



CYDWEITHREDFA GWELLA GWASANAETHAU
GOFAL A LLESIANT **GOGLEDD CYMRU**

NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

Population assessment update

December 2017 (Issue 13)

Veterans Gateway 24 hour helpline

There is a huge network of organisations supporting the Armed Forces community so finding the right one for your needs can be tricky. Veterans Gateway is a consortium of organisations and charities that helps connect veterans and their families to the right organisations who can help.



You can speak to one of their team 24 hours a day, 7 days a week by phone or email:

Call **0808 802 1212**

Text **81212** to request a call back

Visit the website

www.veteransgateway.org.uk to live chat with an advisor on line or contact by email.

New website coming soon...

A new website for North Wales to promote health and well-being initiatives for veterans and their families is being created by the new

Spotlight on... veterans



Armed Forces Liaison Officers in North Wales.

If you have any ideas about what you'd like to see on the website please contact Janette.Williams@wrexham.gov.uk or Stephen.Townley@wrexham.gov.uk

Priority treatment for veterans

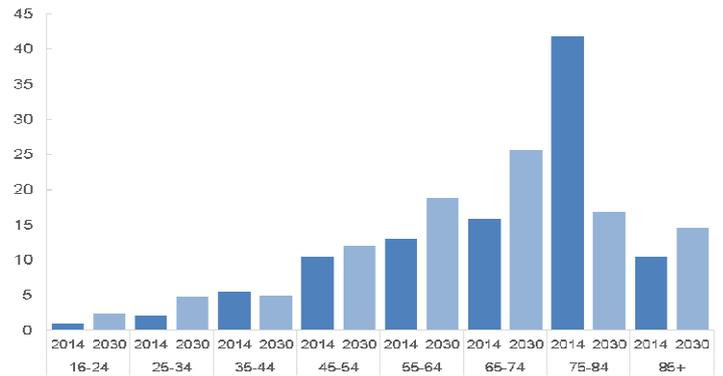
When servicemen and women leave the armed forces, their healthcare is the responsibility of the NHS. It's highly important for continuing healthcare that you register with an NHS GP and remember to tell them and other services that you've served.

Telling the GP practice about your veteran status will trigger the transfer of your full medical documentation from the Ministry of Defence to your GP and enable you to benefit from veteran-specific services and priority access to NHS care for conditions associated to your time within the armed forces (service-related).

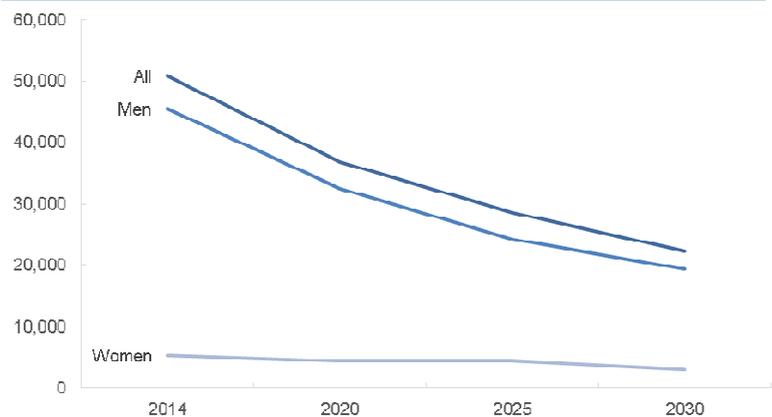
What we found out

- A veteran is someone who has served in HM Armed Forces for at least one day. This includes people who have services in the Reserve/Auxiliary Forces.
- There are an estimated 51,000 veterans living in North Wales, around 9% of the population over 16.
- The number of veterans is predicted to decline over future years to around 22,000 by 2030.
- The majority of veterans are aged 65 and over so in future a greater proportion of the veteran population will be made up of younger people with a more diverse background.
- Around one in five veterans have long-term illness related to military services, such as musculoskeletal problems, hearing problems and mental health needs.
- For more information see the veterans chapter in the [population assessment](#) and the detailed needs assessment about veterans that informed it here: <http://www.wales.nhs.uk/sitesplus/888/page/74140>

Estimated veteran population, aged 16+, by age, North Wales



Estimated veteran population, aged 16+, by gender, North Wales



Estimated number of veterans in each county

	Estimated number of veterans	Percentage of veteran population
Anglesey	5,470	11
Gwynedd	9,010	18
Conwy	9,780	19
Denbighshire	7,240	14
Flintshire	10,440	21
Wrexham	8,970	18
North Wales	50,910	100

What are people telling us?

We carried out a focus group with veterans to inform the population assessment which identified the following issues.

- Need better communication and sharing of information between the military and statutory/public services.
- When planning discharge from hospital for injured veterans their needs to be a resettlement multi-disciplinary team in place.
- Greater targeted awareness of what is available to veterans including a website which contains everything a veteran might need for transition.
- The idea of an 'investors in people' type of accreditation for staff.
- Develop a 'military friendly' type of scheme for premises, maybe linked to where champions are based.

What we think should happen

- Make sure the needs of veterans are met in social care; health and well-being; housing; education; skills and employment.
 - Improve support for veterans, serving military personnel and their families across North Wales.
 - Improve information and research about veterans, their use of services and the information available to them.
 - Consider the needs of veterans as a priority group in strategic and service planning.
- Raise awareness of commitments and responsibilities under the community covenants.



Local authority community covenants

All six North Wales councils have signed an Armed Forces Community Covenant which pledges to support in-service and ex-service personnel and their families in four key areas: education; skills and employment; housing; and, health and well-being.

North Wales Armed Forces Forum

The forum was established in 2012 to support veterans, serving military personnel and their families in North Wales. It brings together representatives from the health board, Public Health Wales, local authorities, Armed Forces, North Wales Police, Welsh Government, education, employment and third sector/voluntary organisations. It aims to:

- make sure the needs of the Armed Forces community are identified, kept under review and are fully reflected in local plans for service provision and development;
- develop and maintain a local directory of services that assist members of the Armed Forces Community;
- share information about services and issues which may impact on veterans and their families in North Wales;
- share innovation and best practice across all stakeholders
- monitor and review the effectiveness of the priority treatment arrangements within health board services
- provide a strategic focus for the six county forums in North Wales
- support the North Wales local authority community covenants

Themes

- Children & young people
- Older people
- Health, physical disabilities & sensory impairment
- Learning disability & autism
- Mental health
- Carers
- Violence against women, domestic abuse & sexual violence
- Homelessness
- Veterans
- People in the secure estate

More information

Population assessment and area plan toolkits:

www.socialcare.wales/hub/hub-resource-sub-categories/planning-and-promoting

Part 2 Code of Practice:

www.socialcare.wales/hub/sswbact-codes

Area plan guidance:

<http://gov.wales/docs/dhss/publications/170206statutory-guidanceen.pdf>

Dewis Cymru (services available to meet the needs identified in the assessment):

<https://www.dewis.wales/>

Contact us

Sarah Bartlett, Project Manager
01824 712432

sarah.bartlett@denbighshire.gov.uk

www.northwalescollaborative.wales

Background to the population assessment

The population assessment pulls together information about people's care and support needs and the support needs of carers in North Wales. It aims to show how well people's needs are being met and the services we will need to meet them in future. Local authorities in North Wales worked together with Betsi Cadwaladr University Health Board (BCUHB), supported by Public Health Wales, to produce the assessment which is a requirement of the Social Services and Wellbeing (Wales) Act (2014).

The population assessment will be used to make decisions about the services we need to provide in North Wales to meet people's care and support needs and the support needs of carers. It will help us make decisions about where to use our resources, meet other requirements of the act and inform the work of the Regional Partnership Board.

We have used all kinds of evidence to identify what's needed and asked people what they think is important including people who currently use care and support services, the North Wales citizen's panel, and staff who deliver services in the local authorities, health, private and voluntary sectors.

Next, we will write a regional area plan setting out the range and level of services councils and local health boards propose to provide or arrange in response to the population assessment. This has to be finished by 1 April 2018.

