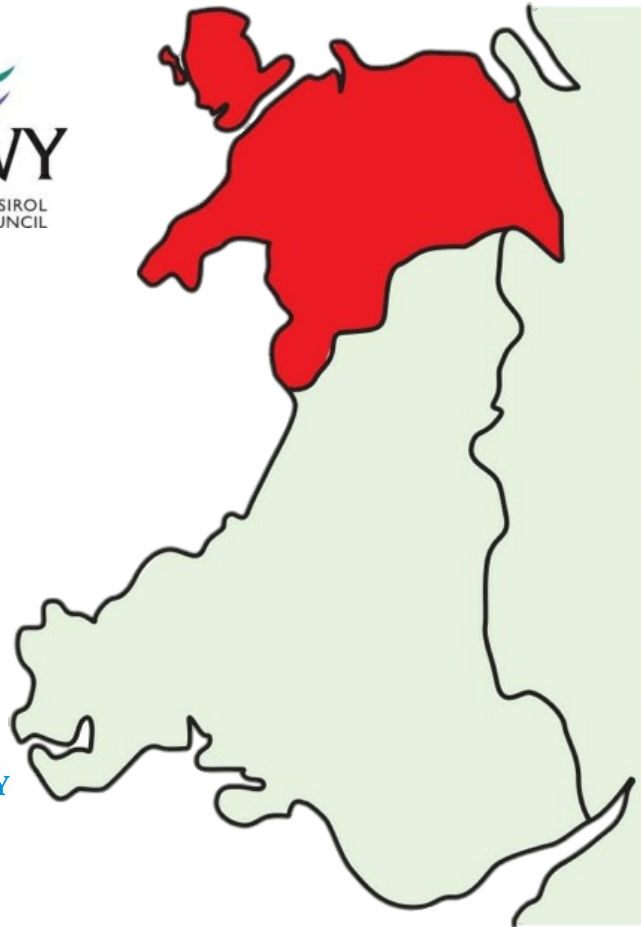




# Care and support services for people in North Wales



EasyRead version of:  
North Wales Population Assessment Summary Report  
1 April 2017





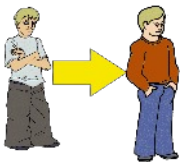
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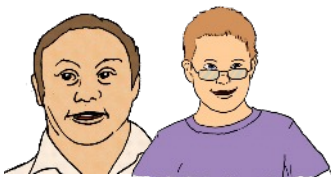
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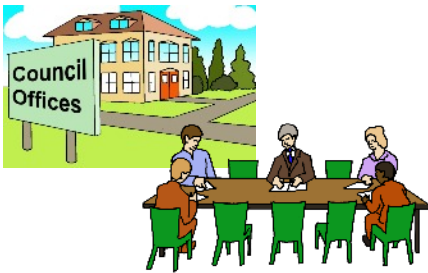
Some words are in **bold**.

We explain what they mean  
at the end of this report.

# About this report



This report is about an **assessment** to find out what care and support services people in North Wales need.



It was written by the 6 **councils** in North Wales and the Betsi Cadwaladr University **Health Board**.

2039						
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We know there will be more people in North Wales by 2039.



We also know some parts of North Wales are much poorer than other parts of the country.



The report will help us understand the people who live here and plan public services for them all.



A law called The Social Services and Wellbeing Act says we must find out what support people need.

**APRIL 2018**

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23	24	25	26	27	28	29



This report will help us write a plan for services in North Wales by 1st April 2018.



# What we looked at



All councils have rules about involving people and finding out what they think.



We made sure people knew how to get involved.



A **steering group** checked that we did things properly.



This is what we did:

- looked at reports and plans from **councils** and the **health board**



- spoke to people who use care and support services and people who do not use services



- held events where people could come and tell us what they need



- ran workshops for council staff and councillors



- used information from charities and other organisations that run services

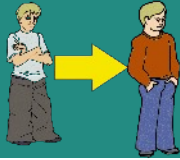




- linked with other projects that are looking at services to keep people safe and well. This included looking at **advocacy** support.



The next part of this report says what we found out about what different groups of people need.



# 1. Children and young people



## What we found out

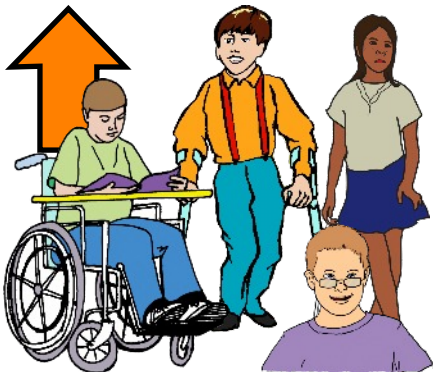
There are about 124,000 children and young people in North Wales.



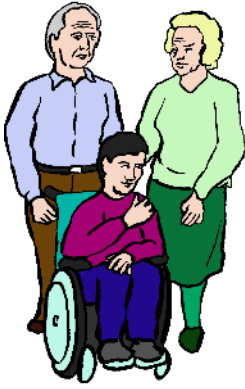
This number has not changed much in the last 5 years.



We think it will stay about the same.



Most children and young people are healthy and happy but there are more children with disabilities than 5 years ago.



We need to support families so all children have the best chances in life.



This includes thinking about:

- supporting families to help their babies do well



- children who are overweight, smoke or drink alcohol



- children who are cared for by services



- children and young people who break the law



- children and young people who are **victims** of crime, including **online crime**



- mental health services for children and young people



- support for young carers



- how health, social care and other services can work together to support children and their families



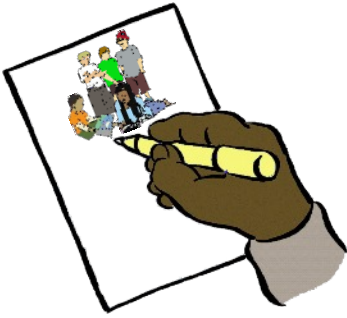
- how to give people information before things go wrong.

## What we think should happen

We need to talk to people and find out more about:



- how **advocacy** services can help children be part of decisions about their future. This is really important for **children at risk or in care**



- better ways to write down and keep information about the services children need



- **trafficking and sexual exploitation**



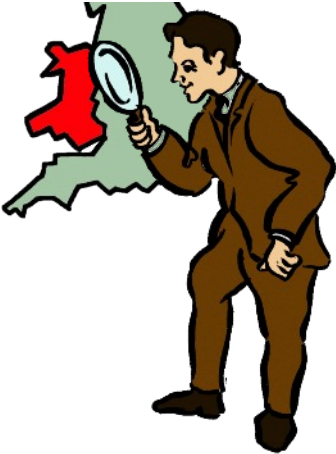
- support for children with disabilities and lots of different needs. Especially when they move to adult services



- mental health services



- how to work with and involve families.

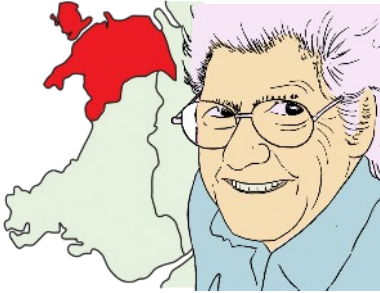


This will include looking at how services work in other parts of Wales.

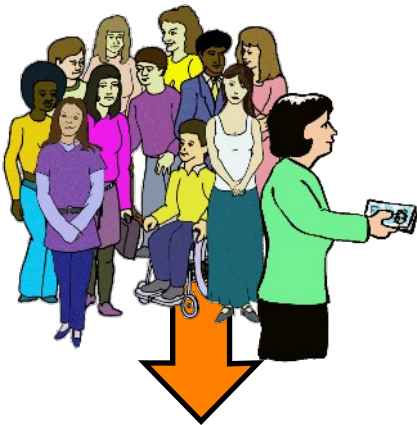


## 2. Older people

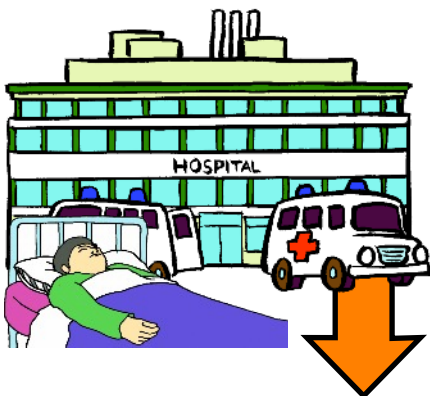
### What we found out



Over 150,000 people in North Wales are over 65 years old. We think there will be another 60,000 by 2039.



But not as many people will work and pay **tax** to pay for services.



The biggest problem will be having enough services to support people who are ill for a long time.





We need to look at ways to:

- stop older people being lonely and on their own



- support people to live at home for as long as possible



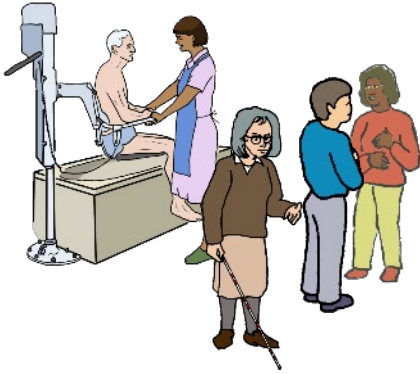
- have better support for people with **dementia**



- have enough good, safe care homes in each area, including places where people can have short breaks.

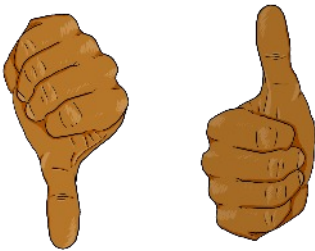


### 3. Health and physical disability



#### What we found out

More people are living longer with a health problem or disability. This includes being blind or deaf.



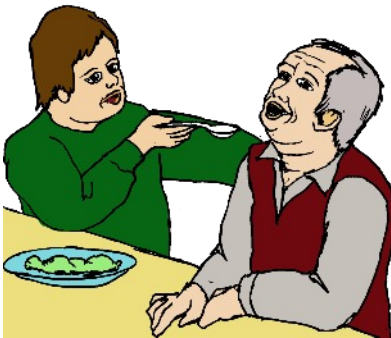
Services are better in some places than others.



Community and voluntary groups can help people get the information and support they need.



We need to get involved early to help people stay healthy and independent.



We also need the right services to support people when they can no longer cope on their own.

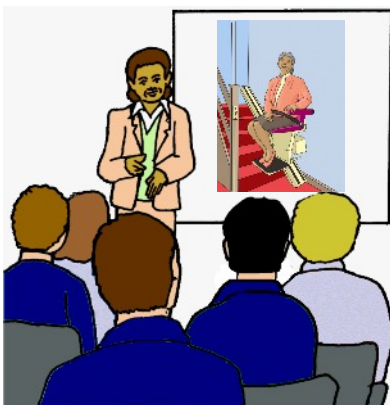
## What we think should happen



lechyd Cyhoeddus  
Cymru  
Public Health  
Wales



- we should work with Public Health Wales to plan services to help people stay healthy



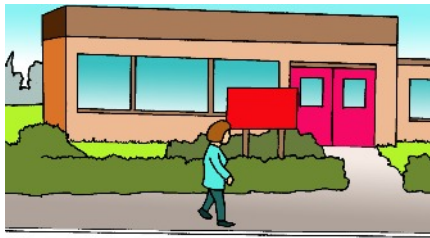
- staff should think about how to help people stay healthy and independent every time they work with them



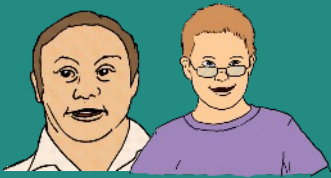
- GPs should link people with local groups and activities that can help them stay healthy



- we should support disabled people to be independent and part of the community



- we will find out whether people need some special services nearer to home.



## 4. Learning disability

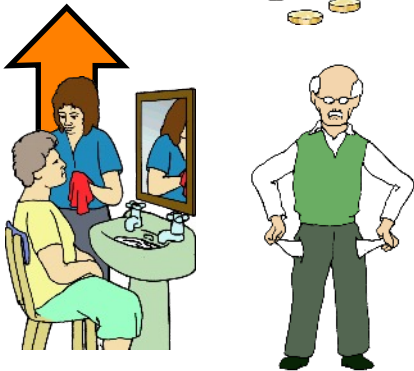


### What we found out

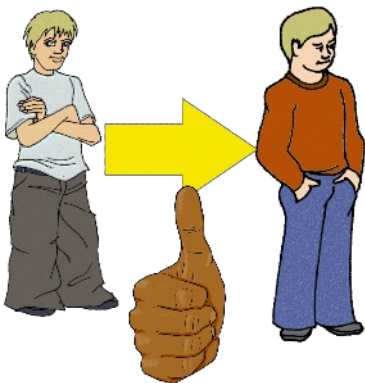
There are more people with a learning disability and they are living longer. This means many could also have **dementia**.



Most people are supported by their family or paid carers.



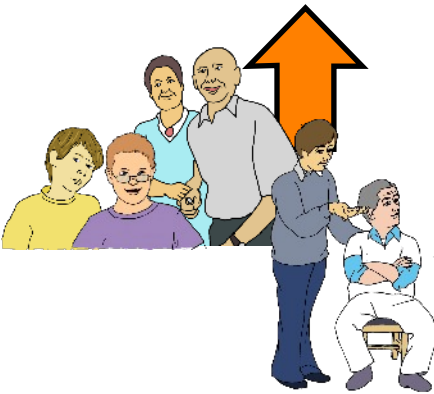
But we are trying to support more people with less money.



All children with a learning disability need good support as they move to adult services.



Adult services need to plan for younger people who have lots of health needs as well as a learning disability.



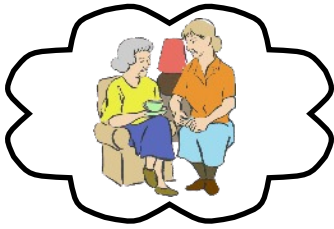
Many people with a learning disability have more health problems than other people and need more support with their health.



People and their carers expect to get the support they need to be independent and part of their communities.

## What we think should happen

We should:



- plan ahead to make sure older carers have the support they need to keep on caring

- work together to plan better health services for older people with a learning disability

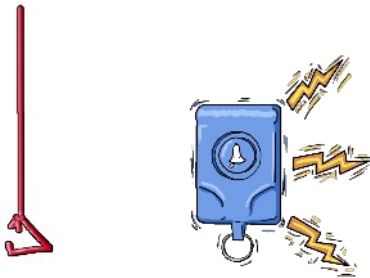
- support people with a learning disability to get good health care through accessible information, liaison nurses and health services that make changes to support them well



- make sure health and social care services work together to support people with lots of health needs



- make sure we have the right staff to help people stay safe and independent



- find ways to use technology like alarms and switches to help people be more independent



- have more staff who speak Welsh



- work with other organisations to make sure we have the types of housing people need



- make sure all counties work in the same way to collect information and plan what people need.



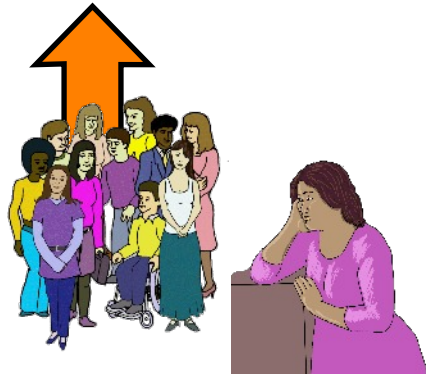


## 5. Mental health



### What we found out

Most people in North Wales have better mental health than in the rest of Wales.



We think more people will need mental health services.



Councils will have to support more people with less money.



People with poor mental health often have poor physical health too.



More people have complicated mental health needs and need treatment in hospital.



But often there are not enough beds and people have to go to a hospital outside North Wales. This is wrong for them and their families.



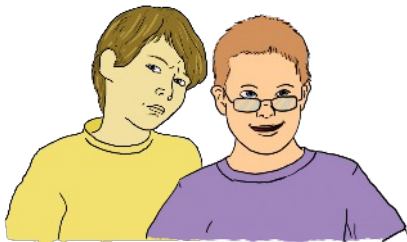
People with poor mental health are often lonely or worried about money, work or where they are living.



We need a clear plan about what happens when people move back to their community from hospital.



This should involve support at home, community organisations, employers and housing services.



We need better mental health services for autistic people and children and young people.

## What we think should happen



We should:

- look at the reports and see if we need to do more work on anything



- get better at supporting people early and helping them understand mental health



- look at whether we need more people who speak Welsh working in mental health services



- understand why less people are going into mental health services in hospital.



## 6. Carers

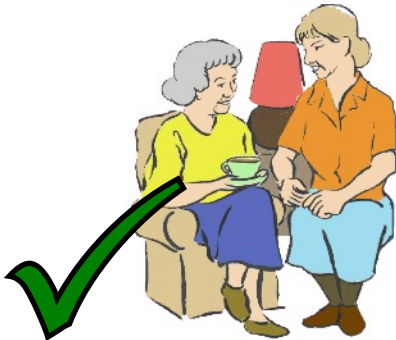


### What we found out

This part is about carers who are not paid, people like family or friends.



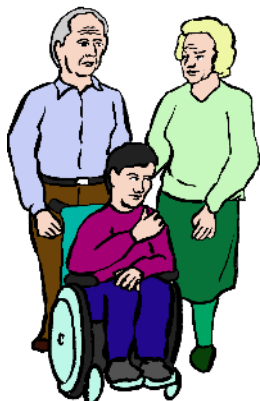
Carers do a really important job and save us a lot of money by supporting people at home.



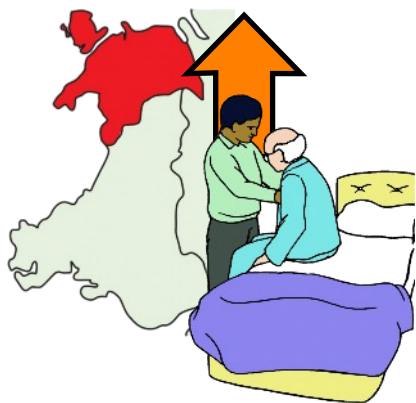
It is really important that they have the support they need.



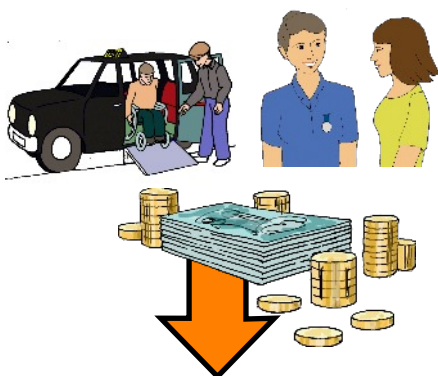
Half of all carers also work. They need lots of support from their boss and other workers.



Most carers are between 50 and 64 years old. But there are one thousand young carers



The number of carers in North Wales will keep going up as more people need social care.



There is less money. Services for carers and the people they support are being cut. This includes transport, someone to talk to, short breaks and support in hospitals.

## What we think should happen

We should:

- find out more about what carers need. A new worker will look at this

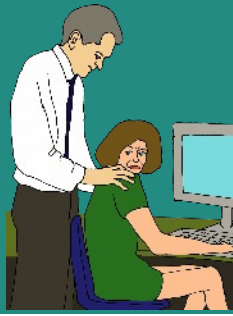




- find out which services give carers the best support and use these ideas in other areas



- tell the Welsh Government what we have found out to help them write their plan for carers.



## 7. Violence against women, domestic abuse and sexual abuse



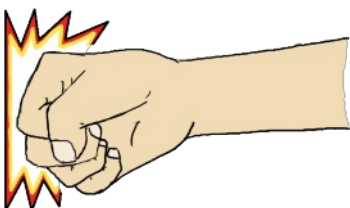
Violence against women and sexual abuse includes **domestic abuse**, rape and sexual assault.



**Domestic abuse** is when a member of your family or someone you live with treats you badly by:



- picking on you or saying nasty things

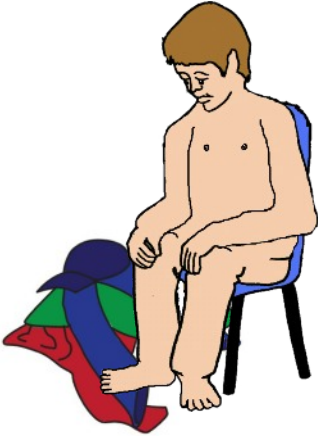


- hurting you

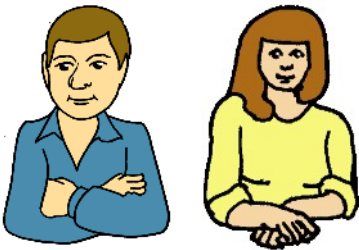




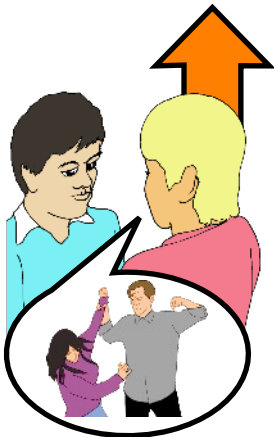
- making you do things you do not want to do



- making you do sexual things when you don't want to.



Domestic and sexual abuse can happen to men as well as women.



More people are telling someone about these crimes. But many people still keep quiet.



Supporting **victims** of these crimes costs £66 million a year in North Wales.

## What we found out

We need more services to:



- link with other services that keep adults safe



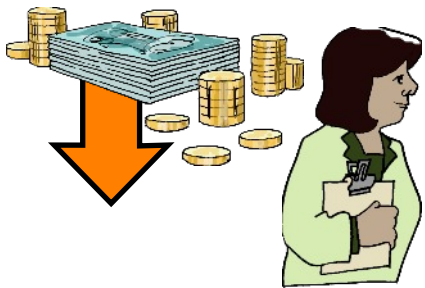
- support children and young people in families where there is domestic or sexual abuse



- help **victims** to live somewhere safe



- find out about people who need special support. For example, people from different **ethnic** groups.



## What we think should happen

We have less money to spend. We need to check how this affects these services.



The Welsh Government has written a plan about violence against women, **domestic abuse** and sexual abuse.



This should help public services and community organisations work better together and involve **victims** of abuse.



We have to write a local plan to say how we will do this.



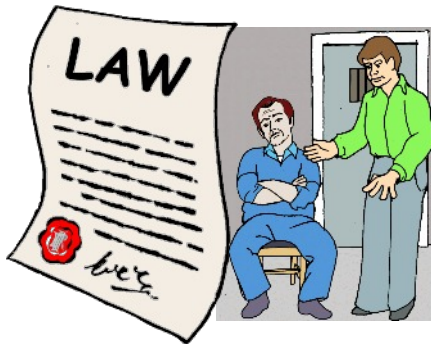
We will use information from this report.



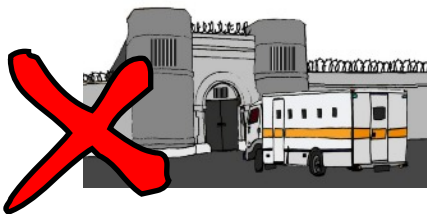
Please contact us if you have anything you want to tell us to help with the plan. Our details are at the back.



## 8. People in prison



The law now says local councils must support people in prison and when they move back into the community.



They must work with other services to plan their care and support and try to stop them going back into prison again.

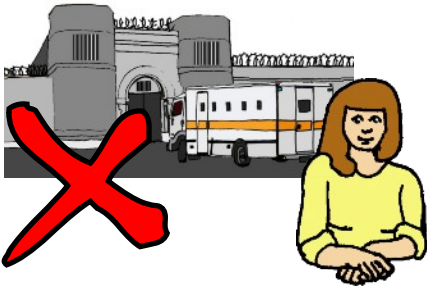


### What we found out

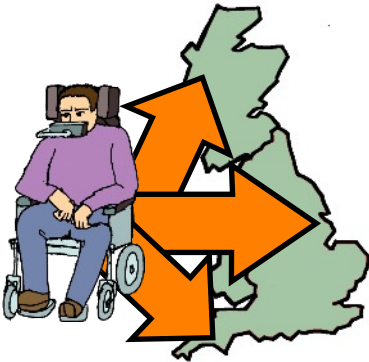
Berwyn Prison will help men get ready to go back into the community and stay out of trouble.



It is important to have staff who speak Welsh.



But we do not have a prison like this for women in North Wales and they have to go to other areas.



Men who need lots of health care or support also have to go to prisons outside North Wales.

## What we think should happen

We know we need to do more work on this including:



- finding out how Berwyn prison is working and how to support people who cannot go there



- learning from prisons in south wales



- working with other organisations



- better support for women and young people in prison and for their families



- better health and social care and housing for people when they leave prison.



## 9. People who served in the forces



The forces means the army, navy or air force.



People who have been in the forces are called **veterans**.



This includes people who volunteered.

2014						
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### What we found out

There were about 51,000 **veterans** in North Wales in 2014.



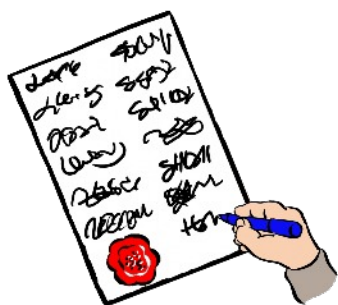


We need more information about how many veterans there are and what services they need. Especially those who speak Welsh.



Many **veterans** do not know about services that could support them.

## What we think should happen



All services sign an agreement to say they will give **veterans** the support they need. They should:



- work together to stop **veterans** being lonely and help them live independently



- have staff who understand how to work with **veterans**



- tell **veterans** where they can get good quality care and support



- councils and health services should give **veterans** the right support. especially for their mental health



- support **veterans** to volunteer to help them get jobs



- find out what support **veterans** who are carers need.

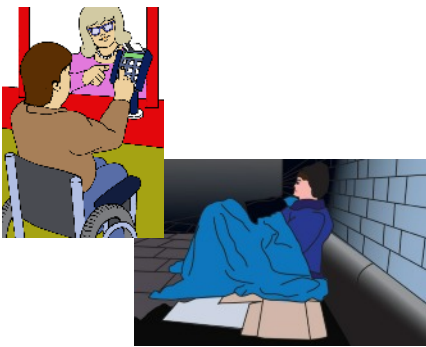


# 10. Homeless people



## What we found

A law called the Housing Act is helping us support homeless people better. But this might be more difficult when the money for the work stops.



Changes to other services or **benefits** can also affect homeless people and mean they need more support.



It is important to do as much as possible to stop people becoming homeless. Especially young people.

## What we think should happen



We should:

- look at how changes to **benefits** affect homeless people



- help people to stay in their local community if they can



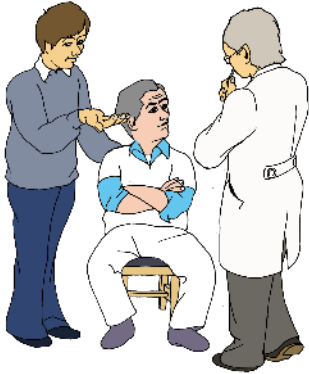
- work with housing associations and other organisations to support people who are at risk of being homeless



- look at where we do not have the services people need.



# 11. Autistic people



## What we found out

Autistic adults and children sometimes have a learning disability or need help with their mental health.



The Welsh government is working on a national autism service.



Autistic adults and children say they need more services to support them with:

- their feelings and behaviour



- life skills



- meeting other people and doing things in the community.

## What we think should happen

We should:



- make sure community and voluntary groups tell autistic people how they can support them



- make sure the public, police, employers and public services understand more about autism and the different types of support autistic people might need.



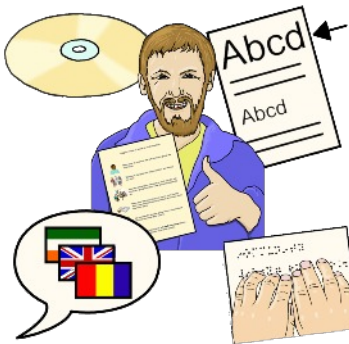
# What happens next



This report is just a start but we have already learnt a lot.



We will talk about this report and make changes.



We will share the report in different ways.

2 YEARS						
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22	23	24	25	26	27	28
29	30	31				



Every 2 years we will check whether things have changed.

APRIL 2017						
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29



The report will go on the councils' and **health board** websites on 1st April 2017.



It will help us understand which services we need to plan and buy.



It also shows us that we need to find out more about some groups to make sure they get the services they need.





# What the words mean

## **Advocacy**

Advocacy is when someone independent helps you speak up.

## **Assessment**

Finding out what support people need.

## **Benefits**

Money from the government to pay for everyday things.

## **Children at risk or in care**

These are children who might not be safe at home and might be cared for by social services.

## **Councils**

Local councils provide services in their area including social care.

## **Dementia**

A disease that affects the brain and memory, mostly in older people.

## **Ethnic**

Your ethnic group is your background or where you came from.

## **Forces**

The army, navy or air force.

## **Health board**

The organisation that plans and pays for health services.

**Online crime**

When someone scares you or steals money or personal information using the internet.

**Steering group**

A group of people who make sure a project or piece of work is done properly.

**Tax**

When you work you pay some of the money you earn as tax to the government. They use the money to pay for public services.

**Trafficking and sexual exploitation**

Human trafficking is a serious crime. It means other people bring you to a country (or move you around the country) and frighten and force you to do work or other things you do not want to do. This can include having sex.

**Veteran**

Someone who has been in the army, navy or air force.

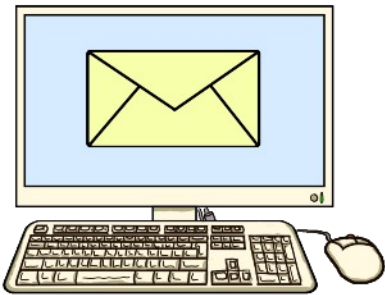
**Victim**

Someone who is affected by a crime, bullying or abuse.

# How to get in touch with us



Please call Sarah Bartlett on:  
**01824 712432**



Or email:  
**[sarah.bartlett@denbighshire.gov.uk](mailto:sarah.bartlett@denbighshire.gov.uk)**

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Ref: ISL 175 16. March 2017.



It meets the European EasyRead Standard.

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