Our Well-being Plan
2018 - 2023
As Chair of Wrexham Public Services Board, I am proud to have been part of the development of this plan, and excited about the opportunities this will bring to all of us who live and work in Wrexham County Borough.

We are building strong partnerships with our communities. This will continue and flourish so that we deliver the well-being objectives we have set out for Wrexham.

Our plan is not about ‘business as usual’. We are ambitious for Wrexham and want to see real improvements to our economic, social, environmental and cultural well-being.

We are at the start of a long term journey which will shape our future for the next 25 years or more. We are committed to making positive changes to ensure the best possible future for all of our communities.

I hope that you will want to get involved with us, and play your part.

Lyndsey Rawlinson,
Natural Resources Wales and
Chair of Wrexham Public Services Board
Our plan is about creating a place where we can all thrive, be happy and be healthy, both now, and in the future. This is about getting organisations and individuals to think and act differently, and to talk and listen with each other for the benefit of Wrexham. We have consulted with the public, key stakeholders and our partners, as well as speaking with the Future Generations Commissioner and Welsh Government.

Why have we developed this plan?
The Well-being of Future Generations (Wales) Act, 2015 sets out seven well-being goals for Wales. Our plan shows what we will do to meet the challenge of working differently towards a sustainable Wales. We will focus on how the decisions we make now are going to impact on our communities in the long-term. We will work together to prevent problems occurring - no single organisation, public body or community can respond alone to some of the big challenges that face us, like poverty, climate change or building resilience. We will continue to listen more and involve people better to improve our well-being.

www.wrexhampsbc.org
Everything we do is shaped by the five ways of working (long-term thinking, prevention rather than cure, involving people, working with others, and ensuring what we do links to other areas of well-being).

Our first task was to carry out a comprehensive well-being assessment for Wrexham. We were really keen to ensure that the public were involved on this journey and at every stage of the development of this plan we have built up the conversation. We started off by asking a few very straightforward questions:

- What do you want Wrexham to be?
- What might get in the way?
- What can public services and communities do to make the Wrexham you want a reality?

The results of every stage of this discussion can be found on our website, www.wrexham-psb.org – just click on the mouse symbol.

We used this feedback, along with data and information from a range of sources to develop our draft well-being assessment. We looked at social, economic, environmental and cultural well-being in Wrexham, in order to provide a snapshot of what life in Wrexham is like now, and what it could be like in the future.

We then asked the public about our draft well-being assessment to get an understanding of whether their lived experiences match the data we had available, what was missing or what they felt was inaccurate.

We also worked with our Senedd yr Ifanc - Wrexham Youth Parliament, to hear from them about their life in Wrexham, and how they would like to shape their future.

Based on everything that people told us we developed our final well-being assessment. The assessment is a summary of both quantitative and qualitative data and is a snapshot of what we know about life in Wrexham up to March 2017.

The well-being assessment is our first and best effort at pulling all this information together in one place. It has highlighted gaps in the data we have; gaps in our knowledge and understanding; and has challenged us to think about what Wrexham could be like in 25 years. We will need to be better at understanding what our communities look like and what pressures impact on everyone’s well-being. We feel our first well-being assessment is a useful and full look at life in Wrexham and we will need to work together to keep filling in the gaps.

Our journey to agree our well-being objectives
Based on what the well-being assessment has told us, we have gone on to consider how we can best focus our collective efforts to improve well-being in Wrexham, ensuring we remain focused on the big cross-cutting issues of poverty, equality, Welsh language and climate change.

We agreed fifteen interconnecting objectives for Wrexham, all important and all needing long-term change. The PSB is realistic – we cannot prioritise work on every area at the same time. Our first Wrexham PSB Well-being plan runs from 2018 to 2023. We are looking forward to getting down to the business of delivery, and we will hit the ground running on our first two well-being objectives. We are not looking for ‘business as usual’ from individual organisations or from other local and regional partnerships, but for something new. This is an opportunity to look at things differently and, quite simply, to work with communities on areas where we can add value and have the greatest impact.

We are an ambitious PSB, so, alongside our two main objectives we will continue to work on our other objectives. Over the next five years we will systematically focus on two or three additional objectives a year. In year one (2018 to 2019) we will also look at:

- People have positive mental health
- People can live healthy, happily and independently in their old age
- People are able to make healthy choices
- There is a range of things for people to do in their spare time
- All people have access to good quality, appropriate support when they need to
- Our communities are prepared for the future

Making it happen

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achieve
We recognise that this well-being plan is just a start. Our plan is a way of building strong and resilient communities in Wrexham. We want to enhance everyone’s quality of life by connecting the rich environment in which we live, with the prosperous economy in which we work, and with our friendly communities.

We are clear that as a PSB we want to go for it. We want to develop what we do today to maximise well-being, so we are genuinely making things better for our future generations to inherit. We need to ensure our public services are fit for the future and provide effective joined up services that will adapt to the modern world.

There is a real challenge for us all to do things differently and use the best of Wrexham. Everyone has a part to play, so if we all work together then there is no challenge that 130,000 of us can’t overcome!

We’re going to focus on building on what we’ve got to be proud of. And it’s a lot. There’s no problem that we cannot solve as long as we think and work together this way. Thomas Telford was part of a team who planned our World Heritage Site aqueduct at Pontcysyllte and placed a stream in the sky - however it was the local communities who made it happen.

The PSB has started an honest conversation about what everyone can bring to the table. This could be resources or experience or energy, or just a desire to make a difference – everyone in Wrexham can play their part.

How will the PSB manage this work?

Wrexham PSB Well-being Plan 2018 - 2023
How will we do things?
The PSB will take the responsibility for making sure that our two main well-being objectives and the other thirteen well-being objectives get the priority that they need.

We will make sure that our work balances improving people’s economic, social, environmental and cultural well-being. We will put the five ways of working at the heart of everything we do – they are invaluable to us as a framework for challenging each other and understanding our different points of view.

Long-term
This plan will try to bring common sense into how we work. From time-to-time we need to step out of our everyday lives and think about what we would like the future to look like. It may not always be easy to predict what is round the corner, from Brexit to the effects of climate change, and there will be things we don’t know yet. But the PSB will make sure that we understand the opportunities and risks the future holds and ensure that we consider short-term needs against their long-term impact when making decisions and delivering services.

Prevention
If we work together we can try to prevent problems from happening – or we can at least try to stop them from getting worse. We need to be clear about what problems we are trying to prevent, so that we focus our energy on the right things. By coming together and being honest as a community, we can start to understand why, and consider what we need to do to change this together.

Involvement
This is about communities and organisations coming together and talking and listening to each other - sometimes there has to be give and take – but we want to build strong partnerships together. The PSB will listen to the voice of our communities, promoting social action and co-production so people can come together to help improve their lives and solve the problems that are important to them. This means that we need to have the right people round the table to develop services together. We need to reflect the energy, diversity and creativity of Wrexham as well as supporting those whose voice is not usually heard.

Integration
We need to know and understand who lives in each area of Wrexham, how to enhance their well-being and what contribution they can make to where they live. Our actions are designed to do just that, putting people at the heart of what we all do. We want to develop vibrant places where people have a healthy start in life and are able to learn, develop and flourish.

Collaboration
We want this plan to unleash the energy and ideas from within our organisations and communities, and make sure as partners we work together for the benefit of Wrexham. The PSB will be the focus for changing the system where it does not work for all, rather than just getting by because it’s always happened like that.

We will look to see what works best - often it is the simplest ideas - and communities can get frustrated that nobody seems to be listening, but often something that other places do that we can use, or maybe something we are proud of that we can share with our neighbours. But the most important thing is that we work together to do these things. Building resilient communities also means bringing out the best of our Community Councils.

Embracing change is really crucial for the PSB in Wrexham, and will make a real difference to how we have worked together in the past.
We want to develop as a Partnership Board too

We recognise that as a Board we need to develop ourselves as a strong strategic partnership for Wrexham. The delivery of this well-being plan offers great opportunities and great challenges and we need to ensure we are up to the job. We need to ensure that how we work means we maximise our potential.

We will establish a small team to support the PSB, to seek out innovation and fresh thinking; to make sure that partners and our communities work together and that we are accountable to the public. This team will help us to continually identify and challenge the impacts of what we do, and encourage honest conversations about how if we really work together we can deliver multiple benefits for Wrexham.

We will make sure that Wrexham plays a key role in the region, Wales, UK and the world. We are proud of who we are, and always happy to share what we do. Wrexham is a wonderful part of our world, so we need to get to know our neighbours, whether they live next door or their home is somewhere new to us.

We want to make sure that as a partnership we can tackle the complex issues that we face and we will develop our thinking together. As a PSB we will learn together and develop together.

We know that some people or groups of people are less likely to fulfil their potential and prosper than others. People with protected characteristics\(^1\) are less likely to experience the benefits of work led by the PSB, and are more likely to experience discrimination.

Our aim is to boost the skills and life chances of all and this means addressing the issues that cause the highest levels of inequity amongst our most vulnerable. So that we can make a real impact we want to do more to understand different people’s experiences, their needs and the inequalities which exist in people’s lives. To make significant and long-lasting changes in Wrexham, we need to address the barriers which exist for different groups, and develop appropriate ways of helping people to overcome these barriers. This will mean that all children and young people can have a healthy start in life, and all people can have access to learning and development opportunities throughout their lives.

The test of this plan is quite simple. Every year things in Wrexham need to get better. We need to be honest and open with each other, and be able to have difficult conversations about how it is going, without falling out. Everyone has different views and that’s fine. We will try to bring individuals, communities, stakeholders and partners together so that everyone can be heard, and knows the part they can play. When it comes to the future of our children, our communities and this special place that we call home, then we can all agree that lots of small acts will add up to a real difference.

\(^1\) There are nine protected characteristics, as defined in the Equalities Act, 2010. They are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
Objective one: Supporting Children and Young People to have a Healthy Start in Life

We know that some of the things we want to do can happen quickly, within the first year of this plan whereas some of the things we want to happen will take longer. We will start work on them, but to get things right we will have to be patient and the impact may take more time – the medium or longer term.

To support this work we will set up a delivery group that works directly with the PSB. Headed up by Public Health Wales, we will ensure we have the right people sitting round the table, those who can best help us achieve our actions. If you feel you too can help us, please, just get in touch.

We will start with the areas of work we tested out in our last consultation, as you generally agreed these were good ideas.
In the short-term the PSB will:

1. Work with our local foodbanks, fruit and veg co-operatives and ‘Come and Cook’ initiative, to develop a route to offer a sustainable way of giving fresh and healthy food along with support on how to make best use of seasonal produce on a budget.

2. Review literature, published research, local evidence and intelligence to gain a better understanding of attitudes towards food and weight management within our communities.

3. Make best use of preliminary work that has been already been carried out across North Wales, to raise awareness of the need to eat well and be active whilst pregnant or when planning a pregnancy - aligning this with the First 1000 days programme and work on 10 steps to a healthy weight.

4. Identify good practice across Wales and the UK that supports this objective, and use this to further develop the work that is taking place in Wrexham.

And in the medium to long term the PSB will work to:

5. Raise understanding of how food is grown, produced and distributed locally, in order to identify what the barriers are for local producers getting to market, scaling up their businesses and selling to large organisations.

6. Develop a social prescribing pilot project around a GP practice to test out changes to diet and lifestyle in order to reduce levels of medication.

7. Work with a school in Wrexham, to see how they can support their local community to make small changes to the food they eat and the lifestyle they lead, looking at any barriers and opportunities they have to make healthy changes, so that this practical support can be shared.

8. Provide water fountains in public areas to enable people to make healthy choices and choose water over sugary drinks, and encourage the refilling of water bottles rather than single use plastic bottles.

9. Work with a locally based national supermarket to offer free fruit in public places, e.g. GP surgeries, A&E, leisure centres, Job Centres etc.

Healthy food for young people and their families in Wrexham

Healthy food contributes not only to children and young people having a good start in life, but it can also have a lasting impact on health. We will look at food in the broadest sense, from growing and producing, cooking, shopping locally and ethically, and learning about each other through food. Growing food is recognised as a beneficial way to positively impact on our mental health, leading to healthier lifestyles and communities coming together. Promoting and supporting getting out into the outdoors, building stronger communities, and as a motivation for further education in food and horticulture – work on this area will contribute towards the seven well-being goals.

Come and Cook is an initiative developed and managed by Public Health Dieticians. It is a programme of structured activities focused on developing practical cooking skills and promoting healthy eating practices with families.

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Social Prescribing “enables healthcare professionals to refer patients to a link worker, to co-design a non-clinical social prescription to improve their health and wellbeing.” (Source: UK National Social Prescribing Network).
Developing good sleeping patterns to support a healthy and physically active start in life

This is an issue which we believe will help improve the mental and physical well-being of children, young people and their families. Poor sleeping patterns and lack of sleep can have serious consequences and lead to long-term problems for some people (such as poor mental well-being, behaviour problems, and negative impact on school achievement). We will work with different groups in Wrexham to understand some of their barriers to sleep, and we will find some solutions such as harnessing the positive effects that physical activity and play can have to promote better sleeping habits.

In the short-term the PSB actions will include:

10. Work with a group of young people on a project to better understand the use of technology late at night and understand the impact this has on sleep patterns. We will use the findings to promote better mental well-being and emotional resilience amongst young people.

11. Work with a group of young people on a project to gain a better understanding of the positive and negative economic, social, environmental and cultural factors that impact on our sleep patterns. We will then use this to support the information our PSB partners provide across Wrexham.

12. Lead a campaign to ‘share the space’ for public sector organisations in Wrexham to encourage the use of the green spaces they have for physical activity and play, promoting an active lifestyle in order to have a better nights sleep.

13. Learn from each other, by sharing the good practice that is already taking place in Wrexham across our partner organisations.

And in the medium to long-term the PSB will:

14. Ensure that children’s ability to find time and space to play are considered via the health impact assessment process and our equalities impact assessments.

15. Ensure the knowledge and expertise we gain by focusing on this area is used to support PSB partner organisations and implemented into their policies.

16. Develop a number of ‘off the shelf’ projects that Wrexham Council’s Planning team can give to local developers to enable them to design useful open space, green space, allotments, picnic benches, fruit trees, paths for play etc. as part of their developments in order to promote active lifestyles and healthy eating.

17. Develop a green infrastructure plan for Wrexham to identify what we have and how best to connect and develop our green spaces in order to promote an active lifestyle.

18. Identify a small geographic area of Wrexham and pilot a project that works with Midwives and Health Visitors promoting good practice for baby sleep, work with children and young people in the local schools to promote healthy sleeping patterns, and work with local GP’s to look at alternatives to prescription sleeping tablets.
Objective two: All people have the opportunity to learn and develop throughout their lives.

Education and learning impact on every aspect of our lives. The level of education we achieve links to our income, job security, health, mental well-being and long-term financial stability. We want to tackle underachievement and reduce the educational attainment gap between different groups in Wrexham.

As with our first objective we will set up a delivery group to look at what can be done together in the first year and the medium to longer-term to maximise participation in learning, both formal and informal. This group will be headed up by Coleg Cambria and we want everyone who can support this objective to get involved. Based on the support from our last consultation we will make a start by looking at two areas of work:
Understanding the barriers to learning

As part of our consultation process Wrexham residents have told us that whilst they are keen to keep learning they are not sure what is available or where to go to find out. We will work together to identify where learning is available, and work with residents to decide how we can better promote these opportunities. We will also identify any gaps in provision, and barriers to learning, so we can agree a long-term plan which ensures that all people are able to access suitable learning and development opportunities throughout their lives.

In the short-term the PSB actions will include:

19 Carry out an exercise to understand what learning opportunities are currently on offer in Wrexham from free courses and training, to those areas of learning that have a cost.

20 Develop and maintain a one-stop-shop approach and clearer signposting of information, including options for funding courses for everyone in Wrexham.

21 Share information across PSB partners better so that staff can share relevant learning opportunities with our residents, highlighting the opportunities they have.

22 Work with residents to understand if there are any gaps in learning opportunities that could support well-being in Wrexham.

And in the medium to long-term we will:

23 Work together on our Employer Pledges, offering apprenticeships, more part-time work and encourage the employment of over 50s. We will also promote the benefits of this amongst other employers in Wrexham.

24 Develop a county wide volunteering programme that commits PSB member organisations to offering staff time to volunteer for the benefit of Wrexham (linking to all 15 of our well-being objectives) and to enhance opportunities for people to learn and develop - such as through offering training and coaching.

25 Develop a public sector scheme that can be accessed by students (e.g. those studying the Welsh Baccalaureate) and those looking for work experience, to give meaningful and developmental experiences of working in the public sector.

26 Continue our engagement with the Regional skills plan to understand what jobs will be at risk in the next ten years and target re-training locally. As part of this offer we will also develop our understanding of future trends in order to better understand new technologies and the benefits they can bring to Wrexham.
Our young people will be growing up in an increasingly uncertain and evolving world and we want them to thrive and become active and productive citizens of the future.

We recognise that if we can support young people to set high standards for themselves, develop high levels of personal resilience, and show respect for others then they will be better prepared for the opportunities, responsibilities and experiences of adult life.

We will build on the recommendations that young people identified in the ‘Our Future: The Wrexham We Want’ consultation, which was that:

“Young people should be taught more about financial matters in preparation for independence. Schools and colleges should also teach more of the practical skills young people will need as they grow up.”

We will work with young people to find out what they feel is missing from their current educational experience, seeking the views of employers and other professionals to establish what they think would complement current educational experience. We will then seek to enable some ‘peer led’ training amongst young people which addresses the needs identified in a long-term and sustainable way, as well as building some good quality volunteering opportunities.

In the short-term we will:

27 Work with local employers to develop a young persons – ‘language skills for work’ - experience.

28 Working with Careers Wales, develop careers advice sessions for schools with PSB partners supporting staff to speak on their experiences of a career in the public sector and as our understanding of future trends is developed include this in our offer.

29 Working in partnership with young people, identify skills for life learning needs and develop peer led training (possibly through a PSE programme) to support these needs.

30 Work with colleagues from Ty Pawb Arts and Cultural Centre, Wrexham to develop an artistic programme of exciting and inclusive experiences that promote global citizenship, community, equality and social responsibility.

31 Understand the offers other agencies from across the UK can bring in terms of expertise in this area and develop opportunities in Wrexham.

And in the medium to long-term we will:

32 Based on the programmes (identified in actions 24 and 25) above ensure that opportunities are given to school age children, students, those not in employment, education or training, and those from hard-to-reach groups.

33 Develop a framework to better bring communities, schools, financial organisations (such as banks, credit unions and the CAB) and employers together to offer budgeting and financial sessions / life skills in schools either as part of an organisation’s Corporate Social Responsibility offer or by our volunteer network.

34 Look to develop a programme of incentivising volunteering as part of a time banking programme.

35 Pilot a ‘skills for work’ course in one or two secondary schools in Wrexham using the Coleg Cambria model.
All 15 of our well-being objectives are both important and interconnected. We have identified lead partners for each of the 15, making best use of our expertise. During the life of this first well-being plan for Wrexham we will spend time working on all of our well-being objectives. We can’t afford not to.

Wrexham needs to be prepared for the future. Our population is changing and we are a vibrant county borough. We want to tap into the growth of opportunities to generate energy from renewable sources. As we continue to grow we need to ensure that we manage our waste in an environmentally friendly way and in our communities we support the low level carbon energy sector. We also have huge opportunities to develop and grow new businesses in Wrexham that support the supply chain for new homes, infrastructure and employment.

If we do not support work to ensure our town is vibrant and welcoming we could miss opportunities to bring more facilities and venues to the town and miss chances to bring individuals and communities together. We want to ensure that opportunities to live, shop, and work in the town are maximised as well as supporting the growth of new businesses. This needs to be balanced with looking after our town’s green spaces, habitats and natural environment.

We also want to work to support the rural areas of the county borough. Some of our rural communities have struggled as local facilities have closed but with better transport links around the county borough these areas can thrive again. New people and new businesses can move in, and whilst protecting the environment we can ensure people and businesses benefit from strong rural communities.

We want to build good levels of employment and reduce in work poverty. We need to develop specialist skills to support our continued shift towards the service and financial sector. We also want to boost the new opportunities that the tourism, cultural, sporting, arts and heritage sectors can offer.

What about our other Well-Being Objectives?
We know we need to build more safe and affordable homes in our communities across Wrexham. At the same time we need to protect natural habitats and species as we build, making sure our homes are fit for the future and can meet the challenges of extreme weather.

We want our Welsh language to grow. PSB partners can support staff to learn Welsh and speak Welsh as part of their job, so that any of our residents who wish to speak Welsh whilst receiving our services can do so. We also have opportunities to learn from our history and culture to promote, protect and preserve the Welsh language.

We want to look after all people, especially the most vulnerable, so that people feel safe. We want strong communities that work closely with our Police services and for people to have a strong stake in their local community.

We have agreed that in year one of this plan (2018 to 2019) we will start by looking at three of our other well-being objectives:

- People have positive mental health
- People can live healthily, happily and independently in their old age
- People are able to make healthy choices

These areas will be led by Betsi Cadwaladr University Health Board and our local work will aim to improve economic, social, environmental and cultural well-being.

**People can live healthily, happily and independently in their old age**

Our population is getting older and also growing in size. We want residents of Wrexham to have the right housing and care options as they get older. These will best meet individual needs so that older people (and their families) are well supported. We know that our changing communities can lead to occasional tensions, as well as social isolation and we want to work to address this. We want to provide people with opportunities to meet and mix with one another in a healthy environment and forge relationships as friends and neighbours, as well as citizens. We know that when this happens, trust grows, communities flourish and become more productive, healthier and, ultimately, more prosperous for everyone.

**People have positive mental health**

We want people to be able to maintain their own good mental health, and if they need access to services or support they can do so in a timely way. We will look at how as a PSB we can support increased levels of community activity to build resilience and confidence, and lower levels of loneliness. We know we face pressures on medical and social care systems and budgets and we will work to provide capacity in community based support services. We will support the protection of our environment as these areas provide spaces to play, relax, reflect and recharge. We also recognise the increasing stresses on our local workforces and will work to support our staff to have positive mental health.

**People are able to make healthy choices**

The work on our well-being objective supporting children and young people to have a healthy start in life, will complement this well-being objective, but this work will consider the adults of Wrexham too. If support or services are needed then people need to be able to know how to access these in a timely way.
So how will we know how we are doing?

As you can see there is much to be done. Knowing how we are doing is really straightforward. Keep looking at our website www.wrexhampsb.org and we will continue to update you as well as publish the agendas and minutes from our meetings.

We will develop a set of performance indicators and then annually produce a report. This will show how we are doing our bit, and how we maximise our contribution to each of the well-being goals. The first report will cover 2018 to 2019 and will be available from June 2019.

Each year we will be scrutinised by Wrexham County Borough Council’s Corporate Performance, Resources and Governance Scrutiny Committee and share our progress with the Future Generations Commissioner. This will give us a formal external challenge and help us hear from local communities about what differences our work is having in Wrexham.

But most important of all, we want you to stay involved. As we develop this work we know we need to work with you, and also continue to gather your views on our ideas. We welcome your comments, thoughts, views and challenges at any time, and we will also encourage you to take part in any of our consultations via Your Voice Wrexham. Please get in touch with the PSB or any of the partner organisations which make up the PSB using the contact us page on our website.

What do you think about this plan? – please take a moment to let us have your comments.

This is a plan for everyone in Wrexham, so let’s get started!