



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

Contact us

North Wales Social Care and Well-being Improvement Collaborative

County Hall, Wynnstay Road, Ruthin, LL15 1YN

Email: sarah.bartlett@denbighshire.gov.uk

Phone: 01824 712432

www.northwalescollaborative.wales

Contents

Introduction	4
Background	4
Public sector equality duty	4
Consultation principles.....	5
Consultation and engagement	6
Consultation process	6
Consultation questions.....	7
Consultation methods.....	7
Promotion plan	8
Consultation and engagement review.....	8
Organisations represented in the consultation.....	14
Local authorities and health	14
Service user groups and organisations.....	14
Consultation findings.....	17
Suggested priorities	17
Comments on the plan.....	20
References.....	43
Appendix 1: Survey promotion	44
Local authority and health board promotion	44
Citizen’s panel promotion.....	46
Other promotion	46
Organisations on stakeholder map.....	47
Organisations that responded to the population assessment survey	50

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 CAMHS. 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: http://www.wales.nhs.uk/sitesplus/861/page/51457</p> <p>Welsh Government provide guidance on sex and relationships education in schools in Wales: 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
Young people's views on social services inspections: should be unannounced and involve speaking to young people.	Share the findings with Care Inspectorate Wales (CIW).	Share
Reduce exclusions from school.	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.	Share
<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>	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.	Share
<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. 	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.	Share
Fostering: Improve provision of specialist foster placements, teenage placements, placements for adults across North Wales, secure accommodation placements.	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.	Share

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. 	Share

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>
<h3>Learning disabilities</h3>		
<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 who 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>	<p>Amend</p>
<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>	<p>Amend</p>

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 places 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) – Havan 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		