



FLINTSHIRE PUBLIC SERVICES BOARD  
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# INSPIRING RESILIENT COMMUNITIES FRAMEWORK

Flintshire Public Services Board

## Abstract

This document provides an overarching plan for how Public Services in Flintshire aim to Inspire Resilient Communities

## **Executive Summary**

The Inspiring Resilient Communities working group of the Public Services Board is relatively new being established in 2016. Its initial priority has been to develop a clear framework for how Community Resilience work in Flintshire can be led and co-ordinated.

This framework recognises that community based work cannot be controlled but has to be co-designed with communities and partners, and has to evolve and adapt based on the results and learning. In the current climate this is not only an essential approach to engage and empower communities to solve issues they face, it is also essential if work is to be sustained and demand for public services is to be reduced.

Therefore the group has taken a two pronged approach. Firstly modelling out two interventions one area based (in the Holway, Holywell) and one Public Service or thematic based (Getting Flintshire Moving). These interventions aim to develop a community asset and enabling approach building on the physical assets and people assets that are the strengths of local communities.

This will be complemented by an approach that works with other community and Public Service based interventions that have the potential to develop community resilience. This framework includes a way of working with seven guiding principles that if applied will support the building of community resilience. The group aim to develop a virtual network or movement that shares these principles, the results of emerging work in communities, and learn together what works and how real and sustainable community benefits can be delivered.

The initial framework by the end of three years aims to have developed and shared across Public Service partners an effective approach to asset based community work in Flintshire. Through the application of principles, shared tools and common learning we will have a greater understanding of what resilient communities look like and how we as Public Sector partners enable their development.

***Lyndsey Rawlinson***  
***Chair of Flintshire PSB Working Group on Inspiring Resilient Communities***  
***July 2017***

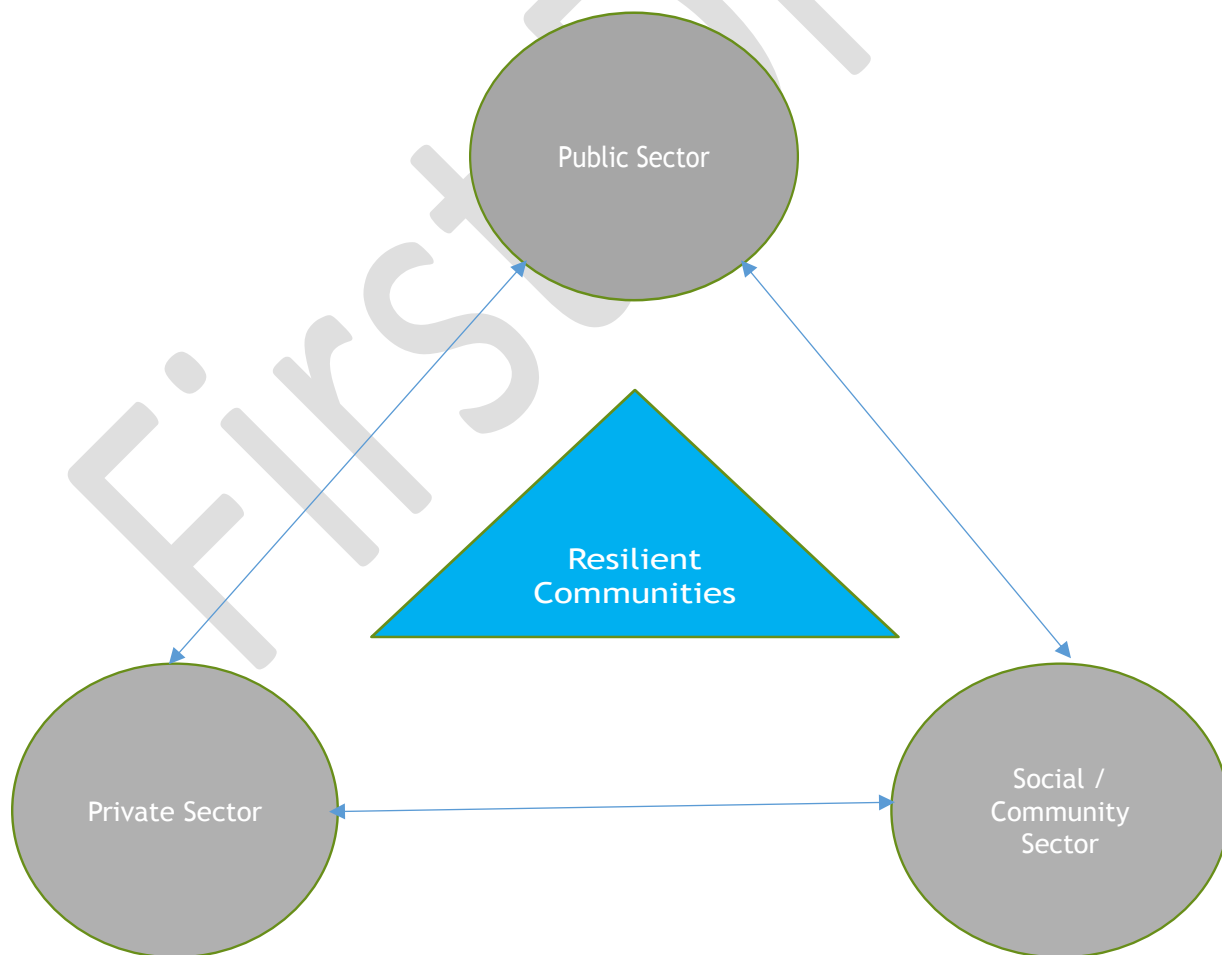
## Background

### What is Community Resilience and Why is it a Priority for the Public Services Board?

Effective, successful and resilient places have the ability to resolve their own problems, respond to and bounce back from economic, social and environmental issues e.g. flooding. High levels of resilience enable a community to prosper and thrive and the individuals within that community to fulfill their potential. This in turn supports a reduction in demand for public services as individuals and communities are empowered to make their own decisions and shape their own future.

Resilient Communities have support from all sectors to solve problems and because of this they are well connected and able to make decisions. Public Services play important facilitation and brokerage roles, which connect a wide range of assets and resources.

**Diagram 1 – Resilient Communities Supported by all Sectors**



### **Area Based Work – The Holway in Holywell**

The Holway in West Holywell is an area of Flintshire that Public Services, based on evidence and statistical information, have for a number of years targeted with specific service interventions. In most cases these interventions have not made a sustainable difference to the issues and challenges this community and the individuals living within it face.

The work in the Holway will take an asset based approach building on the strengths of the community, both people and resources, and co-designing with the community appropriate interventions. Initial work amongst Public Sector Partners and with the community has identified a number of assets that could be built upon including:

- The Community Centre – discussion has started about an asset transfer of this facility to the local community;
- Developing a network of community leaders - that could form a social organisation with the skills to manage a community facility and lead local initiatives;
- The Project House – a house in the community owned by Flintshire County Council that can be used for delivery of key area based community services;
- The Site of Special Scientific Interest (SSSI) - lying to the north of the community this site contains flora and fauna of national significance:
- The Network of Footpaths – these lead to the SSSI, the town centre, the leisure centre, Halkyn Mountain, Greenfield Valley and the coast and if used more could encourage the community to 'get moving'.

Work will take place in the Summer of 2017 to co-design with the community the potential for a community asset transfer of the community centre. This will include expanding the initial asset list above, and then working with the whole community to identify and prioritise the assets that can have the most significant benefit. From a community perspective being able to change the perception of the Holway from one which is seen only as facing a number of issues, to one where people have pride in a range of assets, is key.

### **Thematic Based Work – Getting Flintshire Moving**

This is collaborative action, co-ordinated by Public Health Wales, to develop opportunities and environments that enable people to move more and be less sedentary. This potentially includes:

- Sports;
- Outdoor Pursuits;
- Recreational Activities;
- Doorstep Activities;
- Community Activities;
- Active Travel.

Research shows that moving more can: improved mental health; reduce heart disease; reduce levels of isolation and loneliness; increased community resilience and cohesion; reduce fuel costs; reduce health & social care costs; reduce carbon footprints.

There are five themed areas for collaboration:

- Access to outdoor spaces / natural environments
- Workplace
- Whole of School approach
- Communities
- Health

Getting Flintshire Moving will adapt and implement the findings from the ‘Access to outdoor spaces / natural environment work stream’, within work in the Holway in Holywell. These type of activities will include:

- Developing environments on the doorstep that support walking, jogging & cycling etc;
- Linking communities using green spaces;
- Linking communities to the wider natural environments;
- Developing active travel routes;
- Promoting daily mile, park run and community gardens/allotments;
- Developing people’s confidence in accessing outdoor spaces;
- Promoting the benefits and accessibility of outdoor spaces on the doorstep and the wider natural environments.

### Ways of Working

The purpose of this document is to encourage all parties who will be involved in the design and delivery of key work in communities to adopt the same key ways of working that will enable communities to be more resilient. (see appendix A for list of projects).

- i. *Consistent Vision* – Projects will have a clearly defined vision, understood by all those involved, which, whilst being ambitious, is attainable within the resources available to the Project.
- ii. *Outcomes* - Project outcomes will bring around a measurable improvement in a communities resilience in one, or more of the following areas:
  - a. Environmental
  - b. Health
  - c. Economic
  - d. Social and Cultural
- iii. *Local Ownership of Initiatives* – Projects will be based on an approach that promotes collaboration with communities (groups and individuals) and other key stakeholders, ensuring they have a central role in both the design and delivery of Projects.
- iv. *Effective Use of Available Resources* – Projects will draw upon existing information, provision and expertise in order to avoid duplication of effort, share resources, research, expertise, and aim to utilise the full assets of communities.
- v. *Use Creative Methods when Communicating* – Projects will be innovative in the methods they employ to communicate and engage with local communities to attain more meaningful and deeper engagements.
- vi. *Sustainable Services* – Projects will focus upon the services that are important to, and needed by communities, with the aim of ensuring that these services are sustainable over time.
- vii. *Opportunities for Skills Development* – Projects shall, as appropriate, aim to develop the knowledge and skills of local community members in the delivery of initiatives. This will not only be a positive engagement activity with the local community, it will also ensure the initiatives have local champions to own the initiative and support them to drive forward.

### **What Does Success Look Like and When?**

There are four key success measures that will be used to evaluate success of this work.

1. Developing an effective Community Asset Based approach to area working that means by building on existing local assets, both people and resources, that increased resilience in communities can be sustained. This will be achieved through the work in the Holway and then applying the lessons learnt to other area based work.
2. Demonstrating that Public Service delivery can apply the ways of working to Inspire Resilient Communities and as a result reduce demand in Public Services. This will be achieved through the work on Getting Flintshire Moving and then applying the lessons learnt to other Public Service led projects.
3. Shared learning across a range of projects that have the potential to Inspire Resilient Communities. This will be achieved through establishing a virtual movement of people across the Public Services Board partners, other agencies, and communities, who will work on developing this framework and sharing best practice.
4. Maximising the Delivery of Community Benefits. This will be achieved by developing a Community Benefits Strategy across partners that links to Environmental, Health, Economic, Social and Cultural outputs, which support a reduction in demand on public services.

The timescale for the development and delivery of this framework over a 3 year period are as follows:

- Development of Framework and Interventions – early 2017
- First Year Evaluation of Initial Work against 4 key success measures – Summer 2018
- Sharing of Initial Lessons Learnt – Autumn 2018
- Evaluation and Sharing of Methods and Tools Developed and Community Benefits delivered – Autumn 2019
- Third Year Review of the impact that the Inspiring Resilient Communities work on has had on Public Service Practice in Flintshire – Autumn 2020

**Appendix A**

**– Directory of Flintshire Community Resilience Related Projects (July 2017)**

This is a working directory aimed at capturing base information on initiatives within Flintshire, which are relevant to the work of the Inspiring Resilient Communities Working Group

<b>Initiative</b>	<b>Overview</b>	<b>Contact Details</b>
<b><i>Community Directory</i></b>	A comprehensive list of clubs, societies, community groups, and organisations in Flintshire. The Directory is updated annually.  <a href="http://www.flintshire.gov.uk/en/Resident/Community-Directory/Community-Directory.aspx">http://www.flintshire.gov.uk/en/Resident/Community-Directory/Community-Directory.aspx</a>	Use website link
<b><i>Community House, Holway</i></b>	Liam Williams from Housing is leading on the re-opening of the house. It has now re-opened.	Dawn Kent FCC
<b><i>Social Enterprise Forum</i></b>	Exploring opportunities for SE development within and around Flintshire	Mike Dodd FCC
<b><i>Flint 2020</i></b>	Multi-agency approach to improve lives of Flint residents including work on physical activity and healthy eating	Clare Budden FCC
<b><i>Supported Volunteering Placements</i></b>	Opportunities for individuals mental health support needs/learning difficulties to access taster sessions for volunteering and accredited qualifications	Ann Woods FLVC
<b><i>Families First Support</i></b>	Range of Family-focussed initiatives	Dave Chisnall FCC



## Inspiring Resilient Communities Framework

<b>Single Point of Access</b>	FLVC employ a Third Sector Co-ordinator, based in Preswylfa and working with FCC's First Contact Team to respond to Health and Social care Needs of Flintshire Residents, helping to find community-based solutions and reduce pressure on statutory services	Kate Howard, NHS, Preswylfa
<b>Early Intervention Hub</b>	Multi Agency approach to providing preventative support for families/mitigating impact of Adverse Childhood experiences	Led by North Wales Police
<b>Health and Social Care Network</b>	FLVC links to over 1200 Third Sector groups operating across the whole county – we can access relevant organisations' details, invite organisations to respond to communications and requests.	Karen Peters FLVC
<b>Health and Social care Facilitator</b>	Housed by each County Voluntary Council, BCUHB fund these posts to maximise engagement between services and with service users – could support some community engagement work	Fran Hughes/Chris Roberts FLVC
<b>Flintshire Tackling Poverty Partnership</b>	Quarterly meeting of key officers from FCC & external services tasked with the strategic development of activities within Flintshire to tackle/prevent poverty.	Karen Armstrong FCC
<b>Flintshire Advisor Network</b>	Quarterly meeting of a staff/volunteers of advice/information/support providers operating with Flintshire. Providers could offer positive support to community based initiatives aimed at increasing prosperity, etc.	Flintshire Citizen Advice Service
<b>Social Prescribing</b>	Work to develop a network of people and activities linked to GPs that will enable prescribing or signing to social activities or interventions rather than medical prescription	Nina Ruddle, Glyndwr University Ann Woods, FLVC
<b>Community Benefits Strategy</b>	An emerging strategy to maximise the delivery of Community Benefits in Flintshire CC	Steve Agger, Ian Bancroft FCC

## **Appendix B**

### **– Emerging List of Flintshire County Council Community Benefits (July 2017)**

#### **Economic**

- (i) Targeted recruitment and training:
  - Providing shared apprenticeship opportunities using our Apprenticeship Academy;
  - Creating job opportunities for unemployed people from Flintshire's Community First areas;
  - Providing work placements and training opportunities to local unemployed people, to help them gain work experience to aid their job search;
  - Providing work experience to students to help them make career choices.
- (ii) Local supply chain development including:
  - procuring from Flintshire based businesses to provide goods and services in the delivery of the contract;
  - Applying a 10 day payment schedule with sub-contractors.
- (iii) Voluntary financial contributions to be pooled centrally for allocation to the [Skills Village]. This can be in the form of a financial or resource contribution. The [Skills Village] is a virtual resource to support the training of local people into construction trades through the provision of on-site work experience, accessing CSCS and health and safety training.

#### **Environmental, Health and Social**

- (iv) Working with schools and colleges to contribute to their curriculum and help to promote a socially inclusive society;
- (v) Where deemed appropriate, small community-focused contributions (up to £1,000) can be made including actual resources such as staff time to provide assistance / support to local community groups. This would be administered through the Community Benefits Team to ensure appropriate use.
- (vi) Provide a financial sum to deliver the strategic priorities as identified by Flintshire Council including but not exclusively:
  - Housing quality and renewable technologies as part of any new build development;
  - Housing energy measures which will address fuel poverty;

- Promoting energy efficiencies and environmental awareness with tenants;
- Delivery of Environmental initiatives including
  - micro-energy generation;
  - reduced waste to landfill;
  - recycling of eligible materials;
  - reduced water consumption;
  - managing business mileage.
- (vii) Reductions in Demand for Public Services including Health and Social Care and Community Safety
  - Number of people supported to live independently
  - Reduction in permanent admissions to residential or nursing care
  - Reduction in avoidable hospital admissions
  - Reductions in anti-social behavior and crime
- (viii) Impact of volunteers
  - Numbers of new volunteers
  - Number of volunteers placed with community groups
  - Number of young volunteers
- (ix) Impact of Community Businesses
  - Number of new community businesses established
  - Number of constituted groups developing into community businesses
  - Number of community assets sustained