

Community Services Transformation

CONWY WEST

Locality Needs Assessment 2021-22



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



CYNGOR BWRDEISTREF SIROL
COUNTY BOROUGH COUNCIL



CYDWEITHREDFA GWELLA GWASANAETHAU
GOFAL A LLESIANT **GOGLEDD CYMRU**
NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE



CONTENTS

INTRODUCTION	3	THE MENTAL HEALTH OF PEOPLE IN CONWY WEST.....	16-17
CONWY AS A VILLAGE OF 100 PEOPLE		LIVING WITH A LONG-TERM CONDITION IN CONWY WEST	18-19
OUR POPULATION	4-7	PEOPLE'S INVOLVEMENT WITH HEALTH & CARE SERVICES IN CONWY WEST	20-21
IN OUR VILLAGE	8-9	PEOPLE'S EXPERIENCES OF HEALTH & CARE SERVICES IN CONWY WEST ..	22-23
ABOUT CONWY WEST	10-11	LOCALITY PEN PROFILES: DATA SOURCE LIST	24-27
LIFE IN CONWY WEST	12-13		
THE PHYSICAL HEALTH OF PEOPLE IN CONWY WEST	14		
SPOTLIGHT ON CONWY WEST.....	15		

INTRODUCTION

Locality Pen Profiles have been developed as part of the North Wales Regional Partnership Board's Community Services Transformation Programme, and are intended to support the development of place-based strategic planning and commissioning for health and care, across the region.

A Pen Profile has been developed for each of the **14 integrated health and social care localities** in North Wales. A Locality is defined as

▯▯
A geographically bound area, which brings together all local services involved in the delivery of health and social care services for the area. A locality serves a population of between 25,000 and 100,000 people.▯▯

Our localities are based largely on GP cluster boundaries.

Locality Pen Profiles bring together data and insights from different agencies to build up a rounded picture of the needs and strengths of different communities at a very local, granular level. These insights are being used to help inform health and social care priorities for localities/clusters.

This data will also be used on an ongoing basis to adjust priorities and enable partners to hold one another to account for delivering their ambitions.

The Locality Pen Profiles developed by the Community Services Transformation programme are very much a work in progress, and will continue to evolve and grow as the range and type of information we have available at a more granular, locality footprint, increases. Nonetheless, they represent a significant step in realising our collective ambition to plan and deliver care and support in response to the needs of our local communities.

CONWY

AS A VILLAGE OF 100 PEOPLE

OUR POPULATION

In our village...

AGE



117,203

Is our usually resident population in **CONWY** in 2019. In our village of 100, each person represents 1,172 people



aged 65 years+
Increase
**NEXT
20 YEARS**

The number of people aged over 65 years is expected to increase over the next 20 years



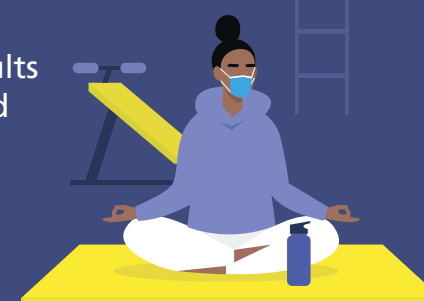
28
people are aged
65 years +

17 people aged
65 years +
live alone 

HEALTH & WELLBEING

Good health

81 Adults
are in good
health

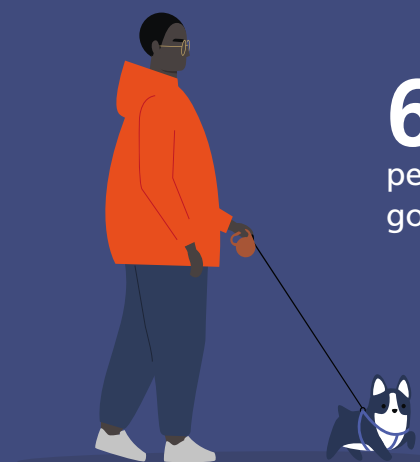


Service use

6 Adults
receive a
service from
social care



62 Older
people are in
good health



**10** Adults
are unable to manage at least
one self-care activity



5 Of whom,
are aged over 65 years

CONWY

AS A VILLAGE OF 100 PEOPLE

OUR POPULATION

In our village...



3 People are from a minority ethnic group

LANGUAGE

Cymraeg

37

people speak Welsh

ETHNICITY



WIDER DETERMINANTS OF HEALTH

Child poverty

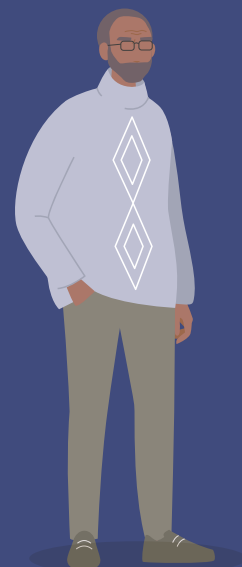
Of the 100 children in our village...

22 are living in poverty



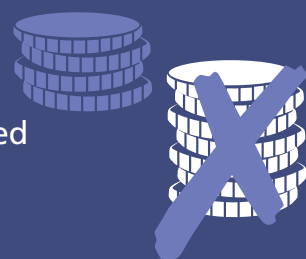
Sense of community

60 Adults feel part of their community



Unemployment

26 Adults are unemployed



Loneliness

17 Adults feel lonely

LIFESTYLE BEHAVIOURS

Healthy weight

43

Adults are a healthy weight

69

Children are a healthy weight

Physically active

28

Adults are physically inactive



Nutrition

28

Adults eat 5 portions of fruit and veg a day

Smoking

25

Adults smoke

Alcohol

15

Adults drink above recommended guidelines

MENTAL HEALTH & DISABILITY

Mental Health

2

Adults receive support with their mental health



Learning disability

2

People are registered as having a learning disability

CONWY WEST

AS A VILLAGE OF 100 PEOPLE

In our village...

HEALTH & WELL-BEING



3

People have
Arterial
Fibrillation

1

Person
has
osteoporosis

8

People
have
diabetes

3

People
have had
a stroke

4

People
have Coronary
Heart Disease

1

Person
has rheumatoid
arthritis

8

people
are obese

1

Person
has epilepsy

1

Person has
heart failure

3

people
have COPD

0

People
are receiving
palliative care

1

Person
has dementia

18

People have
hypertension

7

people have
asthma

4

People
have cancer

1

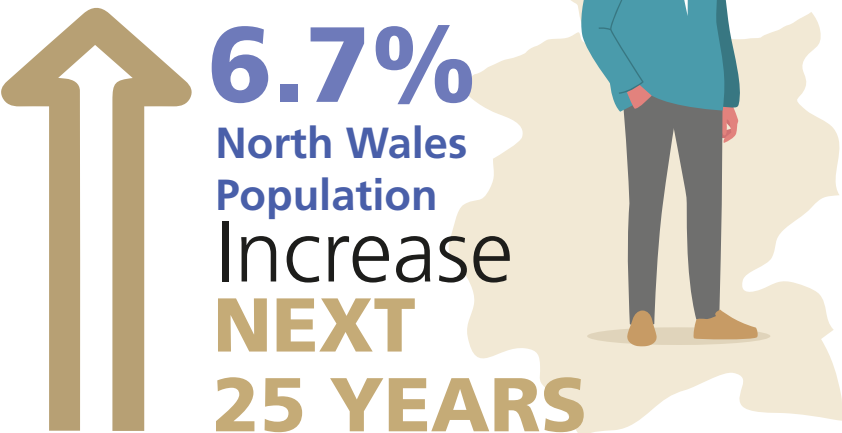
Person receives
support for their
mental health



ABOUT CONWY WEST

Of the 117,203 people living in Conwy, approximately 64,000 live in the **CONWY WEST** locality. The majority of the population of **CONWY WEST** live on the urban costal strip, which ranges from Llandudno to Conwy and Llanfairfechan. The southern area of the locality is very rural, and includes some of the more remote and potentially isolated communities.

The people...
The % of the North Wales population is expected to increase by 6.7% between 2011 and 2036. All Local Authorities, including Conwy will see a sharp increase in the numbers of people over 85 years of age

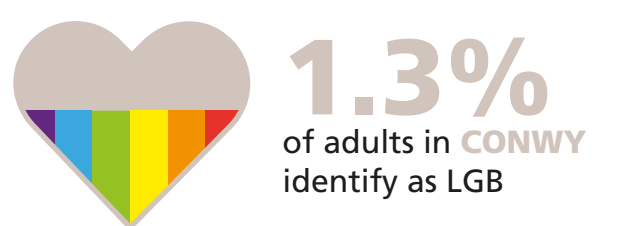
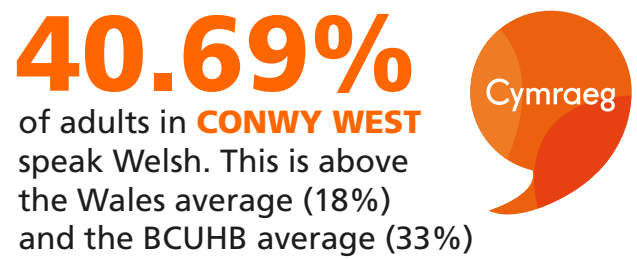
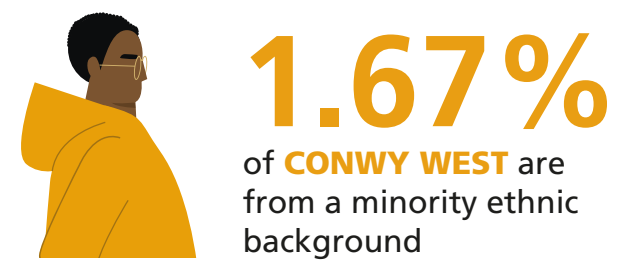
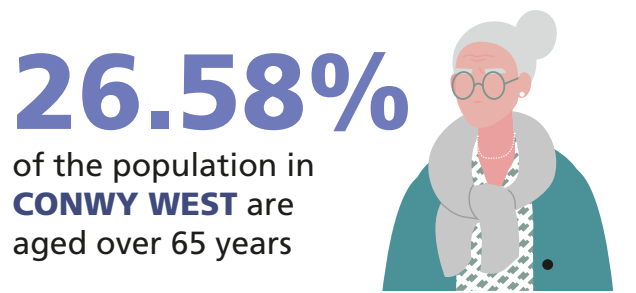
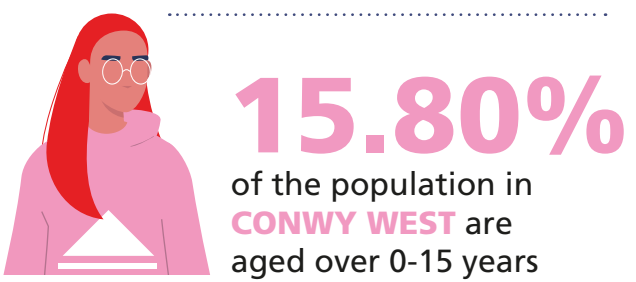


CONWY has the largest proportion of people aged over 65 years.

32,732

Small increase

There is anticipated to a small increase in people aged between 65 and 84 between 2011 and 2036

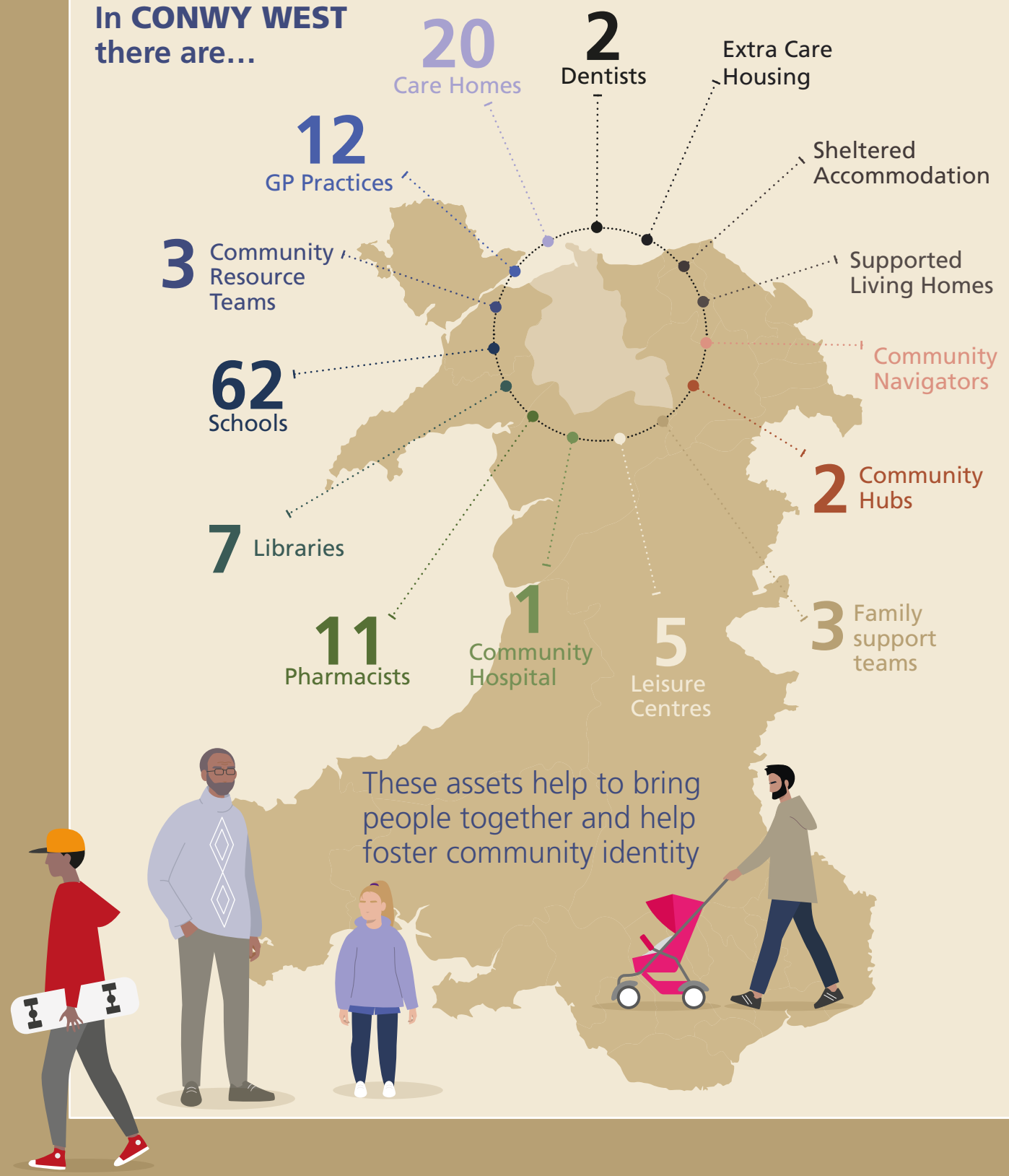


CONWY WEST IS MADE UP OF THE FOLLOWING ELECTORAL WARDS...

Betws-y-Coed; Caerhun; Conwy; Eglwysbach; Llangernyw; Tudno; Uwch Conwy; Capelulo; Deganwy; Gogarth; Gower; Crwst; Llansanffraid; Marl; Mostyn; Pandy; Pant-yr-Arfon/Penmaenan; Trefriw

Its assets...
There are a range of important assets within the locality that not only help to deliver community health

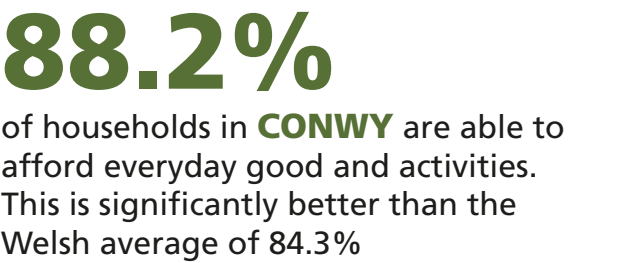
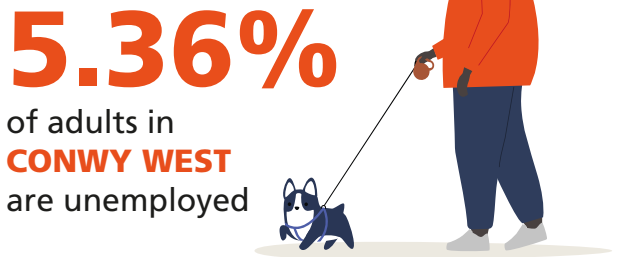
In CONWY WEST there are...



LIFE IN CONWY WEST

Health is crucially linked with education; good health and wellbeing are associated with improved attendance and attainment at school, which in turn leads to improved employment opportunities and broader career options.

By the age of 30 those with the highest levels of education are expected to live four years longer than those with the lowest levels of education. Education is the single most important modifiable social determinant of health, it is both potentiating and protective, it can trigger healthier futures, mitigate social stressors and provide access to employment opportunities and life chances that could protect individuals from later-life disadvantage.



The % of children in out-of-work families receiving tax credits is higher in Tudno (26.9%) and Mostyn (23.8%) than the Wales average (20.6%)

CONWY has the third highest % of LSOAs in the most deprived LSOAs in Wales (6%)

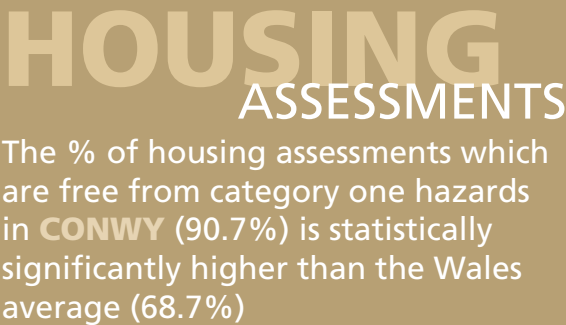
The % of adults in receipt of Universal Credit in:

- Tudno (20%)
- Gogarth (19.9%)
- Crwst (15.5%)
- Mostyn (16.7%)
- Pant-yr-Afon (15.7%)
- Trefiw (14.6%)

Is higher than the Wales average (12.7%)



The overall quality of housing in **CONWY** is high



Whilst the quality of housing in **CONWY** is good, the County has the second highest number of households that are unintentionally homeless and in priority need per 10,000 population (26.2)

The % of households without a car in the following electoral wards is statistically significantly above the Wales average

- Tudno (38.1%)
- Gogarth (37.2%)
- Crwst (28.4%)
- Mostyn (40%)

Not having access to a car or van impacts on the availability of services to those without personal transport.

In **CONWY WEST** there are relatively higher levels of owner occupiers and low levels of social renting

There are fewer pensioner only households in **CONWY WEST** (15.89) than the Conwy Borough average

19.43% of households in **CONWY WEST** don't have a car or van. This is below the Wales average (22.0%) but slightly above the BCUHB average (20.3%)

THE PHYSICAL HEALTH OF PEOPLE IN CONWY WEST

25% of the population of **CONWY** Smoke - this is significantly statistically higher than the Wales average (17.4%) and is the highest in North Wales

81.1% of working age adults are in good health - above than the Wales average (76%) and BCUHB average (78.7%)

When it comes to people aged over 65 years of age in **CONWY** has a higher percentage of people in good health (63.3%) than the Welsh average (56.1%)

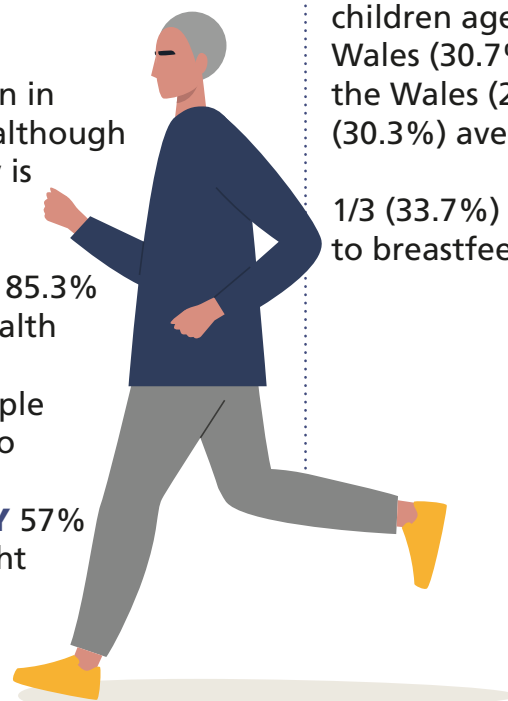
Whilst the smoking rate is high, fewer people in **CONWY** report drinking above the recommended guidelines (15.3%) than the Wales average

Life expectancy for Women in **CONWY** is 82.6 years, although healthy life expectancy is 69.1 years. Women in **CONWY** spend 83.6% of their life in good health

Life expectancy for Men in **CONWY** is 78.9 years, although healthy life expectancy is 67.3 years.

Men in **CONWY** spend 85.3% of their life in good health

The percentage of people across North Wales who are a healthy weight is decreasing - in **CONWY** 57% of adults are overweight and obese



96% of children in **CONWY** report being in good/ very good health

20% report having a long standing illness, and;

6% report having a limiting long standing illness

Less than 3 in 10 adults in **CONWY** eat at least 5 portions of fruit and veg a day

Uptake of the influenza vaccine in **CONWY** is consistently lower than the Health Board average for all 3 priority groups: 65 and over (69.7%); Clinical Risk Groups (45.2%); and at 50.6%, the uptake of the influenza vaccine amongst children aged between 2-3 years was lower in Conwy than any other North Wales Local Authority

3rd highest % of overweight or obese children aged 4 to 5 years in North Wales (30.7%). This rate is higher than the Wales (26.4%) and the BCUHB (30.3%) average

1/3 (33.7%) of mothers continue to breastfeed at 10 days



SPOTLIGHT ON CONWY WEST

Vaccination uptake in **CONWY WEST** is amongst the lowest in North Wales.



In contrast, uptake of screening programmes in **CONWY WEST** is high:

- Uptake for bowel screening is 57% which is above the Wales average (55.7%)
- Uptake of breast screening is 74.7% and is higher than the uptake for Wales (55.7%)
- Uptake for cervical screening is 77.8%; higher than the uptake for Wales (76.1%)
- Nearly half of **CONWY WEST** adults don't meet physical activity guidelines (46.9%)
- 39.9% of adults in **CONWY WEST** are of a healthy weight
- Uptake of the 3 in 1 teenage booster at 16 years remains low in **CONWY WEST** (88.5%)

- Less than ¼ of adults in **CONWY WEST** consume 5 portions of fruit and veg a day
- 16.5% of people aged over 16 in **CONWY WEST** smoke. This is below the estimated smoking prevalence for BCUHB (17.9%) and Wales (19.2%)
- 19.8% of people aged 16+ in **CONWY WEST** drink above recommended guidelines – unlike smoking, this is higher than for BCUHB (19.4%) and Wales (18.9%)
- 93.2% of children in **CONWY WEST** are up to date with their routine vaccinations by 4 years of age, this is lower than the 95% required for herd immunity
- Uptake of the MMR vaccine at 5 and 16 years of age in **CONWY WEST** remains below the 95% uptake target. Only two other localities in North Wales had a lower uptake

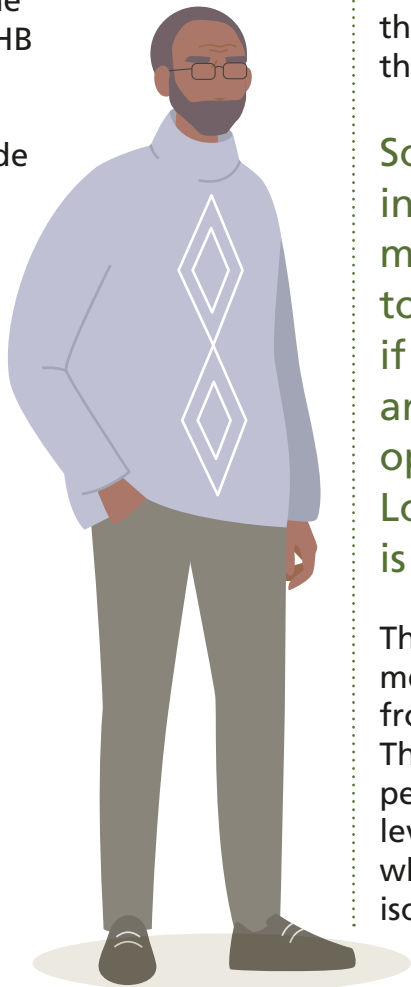
THE MENTAL HEALTH OF PEOPLE IN CONWY WEST

The average mental well-being score for **CONWY** is 53.5 compared with the Wales average of 51.4 and the BCUHB average of 52.3. The higher the score the better the mental health.

Life satisfaction for working age adults in **CONWY** is 82.8% - this is below the BCUHB average (83.3%) but above the Wales average (81.8%)

Life satisfaction for older adults is 87.1%, which is higher than both the Wales and the BCUHB averages

CONWY has a suicide rate of 10.0 per 100,000 compared to the Wales average of 9.2.



A sense of community and 'belonging' is strongly related to health-behaviour change. 59.5% of adults in **CONWY** reported feeling that they belong to their community. Whilst this is above the Wales average (52.2%) less than 2/3 of adults in Conwy feel a sense of belonging, cohesion and respect

Despite this, **CONWY** has the joint highest % of adults reporting they feel lonely (17%) which is above the Wales average (15%)

There are more people aged 65 and over living alone in **CONWY** (17.1%) than in the rest of Wales (13.7%) and the rest of the BCUHB region (14.9%)

Social isolation can reduce independence and damage mental health, but can also lead to problems with physical health if services such as GPs, dentists and active leisure and social opportunities are inaccessible. Loneliness in **CONWY WEST** is a significant issue.

The rural nature of much of the locality means that it has poor access to services from a travel and transport perspective. There are also areas and groups of people in **CONWY WEST** who have poor levels of access to digital technology, which may also contribute to social isolation

Just under half (46%) of people who use social care services in Conwy report feeling part of their local community, whilst 44% report being able to do what matters to them

People in Conwy place a great deal of value on community groups and volunteering activities and particularly the role of community events in supporting social well-being. Such organisations and events were often of a small scale and specific to individual community areas

0.95% of adults in **CONWY WEST** receive mental health support from their GP.

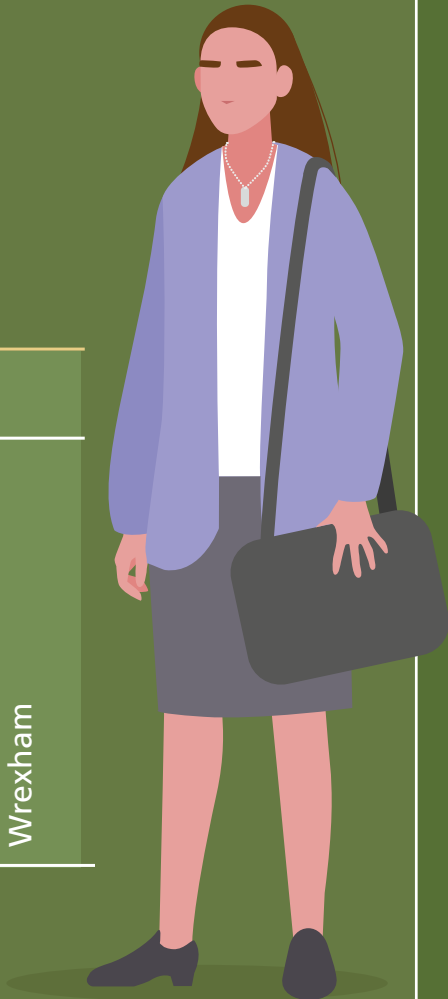
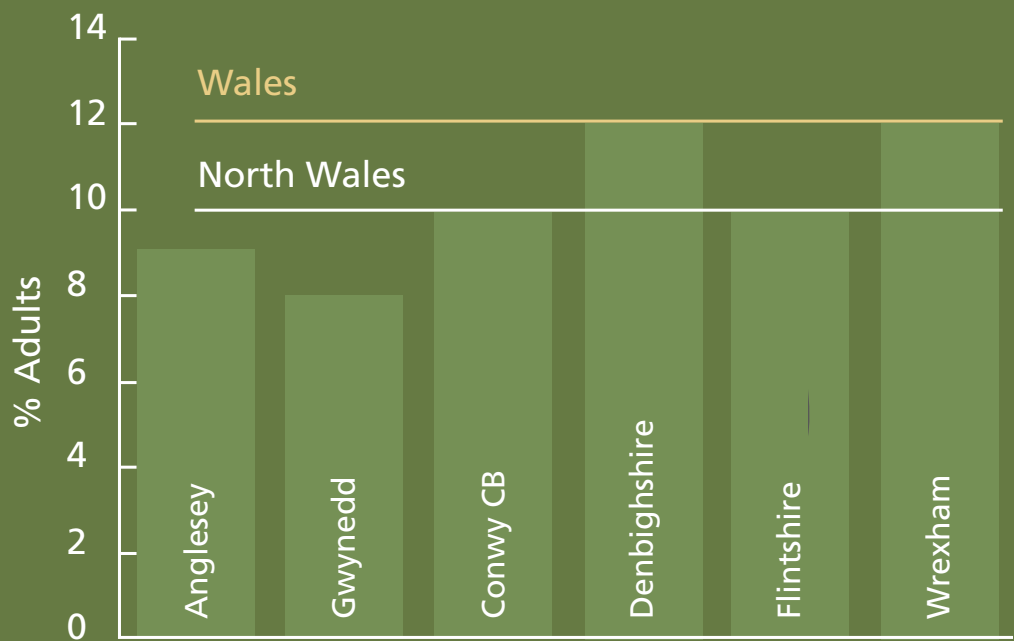
Referrals to health services for substance abuse (all types) in Conwy is 1,000 per 100,000 population. This gives a referral rate of 864 for Conwy compared to a Wales average of 822.

Conwy is ranked 9th highest in Wales – however, it should be recognised that this does not reflect the many people who do not present themselves to the health service

38% of adults in Conwy report drinking above the recommended guidelines at least once a week, and 20% report binge drinking at least once a week

The biggest concern about substance misuse in Conwy relates to alcohol – Conwy has a high rate for alcohol specific hospital admissions, with age standardized rate of 389 admissions per 100,000 population in 2014/15, a rate which is significantly above the Wales average of 333 admissions. This ranks Conwy 3rd highest in Wales

% of adults (aged 16+) reporting being currently treated for a mental illness



LIVING WITH A LONG-TERM CONDITION IN CONWY WEST

Conwy has a large population of people aged over 65, with population projections suggesting substantial and continued growth in the number of older people.

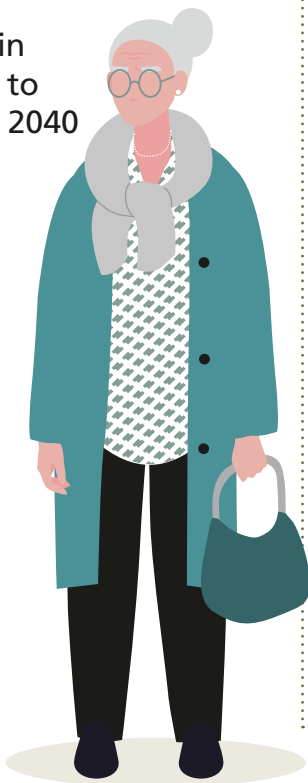
Increasing numbers of older people is likely to lead to an increasing number of people experiencing age related problems such as, chronic physical and sensory diseases, dementia and falls, all of which have a potential negative impact of people’s overall well-being 5,963 people in **CONWY** aged 65 and over struggle with activities of daily living

The predicted number of people aged 65 and over, living with dementia in **CONWY** is 2,341.

This is the 2nd highest in North Wales. This is set to rise to around 3,914 by 2040 – the highest predicted percentage increase in North Wales

There is greater unemployment for those with health conditions in Conwy; more than the Wales average

There are 32 severely sight impaired people in **CONWY** aged 18-64 years, and 136 aged over 65 years



There are 1046 physical/sensory disabled people without a visual impairment aged between 18-64 years, and 5352 aged over 65 years

22.7% of working age people in **CONWY** are Equality Act (EA) core or work-limiting disabled

The percentage of people with a limiting long-term illness in:

- Tudno (24.9%)
- Deganwy (24.7%)
- Crwst (26.3%)
- Mostyn (25.1%)

Electoral wards is statistically significantly higher than the Wales average (22.7%)

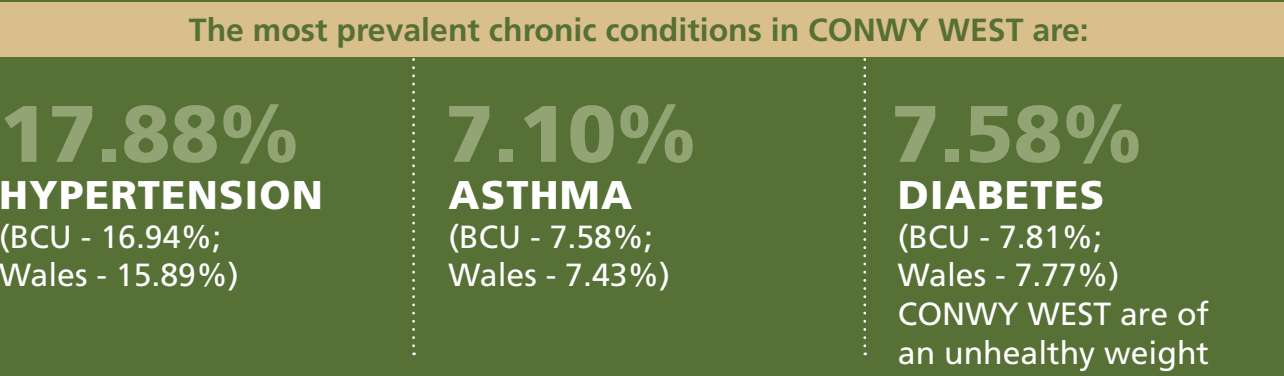
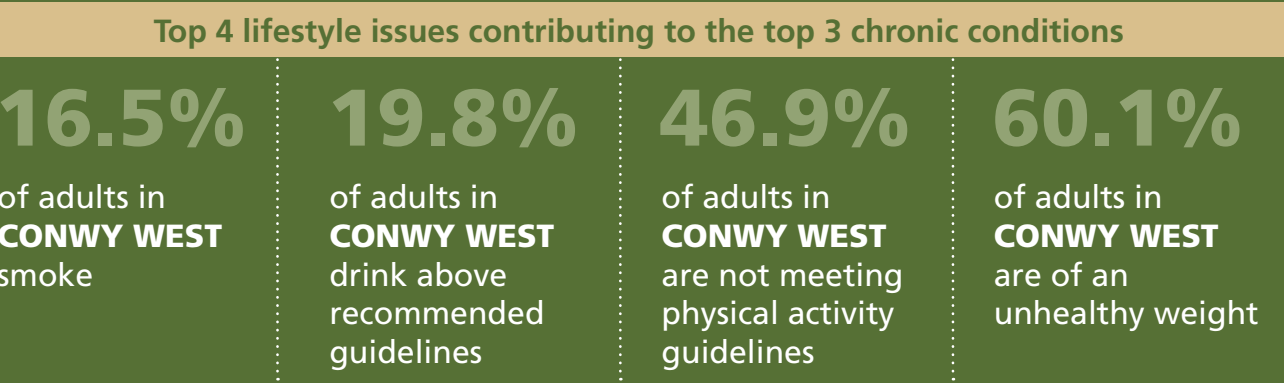
Uwch Conwy electoral ward is statistically significantly below the Wales average at 17.3%

0.84% of the population of **CONWY WEST** are predicted to live with dementia

The main cause of years of life lost for those under 75 years in Conwy is accidents, closely followed by coronary heart disease.

CONWY WEST is above both the BCUHB and Wales averages for a number of chronic conditions.

CONWY WEST



CHRONIC CONDITION	CONWY WEST (%)	BCU (%)	WALES (%)
Coronary Heart Disease	4.08	3.79	3.61
COPD	2.63	2.71	2.38
Atrial Fibrillation	2.89	2.57	2.43
Heart Failure	1.38	1.15	1.11
Cancer	3.82	3.71	3.28
Stroke	2.55	2.17	2.17
Epilepsy	1.01	0.95	0.97
Osteoporosis	1.28	0.71	0.64



PEOPLE'S INVOLVEMENT WITH HEALTH & CARE SERVICES IN CONWY WEST

In Conwy...

- Hospital admissions for cancer have continued to decline
- Admissions for cardio vascular disease have declined
- The average length of stay for elective admissions has decreased
- There has been an increase in emergency admissions for respiratory conditions
- Whilst admissions to A&E have been fairly stable across Conwy, the County has the highest average length of stay for emergency admission
- Despite Conwy's ageing population, the rate of hip fractures in those aged 65 and over is better in Conwy compared to Wales (555.0 per 100,000 population).
- There were 134 hospital admissions due to falls in Conwy
- In **CONWY** 15,618 people provide unpaid care to a family member or friend
- There were 580 children receiving care and support in 2019
- 31.8 per 100,000 population of children were on the child protection register
- There were 350 assessments for care and support for informal carers undertaken in 2018/19 in **CONWY**. Of these 199 led to a support plan
- In 2020 there 520 children receiving care and support in **CONWY**.
- In 2020 25% of children receiving care and support in **CONWY**, had a disability
- In 2020 20% of children receiving care had problems with mental health problems
- In 2020 42% of children receiving care and support had up-to-date health surveillance checks



7,060

In **CONWY**, 4,365 adults receive 7,060 social care services. 3,564 adults are aged over 65 years. 5,749 services are received by adults over 65 years of age 1,788 adults are aged over 85 years. 2,971 services are received by adults over 85 years

4,365 PEOPLE

The number of people supported during the year was 4365, of whom...

65+ YEARS

3,564 adults are aged over 65 years.

85+ YEARS

1,788 adults are aged over 85 years.

1,316 ADULTS

adults received support from the Information, Advice and Assistance service in 2019/20

82.6% ADULTS

of adults of received support from the IAA service in 2019/20 did not contact the service again for 6 months. There were 4,187 assessments for care and support in 2018/19

85.14 YEARS

The average age of adults entering residential care in 2018/19 was 85.14 years

INCREASE

CONWY has the highest number of people aged 65+ in North Wales, who are unable to manage at least one self-care activity – this trend is set to increase from just over 11,000 in 2020 to around 15,000 in 2035

4,187 ADULTS

There were 4,187 assessments for care and support in 2018/19

1,868 ADULTS

Of which 1,868 led to a care plan

276 ADULTS

used care homes with nursing in 2019/20

661 ADULTS

adults used care homes (without nursing) in 2019/20

1,663 ADULTS

adults received domiciliary care in 2019/20

704.32 DAYS

Adults spent on average 704.32 days in residential care in 2019/20

PEOPLE'S EXPERIENCES OF HEALTH & CARE SERVICES IN CONWY WEST

In Conwy...

Access to respite services was raised as an area for increased anxiety amongst families in CONWY. The Welsh Carers Alliance has also raised concerns over reduced respite care

People in CONWY have raised concerns about the future and level of provision to support the ageing population. There was also worry about the future provision of support for carers of all ages. Residents also felt that a joined up Mental Health Service would be a high priority for the future

People in CONWY have said they would value better access to services (information/ transport/ technology) and how this may combat problems with loneliness and isolation

Engagement work in CONWY found an emerging vision for an active citizen. Here the role of people themselves in determining their own future and their own well-being is emphasised



73%

of adults felt they received the right information when they needed it

84%

were happy with the support they received from family, friends and neighbours

82%

of carers felt they received the right information and advice when they needed it

90%

were able to communicate in their language of choice

86%

were satisfied with the care and support received

77%

agreed it was their choice to live in a residential care home

78%

felt they were actively involved in decisions about how their care and support was provided

95%

felt they had been treated with dignity and respect





Locality Pen Profiles: Data Source List

Data Description	Data Source
ABOUT THE LOCALITY	
Population size by Local Authority	StatsWales
Population size by age	
Population projections	Public Health Wales Observatory
Ethnicity	StatsWales
Number of people who speak Welsh	National Survey for Wales
Number of people who identify as LGB	Office for National Statistics
Community assets	Primary Care IMPTs
LIFE IN THE LOCALITY	
Number of people who are unemployed	StatsWales
Number of children who live in poverty	Public Health Outcomes Framework
Number of people living in fuel poverty	National Social Care Data Set for Wales
Number of people without central heating	Census 2011
Welsh Index of Multiple Deprivation	Public Health Wales Observatory
Number of adults who experience hunger	University of Sheffield, Food Insecurity Map
Number of adults who struggle to eat enough food	
Number of adults who are worried about not having enough to eat	StatsWales
Number of people who felt their home best supports their well-being	
% housing assessments free from category one hazards	Public Health Wales Observatory
Number of households that are unintentionally homeless	StatsWales
Number of people renting from social landlord	Census 2011
Number of households that don't have a car or van	
Number of pensioner only households	

Data Description	Data Source
THE PHYSICAL HEALTH OF PEOPLE IN THE LOCALITY	
Smoking in adults aged 16 years and over	National Survey for Wales
% adults (age 16 years and over) who report drinking above recommended guidelines	
Working age adults of a healthy weight	Public Health Outcomes Framework
Adults eating five fruit or vegetable portions a day	StatsWales
Physical activity in adults aged 16 years and over	National Survey for Wales
% children aged 4 years, up to date with routine vaccinations	Public Health Wales
Life expectancy by gender	StatsWales
Healthy life expectancy at birth, males and females	Public Health Wales Outcomes Framework
% children who report being in good health	
Cervical Screening	Public Health Wales Screening Division
Bowel Screening Uptake	
Abdominal Aortic Aneurysm screening coverage/uptake	
Uptake of MMR vaccine	Cluster IMTP
% breastfeeding at 10 days	Public Health Wales Outcomes Framework
Working age adults (16 to 64 years) in good health	Public Health Wales Observatory
Older adults (65+ years old) in good health	
THE MENTAL HEALTH OF PEOPLE IN THE LOCALITY	
Mental well-being among adults, age-standardized average	Public Health Wales Observatory
Life satisfaction among working age adults and older people	
% adults reporting they feel lonely	National Survey for Wales
Sense of community	Public Health Outcomes Framework
% of adults who report feeling that they belong to their local community	StatsWales
% people who use social care services who report feeling part of their local community	
% of people use who social care services who report being able to do what matters to them	
Number of people aged over 65 living alone	Census 2011
Number of patients in the mental health QOF disease register	QOF Database
Admissions to mental health facilities by local health board	StatsWales
Deaths from suicide, EASR per 100,000 population, all persons aged 10 years and over	Public Health Wales Observatory

Data Description	Data Source
LIVING WITH A LONG-TERM CONDITION IN THE LOCALITY	
Number of people who struggle with activities of daily living	StatsWales
Gap in employment for those with a long-term health condition	Public Health Wales Observatory
Predicted number of adults aged over 65 living with dementia	National Social Care Data Set for Wales
Number of patients in the dementia QOF disease register	QOF Database
% people of working age who are EA core or work-limited disabled	Office for National Statistics
Number of physical/sensory disabled people without visual impairment	StatsWales
Number of severely sight-impaired people	National Social Care Data Set for Wales
% people with a limiting long-term illness	
Percentage of patients registered with a chronic condition	QOF Database

PEOPLE’S INVOLVEMENT WITH HEALTH AND CARE SERVICES IN THE LOCALITY	
Cancer admissions, EASR per 100,000 population	Health Maps Wales
Cardiovascular disease admissions, EASR per 100,000 population	
Respiratory Emergency Admissions, EASR per 100,000 population	
Emergency Admissions, mean length of stay (days) all persons	
Hip fractures among older people (65 years and over)	Public Health Outcomes Framework
Hospital admissions due to falls	Public Health Wales Observatory
Provision of unpaid care	Census 2011
% people satisfied with their ability to get to/access the facilities and services they need	StatsWales
Number of children receiving care and support	
% children receiving care and support with a disability	National Social Care Data Set for Wales
% children receiving care and support with mental health problems	
% children receiving care and support with up-to-date child health surveillance checks	
Number of assessments of need for support for carers undertaken during the year	
Number of assessments of need for support for carers undertaken during the year that led to a support plan	
Number of adults receiving services, all persons by age group	StatsWales
Number of adults receiving support from the Information, Advice, Assistance service during the year	National Social Care Data Set for Wales
Number of people aged 65+ who are unable to manage at least one self-care activity	StatsWales

Data Description	Data Source
PEOPLE’S INVOLVEMENT WITH HEALTH AND CARE SERVICES IN THE LOCALITY (CONT.)	
Number of assessments of need for care and support undertaken during the year	National Social Care Data Set for Wales
Number of assessments of need for care and support undertaken during the year that led to a care plan	
Number of services received by adults during the year	
Number of adults supported during the year	
Number of adult care home (with nursing) services received by adults aged 65+ during the year	
Number of adult care home (without nursing) services received by adults aged 65+ during the year	
Number of domiciliary care services received by adults aged 65+ during the year	
PEOPLE’S EXPERIENCES OF HEALTH AND CARE SERVICES IN THE LOCALITY	
Qualitative feedback on experiences of social care services	Annual Social Services Director’s Report



If you would like further information about this Pen Profile,
please email **Jo Flannery**, Senior Health Planning Manager,
Betsi Cadwaladr University Health Board
Email: jo.flannery@wales.nhs.uk