Appendix D: Glossary

| Extra Care | Providing self-contained homes for frailer older people with varying levels of care and support available on site. |
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| 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 | Short term intensive community based care as an alternative |
| Service | 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 | Plans that set out the regeneration priorities for each Town |
| Masterplans | 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 1 st 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. |
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| 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 |

| | A mandatory scheme aimed at improving energy efficiency |
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| Carbon Reduction Commitment | 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 | Benefit to local communities from major procurements e.g. |
| Clauses | 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 |