



2025/26

Dewis Cymru

Cardiff & Vale of Glamorgan
Connecting Communities

ANNUAL REPORT



Jess Player
Regional Project Manager
Cardiff & Vale of Glamorgan Council



Dewis.Wales • Dewis.Wales



DewisCardiffVale@ValeofGlamorgan.gov.uk



@DewisCymruCAV



@Dewis.CardiffandVale



@Dewis.Cymru.CardiffandVale

Contents

Introduction	2
2025/26 at a Glance	3
1. Growing the Directory	4
1.1 Maintaining a High-Quality Directory	4
1.2 Growing Local Information	4
1.3 Supporting Service Providers	5
2. Progress During 2025/26 – Key Achievements	5
2.1 Community Engagement	5
2.2 Digital Engagement – Social Media	6
2.3 Supporting Families – Vale of Glamorgan Family Information Service Summer Programme	6
2.4 Developing Digital Resources – How-To Videos	7
3. Partnership Working	7
3.1 Libraries and Hubs	8
3.2 Leisure Centre Services	8
3.3 Age Friendly Initiatives	8
3.4 Neurodivergent Friendly Cardiff	8
3.5 Supporting Unpaid Carers	8
3.6 Learning Disability Services	9
3.7 Home Help Services	9
3.8 Carer Friendly and Dementia Friendly Team	10
4. Challenges	10
5. Looking Ahead 2026/27	11
6. Thank You	12
7. Team Contacts	12

Introduction

Dewis Cymru continues to be the national online directory for health, wellbeing, and community information across Wales, providing residents, professionals and organisations with easy access to local and national services that support independent living and wellbeing.

The Cardiff and Vale of Glamorgan Dewis Team are responsible for developing, maintaining, and promoting the directory across both local authority areas. Throughout 2025/26 the team has continued to focus on improving the quality of information available, increasing awareness of the directory, strengthening partnerships, and making it easier for people to find support within their communities.

This year has been one of significant change for the team. Following staffing changes during the year, the team members successfully adapted to new responsibilities whilst continuing to deliver a wide range of projects and maintaining high standards across the directory. Alongside day-to-day maintenance of thousands of resources, the team has introduced new ways of engaging with communities, developed digital resources to support providers and continued to strengthen relationships with organisations across Cardiff and the Vale of Glamorgan.

Although challenges remain around national system developments and directory functionality, the team has continued to focus on areas where it can make the greatest local impact, ensuring Dewis remains an increasingly valuable source of community information.



Dewis Cymru

Dewis.Wales • Dewis.Cymru

2025/26 Year in Review

Cardiff and the Vale of Glamorgan

Promoting local services, connecting communities and supporting wellbeing across Wales.



Registered Users

12%

Registered users increasing by 12%, reflecting continued growth in the number of organisations actively using Dewis Cymru to list and maintain services.



Total Directory Views

535,000

65% increase

With around 535,000 resource detail page views during the year (a 65% increase on 2024–25).

Cardiff and the Vale of Glamorgan – Key Impact



Total Resources

1,282

At the end of the year there were a total of 1,282 resources for the Vale of Glamorgan (Vale of Glamorgan only).



New Resources Added

620

620 new resources created, vs 352 in 2024–25, a 76.1% increase.

76.1% increase



Potential Providers Contacted

2,985

The team made a total of 2,985 contacts with potential providers throughout the year – a monthly average of 248 emails, telephone calls and social media messages.

Monthly average of 248 contacts



32 Community Events Attended



3 Pop-up Sessions Delivered



Social Media



Facebook Views 2025/26

53,934

An increase from 5,600 in 2024/25.

+863% increase



Facebook Followers

428

Increased from 367 the previous year.

+16.6% increase



Instagram

Since August 20th 2025

18,480

views

502

followers



YouTube How To Videos Produced



5

Tutorial videos

10

'Shorts' videos (5 English, 5 in Welsh) on the 5 ways of Ways to wellbeing.



Leaflet Translations

Our Dewis Cymru Cardiff and Vale leaflet is now available in 10 languages, with

Hindi, Urdu, Somali, Bangali and Arabic translations added in 2025/26.



Together, we're building a stronger, more connected community where everyone can have choice and take control.

Dewis.Wales • Dewis.Cymru

1. Growing the Directory

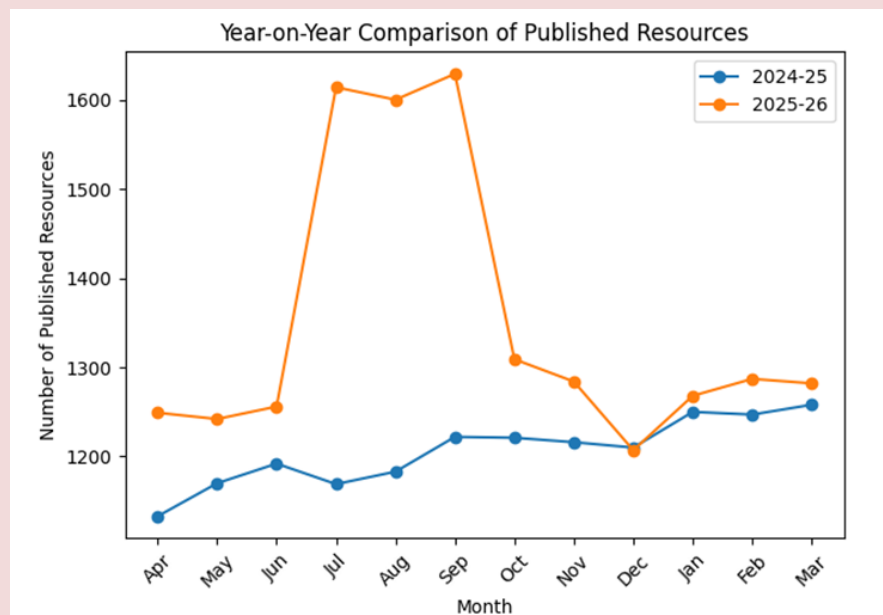
1.1 Maintaining a High-Quality Directory

Maintaining an accurate and up-to-date directory is always one of the team's highest priorities throughout the year. Alongside recruiting new services, significant effort has been dedicated to ensuring existing information remains current and dependable.

- A total of **over 620 new resources were created during 2025–26**, with particularly high levels of activity during the summer months, reflecting a joint initiative with the Vale Family Information

Service to publish the Council's summer programme of activities for families and children on Dewis Cymru.

In order to increase the number of services listed in the Dewis directory for Cardiff and the Vale of Glamorgan the team made a **total of 2985 contacts with potential providers** throughout the year, a **monthly average of 248 emails, telephone calls and social media messages to providers** promoting the directory and asking if providers would like to add their information.



During the year, the team introduced a more proactive approach to resource maintenance by contacting providers before information expired rather than waiting until resources had already lapsed. This change has significantly improved engagement with providers and helped maintain the quality and availability of information across the directory.

The introduction of a new workflow, supported by internally developed tracking tools, has made this process more efficient whilst reducing the number of resources unnecessarily expiring.

1.2 Growing Local Information

The team has continued to expand the range of information available across Cardiff and the Vale of Glamorgan by identifying gaps in provision and working with organisations to add new services.

Particular emphasis has been placed on:

- Community wellbeing services
- Unpaid carers support.
- Neurodivergent services
- Leisure and physical activity opportunities – Leisure Centre activities

- Library and Hub services
- Family Information Service activities – Summer programme activities

The continued use of bulk upload processes has enabled larger groups of information to be added efficiently while ensuring they remain manageable to maintain in the future.

1.3 Supporting Service Providers

Supporting organisations to manage their own Dewis pages has remained an important part of the team's work.

Throughout the year providers have been supported through:

- email support
- one-to-one assistance
- guidance documents
- newly developed online training videos

How-to Videos

The introduction of a comprehensive series of Dewis "How To" videos has provided organisations with accessible step-by-step guidance covering many of the most common tasks, helping providers become more confident in managing their own information whilst reducing support requests.

The videos are available on the Cardiff and Vale of Glamorgan YouTube channel-

[YouTube - Dewis Cymru Cardiff & Vale of Glamorgan](#)

2. Progress During 2025/26 – Key Achievements

2.1 Community Engagement



During the year, the team continued attending partnership events whilst also introducing a new approach to community engagement through Dewis pop-up sessions.

The first pop-up event in Cowbridge Library demonstrated the value of taking Dewis directly into community settings where members of the public could have informal conversations about local support available to them.

This approach provided valuable insight into the types of information people are looking for and will help shape future engagement activity.

2.2 Digital Engagement – Social Media

The team's social media presence has continued to develop throughout the year with regular promotion of:

- awareness campaigns
- local services
- seasonal information
- health and wellbeing messages
- category spotlights

Consistent branding and improved content planning have helped strengthen the team's online presence whilst making content quicker and easier to produce.

Visit and follow us on [Facebook](#), [Instagram](#) and [YouTube](#)



2.3 Supporting Families – Vale of Glamorgan Family Information Service Summer Programme

One of the year's major projects involved continuing to develop the Family Information Service Summer Programme.

Building on work completed previously, activities were collated into searchable Dewis events, making it much easier for families to find activities by age and holiday period rather than searching through individual social media posts.

The new digital approach improved efficiency, reduced administration time, and increased engagement, with **website views rising by 139%** and **social media posts reaching over 4,500 views**.

Improved accessibility features, including hashtags for inclusive activities, also helped families identify support for children and young people with additional needs.

Family Information Service Launches Summer Holiday Programme 2025

The Vale of Glamorgan Council's Family Information Service has announced the launch of its Summer Holiday Programme 2025, offering a wide range of free and low-cost activities for families and young people throughout the school holidays.

Tuesday, 08 July 2025
Vale of Glamorgan

This work continues to demonstrate how Dewis can be used as more than simply a directory of services, providing an accessible platform for promoting community events.

2.4 Developing Digital Resources – How to Videos

The completion of a suite of Dewis training videos has been a significant achievement this year. The introduction of a comprehensive series of Dewis "How To" videos has provided organisations with accessible step-by-step guidance covering many of the most common tasks, helping providers become more confident in managing their own information whilst reducing support requests.

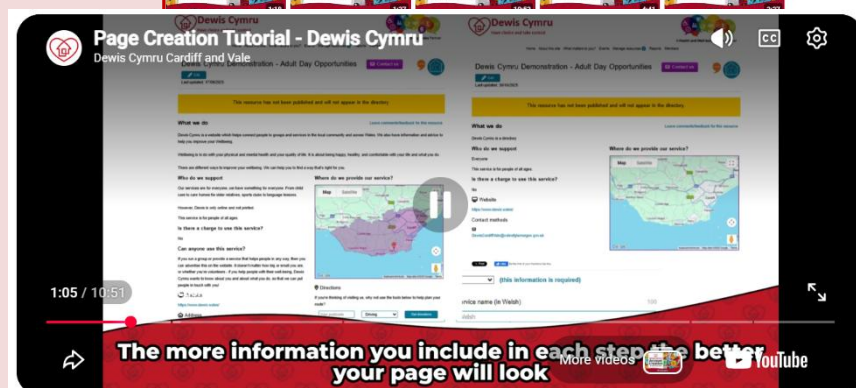
The videos are available on the Cardiff and Vale of Glamorgan YouTube channel-

[YouTube - Dewis Cymru Cardiff & Vale of Glamorgan](#)

Videos now provide guidance on:

- creating accounts
- editing resources
- republishing pages
- accessibility features
- password management

Welsh language versions are also being developed to improve accessibility across Wales.



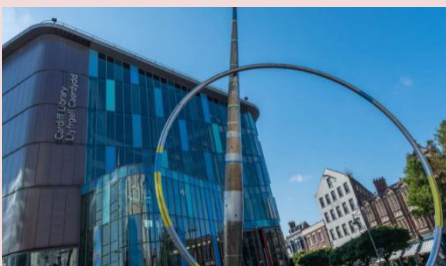
3. Partnership Working

Working in partnership with organisations across Cardiff and the Vale of Glamorgan has continued to be a key focus during 2025/26. Throughout the year, we have worked closely with a wide range of partners to improve both the quality of information available through Dewis Cymru and the way residents are able to access it.

One of the key developments this year has been the introduction of new ways of surfacing information from the Dewis Cymru directory. Behind the scenes, services have been grouped together using hashtags, enabling us to create tailored collections of information around specific themes or projects. These collections can then be shared with partners through bespoke search links, embedded directly into websites, or made available via QR codes, posters, and leaflets. This approach allows partners to present up-to-date information from Dewis Cymru within their own websites and resources without needing to duplicate or maintain separate lists, ensuring residents always have access to current information.

This approach has supported a number of partnership projects during the year, including:

3.1 Libraries and Hubs



Working with Library and Hub services across Cardiff and the Vale of Glamorgan, we bulk uploaded information on local activities and events from existing schedules maintained by Library and Hub staff. This has ensured there is no additional administrative burden for staff while making this information available through another trusted channel, increasing its visibility and accessibility for local residents.

3.2 Leisure Centre Services

A similar approach was taken with leisure centre activities and fitness classes across Cardiff and the Vale. By making these activities available through Dewis Cymru, residents are able to discover opportunities to become more active through a wider range of channels, supporting healthier lifestyles and contributing towards one of the Five Ways to Wellbeing – *Be Active*.

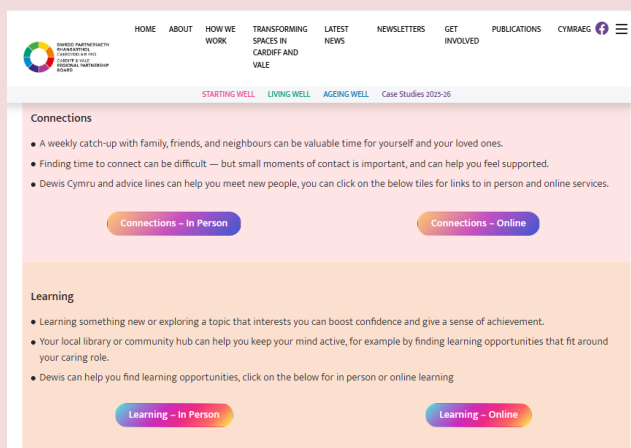
3.3 Age Friendly Initiatives

Collaborating with partners involved in Age Friendly initiatives, we grouped together relevant services and opportunities to make it easier for older people and professionals supporting them to locate information quickly through tailored searches.

3.4 Neurodivergent Friendly Cardiff

Throughout the year we worked closely with the Cardiff Neurodivergent Friendly Project Team to identify and highlight neurodivergent-friendly services already available within Dewis Cymru, whilst also encouraging additional Neurodivergent friendly organisations currently on Dewis to identify themselves as neurodivergent friendly. These services have been grouped together to support the development of the new Neurodivergent Friendly Cardiff website, due to launch during the coming year, enabling relevant information from Dewis Cymru to be surfaced directly within the new site.

3.5 Supporting Unpaid Carers



Working alongside the Cardiff and Vale Regional Partnership Board, Carers Wales, TuVida and unpaid carers project teams across Cardiff and the Vale of Glamorgan, we supported the development of a range of resources aimed at improving the wellbeing of unpaid carers.

This included contributing information to new carers' information packs and leaflets, alongside creating tailored searches linking carers directly to local support services, wellbeing activities, and online resources.

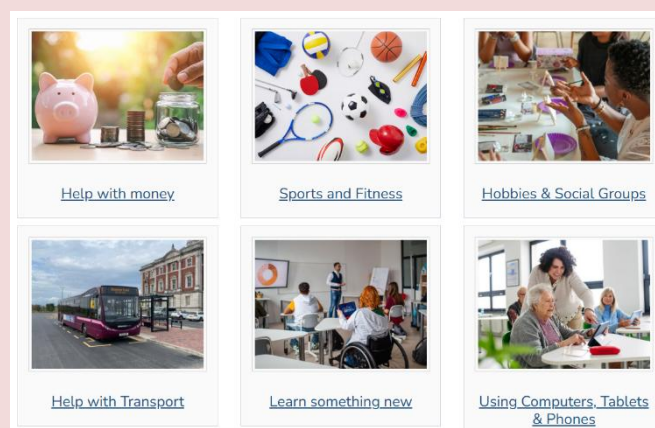
Recognising that many unpaid carers have limited free time or are unable to leave the person they care for, particular emphasis was placed on ensuring access to online activities and support services. These tailored searches now form part of the Regional Partnership Board's unpaid carers webpages, making it easier for carers to find relevant support when they need it.

Visit the 'Wellbeing for Unpaid Carers' webpage here - [Wellbeing for Unpaid Carers – CAVRPB](#)

3.6 Learning Disability Services

Following work undertaken in the previous year with the Vale of Glamorgan Learning Disability Team, we reviewed and enhanced the tailored searches available through the Council's Learning Disability webpages. The page was refreshed using clearer imagery, improved descriptions and Easy Read principles to make information easier to understand and navigate for people with learning disabilities and their carers, based on feedback received from the team.

Visit the Vale of Glamorgan Council's Learning Disabilities pages here - [Learning Disabilities](#)



3.7 Home Help Services

Working with Age Connects Cardiff and the Vale and First Point of Contact (FPOC) teams across Cardiff and the Vale of Glamorgan Councils, we reviewed the availability of information relating to home help services. This included services such as nail cutting, gardening, shopping support, laundry and ironing, and mobile hairdressing. As well as creating tailored searches to bring these services together, we identified gaps within the directory and worked to source and add additional providers, improving the breadth and quality of information available.

Alongside these projects, we continued to work collaboratively with a range of other partners including Glamorgan Voluntary Services, third sector organisations across Cardiff, Data Cymru and the Welsh Local Government Association's National User Implementation Group. These partnerships continue to support the ongoing development of Dewis Cymru, helping to improve data quality, share best practice and identify opportunities for future improvements that benefit both residents and partner organisations.

3.8 Carer Friendly and Dementia Friendly Team

The Team achieved Carer Friendly accreditation, awarded by TuVida, recognising the service's commitment to improving support, accessibility, and information for unpaid carers across the Vale of Glamorgan



The Team also became Alzheimer's Cymru 'Dementia Friends' in May 2025, further strengthening awareness, understanding of dementia, and promoting small but meaningful actions to support those affected.

4. Challenges

During 2025/26, the team continued to navigate a number of operational and strategic challenges while maintaining a high standard of service delivery.

Staffing changes during the year resulted in a period of transition, with responsibilities redistributed across the remaining team members. Through effective collaboration, flexibility and careful prioritisation of workloads, the team successfully maintained business continuity, ensuring that key projects, support for partners and day-to-day service delivery continued with minimal disruption.

At a national level, progress on planned developments to the Dewis Cymru platform remained slower than anticipated. Alongside this, considerable time and resource has been dedicated nationally to the development of the proposed Single Directory for Wales. Data Cymru, local authorities and partner organisations have been involved in a programme of workshops, consultation events, user engagement sessions, and discovery work to help shape the future vision, functionality, and requirements of the new platform. Whilst this work represents an important investment in the future of information and advice services across Wales, it has inevitably meant that development of enhancements to the existing Dewis Cymru platform has progressed more slowly than hoped. The team has continued to represent the Cardiff and Vale partnership through regular engagement with Data Cymru and participation in the National User Implementation Group, ensuring that local priorities and user feedback continue to inform future developments.

In the absence of significant platform enhancements, the team has concentrated its efforts on improvements that could be delivered locally. Rather than waiting for national system changes, a number of innovative workarounds have been introduced to improve the way information is organised, surfaced, and accessed.

One of the most significant developments has been the increased use of hashtags behind the scenes within the Dewis directory to group related services and activities. This approach enables bespoke collections of services to be created without requiring changes to the underlying system. These curated searches can then be shared through direct web links, embedded within partner websites, or promoted using QR codes on printed leaflets, posters, and other promotional materials. This has provided a flexible and scalable way of improving access to information, allowing partners to direct residents to relevant, up-to-date services while reducing the need to maintain multiple separate lists of local provision.

Alongside these developments, the team has continued to strengthen relationships with service providers and partner organisations, improve the quality and consistency of directory information, develop guidance, and support materials, and increase engagement with communities across Cardiff and the Vale of Glamorgan. Collectively, these improvements have helped ensure that residents are able to access more relevant, better organised information despite the ongoing limitations of the national platform.

5. Looking Ahead 2026 - 27

Priorities for 2026/27

- Continuing to improve the quality, accuracy, and consistency of directory information.
- Expanding Dewis pop-up sessions across Cardiff and the Vale of Glamorgan to increase awareness and encourage greater use of the directory.
- Strengthening collaboration with other Dewis Local Authority teams to share learning, good practice, and innovative approaches.
- Working in partnership with the Community Learning teams in Cardiff and the Vale of Glamorgan to make adult learning opportunities more accessible. This will involve developing a sustainable process for the bulk upload of Community Learning courses to the Dewis directory, building on the successful approach used for Libraries and Hubs and Leisure Centre activities. By making courses easier to search and promoting them alongside other community services, residents will be better able to discover opportunities to learn new skills, improve wellbeing, build confidence, and connect with their local communities.
- Increasing awareness of Dewis amongst professionals, community organisations, and residents.
- Continuing to develop information and improve access to services for priority groups, including unpaid carers and neurodivergent communities.
- Exploring opportunities arising from the development of the new national Directory of Services and contributing to its ongoing design and implementation.
- Further improving the evaluation of engagement and promotional activity to better understand its impact and to inform future service development.

6. Thank You

The achievements outlined throughout this report have only been possible through the continued support of service providers, partner organisations, volunteers and colleagues across Cardiff Council, Vale of Glamorgan Council, the NHS and the third sector.

The Dewis Team would like to thank everyone who has contributed towards maintaining accurate information, promoting the directory, and helping connect people with the support available within their communities.

7. Team Contacts

Contact the Team

If you would like to find out more about Dewis Cymru in Cardiff and the Vale of Glamorgan, discuss partnership opportunities, request support with managing your directory listing, or learn more about promoting local services and activities, the team would be pleased to hear from you.

Email: DewisCardiffVale@Valeofglamorgan.gov.uk

You can also follow us on social media for the latest news, service updates, partnership projects, information about local services and upcoming engagement events:

- **Facebook:** Dewis.CardiffandVale
- **Instagram:** @dewiscymrucav
- **YouTube:** @Dewis.Cymru.CardiffandVale

Whether you are a service provider, partner organisation, community group, or resident, we welcome your feedback and look forward to working together to ensure people across Cardiff and the Vale of Glamorgan can easily access accurate, up-to-date information about local services, activities, and support.

Please note: At the time of publication, the Dewis Cymru website was temporarily unavailable whilst essential resilience and maintenance work was being conducted. As a result, some statistics and performance data were unavailable for inclusion in this report. If you require any additional information or statistics, please contact the team using the details above and we will be happy to assist.