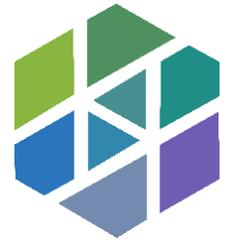


Conwy and Denbighshire Public Services Board

Annual Report 2019/2020 - A year in Review



Welcome to Conwy and Denbighshire's Public Services Board second Annual Report.

The aim of this report is to give a brief overview of what we have achieved in the second year of our 5 year well-being plan. An annual report is essential to make sure that as a Board, we are accountable to the public and can self-reflect on where we are making a difference, in line with the 5 ways of working and outline our future direction.

- **Long term** - This is about looking to the future and considering how our actions now can impact on things.
- **Integration** - This is about working in an integrated way and also considering how our well-being objectives may impact on our partners.
- **Collaboration** - This is about working together with others, such as people, communities, voluntary & private sector and other public sector organisations
- **Involvement** - This is about involving people and ensuring people have the opportunity to get involved and have their say.
- **Prevention** - This is about stopping problems happening in the first place and preventing them from getting worse.

[Find out here about what we did in the first year of our plan.](#)

What is a PSB?

The [Well-being of Future Generations \(Wales\) Act 2015](#) required every county to set up a Public Services Board (PSB) so that all public bodies in the area could work together to improve well-being. Conwy and Denbighshire services already work together to support people across our region. So we took this opportunity to establish a single [Conwy and Denbighshire PSB](#) for the region in April 2016.

This means both local councils, Police, Fire Service, NHS, Natural Resource Wales, voluntary sector, Welsh Government and probation services all come together to discuss ways to improve well-being in the area and how we can use our resources better to meet needs now and in the future.

Well-being is about being healthy and happy in all areas of your life. Not just good physical and mental well-being but also having positive relationships, strong communities and a healthy environment. We help services work together to improve:

- cultural well-being
- economic well-being
- environmental well-being
- social well-being

In 2018 we published our [well-being plan](#) for the region. It focuses on the challenges communities' face which we feel we can really improve by working together. Our plan focuses on 3 priority areas:

1. People – Supporting Good Mental Well-being for all ages
2. Community – Supporting Community Empowerment
3. Place – Supporting Environmental Resilience

We also committed to 4 additional principles which support the priorities:

- a. To tackle inequalities and treat everyone equally
- b. To support and promote the Welsh Language
- c. To support people so they can access healthy, safe appropriate accommodation
- d. To avoid duplicating work.

Where we're at now – the Priorities

1. People – Supporting Good Mental Well-being

What we wanted to achieve in our second year

- Common understanding of the issues, opportunities and priorities around mental well-being.
- Exploring ways of working to explore opportunities for the Well-being Plan and national strategy "Together for Mental Health" to deliver together developing objectives to deliver the priority.
- Recognising that that the delivery plan is about much more than a clinical issue or clinical response and that well-being and resilience are about communities, ways of working and community assets.
- Recognising that there are already a lot of good things going on that we can learn from and that Local Implementation Teams (LITs) and PSBs working together offer the potential to deliver something very powerful.

The impact we want

- More people experiencing good mental well-being and fewer people suffering anxiety and depression.
- Less self-harming and lower suicide rates.
- Less stigma around mental well-being.

What we said we'd do and what we've done so far

1. Set up and develop a PSB sub-group to lead on this priority area -

Lead for Mental Wellbeing Priority transferred to BCUHB in Mar 2019. Work undertaken during this time has been to:

- Ensure understanding of mental wellbeing and define it.
- Identification of indicators/measures of mental wellbeing.
- Establish Mental Wellbeing baseline and where are we now.
- Meet with key stakeholders to identify current gaps or areas for exploitation in current MWB provision and support.
- Development of project options for delivering the MWB priority.
- The findings were presented and circulated as a paper to PSB members on 16th January 2020.

2. Hold a workshop with practitioners, service users and providers to explore local issues around mental well-being and identify potential objectives -

Four principle areas for delivery of the Mental Wellbeing Priority have been identified:

- Farming community / Rural mental wellbeing
- Libraries for mental wellbeing
- Refresh of five ways to mental wellbeing
- Local Implementation Team / ICAN – Mental Health and Suicide Awareness Training

Agreement on area(s) of delivery were anticipated at the March 2020 meeting, however this has been postponed by Covid-19. Therefore, agreed delivery area(s) pending. Once agreement is reached, work will then start to move forward and be adapted to the current situation and support Covid-19 recovery.

3. Implement the findings and recommendations from the workshop and develop an action plan to deliver the next steps for the priority -

The plan is in its forming stage and it is important to ensure that a multi-agency approach is taken, appropriately resourced, and that identified project(s) are adequately resourced in order to achieve what is set out in the Plan.

How do we think we've got on?

Taking forward this priority has been slow. In the initial stages progress was hampered by a lack of definition, defined objective and the macro cross-cutting nature of mental wellbeing. This created considerable inertia and challenges, particularly where the initial lead for the topic was not familiar with this subject area. Further delay occurred during the handover of topic lead. More recent work has placed the priority area in a better position; defining mental wellbeing, determining baseline measurements, establishing areas of good practice, and identifying a range of projects that will impact on mental wellbeing. Selection of the projects and formation of multi-agency project teams will enable the priority to be taken forward at pace.

b. Communities – Community Empowerment

What we wanted to achieve in our second year

- Understand what work is already taking place, and where the PSB could add the greatest value in terms of empowering our communities.
- Consult with professionals on areas of need and seek to develop the PSB's next steps towards meeting those needs
- Understand what would constitute success, and who should be involved in more detailed design and delivery.

The impact we want

- Thriving community groups and assets that meet local needs.
- Services that work together better.
- Services that are better value for money.
- People getting involved and having a say in improving services.

What we said we'd do and what we've done so far

1. Developing the Next Steps for Community Empowerment -

A workshop was held on June 27, 2018, attended by some 40 professionals with good representation across partner organisations. In-keeping with our principle of building on existing pledges from organisations' well-being plans, delegates were presented with information about existing pledges and asked to consider areas of need where collaboration would add value, focussing on the following themes:

- i. Housing
- ii. Employment Opportunities
- iii. Capacity Building
- iv. Provision of Health & Well-being Support
- v. Infrastructure

The output of the workshop was considered by the PSB at its meeting in September, agreeing three areas of work for the priority where the PSB felt it could add value through early intervention, focusing on the local dimension, and involving a different set of partners. These are detailed below.

2. Social Prescribing will support the well-being needs of individuals and our communities, and will as a result mean fewer medical prescriptions and lower non-medical expenditure on services needed due to lifestyle related conditions. People will also be enabled to stay in their own homes for longer -

Following the establishment of a multi-agency team consisting of colleagues from BCUHB, Public Health, Natural Resource Wales and both Conwy and Denbighshire Local Authorities opportunities were identified to better link social prescribing practitioners into existing and new weight-management pathways.

BCU were appointing staff to lead their new weight management project in March 2020, at which point the multi-agency team was to meet again. Due to the coronavirus lockdown beginning, this was postponed.

Nevertheless, some key connections were made and a Performance Management Framework developed to monitor success of the work. Key areas of work/standing agenda items for the team were also agreed, namely:

- Ensuring effective connections are made between health and local authorities so that residents on clinical weight management pathways are also offered support from community navigators;
- Identification of barriers to participation in community activities, and consideration of how to address them;
- Identification of gaps in community provision that promote better health, and consideration of how to address those gaps.

3. Better support tenants and those at risk of homelessness. This will not only result in less homelessness and more stable tenancies, but mitigate health associated risks and support a better quality rented sector -

Due to capacity, this work has not started.

4. Dementia Support Action Plan to better support dementia sufferers and their carers. PSB partners will work towards becoming dementia friendly organisations that help people live independently for longer -

DVSC's Dementia Aware Community Led Programme is up and running enabled by Welsh Government ICF Funding. Over the last 12 months we can report the following activity:

- 3 Network meetings have been held with over 105 people in attendance including statutory partners, local businesses, third sector organisations, local community groups and individuals.
- 6 Business Breakfasts have been held attended by 54 people, engaging local businesses in Ruthin, Rhyl, Rhuddlan, St.Asaph, Corwen & Llangollen in becoming more Dementia Aware.
- Towns working towards Dementia Friendly Status - Following on from the 3 pacesetter areas of Prestatyn, Denbigh and Rhuddlan a further 5 Dementia Aware Action Groups have been established in St. Asaph, Ruthin, Rhyl, Llangollen and Corwen. They are supported by DVSC and powered by volunteers.
- 6 DVSC staff (Dementia Champions) have provided 332 people with Dementia Friends Awareness sessions.
- Just under £20,000 of funding from the Dementia Aware Community Led Grant Programme has been provided to 16 organisations and 2 individuals to support in raising awareness of Dementia and providing activities for people living with Dementia and their carers in the local communities of Denbighshire. This was also supported via our other funding streams, including Denbighshire Welsh Church Acts, which has Dementia as one of the priority criteria and enabled match funding to be obtained for Dementia projects.

- A training course run in conjunction with Alzheimer's Society 'Step Inside Dementia' with 15 people in attendance. Another 4 were planned but had to be cancelled due to the COVID19 pandemic.
- The Dementia Aware Denbighshire programme has been regularly promoted on Social Media and through DVSC media channels including 8 blogs and at various DVSC networks including the #DenbighshireVolunteers Network and the Wellbeing Network.
- Over the last 12 months we have published just over 80 posts on Facebook reaching nearly 25,000 people. This has resulted in almost 1,500 interactions (likes, comments, shares).
- We have tweeted 161 times on dementia related subjects. 25 tweets were shared information about our members/partners. In total our tweets reached 90,000 people resulting in 2,500 interactions (likes, reactions, retweets).
- We have had 5 press releases published in the last year. Including the launch of the Dementia Aware Network, 2 grant programmes opening and one on successful grant recipients. Denbighshire County Council also had a published press release regarding their success at becoming a Dementia Friendly Community.

The Dementia Aware Denbighshire programme delivery is being repurposed to consider the COVID19 landscape. This includes:

- Holding our networking events online, the next Dementia Aware Denbighshire Network meeting in June 2020 will be held on Zoom and we are working to support activities being taken online / over the phone through our Community Support Service.
- In addition, DVSC is now actively promoting its Dementia E-Learning course that local communities can access from their own homes and is working closely with Denbighshire County Council on a programme of Dementia Training to be undertaken in 2020-21 (exploring how this can be delivered in the current climate).

DVSC has led on this work under the community empowerment priority whilst working closely with statutory partners including BCUHB and DCC, both of whom have been accredited as dementia friendly communities over the same period. DVSC has also worked closely with DCC's ICF funded Dementia Support Workers project to ensure strong links between voluntary and community activity and DCC's Community Support service.

How do we think we've got on?

The connections made between colleagues from Health, Local Authorities and Public Health Wales around how social prescribing can help to address a particular issue has been welcomed by all parties, and should enable a whole system approach to tackling persistent issues. Plans about how the process/pathways can work have been discussed, and can be documented to ensure mutual understanding. Going forward, careful attention will need to be paid to ensure practise follows the theory, and to also ensure we can continue to ask ourselves if and how things can be improved. These principles are important for ensuring sustainable and effective change.

c. Place – Supporting Environmental Resilience

What we wanted to achieve in our second year

- Support people and communities to realise how important the natural environment is and understand what positive differences they can make to reduce their impact on it.
- Start to address environmental issues such as climate change by promoting ways we can all reduce our footprint such as recycling, improving energy efficiency, reducing carbon emissions and by generally being greener.
- Understand what each of our partner organisations are doing in term of addressing their ecological footprint. Consider what frameworks we are working towards and how we can bring this all together. As part of this we want to improve the energy efficiency of our buildings and facilities.
- Focus on sustainable procurement (in particular maximising community benefit and making sure we're not having an adverse impact on the environment when we're buying goods and services).

The impact we want

- Our communities and partner organisations to do their bit and actively take steps to reduce their footprint and make sure the local environment is being managed properly and help wildlife and nature flourish for future generations.
- To make sure the natural environment provides a space for our residents, visitors and workers to make the most of and which benefits their health and well-being.
- Improve the consistency between PSB partner organisations, by working towards the same environmental policies, standards and targets.

What we said we'd do as actions and what we've done so far

1. Work with our PSB partners to develop a framework for our environment work, so that we're all working to the same goals -

A Common Environmental Policy has been approved by the Public Service Board. The Environmental working group has been tasked to discuss the practicalities of co-ordinating work. Welsh Government Energy guidance on collecting data is being looked at by Energy Managers and a Consultancy Company Aether is piloting this. North Wales Fire & Rescue service are piloting this in March and April 2020. There is a firm commitment to collaborate, however to avoid duplication the work on commitment 1 (Carbon and Energy) has been deferred until the Welsh Government Guidance is published in spring 2020 so that the data mirrors the guidance. We are still awaiting for further clarity from Welsh Government on how to measure scopes and what can be off set (sequestration). The group will therefore focus on commitment 2 which includes biodiversity actions, to see what can be collated for discussion at the next meeting in April 2020.

The group are also looking at collaboration projects which could be developed to use a small funding allocation. Part of the North Wales PSB support grant funding has been used to appoint Netherwood Sustainable Futures to advise on a North Wales Regional

Climate Change Approach. This work will report in March 2020 and will include a review of existing climate change mitigation approaches, groups and activities across the four North Wales PSB areas. Netherwood Sustainable Futures is working closely with Regional Partnership Board during this time.

2. Work with communities to develop environmental pledges and green changes we could make to reduce our impact on the environment -

The Community Green Pledges were launched in January 2020. Five community pledges have been received so far. A series of communication has been developed for the year to keep the pledges in the public eye

3. Look at environmental issues affecting the region that we can't fix by ourselves, like sea defences and reducing the amount of packaging in our shopping -

A further update on the sea defence in old Colwyn was deferred owing to meeting a PSB cancellation, and will be presented at a future PSB meeting. No further areas for lobbying have been identified a present. However, all Local Authorities across North Wales have declared an Environmental Emergency. Action plans on how to significantly to reduce carbon footprint are being developed and all good practice will be shared.

4. Look at our procurement processes and identify how we can maximise community benefits from building developments (e.g. through Section 106 agreements – these are legal agreements between local authorities and developers for times when measures may be needed to reduce a developments impact on the community) -

We have responded to the Well Being of Future Generations Commissioner's audit on procurement and evidencing the benefits of procurement – including the environmental benefits. The outline proposal for a regional environmental partnership board includes a work stream to focus on procurement. This is an area where significant carbon reduction can be achieved.

5. Work with our planning teams to make sure environmental issues are looked at when planning new developments –

No further developments have been made on this action in this period. This will be developed through the regional partnership sub groups.

How do we think we've got on?

The launch of our green pledges has received a positive response. Although it is still early days, the pledges which has been received so far show that there is a lot of positive work going on in communities. As we build a database of pledges, we will be able to share this good practice and hopefully encourage other communities to follow suit and create a 'ripple effect' to wider change.

Whilst not yet implemented, there are positive moves towards a regional approach to public sector environmental change, but it is important that we do this in line with Welsh Government guidance to avoid duplication, hence the decision to delay until guidance is issued and the consultancy report on regional opportunities is published. Whilst the sea

defence concerns are not addressed, there has been progress in securing funding for interim measures.

It has been necessary in the last quarter of the year to defer some meetings and therefore progress, in light of the Coronavirus pandemic. It is also evident that whilst we are making progress, it is slow owing to the capacity of officers and other pressing deadlines.

Our Reflections after year 2

This annual report is a self-reflection of the progress we have made and serves to further that openness and transparency by stating what we have achieved, whether we feel we have done things well, and where we will focus to improve in the future. The PSB is a strategic partnership which sits in a landscape of many other regional and sub-regional partnerships within North Wales.

The last quarter of the financial year has been dominated by the global coronavirus pandemic. The Covid-19 lockdown put a halt on many of the projects underway at PSB due to urgent requirements to develop new services, systems and processes in light of lockdown restrictions. Strategic and operational focus has shifted to emergency planning and business continuity. Through these extremely challenging times, the PSB leadership has continued to work collaboratively to support the community and each other's service pressures and to deliver essential services during this global crisis.

A meeting of PSB was due to take place on 15 March, but at that point services were dealing with the arrival of Covid-19 so the meeting was cancelled. As lockdown eases, all partners will contribute to the management of the virus, and socio economic recovery. The PSB is next due to meet in late July. It may be that there's some discussion at that meeting about whether the priorities remain the same or whether other goals will come to the fore.

Working collaboratively – Thinking Global

We've been linking in with other partnerships to avoid duplication and to share ideas. We've -

- talked to the Regional Partnership Board for Social Care and Well-being.
- had updates on the North Wales Growth Deal.
- discussed the Local Development Plan for both Conwy and Denbighshire.
- been monitoring Brexit and looking at ways we can support each other during this process.
- been looking at key risks in the area and discussing what we can all do to help each other. We've developed a risk register to help us monitor our local risks.

- responded to Wales Audit Office's Local Government Services to Rural Communities report and applied the recommendation of using Welsh Governments rural proofing tool to our priorities. This has helped us assess the impact our priorities may potential have on rural communities.
- continued to learn more about each other's organisations. In July we found out about Natural Resources Wales and went on a site visit to learn more about their Uwch Conwy partnership project with the National Trust in the Conwy Valleys.
- shared good practice from across our organisations, such as learning about the British Sign Language interpretation pilot that has been taking place in Conwy Council.
- talked to Improvement Cymru and discussed different ways the service can potentially support us to deliver our priorities going forward.
- talked to Wales Energy Service about the support they can offer and how regional energy planning can help contribute to the decarbonisation of the public sector. We're now looking at ways we can work together on our environment priority.

Being Challenged

Like any partnership, it's important that there are checks and balances for us.

- We've been holding open meetings, and all the [PSBs papers & minutes](#) are published on the Conwy and Denbighshire PSB website.
- We publish short [newsletters](#) after each meeting so people can read what we're doing in bitesize chunks.
- Had regular discussions about the organisational leadership challenges and how we can help each other.
- We've responded to the Wales Audit Offices review into PSBs and produced an action plan to respond to the national recommendations.

From May 2019 onwards, the PSB has been held to account by the newly formed joint Conwy and Denbighshire Scrutiny Committee. Again, these meetings are open to the public and anyone can attend. Details of the meetings can be found on either the [Conwy Council committee pages](#) or [Denbighshire Council Committee pages](#).

Get involved (involving people)

We want you to stay in touch & get involved in our work. You can:

- Come to one of our meetings – all the [dates and agendas are published on our website](#)
- Read [our newsletters](#)
- Follow us on social media, we're on [Facebook](#) and [Twitter](#)
- Stay involved and [share your views through the PSB website](#)
- Write to us at C/O Strategic Planning Team, Denbighshire County Council, PO Box 62 Ruthin, LL15 9AZ
- Email us at countyconversation@conwy.gov.uk
- Call us on 01824 706516 (BT Relay Service Customers with hearing or speech impairments can contact any Council service by dialling **18001** before the number they require)
- British Sign Language users can contact Conwy County Borough Council using a Sign Language interpreter, through the InterpretersLive! service, provided by Sign Solutions – visit www.conwy.gov.uk/Contact-Us/sign

We're happy to provide this document in large print, audio and braille.

This document is also available in Welsh.