



# A Well-being Plan for Flintshire

## Annual Report 2018/19



FLINTSHIRE PUBLIC SERVICES BOARD  
BWRDD GWASANAETHAU CYHOEDDUS SIR Y FFLINT



# 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



Flintshire Local Voluntary Council  
Cyngor Gwirfoddol Lleol Sir Fflint



PRIFYSGOL  
glyndŵr  
UNIVERSITY



Llywodraeth Cymru  
Welsh Government

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

Cwmni Adsefydlu Cymunedol  
Cymru  
Wales  
Community Rehabilitation Company



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 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



**Angela Tinkler**

Public Health Wales / Vice Chair  
Flintshire Public Services Board



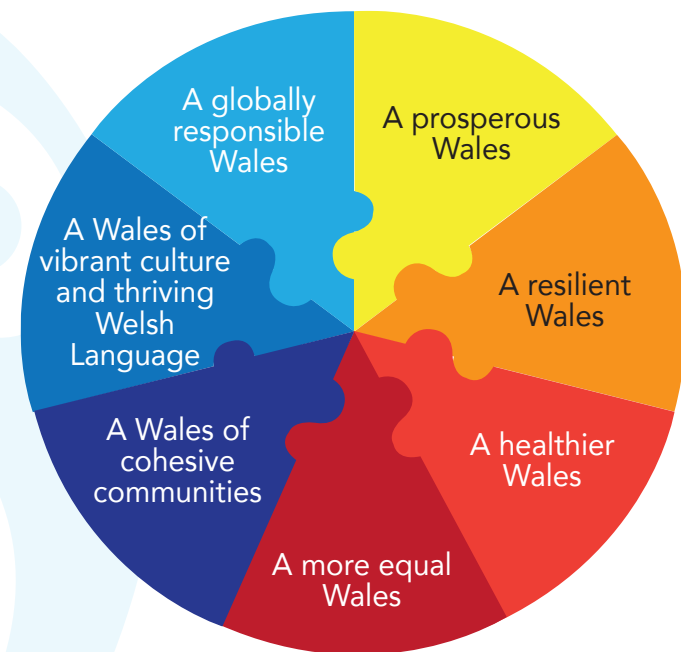
# Seven Well-being Goals

Flintshire Public Services Board is pleased to present the “Well-being Plan for Flintshire Annual Report 2018 – 2019”.

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:

## Long term



The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs

## Prevention



How acting to prevent problems occurring or getting worse may help public bodies meet their objectives

## Integration



Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.

## Collaboration



Acting in collaboration with any other person (or different parts of the body itself) that could help the body meet its well-being objectives

## Involvement



The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves

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.

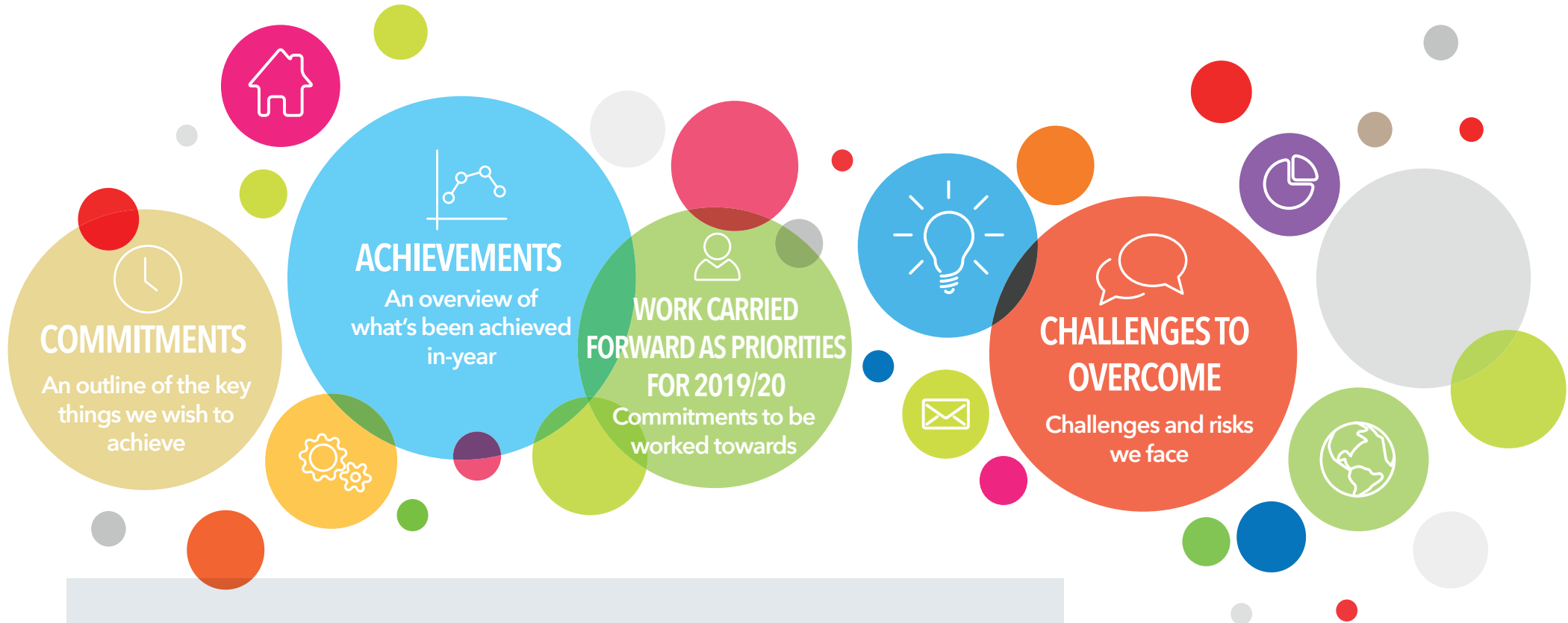
Whilst the Board realise that there is much that we can do to add value to public service and the communities of Flintshire we have set five initial priorities with a number of in year priorities. These priorities have been chosen as the areas where the Board can add most value and make a positive and lasting difference. Over the lifespan of the Well-being Plan for Flintshire, the in-year priorities will be revisited and adapted according to need and circumstance. The five Board priorities 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.

# 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 2018/19' 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 2019/20.



# 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.

These challenges included young people not engaged in learning, employment or training (NEETS), where Flintshire's approach to improve the outlook for these young people and reduce the numbers was successful by working closely with partners such as the Department of Work and Pensions (DWP), Education and Youth Justice services, Careers Wales and the local colleges.

A further example is our approach to Welfare Reform; with Flintshire being one of the first council areas in Wales to pilot the full Universal Credit service from the Department of Work and Pensions. Working closely with Job Centre Plus, DWP and third sector bodies such as Citizens Advice Flintshire, the Council's

housing and benefits sections sought to mitigate the negative individual and community impacts of change.

In addition, 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. The Board is also working on establishing an improved framework for volunteering, both within our organisations and for our workforce to volunteer elsewhere.

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 2018/19







# 01 | Community Safety

## Commitments

Priority Work in 4 main areas

- Violence Against Women, Domestic Abuse and Sexual Violence
- Protecting Vulnerable Adults
- Protecting Vulnerable Young People
- Protecting Our Communities

The People are Safe group aim to increase protection and support the most in need.

## Success & Achievements

- 2018 /19 has seen the launch of Vulnerable Adult Risk Management (VARM) in Flintshire<sup>1</sup>.
- Training on a variety of vulnerability related issues has continued to be implemented across Flintshire.
- Positive engagement with the Early Action Together Programme (Adverse Childhood Experience work) means staff are better equipped to meet challenges around early intervention.

Case studies from these achievements are appended (Appendix 1)

<sup>1</sup> VARM is a health and police co-ordinated risk assessment and management framework to co-ordinate a multi-agency action plan to reduce vulnerability for service users who have the potential for high risk taking behaviours.





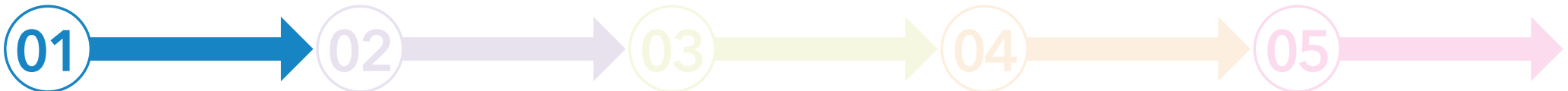
# 01 | Community Safety

## Work Carried Forward as Priorities 2019/20

- Further development of the VARM concept.
- Promotion of the Herbert Protocol (helping to safeguard adults with dementia diagnosis).
- Oversight of Flintshire DHR (Domestic Homicide Review) Actions.
- Implementation of training in VAWDASV from the regional IDVA (Independent Domestic Violence Advisor).

## Challenges to overcome

- Agency participation and consistency of representation is key to continuing to work successfully.







## 02 | Economy and Skills

Pending the region agreeing a Heads of Terms with both Governments for a Regional Economic Growth Deal, the Board has put on hold any new activity under this theme. Once there is a clear regional direction, the Board will review what it can do locally to support the implementation of the Deal and how to best

secure added value for the county from this substantial new investment stream. Support for the regional digital strategy, and the work on skills overseen by the Regional Skills Partnership, are likely to be early priorities. The Board will review its position at the mid-year point once Heads of Terms has been reached.





## 03 | Environment

### Commitments

- Build a 'map' of our green and blue (land and sea) assets across the County and develop a better understanding of the relationship of local communities' with them.
- Explore and develop pilots for delivering a local community based approach in one or more areas.
- Develop an innovative approach at Broughton Retail Park to build shoppers' awareness of local nature while shopping and provide an opportunity for them to enjoy the natural environment.

### Successes

- Developed a North East Wales green infrastructure map to help inform where we focus our efforts in 2019/20.
- Supported project plans to develop a community woodland at the Care and Repair facility in Shotton.
- Designed a green infrastructure roadshow kit for roadshow events to explore Flintshire's environment.
- Identified and designed a green space at Broughton Retail Park for community, local business and shoppers' physical and mental well-being.
- Led the work on North Wales climate change collaboration, with the other PSB's in North Wales to jointly address the climate change challenges facing us.







## 03 | Environment

### Work carried forward

- Analyse our green assets map and look to see how we can use this map to bring local communities and visitors into our green spaces in a sustainable way.
- Continue our discussions at Care and Repair and further our ideas for a community woodland.
- Look for opportunities to use our roadshow kit around Flintshire as part of our community engagement.
- Further our plans and seek further funding to start development on the green site at Broughton Retail Park and ensure we engage with different partners around Broughton.
- Develop our climate change collaborative further and produce our proposal on how we will address the issues together.
- Act as a key influencer to the PSB on the sustainable use of our natural resources and encourage the PSB to lead by example.

### Challenges to overcome

- Key organisations being unable to commit the time and resource to ensure the success of this work.
- Key organisations being unable to overcome some of the systems barriers of how we work together.
- Communities not realising the benefits of their green spaces and not supporting our work.
- Not having funding to support key projects.





# 04 | Healthy and Independent Living

## Commitments

- Further develop the Discharge to Assess Model.<sup>2</sup>
- Progress the Marleyfield expansion plans in Buckley as a key capital Wellbeing development in the County.
- Opening of the Health and Well-being Care Centre in Flint.
- Agree a model and approach for Social Prescribing.
- Re-locate the Single Point of Access.
- Further develop the impact of the Early Help Hub.

## Achievements

- Marleyfield House expansion proceeding.
- Llys Raddington Flint Extra Care facility opening alongside the new Wellbeing Centre.
- Continued integration of health, social services and Third Sector representation (including a new Social Prescriber role) through the Single Point of Access; Welsh Institute of Social Prescribing Research on final charges.
- Agreed relocation of Early Help Hub to larger office base.
- Increase in referrals and expansion in the number and range of representatives within the Early Help Hub.
- Reduction in the number of Safeguarding referrals.
- Reduction in the number of children on the Child Protection Register.

<sup>2</sup> Discharge to Assess means: patients leave hospital to an appropriate care setting and then have a full medical discharge assessment of any ongoing needs.





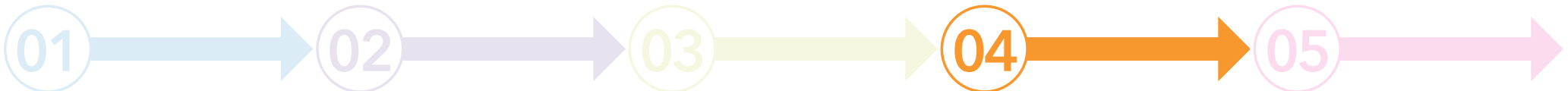
# 04 | Healthy and Independent Living

## Work carried forward as priorities for 2019/20

- Revisit the model for community based health provision in Deeside.
- Ensure that the opportunities available through the Community Services Transformation Programme are maximised and meet local need.
- Establish a link between the Early Help Hub and Adult Mental Health.
- An external evaluation of the Early Help Hub through the Early Action Together Programme (a public health based approach to transform the way that vulnerability is policed).
- Opening of Plas-yr-Ywen Extra Care facility in Holywell.
- Develop a fully integrated model for social prescribing in Flintshire, building on evidence and impacts.
- Relocation of expanded Single Point of Access and Community Resource Team to offices in Ewloe.
- Marleyfield House development, including focussed planning of the service model.

## Challenges to overcome

- No Adult Mental Health resource within the Early Help Hub. A high proportion of referrals involve children of parents with mental health problems.
- Impact on service provision where there is a reliance on short term funding including ICF (Intermediate Care Fund).







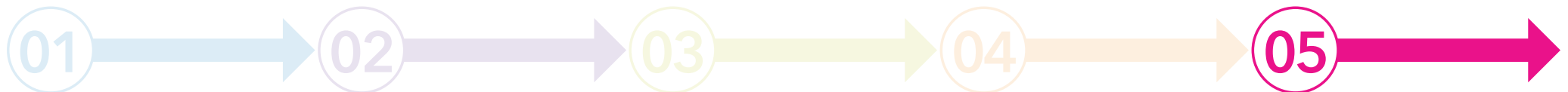
# 05 | Resilient Communities

## Commitments

- Develop an approach to Social Value by PSB partners.
- Encourage organisations to consider using the Community Shares approach. Encourage social enterprises to have a health check.
- Build on food poverty work and the development of a social enterprise to lead the work.
- Delivery of at least one community-based activity in Flintshire and at least one workforce activity by a PSB organisation.
- Lead work on the Holway with a focus on identifying community leaders and investigating the feasibility of asset transfer. Develop an evaluation framework and a mechanism to map volunteering time to key place-based projects.

## Achievements

- Social Enterprise is thriving as a sector in Flintshire, with evidence of strong business performance and growing links with the private sector.
- Agreed that we will create the initial evaluation framework, for place-based projects.
- Funding of Social Value Officer post and approach approved.
- Food poverty work has maintained a high profile and priority, with positive results:
  - Three food hubs are now open, with two more in development
  - Partnership working with Pennaf and Can Cook is now progressing the development of our Good Food social enterprise.
- Working with partners to review the potential to encourage active travel to and from school.
- Piloted the co-creation system leadership programme - see link below Programme development and feedback





# 05 | Resilient Communities

## Achievements

- A multi-agency project group supported Flint High School team to increase activity levels of teenage girls. Evaluation of the impact is being finalised.
- Ongoing project and play activity in Holway has been sustained throughout the year, with a strong link to food poverty.
  - New community group Friends of Holway (FoH) constituted and funding secured to establish new youth group.
  - Phase 1 gardening works in Holway.

## Work carried forward as priorities for 2019/20

- Completion of all actions defined in the social value plan for 2018/19.
- Recruitment of the Social Value officer.
- Discussions to define the framework of social value priorities to shape discussions with contractors and suppliers.
- Continue to identify opportunities for Community Shares development.
- Continue to offer health checks to social enterprises.
- Work under way to build further relationships with the Holway.
- Explore arrangements with FoH for management arrangements of the Holway Community Centre.
- Create a way of capturing volunteer hours and work.
- Continue to build on our system leadership approach with partners.

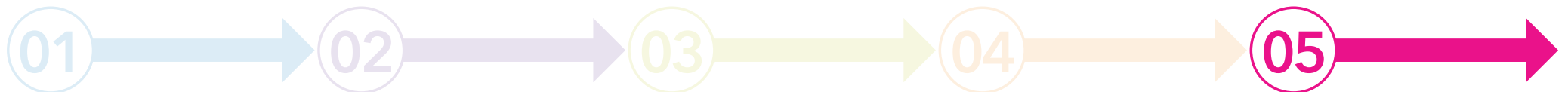




# 05 | Resilient Communities

## Challenges to overcome

- Commissioners do not engage and drive social value as a priority.
- Making full use of the tool to manage Social Value.
- Linking ongoing work to build relations between the social enterprise and the private sector in the development of the Social Value framework.
- Review the scalability of the community based approaches with available resources.
- Attention and resources move on to other priorities in the Holway.
- Complex issues in the Holway – such as safeguarding and governance of crime.



# 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

Going forward the Flintshire Public Services Board propose to:

- Make future Annual Reports digitally interactive reports with more video and blog content.
- Include reference to the national indicators (where relevant).
- Better reflect upon how the PSB is applying the 5 ways of working in reporting progress.





# Appendices

## 01 | Community Safety

### Case Study

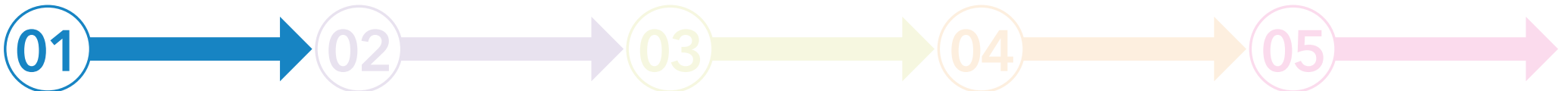
Male A

Male A was residing at an address in Northop Hall. This property is a multi-occupancy property for single males. The location is owned by a charity.

His ex-partner, was reporting concerns for him due to him phoning her to tell her he was going to self-harm etc. due to the breakdown of their relationship.

It was agreed to refer Male A to the Vulnerable Adults and Risk Management meeting, (VARM). With the support of the relevant agencies, this male was given the necessary support he needed and as such no longer places any demand on any of the agencies.

VARM is both a health co-ordinated risk assessment and management framework for those service users who have the potential for high-risk taking behaviours across the Mental Health and Learning Disabilities Division of Betsi Cadwaladr University Health Board, as well as a Police led multi-agency risk assessment and management framework aiming to reduce vulnerability.





# Appendices

## 01 | Community Safety

### Operation Trick

A proactive North Flintshire operation involving tri forces with North Wales Police, Merseyside and British Transport Police and supported by the Modern Day slavery team. The objective is to identify the use of the Bidston to North Wales train lines being used by Organised Crime Group's (OCG) to involve young persons in Criminal Child Exploitation (CCE) in regards to County Lines.

In North Wales Police and Merseyside officers conduct patrols of hot spot areas and carry out stop search and disruptions to those who may be involved in the North Wales County Lines distribution. The Operation therefore focuses on County Lines disruption / identifying and safeguarding Cuckoo and CCE victims and disrupting those who may carry knives and bladed articles.

### Operation Blue Steel

A proactive North Flintshire operation involving the Modern Day slavery team run periodically. The Operation uses intelligence and local knowledge to carry out the searches of open areas to find hidden and discarded weapons that may be used by criminals and OCG gangs.

The Operation involved Police Search trained officers for advice of the search parameters and Flintshire County Council Streetscene for clear up of the areas which benefits the landscape also.

