

# Flintshire's Wellbeing Plan

## A Single Integrated Plan for Flintshire

2013 - 2017



# Acknowledgements

Many thanks go to our partners. These organisations have helped to develop and deliver the Single Integrated Plan for Flintshire:



North Wales Fire &  
Rescue Service



Llywodraeth Cymru  
Welsh Government



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# Introduction from your Local Service Board



The above picture was taken at the formal signing of the Employers' Promise, a statement of intent around one of our Priorities.

Flintshire has a longstanding and proud track record of partnership working. The communities we serve rightly expect the statutory and third sector partners to work together, to work to shared priorities and, through collective effort, to get things done. The Local Service Board, to which we are honoured to serve, is at the heart of promoting a positive culture of working together and concentrates energy, effort and resources on some of the big social issues of today.

The Flintshire Local Service Board has gone from strength to strength. It is a good and unified team. We have set out four initial priorities for our work which are covered in full in this Plan. We have made good early progress on these priorities as the evidence in our Plan shows. Over and above working towards these priorities it is our job to ensure that the supporting partnerships are effective in working within their specific briefs to improve services and outcomes for local people.

We trust that our Plan both informs and inspires. Flintshire is a high performing County with a positive future. Together we can continue to make a positive difference both today and in the future.

# Welcome to Flintshire's Single Integrated Plan

Flintshire's Local Service Board (LSB) is proud to present the "Wellbeing Plan: A Single Integrated Plan for Flintshire".

In early 2012 Welsh Government challenged local authorities in Wales to develop a Single Integrated Plan (SIP) around their shared local vision, and to rationalise their local partnerships.

The guidance published by Welsh Government sets out the role for local government and their partners and is intended to integrate local service planning, streamline partnership working and strengthen the role and accountability of the LSB.

The Flintshire LSB is made up of senior leaders from a number of public and voluntary organisations: Betsi Cadwaladr University Health Board, Coleg Cambria, Flintshire County Council, Flintshire Local Voluntary Council, Glyndwr University, Natural Resources Wales, North Wales Fire & Rescue Services, North Wales Police, Public Health Wales, Wales Probation and Welsh Government. Together these organisations are known as "Flintshire in Partnership" and are responsible for developing and driving the Single Integrated Plan for Flintshire forward.

The SIP for Flintshire incorporates a number of existing/previous Flintshire Partnership Plans:

- Flintshire's County Vision, 2009 to 2019
- Community Safety Strategic Plan, 2011 - 2014
- Good Health, Good Care Strategy, 2011 - 2014  
(Health, Social Care & Wellbeing Partnership)
- Making a Positive Difference Plan, 2011 - 2014  
(Children & Young People's Partnership)

To support the development of this SIP, work has been undertaken in the following areas:

- Developing Local Service Board Priorities.
- Reviewing the Flintshire County Vision.

- Reviewing our performance in the four areas of work that form the national Effective Service for Vulnerable People (ESVP) Programme. (<http://wales.gov.uk/topics/improvingervices/pslg/nwpeffectservices/?lang=en>)
- Developing the role of the Local Service Board.
- Ensuring effective strategic partnership governance.
- Partnership and Plan rationalisation.

Whilst the LSB realise that there is much we could do to add value to public service and the communities of Flintshire County we have set four initial priorities and a number of sub priorities. These priorities have been chosen as the themes where we can add most value and make a positive and lasting difference. Over the lifespan of the SIP, the in year priorities will be revisited and adapted according to need and circumstance. These four initial priorities are:-

- **Priority 1 - Lead by example as employers and community leaders**
- **Priority 2 - People are safe**
- **Priority 3 - People enjoy good health, wellbeing and independence**
- **Priority 4 - Organisational environmental practices**

Working together to make an impact in these priorities is the collective aim of the LSB, realising that no single organisation can achieve on their own; the partner organisations represented on the LSB can collectively make a positive difference for the people who live, visit and work in Flintshire.

The SIP is a web based document which will allow the LSB to ensure that it remains current and up to date, reflecting the most current work of the LSB.

# Following the Plan...

The following pages set out the priorities for Flintshire Local Service Board (LSB). These being;

**Priority 1:** Lead by example as employers and community Leaders

**Priority 2:** People are Safe

**Priority 3:** People enjoy good health, wellbeing and independence

**Priority 4:** Organisational environmental practices

The priorities are shown in a diagram overleaf. The purpose of this diagram is to show both the overarching priorities of the LSB and the initial sub priorities which support them. The diagram also shows that work outside of the scope of the current SIP will continue to take place to meet the needs of Flintshire's residents. The priorities that have been identified for the current year are those where the LSB are confident that we can make the biggest difference through a united partnership approach.

Each priority is illustrated with a different colour. For example, "People are Safe", is **Blue** and "Organisation Environmental Practices" is **Green**. The colour coding will make the priorities easier to follow as the reader works through the document.

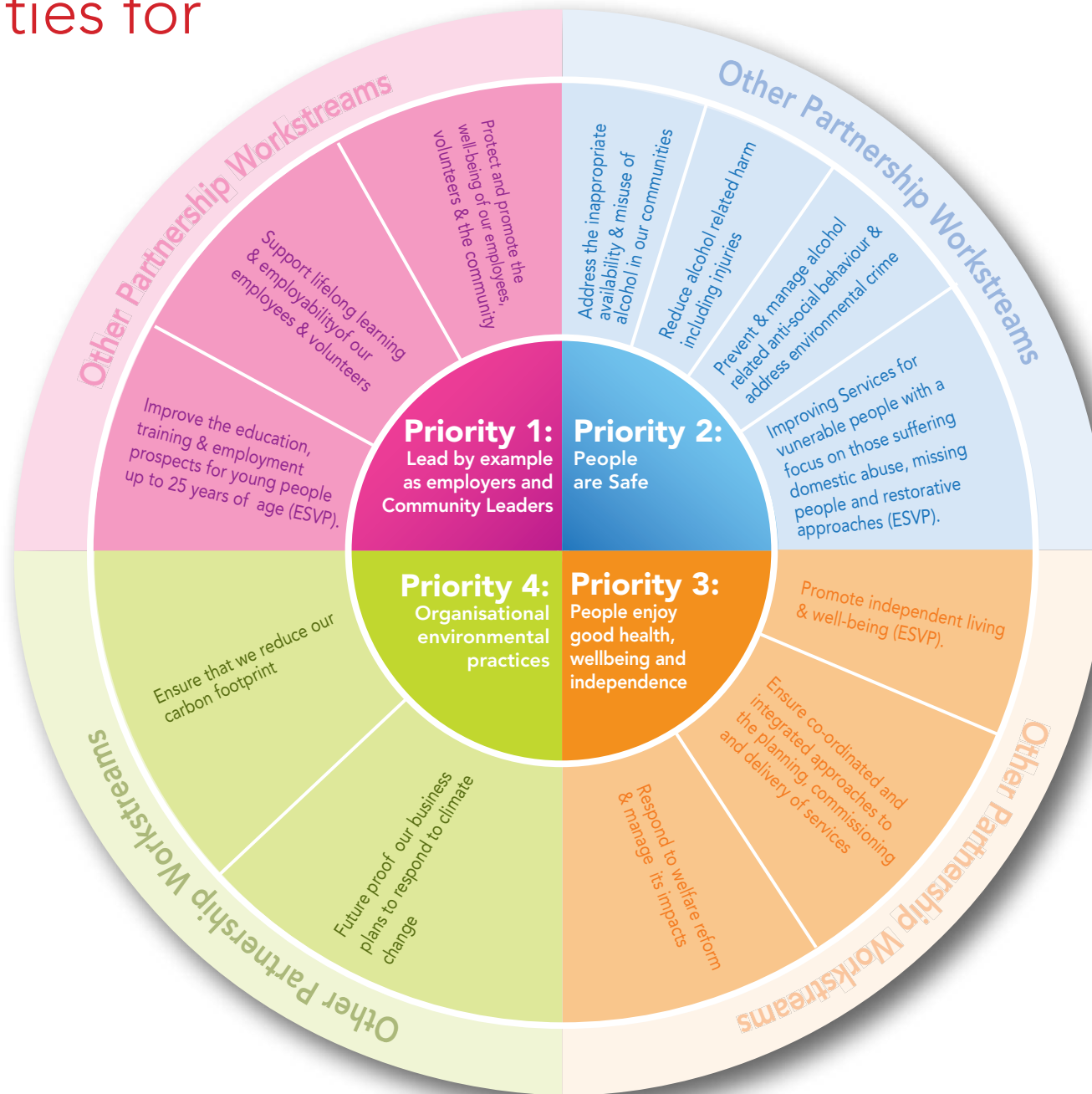
Each Priority area details the sub priorities within that particular priority.

At the end of each priority you will find an action plan, (covering the period of 2013 – 2017) detailing what the LSB will work together to address, the lead and supporting Partners for each sub priority and an overview of delivery timeframes. There is also a signposting section at the end of each priority area which provides a number of hyperlinks to other useful documents along with a "Going Forward" section to help capture any new/emerging priority areas.

In developing this Plan, the LSB has used data and evidence to identify its priorities and to set out what is needed to happen to achieve the improvements required. Further detail can be found in the "Gathering and Sharing Information" section at the back of this document. The LSB has used feedback from the public and a range of stakeholders to inform the content of this Plan and future delivery plans. See the "Consultation and Engagement – Involving People" section at the back of this Plan for further information.

There is an overview of the governance and assurance arrangements for the LSB and this information can also be found at the back of the Plan.

# LSB Priorities for 2013/14





# Priority 1: Lead by example as employers and Community Leaders



## Sub Priorities

Protect and promote the wellbeing of our employees, volunteers and the community

Support lifelong learning and employability of our employees and volunteers

Improve the education, training and employment prospects for young people up to 25 years of age

Ian Budd - Flintshire County Council

## Why is this a priority?

The Local Service Board (LSB) has a key role as major employers in Flintshire who have the potential to make a difference to peoples' lives at the same time as making better use of public money. To support this priority, the LSB have identified three key areas of focus that will bring together more opportunities by working in partnership. These sub priorities are as follows:

- Protect and promote the wellbeing of our employees, volunteers and communities.
- Support lifelong learning and employability of our employees and volunteers.
- Improve the education, training and employment prospects for young people up to 25 years of age.

As employers and Community Leaders, the LSB seeks to ensure that people in Flintshire are better able to participate in and benefit from civic, social and economic life. The vision for this priority is for Flintshire to be a County where employees, volunteers and communities have a sense of wellbeing, and where people are supported to achieve their aims and ambitions in life.

Whilst all three sub-priorities have been identified as key areas to be addressed, the in-year focus is on improving the education, training and employment prospects for young people up to 25 years of age. To support this area of work an Apprenticeships, Entrepreneurships and Work Experience (AEWE) Project Board has been established. This is a multi-agency partnership comprising of strategic and delivery partners, its specific remit is to deliver this priority.

The Board's ambition is to: -

1. Aspire to be employers of choice. This will be supported by an Employers Promise that recognises standards for being a model employer.
2. Develop, promote and support a range of lifelong learning opportunities for people at work, at schools, colleges and universities, as well as in our communities.
3. Develop, promote and support a broader range of education, employment and training opportunities for young people aged 16 to 24 years.

This will include:

- Enhancing and expanding existing and future schemes for new people within and post education through apprenticeships, entrepreneurship and work experience.
- Meeting the skills needs of local employers to ensure local people are able to access local employment opportunities.
- Supporting the development of new industry based academy models enabling participants to gain employability skills.
- Securing better qualifications through supported work experience including vocational placements.
- Supporting the development of a Young Entrepreneur Programme with the Flintshire Business Entrepreneurship Network.

## Where are we now?

Employment levels in Flintshire are amongst the best in Wales with only 2.7% of working age people claiming job seekers allowance. However unemployment for 16 to 24 years olds is increasing. This has long term implications for wellbeing and prosperity, for example, long term unemployment, low educational attainment and poor mental health. In addition there is a persistent proportion of our population who are economically inactive, with no or low qualifications, and often living in communities where there are limited opportunities for employment.

Although there are high and increasing levels of participation in school and college learning for 16 to 18 year olds, there are limited vocational opportunities. Partners report increasing concern at what happens after school and college. Figures show a trend of increasing level of unemployment amongst 16 to 25 year olds nationally.

Expected growth sectors in Flintshire between 2010 and 2020 include the following; Construction, Wholesale / Retail and Advanced Manufacturing.

Employers will be seeking suitably qualified and skilled employees to ensure growth and employment potential is realised.

Health and wellbeing are determined by a wide range of factors. As employers and through the delivery of services, LSB members have a significant role and responsibility to tackle the causes and consequences of the major causes of poor health, health inequity and premature death in the county.

## How will we know we've made a difference - Flintshire in 2017

### Employment:

- Increased numbers of people accessing employment and volunteering opportunities.
- Reduced rates of Job Seekers Allowance payments.
- A developed and sustainable Entrepreneurship Programme to increase the number of people who successfully establish enterprise activity in Flintshire.
- Increased numbers of young people who gain paid employment or start their own business.
- Increased numbers of young people who take up work experience placements.

### Education & Skills:

- Increased levels of educational attainment.
- Increased numbers of young people who gain informal and formal qualifications and accreditations.
- A developed and sustainable Entrepreneurship Programme to increase the number of people who successfully establish enterprise activity in Flintshire.
- Increased numbers of young people who take up apprenticeships.

## Where are we now?

### Results from the Welsh Health Survey for 2011/12:

- 57% of adults in Flintshire reported themselves as being overweight or obese.
- 22% stated that they were smokers.
- 44% of adults in Flintshire reported drinking above guideline amounts on one day in the week prior to completing the survey.

LSB members are significantly employers. Nationally sickness absence rates in the public sector are one and a half to twice that of the private sector. Taking steps to improve employee health and proactively manage sickness absence are important contributors to overall wellbeing.

## How will we know we've made a difference - Flintshire in 2017

















































































### Community Health & Wellbeing:

- Reduced numbers of people who smoke.
- Reduced numbers of people who are overweight or obese.
- Reduced numbers of people who drink alcohol beyond recommended guidelines.
- Increased levels of wellbeing in defined communities.































### Organisational Health & Wellbeing:

- Reduced sickness absence rates (Short term & long term).
- Increased access to smoking cessation, physical activity and healthy eating support.
- Partner organisations achieving platinum award of Corporate Health Standard.
- Increased levels of wellbeing in defined communities.

# What We Are Going To Do

In Flintshire we will work together to:	Key Partners											Which of the Sub Priorities will this work contribute to?			Delivery Timeframe						
	Lead Partner 						Support Partner 					Protect and promote the wellbeing of our employees, volunteers and the community	Support lifelong learning and employability of our employees and volunteers	Improve the education, training and employment prospects for young people up to 25 years of age (ESVP)	2013	2014	2015	2016	2017		
Betsi Cadwaladr University Health Board (BCUHB)	Careers Wales	Coleg Cambria	Flintshire County Council (FCC)	Flintshire Local Voluntary Council (FLVC)	Glyndwr University	Natural Resources Wales	North Wales Fire & Rescue Service	North Wales Police	Public Health Wales	Wales Probation	Welsh Government										
Support residents from within Communities First areas to complete accredited community based courses.																					
Increase opportunities to create resilient and more cohesive communities.																					
Improve the health and wellbeing of residents through increased participation in community activities such as the Learning for Health Project.																					
Develop, promote and support a range of lifelong learning opportunities for people at work, at schools, colleges and universities, and in our communities.																					

# What We Are Going To Do






























In Flintshire we will work together to:	Key Partners											Which of the Sub Priorities will this work contribute to?			Delivery Timeframe						
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Recruitment of a Project Manager (0.5FTE) to drive forward LSB Priority 1.													✓	✓	✓	✗					
Delivery of the supervisory and management training programmes.			 											✓		✗	✗	✗	✗	✗	
Learning (where possible) should be accredited to qualifications, making any learning transferable to other organisations and thus increasing the employability of employees.			 											✓		✗	✗	✗	✗	✗	
Develop and launch an Employers Promise in the public sector to promote and enhance our roles as model employers.			 										✓	✓	✓	✗	✗				







# What We Are Going To Do

In Flintshire we will work together to:	Key Partners											Which of the Sub Priorities will this work contribute to?			Delivery Timeframe						
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Implement skills development programmes in partnership with local employers.	Betsi Cadwaladr University Health Board (BCUHB)	Careers Wales	Coleg Cambria	Flintshire County Council (FCC)	Flintshire Local Voluntary Council (FLVC)	Glyndŵr University	Natural Resources Wales	North Wales Fire & Rescue Service	North Wales Police	Public Health Wales	Wales Probation	Welsh Government									
Develop an Action Plan around the Youth Engagement and Progression Framework.																					
Develop and implement an Information Sharing Protocol to support the work of this Priority.																					



## Going forward (Issues that will need to be considered in future delivery plans):

To date most delivery work has been focused around the third sub priority: - Improve the education, training and employment prospects for young people up to 25 years of age (ESVP). However, the LSB recognises that there has never been a more important time than when we face major challenges from reductions in levels of public sector funding to commit to key principles of acting as responsible employers therefore, a clearly defined work programme will be developed to support the first two sub priority areas going forward:

- Protect and promote the wellbeing of our employees, volunteers and communities.
- Support lifelong learning and employability of our employees and volunteers.

The principles set out in the Employers' Promise range from responsible approaches to recruitment and succession planning through to organisational and individual development - sharing learning in organisational design, change and staff support across the network.

## What we mean by:-

**Communities First Job Club Programmes** - Work to support adults into employment.

**Employer's Promise** - Employers committed to working together to create additional training, apprenticeships and work opportunities.

**Flintshire Business Entrepreneurship Network (BEN)** - Employers working together to support Entrepreneurship Programmes.

**Statement of Ambition** - A document that has been created for each of the four LSB Priorities and has been signed off by the LSB. This document provides an overview of what the LSB want to achieve, what they want to change and the reasons for this.

## Signposting:

- Statement of Ambition for Priority 1
- Employers' Promise
- LSB Priority Progress Reports
- Partnership Information Sharing Protocol
- Youth Engagement & Strategy Framework - Action Plan
- Apprenticeships - <http://wales.gov.uk/topics/educationandskills/skillsandtraining/apprenticeships/?lang=en>
- Adult Learning in Flintshire - <http://images.cambria.ac.uk/wp-content/uploads/2013/06/pt-dc.pdf>
- Stop Smoking - <http://www.stopsmokingwales.com/>
- Obesity in Wales - <http://www.wales.nhs.uk/healthtopics/lifestyles/obesity>
- Alcohol Misuse - <http://www.wales.nhs.uk/sitesplus/888/page/43761>
- Communities First - <http://wales.gov.uk/topics/people-and-communities/regeneration/communitiesfirst/?lang=en>

# Priority 2: People are Safe



## Sub Priorities

Address the inappropriate availability & misuse of alcohol in our communities

Reduce alcohol related harm including injuries

Prevent and manage alcohol related anti-social behaviour and address environmental crime

Improve services for vulnerable people with a focus on those suffering domestic abuse

Sacha Hatchett - North Wales Police

## Why is this a priority?

The Local Service Board (LSB) is striving to ensure that Flintshire is a safer place to live, work and visit. Crime and disorder rates are low in comparison to national and regional figures, and we have a good 'track record' of statutory and voluntary agencies working together to implement strategies to make the county safer. However, it is also important that the perception, or fear, of crime in our communities is also reduced.

Local organisations are actively working together in partnership in an attempt to make the county safer. It has long been recognised that a single agency cannot tackle crime and disorder, or broader "Community Safety" matters on their own and the evidence clearly demonstrates that since public organisations have been required by law to work together, crime rates have fallen.

It is our ambition to make sure that the services and systems that are currently working effectively continue to do so, and that the emerging needs are addressed proportionately. Some of the key areas will be centred around the following:

- Violent crime including domestic and sexual abuse
- Re-offending amongst adults and young people
- Increasing re-assurance and public confidence
- Substance misuse (Including alcohol)
- Anti-social behaviour

Each year the LSB places a particular focus on specific areas of concern. For 2013/14 the focus is on the harmful effects of alcohol.

## Why is this a priority?

We are looking to address the following:

- Work in partnership to tackle the inappropriate availability and misuse of alcohol in our communities.
- Reduce alcohol related harm to individuals, their families and the wider community.
- Reduce the impact of alcohol related anti-social behaviour and environmental crime caused as a consequence.
- Improve services for vulnerable people with a focus on those suffering domestic abuse, missing people and restorative approaches.

Excessive use of alcohol, binge drinking and alcohol dependence can cause serious social, psychological and physical health problems, and affect work, social and personal relationships. In young people, the negative social consequences include missing school, falling behind in schoolwork, unplanned and unprotected sexual activity, arguments with friends, destructive behaviour and trouble with the police. Excessive drinking in early pregnancy can lead to Foetal Alcohol Syndrome and other complications. There is a strong link between alcohol consumption and antisocial behaviour, injuries from violence and domestic abuse.

There is a clear consensus that there is a need to focus on tackling the problems caused by hazardous and harmful alcohol consumption and it is essential that we focus efforts on preventing longer term health damage by intervening early with those who are most at risk, supporting those who are already suffering the negative impact of alcohol misuse and protecting families and the wider communities.

## Where are we now?

### Overview

The overall crime and disorder rates for Flintshire indicate a positive trend.

- A steady reduction in recorded crime in Flintshire over the past four years. In 2012/13 there were 1,133 fewer crimes recorded than in 2009/10; a reduction of 13.6%.
- Since 2009/10 the number of personal violence offences have decreased year on year with an overall reduction of 15.6%.
- In 2012/13 there were 64 fewer burglaries of homes across the county than in the previous year, representing a decrease of 17.7%.
- During the same period burglaries on properties other than homes fell by 6.1%, criminal damage reduced by 5.7% and vehicle crime decreased by 1.5%.

## Where we are now - Anti Social Behaviour

The Local Service Board acknowledges that tackling Anti Social Behaviour (ASB) is an important priority as it continues to be an issue that Flintshire residents are concerned about. Anti Social Behaviour can have a detrimental impact on victims and have a major impact on a person's quality of life.

However, the incidences of ASB are reducing. There were 364 fewer ASB incidents reported in Flintshire in 2012/13 than 2011/12, equating to a fall of 6.4%.

The most common incidences of ASB referred to Flintshire County Council's Pollution Control Department also show a decreasing trend:

- Barking Dogs - 155 incidents in 2012 a decrease of 11 from 2011.
- Loud Music - 101 incidents in 2012 a decrease of 12 from 2011.
- General Neighbour Noise - 44 incidents in 2012 a decrease of 11 from 2011.

In 2012/13, 132 'Yellow Cards' were issued to young persons engaged in ASB acts in the community, 31 alcohol confiscations were issued to young persons along with 105 Restorative Resolutions (a method to repair harm caused by the behaviour) occurred. 63 referrals were received by the Prevent and Deter Panel, a multi agency group to assist those young persons at the highest risk of ASB or offending type behaviour, and 107 referrals were made direct to Flintshire's Young Persons Drug & Alcohol team.

## How will we know we've made a difference - Flintshire in 2017

- Reduced number of anti social behaviour (ASB) incidents.
- Reduced number of victim based crime incidents.
- Reduced vulnerability of high risk ASB Victims.
- Increased confidence in agencies dealing with ASB.

In addition to North Wales Police, Flintshire County Council also strives to protect the interests of victims of crime & vulnerable people. The Neighbourhood Warden service provides a Reassurance Service for the most vulnerable members of the community affected by crime and anti social behaviour. 1,084 referrals were made to the service during 2012 by partner agencies, an increase of 451 referrals from the previous year.

## Where are we now - Substance Misuse (Including alcohol)

Substance misuse affects all communities. Alcohol is frequently a contributory factor when crime and disorder is perpetrated.

The alcohol consumption levels of Flintshire's residents appear to be broadly consistent with national trends. For example:

- In 2010/11, the Welsh Health Survey highlighted that:
  - 45% of adults in Flintshire self report drinking alcohol above recommended guidelines.
  - 29% of adults in Flintshire reported binge drinking.

Nevertheless, there are dedicated treatment and support services that seek to help those identified with issues and problems related to alcohol.

The figures below provide information pertaining to adult services:

- The average waiting time for those seeking alcohol treatments across North Wales was:
  - 23 days in 2011/12
  - 22 days in 2012/13

## How will we know we've made a difference - Flintshire in 2017

- Increased numbers of clients who engage with services between assessment and planned ending of treatment, by reducing the number of incidences of clients who do not attend (DNA) or respond to follow up contact post assessment.
- Waiting times of less than 20 working days between referral and treatment.
- Regionally based alcohol specific projects and services and recovery focussed initiatives will have been commissioned in line with the identified local needs (Identified within the North Wales Commissioning Strategy).



- Referrals for alcohol treatments across North Wales closed due to non attendance or because individuals did not respond to follow up contact was:
  - o 35.70% in 2011/12
  - o 39.19% in 2012/13

Flintshire has a comprehensive drug and alcohol service for young people up to the age of 18 years. The focus of this service is as much on the prevention of further problems as it is on the treatment. 103 young people were referred to this service during 2012/13.

## Where are we now - Domestic Abuse

It is nationally recognised that domestic abuse is widespread, affecting people of any age, class, race, religion, sexuality or ability; with women being the most at risk.

Domestic abuse can be defined as physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship and that forms a pattern of coercive and controlling behaviour. Factors which may increase a person's vulnerability to some types of violence include age, disability and poverty, and they can be at higher risk at different points in their lives. According to the Home Office over two women per week and one man per month are killed by current or ex-partners, and one in four women / one in six men in the UK will experience domestic violence in their lifetime.

## How will we know we've made a difference - Flintshire in 2017

- Reduced numbers of repeat incidents of domestic abuse amongst high risk victims.
- Increased numbers of partnership agencies using the standard risk assessment tool for domestic abuse.
- Increased awareness amongst young people about domestic abuse and sexual violence.
- All LSB organisations will have adopted a workplace policy for domestic abuse.

## Where are we now - Domestic Abuse

This is an issue that is taken seriously in Flintshire. North Wales Police figures for 2012/13 show that 2,348 incidents of domestic abuse were recorded in the county. Of these, 77.1% victims were women and 22.9% men. Under reporting from both sexes continues to be an issue.

Over the past six years victims identified as being at high risk of serious harm or homicide as a result of domestic violence are discussed at monthly Multi Agency Risk Assessment Conferences (MARAC's). Their performance is primarily measured on the rate of repeat victimisation. In Flintshire this stands at 28% in 2012/3, which is the aspirational target set by the Home Office. The Flintshire MARAC has a strong track record of non-police agencies referring; 47% of all referrals were non-police during 2012/13.

The benefits for partner agencies being able to share appropriate information is significant, as different organisations and departments deal with different aspects of a victim's needs. We need to establish how a person's safety, health and wellbeing may best be achieved. Information is shared to:

- Assess domestic violence situations; and to
- Identify, manage and reduce risks.

During 2012/13 184 high risk cases were referred to MARAC involving 255 children. Of these cases 15 referrals involved victims from Black Minority and Ethnic groups. Only 7 men were referred.

During the same period Flintshire Specialist Domestic Abuse Providers received 2,730 overall referrals.

The Flintshire County Council's Neighbourhood Wardens Service, through its 'Homesafe' service, provided and installed security equipment to 170 families, to enable them to remain safe in their own homes during this period.

Raising awareness of these issues can be assisted by various projects. 3,700 Flintshire secondary school pupils attended a theatre production in 2012/13 which raised awareness about domestic abuse and sexual violence. The evaluation indicated that all young people were more aware of legal issues around rape/sexual assault, knew where to access support and felt more informed about these issues.

In addition, in November 2013 Flintshire County Council introduced its workplace policy for domestic abuse in an attempt to safeguard its employees.



# What We Are Going To Do

In Flintshire we will work together to:	Key Partners							Which of the Sub Priorities will this work contribute to?				Delivery Timeframe				
	Lead Partner	Support Partner						Address the inappropriate availability & misuse of alcohol in our communities	Reduce alcohol related harm including injuries	Prevent and manage alcohol related anti-social behaviour and address environmental crime	Improving services for vulnerable people with a focus on those suffering domestic abuse, missing people and restorative approaches (ESVP)	2013	2014	2015	2016	2017
	Betsi Cadwaladr University Health Board (BCUHB)	Flintshire County Council (FCC)	North Wales Fire & Rescue Service	North Wales Police	Public Health Wales	Third Sector Service Providers	Wales Probation									
Co-ordinate multi-agency campaigns to coincide with events and times of year which are known to present an increased risk of alcohol fuelled violent crime.								✓	✓			✗	✗	✗	✗	✗
Continue to use licensing powers to reduce harmful sales of alcohol and promote a safe night time economy.								✓		✓		✗	✗	✗	✗	✗
Implement workplace domestic abuse policy for Flintshire County Council and encourage the county's largest employers to develop their own policies.											✓	✗	✗	✗	✗	✗
Seek to contribute towards the reduction in repeat incidents of domestic abuse amongst high risk victims of domestic abuse.											✓	✗	✗	✗	✗	✗

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Continue to provide an Independent Domestic Abuse Advocacy Service (IDVA) to support victims through the Criminal Justice System.																
Promote training and support for professionals to ensure that cases are appropriately identified and referred to MARAC.																
Co-ordinate the referral and intervention process to reduce the number of young people who are repeatedly involved in anti-social behaviour, using interventions such as restorative resolutions, substance misuse referral, diversionary and preventative interventions.																
Continue to work at the strategic level across Flintshire to tackle re-offending across the area.																

# What We Are Going To Do

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Provide multi-agency education awareness programmes across a range of settings.								✓	✓	✓	✓	✗	✗	✗	✗	✗
Continue to monitor crime and disorder trends on a regular basis and adopt appropriate tactical strategies to respond to any escalation.										✓		✗	✗	✗	✗	✗
Talk to service users to understand how we can improve services.								✓			✓	✗	✗	✗	✗	✗
Share information with our partners to provide a higher quality of service to victims of crime and anti social behaviour.								✓	✓			✗	✗	✗	✗	✗

NB: Providing that there is delivery need for the above listed services and that funding is available, these objectives will continue to be met through the timeframe listed above.

## Going forward (Issues that will need to be considered in future delivery plans):

A great deal of work is currently being undertaken in the field of community safety at both a regional and local level.

The most important focus for partners is to provide excellent service to those who live, work and visit the county, regardless of organisation. We are confident that the mechanisms are in place for partners to work effectively together at community level. Moving forward we seek to adopt a more consistent regional approach, and adopt the key priorities contained within the strategy of North Wales Safer Communities Board for 2014/7, which are:

- Domestic Abuse and Sexual Violence
- Anti Social Behaviour
- Substance Misuse
- Acquisitive Crime

In addition, the following areas have been identified as potential areas to be considered in future delivery plans:

- Injuries in children (Home, roads)
- Injuries in young people (Roads)
- Injuries in older people (Falls)

## What we mean by:-

**Anti-Social Behaviour** - Behaviour that lacks consideration for others and that may cause damage to society, whether intentionally or through negligence.

**Domestic Abuse** - A physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship and that forms a pattern of coercive and controlling behaviour. Factors which may increase a person's vulnerability to some types of violence include age, disability and poverty, and they can be at higher risk at different points in their lives.

**Statement of Ambition** - A document that has been created for each of the four LSB Priorities and has been signed off by the LSB. This document provides an overview of what the LSB want to achieve, what they want to change and the reasons for this.

## What we mean by:-

**Substance Misuse** - The continued use of drugs or alcohol despite negative consequences to the individual using, their friends, family and the community.

**Reassurance Service** - The 'Reassurance Service' is offered by the Flintshire Neighbourhood Wardens who provide and fit low level security equipment to residents living in Flintshire who have been the victims of crime, or are deemed 'vulnerable'. They also visit members of the community to provide safety advice and reassurance, upon request. Referrals for this service can be made direct to the Wardens on 01352 701818.

**Restorative Approaches and Processes** - Restorative processes bring those harmed by crime or conflict, and those responsible for the harm, into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

## Signposting to other relevant documents (hyperlink):

- **General:-**

Statement of Ambition for Priority Area.

LSB Progress Update Reports for Priority 2

<http://www.flintshire.gov.uk/en/Resident/Community-Safety/Home.aspx>

<http://www.north-wales.police.uk/>

- **Crime and Disorder:-**

<https://www.gov.uk/government/organisations/home-office>

<http://www.northwales-pcc.gov.uk/en/Home.aspx>

- **Anti-Social Behaviour: -**

<http://wales.gov.uk/about/cabinet/cabinetstatements/2013/asbcp/?lang=en>

[http://www.north-wales.police.uk/advice\\_support/anti-social\\_behaviour.aspx](http://www.north-wales.police.uk/advice_support/anti-social_behaviour.aspx)

<https://www.gov.uk/government/publications/anti-social-behaviour-order-statistics-england-and-wales-2012>



## Signposting to other relevant documents (hyperlink):

- **Substance Misuse**

<http://wales.gov.uk/topics/people-and-communities/safety/publications/strategy0818/?lang=en>

<http://wales.gov.uk/topics/people-and-communities/safety/substancemisuse/?lang=en>

<http://wales.gov.uk/statistics-and-research/substance-misuse/?lang=en>

[http://www.substancemisuserct.co.uk/staff/documents/SMTF\\_English.pdf](http://www.substancemisuserct.co.uk/staff/documents/SMTF_English.pdf)

- **Domestic Abuse**

<http://wales.gov.uk/topics/health/nhswales/healthservice/homeless/publications/tacklingdomestic/?lang=en>

<http://www.allwaleshelpline.org.uk/>

<http://www.welshwomensaid.org.uk/>

<http://www.hafancymru.co.uk/content/public/home/WelcometoHafanCymru.aspx>

[http://www.north-wales.police.uk/advice\\_support/personal\\_safety/domestic\\_abuse.aspx](http://www.north-wales.police.uk/advice_support/personal_safety/domestic_abuse.aspx)

<http://www.domesticabusesafetyunit.net/>

<http://www.dynwales.org/>

# Priority 3:

# People enjoy good health, wellbeing and independence



Sub  
Priorities  
for  
2013/14:

Ensure coordinated and integrated approaches to the planning, commissioning and delivery of services

Promote independent living & wellbeing

Respond to welfare reform and manage its impacts

Neil Ayling - Flintshire  
County Council

John Darlington - Betsi  
Cadwaladr University Health Board

## Why is this a priority?

Improvements in healthcare, such as new medicines, treatments and technologies are helping people to live longer, including those born with conditions or disabilities where life expectancy would previously have been limited. These changes mean that if people can stay well and maintain their independence, they can achieve and maintain a good quality of life for longer than generations before them.

It is projected that between 2001 and 2036, there will be an increase of 40% of the number of residents aged 65 plus in Flintshire.

As people live longer they are more likely to be affected by one or multiple chronic conditions and the number of people living with dementia and requiring support will increase. Most people with health and/or care needs tell us that they want to stay in their own home, and if they need to go into hospital or need care for support or treatment, they want to get home as quickly as they can. In addition, if people do not maintain good health, become increasingly dependent and do not receive the support they need to stay at home, services will not be able to meet demand.

Families facing challenging circumstances can require targeted support and we know that when organisations work together with those families at an early stage, we can prevent a need for more intensive or long term interventions, improving outcomes for families and reducing demand on services.

Furthermore, it is recognised that enabling communities to provide help and support for individuals and families to maintain independence will need to gain increased focus over coming years.

Adoption of a whole family, holistic approach or through focussing on reablement and learning from developments such as the introduction of enhanced care at home, shows us that short term, intensive support helps individuals and families to regain their independence, skills and confidence needed to improve their lives and require less support in the longer term.

Recognising and responding to the needs of carers is also well understood and accepted as a priority for all services and whilst partners provide a well planned and commissioned programme of support to carers, a significant number of young and adult carers have not been identified by services meaning that they are not accessing the support that is available should they wish to do so.

Underpinning and supporting good outcomes across population groups is the need for the circumstances of people's lives to support their wellbeing.

Organisations working effectively and efficiently together are vital to delivering the aims of this plan. Most people are less interested in who delivers or provides the resources for a service, only that they get what they need to stay well and be independent. Whilst we can demonstrate that partnership working has already been beneficial, there are still organisational and cultural barriers that reduce our ability to provide services to an optimum level. The extent to which health and social care providers pool budgets and other resources or commission services together needs to increase. The Welsh Government has made it clear to health boards and local authorities that progress towards the integration of services, with a focus in the first instance on older people with complex needs must be rapidly increased.

The "Welfare Reform Bill" represents the biggest change to the national welfare system for over 60 years. Work completed by Sheffield Hallam University looked to estimate the financial impact of all the changes at a local authority level. Their work suggests that, by 2014-15, nearly £44m per year will be lost to the Flintshire economy; an average of £452 per adult, per year. This is the second highest loss (after Wrexham) in North Wales.

The impact of Welfare Reform will be significant to individuals and families, especially for those who would already be deemed to be "vulnerable". We need to work together in order to reduce the risk and impact of poverty and homelessness.

The public want partner organisations to use their influence and resources to address transport needs. Whilst work that is taking place for example to increase the use of assistive technologies and telehealth will reduce the amount of travelling to appointments that will need to be made by some patients, it is acknowledged that without improved transport links people cannot attend necessary appointments, maintain links with friends and family and benefit from services and opportunities within communities. Work is taking place at a national, regional and local level to consider transport options for the future.

Supporting vulnerable individuals and families, ensuring that their support needs are met and wellbeing promoted and enhanced is core to much of the work that is undertaken by LSB Partners. The commitments made here are significant and will receive a focussed response in the short to medium term. However other work will continue and we will revise and refresh the focus of this plan in order to maximise the way that we work together to meet the needs of our population.

The key areas that activities will be centred around under the sub priorities are: -

- Target our resources to help people most in need.
- Focus our work on keeping people healthy and independent.
- Provide more services in the community and in people's own homes.
- Ensure employees from more than one organisation are able to work together.
- Support young and adult carers.
- Provide advice and support services to help people protect their income.
- Reduce the potential of homelessness.

## Where are we now?

The timeliness of provision of Disabled Facility Grants adaptations for adults has improved, with the 2012/13 target of an average of 400 days having been bettered by achieving an average of 385 days. Further improvements can still be made as Flintshire's combined performance for adults and children (391 days) was still in the bottom quartile in Wales for 2012/13.

## How will we know we've made a difference? - Flintshire in 2017

Improved performance so that Disabled Facilities Grants for both children and adults are completed in line with the average for Wales.

## Where are we now?

Providing grants and completing work for children has not seen similar levels of improvement; performance for 2012/13 was an average of 482 days. Whilst the total number of adaptations needed is significantly lower than for adults, the nature of the work required is more likely to involve extensions to properties and children's needs can change as the DFG is progressing, resulting in longer timescales.

From 2013/14, local authorities will be using revised national guidance to provide comparable performance data. 2012/13 data has been retrospectively calculated using the revised guidance giving the following results:

- Children - average of 374 days
- Adults - average of 283 days

The revised guidance was issued late in 2012/13 and should ensure that more accurate performance comparisons can be drawn with other areas in Wales.

Compared to the rest of Wales, Flintshire is in a very strong position in relation to the number and rate of people that are supported through our reablement work. During 2012/13 61.6% of people no longer required a further care package as a result of reablement and for 4.1% the care package was reduced. However, there are more people who are going to need support in the community as the population ages and more people live with dementia.

## How will we know we've made a difference? - Flintshire in 2017

Existing high levels of support demonstrated through data that shows the number and rate of people who are supported through reablement is maintained.

Greater collaboration with partners to commission long term nursing placements for people with dementia, demonstrated via the increased use of joint approaches to commissioning for example.

## Where are we now?

Where people with dementia and complex needs are going into Elderly Mentally Infirm EMI Residential Care the majority have already received support at home for a considerable amount of time before needing to go into residential care.

A Regional Telehealth, Telecare and Assistive Technology Operational Group is in place to ensure a consistent approach to Telehealth Service delivery across North Wales working in an integrated way with Telecare developments.

A trial started in April 2013 with the aim of increasing the use of telehealth and, this has resulted in some promising results. Whilst the overall trend is encouraging, the level of use remains low as a percentage of potential beneficiaries.

In order to maximise the potential for telehealth to help patients to self manage their conditions and reduce the need for unscheduled care etc, it will be necessary to increase the availability of equipment and support available to patients within the community and respond to the current evaluation of the service from a patients perspective.

Since 2011, there has been an upward trend in the number of people who make use of telecare equipment within the county.

## How will we know we've made a difference? - Flintshire in 2017

More people will be supported to remain at home and be able to return to home more quickly after a stay in hospital through the increased use of telecare and telehealth equipment.

The use of such equipment will have become mainstreamed within the delivery of care and support.

A clear strategy and consistent, effective process implemented where health and social care partners deliver through a shared approach to commissioning.

## Where are we now?

Data demonstrates that we are not always able to discharge people from hospital as soon as it is clinically appropriate to do so. Reasons are wide and varied but each Delayed Transfer of Care is not only an inefficient use of resources, it also increases dependency and causes distress and inconvenience to patients and families/carers.

Work continues to be taken forward such as the implementation of the Single Assessment Framework for older people and a frailty model to assist in discharge before more detailed assessment within the person's home environment. Enhanced Care at Home will also contribute to a reduction in delayed transfers from hospital.

Delayed transfers of care is an area of very complex data. Health and Social Care organisations are working together at a regional level to better understand the data and develop new ways of working in partnership to help to minimise delays.

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Enhanced Care at Home within the North West Locality began in late summer 2013. Up to the end of December 2013, 30 patients have benefited from this service. Plans are in place to roll this service out across the county.

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Social Care employees for older people now work within 3 areas (localities - North East, North West and South). Discussions are on-going regarding the co-location with Health Service colleagues.

## How will we know we've made a difference - Flintshire in 2017

Greater integration of Health and Social Care services and that this will have positively contributed to a reduction in the number of people who are admitted to hospital and residential/nursing care, as well as facilitating seamless transfers of people back home from hospital.

Improved mechanisms to monitor and report progress.

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Enhanced Care at Home will be well established, leading to increased numbers of people being supported at home as an alternative to needing to stay in hospital.

## Where are we now?

Joint working arrangements and the pooling of resources within adult services are in place in a number of areas including with Mental Health and Equipment Stores. However, there is potential for a significant increase in the way that partners integrate services.

The Flying Start Project (early years) is an example of co-located, multi-agency, multi-disciplinary teams working in targeted localities.

Joint commissioning arrangements are not currently in place between health and social care.

Workforce development and asset plans are generally developed separately by each partner organisation, with limited opportunities for joint working. However, within Flying Start, there are however joint training programmes for employees across the organisations.

In 2012/13, 743 children were offered services through the Flying Start Programme. In 2013/14, this figure had risen to 1078.

In Term 1 of 2013/14, 63 out of 120 (53%) children within Flying Start areas assessed at 24 months met or exceeded their developmental milestones. For children aged 36 months, 50 out of 89 (56%) met or exceeded their developmental milestones.

## How will we know we've made a difference - Flintshire in 2017

Improved integration of health and social care services. This will be evident by:

- Increased numbers of joint working arrangements.
- Joint commissioning of health and social care services.
- Increased use of pooled resources.
- Improved arrangements for joint planning of workforce development and asset usage.

Lessons learned from the evaluation of the Flying Start Project will have informed and improved methods of service delivery to vulnerable families beyond the Flying Start catchment area.

Extended Flying Start programme that will have moved into targeted communities within the county, leading to increased numbers of children who meet or exceed their developmental targets.



## Where are we now?

The Flying Start Programme is delivered by teams of staff working with a range of skills from a number of agencies. There are currently joint working arrangements in place and shared opportunities for training and development of staff from health, local authority and the voluntary sector. The benefits of co-location and multi-disciplinary working can be seen for staff groups and families using the service. The National Evaluation of Flying Start Impact Report states that families in Flying Start areas have greater engagement with family services than families outside of Flying Start areas. Local family services have a stronger reputation among families in Flying Start areas than in areas where the programme is not operating.

The Families First whole programme approach supports 18 strategic projects which all have individually contracted targets. The Team Around The Family (TAF) acts as a coordinating service and engages with all Families First projects. TAF have supported 108 families in its first year and a further 15 families were on a waiting list for referral.

The 2011 Census indicated that the number of unpaid carers in the county increased by 7%, from 16,451 in 2001 to 17,643 in 2011.

## How will we know we've made a difference - Flintshire in 2017

The National Evaluation of Flying Start: Impact Report 2013 provides a baseline for measuring from and cites the following outcomes to improve:

### Outcomes for parents

- Improved Parenting behaviour, skills and confidence
- Improved Social support and mental health

### Outcomes for children

- Improved language and cognitive development
- Improved social and emotional development

Extended Families First whole programme (subject to grant funding being confirmed for April 2014 – 2017).

Based on current delivery predictions and staff capacity, the growth could be a 25% - 35% increase by 2017.

Increased demands for support from Carers.

Greater carer involvement in improving services for Carers.

## Where are we now?

	2011/12	2012/13
<b>Carers known to Social Services</b>	1,704	1,484
<b>n / % offered an assessment</b>	1,588 93.2%	1,363 92.1%
<b>n / % who were assessed</b>	673 42.4%	525 38.1%
<b>n / % receiving a service</b>	531 78.9%	378 72%

It is expected that numbers of carers seeking support will continue to increase as a result of service change, an increase in the number of people living with chronic conditions and dementia, the impacts of welfare reform and an increased awareness of the services on offer and the importance of identifying carers.

Work is currently being undertaken to consider how best to meet the needs of young adult carers and sibling carers.

The Welfare Reform changes have impacted upon the services offered by the Council's Welfare Rights Unit where demand has increased by 50% for a similar period between April and December 2013:

Residents assisted by the Council's Welfare Rights Unit to claim additional Social Security and Tax Credits, resulting in:

- £1,900,000 worth of credits being paid.

## How will we know we've made a difference - Flintshire in 2017

A coordinated and cost effective network of advice and support service provision will exist within the County:

- reducing homelessness.
- reducing monthly debt.
- maximising personal income.

## Where are we now?

- 140 residents were supported to successfully challenge adverse benefit decisions.
- 49 residents accessed money management training.
- 39 residents were helped to move to more affordable accommodation.

Similarly Flintshire Citizens' Advice Bureau (CAB) have reported that 110 clients reported a financial loss totalling £103K during 2013/14.

The Council is working in partnership with other agencies (DWP and CAB) to manage the introduction of the pilot Universal Credit roll-out in Shotton. CAB surveyed clients in September 2013 and found that:

- 86% did not have enough information about the changes.
- 85% were not ready to budget with single monthly payments.
- 55% were not ready in terms of technology (access and confidence).
- 70% would prefer their rent to be continued to be paid directly to their landlord.
- 13% did not have a bank account.

The Welsh Co-operative Centre, Flintshire County Council & North Wales Credit Union are developing a pilot project to encourage tenants (private and social housing sectors) to set up a Credit Union 'Rent Accounts as part of Tackling Homelessness through the Financial Inclusion' Project.

## How will we know we've made a difference - Flintshire in 2017

Access to advice and support services will be managed through a 'single gateway':

- reducing duplication and waste caused by inappropriate referrals, etc.
- providing consistent and comprehensive advice.

Vulnerable households will have greater access to advice and support resources at the local and regional level.

A reduction in homelessness will continue to be a focus.

## Where are we now?

A single 'gateway' for advice and support services is being set up in partnership between the Council and Flintshire Citizens' Advice Bureau; this will ease access for immediate intervention and support or signposting to appropriate agencies.
















































# What We Are Going To Do

In Flintshire we will work together to:	Key Partners						Which of the Sub Priorities will this work contribute to?			Delivery Timeframe					
	Lead Partner	Support Partner					Ensure coordinated and integrated approaches to the planning, commissioning and delivery of services	Promote independent living & well being (ESVP)	Respond to welfare reform and manage its impacts	2013	2014	2015	2016	2017	
	Betsi Cadwaladr University Health Board (BCUHB)	Credit Unions	Dept of Work and Pensions - North & Mid Wales	Flintshire County Council	Flintshire Local Voluntary Council	Independent Sector	Third Sector Service Providers								
Improve how we continually plan for discharge from hospital and ensure safe and prompt discharge arrangements.								✓	✓		✗	✗	✗	✗	✗
Introduce and deliver Enhanced Care Service at Home across the county.								✓	✓		✗	✗	✗	✗	✗
Co-locate health and social care teams in each of the county's 3 localities.								✓	✓		✗	✗			
Focus our work on keeping people healthy and independent through prevention, early intervention, reablement and recovery.								✓	✓		✗	✗	✗	✗	✗
Strengthen our support for people to manage their condition.								✓	✓		✗	✗	✗	✗	✗
Participate in the work of a regional group to increase the use of telehealth, telecare and assistive technologies.								✓	✓		✗	✗	✗		

# What We Are Going To Do

In Flintshire we will work together to:	Key Partners						Which of the Sub Priorities will this work contribute to?			Delivery Timeframe					
	Lead Partner	Support Partner								2013	2014	2015	2016	2017	
	Betsi Cadwaladr University Health Board (BCUHB)	Credit Unions	Dept of Work and Pensions - North & Mid Wales	Flintshire County Council	Flintshire Local Voluntary Council	Independent Sector	Third Sector Service Providers	Ensure coordinated and integrated approaches to the planning, commissioning and delivery of services	Promote independent living & well being (ESVP)	Respond to welfare reform and manage its impacts					
Provide improved access to small aids, equipment and larger adaptations that are needed in people's homes to maintain independent living.								✓	✓		✗	✗	✗	✗	✗
Continue to support young and adult carers, concentrating on their needs and ensuring that they are supported to fulfil their caring role.								✓			✗	✗	✗	✗	✗
Seek opportunities to undertake targeted work with young adult carers.								✓			✗	✗			
Ensure that our workforce is able to identify and respond to the needs of individuals, families and communities.								✓	✓	✓	✗	✗	✗	✗	✗
Share information to identify individuals and families who are most vulnerable or are at risk of losing their independence by undertaking a Vulnerable Families Mapping exercise.								✓				✗		✗	

# What We Are Going To Do

In Flintshire we will work together to:	Key Partners						Which of the Sub Priorities will this work contribute to?			Delivery Timeframe				
	Lead Partner 		Support Partner 				Ensure coordinated and integrated approaches to the planning, commissioning and delivery of services	Promote independent living & well being (ESVP)	Respond to welfare reform and manage its impacts	2013	2014	2015	2016	2017
Implement then deliver the Integrated Family Support Service.														
Deliver and expand the Flying Start Project in targeted communities in Flintshire.														
Develop and implement the Local Support Services Framework in readiness for implementation of Universal Credit.														
Introduce measures to improve financial capability and access to affordable credit within households impacted by welfare reforms.														
Introduce the Single Gateway for advice and support services.														

## Going forward (Issues that will need to be considered in future delivery plans):

Whilst the intention for priority 3 is that it is relevant to the whole population, there is a focus in terms of some of the key areas of work at the moment on older people but it is recognised that over the lifetime of the SIP, this will change to reflect current priorities/opportunities.

A number of key messages for future development have been identified by the Health, Social Care & Wellbeing (HSCWB) Partnership Board in their End of Strategy Summary and these are:

We need to continue to implement the North Wales Tobacco Control Action Plan which includes actions to:

- Reduce the visibility of tobacco use.
- Support and encourage more people to access evidence based smoking cessation support.
- Target more work for population groups where the use of tobacco is highest.

Recommendations from Public Health Wales regarding the use of Electronic Cigarettes should be implemented. This currently includes a prohibition on their use within workplaces, schools and public places. In early 2014, guidance for school policies will be updated to reflect this recommendation.

The recently completed needs assessment and suggested Commissioning Principles contained within the Substance Misuse Needs Assessment and Outline Commissioning Strategy, developed by the North Wales Substance Misuse Area Planning Board should be used to inform and direct the current decommissioning and future commissioning of substance misuse services across North Wales. A key message in this document, is that there needs to be a "greater emphasis ...put on hazardous and harmful consumption of alcohol in order to prevent longer term health damage".

Work that takes place to reduce the harm caused by alcohol should reference and respond to the association between alcohol consumption and an increase in risk taking sexual behaviour.

Stronger emphasis and support should be provided to individuals who use alcohol as a coping mechanism for poor mental health.

Many of the activities that are taking place at a community level to prevent overweight/obesity are short term, with time limited funding. Developing a longer term life course approach that includes the promotion of breastfeeding and appropriate weaning as well as promoting a physically active lifestyle and a healthy balanced diet throughout life should be the focus of future planning and delivery.



## Going forward (Issues that will need to be considered in future delivery plans):

There is a lack of weight management services within the community, particularly for families with children. A focus is needed on the early years to reduce the percentage of children who are already overweight/obese before they start school. This is the case in all counties in North Wales. A regional approach to responding to the problems presented by obesity and overweight at all ages is being developed and will recommend actions for all partners.

A strong partnership approach is required in order to implement the developed Falls (pathway) Service Model. In addition to identifying and reducing falls risk factors, this work needs to extend to identifying and reducing risk factors for all types of injury, whether intentional or unintentional, for people of all ages.

'Together for Mental Health' is the Welsh Government's strategy for improving the mental health of the population and delivering effective treatment, care and support for people of all ages with mental health problems. Actions for local authorities, health boards and the third sector are detailed and need to remain high on all partners' agenda for the next few years. A national review of "Talk to Me" (the national plan to prevent suicide and self harm) has been undertaken, and a number of significant recommendations made. It will be necessary to respond locally to the key messages to come from that work.

The impact of people's social circumstances on their potential for health is increasingly being recognised. Social isolation and loneliness impact upon individuals' quality of life and wellbeing, adversely affecting health and increasing their use of health and social care services. Older people are particularly vulnerable to social isolation or loneliness owing to loss of friends or family, mobility or income. As the proportion of older people in the population increases, so too will the importance of ensuring that they "age well".

In the future, there is a need to continue to review and evaluate the work of the Transition Service to ensure it meets needs and to respond to the national work taking place to develop Individual Development Plans.

There are limited activities within the community for adults with disabilities and this deficit should be addressed in order to support independence and wellbeing.

Consideration should continue to be given to commissioning activity and invest to save options to deliver specialist services to young people and adults with disabilities within county or closer to home.

## Going forward (Issues that will need to be considered in future delivery plans):

A number of priorities for the short term have been identified by the Carers Strategy Group based on the actions within the current Commissioning Strategy:

- Extend Carer Consultation Network – focus on parents/carer or child/person with autism.
- Support for Young carers who have siblings with autism.
- Efforts by all agencies in reaching carers from BME backgrounds.
- Transition services to ensure that carers, who support people through transition, receive adequate and appropriate information.
- Ensure Existing social services training opportunities are inclusive of staff, service users and carers.
- Focus on informing front line staff about services that are available to support carers.

### Messages that relate to the broader health, social care and wellbeing agenda:

There is a growing consensus and recognition that improving the health of the population will require a focus both on what organisations need to do to in order to create the conditions and opportunities for “good health” and also on the role of the individual. This message of responsibility for own and others’ health together with the provision of information, advice and support to facilitate it, should focus in future developments. The prevention of unintentional injuries should be included as a key area of work for the future.

The Director of Public Health has referred in his 2013 report to the benefits of considering and building upon assets that individuals and communities have and which can promote good health. These “protective factors” offer the potential to enhance both the quality and longevity of life through focusing on the resources that promote empowerment and cooperation, building the resilience of individuals and communities. For many people, their home and their independence are key assets. Thus a priority for the future for individuals, families and services providers is that people are able to remain in their own homes wherever possible.

Where people are unable to remain at home, the impact that moving into supported accommodation or residential care has on maintaining relationships with their family and social networks must be recognised. The ability to develop and maintain meaningful relationships with others is a vital component of health and all ages and there is increased evidence linking social isolation to poor physical and mental health and premature death.

**CYPP are currently undertaking an End of Plan review to produce a summary of achievements, key messages etc and that will also be an important document in identifying priorities for the future.**

## What we mean by:-

**Adaptations** - Changes to a person's home to enable her/him to live as independently as possible.

**Assistive Technology** - Used to describe a range of devices or modifications to equipment for example that help people with disabilities to perform tasks that they would otherwise find difficult to complete.

**Commissioning Plans** - Ensure purchased and commissioned care meets demand and service user need.

**Delayed Transfers of Care** - Experienced by an inpatient in a hospital, who is ready to move on to the next stage of care but is prevented from doing so for one or more reasons. Timely transfer and discharge arrangements are important in ensuring that the NHS effectively manages emergency pressures. The arrangements for transfer to a more appropriate care setting (either within the NHS or in discharge from NHS care) will vary according to the needs of each patient but can be complex and sometimes lead to delays.

**Enhanced Care at Home** - Provides an increased level of care to patients in their own homes, who otherwise would have to be admitted to a community hospital or an acute hospital. For patients who are already in hospital, Enhanced Care can also support some of them to be discharged home sooner than they might have been.

**Families First** - Designed to improve the outcomes for Children, young people and families with an emphasis on prevention and early intervention particularly for those living in poverty.

**Flying Start** - Intensive family support for families with children aged 0-4 years living in certain geographical areas.

**Integrated Family Support Service** - Specific time limited support for families with parents who abuse substances.

**Reablement** - An intense, short term approach to social care for individuals to gain or regain the skills and confidence to live as independently as possible.

**Statement of Ambition** - A document that has been created for each of the four LSB Priorities and has been signed off by the LSB. This document provides an overview of what the LSB want to achieve, what they want to change and the reasons for this.

**Telecare / Telehealth** - Providing support through telecommunication devices in the home.

**Transition Service** - Dedicated service for children and young people with disabilities who are supported to become young adults.

**Welfare Reform** - A range of measures are being introduced by central Government to change the welfare Benefits System.

## Signposting to other relevant documents (hyperlink):

- Statement of Ambition for Priority area
- LSB Progress Update Reports for Priority 3
- Community Services Directorate Plan
- Betsi Cadwaladr University LHB Operational Plans
- Flintshire County Council's Improvement Plan 2013-14
- Carers Measure - <http://www.carersuk.org/policy-wales/policy-briefings-wales/item/2540-carers-strategies-wales-measure-final-regulations-and-guidance-policy-briefing-march-2012>
- Central Welfare Reform - <http://wales.gov.uk/topics/people-and-communities/welfare-reform-in-wales/?lang=en>
- Families First - <http://wales.gov.uk/topics/childrenyoungpeople/parenting/help/familiesfirst/?lang=en>
- Flying Start - <http://wales.gov.uk/topics/childrenyoungpeople/parenting/help/flyingstart/?lang=en>
- Communities First - <http://wales.gov.uk/topics/people-and-communities/regeneration/communitiesfirst/?lang=en>

# Priority 4: Organisational environmental practices



## Sub Priorities

Ensure that we reduce our carbon footprint

Future proof our business plans to respond to climate change

Carl Longland - Flintshire County Council

## Why is this a priority?

The Local Service Board wants to ensure that Flintshire continues to be a clean, green and healthy place for its residents, visitors and businesses. Flintshire has a wonderfully diverse environment and an excellent record of caring and maintaining it. However, the Local Service Board does not want to be complacent, and will strive to reduce its carbon emission and prepare plans to help reduce its vulnerability to extreme weather events and the impacts of a changing climate.

The Local Government Act (2000) provides a duty of wellbeing for local authorities in Wales to ensure the social, economic and environmental wellbeing of their communities. The Climate Change Act 2008 states all public bodies in Wales are accountable for reducing greenhouse gas emissions and planning to adapt for a changing climate. Part 4 of the Act requires public bodies to report on progress of adaptation measures to reduce vulnerability to their organisations and their communities.

Part 4 of the Climate Change Act was a response to The Stern Review (2006). The review contained an analysis of the economic implications of climate change. It concluded that the financial cost of taking action to reduce the risk of climate change is as little as 1% of global GDP per annum and that such action is essential and cost effective.

In preparation for Part 4 of the Act, Flintshire County Council was selected as part of a project entitled 'Changing Climate Changing Places'. The aim of this project was to explore climate adaptation planning and resilience, with the purpose of reducing the climate change vulnerability in Flintshire. There has been agreement in the Local Service Board to collectively identify where the climate vulnerability lies and to prepare an action plan in order to identify interdependencies and 'knock-on' effects of severe weather incidents to Local Service Board partners.

Partners of the Local Service Board and other organisations are working together to tackle the problem of carbon emission and finding solutions to adapt to a changing climate. The partners have agreed an ambitious reduction programme for carbon emission where partners work towards a collective target. Local Service Board partners and other organisations are also identifying the challenges that a changing climate is posing now and in the future. We recognise that by working together we can take preventative action to reduce the impact of climate change.

It is our intention to continue to work together to:

**Achieve an 80% reduction in carbon emissions by 2050 with a year on year reduction of at least 3% from non domestic properties.**

The Local Service Board agreed in partnership to a different approach to tackling carbon emission. Each partner contributes to reducing their carbon emission which contributes to a collective target. Reducing carbon emissions is good practice for a number of reasons:

- Carbon emissions contribute to climate change which in turn means a greater number of extreme weather events that cause disruption.
- Energy costs are constantly rising and reducing energy use to reduce emissions, also helps reduce/maintain energy costs in a rising market.
- The Carbon Reduction Commitment is a taxation based on energy used. This is an additional cost, and this taxation continues to rise.

Understand and prepare for the effects of climate change on our communities, working environments, way of life and wellbeing:

- The Local Service Board supports the evidence that the climate is changing and understands the need to explore what needs to be done to protect the community of Flintshire against the affects of extreme weather conditions.
- Local evidence shows the likelihood of hotter summers, milder winters and an increase in flooding, violent storms/gales. To prepare for these extreme weather events the Local Service Board is keen to seek local solutions to protect vulnerable communities.

The aims for preparing for the effects of climate change in our communities are to:

- Improve the resilience of existing development and infrastructure to the impacts of a changing climate.
- Promote new development and infrastructure to be designed, located and constructed for a climate it will need to tolerate over its lifespan.
- Reduce social inequality including health.
- Promote adaptation of the natural environment.
- Assist all our partners to integrate climate change planning in their business planning cycles.
- Prepare business and the community for a changing climate.

## Where are we now?

Progress to date includes:

**Achieve an 80% reduction in carbon emissions by 2050 with a year on year reduction of at least 3% from non domestic properties:**

- Investments to save. This refers to the building fabric and efficiency of heating systems that have been upgraded with the intention of giving the building a longer lease of life and making it more energy efficient. Examples of works carried out include insulation, changes to lighting systems and changes to control panels and mechanisms on heating systems.
- Wherever practicable renewable technologies have been installed. This is installation of new technologies that have a higher cost of installation e.g. wind turbines or solar/PV panels, but which reduce cost and reliance on traditional energy supplies over the longer term.
- Consideration has been given to new building designs particularly schools, and all options for energy reduction and upgraded maintenance regimes are explored when buildings are refurbished.
- A quarterly monitoring and reporting system has been established which identifies progress against the target. The table overleaf shows the progress made against the target to date. The results show that the targeted 3% reduction has been achieved in all but 2 years since 2007/08.
- Whilst every effort is made to achieve this target there are circumstances beyond our control e.g. snow and cold spells that will have an impact upon the target and we can not control these circumstances.

## How will we know we've made a difference - Flintshire in 2017

The targeted 3% reduction year on year be achieved through a process of asset rationalisation and by keeping energy consumption and reduction at the centre of decisions when considering the use and life of buildings. This will result in a reduction in the amount of damaging green house gases being emitted which contributes towards global climate change.

## Where are we now?

Year	CO2 Actual	Total Annual Weather Corrected CO2	Percentage change against base year	Percentage change year on year
2007/08 Base Year Co2 =	22,655,934			
2008/09 =	23,983,507	22,856,344	0.88% Increase	0.88% Increase
2009/10 =	23,873,021	22,167,577	2.16% Decrease	3.04% Decrease
2010/11 =	24,476,745	22,703,359	0.21% Increase	2.42% Increase
2011/12 =	22,363,726	21,960,726	3.07% Decrease	3.28% Decrease
2012/13 =	23,832,065	20,789,458	8.24% Decrease	5.33% Decrease

### To understand and prepare for the effects of climate change on our communities, working environments, way of life and wellbeing.-

There is no blueprint for climate change adaptation and adaptation has no definable 'end-point'. The current Local Service Board approach is a move towards planned and anticipatory adaptation, by assessing what climate change will mean for them, and by building adaptive capacity that is responsive and flexible in the face of uncertainty.

## How will we know we've made a difference - Flintshire in 2017

The Adaptation Plan will include sections relating to Infrastructure and Assets, and a programme to tackle the remaining risks will be in place by June 2014.



## Where are we now?

The points below will inform the Adaptation Plan which is a requirement of Part 4 of the Climate Change Act. Public sector organisations have to prepare a Plan and will be required to report on progress to Welsh Government.































































- Five strategic shared risks have been identified where vulnerability to extreme weather events exist - Infrastructure, Natural Resources, The Economy, Our Communities and Our Planning and Strategy systems. This is based on research of weather related incidents that have happened over the last 5 years.
- Fora have been established, for infrastructure and assets to begin identifying where there is or where there is likely to be pressure as a result of the effects of climate change. These fora include partners outside the Local Service Board e.g. utility companies, Trunk Road Agency etc.
- Identification of the strategies that need to be linked to a greater degree than are currently to support the infrastructure and assets work.
- Production of a Draft Operational Plan which identifies the 'gaps' in information which is required to make informed decisions.

## How will we know we've made a difference - Flintshire in 2017























































# What We Are Going To Do

The table below summarises what we will do to:

- Achieve an 80% reduction in carbon emissions by 2050 with a year on year reduction of at least 3% from non domestic properties.
- To understand and prepare for the effects of climate change on our communities, working environments, way of life and wellbeing.

In Flintshire we will work together to:	Key Partners													Which Sub Priority is this work contributing to?		Delivery Timeframe						
	Lead Partner 						Support Partner 							Ensure that we reduce our carbon footprint	Future proof our business plans to respond to climate change	2013	2014	2015	2016	2017		
Betsi Cadwaladr University Health Board (BCUHB)	Coleg Cambria	Dee Valley Group	Dwr Cymru	Flintshire County Council (FCC)	Flintshire Local Voluntary Council (FLVC)	Glyndwr University	Natural Resources Wales	North Wales Fire & Rescue Service	North Wales Police	Public Health Wales	Scottish Power	Truck Road Agency	Welsh Government								Welsh Water Utilities	
<b>Achieve an 80% reduction in carbon emissions by 2050 with a year on year reduction of at least 3% from non-domestic properties.</b>																						
Review and set the targets in the carbon reduction strategy.																						
Monitor and report progress on a quarterly basis.																						
Continue to keep abreast of policy change and share experience and expertise within the partnership to fulfil the target.																						
Make prudent changes through spend to save.																						









































































# What We Are Going To Do

In Flintshire we will work together to:	Key Partners													Which Sub Priority is this work contributing to?		Delivery Timeframe										
	Lead Partner 						Support Partner 							Ensure that we reduce our carbon footprint	Future proof our business plans to respond to climate change	2013	2014	2015	2016	2017						
Implement changes to reduce carbon emission and energy use when carrying out maintenance/ designing new buildings and through the process of asset rationalisation.																										
Act upon National policy change as and when they occur.																										
To understand and prepare for the effects of climate change on our communities, working environments, way of life and wellbeing.																										
Prepare a climate change adaptation plan by working together to eliminate/reduce the identified risks and to determine a model for the best solutions to reduce vulnerability of a changing climate.  This is to be completed on a strategic risk by risk basis which will enable the partners to report as per Part 4 of the Climate Change Act.																										

# What We Are Going To Do

	Key Partners													Which Sub Priority is this work contributing to?		Delivery Timeframe						
	Lead Partner						Support Partner							Ensure that we reduce our carbon footprint	Future proof our business plans to respond to climate change	2013	2014	2015	2016	2017		
Betsi Cadwaladr University Health Board (BCUHB)	Coleg Cambria	Dee Valley Group	Dwr Cymru	Flintshire County Council (FCC)	Flintshire Local Voluntary Council (FLVC)	Glyndŵr University	Natural Resources Wales	North Wales Fire & Rescue Service	North Wales Police	Public Health Wales	Scottish Power	Truck Road Agency	Welsh Government								Welsh Water Utilities	
In Flintshire we will work together to:																						
Prepare the climate change adaptation response to the risks of Infrastructure and Assets.  A 'rolling programme' will be established to explore the possibilities for adaptation for the remaining identified risks.																						
Research conditions and understand the impacts of a range of extreme weather events by gaining sound evidence associated with assets and infrastructure.																						
Prepare a case study of an event and its rippling effect on all partner organisations including costs. In addition to identifying the impacts, it will also compare the cost of response and recovery with the cost of an adaptation solution.																						
Prepare a costs/benefit model for costing extreme weather events for longer term financial planning. This will guide adaptation improvements.																						

# What We Are Going To Do

In Flintshire we will work together to:	Key Partners												Which Sub Priority is this work contributing to?		Delivery Timeframe													
	Lead Partner 					Support Partner 							Ensure that we reduce our carbon footprint	Future proof our business plans to respond to climate change	2013	2014	2015	2016	2017									
	Betsi Cadwaladr University Health Board (BCUHB)	Coleg Cambria	Dee Valley Group	Dwr Cymru	Flintshire County Council (FCC)	Flintshire Local Voluntary Council (FLVC)	Glyndwr University	Natural Resources Wales	North Wales Fire & Rescue Service	North Wales Police	Public Health Wales	Scottish Power	Truck Road Agency	Welsh Government	Welsh Water Utilities													
Review the interdependency of policy and strategy which will help to prevent disruption to service delivery. This will be based on research of best practice in relation to adaptation solutions to maintain or create a level of expertise.																												
Include adaptation in the business planning process to increase service resilience.																												
Gain an understanding of the vulnerability of the utility companies within Flintshire.																												
Explore opportunities to 'take' adaptation to existing networks e.g. Local Resilience Forum, national professional networks.																												
Act upon National policy change, and keep abreast of 'toolkits' which will support this work as and when appropriate.																												

## Going forward (Issues that will need to be considered in future delivery plans):

- Continue collaborative working, this is essential as no single organisation can implement adaptation planning without it having an effect on other organisations.
- Retain cooperation and commitment of partners is fundamental to understanding the holistic financial implications of extreme weather events.
- On a rolling programme explore the vulnerability of the remaining risks.
- Continue to ensure that the risk of climate change is managed.

## What we mean by:-

**Carbon Footprint** - The amount of Carbon Dioxide that enters the atmosphere

**Carbon Reduction Commitment** - A mandatory scheme aimed at improving energy efficiency and reducing emissions in large public sector and private organisations.

**Fora** - More than one forum - a discussion of a public issue or other serious topic by a select group of experts or specialists.

**Renewable Energy Schemes** - Schemes designed to use energy from a source that is naturally replenished e.g. sunlight.

**Statement of Ambition** - A document that has been created for each of the four LSB Priorities and has been signed off by the LSB. This document provides an overview of what the LSB want to achieve, what they want to change and the reasons for this.

## Signposting to other relevant documents (hyperlink):

### General:

Statement of Ambition for Priority area

LSB Progress Update Reports for Priority 4

### Further resources in corporate planning and climate risk:

For Wales specific examples of climate adaption approaches see WLGA resources at:

<http://www.wlga.gov.uk/climate-change/>

General guidance from DEFRA (2013) on local authorities and climate change is available at two sites:

<https://www.gov.uk/climate-change-adaptation-information-for-local-authorities>

### Further resources in democratic, member & scrutiny services and climate risk:

For Wales specific examples of climate adaption approaches see WLGA resources at: <http://www.wlga.gov.uk/climate-change/>

General guidance from DEFRA (2013) on local authorities and climate change is available at two sites:

<https://www.gov.uk/climate-change-adaptation-information-for-local-authorities>

### Further resources in economic development and regeneration and climate risk:

UNEP & World Resources Institute Adapting for a Green Economy: companies, communities and climate change (2011). A broad discussion about the implications of climate change to local economies and the private sector.

[http://unglobalcompact.org/docs/issues\\_doc/Environment/climate/C4C\\_Report\\_Adapting\\_for\\_Green\\_Economy.pdf](http://unglobalcompact.org/docs/issues_doc/Environment/climate/C4C_Report_Adapting_for_Green_Economy.pdf)

Climate NE (2012) Economic Evaluation of Climate Impacts . A regional analysis of economic costs and benefits from climate change.

<http://www.climatenortheast.com/contentControl/documentControl/Economic%20Evaluation%20of%20Climate%20Change%20Impacts.pdf>

Nottingham Economics (2012) The Economic Impact and Opportunities of Climate Change: Greater Nottingham (Chapter 5). An economic analysis of local opportunities and risks from change. <http://www.mynottingham.gov.uk/CHttpHandler.ashx?id=38074&p=0>

### Further resources in finance and climate risk:

BSR A guide to Climate Adaptation for the Finance Service Industry A discussion of key risks and how finance companies are assessing adaptation.

[http://www.bsr.org/reports/BSR\\_Climate\\_Adaptation\\_Issue\\_Brief\\_Financial\\_Services.pdf](http://www.bsr.org/reports/BSR_Climate_Adaptation_Issue_Brief_Financial_Services.pdf)

## Signposting to other relevant documents (hyperlink):

Climate –wise (2013) Global Insurance Industry Leadership Group on Climate Adaptation Articles on climate risk and response of the insurance industry.

<http://www.climatewise.org.uk/>

Chatham House (2012) Resources Futures Analysis of trends likely to impact on resource sustainability – including climate change

<http://www.chathamhouse.org/research/eedp/current-projects/managing-resources-futures>

DEFRA UK Climate Risk Assessment (2012) Provides an overview of climate risks and progress from Department of Transport and other key agencies.

<http://www.defra.gov.uk/environment/climate/government/risk-assessment/>

### **Further resources in waste and environmental health and climate risk:**

TUC (2009) Changing work in changing climate – Sets out implications for employees and employers in terms of health and safety etc.

<http://www.tuc.org.uk/economy/tuc-16331-f0.pdf>

### **Further resources for Environmental Health:**

Chartered Institute of Environmental Health (2013) Summarise the effects of climate change on human health – links to research from Department of Health

[http://www.cieh.org/policy/climate\\_change\\_and\\_environmental\\_health.html](http://www.cieh.org/policy/climate_change_and_environmental_health.html)

Health Protection Agency (2010) Health effects of flooding, and adaptation to climate change

[http://www.hpa.org.uk/webc/HPAwebFile/HPAweb\\_C/1317136681892](http://www.hpa.org.uk/webc/HPAwebFile/HPAweb_C/1317136681892)

### **Further resources in property, assets, land and climate risk:**

DEFRA Climate Resilient Infrastructure (2011) Provides an overview of climate risks to infrastructure, including property, land and assets.

<http://www.defra.gov.uk/publications/2011/05/09/climate-resilient-infrastructure/>

Royal Academy of Engineering (2011) Infrastructure, Engineering and Climate Adaptation. Provides detail of climate risks and interventions to build climate resilience. [http://www.raeng.org.uk/news/publications/list/reports/Engineering\\_the\\_future\\_2011.pdf](http://www.raeng.org.uk/news/publications/list/reports/Engineering_the_future_2011.pdf)

City & County of Swansea (2011) Sustainable Development Appraisal Tool for Asset Management Tool includes sections on climate impacts as part of asset appraisal approach. <http://www.wlga.gov.uk/sustainable-development/asset-management-sustainable-appraisal-process-report>



## Signposting to other relevant documents (hyperlink):

### Further resources in planning, countryside, biodiversity and climate risk:

RTPI (2012) Planning for Climate Change: Guidance for Local authorities [http://www.tcpa.org.uk/data/files/PCC\\_Guide\\_April\\_2012.pdf](http://www.tcpa.org.uk/data/files/PCC_Guide_April_2012.pdf)

Welsh Government (2012) Planning Policy Wales (2012) Chapter 4 – Planning for Sustainability

<http://wales.gov.uk/docs/desh/publications/121107ppw5chapter4en.pdf>

Welsh Government (2012) Climate Change Risk Assessment for Wales

<http://wales.gov.uk/topics/environmentcountryside/climatechange/publications/riskassess/?lang=en>

Environment Agency (2010) Future Flooding in Wales: Defences

[http://www.environment-agency.gov.uk/static/documents/Research/Flooding\\_in\\_Wales\\_Flood\\_defences\\_ENGLISH\\_V5.pdf](http://www.environment-agency.gov.uk/static/documents/Research/Flooding_in_Wales_Flood_defences_ENGLISH_V5.pdf)

Dwr Cymru (2011) Water Resources Management [http://www.dwrcymru.com/\\_library/wrmp/Rev\\_WRMP.pdf](http://www.dwrcymru.com/_library/wrmp/Rev_WRMP.pdf)

Countryside Council Wales (2011) Climate Vulnerability of Designated Sites

[Climate Vulnerability Assessment of Designated Sites in Wales-Final Report 209 TSG 09 \(2 MB\)](#)

Soilscapes (2013) Web resource at Cranfield University on soil management and climate change <http://www.landis.org.uk/soilscapes/>

Forestry Commission Wales (2008) report on Climate Impacts on Forestry in Wales [www.forestresearch.gov.uk/climatechangewales](http://www.forestresearch.gov.uk/climatechangewales).

National Trust & CADW (2010) Climate change and the historic environment of Wales

[http://cadw.wales.gov.uk/docs/cadw/publications/Climate\\_change\\_and\\_the\\_historic\\_environment\\_of\\_Wales\\_EN.pdf](http://cadw.wales.gov.uk/docs/cadw/publications/Climate_change_and_the_historic_environment_of_Wales_EN.pdf)

### Further resources in transport and climate risk:

DEFRA UK Climate Risk Assessment (2012) Provides an overview of climate risks and progress from Department of Transport and other key agencies.

<http://www.defra.gov.uk/environment/climate/government/risk-assessment/>

Transport Planning Society (2009) Local Transport Adapting to Climate Change. Provides an overview of issues affecting network vulnerability and interventions to develop network resilience. [http://www.tps.org.uk/files/Main/Library/2009/local\\_transport\\_adapting\\_to\\_climate\\_change\\_briefing.pdf](http://www.tps.org.uk/files/Main/Library/2009/local_transport_adapting_to_climate_change_briefing.pdf)

Highways Agency (2009) Climate Change Adaptation Framework

Gives an overview of risks and priorities for the Agency as climate change impacts.

[http://assets.highways.gov.uk/about-us/climate-change/CCAF\\_Strategy\\_and\\_Vol\\_1\\_Rev\\_B\\_Nov.pdf](http://assets.highways.gov.uk/about-us/climate-change/CCAF_Strategy_and_Vol_1_Rev_B_Nov.pdf)

Royal Academy of Engineers, Institute of Civil Engineers, Institute Chemical Engineers (2011) Engineering the Future: Infrastructure, Engineering and Climate Adaptation Detailed information on key risks from climate change on infrastructure, including transport networks.

[http://www.raeng.org.uk/news/publications/list/reports/Engineering\\_the\\_future\\_2011.pdf](http://www.raeng.org.uk/news/publications/list/reports/Engineering_the_future_2011.pdf)

## Signposting to other relevant documents (hyperlink):

Network Rail (2011) Climate Change Adaptation Report – an overview of key risks to rail infrastructure and services from climate change with a strategy for response. <http://archive.defra.gov.uk/environment/climate/documents/adapt-reports/06road-rail/network-rail.pdf>

### Further resources in leisure and recreation and climate risk:

Lancashire County Council (2013) Adapting to Climate Change in Lancashire. Web resource

<http://www.lancashire.gov.uk/corporate/web/?siteid=4211&pageid=27839>

Cardiff Council (2007) Parks and Green Spaces Strategy 2007-12. A good example of adaptation in strategy.

[http://www.cardiff.gov.uk/content.asp?nav=2868,4407&parent\\_directory\\_id=2865&id=4962&pagetype=&keyword=](http://www.cardiff.gov.uk/content.asp?nav=2868,4407&parent_directory_id=2865&id=4962&pagetype=&keyword=)

### Further resources in schools, library services and climate risk:

Be Birmingham Partnership (2010) Best Practice in Adapting Schools to Climate Change: The Risks and Key Players West Midlands Climate Change Partnership & West Midlands Centre for Construction Excellence. Case Studies of risks and adaptation in new build.

<http://www.bebirmingham.org.uk/uploads/Best%20Practice%20in%20Adapting%20Schools%20to%20Climate%20Change%20Final.pdf>

Worcester County Council (2012) Case Study – Redhill School. For a comprehensive climate risk assessment of a new build. Developed with UK Climate Impacts Programme <http://www.ukcip.org.uk/wizard/wizard-case-studies/redhill-school/>

### Climate adaptation in Library Services may be informed by the following links:

British Library (2013) Basic preservation for library and archive collections. Deals with flooding and heat effects on library archives.

<http://www.bl.uk/blpac/pdf/basic.pdf>

Ministry of Justice (2011) Departmental Climate Adaptation Plan. Managing risks to archives and museums.

<http://archive.defra.gov.uk/environment/climate/documents/dept-adapt-plans/dap-moj-110512.pdf>

### Further resources in community, social housing and climate risk:

Chartered Institute of Environmental Health (2013) Climate Change & Housing - web resource of links

[http://www.cieh.org/policy/climate\\_change\\_and\\_housing.html](http://www.cieh.org/policy/climate_change_and_housing.html)

UKCIP (2012) Social and community housing in a changing climate. A brief overview of key impacts and issues to consider for housing organisations.

[http://www.ukcip.org.uk/wordpress/wp-content/LA\\_briefings/LA-briefing-Social-housing.pdf](http://www.ukcip.org.uk/wordpress/wp-content/LA_briefings/LA-briefing-Social-housing.pdf)

## Signposting to other relevant documents (hyperlink):

Joseph Rowntree Foundation (2012) Climate Change, justice and vulnerability. An overview of the potential social impacts of climate change on the client base of community and social housing services. <http://www.jrf.org.uk/publications/climate-change-justice-and-vulnerability>

### Further resources in social services and climate risk

Department of Health and Health Protection Agency (2008) Health effects of climate change [http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_080702](http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_080702)

Health Protection Wales (2009) Tackling the Health Effects of Climate Change  
<http://wales.gov.uk/topics/health/protection/environmental/publications/climate/?lang=en>

Joseph Rowntree Foundation (2012) "Climate change, justice and vulnerability" for a discussion on how climate change may affect those in poverty and disadvantage. <http://www.jrf.org.uk/work/workarea/climate-change-and-social-justice>

Social Care Institute for Excellence (2013) Climate change and managing the risks to people and services. Guidance on climate adaptation planning. <http://www.scie.org.uk/adults/sustainable-social-care/index.asp>

# Gathering and Sharing Information

To know that we are making a difference and to help us to decide where to focus our energy and resources, we will need to gather and understand information from a number of different places. Sharing information between partners and the Local Service Board is essential to understanding what matters in Flintshire.

A large amount of useful information is collected by different teams and departments and across different partners. What is useful to one partner can invariably be useful to another. Flintshire's Wellbeing Plan offers an opportunity to bring this information together in new and different ways to better understand what's happening across the County. As a Local Service Board, we want to ensure that we have up to date information to help assess and understand any changes and this information will make it easier to look where the greatest need is for different services and what impact those services have on citizen's lives. To enable this to happen we will agree approaches to share information and improve our assessment of need. Having good quality, reliable information across services in one place will allow the Local Service Board to better plan, learn from others experiences and prioritise actions.

## **The benefits of sharing information include;**

- Enabling sharing of ideas, experiences and demands on services.
- It gives a fuller picture of our communities and areas of need.
- It helps us plan services and join up work to meet the needs of the community.
- It helps to identify issues sooner and allows us to be proactive rather than reactive.
- It enables better decision making.
- It helps us monitor the Plan against the priorities.
- It avoids unnecessary and costly duplication and repetition.
- It avoids the danger of different partners working in contradictory or conflicting ways.

## **What information will be used?**

Each partner organisation holds its own information in relation to the services it provides; for example, North Wales Police hold information on crime, Betsi Cadwaladr Health Board hold information on health and the Council hold information on education and social services etc.

If we are going to deliver the actions under the Priorities in this Plan then each Partner will need to share information with the Local Service Board and each other. This may require physical information i.e. reports and records documents being shared, or working together to gather information from the members of the public, or visiting Partner organisations to see how they work and capture best practice. In most cases information shared will be performance and management data such as crime levels in a particular area, school attendance or admission to hospital. Sometimes more detailed information may be required. When and if personal information is shared, we will ensure that this is done lawfully and safely by complying with data protection and equality legislation.

Where necessary there may be a need to form an “Information Sharing Protocol” using the Wales Accord for Sharing of Personal Information to ensure, for example, individual safety. This will explain what information can be shared safely and securely and how information sharing must be executed.

# Consultation & Engagement – Involving People

There has already been a great deal of consultation activity carried out by the existing partnerships, especially when identifying the most important priorities for partners to concentrate upon.

Results and key messages from the public and key stakeholders from various consultation work undertaken by both partners and partnerships in the last 2-3 years has been considered when developing the SIP.

Further work will include:

## **Developing a consistent partnership approach to public engagement**

- Make sure that there is a common understanding across the partners on public engagement.
- Work towards a more 'citizen-centred' approach to developing and monitoring service delivery.

## **Ensuring public engagement becomes core business**

- Make sure that the need for public engagement is central to the operating culture of all of our partners in the planning and delivery of local services.
- Ensure public feedback is linked to service improvement.

## **Promoting and publicise public engagement in Flintshire**

- Publicise public engagement opportunities.
- Promote the benefits of effective public engagement to our Partners as a way of improving services and communities.

## **Developing better ways of communicating**

- Develop better systems for providing feedback.
- Communicate in a way that is suitable for all people that choose to get involved.
- Maximise the use of technology to support all aspects of engagement.
- Pilot and/or learn from innovative and new approaches to engagement considering communities of interest and needs.

It is important that there continues to be a wide ranging involvement in implementing the actions we need to take to deliver the priorities.

# Governance and Assurance Arrangements

The Flintshire Local Service Board (LSB) is responsible for the delivery of Flintshire's Wellbeing Plan.

The LSB is made up with representation from the following organisations;

- Betsi Cadwaladr University Health Board (BCUHB)
- Coleg Cambria
- Flintshire County Council
- Flintshire Local Voluntary Council (FLVC)
- Glyndwr University
- Natural Resources Wales
- North Wales Fire and Rescue Services
- North Wales Police
- Public Health Wales
- Wales Probation
- Welsh Government

They meet a minimum of four times per year. At each of its meetings the Flintshire LSB receives a progress update report on each of the priorities. The priorities are built into the corporate plans of the retrospective partners e.g. the Council's Improvement Plan.

- **Priority 1** - Lead by example as employers and community leaders
- **Priority 2** - People are safe
- **Priority 3** - People enjoy good health, wellbeing and independence
- **Priority 4** - Organisational environmental practices

The LSB report to the Community Profile and Partnerships Overview and Scrutiny Committee and to Cabinet every six months.

In addition the LSB are supported by a LSB Support Team who act as a “Clearing House” for the LSB and assist with the overall strategy system by:-

- Filtering relevant issues to support the LSB so that they may focus their time on areas where they can have the greatest impact and develop a clear overview of the strategy system and help to make sure it is fit for purpose.
- Identifying and assessing citizen/community focused issues and channelling them into the LSB where appropriate.
- Building upon and consolidating its existing intelligence and knowledge management functions including policy developments and their implications for wellbeing.
- Promoting a set of agreed core, value based characteristics that include;
  - o Economy and efficiency of resources.
  - o Coherence in effectiveness and achievement of outcomes, avoiding contradictions and unwanted side-effects.
  - o Working in a way that actively promotes openness and transparency, innovation, flexibility and that makes the best use of evidence and good practice.
- The Team provides support to enable better informed and timely decisions.
- An effective interface with the delivery partnerships and policy areas.
- A central point to pool knowledge and intelligence available.



## Monitor & Review

The Local Service Board (LSB) is accountable for the delivery of the Single Integrated Plan (SIP) for Flintshire and will monitor, along with its partners, progress and achievements made.

Regular reviews of the Plan will be conducted by the LSB to ensure that the in year priorities remain current and reflect current need whilst ensuring that progress is being made.

Progress on key developments will be promoted via the Flintshire County Council website and existing methods e.g. Your Community, Your Council Newsletter and partner E-Newsletters etc. as and when required.

## Accessible Formats

This document is a bilingual document that has been published in both English and Welsh and is available on each of our partners' websites.

Other formats are available upon request using the following contact details:

Flintshire County Council  
Policy & Performance Team  
Corporate Services  
County Hall  
Mold  
Flintshire

Tel: 01352 701476

Email: [PolicyandPerformanceTeam@flintshire.gov.uk](mailto:PolicyandPerformanceTeam@flintshire.gov.uk)