Appendix D: Glossary

Extra Care	Providing self-contained homes for frailer older people with varying levels of care and support available on site.
Affordable and Flexible Housing	Covers a range of housing options from renting to purchase
Wales Housing Quality Standard	Welsh Government's Physical Quality Standard for modern social housing
Telecare / Telehealth	Providing support through telecommunications devices in the home
Commissioning Plans	Ensure purchased and commissioned care meets demand and service user need.
Transition Service	Dedicated service for children and young people with disabilities who are supported to become young adults
Integrated Family Support Service	Specific time limited support for families with parents who abuse substances
Reablement	An intense, short term approach to social care for individuals to gain or regain the skills and confidence to live as independently as possible.
Adaptations	Changes to a person's home to enable her/him to live as independently as possible
Disabled Facility Grant	A grant available for larger adaptations to a person's home.
Home Enhanced Care Service	Short term intensive community based care as an alternative to hospital
Crisis Intervention Team	Team to provide short term intensive care to prevent people's health deteriorating or enable swift discharge from hospital into the community
Reablement	An intense, short term approach to social care where individuals are supported to gain or regain the skills and confidence to live as independently as possible.
Enterprise Zones	A Welsh Government plan to stimulate growth and support business in designated areas.
Masterplan	The plan that sets out development and actions for the Northern Gateway site.
Learning Providers	Schools and Further Education establishments
Town Centre Masterplans	Plans that set out the regeneration priorities for each Town Centre
Business Grant Scheme	Grant available to Town Centre property owners and tenants to refurbish properties and improve their frontages
Social Enterprises	Businesses with social objectives whose surpluses are reinvested for the business or in the community
Seed Funding	Start-up support
Community Benefit Clauses	Benefit to local community from major procurement e.g. training and employment opportunities community facilities/
Estyn	Education inspection service for Wales
GwE	North Wales Service which monitors challenges and supports schools to secure improvement.
Core Subject Indicator	Learners achieve the expected level in Mathematics, English or Welsh 1st language and science
Key Stage 2	Learning assessments completed at age 11
Key Stage 3	Learning assessment completed at age 14
School Cluster and Federations	Schools working together in partnership

21st Century Schools	A national programme of funding to improve school buildings and environments.
Post 16 centre	A location for vocational and academic education following completion of GCSE's at age 14
Employers Promise	Employers committed to working together to create additional training, apprenticeships and work opportunities
Communities First Job Club Programmes	Work to support adults into employment
Young Entrepreneur Programme	An opportunity for young people to work with mentors on their business ideas
Flintshire Business Entrepreneurship Network	Employers working together to support Entrepreneurship Programmes
Substance Misuse	The continued use of drugs or alcohol despite negative consequences to the individual using, their friends, family and the community
Human Trafficking	'trade' in people most commonly for the purpose of sexual slavery, forced labour or for the extraction of organs or tissues
Sexual Exploitation	The use of another person in non-consensual sex for profit
Anti-social Behaviour	Behaviour that lacks consideration for others and that may cause damage to society. Whether intentionally or through negligence
CCTV	To prevent and respond to crime and disorder
Civil Parking Enforcement	The power to enforce parking offences transfers from Traffic Wardens managed by the Police to the Council. This allows the Council to manage on-street parking enforcement
On street parking	Parking on the Council's roads rather than in a car park or on private property
Welfare Reform	A range of measures being introduced by Central Government to change the Welfare Benefits system
Homelessness	Not having a home or being under the threat of no longer having a home
Eco	Government initiative to ensure that energy suppliers contribute to energy efficiency measures
Deeside Infrastructure Business Plan	A plan that has been developed to improve the highways, transport and utility services capacity around the Deeside Enterprise Zone
Deeside Enterprise Zone	Deeside Enterprise Zone is one of the first to be created in Wales and covers over 2000 hectares that will provide space for new and existing businesses to grow
TAITH	The name for the Regional Transport Consortium, which is a partnership of all 6 North Wales Authorities to deliver improvements to Highways Infrastructure and Transport
Infrastructure	Facilities, systems, sites and network that are necessary for the County to function
Sustainable Transport	Changing behaviour in the promotion of more resource efficient and healthier ways to travel including car sharing, public transport, cycling and walking
Carbon Footprint	The amount of Carbon Dioxide that enters the atmosphere through electricity and fuel use.
Renewable Energy Schemes	Schemes designed to use energy from a source that is naturally replenished e.g. sunlight

Carbon Reduction Commitment	A mandatory scheme aimed at improving energy efficiency and reducing emissions in large public sector and private organisations
Housing Renewal Area	An area designated by the Welsh Government as needing improvements in the condition and quality of local housing
Working Practices	The Council's internal processes and procedures
Operating Model	How an organisation is structured, functions and performs, according to its objectives and values
Social Business Model	The way in which we run the Council as an accountable and ethical organisation operating in a business world
Revenue Funding	Spending on day to day running costs for e the Council e.g. salaries and wages, supplies, energy
Capital Funding	Spending on assets (e.g. buildings, equipment and land)
Fees and Charges	The amount service users pay for services which are not provided for free
Efficiency Targets	Financial savings we aim to achieve within a given period of time through specific actions
Value for Money	Being efficient and effective in using our resources to achieve our service objectives and standards
Community Benefit Clauses	Benefit to local communities from major procurements e.g. training and employment opportunities, community facilities
Procurement Framework	Ways of procuring goods and services with agreed terms and conditions
Asset Strategy	Long term plan to make best use of our buildings
Office Buildings	The Council's own buildings which are used to provide administrative support for Council services
Agile Working	Working across locations in a flexible way with the use of technology
Capital	Money spent on assets (e.g. buildings, equipment and land)
Flintshire Connects Centres	Simpler and more "joined up" access to Council and other public sector services in County towns in a modern and welcoming environment
Flintshire Mobile Application "app"	Access to services and information via Smartphones and other mobile devices
Customer Service Standards	What customers can expect when they make contact with the council e.g. how quickly we answer the phone, respond to emails etc
Single Status	An agreement to achieve fair and equitable pay and consistent terms and conditions of employment
Equal Pay	Equality legislation prohibits less favourable treatment between men and women for pay and conditions of employment. Where there has been an historical 'pay gap' between men and women, Equal Pay claims can be made
Medium-term Financial Plan	The Council's plan which forecasts funding levels and resource needs over the medium term and sets actions to balance the budget and manage resources