

Appendix E: 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
Local Development Plan	The Council's land use planning document that will guide development until 2030
Wales Housing Quality Standard	Welsh Government's Physical Quality Standard for modern social housing
Housing Revenue Account Subsidy System	The system used by UK Government to determine the amounts needed by local authorities for their housing and to identify whether they require subsidy support
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 and higher 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
Flintshire Social Enterprise Fund	Financial assistance for start-up or development of social enterprises

Community Benefit Clauses	Benefits to local communities from major procurements e.g. training and employment opportunities, community facilities. This incorporates social value by taking wider impacts and benefits into account other than price.
Core Subject Indicator	Learners achieve the expected level in Mathematics, English or Welsh 1 st language and Science
21 st Century Schools	A national programme of funding to improve school buildings and environments.
Surplus Places	The difference between the number of learners a school can accommodate and the number on roll
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
Environmental Visual Audits	Detailed "community intelligence" to support both crime reduction and deliver other improvements to quality of life issues via partnership working
Collision Cluster Site	A site where there have been 5 or more collisions, resulting in personal injury, recorded in the past 3 years within a 50 metre radius
Welfare Reform	A range of measures being introduced by Central Government to change the Welfare Benefits system
Universal Credit	New benefit which replaces the current means tested benefit for working age claimants
Homeless Prevention	Take reasonable steps to prevent homelessness for anyone at risk of homelessness within 56 days
Vibrant and Viable Places	Welsh Government's regeneration framework launched in March 2013 with the vision that everyone in Wales should live in well-connected, vibrant, viable and sustainable communities with a strong local economy and good quality of life.
Deeside Infrastructure	A plan that has been developed to improve the highways,

Business Plan	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
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 used
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
Operating Model	How an organisation is structured, functions and performs, according to its objectives and values
Working Practices	The Council's internal processes and procedures
Social Business Model	The way in which we run the Council as an accountable and ethical organisation operating in a business world. This incorporates social value; the importance of the overall quality of the outcomes.
Revenue Funding	Spending on day to day running costs for 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
Equal Pay	Equality legislation prohibits less favourable treatment between men and women in terms of pay and conditions of employment. Where there has been a potential historical pay gap between men and women, Equal Pay claims may be brought
Medium-term Financial Plan	The Council's plan forecasts funding levels and resource requirements over the medium term, identifies the gap between the two with specific actions identified to balance the budget and manage resources
Asset Strategy	Long term plan to make best use of our buildings
Council Property Assets	Buildings owned and maintained by the Council
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)
Community Asset	Transfers of land or buildings into the ownership or

Transfers	managements of a Voluntary/Community Sector organisation or statutory body
Community Benefit Clauses	Benefits to local communities from major procurements e.g. training and employment opportunities, community facilities. This incorporates social value by taking wider issues in to account other than price
Procurement Collaborations	Ways of procuring goods and services within agreed terms and conditions
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
Customer Service Standards	What customers can expect when they make contact with the council e.g. how quickly we answer the phone, respond to email etc