

Summary of Flintshire Well-being Plan mid-year progress 2018/19

COMMUNITY SAFETY:

Domestic Abuse (DA) and Sexual Violence (SV):

- Repeat victims of Domestic Abuse are showing an increase of 22% Year to date (October 2018). However, there has been a significant drop in the later part of the recording year. Work will be undertaken to understand the increase (recording practices, increased reports, increased confidence).
- Multi Agency Risk Assessment Conference (MARAC) screening process has been reviewed and evaluated based on HMIC recommendations. The MARAC screening arrangements will be kept under review to ensure they are fit for purpose and effectively serve Domestic Abuse survivors.
- The North Wales Police Operational Improvement Programme review to determine the appropriate structure and level of resource allocated to vulnerability has now entered the detailed business plan stage, and is on track for agreement and implementation by the end of the financial year.
- The recently published Domestic Homicide Review (DHR) in Flintshire is being actively monitored by the People are Safe group.
- All high risk Domestic Abuse cases are reviewed each morning to ensure ownership which aligns to a detective resource.
- Domestic Violence Protection Notices (DVPN) use in North Wales is greater than other Welsh forces. Work is underway to evaluate what impact this is having on Domestic Abuse cases and repeat victimisation.

Organised Crime Gangs (OCGs):

- Presentations around County Lines have been given to partners on a regular basis including at the local Organised Crime Group Management meetings. This raises awareness and promotes intelligence submissions throughout the year.
- Closure orders continue to be used across Flintshire and are a key consideration in reducing victimisation of vulnerable individuals through cuckooing. Decisions to “close” are in consultation with partners, particularly where the addresses are local authority owned/controlled.
- Operation ‘luxuries’ was recently recognised at the Force problem solving awards. This was one of the first operations which used closure orders and significant partner agency involvement in order to provide a joined up response to County Lines threats. The operation was based in Flintshire South and is seen as best practice for other areas to follow.

Modern Day Slavery (MDS):

- Work is continuing to monitor the number of National Referral Mechanism (NRM) referrals submitted. In North Wales there have been 29 crimes, each of which has had at least one NRM referral submitted, 15 NRM’s through North Wales Police and the remaining volume through partners. There have been 149

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intelligence reports relating to Modern Day Slavery across North Wales and two “duty to notify” reports.

- Training continues to be rolled out internally and to partners through the Modern Day Slavery Unit within North Wales Police.
- Slavery Trafficking Risk Orders (STROs) and Slavery Trafficking Prevention Orders (STPOs) are considered in each Modern Day Slavery case however, none have been issued to date.
- The Modern Day Slavery Unit are actively raising awareness and promoting intelligence sharing. This is set to continue throughout the period of the plan and beyond. The Modern Day Slavery Unit monitors intelligence and receives all referrals ensuring that forms are submitted and categorised appropriately in accordance with Home Office Counting Rules for Recorded Crime (HOCR).

Child Criminal Exploitation (CCE):

- Child Criminal Exploitation continues to be monitored in Flintshire. To date for 2018/19, there have been 20 Child Criminal Exploitation linked occurrences in Flintshire compared to 18 for the same period last year (October 2018).
- The cyber-crime team and Onyx continue to promote awareness both internally and with partners, using a range of activity including social media.
- A masterclass on online crime is scheduled for senior leaders.
- Case studies of individuals safeguarded against Child Criminal Exploitation through the Onyx team, particularly focussing on cases where partnership working has provided examples of best practice which can be shared or have resulted in a significant reduction in risk.
- Continued education through the Onyx team to partners and the wider public through support for on-line campaigns and cyber-crime team.
- The Onyx team are continually engaging with partners to reduce risk in the physical environment and the cyber-crime team continue to promote education and safety in the online environment.

ENVIRONMENT

Build a ‘map’ of our green and blue (land and sea) assets across the County and develop a better understanding of local communities’ relationships with them. This will initially focus on a smaller area, possibly coastal:

- The production of the green asset mapping is being produced by COFNOD (North Wales Environmental Information Service) which has meant the resource for the Environment group can be spent looking at how the information is best utilised. This will then allow the PSB to determine which areas they may want to use as pilot areas for further work.
- Natural Resources Wales has sourced additional funding to be spent this financial year. The group are reviewing how best to utilise this money to support the work of COFNOD and to start planning community engagement projects.

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Investigate and develop pilots for delivering a local community based approach to delivering a coastal green infrastructure plan, using the environment in local communities to support resilience:

- Discussions around a couple of different options of potential pilot areas within Flintshire have taken place. The intention is to re-look at the coastal green infrastructure plan previously produced to see what pilot areas may be appropriate and then link this with the asset mapping work from COFNOD.

Develop a plan for some pilots to trial doing things differently e.g. how we could work together (PSB and others, including business) in Broughton to build 'shoppers awareness of local nature' while shopping:

- Learning from the Wrexham Industrial Estate work by the Wildlife Trust is being used to inform useful approaches. The Wrexham Business Environment Network was held in September 2018 and brought businesses together from across the industrial estate and further afield. Along with an opportunity to network, presentations and exhibitions were provided by Natural Resource Wales, Sustrans, ACJ Risk Solutions, and the Wildfowl and Wetlands Trust.
- Building on the experiences of North Wales Wildlife Trust, and the business community, an opportunity may exist to extend the networking model across the wide geographical area of North East Wales which would allow Flintshire to have a presence. Further details on this will be given after the next Wrexham Business Environment Network, programmed for February 2019.
- A meeting has taken place with the Manager of Broughton Retail Park to discuss options and opportunities to engage shoppers in the benefits of contact with Nature whilst out shopping. Work has been started on the engagement package which could be used at Broughton to bring the environment in to the shopping experience. Funding from Natural Resources Wales may support material to allow this project to go ahead.

HEALTHY AND INDEPENDENT LIVING:

Progress the development in Buckley of an extended Care Home and Discharge to Assess facility (Marleyfield House):

- Work is progressing to move towards submission of a full planning application for the development.
- Revised (increased and extended) funding application submitted to Welsh Government to support capital development costs – outcome pending.
- The development remains a key strategic and operational priority for the council and partners.
- The Community Resource Team (CRT) is in place and expanding. The CRT is a multi-disciplinary team working within the community, with patients within their

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own home to provide the additional support required to be able to stay at home as an alternative to being hospitalised or have an extended stay.

Completion and opening of the Health and Well-being Care Centre in Flint, providing increased opportunities for joint working with Third Sector organisations and supporting the local community to meet the priorities of “Well Flint”:

- Flint Health Centre opened in Spring 2018.
- The Health Board continue to work with the Laurels practice to support their move into the Health Centre.
- A timetable of clinics is now in place with new services scheduled to start. A review is underway of current and proposed utilisation to identify if there is any further capacity in the building to increase the variety of services offered.

Develop a shared understanding of people centred approaches including social prescribing:

- Additional resource has been identified to increase Third Sector Coordinator capacity within the Single Point of Access from 0.8fte to 2fte until March 2020.
- Work continues to secure Primary Care Funding beyond March 2019 in order to proceed with the recruitment of the third fte post.
- A social prescribing model for Flintshire is being developed, potentially with an expanded scope to consider impact of the introduction of 111 into North Wales. The Programme Delivery Manager for Digital Customer and Community Resilience is developing a project plan to describe a shared vision, key deliverables, timescales etc.

Co-located health and social care workforce in Connah’s Quay through re-location of the Single Point of Access:

- Both Single Point of Access (SPOA) and Community resource Teams (CRT) have visited the site to decide on best use of space as the GP Practice space is deemed insufficient. WG and landlord approval is being sought to use additional space in the building to meet need.
- IT requirements have been identified with concerns raised about including the required input into the work plan.
- A move would now take place after the winter pressures period.

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Develop an integrated approach to earlier planning of discharge from hospital for frail patients (to reduce de-conditioning and dependence);

Develop Discharge to Assess as a service model and enable a cohort of patients to move from hospital into their own home and assisted home care for assessment:

- Project Manager appointed July 2018 and project plan developed with Task and finish Groups in place.
- Clinical consultant agreed – Dr Cameron Abbott and Clinical Lead appointed - Marie Bowler.
- It has been agreed that the Discharge to Assess project will be rolled out in a phased approach. Initially it will be rolled out over 2 wards within Wrexham Maelor looking to impact a cohort of around 44 patients per 6 month period. This will allow the development of the team needed to provide the assessments at home and develop the mechanisms for delivery. It will then be rolled out across the Maelor hospital and the DGH across North Wales. The discharge to assess model will also need to develop a plan around capacity for packages of care to support this change in delivery.
- As the CRT is part funded in Flintshire by the Integrated Care Fund, there are quarterly monitoring returns submitted to Welsh Government to demonstrate performance.

The Early Help Hub is targeting multi-agency support to children and families with greater needs:

- The Early Help Hub (EHH) has a dedicated phone line where families can directly contact the HUB for advice, guidance, and signposting and refer on for a more bespoke service through a Multi-agency meeting. This phone line is manned from 9-5 Monday through to Friday.
- The three Families First consortia have a dedicated member of staff sitting within the EHH in addition to the Third Sector Co-ordinator employed by Flintshire Local Voluntary Council (FLVC). Each consortia member offers support from resources made available through their Families First provision and Third Sector support funded through other means. All consortia leads meet regularly to discuss new developments and to make sure services work together to ensure the best possible outcomes for Flintshire families. Waiting lists and pressures are reviewed to ensure that there is no duplication of work.
- Health, Education, Social Services, 3rd and Voluntary sector are working together to deliver an awareness in ACE's and the ACE agenda alongside what the EHH could offer to families. These awareness/training events are ongoing. North Wales Police are running a 2 day event on ACEs in December where all police Officers and PCSO's in Flintshire will have training on ACE's and the EHH. This work is part of the Early Action Together work plan funded through the Police Transformation Fund.
- The Early Help Hub was recognised at the recent North Wales Police Problem Oriented Partnerships (POP) Awards.

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RESILIENT COMMUNITIES:

Area based work including a focus on communities either where there is an established programme of new kinds of intervention already taking place (Flint 2025 and Shotton), or where new ways of working within communities are being piloted to improve and sustain community resilience building on assets within the area (Holywell):

- Work progresses well on the **Holway**, with a large multi-agency Task Group active in the community on an ongoing basis. The principle of the community ‘owning and driving’ the activity will not be achieved in the current financial year as relationships are still being built and structures developed to identify key leaders for engagement. The Group is committed to a long-term engagement of an holistic approach. A combination of approaches (community development work, physical regeneration and targeted multi-service delivery, working directly with individuals and families) will impact on the most challenging issues.
- A partner kick-off event for the site in **Shotton** was held in August to define the potential role and range of services for the site; and the ways in which partners could support the project. This will be a long-term delivery project, with reporting to PSB potentially focusing on progress and achievement of key milestones; once an approach and plan are in place.
- Discussions are ongoing within the **Flint** project team to define the combined purpose of the Flint Castle visitor centre, the rugby and football club and the lifeboat centre. The key challenge for the project currently is to identify the source of funding for the £5.5m works. Within this, a public arts workstream is being progressed, led by FCC, with works to be produced by Autumn 2019.
- The reporting and evaluation approach for the Community Resilience programme is looking to create a framework which can provide an overview of wider resilience-related work and progress across Flintshire than purely these large, long-term projects. Using infographics, video interviews and digital storyboards etc. overlaid on an interactive map of Flintshire, it is envisaged that we can create a user-friendly tool which allows people to understand what resilience is and identify activity and services in communities which are contributing to this. This resource will be added to and developed over time.

Theme based work within communities, their environment and workplaces focussing on “Let’s Get Moving Flintshire” to increase activity and reduce sedentary behaviour:

- Flintshire County Council and PSB members are linked into each of the three working groups for the regional ‘Let’s Get Moving collaborative’. Examples of good practice in Flintshire include:
 - Work with Flint High school to encourage teenage girls to move more, particularly looking at their journey into school (as part of the Flint Regeneration work). This is being integrated with wider activity work in Flint, linking with the development of natural resources to provide a single integrated approach;

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- PSB partners are all developing strategies to support and encourage their workforce to move more. All partners have now signed up to the “Get Moving” pledge.

Establishing learning and evaluation of new ways of working and delivery of Community Benefits for sharing across all agencies and agreeing Community Benefit strategies across all partners:

- Development work around FCC’s community benefits strategy and approach is ongoing. This will make recommendations around the mechanics of capturing, monitoring and evaluating community benefits delivered via contracts awarded; and also ‘softer’ community benefits. For example, this will include 1) ways of providing contractual transparency when community benefits influence contract award and 2) methods of evaluating the impact of delivery the wider community resilience programme of works has had on communities across Flintshire.
- Meetings are also planned with partners to understand their current arrangements for capturing and reporting community benefits, with a view to creating a framework which allows them to be pulled together into a single view at PSB level.

Working with organisations to explore the benefits and opportunities of Community Shares and other tools:

- A health check model for social enterprises is now in place, with proactive work underway to grow the sector in Flintshire. There are estimated to be around 40 social enterprises in the county currently, with three recent winners at the Flintshire Business Awards including first and second place businesses and Entrepreneur of the Year.
- Following the success of the Holiday Hunger programme, the 2025 group held a Food Poverty conference in November. Initial discussions are underway with potential partners/investors to explore the work and funding which would be required to establish a Flintshire based social enterprise (equivalent to Can Cook) to drive the creation and distribution of affordable, nutritious food across Flintshire. Work is also ongoing to build on existing Food Hubs in Mold and Holywell with new methods in Flint, Leeswood and Sealand in the first instance.
- Community Shares is a complex model to develop and no appropriate examples have been identified to pursue at this time.

Supporting the development of Social Prescribing through offering different community opportunities:

- Actions relating to social prescribing in both the Community Resilience and Healthy and Independent Living workstreams have been combined to avoid duplication and enable collaborative working.
- The focus to date has been on understanding current active projects and social prescribing approaches in Flintshire.

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- A process mapping session was held in November to understand the current social prescribing model evolving within the Single Point of Access and its relationships with other related services in health and social services. Next steps are to sign off a process map as an accurate reflection of the existing model.

Developing a new leadership programme for those who work in and with communities, to provide them with the skills to engage, equip, and empower communities:

- A new Systems Leadership programme for those who work in and with communities has been developed, with a pilot nearing completion through Glyndwr University. Course delivery has been very successful with excellent feedback.
- Thirteen students have completed their assessment in November, with individuals filmed and examples to be presented to the PSB in a future meeting.
- The focus of the programme is to develop a 'Community of Leadership' and a 'Learning Lab' to support individuals to take ideas and new ways of thinking from the course to break down barriers in traditional approaches to service delivery.