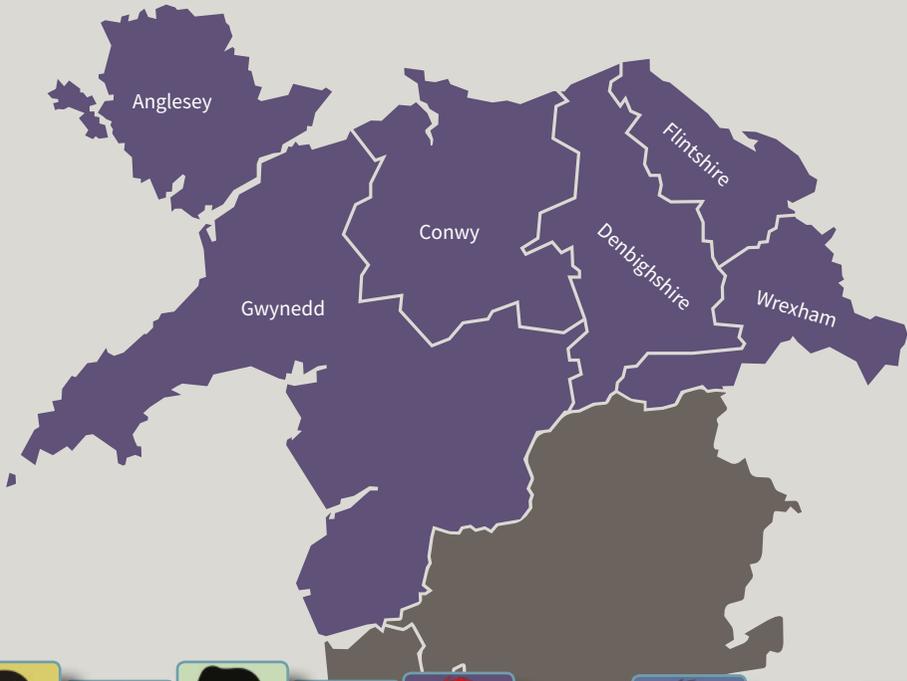


North Wales population assessment regional plan 2018 to 2023



A summary



CYDWEITHREDFA GWELLA GWASANAETHAU
GOFAL A LLESIANT **GOGLEDD CYMRU**
NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE



GIG
CYMRU
NHS
WALES
Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



GIG
CYMRU
NHS
WALES
Iechyd Cyhoeddus
Cymru
Public Health
Wales



CYNGOR SIR
YNYYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



CYNGOR
GWYNEDD
COUNCIL
CONWY
CYNGOR BWRDEISTREF SIROL
COUNTY BOROUGH COUNCIL

sir ddinbych
Cynghor
denbighshire
County Council

CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

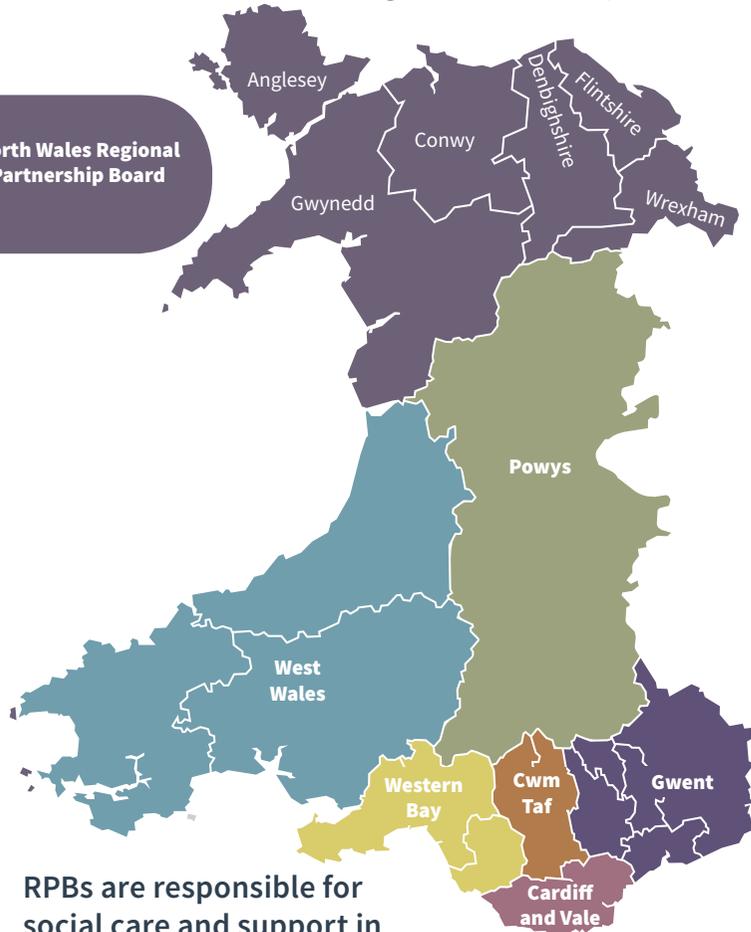
wrexham
CYNGOR BWRDEISTREF SIROL
COUNTY BOROUGH COUNCIL
wrexham

Hello

Wales now has **7**

Regional Partnership Boards (RPBs).

North Wales Regional Partnership Board



RPBs are responsible for social care and support in their area.

The **North Wales Board** makes sure services work together.

We also make sure North Wales has the services it needs now, and for the future.



This booklet tells you about our plans for social care and support needs from 2018 to 2023.

The plan is based on information from our population assessment and what people told us about the draft plan we shared between August and October 2017.

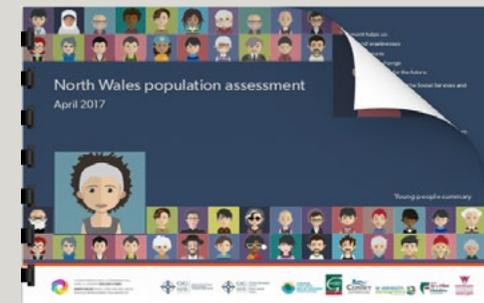
Population assessment

In 2017 Betsi Cadwaladr University Health Board and the six North Wales councils did a population assessment. A population assessment collects information and statistics about an area.

It helps us:

- see our strengths and weaknesses
- see what resources we have
- see how communities are changing
- plan care and support services for the future.

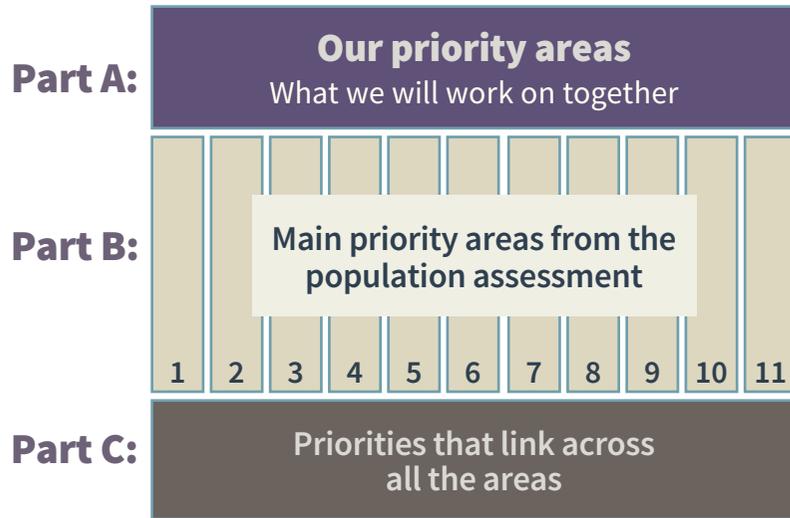
You can read it [here](#):



The plan

The plan focuses on the priorities from the population assessment.

The plan shows you:



Part D: Where to get support



The priority we are focusing on.



Who's taking the lead in dealing with this issue.



What's being done.



We'll work together

Lots of different groups are taking part:

- Each council in North Wales
- The Health Board
- Public Health Wales
- Voluntary and community groups
- Organisations that provide care and support services
- North Wales Safeguarding Children and Adults boards
- Police
- and others.

We'll include you

We want to hear what you think and involve you in decisions.

We'll use what works

Services should be based on evidence they work and make a difference.

We'll check we're making a difference

We'll check on the plan and write a report every year. If we need to make changes, we can.



Part A: Our priorities

There are 5 main areas we are focussing on to improve the way health and social care services work together to support people.

Children and young people

★ We want:

- to improve health and social care support for children with complex needs
- better support for children's mental health
- all children to be safe and healthy from pregnancy to two years old
- to prevent childhood obesity
- better family support services.

 The Regional Partnership Board is taking the lead on this with the Children's Transformation Group

 We'll write a three year Children and Young People Plan for North Wales for 2018-21.

Older people

★ We want:

- to bring together services for older people with complex needs including dementia
- to support organisations who provide care
- to work together more.

 The Regional Partnership Board is taking the lead on this.

 We've held a workshop between health and social care services.

We researched the care homes in our area and what we will need in future.

We worked together to buy new home care services.

We piloted projects where we pool budgets between health and social care.

Learning disabilities

★ We want good, joined up services for people with learning disabilities.

 The Regional Partnership Board is taking the lead on this with the Learning Disability Partnership.

 We've looked at what's working well and what changes are needed.

We'll work with people with learning disabilities, parents, carers and organisations who provide care and support to plan what needs to change. Then make it happen.

Mental health and substance misuse

★ We will work together to deliver the mental health strategy (plan) for North Wales.

 The Regional Partnership Board is taking the lead on this with the Together for Mental Health Partnership Board.

 We've written the plan and set up partnership groups to start working on it.

Carers

A carer is anyone who cares for a friend or family member who is ill, has a disability, mental health need or other issue.

★ We want good services working together to support carers, including young carers.

 The Regional Partnership Board is taking the lead on this with the Carers Strategic Group.

 We've gathered carers stories, held workshops and mapped the services available.

We'll work together to make sure there are consistent services for carers in North Wales that are based on what matters to them.



Part B: Priorities from the population assessment

This part of the plan looks at what else is happening in North Wales. This includes what the councils, health board and other organisations are working on as part of their day to day jobs. Although the plan is split into chapters there are many overlaps between them and individuals often have multiple care and support needs.

-  The priority.
-  Who's taking the lead.
-  What's being done.

1 Children and young people

The population assessment shows lots of positive things happening for young people in North Wales.

There are 140,000 children aged 0-17 living here. Most children and young people said they feel healthy and happy. But, there are some issues we want to focus on. In all our work with children and young people we will promote children's rights and the United Nations Convention on the Rights of the Child (UNCRC) and focus on the whole family.



Children need support with mental and emotional health.

 Councils, including schools. Health Board.
Third sector, voluntary and community organisations.

 Children and Adolescent Mental Health Services (CAMHS). School-based counselling. This is also a priority for us – see page 4.

There are more disabled children and children with very complex needs.

 Councils, including schools. Health Board.
Third sector, voluntary and community organisations.

 This is also a priority for us – see page 4.

There are more children who are looked-after now. Fostering and adoption services need to change to meet new challenges We need to support child refugees and children seeking asylum.

 Councils, including schools.

 They are writing a North Wales Fostering Strategy. All the fostering team managers in North Wales meet and share good practice. They will support young people leaving care. They are working together to buy residential care placements. There is also support from National Adoption Service and the North Wales Adoption Service.



 **There are more children on the child protection register.**

 Councils.
North Wales Safeguarding Children's Board.

 Information is shared to help councils make plans and deliver services. The safeguarding board monitor the number of children on the register and look at the reasons they remain on there.

 **Sexting and online bullying needs tackling.**

 Councils.
North Wales Safeguarding Children's Board.

 This is a strategic priority for the North Wales Safeguarding Children's Board. They are supporting and helping to run the NSPCC Stop IT toolkit.

 **Healthier lifestyles need promoting more. We need to reduce health inequalities.**

 Councils, including schools.
Health Board and Public Services Boards supported by Public Health Wales.
Third sector, voluntary and community organisations.

 The Getting North Wales Moving Programme, Living Healthier, Staying Well Strategy: improving health, reducing health inequalities and Well-being Plans do this.

 **More young people are reporting they're victims of crime and we need to improve support for young offenders.**

 Police.
Youth Justice Services.

 They're sharing information with us and helping us plan for the future. There's also the North Wales Resettlement Broker Co-ordination Project.

 **Children have speech, language and communication needs.**

 Councils, including schools.
Health Board.
Third sector, voluntary and community organisations.

 They've gathered more information. There are shared projects that support parents.

 **Children have a right to play.**

 Councils, including schools.
Third sector, voluntary and community organisations.

 They're checking there are enough play opportunities in their areas.



 **Provide sufficient childcare.**

 Councils.
Childcare providers.

 They're checking there is enough childcare in their areas.

 **There's a need for more support for Autism.**

 Council, including schools.
Health Board.
Third sector, voluntary and community organisations.

 We are implementing the National Autism Service in North Wales.

 **We need to support parents and give children a good start in life.**

 Councils, including schools.
Health Board and Public Services Boards supported by Public Health Wales.
North Wales Police.
North Wales Safeguarding Children's Board.
Third sector, voluntary and community organisations.

 The Families First, Flying Start and Integrated Family Support Services programmes help this.

 **Make sure we are meeting the new laws in the Social Services and Well-being (Wales) Act 2014.**

 Councils.

 We have a regional 'When I'm Ready' policy. This is about helping looked after children to stay with their foster carers once they turn 18.

We're changing the way we decide who needs care and support to meet the new laws.

 **Support young people with care and support needs with transition to adult services.**

 Councils, including schools.
Health board.

 We are trying different ways of designing services and supporting young people to improve this transition.

2 Older people

There are around 150,000 people aged 65 and over living in North Wales.

We think this could be 210,000 by 2039. This means services here will have to support more people.

In all our work with older people we will take into account the United Nations Principles for Older Persons and Welsh Government's Declaration of the Rights of Older People in Wales.

 **The priority.**

 Who's taking the lead.

 What's being done.



Older people face loneliness and isolation.



Councils.

Third sector, voluntary and community organisations. Housing associations and Registered Social Landlords. Public Services Boards.



They have Ageing Well Plans and Well-being Plans. We also connect people to community organisations that can help.

There's a need for good dementia support, including for younger people who have dementia.



Councils. Health Board. Third sector, voluntary and community organisations. Housing associations and Registered Social Landlords.



They have Ageing Well Plans. They have Dementia RED: a regional project to provide care information centre points in GP surgeries. They have a Health Board Dementia Strategy.

This is also a priority for us – see page 4.

Promote independent living; people's choice and control over their own lives.



Councils. Health Board. Advocacy Services.



'What matters' assessments.



 **Older people need more health support.**

-  Health Board.
-  They have a delivery plan.

 **Healthier lifestyles need promoting.**

-  Health Board and Public Services Boards supported by Public Health Wales.
Third sector, voluntary and community organisations.
-  The Getting North Wales Moving Programme, Living Healthier, Staying Well Strategy: improving health, reducing health inequalities and Well-being Plans do this.

 **There's a need for more care and support at home.**

-  Councils.
Third sector, voluntary and community organisations.
-  They work together to make sure the services they buy are good quality and value for money.

 **There's a need for more nursing and care home places.**

-  North Wales Commissioning Board.
Regional workforce board.
-  They check the services they buy are good quality and value for money.
They'll write a new statement for planning and buying services.

 **Developing greater support for good end of life care.**

-  Health Board.
Hospices.
-  The health board have an Older People's Strategy and Care Closer to Home group.



3 Health and disability

People in Wales are living longer. This is a good thing, but it means more people are facing health problems or have a disability.

 **The priority.**

 Who's taking the lead.

 What's being done.

 **Specialised services need to be closer to where people live.**

 Health Board.

 The health board have an Older People's Strategy and Care Closer to Home group.

 **Healthier lifestyles need promoting more.**

 Health Board and Public Services Boards supported by Public Health Wales.

 The Getting North Wales Moving Programme, Living Healthier, Staying Well Strategy: improving health, reducing health inequalities and Well-being Plans do this.

 **Strengthen the links to community services that help improve health and well-being'.**

 Health Board.
Public Services Boards supported by Public Health Wales.

 They'll connect people to community organisations that help health.
The health board have a community services transformation board, primary care transformation board and care closer to home group.

 **Provide support for people with physical disabilities and sensory impairments. Build on the social model of disability. Services need to facilitate participation and respect people.**

 Health board.
Councils.
Third sector, voluntary and community organisations.

 Promotion of equality and inclusion. Development of accessible services.

This is also a priority for us – see page 4.

 **Provide support for people living with chronic conditions.**

 Health Board.
Councils.
Third sector, voluntary and community organisations.

 Support for people with long term conditions will be a big part of the BCUHB Care Closer to Home programme and the development of support through local cluster teams.

This is also a priority for us – see page 4.

4 Learning disabilities

There are more people with learning disabilities living here now. We think this number is going to go up as people live longer. It's important services support people in the right ways.

There's a need for support for older carers and older people with learning disabilities.

 Councils.
Health Board.
Third sector, voluntary and community organisations.
Housing associations and Registered Social Landlords.

 This is a priority for us. We're working with the Learning Disability Partnership.

Older people with learning disabilities need support with their health.

 Health Board.
Councils.
Third sector voluntary and community organisations.

 We're working with the Learning Disability Partnership.

Having more community support for people with a learning disability. This includes support for work and friendships.

 Voluntary organisations.
 We're working with the Learning Disability Partnership.

[Dewis Cymru](#) was set up to help with this.

Keeping adults with learning disabilities safe. This includes being safe with technology and when out and about.

 Councils.
Safeguarding boards.
Police.
Third sector, voluntary and community organisations.

 We're working with the Learning Disability Partnership. The safeguarding board will raise awareness of the risk of financial abuse, scams and so on.

Supporting young people with complex needs and going through transitions in their lives.

 Councils.
Health Board.
Third sector, voluntary and community organisations.

 We're working with the Learning Disability Partnership.



5 Mental health

Everyone needs support to be physically and mentally healthy.

The number of people with mental health issues is growing. Lots of people with mental health issues don't ask for help or don't know how to find services for support. This needs to change.

-  **The priority.**
-  Who's taking the lead.
-  What's being done.

Mental well-being needs promoting more. Better identification of mental health needs and early intervention.

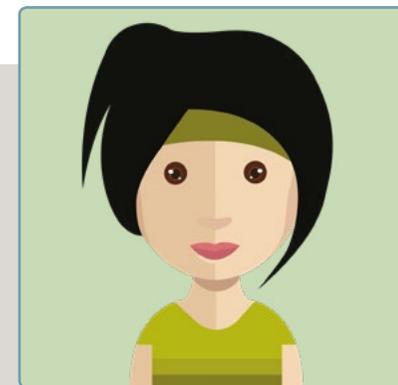
-  Health Board.
Councils and Public Services Boards supported by Public Health Wales. Third sector, voluntary and community organisations.
-  The Health Board has a Mental Health Strategy. There are also Well-being plans, assessments and plans tackling self-harm and other issues.

Mental Health Services need to improve.

-  Health Board.
Council.
Third sector, voluntary and community organisations.
-  We'll get reports from the Together for Mental Health Partnership Board.

Meet physical health needs of people with mental ill health.

-  Health Board, councils and Public Services Boards, supported by Public Health Wales. Third sector, voluntary and community organisations.
-  We'll get reports from the Together for Mental Health Partnership Board.





6 Carers

The number of carers in North Wales is growing. People aged 50 to 64 give the most unpaid care. There are also over 1,000 young carers.

Carers need rest times and short breaks from caring.

 Councils.
Carers' Strategy Group.

 We're working with the carers' strategy group.

Young carers need more support.

 Councils including social services and schools.
Health board.
Third sector, voluntary and community organisations.

 There's a young carers service in place. This is a priority for us which we're working on with the carers' strategy group and young carers sub-group.

We need to identify carers sooner and assess what support they need.

 Councils.
Health board.
Carers' Strategy Group.

 We're working on this with the carers' strategy group.

We need to support carers in employment.

 Employers across North Wales.
Public Services Boards.
Third sector, voluntary and community organisations.

 We're working on this with the carers' strategy group.

7 Violence against women, domestic abuse and sexual violence

Even though lots of people don't report abuse, numbers are growing. Women, children and men in North Wales face violence in the home.

We need to tackle this.

Violence and abuse needs to be tackled.

 Councils.
Health Board.
Police.
Safeguarding boards.

 They have written a strategy.

8 Secure estate

A secure estate is a place like a prison.

Councils must give services and support to people in prison like anyone else in the community. They must support men, women and young people in prison from North Wales, even if the prison isn't in our area.

 **The priority.**

 Who's taking the lead.

 What's being done.

 **Adults and young people in prisons need their care and support needs met.**

 Councils.
Her Majesty's Prison and Probation Service.
Health Board.
Wrexham lead for HMP Berwyn.
Prison Health, Well-being and Social Care Partnership Board.

 There are plans in place like:

- Adult Social Care Prison Strategy
- The National Pathway for care and support.

 **Offenders who leave prison must get support to settle back into life.**

 Councils.
Third sector, voluntary and community organisations.
Housing associations and Registered Social Landlords.

 The National Pathway for care and support helps set out what should happen.

 **Young people who leave secure estates must be supported so they have more opportunities and can make better choices.**

 Youth Justice Board.
Councils.
Third sector, voluntary and community organisations.
Housing associations and Registered Social Landlords.

 There's the North Wales Resettlement Broker Project and Llamau Report.
A resettlement panel group in place for HMP Berwyn – including health and social care.

 **Children and families of offenders need support.**

 North Wales Safer Communities Board.
Councils.
Health Board.
Third sector, voluntary and community organisations.
North Wales Safeguarding Children's Board.

 They have funded two regional posts to develop a programme for children and young people affected by the imprisonment of a family member.



9 Veterans

A veteran is someone who's served in any of the armed forces. There are about 51,000 veterans living in North Wales.

Many veterans find it difficult to ask for help including help with mental health issues. This means we need services to train staff so they understand the challenges veterans face.

 **The priority.**

 Who's taking the lead.

 What's being done.



 **There's a need for more understanding about what veterans need.**

 Councils.
Health Board.
Third sector, voluntary and community organisations.
Housing associations and Registered Social Landlords.

 There's a needs assessment to help services. The Armed Forces Forum have an action plan. The health board have an armed forces sub-group.

 **Support needs to improve for veterans, soldiers still serving, and their families.**

 Armed Forces Forum working with:

- Health Board
- Public Health Wales
- Councils
- Armed Forces
- Police.

Welsh Government.
Third sector, voluntary and community organisations.

 There's a needs assessment to help services. The Armed Forces Forum have an action plan.

10 Housing and homelessness

Lots of changes have been made to support people with housing and stop homelessness. Services and people are facing real challenges in funding. People's housing benefits and other cuts mean services could face more problems.

We need to plan our housing services better.

 **The priority.**

 Who's taking the lead.

 What's being done.

Preventing homelessness.

 Councils.
Third sector, voluntary and community organisations.
Housing associations and Registered Social Landlords.

 Councils will check local housing plans and improve if needed.

People leaving prison need help with housing.

 Councils.
Third sector, voluntary and community organisations.
Housing associations and Registered Social Landlords.

 Councils will check local housing plans and improve if needed.

There's a need for specialist housing.

 Councils.
Housing associations and Registered Social Landlords.

 Local housing plans will be checked to see what specialist housing is available. We will work with the Supporting People Regional Collaborative Committee.

Housing and mental health services need to work together.

 Health Board.
Councils.

 There are:

- Mental Health Rehab and Accommodation groups supporting people
- rules to make sure all housing is good quality, safe and value for money
- new supported housing development job roles to give extra support.



11 Autism Spectrum Disorder (ASD)

ASD affects people's communication and social behaviour.

The population assessment shows children and adults with ASD need more support with:

- behavioural and emotional problems
- life skills
- using social and leisure services in the community.

 **The priority.**

 Who's taking the lead.

 What's being done.

 **There's a gap in support for people not eligible for learning disability or mental health services.**

 North Wales Integrated Autism Service Strategy Group

 We are developing a new Integrated Autism Service for North Wales.

 **There's a high suicide rate among people with ASD.**

 North Wales Suicide and Self-Harm Prevention Group with:

- Health Board
- Public Health Wales
- Council
- Police
- National Rail
- Other organisations.

 There is a new North Wales Suicide and Self-Harm Prevention Plan.



Part C: Priorities that link across all the areas

There are some issues that stop people getting support. These can affect anyone, no matter what their age or health needs. We need to tackle these.

Support services need to step in early to help people's health and well-being.

 Health Board.
Councils.

 We're working to improve health and reduce inequalities. We're funding projects through the Integrated Care Fund (ICF). There's a lot of support available from other organisations – see Dewis Cymru for examples.

Good information, advice and support.

 Dewis Cymru.
Single Points of Access (SPoA).
Family Information Services.
Third sector, voluntary and community organisations.
Housing associations and Registered Social Landlords.

 There's a new North Wales Information Network and information is available on Dewis Cymru.

Equality and human rights.

 All public sector organisations and partners.

 We will look at the impact on equality and human rights of all the services that are part of this plan. We have researched the impact they may have and included more information in an Equality Impact Assessment and consultation report.

Good advocacy services to help people understand information and have a say.

 Councils.
Health Board.
Third sector, voluntary and community organisations.
Housing associations and Registered Social Landlords.

 There's a:

- Golden Thread Advocacy Programme
- Children's advocacy regional contract.



Transport and access to services.

 Councils.
Health Board.
Third sector, voluntary and community organisations.

 The health board have pilot projects with the Welsh Ambulance Services Trust and Community Transport Associations.

We will discuss with the Public Services Boards where the priority will sit.

Services need to be available in Welsh.

 Councils.
Health Board.
Third sector, voluntary and community organisations.

 There are local plans in place and the workforce strategy. We have a Mwy Na Geiriau / More than Words forum.

Social enterprises, and other organisations running services that help people need promoting more.

 Councils.
Health Board.
Social enterprises, third sector, voluntary and community organisations.

 We will promote social value in social care services and commissioning. The regional collaboration team have set up social value regional North Wales forum and are setting up local forums in each council area.

Changes to welfare benefits affect people's lives.

 Public Services Boards.
Councils.
Third sector, voluntary and community organisations.
Housing associations and Registered Social Landlords.

 The Public Services Boards have well-being plans which set out how they will work together to improve the economic, social, environmental and cultural well-being in the area. The Welsh Government has a Tackling Poverty Action Plan. Information, advice and support is available from many local organisations.



 **People having a say through 'Citizen voice'.**

-  Regional Partnership Board.
-  We've set up a North Wales Citizen Panel.

 **Safeguarding policies and services need to work and keep people safe.**

-  All partners.
North Wales Safeguarding Children and Adult's Boards.
-  There's an Adults and Children Business Plan on Safeguarding.

 **There's a need for more population information and better data so we can make plans.**

-  Welsh Government.
Councils.
Health.
Public Health Wales.
-  We've shared issues with Welsh Government. They're developing a new performance framework.

 **There is less money available to provide care and support services.**

-  All partners.
-  We are carrying out Equality Impact Assessments to check any changes we make are as fair as they can be to everyone. We are supporting organisations who provide services by improving the way we buy them.



Part D: For more information

How to access the services available to support people with care and support needs and their carers in North Wales.

Children and young people

For support for families including childcare, contact Family Information Services in your county.

Isle of Anglesey County Council:
anglesey.gov.uk/community/children-and-families/family-information-service

Gwynedd Council:
gwynedd-ni.org.uk

Conwy County Borough Council:
conwy.gov.uk/children

Denbighshire County Council:
denbighshire.gov.uk/en/resident/community-and-living/childcare-and-parenting/childcare-and-parenting.aspx

Flintshire County Council:

fisflintshire.co.uk

Wrexham County Borough Council:
wrexham.gov.uk/english/community/fis/

Adults

For information about services in your area see www.dewis.wales

Or contact the Single Point of Access (SPoA) at your local council for information about services available to support people's health and well-being.

Isle of Anglesey County Council:
anglesey.gov.uk/health-and-care/adult-services/

Gwynedd Council:
gwynedd.llyw.cymru/en/Residents/Health-and-social-care/Adults-and-older-people/Adultsandolderpeople.aspx

Conwy County Borough Council:
conwy.gov.uk/en/Resident/Social-Care-and-Wellbeing/Contact-us/Single-Point-of-Access-SPOA/Conwy-Access-Team.aspx

Denbighshire County Council:
denbighshire.gov.uk/en/resident/health-and-social-care/adults-and-older-people/single-point-of-access.aspx

Flintshire County Council: a
flintshire.gov.uk/en/Resident/Social-Services/Social-Services.aspx

Wrexham County Borough Council:
wrexham.gov.uk/english/council/social-services/index_socialcare.htm

If you are concerned about a child or an adult

If you know of a child or an adult who is at risk of abuse or is being abused, it's very important you let the council or the police know.

If the individual is in direct danger, call the Police immediately on 999.

If not, phone Social Services as soon as possible to share your concerns.

Phone numbers for Social Services in North Wales are available here: northwalessafeguardingboard.wales





Find out more

Thanks for reading this

You can read the full regional plan here:
www.northwalescollaborative.wales

