and responded to before it can have an impact on the safeguarding response provided to children and adults at risk in our region. To this end, a further objective identified this year is to further embed the lived experiences of the people who we strive to protect from abuse, neglect and other kinds of harm in all Board discussions and be the first Board in Wales to have a member to represent users.

I am proud to say that this year, this Board will also provide extensive support to the national safeguarding agenda, via leading the development of the Single Unified Safeguarding Review Learning and Development Framework to embed a comprehensive learning model which preserves the non-blame, person-centred culture which we have developed in our existing Practice Review model.

The preceding year has seen the departure of the CWMPAS Board Chair Jonathan Griffiths, who has steered the adult focus of the Board's work for the last 5 years. We wish Jonathan success in his future career and thank him for his commitment, and acknowledge the enormous contribution he has made to shaping the Mid and West Wales Safeguarding Board.

We have no doubt the long-standing ethos of collaboration and strong partnership working across agencies in our region will be a continuing source of strength in moving forward and delivering against our objectives together.



**Jake Morgan, CYSUR and CWMPAS Chair**



## **OUR VISION**

The vision of the Mid & West Wales Safeguarding Board is that all people in the region live their lives free from violence, abuse, neglect and exploitation and their rights are protected. All safeguarding work is sensitive to and firmly rooted in respect for differences in race, ethnicity, culture, ability, faith and sexual orientation. Engaging with and being responsive to the needs of all stakeholders, including children, young people, adults at risk, their families, carers, service providers and the wider community, is essential to promote the Board's vision.

## Mid & West Wales Safeguarding Executive Board Membership



**CWMPAS**  
**(Safeguarding Adults Executive Board)**



**CYSUR**  
**(Safeguarding Children Executive Board)**

**Jake Morgan (Chair)**  
Director of Community Services,  
Carmarthenshire County Council

**Jayne Butler (Vice-Chair)**  
Det Superintendent,  
Dyfed Powys Police

**Sian Passey (Vice-Chair)**  
Assistant Director Nursing Assurance and  
Safeguarding Corporate Nursing,  
Hywel Dda University Health Board

**Jake Morgan**  
Director of Community Services,  
Carmarthenshire County Council

**Michael Gray**  
Director of Social Services,  
Pembrokeshire County Council

**Audrey Somerton-Edwards**  
Interim Director of Social Services,  
Ceredigion County Council

**Audrey Somerton-Edwards**  
Interim Director of Social Services,  
Ceredigion County Council

**Nina Davies**  
Director of Social Services,  
Powys County Council

**Nina Davies**  
Director of Social Services,  
Powys County Council

**Sian Passey**  
Assistant Director Nursing Assurance and  
Safeguarding Corporate Nursing,  
Hywel Dda University Health Board

**Jayne Butler**  
Det Superintendent,  
Dyfed Powys Police

**Avril Bracey**  
Head of Adult Social Care,  
Carmarthenshire County Council

**Jan Coles**  
Head of Children's Services,  
Carmarthenshire County Council

**Donna Pritchard**  
Deputy Director of Social Services and  
Corporate Lead Officer, Porth Gofal,  
Ceredigion County Council

**Donna Pritchard**  
Deputy Director of Social Services and  
Corporate Lead Officer, Porth Gofal,  
Ceredigion County Council

**Jason Bennett**  
Head of Adults' Services,  
Pembrokeshire County Council

**Darren Mutter**  
Head of Children's Services,  
Pembrokeshire County Council

**Vacant**  
Head of Adults' Services,  
Powys County Council

**Sharon Powell**  
Head of Children's Services,  
Powys County Council

**Christine Harley**  
Assistant Chief Executive,  
National Probation Service

**Christine Harley**  
Assistant Chief Executive,  
National Probation Service

**Mandy Rayani**  
Director of Nursing, Quality & Patient  
Experience,  
Hywel Dda University Health Board

**Mandy Rayani**  
Director of Nursing, Quality & Patient  
Experience,  
Hywel Dda University Health Board

<b>Mandy Nichols-Davies</b> Head of Safeguarding Adults & Children (Named Nurse), Hywel Dda University Health Board	<b>Mandy Nichols-Davies</b> Head of Safeguarding Adults & Children (Named Nurse), Hywel Dda University Health Board
<b>Jayne Wheeler-Sexton</b> Assistant Director of Safeguarding (Named Nurse), Powys Teaching Health Board	<b>Jayne Wheeler-Sexton</b> Assistant Director of Safeguarding (Named Nurse), Powys Teaching Health Board
<b>Claire Roche</b> Director of Nursing and Midwifery, Powys Teaching Health Board	<b>Claire Roche</b> Director of Nursing and Midwifery, Powys Teaching Health Board
<b>Linda Davies</b> Designated Nurse, National Safeguarding Team (NHS Wales), Public Health Wales	<b>Linda Davies</b> Designated Nurse, National Safeguarding Team (NHS Wales), Public Health Wales
<b>Nikki Harvey</b> Head of Safeguarding, Welsh Ambulance Services NHS Trust	<b>Nikki Harvey</b> Head of Safeguarding, Welsh Ambulance Services NHS Trust
<b>Hazel Lloyd-Lubran</b> Regional Third Sector representative, Ceredigion Association of Voluntary Organisations (CAVO)	<b>Hazel Lloyd-Lubran</b> Regional Third Sector representative, Ceredigion Association of Voluntary Organisations (CAVO)
<b>Chris Harrison</b> Regional representative for Heads of Commissioning	<b>Steve Davis</b> Regional representative of Youth Justice Managers
	<b>Regional Directors of Education</b> Rotating membership from Pembrokeshire, Carmarthenshire, Ceredigion and Powys
	<b>Dr Ingrid Prosser</b> Named Doctor, Child Protection, Powys Teaching Health Board
	<b>Dr Damitha Ratnasinghe</b> Named Doctor, Child Protection, Hywel Dda University Health Board
<b>Mid and West Wales Safeguarding Boards Business Unit</b>	
<b>Julie Breckon</b> Regional Safeguarding Board Manager	
<b>Rebecca Reynolds</b> Practice Review Business Manager	
<b>Theresa Welch</b> Business Development Officer	
<b>Stuart Hicks</b> Business Coordinator	

## **IDENTIFIED STRATEGIC PRIORITY OUTCOMES FOR 2023-24**

- 1. Develop a culture of collaboration and innovation across the partnership, which promotes a safe, skilled and resilient workforce.**
- 2. Measure, evidence and understand the impact of this Board's work on professional practice, and how this improves outcomes for children and adults at risk.**
- 3. Undertake systemic analysis of organisational performance and change to better understand its impact on children and adults at risk.**
- 4. Continue to influence and contribute to the national strategic agenda to support improvements in safeguarding legislation, guidance and policy.**

How we intend to achieve these outcomes and the summary of improvements we propose to make to enable us to fulfil our objectives is listed in our Business Plan below.

**1. Develop a culture of collaboration and innovation across the partnership, which promotes a safe, skilled and resilient workforce.**

Priority Area	What do we want to achieve?	What are the outcome indicators?
<b>1.1 Develop Collaborative Approaches to the Safeguarding Workforce</b>	Identify opportunities to collaborate regionally on strategies focussed on recruitment, retention and growth.	Recruitment of safeguarding professionals will be more regionally cohesive resulting in a reduction of intra-regional competition.
		Partnership agreements are established which greater facilitate collaborative approaches to our workforce.
	Consider and develop creative and innovative solutions to the significant challenges within the context of recruitment and retention of staff across the social care workforce.	Clear and targeted joint workforce priorities will be identified and developed.
	Consider the outcome and recommendations of the joint workforce review undertaken in 2022/23 with the West Wales Regional Partnership Board, and what actions need to implemented across the partnerships.	
	Identify strategies to reduce the use of and reliance on agency staff within the social care workforce.	Numbers of agency staff employed in the region will be reduced.
Consider ways we can facilitate provision of inter-agency support for families with complex, high-level need across local authority boundaries and footprints.	Opportunities to share resources where proportionate and beneficial will be identified to provide innovative support to families in significant need.	
<b>1.2 Sharing and promoting good practice across the regional multi-agency partnership</b>	Consider and develop forums to enable agencies/localities to share innovative practice and solutions regionally.	Multi-agency partners, and the Board as a whole, will benefit from the knowledge and experience shared from colleagues who have implemented innovative practice.

<b>1.3 Regional Safeguarding Training</b>	Implement the new National Training Standards across all agencies of the Board.	The Standards will be applied consistently and effectively across all partner agencies in the region.
		The Standards will be applied to all regional safeguarding training offered.
	Develop a Framework that measures and assesses the availability and quality of safeguarding training to multi-agency practitioners.	The Board will assured practitioners have access to high quality safeguarding training that meets their learning and development needs to effectively safeguard children and adults at risk.
	Devise an updated Training Plan which reflects priorities within safeguarding training in the short and longer term.	The Training Sub Group will agree a clear plan of work against which delivery can be measured.
<b>1.4 Recognition of Excellent Practice</b>	Embed a practitioner award ceremony into the Board's annual programme of work on a regular and ongoing basis.	Practitioners will feel more valued and recognised for their positive impact to children and adults at risk in Mid and West Wales.
<b>1.5 Regional Safeguarding Board Management Arrangements</b>	Review Regional Safeguarding Board team's functions and responsibilities to ensure it is able to meet future challenges.	Refreshed and updated job description and focus.
<b>1.6 Police and Crime Commissioner</b>	Strengthen the Board links with the Police and Crime Commissioner.	Areas of mutual interest and joint strategic priorities will be developed and incorporated into the Board's core workstreams and programmes.

## 2. Measure, evidence and understand the impact of this Board's work on professional practice, and how this improves outcomes for children and adults at risk.

Priority Area	What do we want to achieve?	What are the outcome indicators?
<b>2.1 Embed understanding of the Lived Experiences of children and adults at risk into</b>	Executive Board to consider and hear case studies and lived experiences of children and adults at risk.	The voice and lived experiences of children and adults at risk will be a core feature of all Executive Board meetings.
	Recruit and appoint an adult service user to the Regional Executive Safeguarding Board as a 12-month pilot to provide a lived experience perspective to Executive Board discussions and decision-making.	The Board's work and strategic direction will be directly informed by service users' lived experiences.



<b>Board Discussions</b>	Assess our current mechanisms for evaluating the impact of our work on service users and give consideration to whether these can be improved upon, for example, via a practitioner focus group, or inviting practitioners to Board.	Regional decision-making and progression of workstreams will be informed by practitioner perspectives. This Board will have a better understanding of the impact of its work on children and adults at risk, further informing future development.
	Establish processes to better understand and assess the impact of regional work on practitioners. This could include drawing upon multi-agency safeguarding leads (including Education) to consult with practitioner groups.	This Board will be able to understand and evaluate how key workstreams, e.g. training and policy developments, impact the professionals working within them, including the extent to which they are equipped to better safeguard children and adults at risk.
<b>2.2 Child and Adult Practice Reviews (CPR/APRs) and Multi-Agency Professional Forums (MAPFs)</b>	Explore opportunities to develop more dynamic and creative learning event models, including immersive learning, in circumstances where common regional themes emerge across local authority footprints and agencies.	Learning event attendees will feel more empowered and confident to contribute to reviews. The quality of learning extracted from practitioners will be improved. Lessons learned will have a wider reach across local authority and agency boundaries.
	Expand the application of learning from completed reviews via sharing this information with other relevant Board sub-groups and workstreams.	Recommendations arising from reviews will have a wider reach and therefore facilitate a more comprehensive regional response to learning.
	Introduce a referral mechanism for good practice learning exercises to be considered by the Practice Review Sub-Group.	Processes will be in place to support the undertaking of good practice MAPF, to learn from best practice and share innovation.
	Develop regional resources for MAPFs to support planning group members through the process.	Planning group members will feel more confident and better supported in their role.
		MAPFs will improve in efficiency and effectiveness as a result of planning group member contributions being further strengthened.
	<b>2.3 Information Sharing</b>	Identify opportunities in regional policy and training to strengthen information sharing in respect of safeguarding concerns.
<b>2.4 Suicide Prevention</b>	Oversee the 12-month pilot of the regional Rapid Response process where suicide is suspected in respect of children and adults.	Supportive responses to networks around a person who has completed suicide will be strengthened.

	At the conclusion of the pilot, evaluate the effectiveness of the model to inform any future development and implementation.	
<b>2.5 Regional Junior Safeguarding Board (CADW)</b>	Evaluate the impact of the Junior Animation "The Do's and Don'ts of Caring", including the extent to which it has been embedded into regional training for practitioners working with children and young people.	The exceptional resource developed by the Junior Board will inform regional practitioners' work with children and young people.  CADW will be provided with a detailed response on how their animation has been taken forward and utilised in safeguarding training.
	Implement a hybrid meeting model which facilitates effective feeding of all local groups into one clear regional Board entity, providing frequent opportunities for the group to convene and take forward agreed work.	There will be a clear programme of meetings and events in place which allow CADW to meet and progress their work in a cohesive and efficient manner.
	Hold two young people's residential during the year.	CADW as a regional partnership will be strengthened by increased opportunities to come together.

### 3. Undertake systemic analysis of organisational performance and change to better understand its impact on children and adults at risk.

Priority Area	What do we want to achieve?	What are the outcome indicators?
<b>3.1 Safe and Proactive Responses to Risk</b>	Develop a regional Risk Matrix or Change Evaluation tool which provides a framework through which to assess change in terms of the impact of this on risk in practice.	Increased confidence in change as a result of supportive assessment tools linked to practice.
		Earlier identification of potential risk to safeguarding practice and a mechanism through which to identify and respond to this.
<b>3.2 Local Operational Groups (LOGs)</b>	Review formation of agenda to ensure time and items are proportionately balanced, to encompass adults at risk as well as children.	Local Operational Group agendas will reflect an equal focus on the safeguarding of both children and adults at risk.
<b>3.3 Risk Register</b>	Develop a regional risk register to escalate high-level multi-agency risk to the Executive Board.	The Board's line of sight on high level safeguarding multi-agency risk will improve.

<b>3.4 Regional Performance Framework</b>	Implement a new agreed Regional Performance Framework which aligns with national reporting mechanisms and reflects practice aligned to the Wales Safeguarding Procedures.	Regional data will be strengthened, consistently reported and in alignment with up to date legislation and practice.
		Improved data and reporting will better evidence the Board's activity and effectiveness in keeping children and adults at risk safe.
<b>3.5 Post-pandemic support and working practices</b>	Ensure working practices and cultures in a post pandemic environment are safe and proportionate to service user need.	Manager and practitioners will have clear guidance and policies on safe safeguarding practice within the context of in-person and virtual interface and communication with service users and across agency working.
	Provide strategic guidance to agencies, practitioners and managers on safe, effective working practices and cultures.	

<b>4. Continue to influence and contribute to the national strategic agenda to support improvements in safeguarding legislation, guidance and policy.</b>		
<b>Priority Area</b>	<b>What do we want to achieve?</b>	<b>What are the outcome indicators?</b>
<b>4.1 Single Unified Safeguarding Review (SUSR)</b>	Lead the national development and implementation of the SUSR Learning and Development Plan, in partnership with the Welsh Government and in consultation with national stakeholders.	Resources, materials and training will be available to support implementation of the SUSR.
<b>4.2 Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)</b>	Implement the new regional strategy and strategic plan.	The strategic priorities and accompanying workstreams will be clearly set and identified across the region for the next 5 years.
	Seek to increase the numbers of perpetrators referred to perpetrator prevention programme across the region.	Victims of domestic abuse are better protected as a results of improved services for perpetrators. Repeat incidents of domestic abuse will decrease as a result of better services and intervention.
<b>4.3 Child Sexual Abuse</b>	Evaluate the impact of regional work undertaken against the CSA Action Plan and IICSA Report, alongside ongoing national work.	The impact of this work will be understood and can inform further work in this area.
<b>4.4 Serious Violence Duty</b>	Consider the implications of the new serious violence duty in partnership with the Police and Crime Commissioner, and how this can influence multi-agency safeguarding work for children and adults at risk.	Board workstreams will be informed by the new duties improving partnership and multi-agency responses to victims of serious violence in our communities.

<b>4.5 Elective Home Education</b>	Consider the implication of the forthcoming statutory guidance scheduled for publication in April 2023, and how this can inform ongoing regional work.	This Board will have sufficient and proportionate safeguards in place for children who are electively home educated.
<b>4.6 National Safeguarding Performance Framework</b>	Continue to work with the National Independent Safeguarding Board and Liverpool John Moores University to shape, influence and develop a national safeguarding performance framework for children and adults at risk.	Regional performance reporting will be underpinned by an agreed national model and be consistent with other Boards across Wales.
<b>4.7 Preventable Infant Deaths linked to Safe Sleep</b>	Work with Public Health Wales to better promote awareness amongst parents and practitioners on increased risk factors associated with infant safe and unsafe sleep practices.	Risk factors associated with safe sleep will be better understood, and as a result, can improve support provided to families.
	Convene a Task and Finish Group to develop a multi-agency risk assessment tool or matrix in respect of safe sleep.	
	Consider, via this Task and Finish Group, innovative means of communicating with parents about safer sleep.	Safe sleep guidance will be more readily available and accessible, and parents will better understand safe sleep practice.

## PROPOSED BOARD EXPENDITURE TO ACHIEVE OUR OBJECTIVES

<b>Local Authorities:</b> <ul style="list-style-type: none"> <li>Ceredigion 15%</li> <li>Powys 25%</li> <li>Carmarthenshire 35%</li> <li>Pembrokeshire 25%</li> </ul>	60%	<b>Health:</b> <ul style="list-style-type: none"> <li>Hywel Dda UHB 75%</li> <li>Powys Teaching HB 25%</li> </ul>	25%	Total: 100%
<b>Police</b> <ul style="list-style-type: none"> <li><b>Dyfed Powys Police</b></li> </ul>	10%	<b>Probation:</b> <ul style="list-style-type: none"> <li><b>National Probation Service</b></li> </ul>	5%	

Proposed Budget 2023-24		Proposed Agency Contributions 2023-24	
Staff Costs and Salaries	162,590	Ceredigion County Council	17,840
		Powys County Council	29,647
IT equipment & software	1,020	Carmarthenshire County Council	41,400
Office, admin & recruitment costs	10,608	Pembrokeshire County Council	29,647
Travel, venues & communication	5,834	Dyfed Powys Police	19,747
Publicity, promotion & translations	7,140	Wales Probation Service	9,906
Commissioning of research, independently commissioned projects and external delivery of bespoke regional training	10,302	Hywel Dda Health Board	36,980
		Powys Teaching Health Board	12,327
<b>TOTAL</b>	<b>197,494</b>	<b>TOTAL</b>	<b>197,494</b>

Welsh Government Project Funds – Single Unified Safeguarding Review Learning and Development Framework	
2022/23	30,000
2023/24	70,000
2024/25	30,000
<b>TOTAL OVER 3 YEARS</b>	<b>130,000</b>

## **HOW WE PROPOSE TO COLLABORATE WITH OTHER PERSONS OR BODIES**

The Mid & West Wales Safeguarding Board will continue to work collaboratively and in partnership with all other Safeguarding Boards in Wales via attendance at regular Business Manager and Business Coordinator meetings facilitated by Welsh Government. This includes regular sharing of information and good practice regarding practice reviews, coordination of National Safeguarding Week themes and communication, and other ad-hoc/bespoke events that are arranged externally. In particular, strong collaboration will be achieved this year with various key stakeholders as we oversee implementation of the Single Unified Safeguarding Review Learning and Development Framework.

We have committed to continue to shape the national safeguarding agenda and conversation, and will continue to work with the National Independent Safeguarding Board and Welsh Government and advocate for a stronger legal framework in Wales for children who are electively home educated, as well as the need for a collective, national and holistic response to the safeguarding workforce challenges experienced by all agencies in Wales.

## **HOW WE GIVE PEOPLE WHO ARE AFFECTED BY THE BOARD'S WORK THE OPPORTUNITY TO PARTICIPATE**

The CYSUR Board continues to commission TGP Independent Advocacy Service to facilitate its CADW Regional Junior Safeguarding Board. Members of the group regularly attend the Executive Board to discuss their work with members. The group meets four times a year, which this year will include two residential events. The group will continue to provide advice and information to the Executive Board in the coming year on a variety of safeguarding issues that are important and relevant to young people. Having developed and launched an outstanding resource last year which firmly embeds the voice of children and young people in safeguarding training for multi-agency practitioners, the Board will work with CADW this year to evaluate this implementation and further seek their views on how safeguarding practice in our region can be improved for children at risk of abuse, neglect or harm.

As well as the regional CADW Board, each of the four local counties, Pembrokeshire, Carmarthenshire, Ceredigion and Powys, has their own Local Junior Safeguarding Groups and partnerships. These are closely aligned to three out of four of the Local Operational Groups (LOGs) where junior members attend and provide information to LOG meetings on local safeguarding issues for young people. This will continue in the coming year.

Further work will be undertaken to ensure the current regional junior group and memberships links more closely with local safeguarding groups and forums as outlined above, and that their views represent the whole region, and this will be developed in the coming year.

Further work to better engage adults at risk in the work of the Board is needed, and this will be progressed in the coming year via numerous objectives identified in our Annual Strategic Plan. Hearing the voices of victims of domestic abuse will also be a feature of the work to update the regional VAWDASV regional work strategy in the coming year.

For more information on the Mid & West Wales Safeguarding Board, please go to our website:

[www.cysur.wales](http://www.cysur.wales)

## HOW TO REPORT A CONCERN

If you suspect a child, young person or adult is at **immediate risk of harm call 999** and speak with the **Police**.

If you would like to report a **non-urgent** incident or have a problem or general query, you can call the Police 24hr non-emergency number on **101**.

If you are concerned about the safety or wellbeing of a child, you have a duty to report it immediately – contact:

### **CARMARTHENSHIRE:**

During Office Hours:

Central Referral Team – Tel: 01554 742322

Email: [CRTChildren@carmarthenshire.gov.uk](mailto:CRTChildren@carmarthenshire.gov.uk)

Outside of Office Hours: Tel: 01558 824283 & 0300 333 2222

### **CEREDIGION:**

During Office Hours: Contact Centre – Tel: 01545 574000,

E mail: [contact-socservs@ceredigion.gov.uk](mailto:contact-socservs@ceredigion.gov.uk)

Outside of Office Hours: Emergency Duty Team – Tel: 0845 6015392

### **PEMBROKESHIRE:**

During Office Hours: Assessment Team – Tel: 01437 776444

Email: [CCAT@pembrokeshire.gov.uk](mailto:CCAT@pembrokeshire.gov.uk)

Outside of Office Hours: Emergency Duty Team – Tel: 0300 333 2222

### **POWYS:**

Powys Front Door:

Tel: 01597 827666

Outside of Office Hours: 0845 0544847

E mail: [csfrontdoor@powys.gov.uk](mailto:csfrontdoor@powys.gov.uk)

If you are concerned about the safety or wellbeing of an adult, you have a duty to report it immediately – contact:

### **CARMARTHENSHIRE:**

IAA service on 0300 333 2222 or make a referral through our website

[www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)

Email: [jaa@deltawellbeing.org.uk](mailto:jaa@deltawellbeing.org.uk)

### **CEREDIGION:**

During Office Hours: Contact Centre – Tel: 01545 574000

E mail: [contact-socservs@ceredigion.gov.uk](mailto:contact-socservs@ceredigion.gov.uk)

Outside of Office Hours: Emergency Duty Team – Tel: 0845 6015392

### **PEMBROKESHIRE:**

During Office Hours: Duty Team – Tel: 01437 776056

Email: [adult.protection.team@pembrokeshire.gov.uk](mailto:adult.protection.team@pembrokeshire.gov.uk)

Outside of Office Hours: Emergency Duty Team – Tel: 0300 333 2222

### **POWYS:**

Assist:

Tel: 03456027050

Email: [assist@powys.gov.uk](mailto:assist@powys.gov.uk)