



A Well-being Plan for Flintshire

Annual Report 2019/20



FLINTSHIRE PUBLIC SERVICES BOARD
BWRDD GWASANAETHAU CYHOEDDUS SIR Y FFLINT

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Partners

These are the Flintshire Public Services Board Partners.
These organisations have helped to develop and deliver the Well-being Plan for Flintshire:



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



Gwasanaeth Tân ac Achub
Fire and Rescue Service



FLINTSHIRE PUBLIC SERVICES BOARD
BWRDD GWASANAETHAU CYHOEDDUS SIR Y FFLINT



Iechyd Cyhoeddus
Cymru
Public Health
Wales



HEDDLU GOGLEDD CYMRU
Gogledd Cymru diogelach
NORTH WALES POLICE
A safer North Wales



PRIFYSGOL
glyndŵr
UNIVERSITY



Llywodraeth Cymru
Welsh Government



Gwasanaeth Carchardai a
Phrawf EM yng Nghymru
HM Prison & Probation
Service in Wales

Pictures: Craig Colville



introduction

Introduction from the Flintshire Public Services Board (PSB)

Flintshire has a longstanding and proud track record of partnership working. The communities we serve rightly expect statutory and third sector partners to work together to manage shared priorities through collaboration. The Flintshire Public Services Board (PSB) is at the heart of promoting a positive culture of working together and concentrates energy, effort and resources on providing efficient and effective services to local communities.

The Flintshire Public Services Board is a strong and unified team. Performance against our priorities for

2019/20 are covered in this Annual Report. Over and above working towards these priorities it is our role 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 Annual Report 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 coming years.



Colin Everett
Flintshire County Council /
Chair Flintshire Public Services Board



Rob Smith
Betsi Cadwaladr University Health
Board / Vice Chair Flintshire Public
Services Board



Richard Fairhead
North Wales Fire and Rescue Services
/ Vice Chair Flintshire Public Services
Board



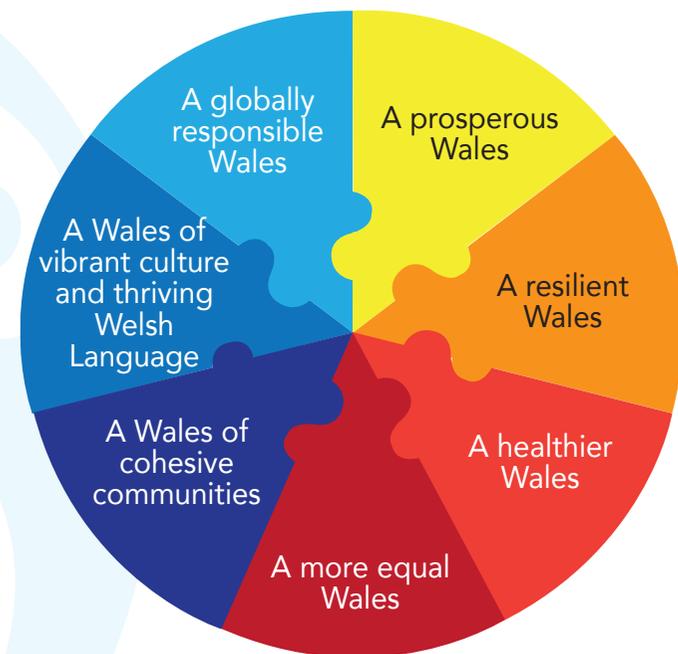
Seven Well-being Goals

The Well-being of Future Generations Act (Wales) 2015 is a piece of forward thinking legislation promoted by the Welsh Government.

This ground-breaking legislation aims to improve further the social, economic, environmental and cultural well-being of Wales now and for the longer-term.

The Act is underpinned by seven well-being goals:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh Language
- A globally responsible Wales



Five ways of working

Five ways of working are known as the sustainable development principles:



Our Annual Report supports both the well-being goals and the sustainable development principles outlined and demonstrates how they have been incorporated into our priorities.

Whilst the Board realise that there is much that we can do to add value to public service and the communities of Flintshire we set five initial priorities with a number of in year priorities for 2019/20. These priorities were chosen as the areas where the Board felt that they can add most value and make a positive and lasting difference.

The priorities of the Board are:-

- **Community Safety**
- **Economy and Skills***
- **Environment**
- **Healthy and Independent Living**
- **Resilient Communities**

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

*The Flintshire Public Services Board (PSB) did not prioritise any new work-streams in support of the aspirational Economy theme (1) as completion of the North Wales Economic Growth Deal was awaited and (2) due to other work demands and priorities. The PSB has supported a number of complementary work-streams in past years such as access to work schemes, and the public sector employer roles in apprenticeship programmes."

Annual Report

The Annual Report covers:-



This Annual Report provides an overview of our performance in achieving our priorities as set out in our 'Well-being Plan for Flintshire 2019/20' which:

- + Meets the Statutory obligations of the Well-being of Future Generations Act (Wales) 2015.
- + Provides a balanced view: reinforces success; highlights areas for challenges to overcome and details priorities for 2020/21.

Public Sector Partners Working Together

The Public Services Board is not a new arrangement in Flintshire. Its predecessor; 'the Local Service Board' had already established firm foundations for successful partnership working, with the understanding that public (and voluntary) sector partners working together would be more effective than a single organisation tackling societal issues.

Building strong working relationships as employers has ensured that information and good practices have been shared and built upon. The health and welfare of our workforces has been, and continues to be, a focus for the Board, with increasing attention turning towards mental health and support.

It is by working together in a collaborative and safe yet challenging environment that we will continue to achieve creative and innovative success.

Flintshire Public Services Board's Commitments for 2019/20

For 2019/20, the Board set five priorities and a number of in-year priorities as detailed within the Well-being Plan for Flintshire:

- 01 **Community Safety**
- 02 **Economy and Skills**
- 03 **Environment**
- 04 **Healthy and Independent Living**
- 05 **Resilient Communities**

The next set of pages detail these commitments, what has been achieved, the challenges to overcome and the commitments to be carried forward into 2020/21.





01 | Community Safety

STRONG PERFORMANCE - Areas where we can demonstrate strong performance using data (*where possible*)

- A second Domestic Homicide Review was commissioned - Good progress has been made taking forward Flintshire's second Domestic Homicide Review. The review is now almost complete and awaiting agreement on the recommendations. This will then go to the Community Safety Partnership to be signed off in 2020/21
- Implementation of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) National Training Framework as required by Welsh Government
- Awareness of violence against women raised by supporting the International White Ribbon Campaign on both a local and a regional level. The White Ribbon campaign is a global movement to end violence by men against women. At last year's event white ribbons were handed out to Cabinet Members, stands were set up at Flintshire's two colleges of higher education, along with a photo opportunity and Young Farmers Clubs in the County were given white ribbons to raise awareness of the issue
- Targeted repeat offenders (adults) via an Integrated Offender Management (IOM) process. Identifying those who cause the most harm (prolific offenders) and addressing their re-offending behaviour
- Targeting young offenders to reduce offending and re-offending by implementing the Flintshire Youth Justice Service Plan
- Multi-agency knife crime initiatives have progressed and a new multi-agency knife crime group has been set up to bring about an effective response to the rise of knife crime. The group is progressing various initiatives to reduce knife crime including a study into knife crime in the area by a researcher from Glyndwr University





01 | Community Safety

STRONG STORIES - Areas where we can demonstrate strong stories using milestones and achievements

- In the last year, North Wales Police have produced a regional County Lines Needs Assessment to address the problem across North Wales. The recommendations have been devised and agreed through the People are Safe (PAS) Board which will drive them in the next performance year
- Enhanced substance misuse outreach work promoted and supported. To keep people safe, a specialist multi-agency collaborative outreach response that can successfully engage/re-engage with vulnerable individuals living with complex needs around substance misuse, mental health and homelessness, who are not in contact with or who have lost contact with, mainstream services
- A new Domestic Abuse Forum has been established and is chaired by Flintshire's Community Safety Lead. It is a multi-agency forum of partner agencies including those from the third sector. The forum will ensure that matters relating to Domestic Abuse and Sexual Violence, as it relates to survivors, perpetrators, families and communities are effectively and strategically addressed
- Established Vulnerability and Risk Management Meeting (VARM). This is a multi-agency panel to manage vulnerable persons causing demand in Flintshire. The group meets on a six weekly basis and the multi-agency approach has helped manage the issues affecting vulnerable people who have been referred to the group
- Roll-out of the Early Action Together Programme in Flintshire to key occupational groups which has raised awareness around adverse childhood experiences. The Early Action Together program is being promoted by Public Health Wales and supports a multi-agency response to identify vulnerable people and intervene early and keep them out of the criminal justice system
- The Community Demand Reduction Group is a multi-agency group that is chaired by Flintshire's Anti-social Behaviour Officer. Its approach to tackling Crime and Anti-Social Behaviour (ASB) was maintained through monthly tasking and ad hoc professionals meetings. The group through its multi-agency intelligence led approach has contributed to tackling anti-social behaviour in and around Holywell





01 | Community Safety

WORK CARRIED FORWARD AS PRIORITIES FOR 2020/21 - Areas which will continue into next year

Many of the areas of work identified for this priority will carry forward into 2020/21. In particular:

- County Lines
- Multi-Agency Working to Address Crime and Anti-Social behaviour (ASB)
- Effective Sharing of Intelligence
- Supporting a Regional Review of Community Safety

In addition, as a Community Safety Partnership we will continue to work closely with regional partners to ensure that regional priorities are addressed and taken forward

CHALLENGES - Risks and Barriers (Open/live and those overcome in-year)

- The impact of the Coronavirus Pandemic. This has had a considerable effect on public services, which will affect service delivery going forward into 20/21. In due course the People are Safe Plan will need to be reviewed to accommodate and reflect any changing priority areas





03 | Environment

STRONG PERFORMANCE - Areas where we can demonstrate strong performance using data (*where possible*)

- Completion of the long forest projects in Flintshire which amounted to the planting of 6,000 hedgerow plants
- The Countryside Access team have resolved 436 path issues and installed 50 new kissing gates
- Flintshire have completed a full year of coordination of the regional nature partnership. Projects delivered include development of a Local Nature Recovery Action Plan and production of a 'green asset' map
- The Section 6 Biodiversity Duty Plan Review has been completed and has been published on the website. This is a statutory plan under the Environment Act (Wales) which focuses action to increase biodiversity within the county.

STRONG STORIES - Areas where we can demonstrate strong stories using milestones and achievements

- The litter picking hub at Greenfield was officially launched in partnership with Tesco
- New ParkRun was established at Greenfield, this will add to the global initiative to encourage healthy lifestyles with participants undertaking a timed 5 km run - or walk
- Wales Coast Path management continues with Natural Resources Wales grant to provide a quality route at national standard. This year saw an additional way marking project completed at Greenfield Dock
- Delivery of the Flintshire Eco Champions which delivers educational sessions on sustainability with primary schools
- Delivery of the wildflower campaign to raise awareness of the importance of our wildflowers and included social media posts and public events
- Dee Coastliners Phase 1 mapping of stakeholders and community access of Dee Coastline





03 | Environment

WORK CARRIED FORWARD AS PRIORITIES FOR 2020/21 – Areas which will continue into next year

- North East Area Statements published April 2020 which will support opportunities and engagement going forward
- Continuation of the Flintshire Eco Champions Programme
- Tree planting programme
- Welsh Government Greening the Estate and Nature on your doorstep projects
- Broughton shopping Park Access and improvement to Green Infrastructure
- Care and Repair Community Woodland Project
- Identifying walkways and cycleways for Safeways to School Project

CHALLENGES – Risks and Barriers (*Open/live and those overcome in-year*)

- Removal of the Single Environment Grant
- Ash Dieback
- Ensuring that the Green Recovery Agenda is linked with the Public Services Board COVID 19 Community Resilience objectives and are used as opportunities and are aligned with the Flintshire Environment Public Services Board Well-being Objectives





04 | Healthy and Independent Living

STRONG PERFORMANCE - Areas where we can demonstrate strong performance using data (*where possible*)

- Energy efficiency measures for domestic properties assisting some of the most vulnerable residents in Flintshire amounted to 2,175 installations
- The number of adults over 65 years that were helped to live at home was 40 per 1,000 population
- The number of adults over 65 years that were supported in care homes was 14 per 1,000 population
- Adults who completed a period of reablement and were able to move to a reduced package of care or no care for at least 6 months was 70%
- People accessing the 'Single Point Of Access' service for Advice and Assistance and did not need support again for six months was 75%
- The Early Help Hub provided information and support to 1,341 families
- Direct payments supported 580 people giving them choice and control over how they receive their services. This represents over 40% of people receiving "home based" social care in Flintshire
- Supported internships for nine young adults with a Learning Disability through Project Search
- Three Care Homes achieved Progress for Providers Quality Award at Silver level, with a further 13 Homes achieving Bronze. The roll-out to the domiciliary care sector has seen 4 providers achieving the Silver standard
- Adult safeguarding enquiries completed within timescales was 95%
- The 'Childcare Offer' was accessed by 3,385 children, through 535 providers
- We recruited 18 new foster carers





04 | Healthy and Independent Living

STRONG STORIES - Areas where we can demonstrate strong stories using milestones and achievements

- Opening of a new £4m Day Centre for adults with learning disabilities. Hwb Cyfle (Opportunity Hub) provides a modern, accessible and vibrant setting for the delivery of high quality day services in partnership with Hft and accessible indoor and outdoor facilities to improve the health and well-being of the wider community
- Development of a new 55 apartment Extra Care scheme in Holywell, developed in partnership with Wales and West Housing Association. The scheme will provide modern bespoke supported accommodation close to the heart of Holywell town centre. This expands on the highly successful extra care schemes developed in Mold, Shotton and Flint
- Successful launch of an in-house Direct Payments Support Service enabling improved support and guidance for people choosing to arrange their own support. The service provides new approaches including accessible information and an online portal, and has gained a very positive reputation at local and national level. The team also support the private sector market in Flintshire to improve the supply of high quality Personal Assistants as an alternative to traditional domiciliary services and critical care
- Pilot of a Micro-care Project as an innovative approach to improving the supply of care. Three Micro-Care businesses have been set-up to deliver personal care services with wrap-around well-being support to Flintshire residents. A further seven businesses being supported to start-up by September 2020
- Plans agreed and financial arrangements in place to develop on an expansion of Marleyfield House Care Home in Buckley, to be completed in 2021. This ambitious capital project is supported by the Integrated Care Fund and Innovative Housing Programme and demonstrates the strong partnership working between Social Services and Betsi Cadwaladr University Health Board, providing modern and efficient residential care and step up / step down facilities for older people in Flintshire, enabling them to live well at home or close to home





04 | Healthy and Independent Living

STRONG STORIES - Areas where we can demonstrate strong stories using milestones and achievements

- Development of Values Based Recruitment to support innovative recruitment processes in Social Services to strengthen the social values of the workforce and to attract new care workers from non-traditional care backgrounds
- In partnership with Flintshire Local Voluntary Council (FLVC), a Social Prescribing Officer was recruited to develop closer links between GP services and community based support. The Officer directs people presenting with non-clinical needs to a person or group that help them work out what matters to them. This will help to identify what others can do to assist them, how to benefit from that offer in to improve wellbeing
- Development of the Mockingbird 'extended family' model of foster care which encourages a group of community foster carers to think and act like a wide family. This facilitates peer support, regular joint planning, training and social activities to improve placement stability and strengthen relationships
- Flintshire County Council has been recognised as a Council 'Working Towards Becoming Dementia Friendly' by the Alzheimer's Society. Creating dedicated Dementia webpages on the Council website to enable residents to identify appropriate information and resources to support them and those they care for
- Strategic Partnership with Action for Children, building on the success of the Family Project and the Repatriation and Prevention Project, to work with children on the edge of care, and support those in care to return home
- Positive feedback from our Regulator following focused work in Social Services, looking at how we provide Information, Advice and Assistance, Early Help for families, and the experience of children entering the care system
- There has been strong engagement with the development and implementation of the Home First Bureau which is the conduit for managing discharges/transfers from the acute hospital. This work has resulted in a reduction in delayed transfers of care

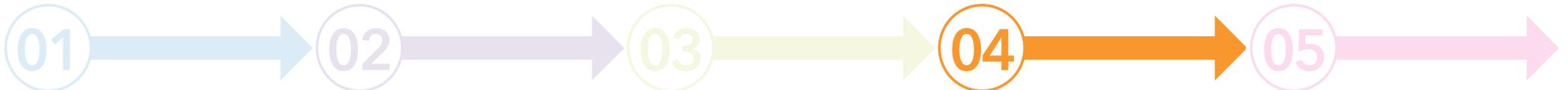




04 | Healthy and Independent Living

WORK CARRIED FORWARD AS PRIORITIES FOR 2020/21 - Areas which will continue into next year

- Complete Extra Care expansion
- Progress in-house residential care expansion
- Increase the provision and adapt the models of domiciliary care to meet demand
- Improve the numbers of people with a learning disability working up to 16 hours a week
- Further develop actions to support people living with dementia
- Extend residential provision for children with complex needs
- Launch our first In House Mockingbird (Foster Care) scheme and reduce reliance on high cost external placements
- Pilot a new integrated health and social care team for children at risk of entering the care system or experiencing a breakdown in their care arrangements
- Enhance mental health support to parents through the Early Help Hub
- Leading Regional Transformation in Learning Disability services
- Leading the Regional Integrated Autism Service
- Co-location of CRT and Flintshire Single Point of Access within Ty Dewi Sant in order to continue with our joined up approach in co-ordination of health and social care needs of our population





Healthy and Independent Living

04 | Healthy and Independent Living

CHALLENGES - Risks and Barriers (*Open/live and those overcome in-year*)

- Creating capacity in the residential and nursing sector
- Sourcing sufficient care for individuals at home due to pressures on the care market
- Reducing expenditure on out of county placements for children with complex needs
- Ensuring the accessibility of services for individuals with learning disabilities or autism
- Preventing children and young people from being exploited
- Additional financial pressures on families under stress impacting on the quality of family relationships and outcomes for children
- Securing sufficient national funding to support vulnerable families
- Complying with new legislative requirements for Deprivation of Liberty Safeguards

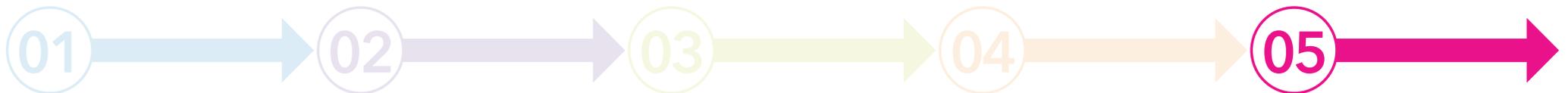




05 | Resilient Communities

STRONG PERFORMANCE - Areas where we can demonstrate strong performance using data (*where possible*)

- Appointment of a Social Value Officer and delivery of a training programme for officers through webinars to increase the use of social value in procurement
- The employment mentoring teams are helping to support 253 participants to improve their employment opportunities
- Leeswood weekly Community Café (created as part of the Age-Friendly Community development) is run by around eight volunteers and is regularly visited by more than 40 local residents many of whom are elderly, reducing the risk of loneliness and isolation. A small surplus generated each week contributes towards other age-friendly initiatives in the community





05 | Resilient Communities

STRONG STORIES - Areas where we can demonstrate strong stories using milestones and achievements

- The employment mentoring teams are helping to support 253 participants to improve their employment opportunities
- National learning disability charity Hft, Flintshire County Council, Clwyd Alyn Housing Association and Coleg Cambria are working together to equip young people with learning disabilities with everything they need to secure competitive employment within their community through Project SEARCH. Project SEARCH offers a range of work placements aimed at developing new skills, which are combined with classroom sessions designed to build confidence and cover any training needs. The first cohort of seven interns have successfully completed the programme and are now moving into paid work
- Delivery of the digital strategy for the region improving connectivity for businesses, public sector partners and communities in Flintshire. The first phase of delivery, connecting 400 public buildings to the fibre network, is currently underway
- The Council domestic energy team delivered 2,175 energy efficiency measures to properties in the County across all tenures. Support was targeted predominantly at fuel poor households. This investment also supported 13 jobs and four apprenticeship opportunities
- Completed the refurbishment of the Holway Community Hub
- Opportunities for residents to be more active in their communities through Let's Get Moving
- Flintshire County Council continues to support communities to become Age-Friendly. Leeswood and Pontblyddyn is currently in its third year of Age-Friendly Community development and in addition to its weekly community café has worked in partnership with Ysgol Derwenfa and Newydd catering to develop a monthly lunch club. Launched in October 2019, the lunch club regularly has more than 30 attendees. The lunch club model can be replicated in other areas and plans are in place to launch a lunch club in Greenfield as part of the Age-Friendly development in the





05 | Resilient Communities

STRONG STORIES - Areas where we can demonstrate strong stories using milestones and achievements

area. The Holywell and District steering group has developed an Age-Friendly Community Action Plan with the following priorities: improving communication about community activity; addressing concerns around community safety; and working towards being Dementia Friendly. Age-Friendly Community development is supported by a Big Lottery funded 'Rural Wisdom' project

- Opportunities to increase participation of older people in the community to reduce the risk of loneliness and isolation have been initiated in Pen-y-ffordd near Holywell with the support of Ysgol Derwenfa. A monthly coffee morning has been established, staff and pupils have taken part in Dementia Awareness sessions and plans are in place to run digital tablet training in partnership with Coleg Cambria to increase the skills of digitally excluded older people in the community

- Community engagement with older people in the Holway, as part of Holywell Age-Friendly Community development, has identified three community representatives who wish to have an active role in the management of the community centre and development of activities. A number of activities aimed at encouraging older people to participate in the community have included coffee morning engagement events, Christmas craft activities and a pop-up cinema





05 | Resilient Communities

WORK CARRIED FORWARD AS PRIORITIES FOR 2020/21 - Areas which will continue into next year

- Continued delivery of the digital strategy
- Continued delivery of energy efficiency measures to domestic properties in Flintshire to reduce carbon emissions and tackle fuel poverty
- Continue to support communities working to become Age-Friendly
- Identify and develop other area based community work

CHALLENGES - Risks and Barriers (*Open/live and those overcome in-year*)

- Sufficient national funding means to support communities to develop their resistance
- Commitment at community level to play an active part in Age-Friendly Community development
- Restrictions on community activity and engagement with older people who are digitally excluded during the COVID 19 pandemic
- Resources to support the Age-Friendly Community development after Big Lottery funded 'Rural Wisdom' project closes in April 2021



The Well-being of Future Generations

The Well-being of Future Generations Act includes a number of sustainable development principles, known as the five ways of working:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

These principles have been embedded throughout all the work that the Board has undertaken during the year. The following examples provide evidence of the main pieces of the Board's work which have been referred to in this Annual Report.

Long term

- The Board has always got our eye on the future, through developing activities and assets which are sustainable e.g. partner organisations reducing their asset bases
- The Early Help Hub will provide improvements in the long term to those who have used the service
- Collaborative work on Climate Change will serve a long term ambition to reduce carbon

Prevention

- Flintshire's Social Prescribing model is aimed at preventing and reducing demand on public services, by taking a community and practical response to individual's social issues
- Identification of 'Environment' as a priority is to ensure that our land and water assets are protected and developed as community spaces - an important factor in health and well-being

The Well-being of Future Generations

Integration

- The Early Help Hub should have a positive impact on a number of partner's well-being objectives, given that it is a solution to a problem impacting on a number of partners; health, police, probation, fire and rescue service as well as the Council's social and education services
- The Board's priorities are led by senior representatives from each of the key organisations

Collaboration

- All the Board's work this year has been in collaboration - no single body is working alone

Involvement

- The Board has actively involved individuals and communities where impacts were likely to be felt such as communities on the Holway, and parents and carers of vulnerable families

Future Developments

The Board intended to make the Annual Report for 2019/20 more:

- Dynamic
- Digitally interactive with more video and blog content
- Better referenced to the national indicators (where relevant) and
- Better reflective upon how the PSB is applying the 5 ways of working in reporting progress

Due to the Coronavirus (COVID-19) pandemic and redeployment of staff and resource this has not been possible. Detailed work around the production of the Annual Report was put on hold whilst work to help deal with the current crisis became a priority for both the individual organisations that make up the Flintshire PSB and for the PSB as a whole. The Board therefore, intends to capture these developments within the Annual Plan for 2020/21.

