

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive
Date:	19/02/2018
Subject:	North Wales Population Assessment Regional Plan
Portfolio Holder(s):	Cllr Llinos Medi Huws
Head of Service:	Alwyn Rhys Jones – Head of Service Adults Fon Roberts – Head of Services Children
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Local Members:	All members

A –Recommendation/s and reason/s	
1	Report purpose
1.1	To introduce the North Wales Population Assessment Regional Plan. The plan is the joint area plan required by the Social Services and Well-being (Wales) 2014 Act and the Care and Support (Area Planning) (Wales) Regulations 2017.
2	Recommendation / action required by the Executive
2.1	To approve the draft North Wales Population Assessment Regional Plan.
3	Background information / reasons for recommendations
3.1	Local authorities and the health board in the North Wales region must produce a joint area plan in response to the population assessment by 1 April 2018. It should be a five year plan. In North Wales we have agreed to call the plan the ‘Population Assessment Regional Plan’ to avoid confusion with the three health board areas.
3.2	The statutory guidance states: “Where a combined population assessment report has been produced, local authorities and LHBs should produce a joint area plan. These joint are plans must provide a description of the range and level of services proposed to be provided, or arranged, to

respond to the care and support needs, and the support needs of carers, identified in the combined population assessment reports.

Joint area plans must focus on the integrated services planned in response to each core theme identified in the population assessment. As part of this, joint area plans must include:

- the actions partners will take in relation to the priority areas of integration for the Regional Partnership Boards;
- the instances and details of pooled funds to be established in response to the population assessment;
- how services will be procured or arranged to be delivered, including by alternative delivery models;
- details of the preventative services that will be provided or arranged;
- actions being taken in relation to the provision of information, advice and assistance services; and
- actions required to deliver services through the medium of Welsh”

3.3 Social Care Wales and Welsh Government produced a template for the plan, which we have used as a basis for the North Wales draft regional plan. The first draft of the plan was based on the findings of the population assessment and what we legally must do and was approved at the Regional Leadership Group on 30 June 2017 and the Regional Partnership Board on 21 July 2017.

3.4 The consultation on the draft plan took place between 11 August and 17 November 2017. The purpose of consulting on an early version of the draft plan was to involve as many people as possible in writing and shaping the plan at an early stage in the project. The findings from the consultation have been incorporated into a revised draft of the plan and a full consultation report has been produced.

4 Approval / scrutiny route

4.1 The proposed route for the report is:

- Members Briefing on the 1st of February.
- Approval by the Executive on the 19th of February 2018

5 Resource implications

- 5.1 The North Wales Social Care and Wellbeing Services Improvement Collaborative funds a Regional Project Manager to support the project and associated costs including translation and specialist engagement.
- 5.2 There is a cost to the local authorities, BCUHB and Public Health Wales in staff time to support the project. This includes staff to carry out engagement work with the public, service users, staff and elected members and staff to support the writing of the population assessment and regional plan.
- 5.3 There will be resource implications to deliver the priorities in the regional plan. More information is available in the plan and in detailed scope and delivery plans prepared for each priority.

6 Risks

- 6.1 The risk that the plan will not meet Welsh Government's requirements under the Social Services and Well-being (Wales) Act 2014. To mitigate, the report is based on the template produced by Social Care Wales and we are working closely with Welsh Government through the regional leads group.
- 6.2 The risk that the plan will not meet the needs of the Regional Partnership Board, carers and people who need care and support. To mitigate, we have consulted and engaged with a wide range of stakeholders.
- 6.3 The risk that there will not be capacity in the region to deliver any additional or expanded priorities over and above the current priorities of the Regional Partnership Board.

7 Drivers and implications

- 7.1 An Equality Impact Assessment and consultation report have been completed for the regional plan. Further Equality Impact Assessments will need to be carried out as detailed plans are developed under each of the strategic priorities.
- 7.2 The plan will have an impact on anti-poverty strategies by aiming to improve the way social care and health needs are met. There are strong links between poverty and health

inequalities which this work helps address. There are links with crime and disorder through the chapter on violence against women, domestic abuse and sexual violence.

7.3 The report will also consider the requirements of the Well-being of Future Generations (Wales) Act 2015 including sustainability. We have carried out a well-being impact assessment on this plan.

B – What other options did you consider and why did you reject them and/or opt for this option?

C – Why is this a decision for the Executive?

Each local authority executive must approve the North Wales Population Assessment Regional Plan

CH – Is this decision consistent with policy approved by the full Council?

D – Is this decision within the budget approved by the Council?

Yes

DD – Who did you consult?

What did they say?

1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Presented to SLT on the 22/1/18
2	Finance / Section 151 (mandatory)	Presented to SLT on the 22/1/18
3	Legal / Monitoring Officer (mandatory)	Presented to SLT on the 22/1/18
4	Human Resources (HR)	n/a
5	Property	n/a

6	Information Communication Technology (ICT)	n/a
7	Procurement	n/a
8	Scrutiny	n/a
9	Local Members	n/a
10	Any external bodies / other/s	n/a

E – Risks and any mitigation (if relevant)		
1	Economic	n/a
2	Anti-poverty	n/a
3	Crime and Disorder	n/a
4	Environmental	n/a
5	Equalities	North Wales Regional Plan Well-Being Impact Assessment (includes the equality impact assessment)
6	Outcome Agreements	
7	Other	

F - Appendices:
<p>Appendix 1 - North Wales Population Assessment Regional Plan 2018 – 2023 Appendix 2 – Consultation Report Appendix 3 - Wellbeing Impact Assessment Report</p>

FF - Background papers (please contact the author of the Report for any further information):
No further papers



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

NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales population assessment regional plan 2018 to 2023

Draft version 0.10



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



Iechyd Cyhoeddus
Cymru
Public Health
Wales



This document is the joint area plan required by the Social Services and Well-being (Wales) 2014 Act and the Care and Support (Area Planning) (Wales) Regulations 2017.

Notes on the draft regional plan

This is the final draft produced for discussion and approval by the six North Wales councils and Betsi Cadwaladr University Health Board.

Throughout the report there are sections highlighted in **blue** where links and appendices will need to be added before publication.

The report will be published in Welsh and English on 1 April 2018 at www.northwalescollaborative.wales.

Contact us

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Introduction

This plan sets out how the Regional Partnership Board (RPB) will respond to the findings of the North Wales population assessment published on 1 April 2017.

The population assessment brings 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, a requirement of the Social Services and Well-being (Wales) Act 2014.

We 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.

The assessment highlighted an increasing need for care and support, particularly to support complex needs. It showed that public services need to work together, including local community groups and volunteers to support people earlier and prevent needs escalating where possible.

The full assessment is available online at: www.northwalescollaborative.wales

The main focus of this plan is on Regional Partnership Board priorities for integrated working between health and social care at a regional scale. Many of the findings of the population assessment are being addressed by partners as part of their core business or by existing partnerships between agencies across a variety of geographical boundaries. The plan briefly describes where this is taking place and links to further information. The population assessment and plan can be used to support other local and regional planning. When planning services we recommend going back to the relevant population assessment chapter and consultation reports for full details about what care and support is needed.

For information about services in your area please see [Part D: For more information](#).

Reviewing the population assessment

Preparing a single accessible population assessment across six counties and one health board area for the first time was a challenging process. There is plenty that we learnt from the process and more that needs to be done. We have produced a comprehensive feedback report which lists areas where further information is needed ([available on request](#)). These areas were considered when developing this plan and will also be looked at when we carry out the interim review of the population assessment during 2018-19.

We have also produced monthly newsletters about the population assessment. Each newsletter includes a summary of one of the chapters along with updates about the project and any developments or new initiatives related to the chapter. The newsletters are available here:

www.northwalescollaborative.wales/?s=population+assessment+update

How we developed the plan

The plan was developed by the Regional Partnership Board made up of the following members:

Name	Title
Llinos Medi Huws	Lead Member, Isle of Anglesey County Council
Morwena Edwards	Director, Gwynedd Council
Cllr Bobby Feeley	Lead Member, Denbighshire County Council
Caroline Turner	Director, Isle of Anglesey County Council
Cllr Christine Jones	Lead Member, Flintshire County Council
Clare Field	Director, Wrexham County Borough Council
Cllr Liz Roberts	Lead Member, Conwy County Borough Council
David Worrall	Third Sector Rep
Debbie Shaffer	Service User Rep
Jenny Williams	Director, Conwy County Borough Council
Cllr Joan Lowe	Lead Member, Wrexham County Borough Council
Lynda Colwell	Third Sector Rep
Margaret Hanson	BCUHB
Mary Wimbury	Provider Rep
Morag Olsen	Chief Operating Officer, BCUHB
Neil Ayling	Director, Flintshire County Council
Nicola Stubbins	Director, Denbighshire County Council
Richard Weigh	Chief Finance Officer (section 151) (Co-opted)
Vin West	Carer Rep
Wendy Jones	Third Sector Rep
Cllr William Gareth Roberts (Chair)	Lead Member, Gwynedd Council
Assistant Chief Constable Richard Debicki	North Wales Police (Co-opted)
Richard Fairhead	North Wales Fire and Rescue Service (Co-opted)
Andy Long	North Wales Ambulance Service (Co-opted)
Teresa Owen	Executive Director of Public Health, BCUHB (Co-opted)
Bethan Jones Edwards	Head of Regional Collaboration – Business Management Support

The plan is based on the consultation and engagement carried out as part of the population assessment. More information is available in [appendix 1](#) of the population assessment. Consultation and engagement is also being built into the scope and delivery plans prepared for each of the regional priorities.

We published a draft version and summary version of the regional plan on our website for consultation between 11 August and 17 November 2017. We promoted the link through regional networks, the voluntary sector councils, local authorities and health as well as through our monthly newsletters. The engagement group monitored responses and followed up the invite with under-represented groups. We arranged workshops with under-represented groups where possible. We made paper copies of the report and questionnaire available on request.

The purpose of consulting on an early version of the draft plan was to involve as many people as possible in writing and shaping the plan at an early stage in the project. We received 135 response to the consultation and the regional plan webpage was viewed around 1,800 times. We also received feedback from regional groups such as the Learning Disability Partnership and North Wales Armed Forces Forum.

Further consultation also took place during the approval process. The report has been reviewed by the Regional Partnership Board, the appropriate senior executive meetings, scrutiny and/or cabinet meetings in each local authority and the health board. For more information please see the consultation report [\[add link\]](#).

Equality and human rights

The Equality Act 2010 introduced a public sector equality duty which requires all public bodies including the council to tackle discrimination, advance equality of opportunity and promote good relations. An equality impact assessment was undertaken to identify any potential inequalities arising from the development and delivery of this plan. We consulted with people with protected characteristics about the plan and the population assessment that informed it. More information is available in [appendix 1](#) of the population assessment and in the consultation report [\[add link\]](#) produced for this plan.

When developing services in response to the regional plan additional equalities impact assessments **must** be undertaken. Each chapter in the population assessment includes information about the issues that may affect people with protected characteristics and a summary is included in this plan. The summary of issues is far from comprehensive and is there to act as a prompt to consider the full range of issues. Additional information to inform these assessments is available in the consultation reports and the population assessment document library.

The Regional Partnership Board is committed to co-producing services with people who use them and their carers. The board recognises that carers are key partners in providing care throughout this plan.

All public sector partners represented on the Regional Partnership Board are required to publish [strategic equality plans](#) which set out their equality objectives and action plans. The regional plan supports the objectives set out in these plans and many of the actions will contribute to addressing inequalities in health and well-being.

Every effort has been made to use appropriate language to describe people with different needs and protected characteristics within the plan. We acknowledge that preferred terms change over time and that people may have different opinions about the language they prefer to describe themselves. The debate will be welcome and hopefully helps us towards a common understanding about the use of language.

The Human Rights Act 1998 sets out the basic rights we all have because we are human. They help protect people by giving public services, including health and social care services, a legal duty to treat people with fairness, equality, dignity, respect and autonomy. Services developed in response to this plan also need to be based on the UN Convention on the Rights of the Child (UNCRC) and the UN Principles for Older Persons (UNPOP).

What works: using research evidence

We want services to be based on evidence of what works wherever possible. As part of the assessment, Public Health Wales carried out a review of the evidence available for early intervention and prevention services, which is available here: www.publichealthwalesobservatory.wales.nhs.uk

More information about the evidence base for services is available from the UK What Works centres in social policy. Links to the centres and guidance on how to use research evidence in practice are available here: www.alliance4usefulevidence.org

How will we know we've made a difference?

We will monitor and evaluate progress against this plan through the annual Regional Partnership Board report. More information about how we will monitor progress around each integrated priority is available in the [scope and delivery plans](#).

Governance

The Regional Partnership Board have agreed the Delivering Transformation Regional Structure shown in [figure 1](#) below.

Regional Partnership Board

This North Wales Regional Partnership Board was established to meet Part 9 of the Social Services and Well-being (Wales) Act 2014. See membership [above](#).

The guiding principles¹ of the Regional Partnership Board are that we are committed to the delivery of sustainable and improved health and well-being for all people in North Wales. This means:

- 1 Whole system change and reinvestment of resources to a preventative model that promotes good health and well-being and draws effectively on evidence of what works best
- 2 Care is delivered in joined up ways centred around the needs, preferences and social assets of people (service users, carers and communities)
- 3 People are enabled to use their confidence and skills to live independently, supported by a range of high quality, community based options
- 4 Embedding co-production in decision making so that citizens and their communities shape services
- 5 We recognise the broad range of factors that influence health and well-being and the importance of the links to these areas (including education, housing, welfare, reduced homelessness, economic growth, regeneration, leisure and the environment)

The Regional Partnership Board's priorities are based on the principles of the Social Services and Well-being (Wales) Act 2014:

- The act supports people who have care and support needs to achieve well-being.
- People are at the heart of the new system by giving them an equal say in the support they receive
- Partnership and co-operation drives service delivery
- Services will promote the prevention of escalating need and the right help is available at the right time

More information about the act is available at the Social Care Wales [Information and Learning Hub](#) and more information about the board is available on our [website](#).

North Wales Regional Leadership Board

The Regional Partnership Board reports to the Regional Leadership Board which includes:

¹ Principles were developed at the board workshop on 10 November 2016

- The Council Leaders and Chief Executives of the six local authorities
- The Chair and Chief Executive of the Betsi Cadwaladr University Health Board (BCUHB)
- The Chief Constable of the North Wales Police
- The Chair and Chief Fire Officer of the North Wales Fire and Rescue Authority.

The Regional Leadership Board aims to provide strategic leadership by strengthening relationships across public services in North Wales.

Addressing other report findings

Governance will be through each organisation's own structures and Partnership Friday, a series of regional meetings that take place once a month including:

- North Wales Social Services and Well-being Improvement Collaborative (Directors of Social Services)
- Regional Leadership Group (Directors of Social Services and the Area Directors from BCUHB)
- North Wales Heads of Children's Services (NWHoCs)
- North Wales Adults Service Heads (NWASH)

In addition the North Wales Safeguarding Board (NWSB) including the North Wales Safeguarding Children's Board (NWSCB) and North Wales Safeguarding Adults' Boards (NWSAB) provide governance of some elements of the plan.

Public Services Boards and Well-being Plans

There are four Public Services Boards (PSBs) in North Wales established by the Well-being of Future Generations (Wales) Act 2015. The purpose of the PSBs is to improve the economic, social, environmental and cultural well-being in their area by strengthening joint working across all public services in North Wales. Each PSB prepared a well-being assessment in parallel with the population assessment and is preparing a well-being plan in parallel with this regional plan. More information is available on the PSB websites.

[Gwynedd and Anglesey Public Services Board](#)

[Conwy and Denbighshire Public Services Board](#)

[Flintshire Public Services Board](#)

[Wrexham Public Services Board](#)

The Well-being of Future Generations (Wales) Act 2015 requires us to think about the long-term impact of our decisions, work better with people, communities and

each other and to prevent persistent problems such as poverty, health inequalities and climate change. We have carried out a well-being impact assessment [\[add link\]](#) on this plan as part of this duty.

Links with other regional governance structures

Each of the regional priorities identified in this plan contribute to the outcomes set in the [National Outcomes Framework](#) for people who need care and support, which we will use as a framework for measuring outcomes.

The governance structure needs to consider overlaps with Public Services Board priorities and how these will be managed.

Resources

The plan will be delivered using resources from all partners including core budgets from BCUHB and local authority social services departments and additional grant funding for specific projects. More information about the resources required is included in the scope and delivery plans for each of the regional priorities.

To deliver the broad aims of the plan we will need to make the best use of the resources we have - not just health and social care budgets but local businesses, charities, community organisations, families and friends.

Integrated Care Fund (ICF)

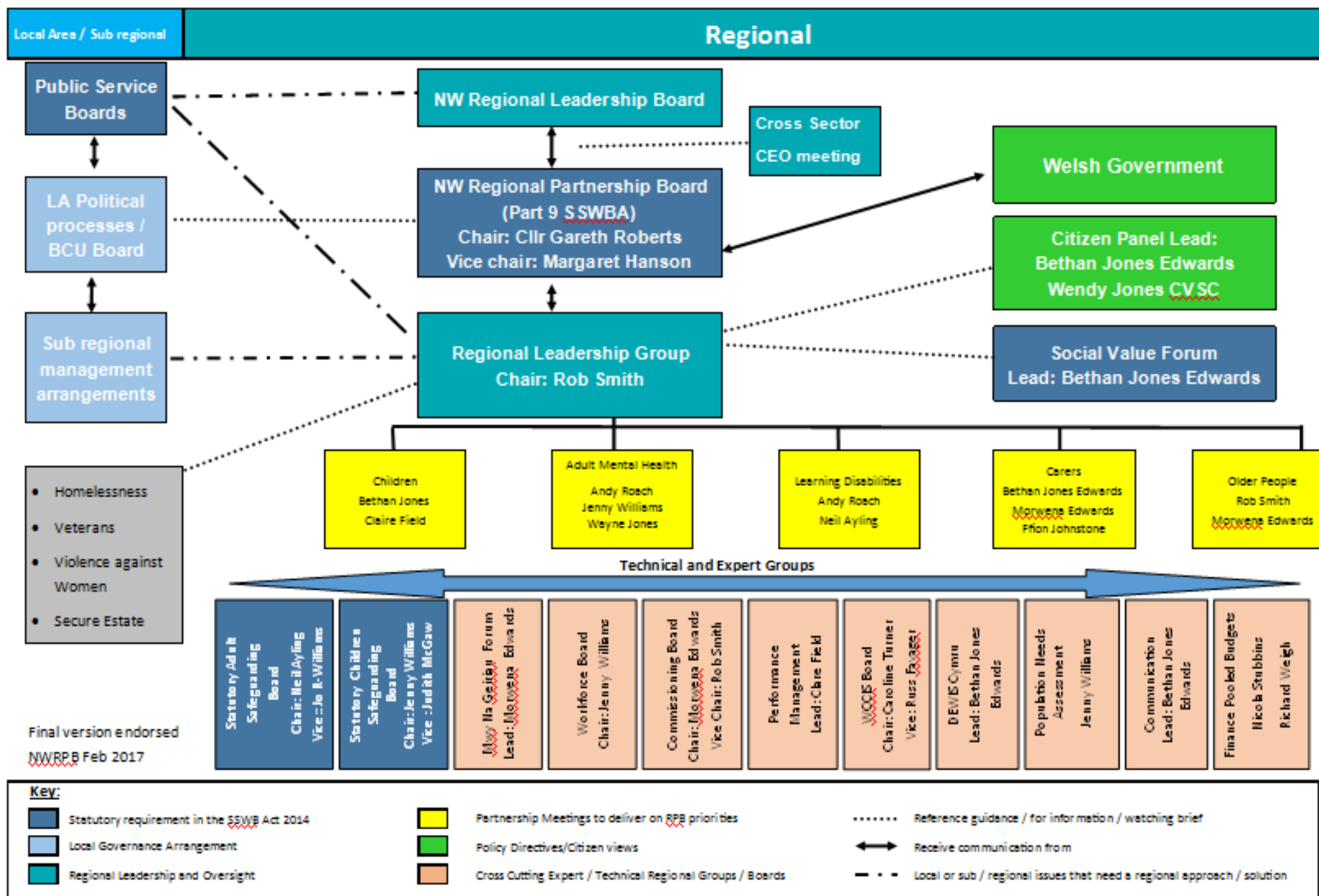
The Regional Partnership Board must use the Integrated Care Fund (ICF) to support schemes and activities that provide an effective, integrated and collaborative approach in relation to the following Regional Partnership Board priorities for integration:

- Older people with complex needs and long term conditions, including dementia and their carers
- People with learning disabilities
- Children with complex needs due to disability or illness
- Carers including young carers

The ICF budget for North Wales is £11,500,000 for 2017-18 for revenue and capital £2,200,000. Part of the ICF funding is also ring-fenced for the Integrated Autism Service and Community Care Information System (WCCIS).

For more information for the specific projects funded by the grant please see the website [\[add link\]](#).

Figure 1: Delivering Transformation Regional Structure



Part A: Regional priorities

The priorities that the Regional Partnership Board have chosen to deliver in partnership are integration of services in relation to:

- Older people with complex needs and long term conditions, including dementia
- People with learning disabilities
- Carers, including young carers
- Children and young people
- Integrated Family Support Services
- Mental health

The first five priorities were chosen as priorities for integration to meet the statutory duties for integration of services in Part 9 of the Social Services and Well-being (Wales) Act 2014. In addition, the board has chosen mental health as a priority. The statutory duty for children and young people is to integrate services for children with complex needs due to disability or illness. The board have agreed to expand this to include additional priorities for children and young people. The Regional Partnership Board agreed to adopt these priorities in November 2016 based on local needs and current capacity. As each project is completed the board will review the lessons learned and the population assessment to choose the next priority area.

Overall 88% of respondents to the consultation agreed with these priorities. A number of people commented that the priority 'older people with complex needs and long term conditions, including dementia' should be expanded to include all adults. Prioritising integrated services for older people is what Regional Partnership Board legally must do, however there is more information in [part B](#) of the plan about support available for all adults with care and support needs, including younger people with dementia. More information about the consultation findings and our response is available in the consultation report [\[add link\]](#).

The table below gives information about the Regional Partnership Board's plans for integrated working in their priority areas. Progress against these plans will be included in the board's annual report available at:

<https://www.northwalescollaborative.wales/regional-partnership-board/>

More information about other activities taking place regionally and locally are available in [part B](#) which summarises the wider response to the issues identified in each population assessment chapter.

Regional partnership board action plan: Integration of services

Regional priority	Action / how will we deliver	Partner agencies and lead partner	Timescales / milestones	Resources (including ICF projects)	IAA	Preventative	Alt. models
Children and young people See also children and young people's chapter .							
Children and young people <ul style="list-style-type: none"> • Children with complex needs • Prevention and mitigation of Adverse Childhood Experiences – delivering trauma informed services • Improving outcomes in the first 1,000 days of life • Improving emotional health, mental well-being and resilience of children and families • Promotion of healthy weight and prevention of childhood obesity • Review of crisis intervention for children and young people who are experiencing an urgent perceived mental health crisis 	Priority areas were agreed by the Children's Transformation Group during a workshop on 7 June 2017. Project teams and leads have been established for each priority along with terms of reference including scope, outcomes, key partners and relationships between the priorities.	<i>RPB Lead/Sponsor</i> : Bethan Jones and Clare Field The Children's Transformation Group is leading on this priority. It is a multiagency meeting with membership from Social Services, Education, CAMHS, Youth Justice, Community Paediatrics/Children's Services, Acute Paediatrics, Voluntary Sector, Adult Mental Health and Police. It is currently chaired by the Area Director (Central) BCU.	Produce communication and engagement plan by 2018. Produce 3 year Children and Young People Plan for North Wales for 2018-21 including project activities, timescales and quarterly milestones.				
Integrated Family Support Services	Services are already configured sub-regionally across North Wales Programme of integration to be defined and agreed by leads by April 2017 (scope and delivery plan)	<i>RPB Lead/Sponsor</i> : Clare Field WCBC <i>Partners</i> : The six local authorities.	Annual report to RPB	Mainstreamed service. Consider pooling budgets where this is not currently the case as pooled budget is stipulated in the act.		✓	
Young carers (see carers section)							

Regional priority	Action / how will we deliver	Partner agencies and lead partner	Timescales / milestones	Resources (including ICF projects)	IAA	Preventative	Alt. models
Older people See also older people's chapter							
Integration of services for older people with complex needs and long term conditions, including dementia	Programme of integration defined and agreed in scope and delivery plan	Rob Smith and Morwena Edwards	Workshop 28 November 2017				
Maintain a sustainable provider market across North Wales	<p>Understand the issues that face the provider sector in North Wales and impact on their business sustainability to include funding, processes and flows, workforce, quality of care and so on.</p> <p>This also links to the work programmes of the Regional Commissioning Board and Regional Workforce Boards</p> <p>5 day partnership workshop to agree areas of work to be taken forward regionally. Share findings in a regional position statement.</p>	<p><i>RPB Lead/Sponsor:</i> Chair of the leadership group</p> <p><i>Partners:</i> The six local authorities and health</p>	<p>Care home market analysis completed.</p> <p>Market Position Statement / Care Home Market Shaping statement. Sign off during 2017.</p> <p>Regional domiciliary care tendering exercise during 2017-18.</p> <p>Pilot projects (pooled budgets). Report to RPB April 2018</p> <ul style="list-style-type: none"> • Community services – Ffordd Gwynedd (Tywyn, Gwynedd). Report to RPB April 2018. • Flintshire care home capacity (south Flintshire). Report to RPB April 2018 • Conwy section 117 care home placements. 				

Regional priority	Action / how will we deliver	Partner agencies and lead partner	Timescales / milestones	Resources (including ICF projects)	IAA	Preventative	Alt. models
Learning disabilities See also learning disability chapter							
Integration of services for people with learning disabilities <i>See scope and delivery plan for details</i>	Understand the partnership approach required to develop an integrated service; explore different models and best practice	<i>RPB Lead/Sponsor:</i> Andy Roach BCUHB / Neil Ayling Flintshire County Council <i>Partners:</i> The six local authorities and BCUHB through the Learning Disability Partnership Group	Report to the RPB January 2018	Will look at resources as part of initial scoping requirements.			
	Planning and working towards developing integrated services in a phased approach. Consider pooled budgets and develop where appropriate	<i>RPB Lead/Sponsor:</i> Andy Roach BCUHB / Neil Ayling Flintshire County Council <i>Partners:</i> The six local authorities and BCUHB Disability Partnership Group	To be agreed				
Mental health See also mental health chapter							
Develop an integrated mental health strategy	Collaborative approach to the developing of the integrated MH Strategy for North Wales Together for mental health partnership board has reconvened and is driving the delivery of this priority.	<i>Lead partner:</i> BCUHB <i>RPB Lead/Sponsor:</i> Andy Roach BCUHB / Jenny Williams Conwy County Borough Council <i>Partners:</i> The six local authorities, BCUHB and the third sector	Strategy completed and signed off. Delivery – annual report to the Regional Partnership Board				

Regional priority	Action / how will we deliver	Partner agencies and lead partner	Timescales / milestones	Resources (including ICF projects)	IAA	Preventative	Alt. models
Carers See also carers chapter							
<p>Integration of services for Carers, including young carers See <i>scope and delivery plan for details</i></p>	<p>Map current provision and services and assess these against the requirements in the Social Services and Well-Being (Wales) Act 2014</p> <p>Explore and develop approaches for integrated Carer's services and consider whether a pooled budget can be created to support these services</p>	<p><i>RPB Lead/Sponsor:</i> Bethan Jones Edwards / Morwena Edwards GC / Ffion Johnstone BCUHB</p> <p><i>Partners:</i> The six local authorities, BCUHB, providers</p>	<p>Carers stories work completed. Resource mapping (December/January 2018)</p> <p>Workshops (November/December 2017)</p> <p>Report (March 2018)</p>	<p>Regional Carers Business Manager to end of March 2018.</p> <p>Carers transitional grant funding</p>			

Part B: Response to population assessment chapters and core themes

The population assessment was structured into chapters based on the core themes listed in the [Part 2 Code of Practice](#). These are listed below. Although the plan is split into chapters there are many overlaps between them and individuals with multiple care and support needs.

Clicking on the links will take you to the equivalent chapter in this plan.

- [children and young people](#)
- [older people](#)
- [health / physical disabilities](#)
- [learning disability / autism](#)
- [mental health](#)
- [sensory impairment](#)
- [carers who need support](#); and
- [violence against women, domestic abuse and sexual violence](#).

We also included additional chapters on:

- [Secure estate](#)
- [Veterans](#)
- [Housing and homelessness](#)

Part A of this plan listed the integrated working that the Regional Partnership Board have planned in response to the population assessment. Parts B and C list other activities planned in response to the population assessment findings from each chapter.

To save space and avoid duplication we have provided links to more information wherever possible. When planning services we recommend going back to the relevant [population assessment chapter](#) and consultation reports for full details about what care and support is needed. Please [contact us](#) for details of feedback received after the population assessment was published.

Children and young people

Population assessment: what we found out

- There are 140,000 children and young people aged 0-17 in North Wales. There has been very little change in the number of children in North Wales over the past five years and a trend towards lower birth rates may mean the number remains similar or reduces slightly over the next 25 years.
- There has been a fall in referrals to children's services, but this may change as eligibility changes. Most referrals are from the police or within the council and half are due to abuse or neglect.
- In the last five years there has been a 9% increase in the number of children on the child protection register.
- There are 1,000 children looked after by councils in North Wales and the number is increasing. Councils have to try to place children with family or friends before other placements which is changing the demands on fostering services.
- There are more disabled children and children with very complex needs.
- Most children are healthy but we still need to promote healthier lifestyles, prevent adverse childhood experiences and improve health in the first 1,000 days of each child's life.
- Sexting and online bullying are an increasing problem.
- The number of young offenders is decreasing but more young people are reporting that they are victims of crime.
- Many people are concerned about children's mental health including a rise in self-harm and eating disorders.
- Services for children and young people must take a child-centered and family-focused approach that takes into account the different needs of people with protected characteristics.

How the report findings will be addressed

Issue	Lead organisation	What's being done	Regional Partnership Board role
<p>Children and young people</p> <ul style="list-style-type: none"> • Children with highly complex needs • Prevention and mitigation of Adverse Childhood Experiences – delivering trauma informed services • Improving outcomes in the first 1,000 days of life • Improving emotional health, mental well-being and resilience of children and families • Promotion of healthy weight and prevention of childhood obesity • Review of crisis intervention for children and young people who are experiencing an urgent perceived mental health crisis 	<p>Regional Partnership Board through Children's Transformation Group</p>	<p>Regional Partnership Board Priority Producing Children and Young People Plan for North Wales for 2018-21 Mental Health Strategy Board</p>	<p>The RPB lead on this priority</p>
<p>Integrated Family Support Services</p>	<p>Regional Partnership Board</p>	<p>Regional Partnership Board Priority</p>	<p>The RPB lead on this priority</p>
<p>Young carers (see carers section)</p>	<p>Regional Partnership Board</p>	<p>Regional Partnership Board Priority</p>	<p>The RPB lead on this priority</p>
<p>Early intervention and prevention including Adverse Childhood Experiences (ACEs) and parenting support</p>	<p>BCUHB and Public Services Boards supported by Public Health Wales North Wales Police North Wales Safeguarding Children's Board (NWSCB) Third sector, voluntary and community organisations</p>	<p>BCUHB Living Healthier, Staying Well Strategy: improving health, reducing health inequalities Families First Flying Start Developing a North Wales referral form covering information about ACEs to be launched January 2017</p>	<p>Links to the Regional Partnership Board's children and young people priority: first 1,000 days.</p>
<p>Promote healthier lifestyles and reducing health inequalities</p>	<p>BCUHB and</p>	<p>Getting North Wales Moving Programme</p>	<p>Links to the Regional Partnership Board's children and young</p>

Issue	Lead organisation	What's being done	Regional Partnership Board role
	Public Services Boards supported by Public Health Wales Third sector, voluntary and community organisations.	BCUHB Living Healthier, Staying Well Strategy: improving health, reducing health inequalities	people priority: healthy weight in childhood
Embed new duties from the act including assessments, IAA and duty to report child at risk, When I'm Ready, widening eligibility criteria for assessment	Local authorities	Regional When I'm Ready policy in place. Work underway to develop assessments	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business. Regional projects monitored by NWHoCs.
Respond to rise in looked-after children and changing demands on fostering services, improve outcomes for looked-after children.	Local authorities NWHoCs	Develop North Wales Fostering Strategy National Fostering Framework Fostering team managers meet quarterly to share best practice. Participate as a region in the Children's Commissioning Consortium Cymru (4Cs) framework for foster care services. Plan regional tender for residential care and residential care with education placements by the end of 2017.	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business. Regional projects monitored by NWHoCs.
Provide support for care leavers	Local authorities Third sector, voluntary and community organisations Housing associations and Registered Social Landlords	Projects to support young people who are not in education, employment or training (NEETs)	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business
Respond to increasing and additional demands on services from looked-after children from outside of the region who are placed in North Wales	Local authorities including housing departments Youth Justice System	Reviewed data in population assessment	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business
Provide efficient and effective adoption services	North Wales Adoption Service	National Adoption Service	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core

Issue	Lead organisation	What's being done	Regional Partnership Board role
			business. Monitored by NWHoCs.
Respond to rise in number of children on the child protection register	Local authority Regional governance provided by NWHoCs NWSCB	Findings shared with local authorities. NWSCB monitor number of children on the register. Present quality assurance report every six months. Audit reasons children remain on the register	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business. Monitoring by NWSCB
Address sexting and online bullying concerns	NWSCB Education	NWSCB strategic priorities NWSCB to support the implementation of the NSPCC Stop IT toolkit	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business. Delivery monitored by NWSCB.
Respond to increase in young people reporting that they are victims of crime	North Wales Police	Share report findings	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Improve resettlement services for young offenders	North Wales Resettlement Broker Co-ordination Project	North Wales Resettlement Broker Co-ordination Project	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Address speech, language and communication needs	Local authorities, BCUHB Third sector, voluntary and community organisations	Collated additional information to include in review Shared findings with Families First and Flying Start (support for parents)	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Provide sufficient childcare	Local authorities Childcare providers	Childcare sufficiency assessments	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Promote play opportunities and children's right to play	Local authorities Third sector, voluntary and community organisations.	Play sufficiency assessments	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Promote Children's Rights and the UNCRC	All partners	Local projects	Aligns with RPB priorities and will be

Issue	Lead organisation	What's being done	Regional Partnership Board role
			taken forward by partner agencies as part of their core business. RPB projects should promote children's rights and the UNCRC
Support children and young people with ASD	National autism service Local authority ASD leads, BCUHB Third sector, voluntary and community organisations.	Implementation of National Autism Service	The RPB are responsible for delivering the IAS in North Wales and receive regular updates on progress.
Support refugees and asylum seeking children	Local authorities Third sector, voluntary and community organisations	Local projects	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Support young people with care and support needs with transition to adult services	Local authorities BCUHB	Local projects	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.

Older people

Population assessment: what we found out

- There are 150,000 people aged 65 and over in North Wales. We expect there will be 210,000 by 2039, which will be 30% of the total population.
- The counties likely to have the highest proportion of people aged 65 and over are Conwy, Anglesey and Denbighshire.
- Around 82,000 people are aged 85 and over in North Wales and we expect there will be more than twice as many by 2039 which is likely to increase the need for care and support.
- Reducing loneliness and isolation is one of the main challenges identified in our consultation and engagement.
- Continuing to live in their own homes is a priority for many older people. The demand for support to live at home is likely to increase as the number of older people increases. More people are needing more complex support and a higher number of hours care each week.
- Around 11,000 people live with dementia in North Wales. This is likely to increase but not by as much as first thought due to improvements in health.
- We are likely to need more nursing home places, particularly supporting people with mental health needs and dementia.
- Research suggests living with a long-term condition can be a stronger predictor of the need for care and support than age.
- Services developed need to take account of the different needs of people with protected characteristics. Issues identified included: higher risks of loneliness for men and disabled people; findings from the Minority Ethnic Elders Advocacy Project; cyber-crime, personal safety and hate crime; and, dementia awareness with a particular focus on older transgender people and support for older LGBT people.
- Services must take into account the United Nations Principles for Older Persons and Welsh Government's Declaration of the Rights of Older People in Wales.

How the report findings will be addressed

Issue	Lead organisation	What's being done	Regional Partnership Board role
Integration of services for older people with complex needs and long term conditions, including dementia	Regional Partnership Board	Regional Partnership Board Priority	The RPB lead on this priority
Maintain a sustainable provider market across North Wales	Regional Partnership Board	Regional Partnership Board Priority	The RPB lead on this priority
<p>Support people affected by dementia</p> <ul style="list-style-type: none"> • Provide more information and support after diagnosis • Additional training for care workers in working with people who have dementia • Develop additional services that meet individual needs, particularly for younger people with dementia and through the medium of Welsh • Make sure there is sufficient mental health nursing provision and residential care for older people • Improve joint working between services 	<p>Local authorities BCUHB</p> <p>Third sector, voluntary and community organisations</p> <p>Housing associations and Registered Social Landlords</p>	<p>Ageing Well Plans Regional Partnership Board priority Dementia RED: a regional project to provide Care Information Centre Points in GP surgeries</p> <p>BCUHB Dementia Strategy</p>	<p>Regional Partnership Board priority</p>
Reduce loneliness and isolation in our communities	<p>Local authorities</p> <p>Third sector, voluntary and community organisations</p> <p>Housing associations and Registered Social Landlords</p>	<p>Ageing Well Plans Well-being Plans</p> <p>Links to social prescribing</p>	<p>The RPB promote Dewis Cymru and monitor quality of 'what matters' assessment implementation</p> <p>Will also be taken forward by partner agencies as part of their core business.</p>
Promote independent living; people's choice and control over their own lives	<p>Local authorities</p> <p>BCUHB</p> <p>Advocacy services</p>		Quality monitoring of 'what matters' assessment implementation

Issue	Lead organisation	What's being done	Regional Partnership Board role
Perspective and needs of older people around delivery of health, health-care and well-being services	BCUHB	Older people delivery framework – outcomes focussed approach in providing health, health care and well-being services	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Promoting healthier lifestyles and reducing health inequalities	Health Board Public Services Boards (both supported by Public Health Wales) Third sector, voluntary and community organisations	Getting North Wales Moving Programme BCUHB Living Healthier, Staying Well Strategy: improving health, reducing health inequalities PSB Well-being Plans	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Care and support at home (domiciliary care)	Local authorities Third sector, voluntary and community organisations Housing associations and Registered Social Landlords	North Wales collaborative commissioning process: North Wales Domiciliary Care Agreement and Framework Management (work starting September 2017, framework in place from April 2018 until March 2025. Social Care Wales care and support at home in Wales: Five year strategic plan 2017-2022	The RPB leads the design and provision of care and support at home through the work of the commissioning board.
Need for quality nursing home and care home places (Strategic commissioning of care homes)	North Wales Commissioning Board Regional workforce board	Developing Market Position Statement. Workforce board to monitor workforce trends in care homes. Track and evaluate homes within escalating concerns process. Joint audit monitoring tool between BCUHB and contract officers is being launched around quality assurance in care homes.	The RPB receives reports from the commissioning board
Developing greater support for good end of life care	BCUHB Hospices	BCUHB Older People's Strategy and Care closer to home group	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.

Health, physical disability and sensory impairments

Population assessment: what we found out

- Around 80% of people in North Wales say they are in good health. This is better than the Welsh average although it varies from place to place.
- People who live in more deprived areas in North Wales tend to have poorer health than people living in less deprived areas.
- Around one third of people in North Wales are living with a chronic condition, such as high blood pressure, asthma or diabetes.
- The number of people who have visual or hearing impairments is expected to increase as people live longer.
- The number of people living with a limiting long-term illness is predicted to increase by around 20% by 2035 due to people living longer.
- Lifestyle issues affecting health include smoking, obesity, physical activity and alcohol.
- Disabled people told us that their local communities, services and public transport need to be more accessible. Public services need to listen more and involve them in developing services.
- BME people can experience additional barriers to accessing health and social care services.
- Around 1 in 4 of the Black and Minority Ethnic (BME) population employed in North Wales work in health and social care.

How the report findings will be addressed

Issue	Lead organisation	What's being done	Regional Partnership Board role
Review specialised services and provide care closer to home	BCUHB	BCUHB Older People's Strategy and Care closer to home group	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Develop primary care and community resources to provide quicker access and more holistic services	BCUHB Care Closer to Home programme Third sector, voluntary and community organisations	BCUHB Community services transformation board, primary care transformation board, Care Closer to Home group	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Promote healthier lifestyles and reducing health inequalities	BCUHB and Public Services Boards supported by Public Health Wales	Getting North Wales Moving Programme BCUHB Living Healthier, Staying Well Strategy: improving health, reducing health inequalities	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business. The RPB receive updates from the health board where appropriate.
Develop social prescribing – strengthen the links between healthcare providers and community, voluntary and local authority services	BCUHB and partner organisations including third sector, voluntary and community organisations	BCUHB Health Improvement, Health Inequalities and Care Closer to Home programmes. North Wales conference held 25 November 2017. Development of navigator roles for social prescribing.	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Provide support for people with physical disabilities and sensory impairments. Build on the social model of disability - develop services that facilitate participation, respect for individual needs and inclusivity.	Local authorities BCUHB Third sector, voluntary and community organisations	Promotion of equality and inclusion. Development of accessible services. See consultation report for responses about services available.	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.

Issue	Lead organisation	What's being done	Regional Partnership Board role
Provide support for people with chronic conditions.	Local authorities BCUHB Third sector, voluntary and community organisations	Support for people with long term conditions will be a significant element of the BCUHB Care Closer to Home programme and the development of support through local cluster teams. See consultation report for responses about services available.	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business. Linked to older people's workstream

Learning disabilities

Population assessment: what we found out

- There are around 2,700 people with learning disabilities on local council registers in North Wales. The actual number of people with learning disabilities may be higher.
- The number of people with learning disabilities needing support is increasing and people with learning disabilities are living longer. These trends are likely to continue.
- People with learning disabilities tend to experience worse health, have greater need of health care and are more at risk of dying early compared to the general population.
- There are likely to be more young people with complex needs needing support.
- People with learning disabilities may have other protected characteristics and experience additional disadvantage because of these. For example, older people with learning disabilities and people with profound and multiple disabilities and the use of the Welsh language.

How the report findings will be addressed

Issue	Lead organisation	What's being done	Regional Partnership Board role
Integration of services for people with learning disabilities	Regional Partnership Board	Regional Partnership Board Priority	The RPB lead on this priority
Support older carers and older people with learning disabilities	Local authorities BCUHB Third sector, voluntary and community organisations Housing associations and Registered Social Landlords	Part of the RPB Learning Disability workstream being delivered by the Learning Disability Partnership	The RPB leads on this priority through the work of the Learning Disability Partnership
Promote good health of older people with learning disabilities and support people with learning disabilities who have dementia	BCUHB Local authorities Third sector, voluntary and community organisations	Part of the RPB Learning Disability workstream being delivered by the Learning Disability Partnership	The RPB leads on this priority through the work of the Learning Disability Partnership

Issue	Lead organisation	What's being done	Regional Partnership Board role
Develop more access in the community to support people with a learning disability, including work and friendships.	Third sector, voluntary and community organisations	Part of the RPB Learning Disability workstream being delivered by the Learning Disability Partnership	The RPB leads on this priority through the work of the Learning Disability Partnership
Safeguarding adults with learning disabilities, including with technology and when out and about	Local authorities NWSAB North Wales Police Safeguarding training and workforce group, Local authority training Third sector, voluntary and community organisations Housing associations and Registered Social Landlords	Part of the RPB Learning Disability workstream being delivered by the Learning Disability PartnershipNWSAB to raise awareness of the risk of financial abuse, scams and so on. Ensure the workforce supporting adults with learning disabilities is aware of the risk around financial abuse.	The RPB leads on this priority through the work of the Learning Disability Partnership
Support for young people age 16 to 25 moving between children's and adults services, including young people with very complex needs	Local authorities BCUHB Third sector, voluntary and community organisations	Part of the RPB Learning Disability workstream being delivered by the Learning Disability Partnership	The RPB leads on this priority through the work of the Learning Disability Partnership
See ASD chapter for more information about the gap in support for adults on the autism spectrum.			

Mental health and substance misuse

Population assessment: what we found out

- An estimated 92,000 adults in North Wales are affected by mental health issues, 16% of the population.
- People in North Wales report slightly better mental health than in Wales as a whole.
- The number of people with mental health needs is likely to increase.
- The most common mental illnesses reported are anxiety and depression.
- Research suggests a high number of people with mental health needs are not seeking help.
- There has been an issue with the number of people who are being admitted to mental health facilities outside of the region, which is being addressed as part of the mental health strategy.
- The number of people with more complex needs is increasing.
- People with mental health issues are more likely to have poor physical health.
- The consultation identified that Black, Asian and Minority Ethnic (BAME) groups are facing increasing levels of harassment and those who live outside areas in which minorities cluster are more likely to experience harassment. Harassment damages mental health even among those who do not directly experience it.
- Risk factors for mental health needs disproportionately affect people from marginalized groups. For example, BAME groups, LGBTQ people, people with physical disability, sensory impairments or long term health conditions; refugees and asylum seekers.
- The population assessment linked to the work of the [Area Planning Board for substance misuse](#).

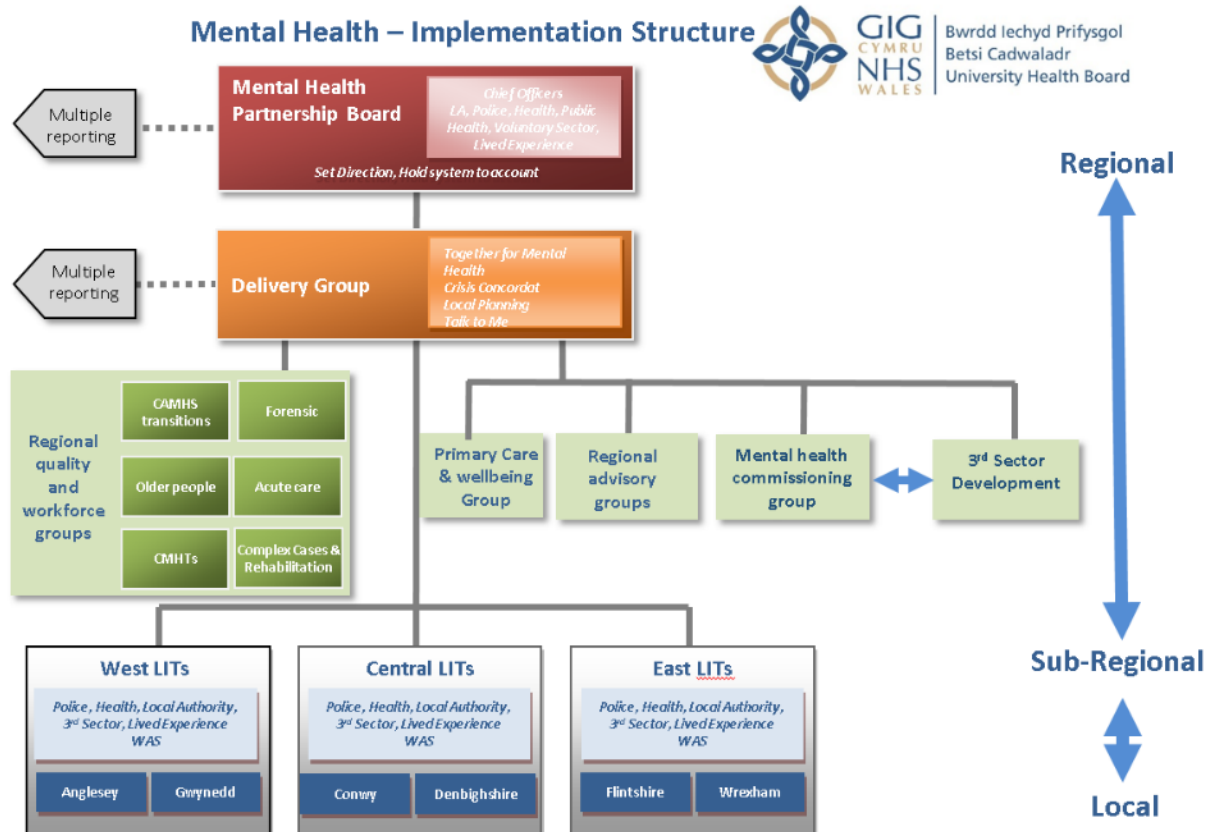
How the report findings will be addressed

Issue	Lead organisation	What's being done	Regional Partnership Board role
Develop an integrated mental health strategy	Regional Partnership Board	Regional Partnership Board Priority	The RPB lead on this priority
<p>Improving mental health services, including:</p> <ul style="list-style-type: none"> Promote health and well-being for everyone, focussing on prevention of mental ill health, and early intervention when required; Treat common mental health conditions in the community as early as possible; Are community-based wherever possible, reducing our reliance on inpatient care Identify and treat serious mental illness as early as possible; Manage acute and serious episodes of mental illness safely, compassionately, and effectively; Support people to recovery, to regain and learn the skills they need after mental illness Assess and treat the full range of mental health problems, working alongside services for people with physical health needs. 	<p>BCUHB Local authorities Third sector, voluntary and community organisations</p>	<p>BCUHB Mental Health Strategy North Wales Together for Mental Health Partnership Board reconvened in July</p>	<p>The work is being led by the Together for Mental Health Partnership Board which reports to the Regional Partnership Board.</p>
<p>Promote mental well-being, including providing befriending opportunities to access existing social activities and employment opportunities Better identification of mental health needs and early intervention</p>	<p>BCUHB, local authorities and PSBs, supported by Public Health Wales Third sector, voluntary and community organisations</p>	<p>BCUHB Mental Health Strategy Well-being assessments and plans</p>	<p>Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business. Together for mental health board reports to the RPB</p>

Issue	Lead organisation	What's being done	Regional Partnership Board role
Reduce suicides and self-harm in the population.	North Wales Suicide and Self Harm Prevention Group and Local Implementation Teams in each council area.	North Wales Suicide and self-harm reduction strategic plan 2018-21 [add link]	The North Wales Suicide and Self Harm Prevention Group reports to the Together for Mental Health Partnership Board which reports to the RPB.
Substance misuse	Area Planning Board for substance misuse	Improvement in outcomes for service users; service user involvement; and engagement with recovery programmes. Harm reduction group monitoring potential increase in drug related deaths across Wales. Core standards due to be reviewed nationally.	Annual report from the area planning board to the RPB

See [ASD chapter](#) for more information about the gap in support for adults on the autism spectrum.

Many of the report findings will be addressed through the Together for Mental Health implementation structure below.



Carers

Population assessment: what we found out

- Carers provide a crucial role in the provision of care and support, providing between 70% and 95% of care, saving £7.72 billion every year in Wales. There is a case for developing and preparing services for carers first.
- The number of carers in North Wales is increasing, particularly in north-west Wales.
- People aged 50 to 64 are the most likely to provide unpaid care.
- Half of all carers in North Wales are in employment: for carers in employment the support of their employer and colleagues is vital to helping them continue in their caring role.
- The increase in need for social care identified in other chapters of the population assessment report is likely to lead to greater numbers of people providing unpaid care and providing care for longer.
- There are over 1,000 young carers identified across North Wales, which is an increase over the past few years.
- People with protected characteristics may experience multiple disadvantages due to their caring role and additional barriers to accessing support.

Service mapping and gathering carers' stories: what we found out

- Early identification of carers is key in order to ensure that they are considered on an equal basis to the person cared for.
- As all carers' situations are unique, they have needs for tailored packages of support, taking into account their personal circumstances and the emotional impact of their caring role.

How the report findings will be addressed

Issue	Lead organisation	What's being done	Regional Partnership Board role
Integration of services for carers, including young carers	Regional Partnership Board	Regional Partnership Board Priority	The RPB lead on this priority
Develop carers assessments and joint assessments that meet the requirements of the act and help achieve good outcomes for carers	Local authorities North Wales Carers' Strategy Group	Implementing 'What matters' assessments Carers Strategy Group considering use of language (carers not seeing themselves as carers) and improving consistency across North Wales	Regional Partnership Board priority Monitor implementation of the act and numbers of assessments completed.
Early identification and support for carers	BCUHB including GPs	Royal college of GPs assessment tool pilot	Regional Partnership Board priority
Provide sufficient, flexible carer break provision	Local authorities North Wales Carers' Strategy Group Third sector, voluntary and community organisations	Regional carers projects Social prescribing Community navigators	Carers Strategic Group report to the North Wales Leadership Group Also taken forward by partner agencies as part of their core business.
Support carers in employment	Employers across North Wales Link to work of PSBs Third sector, voluntary and community organisations	Regional carers projects	
Support carers by better meeting the needs of the cared for person	Local authorities BCUHB Third sector, voluntary and community organisations	See other chapters.	
Young carers	Local authorities, including social services and schools BCUHB Third sector, voluntary and community organisations	Young carers' services in place across the region. Commissioned sub-regionally. Young carers sub-group	

Violence against women, domestic abuse and sexual violence

Population assessment: what we found out

- Domestic and sexual violence and abuse are under-reported but the number of reports is increasing.
- The total number of domestic incidents recorded by the police was around 11,000 and the number of recorded sexual offences was around 1,400 in North Wales during 2015-16.
- Domestic and sexual violence and abuse affects both women and men although women are more likely to experience them. Services should take into account the different needs of women and men and the needs of people in same sex partnerships.
- Cases of coercive control are now being recorded in North Wales since the offence came into effect in December 2015.
- Domestic abuse costs public services estimated £66 million a year in North Wales in health care, criminal justice, social services, housing and refuges, legal costs and lost economic output.

Suggested priorities for future work include:

- Developing stronger strategic and practice links between domestic abuse services and adult safeguarding. Raise awareness with staff about impact of domestic abuse on the people they work with.
- The need for support for children and young people who are witnessing domestic violence and abuse.
- Making sure there are sufficient options for housing victims of domestic violence and abuse who have additional care and support needs that require round the clock staffing.
- Find out more about the need for specialist support, such as floating support, for BAME people in North Wales.

How the report findings will be addressed

Local authorities and local health boards have to prepare strategies by May 2018 under the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. A North Wales strategy is being prepared which will build on the findings of the population assessment and additional feedback received since publication. The strategy is available at: [\[add link once available\]](#)

Domestic abuse is a priority for the North Wales Safeguarding Children and Adult's Boards. They will continue to monitor domestic abuse trends through the North Wales Quality Assurance Framework. The North Wales Safeguarding Board Workforce and Training sub-group will monitor issues around compliance with training as will training officers in local authorities.

Secure estate

Population assessment: what we found out

- The number of prisoners from North Wales is usually between 760 and 850, of which 40-50 are female, 60-70 are young offenders and 50-60 are high security.
- The number of people held in prison has been increasing.
- The prevalence of mental illness, substance misuse and learning disabilities is higher among the adult prison population than the general population.
- The prison population made up of offenders aged 50 years or over has increased proportionately more than any other age group, which has implications for social care.
- Less than one percent of the total prison population have one or more personal care needs. The proportion increases with age with 13% of people age 65-74 and 23% of people aged over 75 having personal care needs.
- Children with a parent in prison are twice as likely as other children to experience conduct and mental health issues and three times more likely to offend themselves.
- A detailed North Wales Prison Health Needs Assessment and Adult Social Care Prison Strategy were carried out to inform the development of HMP Berwyn in Wrexham.

How the report findings will be addressed

Issue	Lead organisation	What's being done	Regional Partnership Board role
Support adults with care and support needs in the secure estate within their county boundary	Local authorities in partnership with Her Majesty's Prison and Probation Service (HMPPS) and BCUHB Wrexham County Borough Council lead for HMP Berwyn Prison Health, Well-being and Social Care Partnership Board	Adult Social Care Prison Strategy (Wrexham County Borough Council) Welsh Government National Pathway for care and support for those in the secure estate.	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.

Issue	Lead organisation	What's being done	Regional Partnership Board role
Provide continuity of care for offenders coming into their area on release	Local authorities Third sector, voluntary and community organisations Housing associations and Registered Social Landlords	Welsh Government National Pathway for care and support for those in the secure estate.	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Support children with care and support needs in the secure estate	Local authorities		Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Improve resettlement outcomes for young people and adults	Youth Justice Board Local authorities Third sector, voluntary and community organisations Housing associations and Registered Social Landlords	North Wales Resettlement Broker Project. Llamau Report. Resettlement panel group in place for HMP Berwyn – including health and social care	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Offenders held out of the region: particularly women, young offenders and men from other categories (HMP Berwyn is category C)	UK Government	Decisions about where to site prisons and other parts of the secure estate are taken by the UK Government. We will continue to highlight the needs of offenders held out of the region.	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Support children and families of offenders	North Wales Safer Communities Board Local authorities BCUHB Third sector, voluntary and community organisations	Two regional posts funded to develop the programme for North Wales for children and families affected by the imprisonment of a family member North Wales Safeguarding Children's Board includes representation from HMP Berwyn	Links to first 1,000 days project and Adverse Childhood Experiences (ACEs) programmes. Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.

Veterans

Population assessment: what we found out

- A veteran is defined as someone who has served in HM Armed Forces for at least one day. This includes people who have served 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 a long-term illness related to military service, such as musculoskeletal problems, hearing problems and mental health needs.
- All local authorities in North Wales have signed an Armed Forces Community Covenant, pledging to support service personnel and veterans in education, skills and employment; housing; health and well-being.

How the report findings will be addressed

Issue	Lead organisation	What's being done	Regional Partnership Board role
Veterans' needs for social care; health and well-being; housing; education, skills and employment	Local authorities BCUHB Third sector, voluntary and community organisations Housing associations and Registered Social Landlords	Detailed needs assessment completed to inform population assessment. Action plan developed by North Wales Armed Forces Forum Health Board Armed Forces Health Sub-Group established	Aligns with RPB priorities and will be taken forward by The North Wales Armed Forces Forum and by partner agencies as part of their core business.
Improving support for veterans, serving military personnel and their families across North Wales.	North Wales Armed Forces Forum Partners: BCUHB, Public Health Wales, local authorities, Armed Forces, North Wales Police, Welsh Government, third sector		

Housing and homelessness

Population assessment: what we found out

- Good quality housing is important for people’s health, education, employment and for creating strong communities.
- Most people want to stay in their own home as long as they can. Inclusive design and adaptations can help make this possible.
- There are unmet needs for specialist housing including extra-care housing, supported housing for people with learning disabilities, ‘move on’ accommodation for people with mental health needs, single person accommodation and emergency night time accommodation. There is a need for support for BME people with housing issues.

How the report findings will be addressed

Issue	Lead organisation	What’s being done	Regional Partnership Board role
Housing assistance for people leaving the secure estate	Local authorities Third sector, voluntary and community organisations Housing associations and Registered Social Landlords	Welsh Government National Pathway. Local housing strategies	Aligns with RPB priorities and will also be taken forward by partner agencies as part of their core business. Work with Supporting People Regional Collaborative Committee.
Need for specialist housing	Local authorities Housing associations and Registered Social Landlords	Local housing strategies Researching support services for people leaving prison in North Wales	
Preventing homelessness	Local authorities Third sector, voluntary and community organisations Housing associations and Registered Social Landlords		
Housing and mental health services collaboration	BCUHB and local authorities	Mental Health Rehab and Accommodation group. Produced commissioning statement Appointed supported housing development post	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.

Autism Spectrum Disorder (ASD)

Population assessment: what we found out

- Around 1% of the UK population are estimated to be on the autistic spectrum with men four times as likely to be on the autistic spectrum as women.
- The number of autistic people has increased and is expected to continue to increase. This may be due to increased awareness and broadening of the concept of ASD.
- By 2035 the number of children on the autistic spectrum in North Wales is predicted to remain around 1,600 and the number of adults aged 18 and over is predicted to rise from 5,500 to 6,000.
- It is likely Autistic adults may not have a diagnosis as the assessment only became available in the early 1990s and has largely focused on children.
- Learning disability and mental health services currently provide some support to people on the autistic spectrum in North Wales. We identified a gap in support for Autistic people who are not eligible for those services.

How the report findings will be addressed

Issue	Lead organisation	What's being done	Regional Partnership Board role
Develop an Integrated Autism Service for people not eligible for learning disability or mental health services	The North Wales Integrated Autism Service (IAS) Strategy Group	Development of the Integrated Autism Service for North Wales.	The RPB are responsible for delivering the IAS in North Wales.
Develop training and awareness raising around ASD	North Wales Integrated Autism Service (IAS) Strategy Group	Plans being developed	Supporting the regional approach through the IAS Strategy Group.
Address the high suicide rate among Autistic people	North Wales Suicide and Self-Harm Prevention Group: Health Board, Public Health Wales, local authorities, Police, National Rail, third sector, voluntary and community organisations	Development of North Wales Suicide and Self-harm prevention strategic plan	The North Wales Suicide and Self Harm Prevention Group reports to the Together for Mental Health Partnership Board which reports to the RPB.

Part C: Overall findings

Population assessment: what we found out

All the chapters identified needs in relation to the following cross-cutting themes:

- Prevention and early intervention
- Information, advice and assistance
- Equality and human rights
- Advocacy
- Transport and access to services
- Availability of services in the Welsh language
- Promote social enterprises, co-operatives, user led services and the third sector
- Encourage informal support from family, friends and community networks
- Provide services based on 'what matters' to individuals
- Citizen voice
- Safeguarding
- Poverty and inequality
- Quality of population and performance data
- Challenges of delivering services in the current financial climate

How the report findings will be addressed

The cross-cutting themes are all being addressed by partners as part of their core business. This work will support the implementation and embedding of the requirements of the Social Services and Well-being (Wales) Act 2014. All these cross-cutting issues need to be considered when developing regional priorities and fully integrated services.

More information can be found in each partner's plans and reports including corporate plans, strategic equality plans and local development plans below.

Organisation	Strategies and plans	Director of Social Services Annual Report
Betsi Cadwaladr University Health Board	http://www.wales.nhs.uk/sitesplus/861/page/87716 Strategic equality plan	
Isle of Anglesey County Council	http://www.anglesey.gov.uk/council-and-democracy/governance-and-performance/corporate-plan-and-performance/ Strategic equality plan	http://www.anglesey.gov.uk/council-and-democracy/council-strategies-and-policies/social-care-housing-and-health/annual-report-of-the-director-of-social-services/114410.article
Gwynedd Council	https://www.gwynedd.llyw.cymru/en/Council/Strategies-and-policies/Corporate-plans-and-strategies/Corporate-plans-and-strategies.aspx Strategic equality plan	https://www.gwynedd.llyw.cymru/en/Council/Performance-and-spending/Audits,-inspections-and-assessments/Annual-assessment-for-Social-Services.aspx
Conwy County Borough Council	www.conwy.gov.uk/en/Council/Strategies-Plans-and-Policies/Strategies-Plans-and-Policies.aspx Strategic equality plan	www.conwysocialservicesannualreport.org.uk
Denbighshire County Council	https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/strategies-plans-and-policies.aspx Strategic equality plan	https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/social-care/social-services-annual-report.aspx
Flintshire County Council	http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Council-Plan.aspx Strategic equality plan	http://www.flintshire.gov.uk/en/PDF/Files/Social-Services/Social-Services-Annual-Report-2016-17.pdf
Wrexham County Borough Council	http://www.wrexham.gov.uk/english/council/documents/index.htm Strategic equality plan	http://www.wrexham.gov.uk/english/council/social_services/annual_report.htm

There are also a number of regional and local initiatives led by local authorities and the health board to address these priorities, as shown in the table below.

Issue	Lead organisation	What's being done	Regional Partnership Board role
Prevention and early intervention	<p>BCUHB</p> <p>Local authorities (including Flying Start and Families First programmes)</p> <p>Public Services Boards</p> <p>Third sector, voluntary and community organisations</p> <p>Housing associations and Registered Social Landlords</p>	<p>Improving health and reducing inequalities work-stream (includes ACEs)</p> <p>Findings from the population assessment have been shared with commissioners to inform the Families First programme. Regional commissioning learning set overseeing Families' First commissioning Integrated Care Fund (ICF)</p> <p>A wide variety of projects being delivered by partners – see Dewis for examples.</p>	<p>Lead for ICF: Six-monthly update reporting to the board. Exception reporting as required. Partnership oversight of the operational management of ICF</p>
Information, advice and assistance	<p>Dewis Cymru</p> <p>Third sector, voluntary and community organisations</p> <p>Housing associations and Registered Social Landlords</p>	<p>North Wales Information Network established, meets every two months. Chaired by Bethan Jones-Edwards, Regional Collaboration Team</p> <p>Dewis Cymru has been promoted as part of the population assessment.</p>	<p>The RPB receive information update reports from the network.</p>
	<p>Single Points of Access</p> <p>Family Information Service</p>	<p>In place in each local authority, many are MDTs, care coordination.</p>	<p>Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.</p>
Equality and human rights	<p>All public sector organisations and partners.</p>	<p>All services developed in response to the plan will require an Equalities Impact Assessment (EIA). Issues to consider and links to research evidence and consultation are included in the EIA and consultation report for this plan.</p>	<p>Regional Partnership Board to make sure an EIA is completed whenever appropriate on each of the integrated priorities developed under this plan.</p>

Issue	Lead organisation	What's being done	Regional Partnership Board role
Advocacy	<p>Local authorities</p> <p>BCUHB</p> <p>Third sector, voluntary and community organisations</p> <p>Housing associations and Registered Social Landlords</p>	<p>Link with Golden Thread Advocacy Programme (Age Cymru)</p> <p>Children's advocacy regional contract – Tros Gynnal</p>	<p>Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.</p> <p>NWASH and NWHoCs lead on regional advocacy projects.</p>
Transport and access to services	<p>Local authorities</p> <p>BCUHB</p> <p>Third sector, voluntary and community organisations</p>	<p>BCUHB pilot initiatives with Welsh Ambulance Services Trust and Community Transport Association</p>	<p>Need to discuss and agree with Public Services Boards where this priority should sit.</p>
Welsh language	<p>Mwy Na Geiriau / More than Words Forum and Workforce Board plus local plans (Morwena Edwards)</p> <p>Regional meeting social services and health, chair Meilyr Emrys BCUHB</p>	<p>Findings from the population assessment were shared with the lead agencies. They have been reflected in the workforce strategy.</p>	<p>The RPB receive reports through the workforce work-stream.</p>
Promoting social enterprises, co-operatives, user led services and third sector	<p>Regional collaboration team (social value forum)</p> <p>Social enterprises, third sector, voluntary and community organisations</p>	<p>Promoting social value in social care services and commissioning.</p> <p>Developing a social value forum in each local authority area.</p>	<p>The RPB receive six monthly reports from the social value forum</p>
Citizen voice	<p>CVSC under contract to Regional Partnership Board.</p>	<p>North Wales Citizen Panel</p>	<p>The RPB receive an annual report</p>
Poverty and inequality. Impact of welfare reform including homelessness (particularly for young people) and mental health	<p>Public Services Boards</p> <p>Local authority – housing strategy</p> <p>Third sector, voluntary and community organisations (welfare rights)</p> <p>Housing associations and Registered Social Landlords</p>	<p>PSB Well-being plans</p> <p>Welsh Government Tackling Poverty Action Plan</p>	<p>Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.</p>

Issue	Lead organisation	What's being done	Regional Partnership Board role
Safeguarding	Safeguarding Business Unit, Regional collaboration team All partners	Adults and Children Business plan. North Wales Safeguarding Children and Adult Boards	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business. Delivery monitored by the statutory safeguarding board.
Improve quality of population and performance data	Welsh Government Local Government BCUHB Public Health Wales	Shared issues identified by the population assessment with Local Government Data Unit. New performance management framework introduced by Welsh Government	Aligns with RPB priorities and will be taken forward by partner agencies as part of their core business.
Challenges of delivering services in the current financial climate	All partners	Commitment to carrying out Equality Impact Assessments on service changes and mitigating any disproportionate impacts. Supporting the voluntary third sector through improved commissioning practice.	The RPB recognise the additional pressures faced by all services.

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

Information, advice and assistance for children and families

For other support for families including childcare, contact Family Information Services.

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

Gwynedd Council: www.gwynedd-ni.org.uk

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

Denbighshire County Council:

<https://www.denbighshire.gov.uk/en/resident/community-and-living/childcare-and-parenting/childcare-and-parenting.aspx>

Flintshire County Council: <http://www.fisflintshire.co.uk/#>

Wrexham County Borough Council:

<http://www.wrexham.gov.uk/english/community/fis/index.htm>

Concerned about a child?

If you know a child who is at risk of abuse or is being abused, it's very important that you let the council or 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:

www.northwalessafeguardingboard.wales

Adults

Information, advice and assistance for adults and carers

For information about services in your area see Dewis Cymru 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: www.anglesey.gov.uk/health-and-care/adult-services/

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

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

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

Flintshire County Council: <http://www.flintshire.gov.uk/en/Resident/Social-Services/Social-Services.aspx>

Wrexham County Borough Council:
http://www.wrexham.gov.uk/english/council/social_services/SocialServices.htm

Concerned about an adult?

If you know of an adult who is at risk of abuse or is being abused, it's very important that 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:
www.northwalessafeguardingboard.wales



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

NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales population assessment regional plan 2018 to 2023

Consultation report

1 April 2018

Draft



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



Iechyd Cyhoeddus
Cymru
Public Health
Wales



Draft

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Introduction

An Equality Impact Assessment was undertaken to identify potential inequalities arising from the development and delivery of the population assessment regional plan. The information gained through this process has been used to develop the North Wales population assessment regional plan.

This report provides details of the consultation undertaken as part of the Equality Impact Assessment and provides evidence of how we are meeting the requirements of the public sector equality duty. The online Equality Impact Assessment document is available on our website.

Background

The regional plan sets out how the Regional Partnership Board (RPB) will respond to the findings of the North Wales population assessment published on 1 April 2017.

The population assessment brings 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, a requirement of the Social Services and Well-being (Wales) Act (2014).

The regional plan is the joint area plan required by the Social Services and Well-being (Wales) 2014 Act and the Care and Support (Area Planning) (Wales) Regulations 2017.

The regional plan is a strategic document. Actions and plans developed in response by the Regional Partnership Board, the six North Wales local authorities and BCUHB will need an Equality Impact Assessment to assess their potential impact.

Public sector equality duty

The Equality Act 2010 introduced a new public sector duty which requires all public bodies to tackle discrimination, advance equality of opportunity and promote good relations. The table below outlines the duties of public bodies.

Public bodies must have due regard to the need to:	Having due regard for advancing equality means:
Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.	Removing or minimising discrimination, harassment or victimisation suffered by people due to their protected characteristic.

Advance equality of opportunity between people who share a protected characteristic and those who do not.	Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
Foster good relations between people who share a protected characteristic and those who do not.	Taking steps to build communities where people feel confident that they belong and are comfortable mixing and interacting with others.

Councils in Wales also have specific legal duties set out in the Equality Act 2010 (Wales) regulations 2011 including assessing the impact of relevant policies and plans – the Equality Impact Assessment.

In order to establish a sound basis for the population assessment regional plan we have:

- reviewed the performance measurement and population indicator data recommended in the data catalogue provided by Welsh Government, along with other relevant local, regional and national data
- consulted as widely as possible across the North Wales region including with the general public, colleagues and people with protected characteristics;
- reviewed relevant research and consultation literature including legislation, strategies, commissioning plans, needs assessments and consultation reports.

Details of the local, regional and national data, the literature review and a summary of the consultation findings is provided in the [population assessment report](#).

This report sets out the additional consultation carried out for the regional plan including:

- who we have consulted with;
- how we have consulted; and
- the consultation feedback.

Consultation principles

A key part of the Equality Impact Assessment is consulting with people who may be affected by the population assessment regional plan and in particular people with protected characteristics. The protected characteristics are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief

- Sex
- Sexual orientation
- Welsh language

Case law has provided a set of consultation principles which describe the legal expectation on public bodies in the development of strategies, plans and services. These are known as the Gunning Principles:

1. Consultation must take place when the proposal is still at a formative stage.
2. Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response.
3. Adequate time must be given for consideration and response.
4. The product of the consultation must be conscientiously taken into account.

Local councils in North Wales have a regional citizen engagement policy (Isle of Anglesey County Council et al., 2016) This is based on the national principles for public engagement in Wales and principles of co-production which informed our consultation plan.

Consultation and engagement

The aim of the consultation was to involve as many people as possible in writing the plan. We wanted to make sure the plan works for people who need care and support and that we make the best use of the resources we have - not just health and social care budgets but local businesses, charities, community organisations, families and friends.

Consultation process

The Equality Impact Assessment initial screening process was carried out by the population assessment regional plan steering group which includes representatives from each of the six local authorities, BCUHB and Public Health Boards at their meeting on 12 July 2017. A workshop was planned for 10 October to carry out a more detailed impact assessment including broader aspects of well-being in response to the Well-being of Future Generations (Wales) Act 2015. This impact assessment was reviewed at Denbighshire County Council's quality assurance group on 31 October. It was reviewed again at the steering group meeting on 1 December 2017.

The steering group agreed that wide consultation needed to take place to inform the regional plan that includes people with protected characteristics. This included going back to people who took part in the initial consultation for the population assessment.

We put together a draft based on the findings of the population assessment and what we legally must do. The questions we asked were as follows.

Consultation questions

1. Do you think these are the right priorities?
2. What else do you think we need to include or change in the plan?

Please think about:

- what's already happening to support people in North Wales with the issues identified;
- what else needs to happen;
- how the Regional Partnership Board can make the most difference; and,
- anything else you would like to say about the plan

We also produced a summary version of the report designed by Youth Friendly to be easier to read than the full report.

The engagement group who had coordinated the consultation and engagement for the population assessment was re-established to coordinate engagement on the regional plan. This group included representatives from each local authority and BCUHB.

The timetable for the development of the regional plan was as follows.

Month	Actions
April to July 2017	Project plan and initial Equality Impact Assessment screening agreed Write draft regional plan based on population assessment and statutory requirements Produce summary version of the draft regional plan Develop consultation plan and agree consultation questions
August to October 2017	Consultation and engagement including online questionnaire, service user discussion groups and presentations to local authority staff and partner organisations.
November and December 2017	Revise the regional plan in response to feedback from the consultation and engagement.
January to March 2018	Approval process. The report must go to the Regional Partnership Board, each of the six local authorities and to the health board.

The consultation was extended until 17 November following a request by a community group for more time to complete a response.

Consultation methods

The consultation methods we used were:

- Online questionnaire circulated widely to staff, partner organisations, the citizen's panel, service users and other members of the public.

- Discussion groups with service users. We tried to go back to the groups we consulted for the population assessment to check the findings and plans with them.
- Presenting the report at local and regional meetings to engage local authority staff and partner organisations.

Promotion plan

The draft regional plan and online questionnaire were made available on our website www.northwalescollaborative.wales/. We promoted the link through regional networks, the voluntary sector councils, local authorities and health. Initial emails were sent out on 11 August 2017 with a reminder on 19 September. Specific groups were followed up by the engagement group. We made paper copies of the report and questionnaire available on request. For more information about the promotion carried out please see appendix 1.

Further consultation also took place during the approval process. The report has been reviewed by the Regional Partnership Board, the appropriate senior executive meetings, scrutiny and/or cabinet meetings in each local authority and the health board.

The stakeholder map and details of engagement that took place are available in appendix 1. Around half way through the consultation period the engagement group met to review the engagement taken place so far against the stakeholder map and make arrangements to fill any gaps identified. Following this meeting additional workshops were arranged with children and young people including looked after children and care leavers.

Consultation and engagement review

There were 135 responses in total to the consultation and around 1,800 views of the regional plan page on the website. To encourage people to respond the survey was kept [short and simple](#) and we produced a summary consultation version of the plan. Completing the survey did still require time to read and comment on the plan which may explain much of the gap between the numbers viewing the plan and the numbers who responded to the survey.

Table 1 below shows the breakdown by members of the public and representatives of the organisations and table 2 shows the number of people with different protected characteristics who completed the online questionnaire.

Table 2 shows that we were able to reach people in all age groups, people who have a disability or long standing illness/health condition and carers, Welsh and English speakers. We had responses from women and men although there were not as many responses from men. We also had responses from people with different marital statuses, ethnic identity and sexuality. We did not get many responses from

people with protected characteristics of national identity, religion or gender identity. We did make sure the survey and reminders were sent to groups and networks of people with these protected characteristics and held workshops with Flintshire and Conwy’s involvement networks.

Please note, the tables below only reflect the individual responses to the online consultation. Some responses represented larger groups, such as those by youth councils or involvement networks and around 40% of respondents chose not to complete the equality questionnaire. For a full picture of the engagement with people with protected characteristics these figures should be considered alongside the list of [organisations](#) who responded to the regional plan consultation and the [organisations and service user groups](#) who responded to the more in-depth engagement carried out for the population assessment that informed the regional plan.

We used this data to monitor the responses while the consultation was open and encouraged groups representing under-represented groups to share the survey and take part. Members of the engagement group offered to hold workshops for groups as an alternative to the online survey and paper copies were distributed to other groups who did not have online access.

Feedback from the workshops held said that as it is a regional strategic plan it was more difficult for people to engage with and understand the likely impact on their lives than it was for people to engage with the population assessment. We had commissioned a more accessible version of the plan from Youth Friendly to help with this. There are still understandable difficulties, as much of the practical impact of the plan is yet to emerge so additional impact assessments, consultation and engagement will need to be carried out on specific plans arising from the regional plan as they develop.

Table 1: Number of responses by members of the public and organisations

Type of response	Number	% of responses
Member of public	56	41%
Representative of an organisation	79	59%
Total	135	100%

Table 2.1: Age

Age	Number
0-15	1
16-24	1
25-34	7
35-44	17
45-54	28
55-64	20
65-74	5
75 and over	2
Prefer not to say	54
Total	135

Notes

More young people took part in the consultation than is shown in the table above. We held five workshops with groups of children and young people, including groups of children with disabilities and looked after children. Each group submitted one response on behalf of the group.

Table 2.2: Sex

Sex	Number
Female	66
Male	16
Prefer not to say	53
Total	135

Table 2.3: National identity

National identity	Number
Welsh	39
British	25
English	13
Scottish	1
Other European	1
Prefer not to say	56
Total	135

Table 2.4: Ethnic identity

Ethnic identity	Number
White	69
Mixed heritage	2
Black	1
Prefer not to say	63
Total	135

Table 2.5: Preferred language

Preferred language	Number
Spoken English	64
Spoken Welsh	17
Prefer not to say	54
Total	135
Written English	66
Written Welsh	14
Prefer not to say	55
Total	135

Table 2.6: Disability

Disability	Number
Long standing illness/health condition	15
Physical impairment	8
Mental health condition	8
Sensory impairment	3
Learning disability / difficulty	1
Total number of people	24

Notes

The total above does not sum as some people had more than one disability.

Table 2.7: Religion

Religion	Number
Christian	51
None	24
Other (Agnostic)	1
Prefer not to say	59
Total	135

Table 2.8: Sexuality

Religion	Number
Heterosexual / straight	75
Bisexual	2
Gay woman / lesbian	1
Prefer not to say	57
Total	135

Table 2.9: Carers

Carer	Number
Yes	27
1-19 hours	15
20-49 hours	8
50 hours or more	3
No	51
Prefer not to say	57
Total	135

Table 2.8: Marital status

Marital status	Number
Married	51
Single	16
Divorced	4
Widowed	2
In a same sex civil partnership	1
Legally separated	1
Prefer not to say	60
Total	135

Draft

Organisations represented in the consultation

Local authorities and health

- Betsi Cadwaladr University Health Board
- Public Health Wales
- Isle of Anglesey County Council
- Gwynedd Council
- Conwy County Borough Council
- Denbighshire County Council
- Flintshire County Council
- Wrexham County Borough Council

Responses from health staff included representatives from the Public Health Directorate; adult mental health; older people services; the planning department; equalities and human rights; and, occupational therapists.

Responses from local authority staff were mainly from within social services departments, both children's and adults as well as a family information service, environmental protection and homeless prevention services. In addition, we had a response from a Welsh Assembly Member.

Service user groups and organisations

These have been grouped based on the chapters in the plan and some organisations appear twice.

Children and young people

- Conwy Leaving Care Forum: young people who have left care, group discussion
- Conwy Youth Council
- Flintshire Looked After Children Participation Group
- Wrexham Young People's Care Council
- Ysgol y Gogarth: Day and residential Special School (Llandudno), response from a group of teachers and a group of pupils
- GISDA: Work with vulnerable/homeless young people age 16 to 26
- The Learning Centre – Flintshire: An educational provision for pupils not in mainstream education

Older people

- Age Well Hwyllog Mon: Youth club for the over 50s
- Clwb yr Eifl: Over 50s club. We meet once a month with speakers and go on outings
- Royal Voluntary Service: Older people's charity
- South Meirionydd Older People's Forum
- Wimsly Care Home: Residential care for older adults

Health, physical disability and sensory impairments

- Arthritis Care Wales
- Bevan Commission: Provides independent, authoritative advice and guidance in matters relating to health and healthcare
- Epilepsy Action Cymru: Health charity supporting anyone affected by epilepsy
- MS Cymru: Support people with Multiple Sclerosis and their families across Wales
- North Wales Chronic Pain Group
- Stroke Association
- North Wales Community Health Council: patients' voice in the NHS
- Wales Council of the Blind

Learning disabilities

- Prospects for People with Learning Disabilities: Residential, domiciliary and daytime support with all aspects of daily living
- Seren Ffestiniog Cyf: Learning disability third sector charity
- NEWSA: Self advocacy for adults with a learning disability living in Denbighshire
- Learning Disability Partnership

Mental health and substance misuse

- North Wales Housing Mental health schemes: Provide support to people with mental health issues primarily schizophrenia
- Mental health local authority leads meeting

Carers

- Carers Outreach Services
- Carers Trust Wales: National charity working to promote and improve support, services and recognition for unpaid carers

Violence against women, domestic abuse and sexual violence

- Domestic Abuse Safety Unit: Domestic abuse service provider
- FNF Both Parents Matter Cymru
- BAWSO: Voluntary organisation that provide support for women, men and children fleeing domestic abuse

Secure estate

- Children and Families Affected by the Imprisonment of a Family Member: North Wales Programme

Veterans

- North Wales Armed Forces Forum

Housing and homelessness

- North Wales Housing Mental health schemes: Provide support to people with mental health issues primarily schizophrenia

There were also six responses from people who worked for local authority tenancy support or homeless prevention services.

Autism Spectrum Disorder (ASD)

- NAS Cymru: Autism Charity

Other groups

- Aura: sports development unit in leisure, libraries and culture
- Community Transport Association
- Conwy Involvement Network
- Flintshire Involvement Project 'speaking out': client feedback group
- North Wales Regional Equality Network (NWREN)
- North Wales Safeguarding Board
- The Chardon Trust (Llandudno Museum)
- Unison: trade union

Consultation findings

Overall 88% of respondents agreed with the chosen priorities and a number of the comments mentioned the importance of mental health as a priority. The comments received were very diverse and touched on every chapter in the plan. The issues raised most frequently were:

- The importance of integrated working between health, social care and the third sector. Many people mentioned the importance of the third sector in delivering the plan and some raised concerns about the capacity of the sector.
- The need for integrated IT systems to support joint working between health and social care were mentioned by a number of different people.
- The need to raise awareness about issues covered in the plan and the information, advice and assistance available to support people.
- The links between the chapters and support for people with multiple needs.

All comments have been considered by the Regional Partnership Board and categorised as below.

- **Amend:** the plan was amended in response to the comment.
- **Share:** comments that the regional partnership board cannot address directly have been shared with the most appropriate organisation.
- **Note:** comments in support of the plan or providing more detail than can be included in the plan have been noted by the Regional Partnership Board.

Suggested priorities

Additional priorities suggested are listed below along with the response. They are listed in order with those mentioned most often at the top.

Suggested priorities	Response	Status
Young people age 16-18 – transition from children’s to adult’s services	Transition is included in Part B of the regional plan. The children and young people’s priorities in Part A of the plan have been updated by the Children’s Transformation Group following a workshop on 7 June. This comment will be shared with the group.	Share

Suggested priorities	Response	Status
Children and young people's mental health (including 16 to 25 age group). Suggestions included promotion in schools, understanding the reasons behind young people's mental health needs and helping young people know where to find help, contacts other than parents.	Children and young people's mental health is a Regional Partnership Board priority being delivered by the Children's Transformation Group.	Note
All adults with complicated needs and long term conditions, including dementia. Consider definition of 'older people'	<p>This priority 'older people with complicated needs and long term conditions, including dementia' is taken from the Social Services and Well-being Act and is a statutory priority for integrated services. The support available for other adults with complex needs is included in part B of the regional plan.</p> <p>Included a note in the regional plan introduction to explain where to find information about other adults with complex needs.</p>	Amend
Housing – linked to all other health and social care needs. Also impact on services of building additional extra-care housing needs considering by planning departments/Welsh Government	Housing is not currently a priority for the Regional Partnership Board although the Regional Partnership Board recognise the importance of good housing as a vital element of social care and well-being provision. More information about other work taking place is included in the housing chapter of the regional plan.	Note
Children and young people – additional priorities: ADHD, educating parents of children in need/at risk, more support and quicker access to services	Early intervention, prevention and parenting support are priorities in part B of the regional plan in the children and young people's chapter.	Note
Promoting healthier lifestyles	Promoting healthier lifestyles is a priority in part B of the regional plan in the children and young people's chapter and the health chapter.	Note
Support for frail vulnerable older people	Support for older people with complex needs is a Regional Partnership Board priority.	Note
Young families because of high levels of debt, unaffordable housing, student debt and worse pension provision than previous generations.	Poverty and inequality are included as a priority in part C of the regional plan.	Note

Suggested priorities	Response	Status
<p>Services for people with physical disabilities</p>	<p>All our services should be responsive to the needs of people with a physical disability. The importance of accessible services is recognised and work is being taken forward in individual organisations.</p> <p>Specialist support services are delivered by partners as part of their core business.</p> <p>Commissioning strategies will consider the provision of more specialist support for people with physical disabilities.</p>	<p>Note</p>
<p>Delayed transfer of care (DToC) from hospital to social/nursing care in communities.</p>	<p>The aim of the regional plan is to improve care and support available for people in North Wales. This should help to reduce delayed transfers of care.</p> <p>There is a national unscheduled care board. The work of the commissioning board and workforce strategy also help address this issue.</p>	<p>Note</p>
<p>Care of veterans and members of public services that face adversity (police, fire service, health care staff and so on).</p>	<p>More information is included in the veterans' chapter of the regional plan.</p> <p>Services for the whole population are included in part B of the regional plan, including front line workers. All public sector organisations have staff well-being initiatives and support in place. There is further information about the challenges faced by front line staff in the Suicide Action Plan.</p>	<p>Note</p>
<p>Chronic long term health conditions</p>	<p>Support for people with long term conditions will be a significant element of the BCUHB Care Closer to Home programme and the development of support through local cluster teams.</p> <p>Link to Older People with complex needs</p>	<p>Note</p>
<p>Support for stroke survivors</p>	<p>Healthcare support for stroke survivors and their carers is being considered through the stroke care services review work in BCU HB. The ongoing needs for social support and continued improvement in independence will be considered as part of broader development of support services within community resources.</p>	<p>Note</p>

Suggested priorities	Response	Status
People who have more than one type of need, particularly overlaps between physical health/disability and mental health. Other examples given were disabled young people who are also carers, people with learning disabilities and mental health needs, mental health services and supported housing for people released from prison or who have undergone drug rehab.	Added note in introduction to part B about the overlaps between the chapters and individuals with multiple care and support needs.	Amend

Comments on the plan

These comments have been summarised and are sorted by chapter and status.

Summary of feedback received	Response	Status
Children and young people		
Support school personnel to spot signs of Child Sexual Exploitation.	Child Sexual Exploitation (CSE) is a priority for the North Wales Safeguarding Children's Board and North Wales Police . A 7 minute briefing for staff is available here: http://www.northwalessafeguardingboard.wales/resources/ More information about the work of the NW Safeguarding Boards (NWSB) has been added to the plan.	Amend
Support children to be resilient.	This is a priority for the Regional Partnership Board being delivered through the Children's Transformation Group. The priority on mental and emotional health has been expanded to 'improving emotional health, mental well-being and resilience in children and families'.	Amend
Mistake in summary plan: should say 124,000 children, not 24,000.	This has been corrected.	Amend
Include needs of 16-18 year olds.	The population assessment summary at the start of the regional plan chapter included the number of children aged 0-15. This was confusing as it looked like the definition of children and young people used in the regional plan. It has now been amended to use the figures for 0-17 year olds. The population assessment includes a fuller definition and information about the needs of young people aged 18-25.	Amend

Summary of feedback received	Response	Status
Consider children's needs in the context of their family. Need to strengthen the link between issues that can affect the same household for example domestic violence, substance misuse, mental health.	Added a bullet point to the 'what we found out' section in the regional plan about the need for a family-focused approach in the children's section. Added a note in the introduction to part B about the overlaps between chapters.	Amend
<p>Safeguarding</p> <ul style="list-style-type: none"> Developing a North Wales referral form covering information about ACEs to be launched Jan 2017. Number of children on child protection registered monitored by NWSCB – present a Quality Assurance report to the board every six months and carry out an audit around reasons children remain on the register. Care leavers – look at NEETS data 16-24, issue across North Wales (support for care leavers). Need supportive personal advisers for care leavers. 	Added to plan.	Amend
More support for BME young people.	Have strengthened the equality sections in the plan. Can look at more closely in the population assessment review - need more detail about specific needs.	Amend
Online bullying and sexting: need advice from trusted people, such as CAMHS workers and PSE lessons in school (more consistency needed). One group of young people said that schools handled this topic well. Another comment said parents/carers of young people with learning disabilities need education around dangers online. North Wales Safeguarding Children's Board – to support the implementation of the NSPCC Stop IT toolkit in North Wales.	<p>Share with NWHoCs and NWSCB.</p> <p>Added information about NWSCB work to support the implementation of the NSPCC Stop IT toolkit to the regional plan.</p>	Amend / Share
<p>Parenting</p> <ul style="list-style-type: none"> Monitor children's rights to stay in contact with both parents and for both parents to share responsibility for bringing up their children. More support for teenage mums. Consider how to support parents who don't want help or 'put an act on'. 	<p>Have strengthened equalities section.</p> <p>There are a range of early interventions available in North Wales to support families including children's centres, Team Around the Family and Flying Start.</p>	Note

Summary of feedback received	Response	Status
Need more help and information for gay and trans-gender children in schools.	There are initiatives underway supported by schools and CAHMS. The Regional Partnership Board is supportive of these initiatives.	Note
More support for children after a bereavement.	This was identified as a need in the population assessment children and young people chapter. Early intervention is a priority in part B.	Note
Education reform.	Changes to education policy are the responsibility of Welsh Government.	Note
Need more services around Adverse Childhood Experiences.	This is a priority in the plan.	Note
Sexual health – education.	<p>More information about sexual health services available in North Wales are available here:</p> <p>http://www.wales.nhs.uk/sitesplus/861/page/51457</p> <p>Welsh Government provide guidance on sex and relationships education in schools in Wales:</p> <p>http://learning.gov.wales/resources/browse-all/sex-and-relationships-education-in-schools/?lang=en</p>	Note
Include more information about children's right to play and a better definition of play (not just playgrounds). Need play opportunities for older teenagers. More accessible play areas for children with a disability.	Promoting play opportunities and children's right to play is included in the plan. More information is available in each local authority's play sufficiency assessment which include definitions of play.	Note
Provide faster access to services or provide better support while waiting for a service.	Early intervention and prevention and improving care and support services are priorities in the plan.	Note
Childcare - 30 hour childcare offer to be rolled out in 2020 and issues with roll out.	Childcare is not a specific responsibility of the Regional Partnership Board but good childcare does contribute to achieving the aims of the plan. Included a link to local authority childcare sufficiency assessments.	Note
Use Cordis Bright vulnerable families mapping.	This was used to inform the population assessment on which the regional plan is based.	Note

Summary of feedback received	Response	Status
<p>Young people's views on social services inspections: should be unannounced and involve speaking to young people.</p>	<p>Share the findings with Care and Social Services Inspectorate Wales (CSSIW).</p>	<p>Share</p>
<p>Reduce exclusions from school.</p>	<p>Needs multi-agency work to address and has an impact on other well-being issues. Not currently a priority for regional working but will share the need with local authorities and partnerships.</p>	<p>Share</p>
<p>Better access and encouragement to attend leisure facilities. More things to do for young people and adults.</p> <p>Re-establish / provide better youth clubs, suggestions included boxing clubs, mentoring service and more intergenerational work.</p> <p>Link between activities for young people and reduction in crime and anti-social behaviour.</p>	<p>Good quality activities for young people can benefit their well-being but providing them is out of the scope of the Regional Partnership Board. Will pass information about the need on to local authorities.</p>	<p>Share</p>
<p>Looked after children</p> <ul style="list-style-type: none"> • Have more of a say in where they live such as a choice of foster carers. • Importance of living near their school. • Better support to see friends and support with transport. • Continue contact with biological family in a way that best supports the child. • Clarity and consistency about going to friend's houses for sleepovers and whether police check is required (took view that the foster carer should have the responsibility to decide suitability). • Support children with the move to independence. • Consistent advocate. • Give looked after children at least 12 months to plan for leaving care and consider housing options. Create a strong moving on path. 	<p>Looked after children and support for care leavers are priorities in the plan. This information will be shared to inform the development of the North Wales Fostering Strategy.</p>	<p>Share</p>
<p>Fostering: Improve provision of specialist foster placements, teenage placements, placements for adults across North Wales, secure accommodation placements.</p>	<p>Responding to changing demands in fostering services is a priority in the plan. This information will be shared to inform the development of the North Wales Fostering Strategy.</p>	<p>Share</p>

Summary of feedback received	Response	Status
<p>Community safety: the police seeing children and young people as a problem rather than a trustworthy source may have an impact on children who report themselves as a victim of a crime. Need to address anti-social behaviour. More education about being aware of paedophiles.</p>	<p>Share with NWSCB.</p>	<p>Share</p>
<p>Children with disabilities and additional learning needs.</p> <ul style="list-style-type: none"> • More speech and language resources including regular appointments • Make sure pupils with dyslexia are identified and supported in schools • Support from the Stroke Association for the children with complex needs due to disability or illness priority, inclusion of speech and language therapy and support for carers. Recommend needs of young stroke survivors considered in these plans e.g. making sure schools can meet the needs of children who may have aphasia as a result of their stroke. 	<p>Speech and language is a priority in the plan. Share the findings about need for support in schools.</p>	<p>Share</p>
<p>More promotion of healthy lifestyles in schools – needs to be fun and be backed up by healthy food options in school. Need to understand the reasons behind unhealthy lifestyles, for example, people who are obese because of their mental health or a traumatic time. A youth council raised the issue of vaping as an increasing problem that needs addressing.</p>	<p>Promoting healthier lifestyles and reducing health inequalities is a priority in the plan. Share the findings with BCUHB and Public Health Wales.</p>	<p>Share</p>
<p>Mental health</p> <ul style="list-style-type: none"> • Support for parents who are supporting children with mental health needs • Promote mental well-being of under 5s • Behaviour support for under 10s • Be pro-active – supporting children's mental health is vital to avoid problems in future. 	<p>Children's mental health is a priority for the Regional Partnership Board. This information will be shared with the Together for Mental Health Partnership Board which is leading on mental health and NWHoCs.</p>	<p>Share</p>

Summary of feedback received	Response	Status
Older people		
Improve support at home and joint working between health and local authorities. Strengthen care provision and commission care more flexibly.	We have added into the plan the following information about work underway to improve care at home. North Wales collaborative commissioning process: North Wales Domiciliary Care Agreement and Framework Management (work starting September 2017, framework in place from April 2018 until March 2025.	Amend
End of life care.	This has been included as a priority in the older people's chapter and was highlighted as a gap where we need more information in the population assessment review.	Amend
Change references to BCUHB programmes to better reflect them.	Changes made.	Amend
Safeguarding <ul style="list-style-type: none"> • Make sure workforce trends in care homes are monitored – Regional Workforce Board. • Track and evaluate homes within escalating concerns process – practice development team in health report monthly – has been a recent increase. • Joint audit monitoring tool between BCUHB and contract officers is being launched around quality assurance in care homes. 	Changes made.	Amend
Older people feeling safe in their communities if going out, especially in the evening.	Reducing loneliness and isolation in our communities is a priority in the plan.	Note
Maintenance service for older people to help them retain their independence.	Promoting independent living; people's choice and control over their own lives is a priority in the plan.	Note
Suggestions for supporting people with dementia: <ul style="list-style-type: none"> • Use music and singing • Improve community dementia service using 'buddying' and voluntary support in the community 	Supporting people affected by dementia is a priority in the plan.	Note

Summary of feedback received	Response	Status
Well-being: Support for older people to enjoy old age; exercise programmes to help with isolation and fitness, identify those at higher risk – older people with no family.	Promoting healthier lifestyles and improving well-being are priorities in the plan.	Note
Include 50 to 65 year olds.	<p>The population assessment summary at the start of the regional plan older people chapter included the number of people aged 65 and older and 85 and over.</p> <p>The population assessment includes a wider definition of older people including 50 to 65 year olds. The figures included in the summary were chosen because they have the greatest implications for social care needs over the term of the plan.</p>	Note
<p>Stroke association comments</p> <ul style="list-style-type: none"> • Age is the biggest single risk factor for stroke. • Provided data about numbers affected and future modelling. • Information about Life After Stroke pilot scheme in Cardiff and Vale • The Regional Partnership Board should think about stroke survivors in an acute setting and their ongoing role and consider how to provide support to an increased number of stroke survivors in future years. 	Will share the full Stroke Associate response with the health board.	Share
Health, physical disabilities and sensory impairment		
Change the summary to say the Living Healthier, Staying Well Strategy is a strategy rather than a programme.	Change made	Amend
Include sport and physical activity – either inclusive mainstream provision or disability specific.	<p>Promoting healthier lifestyles and reducing health inequalities is a priority in the plan.</p> <p>Added more information about Getting North Wales Moving programme.</p> <p>Social prescribing and the promotion of physical activity are priority areas for action.</p>	Amend

Summary of feedback received	Response	Status
Include self-care / supported self-management. Self-care office (BCU) provides a range of services across north Wales to support individuals with long term conditions, carers and mental health.	The population assessment referenced the need to support self-care and promote independence. Supporting self-care and self-management are important elements of the Care Closer to Home programme of BCUHB with partner organisations.	Note
Long waiting lists including for chronic pain management, counselling and joint replacements. Suggest self-management and support groups in interim.	The need to reduce waiting times for certain services and the impact of longer waits is recognised within the BCUHB Living Healthier, Staying Well strategy.	Note
Support for people with fibromyalgia	Support for people with long term conditions is an important element in the BCUHB Care Closer to Home programme. As with other specific conditions, the need to promote well-being as well as treat specific symptoms is recognised.	Note
Epilepsy Action Cymru has appointed a bilingual development worker to provide support to people affected by epilepsy in North Wales. Recommend promoting through the health board.	It is interesting to hear of this development. The Health Board would be pleased to learn of the details.	Note
Improve accessibility of the physical environment for people with physical disabilities, including wheelchair users.	Included as a need.	Note
All service users should have full access to their health records.	Service users are entitled to full access to their health records. For more information contact the health board. http://www.wales.nhs.uk/sitesplus/861/page/45101	Note
Availability of GP appointments. Need to give GPs more time to treat people.	Access to primary care is one of the key elements of the BCUHB Care Closer to Home programme	Note
Work closer with Hywel Dda Health Board to support people living in South Gwynedd.	Working relationships have been improved through the work of the Mid Wales Healthcare Collaborative. Specific developments are being explored and taken forward through joint work between BCUHB teams and Hywel Dda and we are committed to partnership working to support the South Gwynedd area.	Note
Lack of dental care in Tywyn.	This has been raised with the dental team in BCUHB.	Share

Summary of feedback received	Response	Status
<p>The Wales Council for the Blind sent a letter to the Regional Partnership Board on 22 December 2017 including recommendations for addressing the needs of people with sight impairment. They included:</p> <ul style="list-style-type: none"> • Meet the Benchmarking Good Practice Guidance around rehabilitation for vision impaired people. • Contact adults newly certified as sight impaired within 14 days. • Adopt the Adult Sight Loss Pathway • Continue the Low Vision Service Wales and link with Rehabilitation Officers • Use the All-Wales Integrated Pathway for Children and Young People with Vision Impairment and their Families as a central ‘spine’ from which other pathways are developed • Include support available from the third sector in the area plan 	<p>Supporting people with sensory impairment is a priority in the plan. Third sector organisations are included as key partners in delivering the priority and links to the services they provide are included in Part D of the regional plan.</p> <p>The full letter received from the Wales Council of the Blind (22/12/17) was shared with the RBP.</p> <p>There is more information about the needs of people with sensory impairments in the population assessment document library (available on request) including:</p> <ul style="list-style-type: none"> • the letter received from the Wales Council for the Blind; • Population Needs Assessments: Rehabilitation and Habilitation for Welsh citizens with Vision Impairment report; • Population Needs Assessments: Sensory Loss – What each Regional Partnership Board needs to know report; • A research study of habilitation service provision for children and young people with a vision impairment in Wales; and, • Blind Children UK Cymru’s habilitation campaign report. 	<p>Share</p>

Summary of feedback received	Response	Status
<p>Stroke association provided a detailed response including:</p> <ul style="list-style-type: none"> • Needs of stroke survivors, families and carers to be a priority for integrated services to follow. • Stroke survivors say they often feel abandoned on leaving the hospital. • The service in North Wales includes coordinators at stroke acute units - introduce the Stroke Recovery Services, carry out a holistic assessment of needs on discharge, support and advice on local services, peer support groups, project and activities. • Stroke is a leading cause of disability and the problems people may experience which may need support from health and social care as well as impacts on carers and family. • Statistics on number of stroke patients leaving hospital with a joint health and social care plan (Ysbyty Gwynedd 100%, Wrexham Maelor 98%, Glan Clwyd 95%). • Better understanding of needs of stroke survivors and training for professionals including communication, aphasia (a communication impairment). • Reduce variation in quality of care. • Recommend centralised Hyper Acute Stroke Units. • Increase use of early supported discharge from hospital to community/home care. 	<p>BCUHB are pleased to receive the response from the Stroke Association and have fed this into the stroke care services review. It is important however that the ongoing needs for social support and independence are recognised within partnership plans.</p>	<p>Share</p>
Learning disabilities		
<p>Support for young adults between 16 and 25. Tends to reduce as they leave school when they need most support to get into work. Need more social opportunities, mental health support and opportunities to be part of the community.</p>	<p>Priority in the plan. Reworded to make it clearer.</p>	<p>Amend</p>

Summary of feedback received	Response	Status
<p>Safeguarding</p> <ul style="list-style-type: none"> Safeguarding adults with learning disabilities including with technology and when out and about. NWSAB to raise awareness of the risk of financial abuse, scams etc. Ensure the workforce supporting adults with learning disabilities is aware of the risks around financial abuse – Safeguarding Training and Workforce Group / LA training. 	Changes made.	Amend
Use psycho-social models rather than medical models to understand people's needs.	The RPB supports a social model of disability and this is something we are working towards achieving.	Note
Support for families where people with learning disabilities are living with older/parents carers. What will you do to solve the problem?	This is a priority in the plan. There is not an easy solution but we are working together across the region in the Learning Disability Partnership to share ideas.	Note
Support pupils with additional needs to maintain their place in mainstream education where possible, for example, with the support of teacher's assistants.	Share with education services.	Share
More health support for people who have a learning disability and more accessible literature and alternatives in doctors' surgeries, such as easy read.	This is a priority in the plan. Will share the comment about accessible literature with the Learning Disability Partnership.	Share
Mental health and substance misuse		
Suicide risk for men.	The issues raised are included in the North Wales Suicide and Self-Harm Prevention Strategic Plan 2018-21. A reference to the plan has been added to the regional plan.	Amend
Adult mental health priority is too broad.	Added more information about the priorities of the mental health strategy.	Amend
Support people in their 20s and 30s with complex needs and mental health needs. Another comments said more is needed for 18-25 year olds who have been well supported up to the age of 18.	Improving mental health services is a priority. Share with BCUHB / local authority leads. Added a priority about transition to the children and young people's chapter	Amend
Support people with mental health needs to find employment that suits their needs.	Added employment to section on mental well-being.	Amend

Summary of feedback received	Response	Status
Reduce stigma around mental health and promote in a more positive manner. Support needs to be 24/7 and non-discriminatory.	Promoting mental well-being is a priority in the plan and included in the health board mental health strategy. Added more information.	Amend
Need information about the powers the Regional Partnership Board has to make sure the health board mental health strategy is robust enough and is implemented by the health board.	A Together for Mental Health Partnership Board has been established and partners are working together to implement the strategy. The RPB can make recommendations but it is not a decision making group (see Part 9 statutory guidance, Social Services and Well-being (Wales) Act 2014. The decision making authority rests with the six local authorities and BCUHB.	Note
More support for people with a dual diagnosis, including people with learning disability and mental health needs.	Improving mental health services is a priority. Dual diagnosis is included in the mental health strategy.	Note
Need plan for identifying undiagnosed mental illness. Support for people without a diagnosis is really important, raise awareness of support available to prevent escalation. Another comment said there is too much emphasis on diagnosis and emphasis should be on personal contact, effective support and intervention by joined up services.	Better identification of mental health needs and early intervention is included as a priority in the plan. The health board and other partners have plans in place to help address these needs.	Note
Workforce: Encourage more people to work in mental health. Put back-up plans in place for managing staff sickness to reduce the impact on service users. Need to reduce use of agency staff.	Improving mental health services is a priority. The mental health strategy includes a section on workforce.	Note
Raise awareness of the risks certain medication can have on mental health.	Improving mental health services is a priority. Share with BCUHB / local authority leads.	Share
Reduce number of out of area placements and improve services in rural areas.	Improving mental health services is a priority. Share with BCUHB / local authority leads.	Share
Complete mental health assessments quicker and reduce waiting lists for services.	Improving mental health services is a priority. Share with BCUHB / local authority leads.	Share

Summary of feedback received	Response	Status
Improve the provision of detox for people with drug and alcohol problems. Increase the number of beds at Hafan Wen (detoxification unit, Wrexham).	Improving mental health services is a priority. Share with BCUHB and area planning board.	Share
<p>Stroke association response:</p> <ul style="list-style-type: none"> • Two thirds of stroke survivors surveyed said their emotional needs were not looked after as well as their physical needs. • Information about the psychological impact on carers. • Importance of accurate, timely and accessible information to help adjust to the emotional impact. • Stroke survivors should receive appropriate psychological support, peer support, access to rehabilitation services and speech and language therapy. • Provide six-month reviews of patient needs and integrated service to meet needs identified. 	Mental well-being and carers are priorities in the plan. Share with BCUHB and local authority leads.	Share
Carers		
Carers should be recognised as key partners in care throughout the plan.	Added to equality section that carers are key partners in providing care throughout the plan.	Amend
Difficulties of working full-time with a caring role. Lack of understanding in the work place of the stress being a carer can cause.	Supporting carers in employment is a priority in the plan.	Note
Need support for young carers including activities for them.	Supporting young carers is a priority in the plan.	Note
Challenges for carers supporting elderly parents and providing childcare for grandchildren.	Supporting carers is a priority in the plan.	Note
<p>Stroke association response:</p> <ul style="list-style-type: none"> • agree with carers priority; • effective rehabilitation important; • carers should have assessments – this should be a priority in the plan; • services they provide including ‘Caring and You’ education programme. 	Developing carers’ assessments is a priority in the plan. Share details with carers work-stream leads.	Note

Summary of feedback received	Response	Status
Need more respite, day and residential centres for those who are being cared for. More respite needed for parents of children with very challenging behaviour / learning disabilities or ASD.	Providing sufficient, flexible, carer break provision is a priority in the plan. Share details with carers work-stream leads.	Share
Violence against women, domestic abuse and sexual violence		
Domestic abuse has an impact on many of the other areas, need to raise awareness for staff. Domestic abuse is a priority for the North Wales Safeguarding Boards. The adults and children's boards will continue to monitor domestic abuse trends, North Wales Quality Assurance Framework. North Wales Safeguarding Board Workforce and Training sub-group will monitor issues around compliance with training, as will training officers in the local authority.	Added to plan.	Amend
Make sure separate services are available that meet men's needs (including pressure not to speak out) and the needs of people in same sex partnerships.	The need for services that meet the different needs of women and men is highlighted in the plan. Provided contact details of the group developing the Violence against women, domestic abuse and sexual violence strategy when requested. Passed detailed comments onto the group. Added section about the needs of people in same sex partnerships.	Amend / share
Asked what is being done about human trafficking.	North Wales Police priority – Operation Scorpion https://www.north-wales.police.uk/advice-and-support/stay-safe/modern-slavery	Note
Support for people to speak out about their experiences, such as confidential councillors in schools. Promote the services available so people know where to go for help.	Shared with group developing the violence against women, domestic abuse and sexual violence strategy.	Share
Secure estate		
Education and employment for ex-offenders. Education of employers around stigmatising those who leave prison.	Improving resettlement outcomes for young people is a priority in the regional plan. Amended to include adults.	Amend

Summary of feedback received	Response	Status
North Wales Safeguarding Board. The children and adults boards now have representation from HMP Berwyn.	Added to plan.	Amend
Positive feedback about HMP Berwyn.	Shared with HMP Berwyn.	Share
Veterans		
Information to help people leaving the services. The services should take responsibility for people leave, make sure they have somewhere to go and are supported to settle, find work and register with services such as dentist and doctors.	Improving support for veterans is a priority in the plan.	Note
Armed Forces Champions should have a forces backgrounds.	Agree champions should have a good understanding of the needs of veterans and people serving in the armed forces.	Note
Housing and homelessness		
Promote services available for people facing homelessness, need emergency accommodation for homeless young people, supported living and employment support. Priority for social housing should be young people on low incomes. The summary doesn't mention homelessness as a priority or support for young people 18-25.	Added preventing homelessness as a priority.	Amend
Housing needs of BME groups.	Added to the plan.	Amend
Increase in homelessness is because of cuts to benefits. Difficult for people under 21 to get a flat. 18 and 19 year olds can't claim housing benefit.	Risks of welfare reform is highlighted as a priority in the plan.	Note
Autism		
Reword the sentence 'They have a new National Autism Service' to say 'There is a new National Autism Service'. Clarify that it is the responsibility of the RPB to develop the National Integrated Autism Service. Add more detail and link with Welsh Government's Autism Strategy.	Change made. Added more information about the development of the integrated autism service.	Amend

Summary of feedback received	Response	Status
Discussion of whether to use the term Autistic people or people with autism.	We acknowledge that people have different preferences in the terms used. We have followed the guidance from the National Autistic Society (Kenny et al., 2015) in the language used and included a section in the introduction about preferred terms.	Amend
Need more ASD diagnosis teams for children and specialist services for after diagnosis. Could use retired GPs or other health professionals.	BCUHB are implementing plans to redevelop services and reduce waiting lists. More information is available in the population assessment .	Note
Important the autism chapter is separate from the learning disability chapter.	Learning disability / autism is one of the themes in the Welsh Government guidance on population assessments but in North Wales we agreed to treat them as two separate chapters due to the different needs and service required.	Note
Support for adults with ASD. The transition from children's services and supporting young people with ASD to live independently 18-25 year olds). Support to manage social interactions in the community, get and maintain work.	Share with the team developing the Integrated Autism Service.	Share
Overall findings		
<p>More funding is needed to meet the needs in the population assessment and deliver the plan.</p> <p>Concerns about capacity of third sector organisations to provide support, including reliance on older volunteers. Concern reduced funding may reduce funding to voluntary groups supporting minorities to access health and other services. Also capacity of community groups to support people with complex needs or increasing numbers of referrals of people with complex needs.</p>	Challenges of delivering services in the current financial climate is included as a priority/overall finding. Added additional information about actions.	Amend
More engagement with the third sector. Request for a list of third sector organisations engaged with.	A list of third sector organisation engaged with has been included in this consultation report.	Amend

Summary of feedback received	Response	Status
<p>More information needed about third sector, voluntary organisations and other partners who can help deliver the plan. Need to strengthen the relationship between third sector and statutory organisations. Recognise the contribution the third sector can make. Make more use of existing informal, community groups – make sure they are inclusive e.g. dementia friendly. Request for information about:</p> <ul style="list-style-type: none"> • what's free and chargeable; • organisations that can provide grants; • contact points for local support in communities. <p>Specific organisations mentioned were:</p> <ul style="list-style-type: none"> • Housing Associations and Registered Social Landlords; • My MS, My Rights, My Choices offering information, advice and advocacy for carers of people with Multiple Sclerosis; • Museums, including suggestions for improving access to them; • Cais; • Citizen's Advice Bureau; • Barnardos; • Welsh Ambulance Service NHS Trust; • Police; • Organisations supporting carers; 	<p>The Regional Partnership Board recognises the role for third sector and other agencies in improving health, social care and well-being and delivering the regional plan.</p> <p>Due to the scale of the plan it is not possible to list all the organisations in North Wales who can contribute to delivering it, particularly in the summary plan. In addition, producing the information in this format would mean it is likely to be out of date as soon as it is published. We have noted some organisations where they are delivering regional programmes that contribute to the plan's aims, such as Age Cymru's Golden Thread Advocacy Programme. We have added the voluntary/third sector, housing associations and Registered Social Landlords as a delivery partner throughout the plan.</p> <p>The Regional Partnership Board is promoting Dewis Cymru as a regularly updated resource about all the support available to people in North Wales. Organisations are encouraged to make sure details of their services are available on the site. Added links to contact information for SPoAs and Family Information Services.</p>	Amend
<p>Better integrated health and social care services.</p> <p>Consider an integrated complaints procedure for health and social care. Currently have different rules about timescales and responses.</p> <p>Share best practice.</p> <p>Better coordination could avoid duplication, competition for the same set of people and make stretched resources go further.</p> <p>More integrated IT systems.</p>	<p>Providing better integrated health and social care services is a key aim of the plan.</p> <p>Added information about the Welsh Community Care Information System (WCCIS)</p>	Amend

Summary of feedback received	Response	Status
<p>Prevention and early intervention:</p> <ul style="list-style-type: none"> • The prevention and early intervention objective in part C is too broad – needs to be more targeted to manage expectations. • Early intervention and prevention are very important for reducing demand on statutory services. • Training and awareness raising to recognise and support people at risk, including support in education, needs of people with autism. • Information and advice for the public about improving their health and well-being. Include more information about information and advice for children. • Provide local information, such as information for Meirionnydd rather than Gwynedd. • Support to access employment, training and volunteering opportunities. 	<p>Amended lead organisation to include a wider range of partners and a link to early intervention and prevention being delivered by all those partners. It's not possible to include all the detail in a plan of this scale.</p> <p>Added links to information, advice and assistance for children and adults.</p>	Amend
<p>It's unrealistic to expect the Regional Partnership Board to be able to deliver all the priorities. Local partnership structures need to be supported to achieve local goals and outcomes. Need to use local information as well as the regional population assessment.</p>	<p>Added information to the introduction (main plan and summary) about the wide range of partners who contribute towards people's well-being – so much broader than social services.</p> <p>Agree local information and partnerships are needed in addition to the regional information available in the population assessment and regional plan.</p>	Amend
<p>Need independent checks on hospitals and homes.</p>	<p>Added information from North Wales Safeguarding Boards. Each local authority and the health board has in-house monitoring teams and independent regulators.</p>	Amend

Summary of feedback received	Response	Status
<p>Welfare reform, benefits and debt advice. Support needs to be available as a preventative service. Specific issues included:</p> <ul style="list-style-type: none"> • Housing benefit no longer paid directly to the landlord, leads to risk of homelessness for young people and vulnerable adults. • Support for carers receiving pensions as no longer eligible for carers allowance. • Universal Credit roll out. • Benefit cap. • Reductions in staff and support hours to help people with finances and budgeting to maintain tenancies • Impact of evictions, shortage of food and poor school attendance. • Rising state pension age and impacts of the way equalisation of state pension age between men and women has been implemented. <p>Support people with services rather than payments to individuals through the benefits system such as Personal Independence Payment (PIP) or Attendance Allowances.</p> <p>“Budgeting, promoting jobs and education is still a huge priority”.</p>	<p>This is as a result of a UK Government policy so cannot be changed by the Regional Partnership Board. It was raised as a risk in the population assessment in a number of chapters. Have combined into a priority/finding in part C about poverty and inequality and the impacts of welfare reform. The impact of welfare reform is also highlighted in the mental health strategy.</p> <p>The relative proportion of funding spent on services and through the benefits system is based on UK Government policy.</p> <p>Added more information to the introduction about the wide range of partners who contribute towards people’s well-being – so much broader than social services.</p>	Amend
<p>More emphasis on co-productive working with these individuals and groups. Everyone needs to work together. More consideration and consultation with service users and their advocates, including family and carers. Services need to listen and to support parents and carers to have their say without fear of losing the services they have. Suggest a parents and carers forum. Make sure groups address problems and don’t just include people who think things are working well.</p>	<p>Added a commitment to co-production.</p>	Amend
<p>Friends, family and community support. Need support for people without family or friends able to support them. Make sure there are place for people to get together in the community.</p>	<p>Added to the introduction more information about the wide range of partners who contribute towards people’s well-being – so much broader than social services.</p>	Amend

Summary of feedback received	Response	Status
<p>Digital inclusion: need services in place for people who cannot access the internet.</p>	<p>The internet is increasingly important as a way to access information about services and provides opportunities for improving the way we deliver services. Added section to the Equality Impact Assessment about unintended negative consequences of online access to services.</p> <p>Producing the regional plan online allows us to simplify the plan by providing links to further information. This reduces duplication and means we can provide links to information that is updated regularly. We will make paper copies available on request.</p> <p>In addition, the Regional Partnership Board supports initiatives to improve digital inclusion. This may also be a priority of the Public Services Boards.</p>	Amend
<p>Feedback on the regional plan approach:</p> <ul style="list-style-type: none"> • Provide more information about what has changed. • Provide more information about current situation rather than future services. • Add links to websites. • Add information about how to follow-up if someone feels the priorities are not being followed. 	<p>There's more information in the population assessment about how services have changed over time and the current situation. The regional plan focuses on what will change and plans for the next 5 years. This is the first time we have produced these reports so more information about changes made will be included when they are repeated in five years' time. Annual updates will be available in the Regional Partnership Board report.</p> <p>More links will be included in the regional plan and on the website.</p> <p>Comments and complaints about services are best raised with the agency responsible.</p> <p>The Regional Partnership Board includes service user, carer third sector and provider representatives. A membership list and minutes from the meetings are available on the website. The population assessment review will provide an opportunity to comment on progress made.</p> <p>https://www.northwalescollaborative.wales/regional-partnership-board/</p>	Amend

Summary of feedback received	Response	Status
<p>Equality and human rights. Include:</p> <ul style="list-style-type: none"> • Equality Act 2010 and Human Rights Act 1998 and approach. • List of protected characteristics and evidence for engagement. • Needs of Black and Ethnic Minorities (BME) and racism, barriers faced to accessing services, language, loneliness and isolation. • Diversity profile of the population groups e.g. carers – age groups, ethnicity, religion, sex, to help identify targeted actions needed. • Services should be accessible for stroke survivors with staff training so issues and needs are understood. <p>Consider challenges in:</p> <ul style="list-style-type: none"> • EHRC Is Wales Fairer? • WG Strategic Equality Objectives and human rights based approach; • Strategic Equality Plans; • Consultations with minority groups undertaken by BCUHB <p>Consider the issues identified by NWREN:</p> <ul style="list-style-type: none"> • 27% of BME population employed in NW work in health and social care. • Gaps in research about the needs of BME people in North Wales due the size of the population – consider regional/all Wales research funding. • Older People’s Commissioner report • Increasing sense of insecurity among minorities – animosity to immigrants, refugees and citizens visibly of ‘minority’ background, increase in racially motivated attacks, hostility of popular press and UK Government challenges to people’s entitlement to be in the UK. • Ethnic minorities who live outside areas in which minorities cluster are <i>more</i> likely to experience harassment. Harassment damages mental health even among those who do not directly experience it. 	<p>Agree the commitment to equality and human rights needs to be made clearer in the plan. The plan is a concise, strategic document so it is not possible to include all the detail provided but we can make the commitment to equality and human rights clearer, set the direction and link to further information for developing more detailed plans in response to the regional plan.</p> <p>Changes made:</p> <ul style="list-style-type: none"> • Added section referencing the Equality Act 2010, Human Rights Act 1998, UNCRC and UN Principles for Older Persons. • Added a link to all strategic equality plans • Added summary of equality and human rights sections from population rights sections from population assessment to the ‘what we found out’ summary at the start of each section and included some of the additional data sent through. • Any additional information not used in the plan has been added to the population assessment document library so it can be included when the population assessment is reviewed and shared on request. 	<p>Amend</p>

Summary of feedback received	Response	Status
<p>Provide more detail about the priorities, specific actions and suggestions for changing the language used to be more specific. Commenting on the plan was difficult because the priorities were vague. Comments about definitions of terms – mental health, keeping people safe. One comment preferred the level of detail in the consultation report and monthly population assessment newsletter.</p>	<p>It has been challenging to produce a plan that provides a strategic, concise summary of the approach to meeting the care and support needs of people in North Wales and the support needs of carers. The plan sets out the main priorities for the Regional Partnership Board and further information can be found in the scope and delivery plans. It also gives a summary of additional findings from the population assessment and links to more information about how they are being addressed.</p> <p>This consultation report will be published alongside the regional plan to provide additional information. Detailed definitions of terms used are included in the population assessment.</p> <p>We will continue to provide regular updates on our website in addition to the published regional plan.</p>	<p>Note</p>
<p>Role of Regional Partnership Board</p> <p>The board should promote partnership work and help make sure there is not duplication between work of public sector, independent sector and voluntary sector groups. Need future planning to keep pace with predicted increase in demands. Focus on what will actually be done. Improve communication from the partnership board to make the plan more effective.</p>	<p>To be noted by the Regional Partnership Board.</p>	<p>Note</p>
<p>Need to expand community based services and provide health services at a more local level. Suggestion of community hospitals or patient hotels on the Scandinavian model.</p>	<p>Included as recommendation in the health chapter</p>	<p>Note</p>
<p>Welsh language: agree with the needs for services in Welsh. People's language needs should be part of the core offer.</p>	<p>This is a priority.</p>	<p>Note</p>
<p>Impact of poor and insecure housing on mental health, particular for families with children.</p>	<p>Housing and homelessness are priorities in the plan.</p>	<p>Note</p>

Summary of feedback received	Response	Status
<p>Transport: all groups need accessible and inclusive transport in order for them to be able to access the services they require, and to prevent isolation and loneliness. The Community Transport Association can help co-ordinate transport solutions but don't have the capacity to undertake the work alone. Promote walking and cycling, improve road safety.</p>	<p>Transport and access to services are highlighted in the plan. Share with Public Services Board.</p>	Share
<p>A lack of adequate and accessible toilet facilities for people away from their homes can prevent people getting out and about, leading to loneliness and isolation.</p>	Share with Public Services Board.	Share
<p>Workforce: recruitment and retention of care workers. Shortage of qualified Occupational Therapists (particularly Welsh speakers) following withdrawal of training in Bangor. Improve availability of training for doctors and nurses in North Wales. Reduce reliance of locums and agency staff. Create expertise in the North so fewer people need to travel to England for treatment. 1 in 4 of the BME community in employment in North Wales work in health and social care.</p>	Share with workforce board.	Share
<p>Dewis Cymru needs more staff support and buy in, need to raise awareness and provide alternatives to online access. Suggestions included schools sending information to families and carers; local businesses putting up posters and leaflets about services available; using social media; better communication between partners about initiatives and ways to get messages out to service users.</p>	Share with Dewis Cymru project team.	Share
<p>Public Services Boards: Need to involve the public more and explain what they do and how to influence their work. Need better feedback to the public when there has been a consultation.</p>	Share with Public Services Boards	Share

References

Isle of Anglesey County Council, Gwynedd Council, Conwy County Borough Council, Denbighshire County Council, Flintshire County Council and Wrexham Council 2016. North Wales Regional Citizen Engagement Policy. NWASH.

Kenny, L., Hattersley, C., Molins, B., Buckley, C., Povey, C. and Pellicano, E. (2015) 'Which terms should be used to describe autism? Perspectives from the UK autism community', *Autism: The International Journal of Research and Practice*.

Draft

Appendix 1: Survey promotion

The survey was emailed out to [organisations on the stakeholder map](#) produced for the population assessment, [organisations who had responded to the population assessment questionnaire](#) and to the local voluntary councils to circulate to their members. The initial email was sent 11 August 2017 with a reminder on 19 September 2017. The consultation was originally open until 31 October 2017 but was extended to 17 November 2017 following a request by a community group for more time to complete a response.

Where we received bounce-back emails to say someone had left the organisation or the email had been undelivered we forwarded the email on to any contact details provided. If there were no contact details we forwarded the email onto the contact email address on the organisation's website.

The survey was also promoted through the monthly population assessment newsletters, on the [North Wales Social Care and Well-being Improvement Collaborative website](#) and was shared widely by members of the steering group and engagement group.

If you would like to be added to our mailing list or check the contact details we have for your organisation please contact sarah.bartlett@denbighshire.gov.uk.

Local authority and health board promotion

Isle of Anglesey County Council

Sent to all elected members, providers from the residential and nursing room forum, domiciliary care provider, senior managers within children and adults services. It was shared with third sector organisations on the Island, providers from the third and independent sectors and was published on the council social media platforms.

Gwynedd Council

Sent to elected members; provider group; senior managers in adults and children's social services departments; in house provider; learning disability transformation group; Older People's Council; Carers Partnership; all staff in adults, health and well-being; and children's and supporting families departments; and the Council's social media.

Conwy County Borough Council

Consulted with the Youth Council, care leavers forum, the involvement network and Ysgol y Gogarth. Consultation sent to Autism charities, Encompass and Arc Communities. Sent to all Social Services staff. Added a link to the consultation to the What's New section of the council website and social media.

Denbighshire County Council

Sent to all Community Support Services staff (Friday Update); Education and Children's Services staff; Youth Forum coordinator and councillors. Circulated to commissioning steering/strategy groups. Put a link on Facebook page.

Flintshire County Council

Consultation sent to:

- Elected Members
- All staff in Social Services for Children.
- All staff in Social Services for Adults (including Disability Services)
- Social Services Staff Newsletter
- Flintshire Youth Services
- Flintshire Youth Justice Service
- Flying Start
- Action For Children
- Clwyd Alyn Housing association
- Daffodils
- Pencoch School
- Maes Hyfryd Schol
- Family Information Service
- Flintshire Domestic Abuse Co-ordinator
- Autism Initiatives
- AFASIC Cymru
- FLVC
- Home Start
- Local Solutions Flintshire
- NEWCIS
- NYAS (advocacy service)
- Theatr Clwyd
- Urdd
- Arthritis Care
- Viva LGBT Group.

Workshops were also delivered to;

- Flintshire Involvement Project
- Flintshire Looked After Children's Group
- Flintshire and Wrexham, Mental Health Voluntary Sector Network

Wrexham County Borough Council

Sent to all Wrexham CBC staff in Friday Bulletin and all councillors.

Betsi Cadwaladr University Health Board

Circulated to all operational teams and presented to the Strategy, Partnerships & Population Health Committee. Sent to the Carers Operational Group, Carers Strategic Group and Young Carers sub group.

Sent to the North Wales Public Sector Equality network and to the internal Equality Strategic Group.

Citizen's panel promotion

Sent to Citizen's panel members and promoted through Facebook.

Other promotion

Sent to county voluntary councils and asked to circulate to their networks:

- Mantell Gwynedd (Gwynedd)
- Medrwn Mon (Anglesey)
- CVSC (Conwy)
- DVSC (Denbighshire)
- FLVC (Flintshire)
- AVOW (Wrexham)

Sent to members of the:

- Regional Partnership Board
- North Wales Leadership Group,
- North Wales Adult Social Services Heads (NWASH),
- North Wales Heads of Children's Services (NWHoCS)
- Public Services Board Officers Group (also circulated a report for PSB members)

Presentations on the plan were given at the following meetings:

- North Wales Learning Disability Partnership
- North Wales Mental Health Leads
- North Wales Armed Forces Forum
- Conwy Strategic Housing Partnership
- BCUHB Strategy, Partnerships & Population Health Committee

Sent to all North Wales Assembly Members.

Social Care Wales circulated to the regional population assessment leads network (including third sector representatives) and publicised on their website.

Organisations on stakeholder map

This list was put together by the engagement group based on an exercise they undertook in 2016 to map all the different stakeholders affected by the population assessment, including people with protected characteristics. The list below is not fully comprehensive and it is not kept up to date to avoid duplicating other mailing lists. It includes organisations the group were aware of and had email addresses for and was used as a back-up for other methods of promotion.

Children and young people

Action for Children
Advance Brighter Futures
Afasic Cymru parent support groups
Afasic/Tape Backstage Youth Club
Arthritis Care
Barnardos
BCUHB Substance Misuse Services
CAIS
Careers Wales
Children in Wales
Cofis Bach
Conwy and Denbighshire National Autism Society Branch
Epilepsy Wales Support Group
Flintshire Resilience Team
Flintshire Youth Forum Worker
Flying Start – chair of regional coordinators group
FNF – Both Parents Matter
Gorwel (Women's Aid)
Gwynedd Young People's Youth Engagement Manager
Modern Slavery (Haven of Light CIC)
Motiv8 North Wales
North Wales Advocacy Service (Tros Gynnal)
North Wales Deaf Association
North Wales Society for the Blind
North Wales Regional Equality Network (NWREN)
Project Lydia (Sexual Health)
RNIB
SNAP Cymru
Venue Cymru (Arts Development Officer)
VIVA project
Voices from Care: National Looked After Children Forum
WCD Young Carers
West Rhyl Young People's Project
Whizz-kids
Young Arthritis North Wales
Youth Justice Service
Yr Urdd

Older people

Aberconwy Mind
Activity Club for the over 60s
Acton Children and Family Centre
Age Connects Forums
Age Cymru Area Forums
Alzheimers Society
Alzheimers Society Singing for the Brain
CAIS
Care and repair
Carers Outreach
Conwy Connect for Learning Disabilities
Cymryd Rhan – Taking Part – Domiciliary Care
De Meirionydd Older People's Forum
Dewis CIL Advocacy Services
Gwynedd Citizen Panel
Gwynedd Older People's Council
Hafal Family Support Service
Jigsaw (CAIS)
Llay Lunch Club
Make a Mark Community Interest Company 'Ceiriog Creates'
Mantell Gwynedd Health and Well-being Network
Mencap Cymru
'Mature Movers' Canolvan Ceiriog Centre
North East Wales Age Connects
NWREN
Penley Rainbow Centre Support Group
WBCB Community Cohesion Team
Wrexham Carers Services (AVOW)

Health, physical disabilities and sensory impairments

Arthritis Care in Wales
Awyr Las
Blind Veterans UK
Community Health Council

Cymryd-rhan
Diabetes UK Cymru Reference Group
Disability Sport Wales
Disability Wales
Dynamic 19-25 Club
Epilepsy Wales
Flintshire Disability Forum
Hope House Children's Hospices
Hospice of the Good Shepherd
Macmillan
Nightingale House Hospice
North Wales Cancer Network Patient Forum
North Wales Deaf Association
North Wales MS Nurse
North Wales Society for the Blind

Parkinsons UK
Scope
Sense Cymru
St David's Hospice
St Kentigerns Hospice
Stroke Association
Tenovus
The Arthritis and Musculokeletal Alliance (ARMA)
Ty Gobaith
VIEW Visually Impaired Endeavors in Wrexham
Wrexham Visionaries Network 'Walking for Health'

Learning disability and autism

Plus organisations listed in the children and young people and older people section

All Wales People First
Conwy Connect
Learning Disability Wales
Mantell Gwynedd Health and Well-being Network
North East Wales Self Advocacy

Mental health

Plus organisations listed in the children and young people and older people section

Hafal
Home Treatment Team, Heddfan Adult Psychiatric Unit, Wrexham Maelor Hospital
Mencap

Carers

Barnardos Families Matter and Hidden Harm
Carers outreach services
Crossroads care
NEWCIS
Carers strategic group
Carers operational group
Young carers sub-group

Violence against women, domestic abuse and sexual violence

Plus the regional domestic abuse coordinators group to share with their networks.

Amethyst – Sexual Assault Referral Centre (SARC)
Bawso (Black Association of Women Step Out)

Broken Rainbow
CAHA Women's Aid
Choose2Change (Relate Cymru)

Domestic Abuse Safety Unit (DASU) Deeside
Women's Aid
FNF Both Parents Matter
Glyndwr Women's Aid
Gorwel (Anglesey Domestic Abuse Service)
Hafan Cymru
Independent Domestic Violence Advocates
(IDVA) – Hafan Cymru, North Wales Women's
Centre

Men's Advice Line
North Wales RASA (Rape and Sexual Assault
Service)
Respect
Survivors UK
The Survivors Trust Cymru
Victim Support (North Wales)

Substance misuse

AGRO Cymru (Anglesey and Gwynedd Recovery Organisation)
Cais
Nacro Cymru

Other groups

Alabare (Home for Veterans)
ARC Communities
BAWSO
Change Step (CAIS)
Flintshire County Council lead on Gypsy and
Traveller Communities
Flintshire County Council LGBT Network
Flintshire County Council Welsh Language
Network

Flintshire International Social Group
Jigsaw (CAIS)
NWAMI
NWREN
Romani Arts
Stonewall Cymru
Tenant Participation Advisory Service
Unique Transgender Network

Organisations that responded to the population assessment survey

1	Carers Trust North Wales/Crossroads care	34	Gwynedd Council – Department for Adults, Health and Well-being
2	Wow Training	35	Denbighshire Community Support Services (Carers Services)
3	Cruse Bereavement North Wales	36	Wrexham Young People's Care Council
4	Local Solutions	37	Marleyfield House Residential Home
5	Tender Loving Care Ltd	38	Mencap Cymru
6	Denbighshire County Council (on behalf of Education and Children's Services and the Families First Grant)	39	Welsh Women's Aid Wrexham
7	BCUHB Ophthalmology OPD	40	Wrexham County Borough Council Play Development Team
8	Awel Homecare and Support	41	National Probation Service
9	Stepping Stones	42	FCC - Youth Engagement & Progression Framework
10	Abbey Road Centre	43	Alzheimer's Society North Wales
11	Bawso Ltd	44	Activ8-2-16 scheme
12	Backcare - Professional member (Chiropractor)	45	FDF
13	National Probation Service: Plas y Wern Approved Premises	46	British Red Cross
14	North Wales Housing	47	Anglesey Flying Start project
15	Individual response (GP)	48	Flintshire County Council - Llys Jasmine Extra Care
16	Tros Gynnal Plant	49	Domestic Abuse Safety Unit
17	BCUHB: Podiatry and Orthotics	50	NEWCIS
18	BCUHB: Dietetics	51	Unllais
19	Gyda'n Gilydd (Tîm o Amgylch y Teulu Gwynedd)	52	Veterans NHS Wales
20	BCUHB: Physiotherapy	53	Individual response (social care professional)
21	Llys Eleanor	54	Stepping Stones North Wales
22	KeyRing	55	Carers Outreach Service
23	Family Friends for 5's to 11's	56	Gorwellion Newydd Prop Molly Wright. Trading as AWT
24	Haulfryn Care Ltd	57	Flintshire County Council
25	Neuro Therapy Centre (NTC)	58	Barnardo's Flintshire Young Carers
26	RainbowBiz Limited	59	Action for Children (Flintshire)
27	Action for Children, Gwynedd & Ynys Mon Young Carers Projects	60	Flintshire County Council – Early Years and Family Support
28	Community Support Service	61	Llys Gwenffrwd
29	The Rowan Organisation	62	Carers Trust Wales
30	Housing Department, WCBC	63	Wrexham Carers Service
31	Ansa Care Concept Plas Dyffryn	64	Flintshire County Council – Older People's Strategy
32	Welsh Ambulance Services NHS Trust (WAST)	65	Flintshire County Council – Family Information Service
33	Flintshire County Council	66	Age Connects North East Wales

67	Sense Cymru	102	Golygfa Gwydyr
68	The Stroke Association	103	Relate Cymru
69	British Red Cross	104	Touchstones12
70	Flintshire Local Voluntary Council	105	RAF Valley
71	GISDA	106	Families Together Project
72	Down's Syndrome Association	107	Huntington's Disease Association
73	Powys carers and Wcd Young Carers	108	DYNAMIC centre for children and young people with disabilities
74	Home-Start Conwy	109	The STARS Project
75	Hafal	110	Antur Waunfawr
76	Gofal a Thrsio Gwynedd & Môn	111	RASASC
77	RASASC, North Wales	112	Powys Carers now called Credu Connecting Carers – regional project name -WCD Young Carers
78	CAIS: Accommodation and floating support (Anglesey)	113	Gingerbread
79	Cais: Tenancy support	114	Aberconwy Domestic Abuse
80	Cais: Supporting People	115	Caniad (Conwy and Denbighshire)
81	CAIS Ltd: Generic Tenancy Support, Offending Behaviour	116	Anheddau Cyf
82	Bawso Ltd	117	Plas Garnedd Carer Centre
83	Cais: Tenancy issues	118	Brynmair Care home
84	CAIS (Anglesey) 1	119	Anheddau
85	CAIS (Anglesey) 2	120	Willow Hall Residential Home
86	HAULFRE	121	Treherne Care and Consultancy Ltd
87	Health Centre Beaumaris	122	Gofal Bro Cyf Y Deri
88	Gwasanaeth Cynnal Ofalwyr	123	Plas Madryn Residential Home
89	Cadwyn Mon, Age Cymru Gwynedd a Mon	124	Urdd Gobaith Cymru
90	Gwalchmai Surgery	125	WCBC Day and employment opportunities service
91	Towyn Capel Residential Home	126	Plas Meddyg Surgery
92	Ynys Mon older persons community mental health team.	127	Flintshire Integrated Youth Provision (Youth Services) and the Traveller Education Service
93	Occupational therapy team, adult services, community (Anglesey)	128	Advocacy Services North East Wales Responses
94	Canolfan Byron -Gerddi Haulfre	129	Community Transport Association
95	BCUHB: Dementia	130	Glyndwr Women's Aid
96	Anglesey county council	131	BCUHB: Mental health
97	Anglesey County Council: Community support services	132	Royal British Legion
98	Bryngoleu residential home	133	Change Step
99	Itaca/Abergele Community Action	134	Help for Heroes
100	CVSC Play Development		
101	Fair Treatment for the Women of Wales		



North Wales Population Assessment Regional Plan v5

Wellbeing Impact Assessment Report

This report summarises the likely impact of a proposal on the social, economic, environmental and cultural well-being of the region, Wales and the world.

Assessment Number:	302																						
Brief description:	<p>The North Wales Population Assessment and Regional Plan sets out how the Regional Partnership Board (RPB) will respond to the findings of the North Wales population assessment published on 1 April 2017. The aim of the population assessment was to assess the care and support needs of people in North Wales and the support needs of carers.</p> <p>The main focus of the plan is on Regional Partnership Board priorities for integrated working between health and social care at a regional scale.</p> <p>Producing a regional population assessment and plan is a requirement of the Social Services and Well-being (Wales) Act 2014.</p>																						
Date Completed:	Version: 5																						
Completed by:	<table><tr><td>Jenny Williams</td><td>Conwy County Borough Council</td></tr><tr><td>Alan Thompson</td><td>Conwy County Borough Council</td></tr><tr><td>Gerald Witherington</td><td>Conwy County Borough Council</td></tr><tr><td>Mark Bowler</td><td>Conwy County Borough Council</td></tr><tr><td>Gary Major</td><td>Denbighshire County Council</td></tr><tr><td>Emma Horan</td><td>Denbighshire County Council</td></tr><tr><td>Sue Hudson</td><td>Denbighshire County Council</td></tr><tr><td>Natasha Hughes</td><td>Denbighshire County Council</td></tr><tr><td>Cathy Curtis-Nelson</td><td>Denbighshire County Council</td></tr><tr><td>Ann Lloyd</td><td>Denbighshire County Council</td></tr><tr><td>Gareth Jones</td><td>Flintshire County Council</td></tr></table>	Jenny Williams	Conwy County Borough Council	Alan Thompson	Conwy County Borough Council	Gerald Witherington	Conwy County Borough Council	Mark Bowler	Conwy County Borough Council	Gary Major	Denbighshire County Council	Emma Horan	Denbighshire County Council	Sue Hudson	Denbighshire County Council	Natasha Hughes	Denbighshire County Council	Cathy Curtis-Nelson	Denbighshire County Council	Ann Lloyd	Denbighshire County Council	Gareth Jones	Flintshire County Council
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	<p>Fiona Mocko Flintshire County Council</p> <p>Bethan Wyn Evans Gwynedd Council</p> <p>Dafydd Bulman Isle of Anglesey County Council</p> <p>Tricia Jones Wrexham County Borough Council</p> <p>Delyth Pridding Wrexham County Borough Council</p> <p>Sally Baxter Betsi Cadwaladr University Health Board</p> <p>Robert Atenstaedt Public Health Wales</p> <p>Sarah Bartlett Regional Collaboration Team</p>
Key stakeholders and consultation	<p>The plan will affect all protected characteristics; it's a whole population approach to understanding and meeting the care and support needs of people in North Wales.</p> <p>We consulted with people through established groups, face to face interviews, workshops and an online questionnaire.</p> <p>For details see the population assessment consultation report and the regional plan consultation report.</p>
Policies that may affect the proposal	<p>Social Services and Well-being (Wales) Act 2014</p> <p>Well-being of Future Generations (Wales) Act 2015</p> <p>Regulation of Social Care (Wales) Act 2016</p> <p>Children Act 1989</p> <p>Childcare Act (2006)</p> <p>Additional Learning Needs and Education Tribunal Bill 2015</p> <p>United Nations Convention on the Rights of the Child</p> <p>Play Sufficiency Duty</p> <p>Strategy for Older People in Wales 2013-23</p> <p>United Nations Principles for Older Persons</p> <p>Welsh Government Declaration of the Rights of Older People in Wales</p> <p>Mental Health (Wales) Measure 2010</p> <p>Mental Capacity Act 2005</p> <p>Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015</p> <p>Serious Crimes Act</p> <p>Housing (Wales) Act 2014</p>
Responsible Service:	Regional Partnership Board
Localities affected by the proposal:	North Wales

IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

Score for the sustainability of the approach

Could some small changes in your thinking produce a better result?



(3 out of 4 stars)

Actual score : 20 / 24.

Summary of impact

Wellbeing Goals



A prosperous region	Positive and negative
A resilient region	
A healthier region	Positive
A more equal region	Positive and negative
A region of cohesive communities	Positive
A region of vibrant culture and thriving Welsh language	Positive
A globally responsible region	Positive

Main conclusions

The aim of the plan is to show how we will meet people's care and support needs and the support needs of carers in North Wales. If the plan's aims are achieved it should have a positive impact on people's health, reduce inequalities and support the development of cohesive communities in North Wales.

There are potential negative impacts which may result, particularly from difficult choices about where to prioritise investment which may disadvantage some groups over others. There are also potential positive and negative impacts from the way we will commission, procure and use and develop physical assets in the region to meet care and support needs.

The impact assessment has highlighted some potential impacts of the strategic regional plan and we recommend that the impacts continue to be assessed as further strategic and operational decisions are made about how to implement the plan.

The approach taken to completing the Well-being Impact Assessment was to hold a facilitated session on 10 October 2017, inviting people from each local authority and the health board to take part. The draft produced at the session was reviewed on 1 December 2017 by the project steering group which includes representatives from each local authority, BCUHB and Public Health Wales. The Well-being Impact Assessment was reviewed at Denbighshire County Council's Quality Assurance Group on 31 November 2017.

The intention of the plan is to influence decision making and allocation of resources. How it will work practically will become clearer. We had to consider a number of different scenarios to complete the impact assessment which will need to be reviewed as more information becomes available. We need to ensure we understand the impact of the plan on people with protected characteristics and how we can manage impact/remove negatives, and what impact that will have on finances. Carrying out the impact assessment also identified risks which need to be transferred to the project risk register.

THE LIKELY IMPACT ON THE REGION, WALES AND THE WORLD

A prosperous region

Overall Impact	Positive and negative
Justification for impact	There are potential negative impacts on progress towards a low carbon society as the focus on meeting care and support needs may not lead to the most energy efficient model of service provision. There may also be a negative impact on economic development as there is a risk that integration and new service models will mean fewer jobs available. It's difficult to say overall without knowing the specific models of care and support that will be developed in response to the regional plan. The models chosen may also have positive impacts on progress towards a low carbon society and economic development.

Positive consequences identified:

Providing services closer to home and making the most of support available from friends, family and within local communities can be more efficient and reduce the need to travel. There may be positive impacts from the development of extra care and shared housing which use energy efficiently, for example, for heating.

The social care and health sectors can have a positive impact on the local economy by providing employment and business opportunities for providing care as well as providing products and services to care providers.

Developing the health and social care workforce is a key element of delivering the regional plan which will contribute to quality jobs in the region. The choice of service model and provider could have a positive impact on the number, quality and length of jobs available. See the regional workforce strategy for more information.

Developing the health and social care workforce is a key element of delivering the regional plan which will help develop skills in the region. See the regional workforce strategy for more information.

Will need to consider best use of communications, infrastructure and transport when choosing where to base services.

The plan may affect the workforce's childcare needs and childcare may be needed to make services accessible.

Unintended negative consequences identified:

There may be negative impacts on energy efficiency of service models that support people in their own homes instead of shared housing or care homes. These models may also increase the distances care workers travel. Working regionally to develop the area plan creates more car journeys as people travel to meetings.

Working regionally to use buying power to reduce costs can have negative impacts on the economy if it leads to low paid, insecure employment and reduces the ability of providers to invest in their businesses. Commissioning larger scale contracts can make it more difficult for small, local providers to compete in the market.

Making services more efficient may mean reducing the number of jobs. The choice of service model and provider could have a negative impact on the number, quality and length of jobs available.

Will need to consider best use of communications, infrastructure and transport when choosing where to base services.

The plan may affect the workforce's childcare needs and childcare may be needed to make services accessible.

Mitigating actions:

Considering the impacts when more is known about the specific models will help mitigate the impacts. We can look at ways to reduce the carbon footprint of developing the regional plan by looking at the number of meetings held and the way people travel to them, for example, meeting in places accessible by public transport or encouraging car sharing.

A resilient region

Overall Impact	
Justification for impact	The impact will need to be considered when more is known about building projects which may result from the regional plan.

Positive consequences identified:

Services developed in response to the regional plan will need to consider how they can reduce waste, reuse and recycle. This could be considered as part of the commissioning process.

Services developed in response to the regional plan will need to consider how they can reduce energy/fuel consumption. This could be considered as part of the commissioning process.

People's awareness of the environment and biodiversity may not be affected directly but there may be specific projects, for example, to improve well-being by making the most of the natural environment, which will have a positive impact.

Unintended negative consequences identified:

The regional plan may lead to building projects which could have a negative impact on biodiversity and the natural and built environment.

Developing a regional plan does lead to increased fuel consumption due to travelling to meetings. The regional plan may lead to building projects which could have a negative impact on flood risk management.

Mitigating actions:

The energy/fuel consumption of developing regional projects can be minimised by making use of technology to reduce the number of meetings and encouraging people to use public transport, car share and use fuel efficient vehicles to travel. There may be opportunities to promote awareness of the environment and biodiversity when developing projects to improve well-being, which could be looked at along with the Public Services Boards.

A healthier region

Overall Impact	Positive
Justification for impact	Overall the regional plan aims to improve health and should have a positive impact.

Positive consequences identified:

The aim of the regional plan is to support health and well-being by providing the care and support people need, including support for carers.

Access to good quality, healthy food: services delivered in response to the regional plan do provide food which may have a positive impact. Will need to be considered by each service.

Providing support based around 'what matters' to people should help increase participation in chosen leisure opportunities.

The regional plan includes recommendations for improving mental well-being and developing public mental health.

The regional plan includes recommendations for improving access to health care.

Unintended negative consequences identified:

Access to good quality, healthy food: services delivered in response to the regional plan do provide food which may have a negative impact. Will need to be considered by each service.

Mitigating actions:

To minimise any negative impacts the specific health impacts of services should be considered as they are developed.

A more equal region

Overall Impact	Positive and negative
Justification for impact	<p>We can say the impact on tackling poverty will be positive more confidently than the impact on people with protected characteristics. The plan promotes advocacy which can help to improve the well-being of people with protected characteristics. Some of the regional priorities are more developed than others, and so the exact specification for each priority has not been agreed. The impact assessment will need to be revisited as plans progress. This plan is a collation of regional, sub-regional and local plans.</p> <p>Implementation of integrated services, including a workforce plan, will need to ensure we collectively alleviate poverty. Any issues around workforce pay and conditions will be considered further along in the process. Due to the higher than average proportion of people from ethnic minority groups employed in health and social care employed in North Wales changes to the workforce may have a disproportionate impact on these groups.</p>

The protected characteristics considered are:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation
- *For Welsh Language, please see [a region of vibrant culture and thriving Welsh language](#)*

Using a screening tool we identified potential positive and negative impacts of the plan on all protected groups (appendix 1). The areas we considered were:

- Does the proposal relate to an area where there are known inequalities?
- To what extent will service users, employees or the wider community be affected?
- How will you know the needs of people with protected characteristics? What about individuals who have multiple protected characteristics? Does it relate to an area where there is a lack of published research or other evidence?
- Does it relate to an area where your organisation has set equality outcomes?
- Is there any evidence of higher or lower take-up or satisfaction by any of the identified groups?

- If there are limitations or barriers to access, do these amount to unlawful discrimination or is there potential for reducing inequalities or improving outcomes?

Positive consequences identified:

Improving the well-being of people with protected characteristics

The plan aims to improve the well-being of people who need care and support based around what matters to them. This should have positive impact on people with protected characteristics. There are specific chapters about improving services for children and young people, older people, people with chronic health conditions, physical disabilities and sensory impairments, learning disabilities, mental health needs, carers, women and men who experience domestic abuse and sexual violence. The plan is based on the population assessment of care and support needs and the support needs of carers in the region.

Because the plan is being produced on a regional basis it's easier for people with protected characteristics to get involved which may have financial benefits, avoid duplication and so on.

Each chapter of the population assessment includes an equalities and human rights section which summarises the evidence available about the needs of people with protected characteristics and any gaps. The evidence used included research reports and consultation. A full consultation report is available.

Addressing/reducing health inequalities

There is a chapter about healthier lifestyles and health inequalities which includes integrated working to prevent health inequalities such as the first 1,000 days project. The plan responds to the population assessment and reflects a lot of work that's going on already or currently being planned such as BCUHB's 'Living Healthier, Staying Well' strategy.

Tackling poverty

Tackling poverty is a priority for PSBs in North Wales. There are many factors that could affect poverty outside the control of the plan.

Unintended negative consequences identified:

Improving the well-being of people with protected characteristics

Raised expectations as a result of consulting.

Raised expectations of the third sector to deliver and meet needs.

The capacity of the public sector to meet the needs identified in the population assessment and included in the regional plan.

The population assessment and plan may not identify cumulative impacts, for example, on people with a number of different protected characteristics, or combined with other needs such as poverty or caring responsibilities.

There is more information in the population assessment reference library and population assessment consultation report about issues facing these groups.

Feedback from the consultation highlighted concerns that the ethnic minority and migrant population in North Wales is exposed to conditions of rising hostility and is

vulnerable to the harassment that has been identified as contributing to mental health problems, especially in rural locations. It also highlighted the need to take account of the different needs of women and men.

One in four people from a BAME background employed in North Wales are employed in the health and social care sector. Any changes from the plan that affect the workforce could have a disproportionate impact on these groups.

Addressing/reducing health inequalities

No clear impact on Gypsy and Traveller groups (known to have worse health outcomes).

Tackling poverty

There could be a negative impact on people who are supporting themselves, for example, funding their own care. Services are increasingly accessed online – a reduction in alternatives could have a disproportionate impact on people who don't have access to the internet due to poverty or protected characteristics.

Mitigating actions:

The population assessment includes information about people with protected characteristics and this should be included in the final plan. We need to be careful not to look at older people, women and so on as a homogenous group, for example, as many people will have more than one protected characteristic. To mitigate we will consider including references to people with protected characteristics within each of the chapters in the plan.

Some groups representing people with protected characteristics responded and engaged but we have less detailed information/engagement with groups/people representing other people with protected characteristics. As services are developed we need to talk to people about the detail, for example, moving some services can have a positive impact on some and negatively impact others. However, a more strategic regional approach has to improve service provision and reduce/remove gaps.

We will share the regional plan, population assessment and consultation reports with the six North Wales local authorities, health board and other partners who are responsible for developing actions based on the findings. Engagement and consultation information from the population assessment can be re-examined. Each regional priority/service will need its own impact assessment. The priorities will be developed over the next five years.

Equality principles to be considered: Equality of opportunity and equality of access, for example, education, housing, access to outdoor space, transport and connectivity between areas, public amenities, access to the natural environment, information technology, health care and leisure, the cost of participation. Equality monitoring and analysis - commitment to on-going engagement each area to refer to its own Strategic Equality Plan and take necessary steps. We need to make an ongoing commitment to co-production. There is a social value forum looking at co-production that can support us.

During the equality impact assessment process the regional plan has been amended to include findings from the consultation about the impact on people with protected characteristics. It has also been amended to include clearer links back to the findings

from the population assessment about the needs of people with protected characteristics and each partner organisation's strategic equality plan.

The progress against the plan and outcomes will be monitored through the Regional Partnership Board's annual report.

Evidence documents

North Wales Regional Plan Consultation Report

North Wales Population Assessment

North Wales Population Assessment Consultation Report

Social Services and Well-being (Wales) Act 2014 Part 2 Code of Practice (General Functions)

Population assessment toolkit (Social Care Wales)

Area plan template (Social Care Wales)

Welsh Government Part 2 Equalities Impact Assessment

Strategic Equality Plans of the six local authorities and BCUHB

Population Assessment reference library (see Endnote database). The library includes:

- research reports, for example, on developing inclusive residential care for older LGBT people;
- findings from other consultations with people with protected characteristics, such as a report on access to statutory services from the perspective of Minority Ethnic Elders in North Wales;
- links to statistics measuring inequality in North Wales.

A region of cohesive communities

Overall Impact	Positive
Justification for impact	If the aims are achieved the regional plan should have a positive impact on community cohesion. The impact will depend on what mitigation we put in place and the links with the other strategies. It may change over time as people are involved and projects develop.

Positive consequences identified:

Links with the VAWDASV strategy and regional group; North Wales Safer Communities Board - project to work with families affected by prison; North Wales Safeguarding Adults and Children's Boards; Area Planning Board for substance misuse

Plan to continue participation as strategies develop, needs to be built into the regional plan. Social value forum, promoting co-production. Aim of the Social Services and Well-being (Wales) Act. New requirements of advocacy. Promoting the role of the third sector and social enterprises. Active offer of services in Welsh.

Care homes development. More appropriate housing for vulnerable groups in safe areas. Links to LDP and housing strategies and transport strategies.

Unintended negative consequences identified:

Supporting some communities at the expense of others can cause problems. Promoting independent living - can be risks around safeguarding, victims of crime, fraud

Focus on people who are engaging or have an advocate means we can miss people who are not. Care homes development. Other groups may see housing for vulnerable people having a negative effect on their area.

Mitigating actions:

Clear communication, bring people along with you, make sure they are included. Engage with hard to reach groups and supporting hard to reach groups to engage with us, including people with one or more protected characteristics. Changing the way we do engagement to make it more accessible, go to places where people are. Challenges around resourcing this. Respond to engagement, make sure it helps shape services. Independent living - consider safeguarding, isolation issues, transport, social groups participation - what matters conversations. If the 'what matters' approach is working, these issues will be mitigated. Think about how we collate the information from 'what matters' conversations to inform services.

A region of vibrant culture and thriving Welsh language

Overall Impact	Positive
Justification for impact	The regional plan aims to improve services available in the Welsh language.

Positive consequences identified:

The population assessment included a Welsh language profile and identified that there is a need for more services in Welsh and the consultation supported this finding.

The regional plan supports the requirement to make an 'active offer' of Welsh language services. This needs to be considered further when developing services.

The consultation identified opportunities to use culture and heritage to support well-being, for example, through social prescribing. Focussing on what matters to people should help access to culture and heritage they choose.

Unintended negative consequences identified:

If we are not able to recruit enough Welsh speaking staff our services could have a negative impact on the number of people using Welsh.

Mitigating actions:

See the regional workforce strategy and 'More than Words' project for more information.

A globally responsible region

Overall Impact	Positive
Justification for impact	There are benefits to working together as a regional to write the plan Need to make sure we recognise the differences between areas and take the differences into account when designing services to meet local needs rather than regional structures.

Positive consequences identified:

Local, national and international supply chains are something to be considered as part of the projects when they reach the purchasing stage. Good commissioning will help providers plan services in future. We need to be clear about what's needed. Integration of services done well should help. The Social Services and Well-being (Wales) Act 2014 requires us to support social enterprises.

The plan puts a spotlight on specific human rights issues that can affect people in receipt of services, such as prisons, children's and older people's rights, trafficking. Making support available for people who are vulnerable can help uphold people's rights, such as support to stay at home and right to family life.

Coproduction approach - people's right to have a say and advocacy.

Should help to inform other provision and better integrate strategies. It should also make us more aware of what other organisations are doing and help us be more consistent which will help other organisations and service users navigate the systems.

Unintended negative consequences identified:

The more you integrate services, they become larger which makes larger national/international providers more likely to bid for them which can have a negative impact on local organisations. This can affect the market. Larger organisations may be more likely to buy from international suppliers which can have negative impact on local businesses. Need a coordinated approach to community benefits. Make sure local people can access jobs that are being created and we don't exclude accidentally, for example, with training requirements. If we don't get the engagement correct we may miss out picking up on human rights issues affecting hard to reach groups. If we don't get advocacy or coproduction right or people can't access services it will have a negative impact. Decisions around allocation of resources may have negative impacts. Regional working could make it less obvious how to engage. Who's delivering or leading on what, loss of local relationships, learning from other regionalisation projects. Impacts on smaller organisations who don't have capacity to work at local level. Standardising services may mean loss of good practice in some areas.

Mitigating actions:

Support other stakeholders and partners to form consortiums and partnerships so they can work more effectively at a regional level. Support small organisations to expand or increase capacity to work at a regional level.

Appendix 1: Screening tool

	Age	Disability	Gender reassignment	Marriage or civil partnership	Pregnancy and maternity	Race	Religion or belief	Sex	Sexual orientation	Welsh language
Does the proposal relate to an area where there are known inequalities?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Will the proposal have a significant effect on these groups?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
How will you understand people's needs?	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports
Evidence of higher or lower take-up or satisfaction?	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports	See population assessment and consultation reports
Does the proposal discriminate against these groups?	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects
Is there potential for reducing inequalities or improving outcomes?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes