



Plan for Developing Age-friendly Communities in Flintshire

March 2023

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1. Foreword

Recent information from the 2021 Census, confirmed that Wales has an increasingly ageing population as people are living longer. The number of people aged 65 or over in Flintshire has increased by 23.7% in Flintshire since the 2011 Census. This is something to be celebrated, as is the positive contribution that older people can make to communities.

The ageing population also presents a challenge for all communities to become more age-friendly and supportive to people being able to live well as they grow older. As well as living longer, older people quite rightly expect to continue to live fulfilled lives and to make positive contributions to their families, communities and the wider economy. Providers of public services and amenities, including Flintshire County Council, have a responsibility to be part of ensuring that everyone has the opportunity to “age well”

The Social Services and Wellbeing Act (Wales) and the Wellbeing of Future Generations Act (Wales) place duties on Local Authorities to work in partnership to promote the wellbeing of people in our society, without compromising the ability of future generations to meet their own needs.

Age Friendly Wales’s (Welsh Government Strategy for an Ageing Society) vision is to create an Age-friendly Wales that supports people of all ages to live and age well. The strategy recognises that by making cities and communities across Wales age-friendly, we will ensure people of all ages, and in particular those who are older or more vulnerable, feel included and able to fully participate in community life.

Health and social care services are important for maintaining the health and independence of older people, but maintaining wellbeing depends on a variety of factors that are intrinsically linked. These include such things as good access to transport and local facilities; availability of information in the right format; a good range of leisure, social and learning opportunities; quality, affordable housing close to amenities and social/support networks. These are all identified by the World Health Organisation as factors or “domains” that influence the age-friendliness of communities.

We are pleased to present this Age-Friendly Flintshire Plan which highlights the excellent work that is already taking place in Flintshire, demonstrates our commitment to partnership working, and identifies some of the key actions that will enable us to continue to work together to make our communities age-friendly and enable people of all ages to age well.



Neil Ayling

Chief Officer Social Services



Councillor Christine Jones

Deputy Leader of the Council,
Cabinet Member for Social Services,
Age-Friendly Champion

2. Introduction

This document provides a plan for the development of age-friendly communities in Flintshire. This plan will be used to support Flintshire's application for membership of the World Health Organization (WHO) Global Network for Age-friendly Cities and Communities. This network works to stimulate and enable cities and communities around the world to become increasingly age-friendly to enable people to live longer and healthier lives while fostering fairer and more sustainable societies.

The document provides an overview of the age-friendly communities' concept, aims and objectives. The background of age-friendly community development in Flintshire, is provided in context with national, regional and local policies and plans.

Much of the content in this document helps to provide a baseline assessment of age-friendly communities in Flintshire, under each of the WHO Global Network 'domains'. It also illustrates the existing engagement processes, services, activities and best practices that are already in place to develop more age-friendly communities in the county and identifies key actions and priorities aligned to the age-friendly domains.

3. The WHO Global Network of Age-friendly Communities

The concept of age-friendly cities or communities was developed by the World Health Organization (WHO) as part of a global initiative to identify the changes needed for cities and communities to adapt to and benefit from ageing populations.

An age-friendly community creates an environment that enables people to age well by optimising opportunities for improving health, participation and security. In practical terms, it involves adapting the physical and social environments to be accessible and inclusive of people with varying needs and capacity as they age.

Communities that are age-friendly enable people of all ages to be healthy, stay active and get involved in community activities. In particular, they enable older people to feel valued, included and respected, and able to continue to:

- ✓ Get out and about
- ✓ Do the things they want to do
- ✓ Lead healthy and active lives
- ✓ Stay informed
- ✓ Have their voices heard

The development of age-friendly communities requires the co-productive involvement of local people to ensure communities and services are made not just for them, but with them. The WHO identifies eight 'domains' that are essential components of age-friendly communities. By working with the local community, service providers can identify key priorities and implement changes and improvement in relation to these domains, which are listed below:

	<i>Outdoor Spaces and Public Buildings</i>
	<i>Transport</i>
	<i>Housing</i>
	<i>Social Participation</i>
	<i>Respect and Social Inclusion</i>
	<i>Civic Participation and Employment</i>
	<i>Communication and Information</i>
	<i>Community Support and Health Services</i>

4. Age-friendly Flintshire - Background

Flintshire County Council, supported by the Welsh Government, has identified that membership of the WHO Global Network will support the development of age-friendly communities in Flintshire. Membership will provide a number of positive impacts. It will demonstrate Flintshire's commitment to supporting, valuing and celebrating its ageing population. It will also provide an opportunity to share best practice ideas and resources with other members. Flintshire is one of a small number of Welsh counties that are currently developing plans to make an application. Cardiff recently attained membership, the first in Wales.

In Flintshire, there is a long-standing commitment to developing age friendly communities, demonstrated when the Council signed the Dublin Declaration in 2014, underlining its commitment for Flintshire to become age friendly. The Flintshire Public Services Board prioritised the continued development of age friendly public services and communities in the Wellbeing Plan for Flintshire.

Age-friendly and Dementia-friendly Communities

In 2015, the Older People's Commissioner for Wales launched the *Ageing Well in Wales* programme which identified 5 priority areas that are essential for enabling older people to age well.

- Age-friendly Communities
- Falls Prevention
- Dementia Supportive Communities
- Opportunities for Learning & Employment
- Reducing Loneliness & Isolation

An Ageing Well in Flintshire Plan was developed to identify actions needed to deliver on the 5 Ageing Well priority areas locally. Through the implementation of the Ageing Well in Flintshire Plan (2016-2020), eight communities in Flintshire have been working towards being age-friendly and/or dementia-friendly. There is growing recognition that age-friendly communities and dementia-friendly communities complement each other and share fundamental objectives. Both aim to help older adults maintain independence and to live well by creating supportive, enabling environments. Age-friendly communities is recognised as the overarching priority since positive improvements are noted in the other four priorities when communities are actively working to be more age-friendly. For example, increased opportunities for social participation and improved transport can help to reduce the risk of loneliness and isolation.

Age-friendly Wales

Launched in 2021, '*Age-friendly Wales: Welsh Government Strategy for an Ageing Society*' identified four aims to achieve its vision of an Age-friendly Wales that supports people of all ages to live and age well: enhancing well-being; improving local services and environments; building and retaining people's own capability and tackling age-related poverty. The strategy identifies 'creating an Age-friendly Wales' as an underlying theme, recognising that 'by making cities and communities age-friendly, we ensure they are inclusive and equitable places that leave no-one behind – especially the most vulnerable older people. Equitable societies, in turn, have benefits for everyone.' ([Global Network for Age-friendly Cities and Communities 2018 report](#)).

The Older People's Commissioner has committed to 'encourage and support' age-friendly communities to be established throughout Wales. Through the implementation of Age-friendly Wales, Welsh Government is encouraging local authorities in Wales to work with the Commissioner to become age-friendly.

The Age-friendly Champion Role

The Age-friendly Champion role for Flintshire is fulfilled by elected member Councillor Christine Jones, who is also the Cabinet Member for Social Services in Flintshire. This role was previously entitled Older People's Champion and has been undertaken with great success by Cllr Jones over a number of years.

The Age-friendly Champion, supported by the Chief Officer Social Services, has a leading and active interest in creating an Age-friendly Flintshire, and is fully committed to the aims of this role as defined by the Older People's Commissioner as follows:

- Place older people as a priority in the Council's work.
- Ensure that people aged 50+ are at the heart of decision-making processes around the commissioning, planning and delivery of services for older people.
- Act as a 'voice' for older people in the Council chamber.
- Ensure the diverse range of older people and the needs they have are understood and communicated.
- Work with local 50+ forums or older people's groups and age-friendly networks to support a joined-up approach to creating an Age-friendly Wales.

- Eradicate age discrimination.
- Promote the importance of providing information and advice for older people.
- Champion intergenerational practice.

5. Age-friendly Flintshire – Developing a Plan

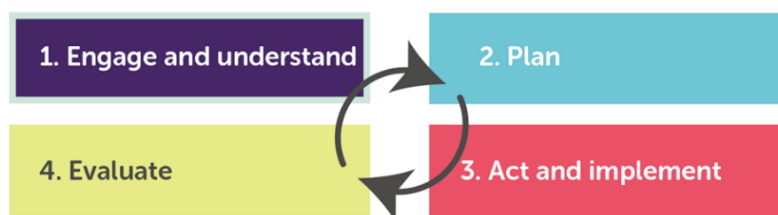
Engagement and Co-production

This Age-friendly Flintshire plan has been produced by the Ageing Well team in Flintshire County Council Social Services for Adults. The team has undertaken continuous engagement with older people across the community and has built strong co-productive relationships. These strong relationships will enable ongoing dialogue and sharing of ideas to support the development of age-friendly communities.

The 50+ Action Group in Flintshire provides a key role in this community engagement process. The Action Group has been established for a number of years and provides leadership in representing the voice of older people in the county, consulting with, and holding to account, Social Services, the Health Board and other public service providers.

Throughout this document, references to ‘we’ indicates all partners who are involved in the design, development and delivery of services for residents in Flintshire. Our role as the Ageing Well team is to ensure that our partners understand the needs of older people so that we can work together to make Flintshire a great place to grow older.

This Age-friendly Flintshire plan highlights some of the age-friendly development that is taking place across the county. It also outlines some of the work we are planning to do based on existing priorities and on new priorities identified through continued engagement as part of the age-friendly development cycle.



The Older People’s Engagement project has been in place in Flintshire since April 2008. The project facilitates opportunities to increase engagement with older people in the planning, design, delivery and review of services to ensure their voices are heard, and disseminates information about services, activities and events to improve the wellbeing and independence of older people. The project has developed a network of older people’s groups and individuals as a mechanism for obtaining their views and opinions on matters that are important to them. This can be through surveys, consultations, engagement activities representation on local policy and planning groups or through escalation of common issues and concerns identified at a local level. In 2021, the project was broadened to increase opportunities for older people to be involved in the development of age-friendly communities.

Improving Wellbeing

The Well-being of Future Generations (Wales) Act (herein referred to as “the Act”) requires that public bodies work together to improve our environment, economy, society, and culture with consideration of the long-term impact of decisions: for people and the planet, now and in the future. The Act is underpinned by seven well-being goals:



Flintshire has a longstanding and proud track record of partnership working focused on providing efficient and effective services to local communities. The communities we serve rightly expect public and third sector organisations to work together to deliver on shared priorities. The priorities for Flintshire as a County are set by the Council and its local public sector partners working together as a Public Services Board (PSB), combining resources for the benefit of Flintshire. The Council also has priorities for itself as an individual partner organisation. Outlined in the [Council Plan](#), these priorities take into consideration Welsh Government policy, partner expectations, legal responsibilities and views of local people.

In 2017 Flintshire Public Services Board carried out an [assessment of local wellbeing](#) to inform the development of a Wellbeing Plan for Flintshire. Refreshed in 2022, this plan, a requirement of the Act, sets the Wellbeing objectives and develops plans to improve the wellbeing of people living and working in Flintshire. A full process of consultation and engagement was undertaken to contribute to and support the assessment and to feed into the development of [Flintshire’s Well-being plan 2017-2023](#). The plan identifies 5 wellbeing priorities:

Community Safety	Reducing and tackling crime and disorder through multi-agency partnerships to make Flintshire a safer place.
Economy and skills	Working together to strengthen the local economy and increase employment skills and opportunities, particularly in the public sector.
Environment	Protecting and enhancing the environment to improve the well-being of people living, working and visiting the area, working hand-in-hand with communities and businesses ensuring positive engagement and education.

Healthy and Independent Living	Supporting people to enjoy positive physical and mental well-being and living as independently as possible.
Resilient Communities	Developing and maintaining resilience to help communities to respond positively to the challenges it faces and to thrive. This includes geographical communities and extends to more virtual communities with shared protected characteristics, such as disability, language, ethnicity and gender.

In working towards these priorities, improvements have been made to the age-friendliness of communities aligned to WHO domains. Examples of the development that has taken place within these priority areas are included in the next section of this plan. The most recent Assessment of Wellbeing in Flintshire was published in May 2022 and will inform the development of the next Well-being plan 2023-28.

6. Age-friendly Flintshire – Assessment and Actions

This section provides a comprehensive assessment of the existing age-friendly initiatives, projects and activities in Flintshire, to provide a baseline for the development of actions and future evaluation.

Examples include activity that has been developed at a community level by community-led groups, working closely with partner organisations, to identify priorities for older people in their area; also, projects and activities initiated by statutory authorities and partner organisations in the implementation of Flintshire’s Wellbeing plan and associated strategies and plans.

This assessment is structured using the objectives of the eight WHO age-friendly domains. A summary of the key focus and actions under each domain is provided here and will be actively managed by the project team following submission of this plan and network membership application. While the age-friendly activities and actions are categorised by domain, there is often a cross-over bringing age-friendly benefits across multiple domains.

The key priorities for age-friendly community development in Flintshire, across the domains are:

- **Outdoor Spaces and Public Buildings:** Work with community groups, residents and service providers to improve accessibility to public buildings for all people, including community centres, leisure facilities, recreation spaces and public toilets.
- **Transport -** Support the implementation of local and regional transport strategies, and active travel initiatives to ensure that the needs of older people and those with restricted mobility are met.
- **Housing -** Work collaboratively to influence the development of housing strategies and housing provision to promote independence and to support the needs of older people in Flintshire, including those requiring additional health

care support.

- Social Participation - Support people to actively participate in existing and new groups, clubs and activities across all communities. Including support for groups to have sustainable membership and administration.
- Respect and Social Inclusion - Promote the equality and contribution of older people in the community, providing opportunities for inclusion through activities, campaigns and intergenerational community projects.
- Civic Participation and Employment - Challenge the representation and portrayal of older people to provide more positive language and imagery, and help provide opportunities for people to continue to be active community participants at any age.
- Communication and Information - Increase access and availability of information that will encourage and support people to age well, including support for people who are digitally excluded.
- Community Support and Health Services - Support the commitments in the Council Plan to enable people to access key community and health support services across Flintshire. Continue to develop age and dementia friendly services and amenities.
- Across all domains. opportunities for older people to play an active part in creating age-friendly communities and have a voice in the development of age-friendly services is a key principle of age-friendly development.



Outdoor Spaces and Public Buildings

Objectives:	Create accessible and well-maintained communities that enable people to stay connected, participate in social activities and access local services and facilities.
Assessment:	<p>There are a wide range of recreational spaces in the county, particularly in more populated urban and residential areas. There is a strong focus on areas for children and young people. Rural areas benefit from well-kept green spaces, with reasonable access, though there are transport link challenges.</p> <p>Most towns and villages have community centres and halls, though some are in disrepair or can be expensive to maintain. The Council has a community asset transfer programme in place for communities to take more ownership of these spaces.</p> <p>Most civic buildings and leisure facilities reopened in 2022 following Covid restrictions.</p>
Key Focus:	Work with community groups, residents and service providers to improve accessibility to public buildings for all people, including community centres, leisure facilities, recreation spaces and public toilets.

What we know

Accessible communities enable older people to stay connected, participate in social activities and easily access local services and amenities. Access to good quality open space plays an important role in enhancing our health and well-being.

In less densely populated rural areas, there is a strong reliance on accessible and dependable transport provision for people to reach essential services, leisure and retail facilities in nearby towns and communities. However, rural communities often benefit from good access to the natural environment, and many have community facilities that can offer opportunities to increase social participation and bring additional facilities to the community.

The 20-minute neighbourhood concept is about designing an urban society in such a way that residents can meet most of their daily needs within a short walk from home. Safe walking/cycling and local transport options are key to this, as well as high quality public spaces, community services and housing densities that make the provision of local services and transport viable.



Source: Victoria State Government

Flintshire is well-placed in terms of public buildings and the natural environment to impact positively upon physical and mental wellbeing for people of all ages across the county. There are seven leisure centres, seven libraries and four community-run libraries. A mobile library is available for residents who cannot easily access a local branch and a home library service provides a delivery service to residents who have no other means to visit a library. Community Centres and village halls, often managed and run by local communities provide a range of opportunities for people of all ages from social activities, community cafés and exercise sessions, to drop-in advice and wellbeing hubs.

Flintshire communities are well served by existing green spaces from the Dee Estuary, to country parks and the beauty of the Clwydian Area Of Natural Beauty (AONB). Many green spaces are multi-functional offering aesthetic landscape value to the community; greater natural value for wildlife; learning/education opportunities; and play and sports facilities.

<https://www.flintshire.gov.uk/en/PDFFiles/Countryside--Coast/Greenspace-framework-strategy-Flintshire.pdf>

Flintshire Local Planning guidance Notes LPGN 5.12 states : all play areas should include comfortable and sympathetically situated seating for older people and carers supervising children as well as for the children themselves

<https://www.flintshire.gov.uk/en/PDFFiles/Planning/Revised-LPGNs/LPGN-13.pdf>

The Aging Well team is working closely with internal and external partners to establish clear actions that will improve access to both the built environment and open spaces for people of all ages and with different needs.

What people have told us

Through engagement, older people and other citizens have told us they would like to see:

- *Community facilities with activities for people of different age groups/interests*

- *Improvements to the High St (range of shops, market, improved frontages)*
- *Re-use of empty buildings and protection of local amenities to prevent village decline*
- *Traffic calming measures*
- *Improved parking*
- *More security/CCTV*
- *More public toilets*
- *Reduction of litter and dog fouling*
- *More involvement in enhancing the outdoor space including protection/enhance biodiversity*
- *Cycling areas*

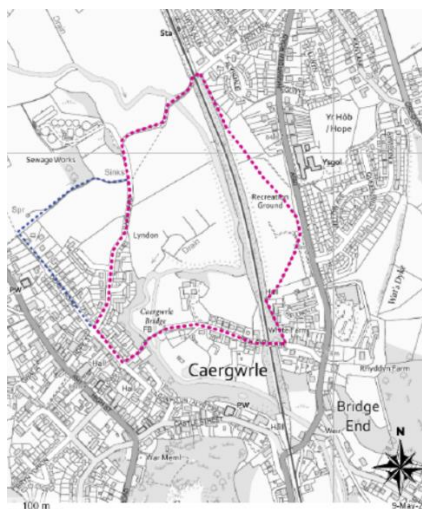
What we are doing well: community-led age-friendly development

Age-friendly development has focused on increasing the use of community centres and village halls and improving access for people living with dementia and encouraging wider appreciation and use of outdoor space.

Alyn Villages – Accessible walking route

The villages of Hope and Caergwrle are neighbouring communities that are closely linked through shared facilities (schools, library, leisure centre, retail). Engagement with the community identified the need for improved pedestrian access between the villages to address access issues and to increase use of the outdoor space.

Working with Flintshire Public Rights of Way, an accessible circular route suitable for pedestrians, pushchairs, mobility scooters was developed between the villages, incorporating the natural environment to promote wellbeing. The route was launched with an intergenerational walk involving pupils from the local primary school and participants of Alyn Activities monthly coffee morning.



Hope/Caergwrle accessible walking route

Leeswood – improving access to amenities

Leeswood & Pontblyddyn Age-friendly group considered the Older People’s Commissioner for Wales “Leave no-one behind – action for an age-friendly recovery” report which highlights the need to increase the provision of seating/benches to encourage and enable older people to walk to local amenities.

The group reviewed the number and situation of existing benches in the community to identify locations where additional benches might be needed to enable older people to walk to the local shop, community centre, GP practice, parks and green space.

In partnership with the community council, the group funded the installation of an additional bench providing a welcome resting place for people visiting the shop or collecting children from the primary school.

Dementia-Friendly locations

The Age & Dementia-Friendly community groups are working to increase awareness and improve support for people living with dementia in their communities. The groups support local businesses and organisations to make dementia-friendly pledges that will improve the accessibility of their buildings for people living with dementia.

Pledges have included introducing soft lighting and quiet times, providing easily recognizable signage e.g. toilet signs, direction arrows, money guides, providing a chair to sit on and removing obstacles, accessories that can cause confusion.



Biodiversity & Open Spaces

The villages of Leeswood & Pontblyddyn are surrounded by green space with parks, open fields, bowling green and heritage walks. The Age-friendly group was keen to improve the open spaces that link the villages, increase biodiversity and encourage greater appreciation of the environment by people of all ages.

Working with the council bio-diversity officer and Streetscene service, the Age-friendly group developed a plan for wildflower sowing and native planting at appropriate sites in the communities.

The planting programme took place in the autumn 2022 with support from primary school pupils, allotments group and other volunteers in the community. The green spaces will be filled with flowers from spring through summer, attracting butterflies, bees and other wildlife.



Native bulb planting 18th October 2022, Ysgol Derwenfa

What we are doing well: Age-friendly services

Flintshire Local Development Plan 2015 – 2030

(<https://www.flintshire.gov.uk/en/PDFFiles/Planning/Key-Stage-Documents-Policy/LDP-KSD-DEP1-Deposit-Plan-Sept-2019-%e2%80%93-written-statement.pdf>)

The Flintshire Local Development Plan (LDP) sets out where new development should be placed as well as planning policies which define how development should happen. The plan is about people and places and seeks to achieve a sustainable and lasting balance which provides for the economic, social, and environmental needs of Flintshire and its residents, Specifically, in relation to older people, the plan will aim to:

- Ensure communities have access to a mix of services and facilities, such as education and health, to allow community life to flourish, and to meet the needs of particular groups including older people.
- Facilitate the provision of necessary transport, utility and social / community infrastructure.
- Create places that are safe, accessible and encourage and support good health, well-being and equality.
- Ensure the needs of older people are reflected in residential development proposals to meet the demand of the growing older population (65+) meeting general needs of elderly residents through bungalows or specialist forms of accommodation such as sheltered housing.
- Ensure that housing development takes place in sustainable locations where sites are viable and deliverable and are supported by the necessary social, environmental and physical infrastructure and the environment is protected to ensure the well-being of Flintshire's current and future generations.

Flintshire's Local Development plan encompasses the Town and Country Planning legislation and Building Regulations which consider the needs of individuals with protected characteristics as set out in the Equality Act 2010 and Equality Act 2010 (Disability) Regulations. The LDP policies set out to ensure the built environment in Flintshire is developed in a sympathetic manner and as far as possible meets the needs of everyone.

'Creating sustainable Places and Communities Design policy (PC3) requires that all new development should, where appropriate:

- ✓ be high quality, distinctive and inclusive design which respects and enhances the site and its surroundings
- ✓ create attractive, accessible and safe and healthy places with natural surveillance, visibility and sensitive lighting

And Transport and Accessibility policy (PC5) requires that new development proposals must be supported by appropriate transport infrastructure, and depending on the nature, scale, location and siting of the proposal, should:

- ✓ create well designed people orientated streets and make provision for people with restricted mobility including those with characteristics as defined by the Equality Act 2010

Accessibility is a key consideration in the design of all new public buildings to ensure they meet the needs of clients, the workforce and visitors to the premises. Examples include Extra Care facilities, Hwb Cyfle day centre for people with disabilities and Marleyfield House care home extension. Each development has engaged individuals with lived experience to ensure they meet the needs of existing and future users.



Marleyfield House

Flintshire Connects Centres

Launched in 2012 Flintshire Connects brings services that are provided through the Council and its partners closer to the public, in particular those who find it difficult to access services online or by phone. Connects Centres are located in five towns across Flintshire providing a range of information and advice from the Council and partner organisations.

Connects Centres are accessible for people with physical difficulties, with toilets which are open to the public, private interview spaces for confidential discussions and clear signage including dementia-friendly signs.

Public Toilets

Accessible, clean toilets that are well located in places such as town centres, parks and on walking routes can help encourage people to get out and about, and to stay active. They are particularly important for older people, people with disabilities, people with particular needs (including certain medical problems), and families with young children.

The Public Health (Wales) Act 2017 requires Local Authorities to assess local needs and facilities, and to publish a local toilets strategy for its area. The aim of Flintshire's

Local Toilet Strategy is to review the quality and quantity of local toilets throughout the county and to provide or facilitate the provision of clean, safe, accessible and sustainable toilets for residents and visitors to the County at locations where the need for such facilities has been identified. Reviews of toilet provision across the County have highlighted that isolated facilities regularly attract antisocial behaviour, which puts people off using them. As a result, Flintshire has adopted a more enabling approach by promoting the use of existing toilets in public buildings such as libraries and Connects Centres, which people feel more confident and comfortable using.

To deliver the Public Toilet strategy, the Council will:

- Assess the current level of provision of public toilets, including access, condition and usage.
- Consider the requirements of the general population and identify the needs for particular user groups.
- Identify any gaps in current provision.
- Explore options which include working with the private sector, public sector partners, voluntary services and Community Councils to make local toilets available in places where they are most needed.
- Improve awareness and information available on toilet provision in the County by updating information on the Council website and other appropriate sites.
- Ensure that the toilet logo sticker will be displayed in a prominent place at participating premises indicating that toilets are available for the public.



Leisure Centres and Libraries

Aura Wales is a Community Benefit Society providing leisure, libraries and heritage services in Flintshire. Aura aims to provide services and activities that positively impact the mental health and physical wellbeing of its customers. The needs of people with different needs and abilities is considered both in the physical spaces and in the delivery of services and activities. This includes making spaces accessible for people living with dementia, delivering leisure/learning activities in community buildings, and providing library services to people in their own home.

Flintshire Country Parks

Flintshire country parks are award winning Green Flag Parks, valued, high-quality natural places rich in history and wildlife. The parks are accessible for people of all ages to explore and enjoy and each park has installed new 'changing places' toilet facilities that provide enough space for disabled people and their carers or personal assistant(s) and appropriate equipment.

Greenfield Valley Heritage Park

Greenfield Valley Heritage Park is a 70-acre country park in Greenfield, near Holywell. The park contains woodland, scheduled ancient monuments and five reservoirs. Once home to industry, noise and pollutions, it is now a haven for wildlife. The museum has been developed around a former working farm and is also home to buildings rescued from elsewhere including historic farm buildings and Victorian school house.

The site offers a woodland trail, walks and activities for people of all ages. Its history and ancient monuments are particularly useful for school visits and for reminiscence activities with collections spanning between 1850 and 1950 covering a variety of themes including agriculture, social history and industrial history of the local area.

Working to become Dementia-Friendly, the site was chosen by Age & Dementia-Friendly Holywell as the venue for an event to celebrate the achievement of 6 local primary schools who had participated in a project to increase awareness and understanding of dementia.

Wepre Park

Wepre Park is 160 acres of green space nestled in the heart of Connah’s Quay. It is a unique setting with various habitats and geology including Old Hall Gardens, Brook and Waterfall, woodland walks and Ewloe castle for people of all ages to enjoy.

Green spaces and footpaths network

We have a continuous program of making access to green space and footpaths easier, installing kissing gates across the county instead of stiles and the removal of barriers (particularly on the Wales Coast Path), as detailed in our 10 year [Rights of Way Improvement Plan \(2018-2028\)](#). We are working in partnership with community councils, Ramblers Cymru etc. to open routes up and make them accessible for users, for example our Paths for People project. We have plans to re-establish the Flintshire Local Access Forum and will be looking for members from a broad sector of society to advise us on our access to the countryside.

Rural Walks in Flintshire

The Rural Walks in Flintshire guide features 29 of the best walks in rural Flintshire. The walks are graded Easy, Moderate and Strenuous so individuals can select walks most appropriate to their abilities. Sections of the walks have been identified as 10 Minute Walks for short trips suitable for wheelchair users or those who can only do a short distance. Routes include details of nearby facilities including parking, pubs, toilets and shops.



FlintShare Community Gardens

FlintShare is a community run social enterprise that provides its members with the opportunity to help produce their own food. Operating on three sites (Cilcain, Hawarden and Northop), the gardens provide opportunities for people of all ages to learn about food production, take part in social and recreation activities and promote biodiversity.

What we will do

- Continue to work with communities to make communities, green spaces and footpaths more accessible for people of all ages and abilities
- Implement Flintshire's public toilet strategy to ensure adequate access to clean, safe, accessible and sustainable toilets where the need for such facilities has been identified
- Continually monitor the provision of open space to safeguard and plan for well-located sport, recreation and leisure facilities ([Open Space Assessment](#)) that are inclusive of people from different ages, background and abilities
- Implement the Local Development Plan to ensure communities have access to a mix of services that promote positive wellbeing and meet the needs of particular groups including older people.



Transport

Objectives:	Provide a range of affordable, reliable and convenient transport options to enable older people, including those in rural communities, to easily engage with community activities.
Assessment:	<p>Good transport links between Flintshire Towns and into neighbouring Counties (Chester/Wrexham). Bus services have reduced over time, with rural services ceased or less frequent. Train services limited to only two lines which link some urban areas, excluding large towns such as Mold and Holywell. Rural villages have limited access to rail networks without the need for additional transport to stations.</p> <p>Taxi and other coach services can be unaffordable to many older people. Some schemes in development to assist (e.g. Fflecsi bus providing links from Rural communities to nearby towns).</p> <p>Welsh Border Community Transport and Estuary Cars offer a valued community service but have reached capacity.</p>
Key Focus:	Support the implementation of local and regional transport strategies, and active travel initiatives to ensure that the needs of older people and those with restricted mobility are met.

What we know

Reliance on public transport is likely to increase with older age as people are no longer able to drive themselves. Access to efficient, affordable transport options is key to underpinning well-being and improving social inclusion and maintaining connectivity providing access to retail and essential services and opportunities to participate in cultural and leisure activities.

People who experience difficulty in getting to places are at risk of being socially excluded. Regular and reliable public transport services are not always available in every community, are sometimes unaffordable for people on low incomes or simply do not take people where they need to go, when they need to go. Walking and cycling are often unrealistic options for accessing services which are quite distant and are not an option for people with poor health/mobility even where services are closer.

Lack of integrated public transport provision is a particular issue for rural communities. Evening travel (for social activities or for employment) and travel to medical appointments have been raised as an issue for people who have no access to a vehicle.

What people have told us

Through engagement, older people (and others), have told us they would like to see:

- *Better public transport provision, including evenings*
- *Better/more public transport*
- *Reliable bus services that serve all parts of the community*

- Ring & ride services
- Increased frequency of rail service
- Improved access around the community (lack of pavements) especially for elderly, disabled, buggies
- Control on parking/speed in High St
- 20mph speed limit in urban areas
- Transport to main hospitals
- Train service to Greenfield Valley
- Road safety issues addressed

What we are doing well: community-led age-friendly development

Age-friendly development has focused on promoting Local Transport services that have been introduced in communities with no public transport to connect to local transport hubs, retail and health facilities; promoting community transport and 'Ring & Ride' services and raising issues to improve access in and around communities.

Working in partnership to find transport solutions

Age and Dementia-Friendly Groups have highlighted that lack of transport is often a barrier to participation in groups and activities and can be a challenge for attending medical appointments. Community Travel services can provide a solution for many, but services are not well known.

50+ Action Group Flintshire invited Flintshire County Council Transportation officers to contribute an article for their quarterly newsletter to promote the different transport services available to help older people access services and wellbeing activities. The newsletter is shared with members of the older people's network via email, and paper copies are distributed to libraries, leisure centres, community centres, GP practices and older people's groups across the county.

Age & Dementia-friendly Holywell have developed a community transport leaflet to raise awareness of the community transport serving the Holywell area.

Need help deciding the appropriate service to book?
The table below is intended to help you choose which service is right for you. This is just a guide, and more than one service may be appropriate to meet your needs.

Service	Cost	Notes	Book
My job or pension has stopped and I can't afford to pay for my own transport	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 1 or 2 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 3 or 4 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 5 or 6 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 7 or 8 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 9 or 10 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 11 or 12 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 13 or 14 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 15 or 16 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 17 or 18 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 19 or 20 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 21 or 22 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 23 or 24 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 25 or 26 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 27 or 28 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 29 or 30 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 31 or 32 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 33 or 34 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 35 or 36 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 37 or 38 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 39 or 40 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 41 or 42 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 43 or 44 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 45 or 46 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 47 or 48 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 49 or 50 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 51 or 52 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 53 or 54 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 55 or 56 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 57 or 58 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 59 or 60 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 61 or 62 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 63 or 64 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 65 or 66 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 67 or 68 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 69 or 70 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 71 or 72 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 73 or 74 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 75 or 76 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 77 or 78 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 79 or 80 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 81 or 82 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 83 or 84 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 85 or 86 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 87 or 88 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 89 or 90 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 91 or 92 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 93 or 94 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 95 or 96 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 97 or 98 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes
My job or pension is in the Phase 99 or 100 area and I need to get to work	Free	For people who are unable to pay for their own transport	Yes

Getting Out and about in Holywell and the surrounding area
A brief guide to the different flexible transport options

Flintshire Community Ring & Ride Service
The Flintshire Community Ring & Ride Service provides accessible door-to-door transport for Flintshire residents who find it difficult to get to essential public services. The service provides assistance with travel arrangements including booking, waiting, boarding, alighting and assistance with luggage. The service is available to residents of Flintshire who are unable to travel to essential public services. The service is available to residents of Flintshire who are unable to travel to essential public services. The service is available to residents of Flintshire who are unable to travel to essential public services.

Dementia-Friendly groups worked with Welsh Border Community Transport to develop an affordable service to help people living with dementia and their carers to attend dementia-friendly events and activities across the County.

Dementia-Friendly Flint raised awareness of an access issue from a bus stop to an EMI care home just a short distance away with the Council's Streetscene Service. Flintshire County Council arranged the installation of a tarmac pathway

across a grass verge enabling people with mobility problems to visit loved ones in the home by bus instead of taxi.

What we are doing well: Age-friendly services

Flintshire Community Travel

Flintshire is developing an integrated transport solution linking the rail, road and bus network at four public transport hubs providing local choice and sustainability. Gaps in Public Transport provision are being filled through the development of Local Travel Arrangements (L.T.A.s). Public Transport Provision is funded through Welsh Government (Bus Service Support Grant) which is match funded by Flintshire County Council. L.T.A.s that have been developed are:

- Buckley and Area Fflecsi Service
- Holywell and Area Fflecsi Service
- LT7 Bus Service (Hope/Leeswood timetable and Treuddyn/Mold timetable)
- Deeside Shuttle Services
- Arriva Service 5 (Mold/Ellesmere Port timetable)
- M & H Coaches Service 29 (Mold/Wrexham timetable)

Community Travel is of particular value to people who do not have access to a car or public transport and provides a lifeline in both rural and urban areas catering for a variety of needs and situations. They are designed to provide links for residents to commercial bus service hubs, retail and medical facilities. Concessionary bus pass holders travel for free on all L.T.A services and there are moderate charges for non-pass holders.

L.T.A.s are reviewed regularly and alternative arrangements considered where there is a decline in passenger numbers or a reduction in commercial services impacting local communities. The latest review has seen the development of the Fflecsi services in partnership with Transport for Wales. The Fflecsi services in Holywell and West and Buckley and surrounding area offer a flexible, pre bookable service for residents in a much wider service area than previously provided by the more traditional scheduled services. The Fflecsi services are ideal for getting to work, shopping, meeting with friends, appointments, or connecting with other buses or trains to the wider area. The revised LT7 service now offers a separate service between Caergwrle, Hope and Mold with the addition of Pontybodkin and a second service between Treuddyn and Mold which has seen a reduction in journey time on both timetables.



In addition to the L.T.A services, Flintshire County Council has developed a subsidised Ring and Ride service providing transport for residents of Flintshire to medical/health-related appointments within the county or hospital appointments at Glan Clwyd Hospital, Wrexham Maelor Hospital or Countess of Chester Hospital. Flintshire Ring and Ride is a demand responsive service providing accessible door-to-door transport to members of the public who experience difficulty travelling on existing public services.



Welsh Border Community Transport

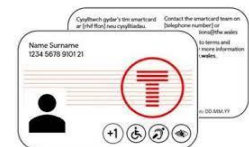
Welsh Border Community Transport is a registered charity and provides on demand community transport facilities in the County of Flintshire and the surrounding areas for the use of elderly and or disabled residents, charitable organisations and other community groups carrying out charitable or caring purposes.

Estuary Voluntary Car Scheme

Estuary voluntary Car Scheme is a registered charity providing flexible on-demand transport in Flint and surrounding areas of North West Flintshire. Services include transport to hospital and medical appointments including appointments outside Flintshire, transport for elderly and disabled people for essential shopping and social group activities.

Concessionary Travel

Concessionary travel passes are available to all residents with disability or aged 60 or over within Wales. Concessionary Travel pass holders travel for free on most bus services in Wales and the borders and get discounted or free travel on many rail services. Applications can be made through Transport for Wales.



Bus Stops and Timetable Information

Flintshire County Council is currently reviewing the bus stop infrastructure throughout the County and in particular, timetable information. The four main bus hubs in Broughton, Buckley, Holywell and Mold have all been updated with the most recent timetable information and further improvements are planned. Printed copies of timetables can be obtained at any of the Flintshire Connect Centres or by phoning the customer call centre. Up to date timetables are also available via the Traveline Cymru website and Flintshire County Council website:

<https://www.flintshire.gov.uk/en/Resident/Streetscene/Bus-timetables.aspx>

Active Travel

The Active Travel (Wales) Act 2013 places a duty on local authorities to plan for, improve, and promote routes for walking and cycling for every day journeys. In order to meet this duty, local authorities must publish an Existing Route Map which shows routes which are suitable for walking and cycling and which meet the standards set out in the Welsh Government's Active Travel Design Guidance.

Maps of existing walking and cycling routes in Flintshire have been published to help people plan their walking and cycling journeys. Additional routes will be added to the

map as routes are improved and developed to meet Welsh Government Active Travel Standards.

We are committed to supporting the Welsh Government's vision of walking and cycling becoming the preferred ways of getting around over shorter distances for all age groups in Wales. We know that the local environment is particularly important for older people and a range of age-related factors mean that older people are less likely to drive and travel by car and so depend more on active travel and public transport infrastructure. Encouraging active travel amongst older people extends people's transport options, benefits health and is generally low-cost and environmentally friendly. It also helps older people to experience life more and to feel socially connected.

Free older driver assessments

Free driving assessments are available to drivers aged 65 and over to help recognise how changes to their health and wellbeing may affect their driving skills. The assessment helps the majority of drivers to continue driving more safely by adapting their driving habits following professional advice.

What we will do

- Continue to review flexible transport services in areas where there is no commercial transport services
- Continue to work with Welsh Government with the Bus Reform Consultation to ensure the needs of all Flintshire residents are highlighted and considered.
- Ensure that a representative of the Integrated Transport Team is present at any Town or Community council meetings where local transport is on the meeting agenda.
- Continue to raise awareness of the different community transport options through existing networks and groups including Town and Community Councils.
- Consider how future active travel routes can accommodate people with different needs to ensure they are accessible for people of all ages and mobility.



Housing

Objectives:	Support people to make decisions about where they live, enabling people to stay in their own homes as they get older, or to find accommodation suitable to their needs near to the people and places which are important to them.
Assessment:	<p>The county has a substantial Sheltered Housing stock. Former Warden services have been replaced by more technology led solutions and community development team. Community facilities greatly reduced.</p> <p>Significant extra care, residential care and domiciliary care schemes and services across the county, provided by the council, housing associations and independent care sector.</p> <p>Grants for housing adaptations enable people to remain in their homes where possible, and through means testing.</p> <p>Third sector partners, such as Care & Repair, provide access to additional affordable maintenance and adaptations.</p>
Key Focus:	Work collaboratively to influence the development of housing strategies and housing provision to promote independence and to support the needs of older people in Flintshire, including those requiring additional health care support.

What we know

Good quality homes are the heart of individual and community wellbeing, and continuing to live in their own homes is a priority for many older people and is important for enabling them to age well.

The North Wales coast and rural areas are a popular retirement location for people and those aged over 65 are more likely to need support to maintain independence. People may also have moved away from family and other social networks which can increase their dependence on more formal health and social care services. The demand for support to maintain independence is affected by demography, household composition, social circumstances and health conditions

Across Wales, more than one in five people (21.3%) are aged 65 years and over. In Flintshire there has been an increase of 23.7% in this age group since 2011 Census with 21.4% aged 65 years and over (Census 2021). The ageing demographic is increasing demand on support services, and types of housing including adaptations.

Flintshire [Local Housing Market Assessment](#) (LMHA) recognises the need to ensure a range of appropriate housing provision, adaptation and support for the full diversity of households for the area including the older population to better support people to live well and with dignity and to live independently for as long as possible. This includes accessible and adapted housing provision, housing, care and support needs including supported accommodation (Extra care and contemporary sheltered housing). These are in addition to locational needs i.e. properties with close proximity to shops, places of worship and services etc. Undertaken every five years, the assessment supports the

development of housing and planning policy for a 5-year period although interim updates accommodate changes in housing needs in line with market fluidity.

The Local Authority produces a Housing Need Prospectus to provide the Welsh Government (WG) a clear and concise summary of the housing need and demand in Flintshire and succinctly identifies housing priorities for the area. The most recent Prospectus identifies Flintshire's priorities for the Welsh Government Social Housing Grant and includes the following:

- Specialist housing provision (wheelchair adapted/ larger properties/ special needs) to be included within all housing schemes where the development site is deemed as suitable and appropriate subject to feasibility and financial viability
- Extra Care scheme in Buckley subject to budget provisions within Social Services funding and Technical approval
- Supported housing for specific client groups (e.g. learning/ physical disabilities/ complex needs/ mental health) and suitable model, progressed in partnership with Social Services and Housing Strategy

The Housing Need Prospectus aligns with Flintshire Housing Strategy and Action Plan 2019-2024 which sets out the Council's ambition to provide affordable housing across Flintshire. The Strategy identifies three priorities:

- Increase supply to provide the right type of homes in the right location.
- Provide support to ensure people live and remain in the right type of home; and
- Improve the quality and sustainability of our homes

It is recognised that the changing perceptions and aspirations of older people need to be taken into account when designing future homes.

<https://www.flintshire.gov.uk/en/PDFFiles/Housing/Flintshire-Housing-Strategy-and-Action-plan-2019-2024.pdf>

What people have told us

Through engagement, older people (and others), have told us they would like to see:

- *More housing suitable for over 50's*
- *Introduction of resident parking permit*
- *On-site housing warden*
- *Improved response time for repairs*
- *Information about services/support for home owners*
- *Need for different types of social housing*
- *Infrastructure to support new housing developments*
- *Local need for dwellings for agricultural workers to ensure sustainability of farms*

What we are doing well: community-led age-friendly development

Age-friendly development has focused on increasing engagement with older people across all housing tenures; increasing the use and raising awareness of activities in community centres situated within sheltered housing complexes; increasing digital inclusion amongst residents in sheltered housing.

Alyn Activities

The Alyn Villages Age-friendly group introduced a monthly coffee morning in the sheltered housing community centre to increase participation amongst the residents and older people in the local area.

As part of the monthly coffee morning Alyn Villages Age-friendly group organises activities and invites speakers from statutory and third sector organisations to provide information about services that could help address local issues/concerns. These have included scams awareness, doorstep crime and crime prevention; Citizens Advice; local community transport services, Warm Wales energy advice, Fire & Rescue Service advice on how to keep people safe and well in their homes.

Sheltered Housing Resident Support

Training Accommodation Support officers to support Sheltered Housing residents to get-online/improve their digital skills

During the Covid-19 Pandemic digital technology became a lifeline for many older people to stay in contact with friends and family and to access essential services. For those who had little/no digital skills and no access to the internet, the risk of loneliness and isolation was an increasing concern. Digital Companion training was provided through Digital Communities Wales for Accommodation Support Officers, providing them with the skills and confidence to support residents to use digital technology to stay in touch with their loved ones and introduce them to other online activities and services.



What we are doing well: Age-friendly services

Extra Care

Extra Care Housing offers individuals aged 60 and over with health and or wellbeing needs the opportunity to live an independent lifestyle backed up by care and support when it is needed. Extra Care facilities have been developed in Flintshire through

partnerships with Flintshire County Council and housing associations: Clwyd Alyn and Wales and West.

Four schemes have been developed in the Flintshire towns of Shotton, Mold, Flint and Holywell. Each has been individually designed and developed to take into account the availability of local services and amenities to encourage residents to engage with the local community, whilst offering on-site care and support when needed and social and wellbeing activities. The facilities include apartments especially suited for individuals with dementia or memory loss. Opened on the 22nd March 2021, Plas yr Ywen in Holywell benefits from new smart technology which features a digital emergency alarm, voice and video calling, video door entry, telecare compatibility and smart home connectivity. This positive advancement will enable individuals to lead independent and fulfilled lives through a blend of support and technology. A further Extra Care facility is being scoped for Buckley.



Plas yr Ywen Extra Care, Holywell

Expansion of council care home facilities

To meet the growing demand for residential care home places, Flintshire County Council invested in the redevelopment of Marleyfield House a council owned care

home in Buckley. The expansion provides accommodation for 64 residents and increases communal outdoor spaces and accessibility to support the wellbeing of residents. Residents each have personal outdoor space either through a balcony on the first floor, or patio on the ground floor. The expansion also enabled the service team to implement innovative support models to meet the health needs of residents. The site has new offices, store rooms, extended car parking and extensive landscaping.



Marleyfield House, Buckley

To continue improvement of residential care provision, a feasibility for a new care home at a former community hospital site in Flint is being undertaken. Working closely with health colleagues, the project will aim to meet the health needs of the community and increase capacity within Flintshire's in-house residential care sector. Improvements to the Llys Gwenffrwd Council-run care home in Holywell are also planned.

Progress for Providers

A key principle of social care legislation in Wales is that people should be supported to improve their well-being. Knowing what matters to individuals and what great support looks like to them is crucial in achieving this. For social care providers this means a way of working where the focus of support is on quality of life rather than on tasks.

To help our providers in Flintshire work in this way Flintshire County Council Social Services developed 'Progress for Providers'. This is an accreditation programme that sets out clear expectations about the delivery of individualised care and support, and recognises the crucial values needed by care workers to support people well. The programme began in residential services in 2015 and, due to its success, has been expanded to include domiciliary and extra care services. Plans are in place to work with providers to implement the programme within learning disability services.



Progress for Providers uses person-centred tools and practices to help staff teams change the way they support people and engage with families. These tools, including one-page profiles, learning logs and decision-making agreements, enable people

receiving care and support to have more of what matters to them in their lives. For providers, using them is not about doing more, but is about doing things differently.

In residential services Progress for Providers has three levels of accreditation: bronze, silver and gold, and in domiciliary services there are two levels: silver and gold. Within each level, there are a number of standards for providers to achieve. After scoring themselves, managers have a baseline measurement of where they are, and can prioritise the standards they want to increase their scores on. Progress is monitored by regular visits from Flintshire Contract Officers.

Achieving Progress for Providers accreditation helps managers demonstrate publically that they are making continued progress in delivering person-centred care and support. To date Flintshire providers achieving accreditation include: 14 bronze, 7 silver.

The programme won a prestigious Social Care Wales Accolade in 2018 and was a finalist at the Association of Public Service Excellence (APSE) awards. The Social Care Wales Accolades recognise excellence within social care in Wales, and the award won was specifically for excellent outcomes for people of all ages by investing in the training and development of staff.



Strategic Housing and Regeneration Programme (SHARP)

The Strategic Housing and Regeneration Programme is an initiative to bring new affordable homes to the county to meet increasing demand. The properties are built to a high specification with modern kitchens and bathrooms and to keep running costs to a minimum, energy saving standards are incorporated. Developments include a mix of 2- and 3-bedroom houses, bungalows and apartments available at an affordable rent or through shared equity.

Where appropriate, schemes are designed to retain existing features in the community encourage the community to flourish socially through the interaction of private and public space which increases respect and reduces crime and anti-social behavior.

Homes are built to Development Quality Requirements (DQR) which sets out the minimum functional standards for new and rehabilitated general needs affordable homes built by social housing providers.

Sheltered Housing – Accommodation Support

The Council's Housing Revenue Account (HRA) housing stock consists of circa 7300 properties with approximately 2,500 of those being classed as sheltered stock.

Sheltered housing provides affordable rented accommodation for people aged over 55 or have a specialist need. Properties are accessible and enable independent living but with occasional help or support available through an accommodation support officer. Schemes include security features such as emergency alarm systems, and many offer communal areas to encourage and facilitate social activities.

With future standards increasing in terms of the Welsh Housing Quality Standards and the Welsh Government's ambitions with regards to decarbonisation, there is a need to ensure our sheltered properties continue to meet our tenant's needs.

Housing Solutions

Housing Solutions is a service provided by Flintshire County council in partnership with housing and associated service providers across Flintshire. They provide help and advice on available housing options based on the individuals' housing needs, providing a gateway to accommodation providers, support and advice services and access to social housing across Flintshire.

Advice and support includes:

- Options for downsizing into retirement/sheltered accommodation
- Financial hardship
- Access to supported accommodation, supporting people and accommodation support services
- Leaving armed forces
- Referrals to social services for extra care housing schemes
- Needing to move to give or receive care
- Quality of accommodation

Community Based Accommodation Support Service

Flintshire County Council's Community Based Accommodation Support Service (CBASS) provides a tenure neutral support service to older people who have a recognised support need. The service aims to promote, encourage and support independent living, allowing vulnerable and older people to remain living independently and safely within their own home. We carry out an assessment to understand individuals' needs and tailor support to promote:

- personal and community safety
- independence and control

- economic progress and financial control
- health and well being

Additional support has been provided during the winter months in 2022/23 to provide access to a welcoming warm space with free refreshments and social activities for older people and others that need it.

Specialist Housing register

The Specialist Housing register is a register of persons/families who are unable to be easily housed via the existing social housing stock due to a specific need. This could include health, disability, property type and size required or the need for adaptations.

Local Authority housing and social care teams and partner landlords work closely to explore cost effective and appropriate options for applicants that may include adapting an available property, identifying a suitable property in the private sector or planning specific adaptations in new build developments.

Housing Services Tenants Satisfaction Survey

Housing Services is undertaking a full census survey of all its tenants to gather their views on the range of services that are provided and what they feel about the neighbourhoods in which they live.

Listening to the views of tenants is important to ensure that services are of a high quality and meet their needs. Tenants know the properties and areas where they live and can help inform plans for improving service delivery and the neighbourhoods for everyone. The survey will also be used to understand communication needs, with the aim of improving communication and increasing engagement.

Adaptations to support independence

Adaptations to people's homes aim to support them to remain as independent as possible and to carry out their daily 'occupations' such as looking after themselves, getting around their homes and out into the community to do the things that matter to them. The Welsh Government 'Enable' scheme enables individuals to find out more about the support they can access irrespective of whether they live in their own home, rent privately or through the council or housing association.

Adaptations can be small: e.g. grab rails, stair rails; medium: e.g. stair lifts, level access bathrooms; and large: e.g. involve planning and building regulations to achieve. Flintshire Social Services employed Occupational Therapists and Disability Officers carry out assessments and make recommendations about the types of changes that will support the individual, the family or carers. The assessment includes other aspects that could lead to improved outcomes. e.g. lifestyle changes, use of different techniques/equipment, consideration of the benefits of moving when equipment /works would be considerable. Disabled Facilities Grants are available for work over £1000 for eligible applicants.

An Occupational Therapist has been recruited to join the Homeless and Preventions Service (Social Housing Register Team). This ensures people's needs are assessed and taken into account when allocating homes and also aids in the design stage of future new build homes.

Warm Wales - Healthy Homes Healthy People Project



The Healthy Homes Healthy People project provides a range of advice, support and referral options to enable people to live in warm, safe homes. Support is offered to people of any age and any housing tenure and includes:

- ✓ **Energy:** help and advice with understanding energy bills, support with fuel debt, smart meters, savings, and discounts.
- ✓ **Water:** information, advice, and support with tariff reductions and water meters
- ✓ **Heating:** support with applications to Nest, a Welsh Government-funded scheme, providing replacement boilers, central heating systems, and insulation to qualifying households
- ✓ **Income maximisation:** support and signposting for benefit checks and council tax reduction applications
- ✓ **Home adaptations:** support accessing grab-rails, level access showers, stairlifts, etc.
- ✓ **Priority Service Register:** free registration with gas, electricity, and water providers for qualifying households
- ✓ **Home safety measures:** carbon monoxide awareness, smoke alarms, and locking cooker valves – information and advice for all and devices for qualifying households

Age Connects (North East Wales) - Older People's Support Service

Older Peoples Support Service is a free short term support service (up to 12 weeks) for people living in Flintshire who are 50+ and are tenants or home owners. The service ensures that any older person feels empowered by their contact with us and are able to remain independent, remain living in their own home and preferred community. This project is funded by the Welsh Government's Supporting People Programme in partnership with local government.



Supporting People Advisors visit older people in their own home and ensure their wishes and views are central to the support. Advice and support are provided on home safety, community safety, benefits advice, social activities and transport. Advisors identify solutions, give practical advice and link in with other services, agencies or organisations to overcome issues.

Care & Repair North East Wales



Care and Repair North East Wales is a not-for-profit organisation funded by the Welsh Government, Flintshire County Council, Wrexham County Borough Council, Betsi Cadwaladr University Health Board, Wales and West Housing Association, North Wales Fire & Rescue Service and The Big lottery.

The service assists older people over the age of 60 and disabled adults who live in private sector housing to live independently in a safe, warm and secure home by providing advice and practical assistance with regards to repairs, renovations, maintenance and adaptations. Services include:

- ✓ Healthy Homes Check

- ✓ Falls Risk Assessment
- ✓ Rapid Response Adaptations Programme (RRAP)
- ✓ Home improvement services
- ✓ Information and advice

What we will do

The Ageing Well team is working closely with colleagues in Housing to establish clear actions that will enable older people to make informed choices about where they live in order to maintain their independence and to age well. Actions will include:

- Work collaboratively to develop housing provision to meet the needs of older people/people with complex health needs (Housing Strategy Action Plan 1.6)
- Continue to work with partners to provide services to support older people to either remain in their own home or move to more suitable accommodation (Housing Strategy Action Plan 2.5)
- Work collaboratively to respond to increases in demand for adaptations that focus on wellbeing and independence (Housing Strategy Action Plan 3.4)
- Undertake a review of Sheltered Housing to assess suitability for older persons housing in the future
- Ensure the housing needs of older people are considered as part of Town Centre 'Place Making Plans'



Social Participation

Objectives:	Enable people to stay connected with friends and family in age-friendly communities that improve and maintain positive mental health and wellbeing.
Assessment:	Ageing Well Engagement Officer recruited in Flintshire. This role provides a highly valued service to residents and community groups, building connections, sharing information and facilitating community activities. Loneliness & Isolation initiatives and social prescribing services in partnership with the local voluntary council. Some businesses engaged in developing more accessible and age friendly facilities. Many examples of strong community participation across the county.
Key Focus:	Support people to actively participate in existing and new groups, clubs and activities across all communities. Including support for groups to have sustainable membership and administration.

What we know

Being able to stay connected with friends and family is essential for ageing well. Age-friendly communities enable older people to take part in a range of social activities, bringing people of all ages together around shared interests.

In general, we know that participation in activities is higher in families with children (aged 5-10) and in households where one member already engages in cultural activities (Lahey et al. 2017). However, participation varies according to age (with those over 75 least likely to participate); financial status (with those on low incomes least likely to participate); and ethnicity (with people from Black or Asian backgrounds least likely to participate).

An individual's opportunity to participate in community activities can depend on a number of factors including availability of resources; range of activities, support to overcome individual barriers (e.g. travelling confidence), access to information.

The impact of Covid has led to a reduction in the number of groups and or activities that were often organised and led by older volunteers.

What people have told us

Through engagement, older people (and others), have told us they would like to see:

- *More opportunities for community to meet/drop-in centre*
- *More community activities*
- *More activities for people of all ages*
- *More activities for people with disabilities*

- *Activities/groups for men*
- *Community lunch club*
- *More support for community events*

What we are doing well: community-led age-friendly activity

Age-friendly development has focused on improving information about existing activities, raising awareness of community transport schemes and supporting the development of groups/activities in communities that were previously lacking social opportunities.

Leeswood & Pontblyddyn Community Café

Leeswood & Pontblyddyn are small neighbouring villages in a rural area of Flintshire with a community centre that is primarily used for clubs and private functions. Older people told us that the community needed somewhere for people of all ages to meet, in particular where older people could feel part of the community and reduce the risk of loneliness and isolation.

A small, unused room in the community centre was refurbished by community members, and with donations and support from local businesses a community café was established. Offering affordable drinks and snacks served by volunteers, the weekly community café provides an inviting and informal meeting place for people of all ages with regular customer numbers of forty plus. The café makes a small surplus which is used to develop further age-friendly initiatives in the community.



Sunshine café customers



Leeswood & Pontblyddyn Lunch Club

A community lunch club previously run by older volunteers in the community had closed when the volunteers were no longer able to run the club. The regular attendees missed the monthly club but were unable to restart it themselves without some support and were concerned about long term commitment and sustainability.

Working in partnership with the local primary school and the school catering service, the monthly lunch club was re-established in the school. Pupils are involved each month, creating menus, greeting guests, serving lunch, and providing entertainment. A lunch club model has been developed that can be replicated in other areas where there is demand

Penyffordd Community Coffee Morning

Penyffordd is a small rural community in Rural North Flintshire with few local amenities. The community centre attached to the local Primary school has limited availability for community use as it is used by the local playgroup every afternoon during the school term.

The older people's group in the community had disbanded as numbers fell and the room hire costs became unaffordable. However, the school was keen for older residents to remain active in their community and agreed to accommodate a monthly community coffee morning. Residents are able to attend for a nominal charge to cover the cost of refreshments, and as numbers grow, additional activities are being considered. The school is being supported by the Ageing Well Team to develop a lunch club based on the model developed in Leeswood.



Alyn Villages' Activities

The Alyn Villages consists of 3 very closely situated small rural villages. Engagement with the local community highlighted a number of priorities including improving access between the villages and increasing the range of activities with a particular focus on intergenerational activities.

A monthly coffee morning was established, with volunteers providing refreshments and cakes and a schedule of activities to appeal to people with different interests. Working with the local authority Public Rights of Way officer, a circular walk was developed between the communities and launched as an activity at the monthly coffee morning, with pupils from the local primary school joining the older adults on both the walk and for refreshments.

What we are doing well: Age-friendly services

Older People's Engagement Project

Through the Older People's Engagement project we have learned that there are many older people's groups across the county that offer a range of activities to appeal to people's different interests. Support is provided through the Ageing Well Engagement Officer to help groups re-establish following the pandemic, build sustainability and to increase promotion of the range of groups and activities available across the county. The Ageing Well Engagement Officer works closely with the 50+ Action Group, assisting with their annual celebration of International Day for Older People.



International Day Celebration 1st October 2022

Flintshire Dementia Memory Cafés

A priority within Flintshire's dementia strategy is to ensure people living with dementia are supported to continue to live well in their communities for as long as they choose to.

Local dementia-friendly groups have developed memory cafés and dementia-friendly activities in their community where older people living with dementia and their carers can take part and feel included. Activities have included coffee mornings, memory quizzes, musical themed activities, reminiscence activities. Working with local schools, cafés have organised intergenerational activities to mark special events including St David' Day performances, Christmas carol sing-along, tea dances.

Aura Libraries & Leisure

Aura Libraries & Leisure are recognised as working to become Dementia-Friendly as part of the Alzheimer's Society Dementia-Friendly Communities initiative. Libraries and Leisure centres offer a range of dementia-friendly and age-friendly activities in Leisure Centres, libraries and community centres across the county. Activities include: "singing

Dementia-Friendly / Age-Friendly Events and Groups 2023 February

- 2nd, 9th, 16th, 23rd - Sunshine Community Café, 9am-12:00pm, Leeswood.
Also on same dates Singing For The Brain 10:30-12, Mold library (booking essential)
- EVERY WEDNESDAY 10am-12 DEEP Group in Mold Rugby Club
- 6th - Monday Mix Cafe Flint 1:30-3:30, St. Mary's Catholic Church, Hall, Flint, CH6 5BQ
- 6th, 7th, 8th, 13th, 14th, 15th, 20th, 21st, 22nd, 27th, 28th - Fig Tree Café, 10am-2pm, St. Bartholomew's Church, Sealand
- 7th, 14th, 21st, 28th - Dancing with Dementia, Edith Bankes Memorial Hall, Northop, 2:15-3:30pm
- 17th - NEWCIS Afternoon tea at Plas Hafod event, open to carers registered with NEWCIS who care for someone living with Dementia, in Flintshire. Booking required on 01352 752525.
- 14th - Buckley Memory cafe 1-3pm
- 14th - Age & Dementia Friendly Alyn Villages, Hope Community Centre, 10am-12pm
- 27th - Memory Arts Café, St. David's Building, Mold, 1-3pm
- 24th - Holywell Memory Café 1:00pm-3:00pm, Boot & Ship, Bagillt.
- 24th - Penryffordd Memory Cafe, The Millstone, 1pm-3pm

for the Brain”, “Sporting Memories”, Dementia-Friendly swimming, Tai Chi Movements for Wellbeing and gentle exercise/strength and mobility sessions.

What we will do

- Identify areas where there are gaps in activities and support older people to start something new
- Review groups that have been unable to restart following the Pandemic and provide additional support to help relaunch where it is needed.
- Develop a map of older people’s groups and activities and raise awareness of what is available through a range of methods (e.g. networks, websites, Community Resource Teams, Social Prescribers etc.)



Respect and Social Inclusion

Objectives:	Build age-friendly communities that foster positive images of ageing and challenge ageism by bringing together people of different ages.
Assessment:	Dementia Friendly initiatives aim to be inclusive for people with memory problems. OP Engagement Project aims to ensure voices are heard. Digital exclusion – digital inclusion projects aim to help OP to get online, if they wish to.
Key Focus:	Promote the equality and contribution of older people in the community, providing opportunities for inclusion through activities, campaigns and intergenerational community projects.

What we know

Wales' population is ageing because of falling birth rates, migration and increased life-expectancy. In Flintshire 21.4% of the population is aged 65 and over (Census 2021) and this ageing population is projected to continue until 2043.

Increased life-expectancy not only improves the quality of life of individuals, but also has a positive impact on the wider community.

- Retiring whilst still fit, healthy, and active leads many people to become more involved in their local communities. Older people make up the majority of volunteers.
- Older people often play a key role in supporting and maintaining social networks, providing childcare, financial, practical and emotional help to family, friends and neighbours.
- Communities with older age structures tend to be safer overall, with reduced crime rates since most crimes against people are committed by younger males
- Ensuring older people lead healthy and active lives and are valued and respected will enable them to age well and to make a positive contribution to their communities.

<https://www.flintshire.gov.uk/en/PDFFiles/Policy-and-Performance/PSB/Well-being-Assessment-Full-English.pdf>

What people have told us

Through engagement, older people (and others), have told us they would like to see:

- *Intergenerational activities to build respect between the generations*
- *A reduction in anti-social behavior*
- *Improved perception regarding safety (particularly at night)*
- *Increased community spirit*

- *People looking after each other (friendliness/intergenerational)*
- *Reduction in feelings of vulnerability in the home*
- *Support for people whose first language is Welsh*

What we are doing well: community-led age-friendly activity

Age-friendly development has focused on increasing understanding and awareness of dementia so people living with dementia can continue to live well and play an active part in their communities; raising awareness of community safety and the role communities can play in protecting the most vulnerable; promoting a positive attitude towards ageing; increasing opportunities for older people to play an active role in communities and contribute to policy/decision making processes.

Dementia-Friendly communities

Seven communities across Flintshire have received recognition from Alzheimer's society as "working towards being Dementia Friendly". Each dementia-friendly community is raising awareness of dementia and how individuals, community groups, organisations and businesses can make small changes so people living with dementia can continue to live well in their community.

Yn gweithio i fod yn
**Dementia
Gyfeillgar**



Working to become
**Dementia
Friendly**

Intergenerational activities

Many schools in Flintshire have been involved in dementia-friendly community projects to increase their understanding and awareness of dementia. Age-appropriate Dementia-Friends awareness sessions have been delivered to staff and pupils in primary and secondary schools with some schools continuing to offer Dementia-Friendly performances to invited audiences from care homes, and the local community. Feedback from participating schools has included:

"activities have led to increased confidence and understanding around a tricky and often taboo subject"

"children have learnt a lot about a subject which was virtually unknown to most"

"the children certainly have become aware of Dementia and of the difficulties people face when ageing. It has certainly ticked our box of becoming more ethically informed citizens. Diolch yn Fawr

"children learned a great deal and enjoyed the experience"

Dementia awareness/community safety project, Rural North Flintshire

Age & Dementia-Friendly Holywell were successful in a grant application to develop a project to address concerns raised about the perception of community safety, particularly for older and more vulnerable people in the community and to increase understanding of dementia.

The project worked with 6 primary schools in the rural north area of Flintshire near Holywell. Staff and pupils in year 2 and above attended Dementia Friends awareness sessions, made pledges and became Dementia Friends. A focus group of 15 to 20 pupils in each school worked with a Community Arts practitioner to develop a performance for the school community/families around dementia and community safety of vulnerable adults. A series of community safety events followed the performances enabling older people in the community to access information and advice from statutory and third sector organisations on how to keep safe and well.

All schools have reported a greater awareness and understanding of dementia and how they can help keep vulnerable adults safe. Feedback from community safety events from organisations and visitors was positive, with a number of actions being followed up and referrals made for targeted support.

A celebration event held at Greenfield Valley Heritage Park enabled participating schools to come together with older adults including people living with dementia from their communities to learn about some of the artefacts on display and put their understanding of dementia and community safety into practice.



What we are doing well: Age-friendly services

Flintshire Dementia Strategy

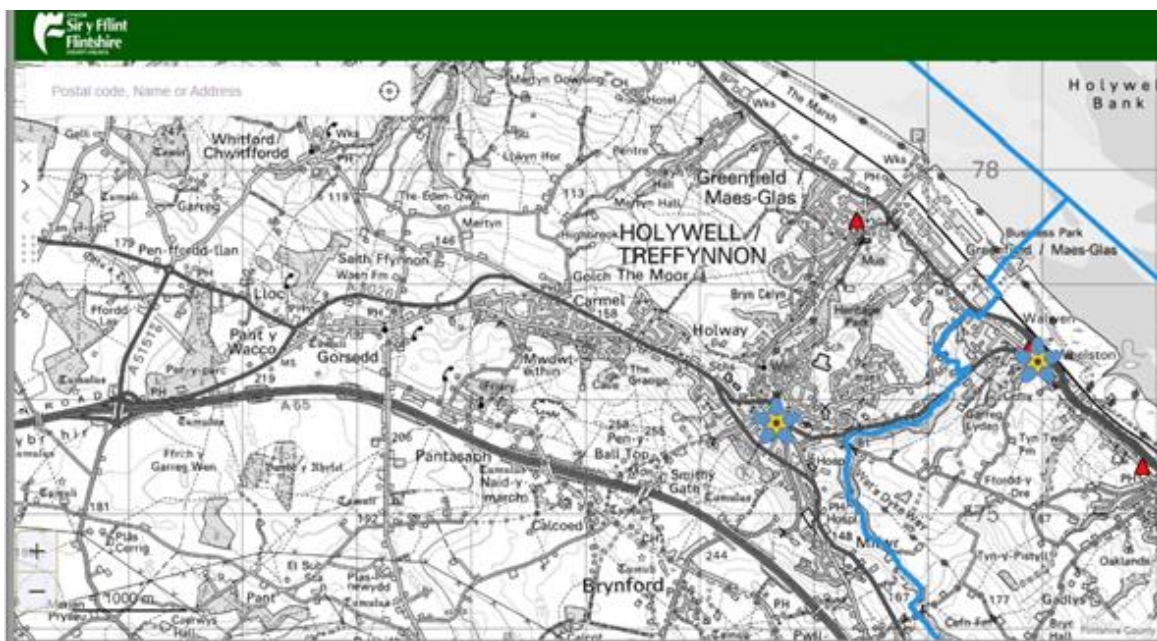
Flintshire County Council, supported by Betsi Cadwaladr University Health Board has committed to having a local Dementia Strategy, to reflect local needs and priorities. The Flintshire Dementia Strategy aims to improve the lives of people living with dementia, and their carers and families, and to develop well informed and supportive communities.

A consultation process was undertaken between May and August 2021. This consultation engaged with people with lived experience, including carers and families, community groups, social care and health professionals, third sector service partners, and independent care providers. The feedback from the consultation has been used to

identify the key priorities and to produce a detailed plan of actions. As part of the strategy the council has committed to deliver the 'Dementia Friends' programme across the Council workforce, local businesses and organisations so people living with dementia and their carers and families are respected and supported.

People with lived experience are invited to help share the development of dementia supportive services and communities. Working with the Council and NEWCIS, they have helped to develop an interactive map and user guide of dementia friendly services/activities. The interactive map can be used as a tool to help people living with dementia find dementia-friendly services to support them.

The map shows the locations of Dementia Friendly Communities, memory cafés and organisations and services which are part of a local dementia friendly businesses programme run through NEWCIS. Users are able to search the map to find dementia friendly locations in their area, alongside bus stops and other community facilities which may help them to plan their journey.



Details of all the priorities and actions can be found on the website: <https://www.flintshire.gov.uk/en/PDFFiles/Social-Services/Dementia/Flintshire-Dementia-Strategy-Public-Summary-Nov2021-ENGLISH.pdf>

Flintshire Age and Dementia Friendly Communities

Dementia-Friendly Communities is an Alzheimer's Society initiative to raise awareness and understanding of dementia and encourages organisations (businesses, voluntary groups, community groups) to make changes so that people living with dementia are understood, respected and supported to live well in their community. Flintshire County Council was the first Council in North Wales to be recognized by the Alzheimer's Society as 'working towards becoming dementia-friendly.'

There is growing recognition that age-friendly communities and dementia-friendly communities complement each other and share fundamental objectives. Both aim to help older adults maintain independence and to live well by creating supportive, enabling environments. They also engage with a range of stakeholders including older

people, to strengthen community support and increase inclusion to benefit people of all ages. (Ref: [AARP Better Together: A Comparative Analysis of Age-friendly and Dementia Friendly Communities](#))

The implementation of the Ageing Well in Flintshire Plan 2016-2020 and Flintshire Dementia Strategy has encouraged the development of age and dementia-friendly communities in Flintshire. There are currently eight communities across the county that are formally following the Alzheimer's Society Dementia-Friendly process, taking positive local action to increase awareness and support for people living with dementia, and making their communities more age-friendly.

StreetSafe

StreetSafe is a national service launched as part of the Violence Against Women and Girls (VAWG) campaign. This is a non-crime reporting tool hosted on <https://www.police.uk/> for members of the public to anonymously pinpoint public places which make them feel unsafe and say why.

Although the initial intention is to help combat VAWG, it has subsequent potential to highlight further issues in our communities that may need tackling. This includes particular locations and factors that lead to people feeling unsafe and/or might help offenders either commit or conceal a crime, such as street lighting, abandoned buildings or poorly designed spaces, vandalism, as well as behaviours of individuals or groups of people.

This will assist with understanding our communities' concerns and can be used alongside other available data to aid decision making. Streetsafe is an anonymous facility and users are informed from the outset that it is not a crime recording tool. Users will be directed to the right channels and guidance, including online crime reporting services, 101 and 999, should they need to report an incident.

<https://www.police.uk/pu/notices/streetsafe/street-safe/>

Community Safety

Community Safety is a priority within the Well-being Plan for Flintshire with a focus on reducing crime and disorder across Flintshire to make communities safer and protect those who are most vulnerable.

Initiatives that are in place include a focus on providing preventative services to young people at risk of Anti-Social Behaviour (ASB) and offending; tackling substance misuse, doorstep crimes and scams; and targeting Neighbourhood Warden resources to victims of crime, domestic abuse, ASB and the most vulnerable members of our communities.

Partnership working is key to increasing respect and social inclusion in communities and across generations. A community performance-based workshop led by Theatre Clwyd has provided opportunities for young people, parents or carers and members of local communities to work with partners from Youth Justice, Flintshire Sorted (Young People's Drugs and Alcohol Team), Flintshire Youth Service and Aura Leisure. Working with facilitators and professional actors they follow the story of a young person who becomes involved with the wrong crowd and finds themselves on the wrong side of the law. The project enables participants to gain an insight into how the criminal justice system works

in relation to young people, examine the choices and indicators for the offender and look at the wider impact of Anti-Social Behaviour on the individual, on families and the wider community. The project is funded through the Home Office Safer Streets Fund.

Safe & Well Checks (North Wales Fire & Rescue Service)

The Fire & Rescue Service offer checks for people aged 50 and over to help keep them safe and well and reduce their risk of a fire in the home. During the Safe and Well Check, Fire Service Staff

- ensure that existing alarms are in working order or supply and fit new smoke alarms
- provide advice on how to make your home safe from fire
- help prepare a plan to assist householders and their family to safely make their way out of the property in the event of fire
- provide specialised equipment for deaf and hard of hearing people
- assess whether the household may benefit from other specialist equipment to help keep them safe

What we will do

- Continue to implement Flintshire's Dementia Strategy
- Continue to engage with older people and others in the community to play an active part in developing age-friendly (and dementia-supportive) communities
- Seek opportunities to raise awareness of scams/doorstep crime to protect the more vulnerable in communities and promote Streetsafe for reporting public locations and factors of concern
- Continue to develop intergenerational activities to promote respect amongst the generations and ensure older people can continue to make a positive contribution to their community



Civic Participation and Employment

Objectives:	Support older people to maintain economic security, independence and skills in order to continue to be involved in all aspects of community life, including working, volunteering, politically and social activity.
Assessment:	Local Voluntary Council working in partnership with the council and other partners to develop a strong volunteer 'workforce' in Flintshire.
Key Focus:	Challenge the representation and portrayal of older people to provide more positive language and imagery, and help provide opportunities for people to continue to be active community participants at any age.

What we know

Wales' population is the highest it has ever been, but it is also ageing because of falling birth rates and migration. The population is expected to continue to grow and then fall as we move to 2050, although this may be slowed by improvements in life expectancy. An ageing population will disrupt how health and social care, employment and education, and pensions operate. Future challenges need to be tackled with the needs of all generations in mind or risk disadvantaging one at the expense of another and/or falling short of achieving ambitions ([Wellbeing Assessment for Flintshire Jan 2022](#)).

Older people have a wealth of knowledge and experience which is currently underappreciated and undervalued. Tackling age discrimination and recognising the value and worth of older people in Wales has been a key feature of Ageing Well in Wales and the Welsh Government Strategy for Older People.

Systems for engaging and involving older people (and others with protected characteristics) in decisions about the design and delivery of services is key to ensuring they are both inclusive and accessible and is a requirement under the Socio-economic Duty Equality Act 2010.

It is good for the individual, the community and the economy for older people to be engaged in some form of employment, volunteering, education or training. With the economic downturn following the 2008 financial crisis and more recent impact of Brexit and Covid-19, retirement has become less affordable. Providing older people with the opportunity to remain in work or to re-enter the labour market is becoming increasingly important, particularly since poverty in later life is specifically associated with high levels of social isolation and poor health.

What people have told us

Through engagement, older people (and others), have told us they would like to see:

- *More volunteers (all ages) involved in the community*
- *Digital inclusion/IT learners groups/courses*

- *Local work opportunities/improved access to work (transport and disability issues)*
- *Need to build links between organisations to support people and build community resilience*

What we are doing well: community-led age-friendly development

Age-friendly development has focused on promoting volunteering opportunities and providing support to older people's groups to increase sustainability and access training; working with partners to increase digital inclusion opportunities for older people in local communities; raising awareness of community transport and demand responsive transport schemes to remove barriers to accessing services, training and employment opportunities.

Leeswood & Pontblyddyn community café - volunteer training

Volunteers running the Community Café identified a training need to ensure regular volunteers have appropriate Health and Safety and Basic Food Hygiene training. Princes Trust Cymru PRIME programme provides access to free basic training to support people aged over 50 into volunteering/employment or to start their own business. Working with the Princes Trust, the Leeswood & Pontblyddyn Age-friendly group organised free access to accredited online training for all eligible volunteers.

Covid support volunteers

Age-friendly groups in Leeswood/Pontblyddyn and Holywell developed a coordinated volunteer response to support vulnerable people in the community during the Pandemic in partnership with Volunteering Matters. Volunteers were recruited based on their skills and abilities to assist with shopping, picking up prescriptions and telephone befriending. All volunteers were background checked, received training, ongoing support, third party liability insurance and out of pocket expenses, including travel costs.

Increasing digital inclusion

Recognising that digitally excluded older people were at increased risk of loneliness and isolation as a result of the global Pandemic, age-friendly community groups have created opportunities to provide digital tablet loans and training/support to older people to maintain connections and join activities on-line. Carers of people living with dementia were able to attend a digital tablet course in the community and were supported to join virtual memory cafés and quizzes to maintain their wellbeing. Further tablet loans and courses were provided for older people at risk of loneliness, many being supported by digital companions or family members. Feedback from recipients has been positive, reporting continued use of the devices and increased confidence with many going on to access online services and shopping.

What we are doing well: Age-friendly services

50+ Action Group (Flintshire) & Flintshire's Older People's network

The 50+ Action Group (Flintshire) is 'a group of passionate, diverse older people aged 50+ from across Flintshire who come together monthly to address the concerns and hopes of those aged 50+'. The group aims to be a voice for those aged 50+ on decisions that affect older people in Flintshire. Working closely with the Ageing Well Engagement Officer, the Action Group creates opportunities to express the views and concerns of older people with a range of statutory and voluntary organisations. This includes inviting policy/service leads to open meetings organised by the group to speak to and listen to the concerns of older people, responding to consultations and representing older people on stakeholder groups.

The older people's network is a virtual network of older people's groups and individuals interested in learning about and contributing to activities, information and advice and services that influence the wellbeing of older people.

Through the 50+ Action Group and Older People's network, older people have opportunities to shape services to meet their needs. Examples include assisted bin collections; choice in the payment of services; access to devices, training and support to increase digital skills of older people.

A VOICE FOR THOSE AGED 50+ LLAIS I BOBL DROS 50

50+ Action Group (Flintshire)
Grŵp Gweithredu 50+ (Sir y Fflint)

CODGERS QUARTERLY
Embracing our age, re-defining the stereotype
NEWSLETTER OF THE ACTION GROUP (FLINTSHIRE)
To register for quarterly issues to be sent to you by email, contact: Codgersquarterly@hotmail.com

- We are a group of ENTHUSIASTIC, diverse older people aged 50+ from across Flintshire
- We come together monthly to address the concerns and hopes of those aged 50+
- We are a voice for those aged 50+ on decisions that affect us all
- We are passionate about ensuring the voice of Flintshire's 50+ population is heard

INTERESTED IN JOINING US?
If you are aged 50+ and you are passionate about supporting age friendly communities on decisions that affect those aged 50 and older, we would like to invite you to one of our monthly meetings with a view to becoming a member of the group. (Contact details below)

PLANNING AND HOSTING THE ANNUAL CELEBRATION OF INTERNATIONAL DAY FOR OLDER PEOPLE

Chair, Barry Harrison:
pharmacistrbh@btinternet.com
01745 560738

ASSEMBLY FORUMS
SERVICES FOR PEOPLE
OF ALL AGES

Flintshire Impact Assessment Quality Assurance Group

A key objective in the Council's Strategic Equality plan is 'increasing access to participation to services and decision making for all protected groups'.

An Impact Assessment Quality Assurance group has representation from across the 9 protected characteristics (age, race, disability, religion or belief, gender reassignment, sex, marriage and civil partnership, sexual orientation, pregnancy and maternity) ensuring they are involved in decisions about policies and services in Flintshire. Their involvement has contributed to the development of a range of projects and services including:

- Theatr Clwyd provided "Singing for the Soul" for people living with Dementia.
- Betsi Cadwaladr University Health Board (BCUHB) "Arts from the Armchair" project
- Live streaming of theatre into local care homes with wraparound workshops
- Establishment of a community focus group for individuals who would have struggled to visit the theatre. This group is helping the theatre develop their access strategy

NEWCIS – voice for carers

NEWCIS delivers a wide range of information and support to adults caring for a person in Flintshire. They provide a voice for carers and facilitate a Carers Consultation Network, representing the views of carers in planning and developing carers' services, both locally and nationally, with partners in statutory and voluntary organisations. They organise events throughout the year to inform carers about their rights and the services available to them. This includes Carers Week and Carers Rights Day.

NEWCIS set up the Carer Friendly Employer Recognition Standards in conjunction with partners in North Wales. The standards give guidance and support for organisations to introduce a carer policy within their workforce.

FCC Carers policy

Flintshire County Council recognises that employees have caring responsibilities, and that they may need support to combine their work responsibilities with care. We have developed a 'Working and Caring' policy to demonstrate our support for employees who are carers, and to set out what support is available. We will endeavour to create a culture where we champion managers and colleagues to support carers and help maintain their work life balance whilst still providing high levels of customer service to the community. As part of the policy, we also seek to identify unpaid carers within the workplace and provide a support network of advice and assistance as this not only benefits the employee, it can also assist the Council.

Flintshire Dementia Strategy Implementation Group

A Flintshire Dementia Strategy implementation group has been established in order to oversee the implementation of the dementia action plan and priorities. People with lived experiences, including those diagnosed with dementia, carers and family members are invited to play a key role in this group to ensure they have a voice in the development of supportive services and communities.

Tenants & Residents Associations

Flintshire County Council Housing Services recognises the importance of involving Tenants and providing robust opportunities for working together to identify priorities and inform service improvements. A revised Customer Involvement Strategy is currently being developed to ensure this is taken forward. Supporting involvement activity also includes the development of Tenants and Residents Associations (T&RA) where tenants have expressed an interest. T&RA not only provide opportunities for issues and concerns to be raised with Housing Services, they also facilitate wider participation with the local community through activities and events. Tenants and residents are invited to take part in a comprehensive survey on a bi-annual basis to obtain feedback on services, share their experiences and help inform future priorities. The survey aims to understand their different communication needs, how best to keep tenants informed, how to improve service delivery and the neighbourhoods in which they live.

Flintshire Local Voluntary Council

Flintshire Local Voluntary Council (FLVC) works to develop active and involved citizens by enabling more people and communities to benefit from volunteering. It links people who want to volunteer to groups and organisations who need help to run their activities.

In response to the Covid-19 pandemic, the council worked with FLVC to recruit volunteers to support Social Services. The volunteers were involved in activities such as delivering Personal Protective Equipment (PPE) to Care Homes and Domiciliary providers, offering one to one telephone support, one to one exercise support, shopping and medication collection.

FLVC also services and convenes a number of forums and networks which give voluntary and community organisations the opportunity to share their experience, ideas and concerns and to feed into consultations and service planning processes and receive regular news on funding opportunities, training, conferences, good practice. The North East Wales Wellbeing Network aims to:

- Bring together third sector organizations to present a collective voice
- Stimulate, inspire, involve and build trust among third sector organizations
- Share information and good practice ideas with other third sector organizations
- Influence the development of health, social care and well-being activities and services in North East Wales
- Ensure that the third sector is an equal partner in the delivery of integrated health, social care and well-being activities and services in North East Wales

Flintshire Learning & Recovery

Learning and connecting with others are important factors in achieving and maintaining wellbeing in our lives. Flintshire Learning Partnership (Advocacy Services North East Wales, Flintshire County Council, North East Wales Mind, KIM Inspire and Flintshire Local Voluntary Council) offer a range of courses and activities for people who live in Flintshire affected by mental health issues. The activities and courses help individuals build confidence, reduce anxiety, increase digital inclusion, learn new skills, access volunteering opportunities, boost career opportunities.

<https://www.flintshirewellbeing.org.uk/info/>

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www.flintshirewellbeing.org.uk

Flourishy - Ping
 Bring your friends and family along to make and learn how to make a beautiful ping for yourself or a gift. If you are interested in flowers and plants we'll provide you with a knowledge of how to care for your plants. You'll also receive a free copy of the 'Flourishy' book.

MacRuffles
 Are you being well? Have you been diagnosed with a mental health condition? MacRuffles is a fun and easy-to-make activity that helps you to learn about your condition and how to manage it. You'll also receive a free copy of the 'MacRuffles' book.

Copper foil embossing
 In this session you will be shown how to use copper foil to create beautiful designs on paper. You'll also receive a free copy of the 'Copper Foil Embossing' book.

Adult Community Learning

Flintshire County Council and Wrexham County Borough council are working in partnership to provide the very best adult learning opportunities to help adults build their essential skills and access employment related training.

Essential Skills courses are held in community venues across the county to help adults improve their digital, maths, and English skills or learn new skills.

Employment related training courses are aimed at improving wellbeing, building confidence, enhancing individuals CVs with up-to-date work-related qualifications in subjects such as Health & Safety in the workplace, emergency First Aid at work, Food Safety, Safeguarding, Mental Health Awareness. Sector specific training includes childcare, administration, hospitality, retail and health and social care.

Aura Libraries

Aura Libraries is one of the lead providers in the North East Wales Adult community Learning Partnership. Working with partners, Aura provides pathways and support to enable people to gain employment, providing a variety of free courses to develop employability and learn new skills. A range of accredited and non-accredited courses are provided via Aura's community buildings, outdoor spaces and online. Funded through the Adult Community Learning grant, courses are available to anyone aged 19 and above who would like to learn a new skill, gain a qualification or improve their physical and mental wellbeing.

Aura co-ordinates the 'Step-up Your Skills' programme, offering regular events and workshops to support job seeking including annual job fairs in Aura Libraries and Leisure Centres.

Aura provides access to a range of courses, services and support to help people improve their digital skills and take advantage of the benefits of being online. This includes free access to digital device loans and online courses to improve digital skills, health and wellbeing, online safety, money management and access to public services online. Courses are also offered as group sessions in local libraries with support from library staff.

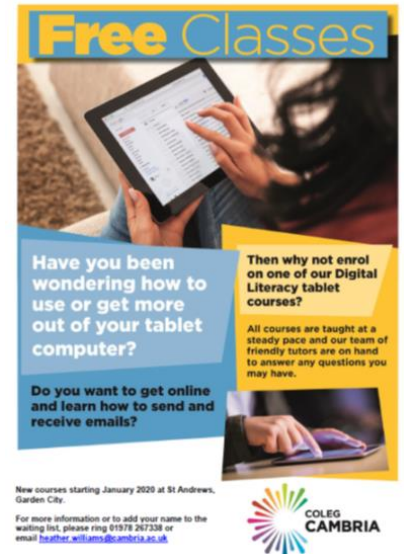
<https://aura.wales/libraries/learn-with-your-library/>

Committed to protecting and promoting the Welsh culture and Language, Aura provides free access to a range of resources to encourage communities to engage in the language and culture. These include: Welsh language books and audio collections, Welsh language events and activities, Welsh language local and national newspapers and periodicals, Welsh online resources and opportunities to practice and learn Welsh.

Coleg Cambria

Coleg Cambria delivers “skills for adults’ courses” in community venues across Flintshire. Courses include digital, maths, English, computer courses for beginners and staying safe online. Courses are offered FREE of charge in accessible venues and are taught at a steady pace by experienced tutors who can encourage and support learners to increase their skills and confidence.

The Ageing Well team has worked in partnership with Coleg Cambria to organise courses for older people’s groups where a specific need has been identified. These have included digital tablet beginner courses for Halkyn Over 50’s, Ewloe over 50’s, members of the 50+ Action Group, Ewloe residents in sheltered housing, and community centres in Leeswood and Holywell.



University of the 3rd Age (U3A)

Founded in 1981 the UK u3a movement aims to encourage groups of people in their third age to come together and continue their educational, creative, and social activities that are of interest to them. The guiding principles are to promote lifelong learning through self-help interest groups covering a wide range of topics and activities as chosen by their members. The third age is defined as a time in life (not necessarily chronological) where individuals can undertake learning for its own sake. There is no minimum age, but a focus on people who are no longer in full-time employment or raising a family.

Flintshire u3a is a vibrant association of groups in the county that meet to offer a wide variety of activities and interests. Meetings also offer a chance to make new friends, share interests and develop new skills in an informal and friendly atmosphere.

Communities for Work

Communities for Work provides support for unemployed adults of any age to access training and develop the skills they need to gain employment. The Communities for Work programme is aimed at people who are economically inactive and have complex barriers to employment such as health, IT skills, basic skills, employment skills or training. Recognising that poverty in later life can increase the risk of social isolation and poor health, Communities for Work provides older people with the opportunity to remain in work or to re-enter the labour market through a range of support provided on a one-to-one basis from mentors. The support given ranges from preparing a CV, interview skills, sector specific pathway courses, volunteering opportunities and sourcing employment opportunities.

Older workers programmes and campaigns

PRIME Cymru

PRIME Cymru provides free practical support for mature individuals in Wales with a focus on those aged over 50 who want to become and remain economically active. PRIME Cymru development officer and volunteer mentors provide clients free, bespoke

support towards finding employment, setting up a business or developing skills through training and volunteering opportunities.

In Flintshire PRIME Cymru has supported volunteers to access Food Hygiene and Health & Safety at work accredited courses to build their skills in their volunteering roles.

The National Day Nurseries Association (NDNA) Childcare works programme

The NDNA "Childcare Works" programme provides training and work based placements in childcare settings for target groups. The 16-week paid supported programme in Flintshire & Wrexham targeted people aged 50+ where people in this age group often had relevant life experiences but no formal childcare training or experience. The programme provided people in this group access to childcare training and opportunities to gain experience in paid employment for 16 hours per week within a Childcare or early years setting. 16 people were recruited to the project in Flintshire and Wrexham. At the end of the project 10 progressed into employment.

What we will do

- Flintshire and Wrexham Public Service Board will work with communities in the service design and delivery of all well-being planning, so that resources and services are accessible and in the heart of our communities, for all to enjoy.
- Challenge the way that older people are often portrayed in publications and materials and encourage the use of positive language and imagery
- Continue to seek opportunities for older people to have a voice in the design/development of policies and services that affect them.
- Continue to seek opportunities to increase digital inclusion amongst older people
- Continue to work with partners to develop and deliver Adult Community Learning programmes to increase engagement and improve skills within local communities
- Share best practice with Adult Community Learning, Flintshire Learning & Recovery and Wellbeing Network Partners to maximise opportunities for learning within the community



Communication and Information

Objectives:	Provide continuous, clear and accessible information about community events, services and facilities to all residents of Flintshire.
Assessment:	DEWIS digital resource for wellbeing, FCC Website, 50+ Action Group Newsletter, Ageing Well Engagement Officer bulletins, North East Wales Wellbeing Network daily digest, service provider newsletters Digital exclusion – services moving towards digital platforms: expectation for all to be online but there are services to support digitally excluded to access online services. Digital inclusion projects to support people to get online.
Key Focus:	Increase access and availability of information that will encourage and support people to age well, including support for people who are digitally excluded.

What we know

The increasing use of digital technology means that the ways in which we access services and information, and the ways we communicate, have changed significantly in recent years. This change has accelerated during the Covid-19 pandemic, with many organisations and businesses moving their services online.

Moving information and services online and introducing new ways of interacting with the public can offer potential benefits, for example, reducing the need to travel to an appointment, reducing printing costs. However, it is important to ensure that people who are digitally excluded either because they do not want to, or are unable to access the internet (which includes a considerable number of older people) have alternative ways to access the information and services they need to enable them to lead full and active lives, or (if they choose) are supported to gain the skills and confidence to be able to connect online.

Despite the benefits of digital technology for social interaction, support and self-management, many older people remain unaware of how to make effective use of technology or access it in the first place. Informal training and support within communities offers opportunities to encourage digitally excluded older people to make (better/ full) use of current digital technologies to improve their well-being, as well as manage their health. In Wales, 60% of people aged over 75 are not regular internet users. Only 49% of pensioners living on their own have internet access. Often this will make it difficult for them to keep in touch with friends and family, making them feel lonelier and isolated (Digital Communities Wales).

The ageing process can bring communication challenges such as hearing loss, visual impairment, or decline in cognitive function. This can often lead to a loss of confidence and a withdrawal from community activity. Providing information and advice that is inclusive and is in a format appropriate to the needs of the individual (including language preference) is therefore essential for maintaining health and wellbeing.

What people have told us

Through engagement, older people (and others), have told us they would like to see:

- *Better communication*
- *Better Information about services (e.g. public services, transport)*
- *Increased awareness of local newsletter*
- *Wider range of information in local newsletter*
- *Better publicity/contact information about existing groups, activities, events for older people*
- *Events/activities information available in different formats – digital and non-digital (e.g. social media channels, newsletters, local directory, community notice boards, leaflets)*
- *Increased awareness of local websites, social media sites*
- *Better Community Council website*
- *Circulate information to all the village – annual leaflet*
- *More information sharing between groups*
- *Improved awareness of local issues (lack of newspaper coverage)*
- *Increased digital awareness, especially for elderly*
- *More support to help people get online*
- *Opportunities to learn & speak the Welsh language*
- *Better WiFi access*

What we are doing well: community-led age-friendly development

Age-friendly development has focused on increasing information about local groups and activities; raising awareness of services; providing opportunities for people to learn how to get online or improve their digital skills.

Directory of older peoples' groups in Flintshire

Age-friendly engagement across the county has identified many groups and activities for older people that were previously unknown. Keen to raise awareness and increase membership, groups have registered their activities through the Ageing Well Engagement project. Details of groups are shared through the Older People's network and promoted through 50+ Action Group (Flintshire) quarterly newsletter.

Community “What’s On”

A common theme identified through engagement is a lack of accessible information about the activities and groups that take place in local communities or nearby. Age-friendly groups have developed a local “What’s On” for their local community, with some incorporating activities and groups in neighbouring villages and highlighting local travel arrangements. Each community has identified ways of sharing the information in different formats making use of local notice boards, newsletters, websites and social media sites and liaising with local businesses and organisations to promote the resource. Recognising that keeping the information up to date is a challenge, Age-friendly community groups are looking at setting up task groups to review/update the “What’s On”.

Lunch Clubs	When	Where	Contact
Soup & Pud	last Thurs 13:00 – 15:00	H.CH	BlowenPat 01978 750715/0762926
Bingo Groups	When	Where	Contact
Hope Bingo	Tues 13:00 – 15:30	H.CC	Pauline 07443 422010
Caerparke	Mon 14:00 – Wed 19:30	C.S.C	01978 760495

Places to visit - offers a range of activities & events for people of all ages
www.visitflintshire.co.uk
 The Ffrith & Llanfrynhoi Story Heritage project: open to view any time

Community Organisations/Groups
 Alyn Villages Age & Dementia Friendly Steering Group: 3rd Thursday monthly 10:00 – 11:30, Heulwen Close Community Centre. Community group whose aim is to make the Alyn Villages age and dementia friendly – <http://afln.org.uk>
www.afln.org.uk New members welcome.

Transport
 Service L17 Mold-Buckley, Service 27/20 Mold-Wrexham. For bus times call 0800 464000 or visit: <http://www.busesflintshire.com/flintshire/>
 Buckley Flicci – bookable service for residents (within the Flicci service area) not covered by existing public transport services. To book, call 0200 2340200 or download the app. For more information, visit: <http://www.flicci.wales/>
 Welsh Border Community Transport: provide individual/group transport to appointments, clubs/activities. For more information call 01244 544474 or visit www.welshbordercommunitytransport.co.uk
 The service has been operated by the Alyn Villages Age & Dementia Friendly group to increase awareness of the range of activities available for people in the Alyn Villages and neighbouring communities for people aged 65+.
 Published December 2022

Groups and activities for adults in the Alyn Villages
 Looking for things to do in and around Hope, Caerparke and neighbouring villages? This booklet provides details of regular groups and activities that take place in our villages. For more information about any group/activity, charges or booking arrangements contact the group direct.

Village Key	Methodist Church, Caerke St Caerparke	C.MC
Hope Church Hall, Heaulwen Road	H.CH	Social Club, High St, Caerparke
Hope Community Centre, Heulwen Ct	H.CC	Comms Community Ctr, Cymau
Caerke Hall High School, Hope	H.CAS	Ffrith & Llanfrynhoi Comm. Ctr, Ffrith
Hope Community Library, Hope	H.CL	Kimerton Village Hall, in Kimerton
Hope & Caerparke Churches	H.GC	Royal Oak, in Kimerton
Hope Village Hall, Caerparke	C.BBH	Milnewen Pub, P.MP

Women's Groups	When	Where	Contact
Mother's Union (monthly)	2nd Thurs 13:30	H.CH	Pat Farnsworth 01582 770296
Hope WI (monthly)	2nd Mon 19:30	H.CC	
Kimerton WI (monthly)	1st Thur 19:30	K.VH	

Hobbies/Interest Groups	When	Where	Contact
Castell Alun Bowling Group: see later section	Mon 18:00 – Thur 14:00	H.CAS	John/Lynne 01978 760794 (seasonal)
Bill Ringing	Tues 19:00-21:00	H.B.C.C	Margaret Jones 01978 761018
Community Craft Group	Alternate Tues 14:00-16:00	H.CH	Kathleen Graham 01978 760514
Hope Community Library	Sat 10:00-15:00	H.CL	01978 760238
Creative Writing	1st 3rd Wed 19:00-21:00	H.CL	info@creative.com
Any Book Club	2nd West 19:00-21:00	H.CL	info@anybook.com
Flintshire Sews - Bring a machine to sew for charity in Africa	3rd Tue 19:00-21:00	H.CL	Peter 07844 612730
Caerparke & Hope Creative Photography	3rd Tue 19:00-21:00	C.S.C	
Craft group - Bring your own craft project	1st 3rd Mon 14:00-16:00	F.L.C.C	Ros Laine 01352 770913
Ffrith Photography Forum - details and themes from daily	Last Mon, 19:00-20:30	F.L.O.C	Sally Thompson 01978 758927
Craft Club	1st 3rd Fri 13:30	K.VH	Marge Edwards 01244 601890
Art Classes	Wed (even times) 09:30	K.VH	Carol 01352 375493 carol.edwards@btinternet.com
Bowls (club nights)	Wed 09:30	K.VH	Geoff 01244 660721 geoff@bushybowls.com
Bowls (league matches)	Tue Sep-Mar	K.VH	
Monthly Cinema Club	Fri even	K.VH	Ian 07977 118832 ian.ross@bt.com
Camelion Chords Barber Shop	2nd 3rd Thur 19:30	K.VH	Dawn 01967 760500 dawn_walton@hotmail.com

Exercise and Dance	When	Where	Contact
Aura Leisure gentle exercise to music	1st 3rd 4th Tue 10:00-11:00	H.CC	Vivie Evans vivie.evans@aura.wales
Zumba	Thurs 18:30-19:15	C.BBH	Holly 07947 576028
Tai Chi Remedial Therapy	Thurs 09:00-10:30	C.Y.C.C	Peter Newton
Beginners Pilates Classes	Thurs 19:45	C.Y.C.C	Booking required book@beginnerspilates.com
Ffrith Dance Fever	Thurs (even times) 19:00 – 20:00	F.L.C.C	Karen Lynn 07791 975375
Yoga (monthly)	Wed 19:00-20:00	F.L.C.C	Maeve Langridge 07910 484461
Summer Walking Group (monthly)	Sat am Apr – Oct	F.L.C.C	Julia 01978 757667
Walkers - meet at Kimerton Village Hall	Thurs pm 13:00	K.VH	Brian Foley 0783 49420 walkers@flintshire.com
Share Bright Yoga	Tues am 09:30	K.VH	Booking required Laura 07818 932299 Laura@sharebrightyoga.co.uk
Pilates	Thurs am	K.VH	Lucy 07816 776230 lucy@pilatesflintshire.com
Zumba	Mon even	K.VH	Julie 07869 458582 julie@zumbaflintshire.com
Line Dancing	Wed pm	K.VH	Eileen 01978 760070 eileen@lineflintshire.com

Helping digitally excluded older people to get online

Age & Dementia-Friendly Leeswood & Pontblyddyn worked with Adult Education at Coleg Cambria to schedule digital tablet courses for digitally excluded older people in the community. The group has organised three courses in the Community Centre, supporting more than 30 people to improve their digital skills and to access useful information and advice online. Where access to devices and the internet at home were identified as a barrier, the group linked individuals to services that could provide digital tablet loans and 4G data access. Some have gone on to purchase and install broadband in their home.

The Ageing Well Team has worked with Coleg Cambria to identify and deliver further digital inclusion courses in communities across Flintshire.

Drop-in advice sessions at community café's/coffee mornings

Age & dementia-friendly café's/coffee mornings provide an opportunity to provide timely, relevant information and advice to older people. Topics of conversation very often highlight common issues and concerns, and service providers value the opportunity to speak to individuals directly.

Information and advice drop-ins have included: Community safety advice from North Wales Police, Trading Standards & Community Wardens; Falls prevention advice from Betsi-Cadwaladr Falls Prevention Services; Energy Efficiency advice from Warm Wales; Home Safety advice from North Wales Fire & Rescue Service; Community Travel Services from Flintshire Transportation Service; Older People's Support Services from Age Connects North East Wales; Benefits, Debt, Employment, Consumer, Housing advice from Citizens Advice Flintshire.

What we are doing well: Age-friendly services

DEWIS Cymru

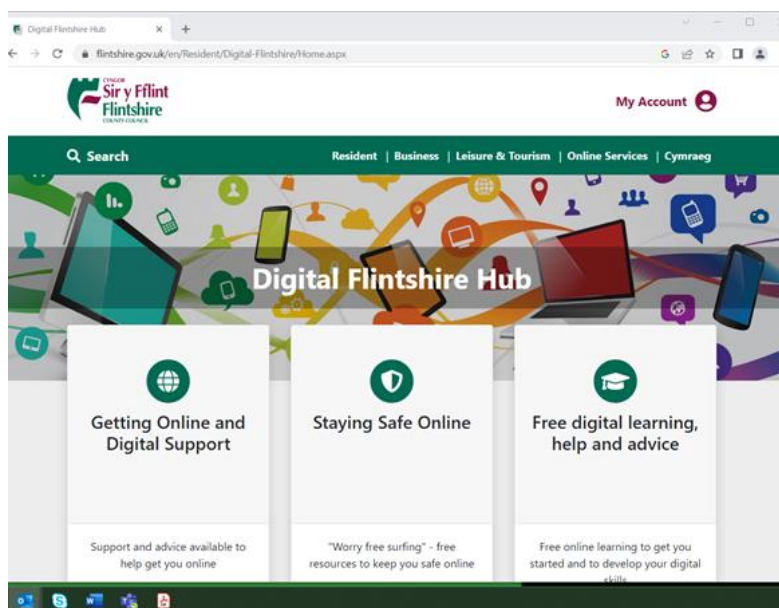


Dewis Cymru is an online directory that allows residents in Flintshire to access information or advice for themselves or someone they care for on wellbeing services such as health, care, benefits, money management, clubs, activities and support for families. Dewis is funded by local authorities across Wales, and community groups and organisations make use of the website by uploading information, activities and events that help people with their wellbeing.

Digital Flintshire

Recognising that rapid development in technology has transformed the way people live their lives, Flintshire's Digital Strategy defines how digital information and technology will be used to support the Council's Improvement priorities and strategic plans. The Strategy outlines how it will deliver effective services in an agile, mobile and responsive way to its customers, workforce, business and community and its partners. The strategy includes digital literacy training and support, extending wireless connectivity in council buildings and town based wireless schemes, and opportunities to improve broadband coverage and speed.

Ensuring people who cannot access online services are not excluded is a key consideration in the strategy. The Council has developed a [Digital Hub](#) providing information for individuals on how they can support family/friends/neighbours through a wide range of resources including free training, access to devices and signposting to Flintshire Connects Centres, libraries and other community initiatives. This programme of support is enhanced to include dedicated volunteers trained to help people continue to engage with services in a digital world, complemented by digital surgeries within the Connects Centres.



Aura Libraries & Leisure – Digital inclusion

Aura Libraries is providing a digital tablet loan service to enable customers to connect with the digital world. Working in partnership with Flintshire County Council, Aura customers are able to loan a digital tablet, charger, case and 4G Wi-Fi for those who do not have internet access at home. Support is provided to build digital skills and confidence to safely access online services such as shopping and banking, keep in touch with friends and family through video calling, access free online library services including eBooks and eAudiobooks, and use online resources to promote health and wellbeing. Training/support is offered through informal group sessions, library drop-in, home tuition for Home Library Service customers, online through “Learn my Way” or “iDEA” training programme from home.



Accessible Information

Under the Social Services & Wellbeing (Wales) Act 2014 Social Services is committed to providing easy access to information and advice to enable individuals to make decisions about the help they need to achieve well-being. Leaflets on social care services are available including alternate formats upon request e.g. Easy Read, Large Print, and Braille.

Social Services has developed a Welsh Language Reminiscence initiative for Welsh speaking people with dementia and their families. As part of the initiative reminiscences boxes have been designed for Welsh speakers and Welsh people or people who may have grown up or have strong links with Wales. The boxes contain sensory and memory aids and written material in Welsh. They are also specifically designed for Flintshire which means they have been developed in line with local Welsh cultures, traditions and heritage.

Flintshire Older People's Network

Flintshire's Older People's network is a virtual network of individuals and representatives from groups and organisations who are interested in, or provide services to promote the health and well-being of older people. Managed by the Ageing Well Engagement Officer, the network has a membership of more than 180. Many of the members are representatives of Older People's groups and information shared through the network is cascaded to their groups. A fortnightly bulletin is circulated via the network, providing details of services, training, volunteering/employment opportunities, activities & events, funding, campaigns, surveys and consultation opportunities. Members are encouraged to share relevant information for future bulletins or for inclusion in the 50+ Action Group (Flintshire) Quarterly Newsletter.

Codgers Quarterly – 50+ Action Group (Flintshire) newsletter

Launched in December 2014, Codgers Quarterly provides useful information to its target readership of people aged 50 and over in Flintshire. Articles are supplied by statutory, third sector organisations or reputable community groups to raise awareness of useful services, address the needs/concerns of older people, or to share good practice examples of community projects and activities that benefit older people. The newsletter is created by the 50+ Action Group independently, with support from statutory organisations to reach older people in the community. More than 2000 printed copies of each issue are distributed across the County through libraries, leisure centres, community groups, GP Practices, Community Hospitals Extra Care and Care Homes and through carers/social workers. The newsletter is also shared electronically through local virtual networks and to individuals who have registered to receive a copy.



What we will do

- Continue to work with communities to raise awareness of activities and services
- Continue to grow the older people's network as a mechanism for sharing information
- Promote DEWIS Cymru directory for wellbeing resources and encourage communities to register groups and activities
- Support digitally excluded older people who want to access online services to get online
- Seek opportunities to bring consistent broadband coverage in rural communities through implementation of the [Local Full Fibre Network Project](#)
- Promote, with partners, Welsh language and culture ([Welsh language strategy](#)).



Community Support and Health Services

Objectives:	Provide responsive and accessible local health and care services that support people to stay healthy and independent as they grow older.
Assessment:	<p>The Regional Integration Funding supports the implementation of integrated models of care including - Discharge to Recover and Assess and Home from Hospital. A new project is addressing issues of falls and frailty by providing occupational therapy services as part of the ambulance emergency response team.</p> <p>There are specific projects and services linked to the Dementia Action Plan to provide community therapy services, support for people in residential care settings and engagement with carers and communities.</p> <p>The Single Point of Access (SPoA) service supports people to access 3rd sector support to maintain independence and wellbeing.</p>
Key Focus:	Support the commitments in the Council Plan to enable people to access key community and health support services across Flintshire. Continue to develop age and dementia friendly services and amenities.

What we know

Enjoying positive physical and mental well-being and living as independently as possible are fundamental to most people's definition of a productive and fulfilling life. Public Service Board partners provide services to promote well-being and independence and are also there to support those who require assistance, advice or support with the aim of reducing dependency in the longer term.

The most vulnerable groups are often the ones least able to access services and therefore at increased risk of isolation and poor health. There are many factors that influence individuals' ability to access services, including where services are located and their opening times, individual's circumstances e.g. carers, people with a learning difficulty or mobility issues, language barrier etc.

Older people who are socially isolated are more vulnerable to the complicating effects of unforeseen events such as falls. Because older people who are isolated have smaller networks of relatives, neighbours and friends, they have less unpaid or informal support to help meet their social care or other needs and they may not access the appropriate health and social care or other support services. The ageing population presents a challenge to the provision of care and support services with demand exceeding supply.

By delivering more services closer to home and providing information and support for people to take responsibility for their own health, the council and its Public Services Board partners aim to accommodate most people's preference to stay active and independent within their own community.

What people have told us

Through engagement, older people (and others), have told us they would like to see:

- *Improved information on how to access help from social services, third sector*
- *Increased availability of services, particularly in small, rural communities e.g. drop-in centres, GP surgeries*
- *Increased availability of health appointments*
- *Improved access to hospitals and simplification of hospital transport requests*
- *Support for people who need it - in their homes and to get out and about*
- *Support for carers*
- *Improved links between organisations that support different groups of people*
- *More support for people on drugs, people with mental health issues*
- *Support for people not in receipt of benefits*
- *Improved access to Blue Badges for those who need it*
- *Council should have more connections with the community (on the doorstep)*

What we are doing well: community-led age-friendly development

Age-friendly development has focused on raising awareness of services that promote independence and wellbeing; developing community support during the Pandemic for vulnerable people who were shielding and were unable to access essential services; working with statutory organisations to identify opportunities to bring services into the community.

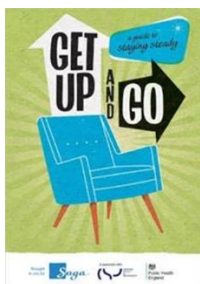
Strength and balance community sessions

Coming out of the Pandemic, the Age & Dementia-Friendly Alyn Villages group was eager to encourage older people to be more active and were seeking low-level activity sessions that would be safe for people with reduced mobility. Aura Leisure provides falls prevention exercise sessions for people who have been referred by their GP or Falls Service and were seeking opportunities to increase activity levels amongst older adults. Working in partnership, Aura delivers a weekly gentle exercise session to music in the community centre, promoted and supported locally by the Age & Dementia-Friendly group. Local GP practices refer patients they feel would benefit from the supervised exercise class and the social opportunity.



Falls Prevention advice for older people

Responding to a concern about the impact of falling on the health of older people, the Age-friendly community group in Leeswood approached the Betsi Cadwaladr Health Board Falls Prevention team to deliver a presentation for older people in the community. The Falls Coordinator attended a meeting organised by the local Ladies Guild, providing advice on how to prevent falls, and what to do if they have a fall. The Age-friendly group promote the Steady on Stay Safe annual Falls Prevention campaign and organise copies of the Chartered Society of Physiotherapy "[Get up and Go](#)" falls prevention booklet.



Improving access to information and advice in rural communities

Recognising the need to raise awareness of the range of organisations that deliver services that promote the health and wellbeing of older people, one Age & Dementia-Friendly Group developed a schedule of "drop-ins" at the community café where volunteers and customers could learn about the services available and access information, advice and support directly.

What we are doing well: Age-friendly services

Integrated Health & Social Care Partnership: Healthy & Independent Living

The Healthy & Independent Living Board is responsible for developing and implementing services that promote positive physical and mental wellbeing and enable independent living. Priorities are based on national strategies and an understanding of local need through engagement and surveys, existing data, evidence and research. Focus areas include:

- Implement a Discharge To Recover and Assess (D2RA) pathways model for integrated health and social care
- To provide the best system wide care for people living with frailty
- Assess the development feasibility for a new Older People's integrated care facility at the former Hospital site in Flint
- Work collaboratively to support the aims of the Age-friendly Wales: Our Strategy for an Ageing Society
- Implementation of the Flintshire Dementia Strategy, aligned to the North Wales Dementia Strategy

Examples of services that have been developed can be found in the "*Working together Flintshire*" booklet <https://www.flintshire.gov.uk/en/PDFFiles/Social-Services/Adult-Social-Services/SSA-Working-Together-English.pdf>

Direct Payments

For individuals eligible for help to meet their care needs, Flintshire County Council offer Direct Payments instead of a service. This provides individuals greater freedom and flexibility to choose the services that best suit their needs and lifestyle. Direct Payments can be used for support with daily life and activities; to get out and about; with personal care; to achieve personal goals or to purchase equipment to support their independence.

Single Point of Access (SPoA)/Social Prescribing

The Single Point of Access (SPoA) has been developed to support residents and professionals, providing information about the services available to promote people's health and well-being. The SPoA Team consists of experienced staff from health, social care, and the 3rd Sector, who are able to provide information, advice and assistance about the services available. The team of experienced SPoA Operators listen carefully to the views, wishes and feelings of the individual so they can understand "what matters" most to them. Their focus is to help the residents of Flintshire achieve positive health, care and well-being outcomes to maintain or improve their well-being.



Locality Teams - community based multi-disciplinary teams

Integrated locality teams provide personalised and integrated community, health and social care services offering individuals, primary and secondary care services a streamlined route to well joined-up, multi-disciplinary locality-based care which aims to:

- enable patients to stay independent at home or in their usual place of residence as much as possible

- safely support patients through periods of illness regardless of how many different community-based health and social care specialists are involved in providing that care
- support self-management – our patients are ‘partners’ in their care, and we personalise health and social care to patients’ unique needs as much as possible.

Micro-Care

Micro-care was introduced in Flintshire in 2019 to provide a new way of delivering care and support to vulnerable people. Micro-carers are small businesses, ranging from sole traders up to businesses employing five people, who offer flexible and personalised care, support or well-being type services to vulnerable people, tailored to the individual’s needs. They offer support with a variety of things that may include: domiciliary care services; respite for carers; holidays and short breaks; activities that bring people together; leisure, wellbeing and social opportunities; cleaning; assistance with bills; pet care; befriending/companionship; help with gardening; providing meals for people in their own homes; shopping for one or more people.

The micro-care development team has been working with individuals to support them to develop their business; provide information on training, funding and other available support and resources and support them to develop and deliver a quality service in line with current Welsh Government legislation and regulations. Since 2020 the micro-care team has supported more than 25 micro-care providers to set up.

NEWCIS Carers Information Service

NEWCIS delivers information, one to one support, training and counselling to carers who provide unpaid support to family or friends living in Flintshire, Denbighshire and Wrexham. Services include:

- A carer needs assessment to understand “what matters” and what support is needed and a Wellbeing Assessment.
- Carers support groups providing regular opportunities for carers to meet others, socialise and have a break from their caring role.
- Counselling support for carers at times when they are feeling overwhelmed and to help develop ways to cope in the future.
- Support into employment, education or volunteering to fit within the caring role
- Financial support through information about the latest initiatives for unpaid carers, welfare benefits, grants to support the caring role.
- “Bridging the gap” flexible breaks to suit carers needs.
- Training to help carers develop practical skills, emotional support, leisure/hobby activities and employment support.

Falls Prevention service

The falls prevention service offers anyone who has recently fallen or is at increased risk of falling a detailed personal falls risk assessment by a member of the falls prevention team. They will determine the appropriate pathway for reducing the falls risk for each individual which could include:

- Referral to exercise classes to increase strength and balance and/or specialised Falls Rehabilitation classes.
- One-to-one community physiotherapy and individualised home exercise plan.

- Referral/signposting to community-based activities e.g. Tai chi, over 60's gentle circuit class, National Exercise Referral Scheme (NERS).
- Home safety assessment and adaptations by Occupational Therapy or Care and Repair.
- Provision of telecare equipment.
- Medication review by GP or Pharmacist.
- Referral to Podiatry or Optometry services
- BCUHB and Welsh Ambulance Service Trust (WAST) project to provide Occupational Therapists on call outs where appropriate to the nature of the emergency.

Flintshire Connects

Flintshire Connects brings together Flintshire County Council, North Wales Police, Job Centre Plus and other partner organisations, to deliver high quality customer focused services to the public and vulnerable individuals in our community that find it difficult to access services online or by phone.

Trained Customer Service advisors provide advice and support about a range of Council services which include:

- Business Rates, Council Tax reduction & Universal Credit
- Blue Badges
- Birth Declarations
- Streetscene & Highways
- Concessionary Travel
- Payment facilities for all Council Services
- Planning enquiries
- Referrals for Adult and Social Services
- Information / Advice and referrals for Environmental Services
- Self service facilities
- Digital support

Community Support hubs

Community Support Hubs are a one-stop-shop for information, advice and practical support available to all residents. There are two Community Support hubs in Flintshire, with additional hubs in neighbouring counties which can be accessed in person, online, through email, text or telephone. <https://bcuhb.nhs.wales/covid-19/community-support-hubs/>

Community Support Hubs provide access to a range of services including but are not limited to:

- Lateral Flow Device (LFD) testing kit collection
- Food (either foodbank or/and cooked meals/classes)
- Accommodation/tenancy support
- Money/debt management/Credit Union/benefit advice
- Legal advice (family, employment, civil matters)
- Fuel/heating support
- Household goods (including white goods)
- Family support

- Mental & physical health support
- Hospital to home
- Domestic and substance abuse support
- Gender support
- Digital inclusion
- Multilingual support
- Modern slavery & exploitation support
- Entry to employment/sustaining employment
- Social prescribing

Flintshire Dementia on-line hub

The online dementia hub brings together a range of information in to one place, acting as a directory of support services for people living with dementia and their carers in Flintshire.

Recognised as “Working towards becoming dementia friendly” by the Alzheimer’s Society, information on the hub has been developed as a direct result of feedback of people living with dementia and their carers reporting how difficult it has been to find out what support may be available to them locally.

Information on the hub includes:

- Links to Flintshire dementia strategy
- How to contact social services
- Details of the dementia friendly community groups
- A list of dementia-friendly organisations and businesses in the county
- Details of dementia-friendly community cafes and activities in Flintshire
- Safety information and advice
- Dementia friendly leisure activities provided through Aura Leisure & libraries, and Theatr Clwyd
- Information and advice for carers
- Respite services
- Transport, housing and refuse collection services

Syd’s Place

Syd's Place, Croes Atti Centre in Flint is a specialist day service and resource centre for younger people with dementia.

Syd's Place is open to anyone with a diagnosis of young onset dementia. It supports people to have a meaningful and varied programme of activities and outings, and opportunities that aim to promote and maintain independence and skills. People also benefit from the social contact and emotional support of being with people in similar situations.

Open daily (Monday to Friday), the service is managed by Flintshire Social Services under the Service for Younger People with Dementia. Syd's Place is staffed by a trained and experienced care team and supported by the social worker for younger people with dementia.

Creative conversations model of support for people living with dementia

The Creative Conversations programme offers creative skills to family carers of people living with dementia using the arts.

The workshops aim to:

- Help carers within their role to have meaningful and positive interactions with their loved ones during difficult times
- Develop carers skills using the arts (e.g. poetry, visual art, film, photography, music)
- Encourages carers to use the skills developed in everyday interactions at home.

CREATIVE CONVERSATIONS WORKSHOPS FOR FAMILY CARERS

The Creative Conversations programme aims to offer the creative skills to family carers of people living with Dementia using the arts. The facilitator Jane delivers the workshops in 'creative sessions' of up to 2 hours long over four creative sessions delivered over 12 weeks.

The Workshops aim to:

- *Help carers within their role, to have meaningful and positive interactions with their loved ones during difficult times.*
- *Develop skills of carers using the arts (e.g. poetry, visual art, film, photography, music).*
- *Encourages carers to use the skills developed in sessions in every day interactions at home.*

The programs are available with limited spaces and a free of charge. There is an expectation to attend all four sessions where possible.

Venue: St. Peter's Church, Rose Hill, Holywell.

Session 1: Tuesday 13th Sept, 11am-1pm.

Session 2: Tuesday 27th Sept, 11am-1pm.

Session 3: Tuesday 25th Oct, 11am-1pm.

Session 4: Tuesday 22nd Nov, 11am-1pm.

To book your place, please email niaj@newcis.org.uk, yvette@newcis.org.uk or phone 01352 752525.

A Friendly Face – dementia support service

A Friendly Face is a service for anyone affected by dementia, who wants to talk to someone living with dementia.

The service is run by volunteers with a diagnosis of dementia. They offer support through lived experience to individuals with a recent diagnosis or their carers.

What we will do

- Continue to review and develop services to improve wellbeing and ensure people have choice and control over how they receive their care and support
- Continue to work with partners to develop and implement services that promote positive physical and mental wellbeing and enable independent living aligned to Integrated Service Models of Care (Community Prevention and Coordination, Home from Hospital and Care Closer to Home)
- Implement the [Flintshire Dementia Strategy](#) in line with the [North Wales Dementia strategy](#) and the new [All Wales Dementia Care Pathway of Standards](#).
- Support the implementation of a new Memory Assessment Service pathways model, led by third sector partners. This includes the introduction of pre and post diagnosis support and establishment of a Dementia Centre in Flintshire.