



# Performance Report 2014-16

## Supporting Independence & Resilience: Denbighshire Wellbeing Plan

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## LANGUAGE SIGNPOST

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## INTRODUCTION

This report provides an overall assessment of the performance of [Supporting Independence & Resilience: Denbighshire Wellbeing Plan](#) during 2014-16. The Plan is the strategic plan for the public sector in Denbighshire.



Denbighshire’s Wellbeing Plan was developed after significant [needs assessment, engagement and consultation](#). It preceded the new statutory duty for public sector bodies to produce well-being plans (under the Well-being of Future Generations (Wales) Act 2015), and has come to be regarded as good practice.

The Denbighshire Wellbeing Plan uses the Five Ways to Wellbeing as a framework for delivering its [vision](#). The Five Ways to Wellbeing are:

- Be Active
- Connect
- Give
- Keep Learning
- Take Notice

We are now half way through implementation of the Plan and partners have worked together, piloting some innovative and experimental approaches. While the outcomes of these projects have not always been what we’d hoped, the shared learning has been important.

The priorities of the projects are to address the challenges faced by rural areas; to support the most disadvantaged to build their resilience; and to build the capacity of communities to develop and thrive

This report contains sections on the following elements of our work:

1. The Strategic Partnership Board’s Wellbeing Plan, and progress in delivering our priorities
2. Wellbeing Plan projects
3. Future planning

## KEY

The following contains information that will help you to understand the analysis of our progress, particularly in relation to our priorities.

Each outcome contains a number of indicators, performance measures, and improvement activities. This content is used to determine how good the current position is, which is based on contextual data to enable a more robust understanding of our performance.

We use a selection of "indicators" to help us understand whether we are making progress with delivering the Five Ways to Wellbeing. Indicators do not directly measure the performance of partners, as most indicators are outside our full control and tell us about the external environment. However, indicators are useful and important because they help us to understand whether outcomes for our communities are getting better or worse.

Each of the Fives Ways also has a selection of "performance measures" which measure the success of the partner's work in relation to the Five Ways. Each indicator and performance measure is given a status that describes the current position. The status tells us how good the current position is, and the colours below represent the following definitions.

Each outcome also has "improvement activities", which are projects and actions designed to contribute to the delivery of the outcome. We monitor the delivery of these activities by providing a "delivery confidence". The same four colours are used to mean the following:

### THE COLOURS

Colour	Action Status	Measure Status
Green	On Target	Excellent
Yellow	Experiencing Obstacles	Good
Orange	At Risk	Acceptable
Red	Compromised	Priority for Improvement
Blue	Completed	N/A
Grey	No data	No data or is a count only

## THE EVALUATION

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The default methodology for performance evaluation is where the upper quartile reflects the transition to Excellent, and the Wales median reflects the transition to a Priority for Improvement. This is true for most, however there are circumstances where this methodology is not appropriate. For instance, obesity or physical activity quartile thresholds are calculated by benchmarking local data against Welsh local authority area data, where performance across Wales is poor. The result is that performance will appear to be acceptable or even good, when in reality it is not. In these instances, thresholds have been amended to address this (this is noted under graphs).

Where indicators do not have locally/nationally agreed targets an indicative 'ambition' has been applied in some cases, simply to demonstrate desired future performance.

The default position for project / activity reporting is documented in the project management methodology, summarised above as Action Status.

## DENBIGHSHIRE WELLBEING PLAN

This is the summary position for each of the Five Ways to Wellbeing in the Denbighshire Wellbeing Plan as at August 2016. The overall evaluation for each of the Five Ways has been determined by taking account of the indicators, performance measures, and improvement activity.

<a href="#">Be Active</a>	Priority for Improvement
<a href="#">Connect</a>	Acceptable
<a href="#">Give</a>	Good
<a href="#">Keep Learning</a>	Acceptable
<a href="#">Take Notice</a>	Excellent

SUMMARY

The overall position for this cluster of indicators is red: Priority for Improvement. Indicators relating to physical activity, obesity and smoking are a cause for concern, and remain challenging issues.

Adult physical activity levels have increased slightly but still remain red: a priority for improvement. 35 per cent of adults in Denbighshire reported to be physically active on 5 or more days in the past week during 2014/15. Just under one fifth of men and nearly one quarter of women in Conwy and Denbighshire were obese in 2014/15 (and female obesity had increased by 4 per cent since 2013/14).

Despite increased physical activity by children in 2014/15, rates of childhood obesity remain high at 26 per cent.

The percentage of adults who said they smoked during 2014/15 also increased from 23 to 24 per cent, higher than the Wales average of 20 per cent. This has steadily increased since 2012, despite significant input to reduce smoking nationally, whereas other areas in Wales have experienced reductions in adult smoking by up to 4 per cent. BCUHB are investing in the development of a specialist maternal smoking cessation service across North Wales. BCUHB has also renegotiated pharmacy level 3 smoking cessation contracts with Community Pharmacy Wales to incentivise pharmacists to support people to stop smoking.

TACKLING OBESITY

Cartrefi Conwy, both local authorities, Natural Resources Wales, North Wales Police, the National Park Authority, Public Health Wales and both Voluntary Services Councils agreed to integrate tackling obesity into all planning processes and to promote healthy lifestyles. There has been no notable change in obesity levels since these interventions (however, the indicators we use to measure activity levels are published a year behind their collection).

It is worth acknowledging that the impact of local interventions might be less effective than nationally driven changes in policy and legislation. For example, the UK-wide sugar levy has been regarded by campaigners as one important approach to tackle childhood obesity.



## CONNECT

### SUMMARY

The status for 'Connect' is Orange: Acceptable.

The Wellbeing Plan has prompted partners to collectively consider personal wellbeing, and specifically social isolation and loneliness. Social isolation and loneliness can be costly; in terms of the negative impact on people's health and wellbeing and the greater demand placed on public services. Two thirds of people who responded to our residents' survey in 2015 said they hardly ever lack companionship, or feel left out or isolated from others for some of the time, or often. Because this is new data we have not assigned a status to these indicators but partners will be sharing information about social isolation and loneliness as part of the county's Ageing Well Plan. People of all ages can feel lonely or isolated, and in order for individuals and communities to be resilient, we need to equip people with information and opportunities to 'connect' and get involved.

Other indicators of civic and political engagement - voter turnout, feelings of involvement in local decision making - are red: priority for improvement. Voter turnout at National Assembly for Wales elections increased by 1.9 per cent since the last election in 2011. Voter turnout in Clwyd West was 45.5 and is orange; Clwyd South was 40.9 and is red; and Vale of Clwyd was 42.9 and is red. The median was 42.9 for all three constituencies. Voter turnout for the parliamentary general election in 2015 decreased by 0.2 per cent in Denbighshire to 63.8 per cent whilst elsewhere across the UK turnout increased slightly. Partners are limited in being able to positively affect these indicators.

Developing community transport remains an important project. Regional funding has been allocated to recruit volunteer drivers. This work has been put on hold temporarily while the issues associated with the loss of the GHA Coaches company are resolved.

The Wellbeing Plan committed to an innovative project known as '[Denbighshire 20](#)'. The aim of the project was to identify the people for whom improved partnership working would help to maximise their independence and resilience and therefore reduce unplanned access to services. The Denbighshire 20 project team was challenged to try new interventions to resolve longstanding problems, and to think creatively.

16 nominations for intervention from Denbighshire 20 were agreed. However, the effort required to work with these cases meant that only four nominations became live cases. Two of the four cases resulted in initial positive outcomes (case study below), where a multiagency approach trialling new ideas worked, and enabled a coordinated package of support. Following the end of support, the sustainability of the positive outcomes achieved by those two individuals - given their long-standing dependence on calling 999 - remains to be seen. In the other two cases, the interventions put in place by Denbighshire 20 made no difference to the individuals/families.

Denbighshire 20 was closed in 2016 and two existing multi-agency groups (the Antisocial Behaviour Group and the High Risk Case Management Group) have taken over its remit. If individual cases cannot be resolved by these groups they are 'escalated' to Denbighshire Strategic Partnership Board.

The Denbighshire 20 project found that there are general patterns of people abusing emergency services because they are lonely, socially isolated and often have alcohol abuse problems that result in high demand on emergency services, especially at night and weekends. Some people were calling for an ambulance several times a night, nearly every night. The cost and impact of this is unsustainable, and the solutions are problematic and not easily achievable. While Denbighshire 20 did not achieve lasting and significant results, it was a fresh, new, innovative approach to complex problems. An

### DENBIGHSHIRE 20 CASE STUDY

The service user had recently been released from prison, and was vulnerable to domestic violence and exploitation. They had long standing mental health/self-harm issues, and was potentially harmful to others. The service user's mental health had deteriorated due to unstable housing and their personal history made suitable social housing unobtainable.

Led by Denbighshire 20, their health and social care needs were addressed. Disclosure and insurance issues because of the individual's past criminal activity were overcome and the service user was supported to access stable housing from Supporting People. The individual was soon doing well; living in stable, independent accommodation with appropriate support. They were supported to participate in activities during the week but felt lonely at weekends, and so to address this, they started volunteering at an animal rescue centre.

The individual had a history of difficult relationships with agencies. Denbighshire 20's coordinated approach helped; without that the interventions could have become diluted resulting in unsuccessful referrals for support, partners not being aware of the situation, with the individual "falling through the cracks".

There were some issues with this individual immediately after the intervention but on the whole their behaviour had improved and calls to 999 reduced: "because of Denbighshire 20 we can all spot early signs" when the individual is struggling"

evaluation was undertaken and is available from our [website](#).

## SUMMARY

The overall position for 'Give' is Yellow: Good. A review of volunteering across the public sector in Denbighshire in February 2016 found that approximately 2,000 people volunteer for BCUHB, Denbighshire County Council, DVSC (within the organisation) and North Wales Police. Because this does not include those volunteering in other organisations and third sector groups/charities and Millennium Volunteers for instance, and because volunteering is likely to be subject to seasonal variation, it is likely to be an underestimate. The review found that all organisations fully appreciate the role of volunteers and the benefits of volunteering both for individual volunteers and to the organisation. For example, the Countryside team in Denbighshire reported that between 2014/15, 2,512 'individual person days' were recorded which equates to 12,560 hours from 512 volunteering opportunities. In some cases, for instance for BCUHB, volunteers are providing services where without them, the service would not exist (for example, breastfeeding peer support groups).

The review found that most organisations are committed to valuing and rewarding volunteers' efforts and that some duplication in this respect could be avoided. Capacity issues to effectively manage volunteering exist in all organisations and there are different and inconsistent processes for becoming a volunteer. Recruiting volunteers, retaining them and succession planning are all difficult challenges. There were examples of organisations looking for and potentially competing for similar volunteers (e.g. volunteer community drivers), with disappointing results.

## DEVELOPING VOLUNTEERING

The Wellbeing Plan committed to an "Employee Wellbeing" project to develop opportunities to empower staff to improve and maintain their wellbeing and independence during and after employment, and to develop a Partnership Volunteering Strategy to expand opportunities for staff to volunteer". This project is being taken forward by North Wales Fire and Rescue Service and DVSC. The project aims to develop a 'Denbighshire approach' to supporting volunteering across organisations. This might include a focus on digital volunteering, on volunteering during emergencies, a 'volunteering single point of access' and a shared recognition scheme to celebrate and showcase the exceptional volunteers we have in the county.

## KEEP LEARNING

### SUMMARY

The overall status for 'Keep Learning' is Orange: Acceptable.

Secondary school attendance has declined slightly by 0.02% to 92.97% in 2014-15 academic year. Continued improvement elsewhere means the median increased from 93.6% to 93.8%. This improvement, together with our slight decline, means that this indicator remains red: a priority for improvement. However, this data is a year late and does not reflect the efforts of Education Services over the last year to improve. It is anticipated that there will be a marked improvement in 2015-16 data.

During 2014/15, enrolments for adult education decreased from 4,942 in 2013/14 to 4,666. This is due, in part, to Cambria withdrawing from ACL provision. Within the increasingly challenging economic environment, providers have reacted positively and delivered a wide range of provision to meet the needs of learners and focused on the Welsh Government priority areas. The Cyswllt Dysgu Partnership is increasingly engaging more challenging and difficult to reach cohorts of individuals which has had an impact on retention and completion rates. There has been a consistent recruitment of 33 per cent males to 66 per cent females, and positively, while Denbighshire had fewer enrolments during 2014/15, 8 per cent more males enrolled, with a greater number of enrolments by under 25 year olds (5 per cent increase).

The percentage of all people (aged 16+) in Denbighshire that speak Welsh daily is red: priority for improvement (13 per cent). A report on how the Council proposed to proceed with the Welsh Language Strategy was presented to the council's Senior Leadership Team in May 2016. Workshops have been held to engage directly with managers and to seek their views about what each service could do to promote the Welsh language as part of their day to day service delivery. A similar workshop for Members is being planned for autumn 2016. A mechanism for engaging with wider staff will also be developed. The output from all workshops will be considered and used to help formulate the Strategy and an action plan.

## TAKE NOTICE

### SUMMARY

The overall position for 'Take Notice' is Green: Excellent.

Across the UK, reported personal well-being has improved every year since financial year ending 2012 except in Wales, where there has not been any significant positive improvement. Having said that, generally speaking, personal wellbeing in Denbighshire is considered medium-high (using ONS thresholds). Most people feel satisfied with life, feel happy and feel that the things they do in their life are worthwhile, with low level feelings of anxiety.

Recent results from the residents' survey suggests that young people, particularly men, have lower wellbeing.<sup>1</sup> However because the sample size is small we cannot be confident that the findings can be generalised for the population as a whole.

The Wellbeing Plan project "Strengthening our Communities" aimed to "Understand the environmental, economic and social changes predicted for Denbighshire, and plan a resilient future for our people and communities". A ['live' needs assessment](#) has been established and is informing the assessment of well-being. The needs assessment information available online is a useful resource for practitioners and the public, and provides a partnership perspective on issues ranging from chronic conditions, low birth weight, economic trends to biodiversity, now and in the future. The creation of an online 'live' needs assessment is another example of partners developing an innovative solution to the problems associated with statistics, and duplication in their collection and analysis.

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<sup>1</sup> The Residents' Survey achieved 711 responses. The smaller sample size means that, while we can be sure of the opinions of those who have completed the survey, we can be less confident than in previous surveys, that their views can be generalised for the population as a whole. Smaller samples sizes also increase the impact of any sampling bias (the tendency of some groups who are more likely to fill in the survey masking the views of other groups who may be less likely to complete the survey).

The number of Home Safety Checks completed during 2014/15 is red: priority for improvement (3,327), and below the target of 4,000. While it is red, it is not of concern. The checks that are being carried out are for the most vulnerable individuals in Denbighshire; those more susceptible to the risk of fire in the home. While the Community Assistance Team is not a Wellbeing Plan project it is worth noting how the project will improve wellbeing. The Community Assistance Team (CAT) project pilot in Denbighshire aims to reduce the number of people who need to attend hospital as a result of a fall, thereby reducing the pressure and demands on ambulance and medical services. Around 3,000 falls requiring assistance occur in the Denbighshire area every year and this places a huge demand on public services. The initiative is supported by Welsh Government in conjunction with the three emergency services, Denbighshire County Council, Betsi Cadwaladr University Health Board and Galw Gofal / Care Connect, and North Wales Regional Call Monitoring Service.

The Little Tern comes to the UK in the summer from West Africa to breed, arriving in early May and leaving in August. This is the smallest of five tern species in the UK, and is recognised by its short tail, white forehead and distinctive tipped, yellow

## PEOPLE TO PEOPLE – CORWEN

The Corwen project aimed to help the community identify and capitalise on its strengths, bringing together residents and service providers to work together in forming a self-sustaining resident-led partnership to make neighbourhoods better places in which to live and work.

The project was successful in learning about this approach and how it can be replicated elsewhere. The sustainability of the approach will form part of an evaluation. People to People will also inform the council's approach to supporting the development of town and area plans.

We have a clear picture from those who engaged with us about what they feel is needed in the area. Some elements of the project were less successful but the community did self-identify issues and needs. For example, an organisation which is no longer supported by direct Council grants has been very proactive in setting up fund raising activities with other organisations to make their activities sustainable.

The community groups have identified a need for a town centre manager or development officer to take forward the concept of asset based community development for Corwen.

beak A LIFE+ Officer and 3 tern wardens have been employed for the 2016 season. The North Wales Little Tern Group is active and has 43 members, including many volunteers. This year we have seen the highest number of Little Tern pairs in recent history (141).



## WELLBEING PLAN PROJECT SUMMARY INFORMATION

Five Way and Code	Wellbeing Plan Project	Update	Status
Take Notice: WBP8a	Strengthening our Communities – Understand the environmental, economic and social changes predicted for Denbighshire, and plan a resilient future for our people and communities.	<a href="#">‘Live’ needs assessment</a> established	Complete
Take Notice: PR003279	Create a fuller understanding of communities’ assets and needs by collaborating with communities and each other to progress local plans focussed on developing communities rather than services.	Awaiting evaluation.	Complete (subject to evaluation)
-	Develop a Wellbeing Information Hub to support people to understand and develop their wellbeing – links to wellbeing self-assessment tools, resources, and local directory of community opportunities to support improved wellbeing.	This has been achieved by the establishment of <a href="#">Dewis Cymru</a>	Complete
Connect: WBP1a	The Denbighshire 20 – Identify the people for whom improved partnership working would help to maximise their independence & resilience and therefore reduce unplanned access to services.	Project closed.	Complete
Give: WBP5a	Employee Wellbeing – As employers, develop opportunities to empower staff to improve and maintain their wellbeing and independence during and after employment. Develop a Partnership Volunteering Strategy to expand opportunities for staff to volunteer.	Volunteering workshop complete. SPB project in development.	In progress
-	Empowering and Enabling Services – Change any of our services that disable or restrict individuals’ and communities’ independence and resilience. Ensure that services reinforce people’s independence and wellbeing.	Insufficient capacity to take this forward	Withdrawn
-	Actively support the development of Time banking across the county in an innovative, coordinated and sustainable way.	Not prioritised	Withdrawn
Take Notice: WBP9a	Improve Collaborative Progression Pathways across services and organisations which support people to develop their wellbeing and maximise their independence. Develop shared outcome monitoring to map service user journeys towards independence and resilience.	Project scope in development	In progress

The need for individuals and communities to be independent and resilient is supported by existing needs assessment, and it is almost certain that the well-being assessment will reinforce the continuing importance of this agenda. The theme of ‘independence and resilience’ is pertinent and the public sector is likely to be motivated by this for some considerable time to come. Importantly, ‘independence and resilience’ is already in accordance with the sustainable development principle and the five ways of working as outlined in the [Well-Being of Future Generations \(Wales\) Act 2015](#).