



FLINTSHIRE PUBLIC SERVICES BOARD
BWRDD GWASANAETHAU CYHOEDDUS SIR Y FFLINT

A Well-being Plan For Flintshire 2017 - 2023



Draft (November 2017)

Community Safety

This means:

- Making communities safer
- Identifying the signs and symptoms of domestic abuse and sexual violence and providing an effective response
- Tackling drugs and alcohol
- Reducing re-offending
- Responding to the threat of organised crime groups
- Tackling Modern Day Slavery
- Addressing the threat of Child Sexual Exploitation

Why is this a priority for the partners?

As a Public Services Board we work in partnership to implement strategies that are in line with legislation and wider priorities.¹ Our statutory requirements are to:

- ✓ Address crime and disorder to benefit communities and visitors;
- ✓ Tackle substance misuse to benefit the wider community where drug use can disrupt communities and residents can be victims of crime and anti social behaviour;
- ✓ Reducing reoffending to support community rehabilitation;
- ✓ Increase reporting of incidents of domestic abuse and sexual violence to increase family and individual safety;
- ✓ Combatting modern slavery and Organised Crime Gangs;
- ✓ Reducing the risk of sexual abuse including Child Sexual Exploitation (CSE); and
- ✓ Making our communities safer so that they can thrive

What is the evidence behind this story?

North Wales Police assessed crime and disorder issues affecting communities across Flintshire in April 2017. The areas that were identified as high risk priorities were:

- Domestic Abuse - due to the broad impact to the victim (physical, psychological and financial), the number of recorded crimes and an increasing trend.
- Child Sexual Exploitation (CSE) – the psychological impact of CSE upon the victim can be very high so working with partners is important to both prevent and manage the effects of CSE. Although we assess organised CSE to be rare in North Wales, we know it has occurred and it is probable that further incidents will be identified. There are also an increasing number of children at risk of CSE.

¹ These objectives draw upon Section 6 of the Crime & Disorder Act 1998 (as amended by the Police Reform and Social Responsibility Act 2011) as well as the Police and Crime Commissioner's objectives. These priorities have been adopted by the North Wales Safer Communities Board in their plan, and also locally by the Flintshire Public Services Board.

Community Safety

- Modern Day Slavery – It is likely that a wide range of services will identify increasing numbers of incidents. Victims of Modern Day Slavery do not always recognise themselves as victims so recognising the signs and sharing intelligence will prove to be important in combating this
- Organised Crime Gangs and the supply of illegal drugs - threat, risk and harm in Flintshire has increased over the past few years

What are we committed to doing?

- ✓ Support vulnerable people to prevent them becoming victims of crime
- ✓ Increase confidence in reporting domestic abuse and work with MARAC (Multi Agency Risk Assessment Conference) to manage the levels of repeat domestic abuse
- ✓ Increase confidence in reporting sexual violence / increase awareness amongst young people of domestic abuse, sexual violence and violence against women
- ✓ Improve services and their response for all victims of VAWDASV (violence against women domestic abuse and sexual violence)
- ✓ Tackle and address substance misuse in the county
- ✓ Reduce re-offending
- ✓ Develop a multi-agency approach to awareness raising, victim care, prevention and investigation of Modern Day Slavery, CSE and organised crime
- ✓ Tackle the Organised Crime Gangs that supply Class A drugs

What specific actions will we take to support these commitments?

- ✓ Continue to promote the Online Watch Link (OWL) system as a means of engaging with members of our communities
- ✓ Work with the Police and Crime Commissioner's 'victim hub' to ensure an enhanced service to victims of crime
- ✓ Support partners to tackle 'doorstep crime' in our communities
- ✓ Implement and promote Public Space Protection Order (PSPOs)
- ✓ Maintain the multi-agency intelligence led approach to tackle Anti-Social Behaviour (ASB) through monthly tasking and ad hoc professionals meetings
- ✓ Raise awareness of violence against women by supporting the International White Ribbon Campaign on a local and regional level
- ✓ Continue to monitor the effectiveness of MARAC (Multi Agency Risk Assessment Conference) through the local strategic groups, ensuring they are operating to 'Save Lives' minimum standards
- ✓ Develop a collaborative approach to standardising the work of the Independent Domestic Violence Advisor (IDVA) service across the region
- ✓ Implementation of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) National Training Framework
- ✓ Local gaps in service are fed into regional commissioning and planning cycles

Community Safety

- ✓ Respond effectively to emerging issues with consistent approaches in terms of awareness/treatment and recovery
- ✓ Implementation of recommendations emerging from the Harm Reduction and Drug Poisoning Review Group
- ✓ Target 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
- ✓ Share intelligence amongst partners to understand the risks of Modern Day Slavery; Child Sexual Exploitation (CSE) and organised crime
- ✓ Set up multi agency Organised Crime Gang (OCG) panels and map OCG's in Flintshire
- ✓ Work in partnership to disrupt at a local level – targeting problem people, premises and activities resulting from Organised Crime

Where should we see an impact?

- ✓ People's confidence to report appropriately to partners increased
- ✓ Resilience in communities improved leading to a reduction in demand
- ✓ Rehabilitation and community integration increased
- ✓ Realistic expectations provided to the public
- ✓ Recognition of the signs and symptoms of domestic abuse, sexual violence and modern slavery by public and voluntary sector agencies
- ✓ High risk cases of domestic abuse dealt with effectively and a reduction in the repeat victimisation achieved
- ✓ Awareness of the impacts of adverse childhood experiences amongst partners increased.
- ✓ Vulnerable people prevented from becoming victims of crime
- ✓ Substance misuse tackled collaboratively on a local and regional level
- ✓ Committed regional partnership approach to addressing crime and disorder continued
- ✓ Better sharing of intelligence across partner agencies
- ✓ Increased partnership action to tackle Modern Day Slavery, CSE and organised crime

Links with other priorities:

- ✓ **Well-being and Independent Living** – reduction in substance misuse, reduction in crime, reduction in incidents of domestic abuse, increased likelihood of physical activity outside of the home
- ✓ **Resilient Communities** – people being more able to take responsibility for their own health by accessing outdoor spaces in safety
- ✓ **Environment** – people feeling safer when accessing green spaces in their community
- ✓ **Economy and Skills** – developing skills for employment opportunities, reducing worklessness and the impact of social reform

Economy and Skills

This means:

- Developing and improving strategic sites (employment and housing)
- Modelling transport infrastructure and services to support future economic growth
- Supporting business growth and innovation
- Developing skills for employment opportunities, reducing worklessness and the impact of social reform

Why is this a priority for the partners?

- ✓ The North Wales economy is at risk of lagging behind other regions of the UK. Major investments are needed in the region by Governments - the partners need to help make the case to secure those investments;
- ✓ Flintshire is the highest performing local economy in North Wales. We need to retain our competitive edge for the wider regional economy to grow and develop; and
- ✓ The partners are major employers and buyers of goods and services. We have influence over job creation and local business development.

What is the evidence behind this story?

- The key sub-regional business sectors of advanced manufacturing, automotive, aerospace, food production and energy have proved to be resilient during the past decade but now face an uncertain future with political developments in Europe.
- Flintshire is the highest performing county in the region for Gross Added Value (GVA) - but the region as a whole lags well behind the UK with the GVA per head for North Wales being 86% of that of the UK (2015).
- UK Government investment in regional growth in England could be a threat to securing investment and trade in North Wales, as those regions become more competitive.
- There are skills gaps forecast for the region to grow both our key business sectors and to help employers (including PSB partners) with an aging workforce replace experienced employees over time. There is a replacement demand of at least 30% for skilled trades in each key business sector (energy and environment, advanced manufacturing, construction) across the region, and whilst 17% of employers across the region offered apprenticeships in 2016, this can still be increased.
- There are labour supply shortages in the region, for the needs of employers (including PSB partners), with the challenge to bring as many 'economically active' people into employment as possible.

Economy and Skills

What are we committed to doing?

- ✓ The North Wales Region is about to present a North Wales Economic Growth Deal Bid to the UK and Welsh Governments - we will support this Bid
- ✓ We will take local action to support the Bid in the areas of sites and premises, housing growth, transport infrastructure and services, business growth and innovation, skills and worklessness
- ✓ The Regional Skills Partnership has set out the current and future needs of employers for a skilled and ready regional workforce. We will support this strategy as employers

What specific actions will we take to support these commitments?

- ✓ Assist the development of strategic employment and housing sites in Flintshire
- ✓ Review our land asset strategies to support the release of land for employment or housing development
- ✓ Support the case for investment in local transport services such as the North East Wales Metro
- ✓ Review our own transport policies to encourage employees to use public transport to get to work, and work more agilely, to reduce traffic congestion
- ✓ Review our own procurement policies to secure community benefits for local and sub-regional suppliers of goods and services
- ✓ Implement measures to promote the public and third sectors as positive career choices
- ✓ Work with our existing workforce and partner providers to provide skills and qualifications to enable career progression and development
- ✓ Protect and develop our own apprenticeship programmes as employers
- ✓ Work with the Careers Service, schools, further and higher education, and employers to give young people the widest range of career options to help meet the needs of employers for recruitment

Economy and Skills

Where should we see an impact?

- ✓ Levels of local unemployment reduced
- ✓ Numbers of apprenticeship places maintained or increased
- ✓ Access to employment improved
- ✓ Supporting inactive people to move into employment
- ✓ Access to and quality of careers advice services improved
- ✓ Business growth and new business investments on key employment sites
- ✓ Transport services connecting communities to places of work improved
- ✓ The numbers of people choosing public transport to get to work
- ✓ House building programmes for people to live locally for local jobs
- ✓ In-work poverty reduced
- ✓ Health inequalities reduced

Links with other priorities:

- ✓ **Well-being and Independent Living** – building and strengthening the care sector
- ✓ **Resilient Communities** – further developing community ownership models including Community Asset Transfers (CATS), micro social enterprises and community shares
- ✓ **Environment** – reducing the impacts of climate change
- ✓ **Community Safety** – reducing re-offending

Environment

This means:

- Developing greater access opportunities to the green infrastructure
- Protecting and enhancing the environment
- Improving flood protection
- Reducing the impacts of climate change

Why is this a priority for the partners?

- ✓ Collective action is needed to ensure we value, protect and enhance Flintshire's environment and landscapes to maximise the benefits it can offer to current and future generations;
- ✓ PSB partners understand the crucial link between the natural environment and the well-being of people, both in terms of physical and mental health;
- ✓ Flintshire has many attractive areas that can be used to promote activity and ensure people, especially children, can enjoy and benefit from spending time outdoors;
- ✓ We need to enhance the natural environment beyond already protected sites, especially around our urban areas to realise the full benefits that the environment can offer residents;
- ✓ Several aspects of environmental resilience need addressing, particularly the need to better prepare for climate change, especially the risk of flooding;
- ✓ We want to ensure our air quality is the best it can be by working with partners to monitor and reduce harmful emissions; and
- ✓ PSB partners should lead the way by enhancing the environment on their own land and across Flintshire, and by being as carbon neutral as possible.

What is the evidence behind this story?

- Those living, working and/or visiting Flintshire have said they place a high value on the natural environment and want to use it more for their own well-being.
- The barriers stopping some people from using the environment need to be better understood to provide equal opportunities for everyone.
- Statistics show a long-term increase in the percentage of overweight people in the county. In 2014, over 25% of 4 to 5 year olds and approximately 57.5% of Flintshire adults were found to be obese or overweight. Opportunities to take part in outdoor activity has a significant role to play in reversing this long-term increase.

Environment

- The Dee Estuary, Halkyn Mountain and Deeside and Buckley newt sites are internationally designated as Special Areas of Conservation (SACs). In addition, there are 23 Sites of Special Scientific Interest (SSSIs), nationally important ecological sites. Despite these designations, many species are in decline primarily due to agricultural intensification, urbanisation, invasive species and climate change.
- Significant flooding events have occurred in Flintshire in recent years and some 8,400 properties are at risk of flooding. This issue has a significant effect on people's well-being.
- There is increasing evidence of the serious impact of air pollution on health in parts of Flintshire in urban areas or close to major roads.

What are we committed to doing?

- ✓ Working with communities of all ages and backgrounds to understand and appreciate the benefits of the natural environment and how its use will improve their physical and mental well-being
- ✓ Building resilience in our communities so they understand and can manage flood risks more effectively

What specific actions will we take to support these commitments?

- ✓ Work at a local level to increase the resilience of communities so that they are better adapted to future climatic changes. This will include identifying communities most at risk from extreme weather events (e.g. flooding) and seeking innovative solutions to these challenges
- ✓ Build pride and ownership in communities so they want to protect and enhance where they live and work, helping to build community and family cohesion
- ✓ Promote the benefits of using the natural environment for exercise, volunteering and education
- ✓ Identify and act on issues which are causing environmental and ecological deterioration by working with partners such as the farming, commercial, industrial and transport sectors
- ✓ Identify all existing 'green' assets through an asset mapping exercise, and seek opportunities to enhance and link these in future
- ✓ Improve green transport links across Flintshire and into neighbouring counties
- ✓ Take collaborative actions to reduce the PSB carbon footprint. This will include reductions in greenhouse gas emissions and improvements within their assets to support greater biodiversity
- ✓ Encourage employees to reduce their own environmental impact and inspire them to use the natural environment for their own well-being

Environment

Where should we see an impact?

- ✓ Decline in biodiversity reversed
- ✓ Number of properties at risk from flooding in Flintshire reduced, with those at risk being better prepared and more resilient
- ✓ Number of people using the outdoors for exercising, volunteering or educational purposes increased, resulting in benefits in mental and physical health and stronger community and family cohesion
- ✓ Carbon footprint of public sector organisations reduced
- ✓ Natural resources, including designated sites managed sustainably – both to benefit species and to allow us to showcase what we have in Flintshire
- ✓ Choice and use of green travel opportunities increased resulting in a reduced rate of car usage amongst residents and visitors to Flintshire
- ✓ Delivery of the other priorities within this plan supported, as early engagement work with communities is one of the key elements of: supporting people back into employment; improving an individual's physical and mental health; valuing, protecting and enhancing the natural and built environment within local communities

Links with other priorities:

- ✓ **Well-being and Independent Living** – improving physical and mental health via increased access to the outdoors for exercise
- ✓ **Community Safety** – making communities safer
- ✓ **Economy and Skills** – developing and improving strategic sites (employment and housing)
- ✓ **Resilient Communities** – enabling and inspiring communities to become confident, cohesive and forward thinking

Resilient Communities

This means:

- Enabling and inspiring communities to be confident, cohesive, and forward thinking
- Developing an approach that ensures that when any public service is working in an area that additional skills and capacity are strengthened within that community
- Co-ordinating an approach across public service delivery that maximises the impact of community benefits
- Further developing community ownership models including Community Asset Transfers (CATS), micro social enterprises and community shares

Why is this a priority for the partners?

- ✓ Effective, successful and resilient places have the ability to resolve their own problems, respond to and bounce back from economic, social and environmental issues;
- ✓ Resilient communities are well connected within the area and to other agencies and organisations outside of their community;
- ✓ A well connected community is able to work with the public agencies co-operatively to determine priorities for that community and be a key partner in delivering these priorities; and
- ✓ This approach requires a workforce in the public sector that is skilled in working with communities to support determination of their priorities and enable their delivery.

What is the evidence behind this story?

- Research shows that 'Resilient Communities' have support from all sectors to solve problems, are well connected and able to make decisions.
- Public sector bodies have provided support and capacity to specific communities of need; however this work has not always been sustainable, once the intervention ceases.
- Public services can change the emphasis of their work in communities from direct support and intervention to a more co-operative style of working where local communities determine their own priorities and identify solutions.

Resilient Communities

What are we committed to doing?

- ✓ Learning lessons from previous community based work so that future work has a significant and long term impact
- ✓ Changing our ways of working so that whenever public services work with communities we build on and develop the skill levels within that community
- ✓ Working jointly with communities to understand, develop and implement long term aspirations and plans that build on the strengths of that community

What specific actions will we take to support these commitments?

- ✓ Train and develop key public sector employees in these different ways of working
- ✓ The Public Services Board will agree a set of community benefits² that will support local communities and that can be delivered by the community and social organisations, public organisations, and private organisations
- ✓ Develop opportunities for residents to be more active in their communities which leads to improvements in health and well-being
- ✓ Design and develop projects with the community in areas such as Holywell, Flint and Shotton so that the community is able to determine the priorities and have the skills and capacity to continue the work in the long term
- ✓ Establish new tools such as 'Community Shares'³ and 'Social Prescribing'⁴ that enable communities to develop their local assets and improve their health and well-being
- ✓ Support the development of community networks that can be co-ordinated and maintained by local communities
- ✓ Change our long term physical planning for communities so that it enables the development of community buildings and natural and green spaces that better connect people

² Delivery of added value through the Community Benefits is linked to the procurement of contractors on capital build programmes. They can also be delivered through grant awards and Community Asset Transfers. They ensure wider social, environmental and economic issues are taken into account during the project life cycle.

³ Community Shares are non-transferrable, withdrawable share capital unique to Co-op and Community Benefit Society Legislation and can be used as a method to engage the community in becoming shareholders (owners) of community businesses.

⁴ Social Prescribing is a means of enabling primary care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sector.

Resilient Communities

Where should we see an impact?

- ✓ Ways of working changed across all sectors that strengthens communities
- ✓ The strength of community and social organisations that are able to provide support to local people increased
- ✓ Opportunities for people to improve their health and well-being increased
- ✓ Use and appreciation of the natural environment and use of the outdoors increased
- ✓ Take up of economic activity by local people increased
- ✓ Quantity and quality of benefits that support local communities ('community benefits') increased

Links with other priorities:

- ✓ **Economy and Skills** – developing skills for employment opportunities, reducing worklessness and the impact of social reform
- ✓ **Community Safety** – making communities safer
- ✓ **Well-being and Independent Living** – providing information and support for people to take responsibility for their own health and that of their own families
- ✓ **Environment** – developing greater access opportunities to the green infrastructure

Well-being and Independent Living

This means:

- Providing information and support for people to take responsibility for their own health and that of their families
- Targeting interventions where individuals and families have the most to gain
- Delivering more services closer to home
- Building and strengthening the Care Sector

Why is this a priority for the partners?

- ✓ There is a strong evidence base as well as a social responsibility to direct our focus on the prevention of ill health, reduce health inequity and accommodate most people's preference to stay active and independent within their own community;
- ✓ A focus on early years has the potential to bring benefits to the individual and reduced demand on services over the full life course;
- ✓ In order to support residents with more complex needs, we need to maintain and then strengthen the care sector for both care home and domiciliary service⁵ provision, both of which are currently fragile;
- ✓ Life expectancy is increasing whereas an increase in healthy life expectancy is not assured. The consequence is that more people are likely to require support in the management of chronic conditions and/or increasing dependency as a result of frailty or dementia for example;
- ✓ There are significant challenges in meeting current and projected workforce demands in both health and social care; and
- ✓ The Social Services and Well-being Act reinforces the need to support residents to maintain good health and reduce reliance on services.

⁵ Domiciliary Services are those provided to a person within their own home

Well-being and Independent Living

What is the evidence behind this story?

- Influencing the development of children to maximise their health, social and educational development is most effective when done as early as possible.
- People born in the most deprived areas of Flintshire are, on average, likely to die 7 years earlier than people born in the most affluent areas of the county.
- Life expectancy is predicted to continue to improve, and the population of those aged 65 years is expected to grow from 31,000 in 2015 to 46,100 by 2039.
- The number of people aged 65 years and over who need to be looked after in a care home is expected to almost double by 2035 with the number requiring specialist nursing care expecting to show a significant increase.
- The number of Flintshire residents living with dementia will rise by about 1,350 (66%) by 2030.
- In order for Flintshire to meet the need for care home beds by 2030, a further 554 residential care beds and 304 nursing care beds will be required.

What are we committed to doing?

- ✓ Provide information and support for people to take responsibility for their own health and that of their families and communities
- ✓ Target work and interventions where individuals and families have the most to gain
- ✓ Deliver more health and social care services closer to home
- ✓ Build and strengthen the care sector

What specific actions will we take to support these commitments?

- ✓ Explore and make best use of opportunities to promote mental health and well-being
- ✓ Ensure links with other PSB priority work areas to maximise promotion of health and well-being opportunities, e.g. Get Flintshire Moving (Resilient Communities), combat substance misuse (Community Safety)
- ✓ Introduce the Community Resource Team and multi-agency, co-located Single Point of Access
- ✓ Implement agreed Public Health priorities, with a focus on those with the most to gain
- ✓ Ensure that the health needs of Looked After Children⁶ are assessed and met, including through the provision of key health promotion materials being made available to foster carers and residential care staff
- ✓ Fully implement the Early Help Hub⁷ to support children, young people and their families

⁶ Looked After Children are children under the care of the Local Authority

⁷ The Early Help Hub is a multiagency project led by the North Wales Police which aims to improve the 'journey' for families at greater risk of worsening problems with an emphasis on information, advice & assistance

Well-being and Independent Living

- ✓ Develop and implement an “Ageing Well in Flintshire” Plan which will not only support people to age well but also help develop communities for the benefit of people of all ages
- ✓ Develop robust pathways for care home residents requiring hospital admission to help them return home with minimum delay
- ✓ Ensure that the County’s approach to regeneration supports and promotes work within the Care Sector
- ✓ Increase current in house provision of bed based capacity for short term care and to support Discharge to Assess⁸ in a community setting through the use of pooled budgets
- ✓ Promote and protect the health of our workforce by encouraging them to access opportunities to improve and maintain health (e.g. national screening programmes, Making Every Contact Count (MECC), flu vaccination)

Where should we see an impact?

- ✓ Indicators of health and well-being in the population improved
- ✓ Indicators of health inequalities improved
- ✓ Levels of care home bed and domiciliary support sustained and increased
- ✓ Number of community based or led activities to promote healthy living and “ageing well” increased
- ✓ Number of people supported outside of the acute hospital setting increased
- ✓ Level of information, assistance and support offered through the Single Point of Access and Early Help Hub increased
- ✓ Opportunities for people to move more and reduce sedentary behaviour increased

Links with other priorities:

- ✓ **Resilient Communities** – enabling and inspiring communities to become confident, cohesive and forward thinking
- ✓ **Environment** – developing greater access opportunities to the green infrastructure
- ✓ **Economy and Skills** – developing skills for employment opportunities, reducing worklessness and the impact of social reform
- ✓ **Community Safety** – tackling drugs and alcohol / reducing re-offending

⁸ Discharge to Assess takes place when the person is medically fit to leave hospital and requires an assessment to determine the level of support they will need at home.