

Pembrokeshire Public Services Board

Bwrdd Gwasanaethau Cyhoeddus Sir Benfro



MINUTES OF PEMBROKESHIRE PUBLIC SERVICES BOARD Tuesday 9th December 2025 at 14.00 (Microsoft Teams meeting)

Present

Cllr. Marc Tierney (Chair)	Cabinet Member for Young Persons, Community, Well-being and Future Generations, PCC
Jessica Bickerton	Chief Executive Officer, PAVS
Tegyrrn Jones	Chief Executive, PCNPA
Iwan Thomas	Chief Executive, PLANED
Will Bramble	Chief Executive, PCC (left 16:06)
Philip Kloer	Chief Executive Officer, Hywel Dda UHB
Huwel Manley	NRW
T-Supt Louise Harries	Dyfed Powys Police (left 15:05)
Bruce Bolam	Deputy Director of Public Health, Hywel Dda UHB
James White	Head of Engagement, Performance and Community, PCC (left 15:32)
Mydrian Harries	Assistant Chief Officer, MAWWFRS (left 14:55)
James Cordell	Engagement Officer, Hywel Dda UHB
Anna Malloy	Communications and Marketing Director, Port of Milford Haven
Alison Perry	OPCC
Barry Walters	Principal, Pembrokeshire College
Claire Germain	Deputy Director for Local Government Transformation and Partnerships, Welsh Government (left 15:09)
Linda Jones	West Wales Regional Partnership Board (arr. 14:29) (left 16:08)

Support/secretariat

Nick Evans	Corporate Policy and Partnerships Manager, PCC
Lynne Richards	Corporate Partnerships Officer, PCC
Rachael Rimmer	Corporate Policy Support Officer, PCC

In attendance for item 3

Geraldine Murphy	Citizens Advice (left 15:25)
Jayne O'Hara	Citizens Advice (left 15:25)

In attendance for item 4

Rhian Bennett	Senior Commissioning Manager, PCC
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In attendance for item 5

Geinor Jones	Senior Public Health Practitioner, Hywel Dda UHB (15:22 – 16:03)
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In attendance for item 6

Yvette Pellegrotti	Principal Programme Manager, Hywel Dda UHB (arr. 15:26)
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Apologies

Ardiana Gjini	Executive Director of Public Health, Hywel Dda UHB
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The meeting commenced at 14:03

1. Welcome and Apologies

MT welcomed everyone to the meeting. Apologies were received from those listed above.

2. Minutes of the last meeting / Action Log

The minutes of the last meeting were recorded as accurate, although a few amendments are required:

- In the attendee list, MH's job title should be 'Assistant Chief Officer' rather than 'Assistant Chief Fire Officer'
- On page 9, it should read that NRW attends 16 PSBs in Wales, rather than 6.

The following action was agreed:

- Make amendments to the minutes of October's PSB meeting.

All outstanding actions from the last meeting had been completed.

3. Poverty 'spotlight' session – Words to Action report and recommendations

GM gave a presentation on the Words to Action (WtA) report:

- The WtA report was launched in September 2025 at an event at the HaverHub. The First Minister attended the launch, and there was a lot of interest around the report and its recommendations. An executive summary of the report is available on the Citizens Advice Pembrokeshire website.
- The report was funded by Welsh Government (WG) through the Child Poverty Innovation and Supporting Communities Grant. The idea for the project grew from an earlier study by PAVS.
- Development of the report involved a rapid piece of research, conducted primarily through focus groups over a 6-month period. The groups were asked to identify desirable and achievable approaches to mitigating the impact of poverty. Events were also held in September 2024 to get input from people with lived experiences in poverty. The Youth Assembly was also involved in discussions around the plan.
- In total, there were three main focus groups involved in this research:
 - Group on costs of the school day
 - Group on household living costs
 - Group on the impact of poverty on mental health and well-being.
- The focus groups were asked a variety of questions about what works well, what doesn't and what barriers there are to collaboration. The following findings were identified:
 - Delivery of services
 - Location and timing – the importance of being where people are when they need support.
 - Communication and access to support services – striving to provide more equitable services, particularly for those who are geographically isolated.
 - Co-location of services – being closely located allows organisations to work together more effectively (e.g. PAVS and Citizens Advice Pembrokeshire being in the same building).
 - Role of information, support and advice services – focus on preventative approaches.

- Pressures on support services – sharing workload and working together.
 - Practical interventions and support
 - Working with schools to mitigate the costs of the school day – some positive changes have already been implemented as a result of the Poverty Strategy, such as school uniform grants.
 - Practical skills and training sessions that help to alleviate the impact of poverty are found to be really valuable.
 - Impact of poverty on health and well-being
 - Poverty has a big impact on mental health, not just for the people directly experiencing poverty, but also for the workforce of people who are supporting those in distressing situations.
 - Some initiatives are already in place, such as a free period product service where products can be posted to the homes of individuals throughout the county.
 - A trauma informed approach is in place in schools.
 - Collaborative working and influencing policy
 - Collaborative working is seen as the key to better practice. Work can be done more effectively by doing it together.
 - Establishing a community of practice.
 - Co-production – maintaining a dialogue with people with lived experiences.
- A number of recommendations were set out in the report for frontline workers, senior managers and strategic partners. The recommendations were around:
 - Systems approach – bringing services to users and supporting collaborative working.
 - Communications – providing clear and accessible information about services offered.
 - Kind and compassionate – developing kind and compassionate leadership and interactions with service users.
 - Preventative/early intervention – delivering key strategies, re-establishing early intervention services and providing practical skills sessions.
 - Establishing a community of practice – an event is being organised for early February 2026. Any partners are welcome to attend the launch and communications for this will be going out soon. The PSB could help to resource the community of practice.

MT suggested that the WtA report should be a living document that takes into account people's shifting situations as changes are implemented by the UK Government. For example, the removal of the two-child benefit cap will affect around 1280 households in Pembrokeshire, and work will be needed to the support families receiving additional funds. MT emphasised the importance of using the data to develop future steps for a more sustainable and prosperous Pembrokeshire.

BB questioned if the research identified particular themes or cohorts where there are opportunities for additional support. He noted that services can be targeted through a place-based or community-based perspective. GM clarified that the research for the report was solely qualitative and did not make recommendations on how services should be delivered. The goal of the work was to enhance collaboration and show the impact of poverty on wellbeing. She added that there are community connectors and champions in place to support communities. BB suggested that services need to be both place-based and community specific, ensuring that a universal offering is available for all service users.

JW noted that the Welsh Index of Multiple Deprivation (WIMD) can be used to target specific communities and cohorts. However, the data increasingly shows that over half of those living

in poverty do not live in the areas of greatest deprivation. He added that there are some cohorts that are often affected by poverty that will not necessarily show on a map. For example, households with a disabled child, households affected by domestic abuse, and households within insecure accommodation (e.g. homelessness, in temporary accommodation). BB suggested that this work could be discussed further by the Poverty sub-group. He added that particular cohorts or events linked to poverty could be used as examples where additional effort is needed for integrated service delivery and planning.

JB expressed that collaborative working is already taking place in Pembrokeshire, although poverty continues to be endemic within communities. The co-location of PAVS and Citizens Advice entrenches the presence of these services in the local community and improves the accessibility of advice and assistance. JB suggested that this needs to be sustained going forward, and the community of practice will ensure collaboration and good practice is maintained. The Poverty sub-group of the PSB will help to drive this work, and insights should be used to inform the next Well-being Strategy and the Tackling Poverty Strategy.

PK questioned if data sharing was found to be important during the research process. GM clarified that most of the people in the focus groups were frontline staff, and there was not much discussion around data sharing. She confirmed that some partners do have referral routes back and forth (e.g. community connectors referral system), as well as more informal ways of working together. The community of practice initiative will help to develop and maintain these good working relationships and data sharing. The focus groups did not give the impression that additional data sharing protocols are needed.

PK also questioned whether there are better ways for measuring success that might mean that this programme attracts more funding. GM shared that it is frustrating that funding is cut when projects start to take off. She added that bids will often need to be resubmitted just as work is beginning to have an impact. BW agreed, noting that the College also faces the same struggles around bidding for funding. He shared that 27% of the intake of students are in the Financial Contingency Fund, which roughly aligns with the deprivation figures for the whole county. The College receive annual funding to support this, but it gets cut annually, with a 16% decrease for this year alone. This is in the context of expenditure rising, and the College is already 20% over their allocation. BW expressed that stability of funding is desperately needed, but this continues to be an ongoing challenge. MT remarked that, whilst demand for financial support is going up, it is good to see an increasing number of people from low-income backgrounds who are upskilling and training themselves through further education. He added that education is a positive step to breaking the cycle of poverty.

MT suggested that an update on the WtA report could be included on the agenda for the Poverty Summit in March 2026. This would spread the message to a wider group of interested parties and encourage further progress against the recommendations.

4. PSB project updates

Strengthening Communities

JB gave an update on the PAVS Volunteering Awards 2025:

- The annual PAVS Volunteering Awards were held in November at the Queens Hall. There were a high number of nominations this year, and each nomination showed the power that volunteering has in changing lives.
- A number of local people received awards including:
 - A young girl from FRAME.
 - A group of children from the Gardening Project
 - A volunteer from the Baby Bank.
 - People from the Living Memory Group.

- A blood biker who lost their life in a collision whilst on duty.
- Some of these stories will be captured and reported back as part of Most Significant Change (MSC).

RB gave an update on strengthening communities:

- Qualitative data on the community hub and connectors is more detailed than in previous reports. This is due to the large number of individuals being supported and the wide range of issues being presented that need community-based solutions. Many requests revolve around advice for connecting with others, and social isolation and loneliness.
- The recent report on the Strengthening Communities Action Fund highlights what is achievable to support communities across the county. Funding varies year on year, but tends to be contributed from PCC Social Care, the Regional Intervention Fund (RIF) and Warm Spaces funding. The funds are consolidated and then coordinated by PAVS to make it available for local community groups across the County. Another funding round will soon be opening to ensure activities can roll forward into the Spring. In 2024/25:
 - Over 4000 people benefitted from the funding.
 - Over 500 volunteers contributed their time, equating to around £204,310 in wages.
 - Warm meals and warm spaces were provided to the communities.
 - Individuals were able to connect and build relationships with others and feel a sense of belonging within their community.
- In both the operational and strategic sub-groups, there have been conversations around how to embed and build upon the work happening in Community Cohesion. This is still in the early stages, but it was recently agreed by the operational group that it should be included in the Strengthening Communities workstream.
- Conversations have also been happening around food. It was identified that food has a pivotal role and that there are links and contributions to be made by the PSB. The groups agreed that the PSB needs to add value to this work but not duplicate what is already being produced elsewhere.
- Future funding opportunities will be an area of focus, particularly for projects currently being funded through the RIF. Alternative funding streams, such as the Local Growth Fund, are being considered. This work will require partnership effort over the coming months.
- The Older Person's Commissioner visited Pembrokeshire in November. Feedback received was positive, noting that community spirit and resourcefulness was evident. There will be a debriefing session in February 2026 where the Commissioner's official findings and recommendations will be presented. The invite to the event will be extended to a wide range of people, including partner agencies and local people aged 50+.
- PSB members, sub-groups and Together for Change (TfC) will be invited to take part in a panel to consider the MSC stories that have been gathered over recent months. This will take place in February or March 2026.

IT highlighted that the Local Food Partnership for Pembrokeshire won a bronze award at the recent Sustainable Food Awards in Bridgend. The Partnership was highly commended for how quickly this work has been set up alongside communities and partners. This shows how much resource and power is being invested back into local communities. The Pembrokeshire Food and Farming Awards were also held recently, showcasing how communities are supporting food innovation, food resilience, and combatting food poverty. The event also highlighted the diversity of food in Pembrokeshire communities.

PK questioned whether the loneliness and isolation statistics in the report represent how well partners are meeting the needs of the population. RB confirmed that Pembrokeshire has a robust community infrastructure, supported by the community hub and connectors, as well as a network of around 1200 community groups. These strong formal and informal structures support a wide range of individuals across the county to deal with loneliness and social isolation. However, since the pandemic, there are still a high number of individuals who have had little to no contact with community support services. This is often due to the stigma attached to loneliness and isolation. The Warm Spaces initiative has been set up to encourage people to come together in ways they wouldn't ordinarily do so. RB noted that, to reduce stigma, some communities have decided not to use terminology and language around 'warm spaces', 'social isolation' or 'poverty'. Instead, they focus on an assets-based approach that encourages people to consider what they can give back to their local community (e.g. volunteering as a way to overcome personal challenges). PK acknowledged that there are an impressive array of community assets and structures already in place across Pembrokeshire. He added that the asset-based approach seems to serve the county best, and that continued engagement with Cormac Russell will also support this work.

JB shared that colleagues in the Community Hub are consistently identifying the issue of loneliness and isolation in their conversations with local people. This is often as a result of poor public transport, poverty, mental health, housing, and other related issues. The solution is to sustain good community infrastructure and strong partnerships, with funding in place to support this. JB noted that funding and volunteering are increasingly becoming an issue to maintain, and local organisations are beginning to approach support services for advice as they encounter financial strain. PK suggested that greater coordination of effort is needed around volunteering, in a way that is supportive but not too controlling over the work that is already being conducted. MT highlighted that a wider conversation is also needed with the public to encourage them to participate in local events. The recent sing-along event in Narberth, funded by the Warm Spaces Fund, was a great example of bringing people together to participate in a collective experience.

Statistics around social isolation and loneliness show that it affects primarily younger people, as well as men of working and retirement age. RB expressed that these issues are everyone's responsibility, not just the voluntary and community sector. There is an opportunity for large organisations and employers across the PSB to better support the emotional well-being of their colleagues and workforce.

Nature/Climate Change/Decarbonisation

TJ gave an update on environment themed projects:

- A lot of work is happening across all three project areas, but the coordinated approach by the PSB needs improvement.
- Funding has been acquired from NRW to support the Nature Recovery Action Plan. TJ thanked HM for his involvement in this work.
- Climate Adaptation actions were agreed in 2022, and a list of contacts were put forward to begin delivering this work. TJ has written to all contacts asking for an update on their actions. So far, there has been very little response and TJ has received many automatic replies stating that contacts have left their organisation. TJ requested that all PSB partners chase up relevant officers within their organisations to prompt a response. Even if no updates have occurred, it would be useful to know this to have a better idea of the progress against the workstream. A meeting will be scheduled with relevant partners for 26th January 2026 to discuss this work in more detail.

- Ongoing resource constraints have resulted in very little activity around the Decarbonisation workstream. A meeting will be held with relevant partners to try and move this work forward.

MT emphasised the importance of restarting climate and decarbonisation work. These issues are having a huge impact on local communities, particularly due to flooding caused by recent severe weather. HW highlighted that extreme weather will continue to be an issue going forward, and that coastal communities in particular need to become more resilient in order to lessen the impact. Some local people have pushed back against efforts of support as they don't want to see any changes, but there will be no choice in some areas where worsening conditions are likely to overwhelm communities.

Poverty

JW gave an update on the Poverty workstream:

- The Low-Income Family Tracker (LIFT) platform is still in its early stages. This uses data from the Department of Work and Pensions (DWP), via Policy in Practice, to target people who are entitled to benefits they are not currently claiming. The first campaign revolved around pension credit, and future campaigns will look at Healthy Start vouchers and Free School Meal eligibility. It is difficult at this early stage to determine how much impact the platform is having, and how much policy changes will affect this work going forward (e.g. removal of the two-child benefit cap).
- The People PWR project continues to be run by Citizens Advice Pembrokeshire. This is a well established and successful project for the county. Whilst Shared Prosperity Fund (SPF) funding will soon be running out, the project will be able to continue as it has now been mainstreamed into existing funding. The new funding is also provided by grant, but this is well-established and predictable funding that will be fairly safe for the near future. The project brings in thousands of pounds for people in Pembrokeshire but also links in with Family Engagement Officers in schools to provide additional support.
- The third Poverty Summit event will be held on 13th March 2026. The plan is to adopt a 'question time' format for part of the event, to give all parties a chance to discuss and answer questions related to poverty. The event will be held prior to the pre-election period, which begins on 23rd March 2026.
- The Tackling Poverty Strategy will be refreshed and updated in 2026.

LJ explained that the RIC Hub is currently developing national priorities. One of the priorities, proposed by WG, is around pension credit and income maximisation. LJ will be attending an upcoming workshop related to this and will report back to JW with any relevant information or funding opportunities.

JB questioned what the process is for measuring the impact of the LIFT platform. JW clarified that the project will likely run for at least a year before a report can be produced. This is due to a lag in the data as it takes a while to get information from DWP about whether target cohorts have been reached. JW added that, whilst further clarification is needed on how the system works, it seems that the LIFT platform itself cannot share whether or not target cohorts have actually claimed any additional benefits. This could be a challenge to determining the impact of the LIFT system on Pembrokeshire households.

Priorities for the next 12 months (all projects)

RB gave an update on the Strengthening Communities priorities:

- The priorities for the next 12 months are outlined in the report. The current five key priorities are:

- Volunteering
- Social enterprises
- Community asset transfers
- Community plans and profiles
- Community hub and connectors
- It was also agreed by sub-groups that community cohesion and food resilience will be brought in as additional themes.
- Engagement and co-production were identified as key themes and ways of working, rather than individual priorities.
- The sub-groups will be looking back and reflecting on what has been delivered so far, as well as developing a vision for delivery of communities work over the remainder of the Well-being Plan.

The group discussed the potential for greater PSB collaboration around volunteering work:

- MT:
 - Organisations need to encourage staff to volunteer, unlocking additional capacity and knowledge that can be used to benefit the wider community.
 - Volunteering could also be promoted more within the private sector.
- JB:
 - 2026 is the UN International Year of Volunteers.
 - The PSB could coordinate a joint 'volunteering day' to promote volunteering opportunities among partners.
 - PAVS have refreshed their Employer Supported Volunteering Policy. This outlines certain criteria that must be met by staff who are volunteering (e.g. ensuring they are covered by insurance).
 - Volunteering is a powerful tool for employee engagement and wellbeing, and can even result in reduced sick leave.
- HM:
 - Many organisations already give staff time to undertake volunteering activities, but better coordination is needed to determine where support is most needed.
 - For organisations that cover the wider region or country, there may only be a small number of staff located in Pembrokeshire. However, those that are located locally could be brought together to spread key messages.
 - Collaboration is needed to promote messaging around flood risk, such as encouraging local people to register with the flood warning service.
- BB:
 - Volunteering is supported across the Health Board through existing services. An employer supported volunteering scheme was explored but has not been taken forward at this time. Instead, the Health Board is focusing on creating a supportive environment and actively promoting volunteering more broadly
- AM:
 - The Port of Milford Haven offers 12 hours of employer-supported volunteering for all employees. There is also a target to meet 200 volunteering activities per year.
 - It can be difficult to find volunteering opportunities that meet the type of activity that is needed in local communities. It would be useful for this process to be better streamlined to support partners.
 - Whilst some staff have particular passions they would like to support through their volunteering activity, others would like more guidance around what would be useful to the local community.
- WB:
 - The Council has an active volunteering policy, offering up to 3 working days per year for staff to volunteer in the local community. Whilst many individuals

- volunteer independently, some groups of staff prefer to volunteer on a collective basis.
- There is some central coordination in the Council, with a dedicated officer who promotes and encourages volunteering. There is also some guidance and training available to ensure activity falls in line with policy.
- Whilst take-up for volunteering is not as high as preferred, the Council cannot afford for all of its staff to take time off for this purpose. Encouraging more volunteering may begin to affect the delivery of frontline services. There needs to be a careful balance between encouraging staff to improve the community through volunteering and being able to provide the services that are funded by the taxpayer.
- Organisations need to consider if it is appropriate to direct staff about how they should volunteer. For activity to be 'voluntary', there needs to be some individual choice.
- The PSB could pull together some themes and areas where volunteering activity is needed. This could be used as a guide for staff who are unsure where to start.
- PK:
 - Organisations could link key people together to promote better learning around volunteering and connect over the practicalities of these policies.
 - More direction and co-ordination of effort may be needed to ensure that staff are not all taking volunteering leave at the same time.
 - Organisations should consider if additional training for staff is required.
- TJ:
 - The National Park Authority only gives staff one day for volunteering leave.
 - It could be useful to collate a list of organisations that have similar volunteering schemes.
- RB:
 - There is a Volunteering sub-group already in place, co-ordinated by PAVS, consisting of members across a range of organisations. The next meeting will be in the new year, and these conversations will be fed back to the group.
 - Many employees of the Council choose to volunteer in their own time, even though they are aware that volunteering leave can be accessed.
 - Volunteering is also promoted in the Council as a team development opportunity.

TJ gave an update on nature, climate change and decarbonisation priorities:

- More work is required to collectively bring together expertise to deal with these workstreams, particularly for decarbonisation.
- A clearer view is needed on how to progress the different plans and actions in place, and the NDC sub-group will focus on this moving forward.

MT noted that the priorities of the Poverty project are outlined in the report:

- Refresh of the Tacking Poverty Strategy.
- Evaluation of the LIFT platform.
- Further development of the PWR service.

5. Workshop proposal – Whole Systems Approach to Healthy Weight and Access to Food (Public Health Wales)

MT explained that the Whole Systems Approach to Healthy Weight was presented at the October PSB meeting. Since then, discussions have taken place with Public Health colleagues to look at opportunities for working collaboratively as a region on food. If the PSB

is interested, the next step is to establish a workshop for PSB members across West Wales to start forming a collaborative approach.

GJ gave a summary of the workshop proposal:

- Funding has been received from Public Health Wales, and food-related work is being undertaken across the region, including in the Swansea Bay area.
- A regional workshop will be organised for the three PSBs (Pembrokeshire, Carmarthenshire and Ceredigion) to come together and narrow down the preferred area of focus in relation to food. Previously, partners have expressed an interest in 'access to food' but this can be refined further.
- A workshop has already been facilitated with Swansea and Neath. There were presentations from individuals at Cardiff University and the Future Generations Commissioner's (FGCs) Office.
- The workshop for the Dyfed region will take place sometime in February 2026, on a date that suits all three PSBs. There will also be a Food Resilience Conference in March 2026.

JB questioned whether the workshop would be open to sub-groups or just for PSB members. GJ clarified that it is primarily for PSB members, but sub-group members are welcome to attend if interested.

BB questioned what areas of focus have emerged from conducting this work in other regions. GJ confirmed that Swansea and Neath decided on 'food procurement', North Wales decided on 'planning', and other areas in Wales are looking at 'advertising'.

IT expressed that Pembrokeshire PSB should agree to support this work to ensure the county does not fall behind the wider region and country as a whole. He added that speakers at the workshop need to have knowledge around rural and coastal communities, acknowledging that there are barriers to accessing food in this region that are not as prevalent in urban centres (e.g. lack of accessible public transport). GJ highlighted that she is happy to work with colleagues across the region to ensure that appropriate speakers are present.

HM remarked that there is a challenge to the sustainability of food production in Pembrokeshire, as the county has too much livestock. This is having an impact on housing development and the environment, and so a more balanced model of business operation is needed. WB agreed, noting that the wholesale value of milk is going down due to the high amount produced. The unsustainable way that food is being produced in the county will also have an impact on the poverty agenda. Support should be given to enterprises that provide job opportunities in food production, but balance is required to ensure this does not have a negative impact on the wider industry and local communities. WB expressed that tourism can also have a negative impact on housing, and a balance should be struck in all markets and industries. JB noted that this could be discussed further with the FGC, who will be attending the next PSB meeting in February 2026. She added that some of this work will require national planning and policy change.

It was agreed that Pembrokeshire PSB are interested in attending a regional workshop to develop a collaborative approach to food. GJ noted that the date would be confirmed and shared with members as soon as possible.

6. Hywel Dda Clinical Services Plan – review of feedback

Due to lack of time left in the meeting, the full presentation could not be given, and detailed discussion of feedback could not take place.

PK gave a brief summary:

- A period of conscientious consideration has been enacted, to allow for review of the feedback received from the public on the Clinical Services Plan.
- As part of the consultation, around 4000 responses were received, and 200 options were proposed in relation to nine clinical healthcare services.
- The goal is to make services more sustainable and better quality for the public. Some of the concerns raised were around access to services and transportation.
- Feedback from partners will be taken back to the Health Board at a meeting on 19th February 2026.

YP noted that the consultation document, key headline presentation, and survey had been circulated as part of the meeting's agenda pack. The survey closes at 23:59 on 11th December 2025. The link to the survey and documents was also posted in the chat. YP requested that partners fill out the survey if possible.

TJ shared that he was the PSB representative on the stakeholder group for this work. He encouraged all partners look at the proposals and the information available in the documents.

MT noted that when services become place-based, a scenario can arise where it becomes one community versus another. There are solutions to this, such as the use of telemedicine and other venues within communities that can be utilised to reach patients in different ways. PK highlighted that the community offer needs to be improved to ensure care is as close to home as possible. However, he added that specialist care cannot be provided in a unique way without impacting on outcomes. There will be many cases where services cannot be provided over the phone. Whilst 90% of care will remain close to home, there will be some specialist services that will require travel to access. PK acknowledged that this can be difficult in rural communities where transport is less accessible.

MT suggested that this item be put on the agenda for February's PSB meeting, even if the group's views cannot be officially incorporated into the Health Board's conscientious consideration process.

The following action was agreed:

- Include 'Hywel Dda Clinical Services Plan – review of feedback' on the agenda for the PSB meeting in February 2026.

7. AOB

There was no other business.

The meeting ended at 16:15

Action Log

No.	Pg.	Action	Target date	Owner	Resolution
1	2	Make amendments to the minutes of October's PSB meeting	ASAP	LR	COMPLETE
2	11	Include 'Hywel Dda Clinical Services Plan – review of feedback' on the agenda for the PSB meeting in February 2026.	By the next meeting	LR	COMPLETE