



To: Members of the Partnerships
Scrutiny Committee

Date: 14 December 2012

Direct Dial: 01824 712554

e-mail: dcc_admin@denbighshire.gov.uk

Dear Councillor

You are invited to attend a meeting of the **PARTNERSHIPS SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 20 DECEMBER 2012** in **COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams
Head of Legal and Democratic Services

AGENDA

PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING

1 APOLOGIES

2 DECLARATION OF INTERESTS

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

3 URGENT MATTERS AS AGREED BY THE CHAIR

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

4 MINUTES OF THE LAST MEETING (Pages 5 - 18)

- (i) To receive the minutes of the Partnerships Scrutiny Committee held on Thursday, the 8th November, 2012 (copy enclosed).
- (ii) To receive the minutes of the special Partnerships Scrutiny Committee held on Wednesday, 5th December, 2012 (copy enclosed)

5 BIG PLAN: PERFORMANCE UPDATE (Pages 19 - 70)

To consider a report by the Performance and Planning Officer (copy attached) which provides an update on the performance of the Local Service Board (LSB) and Partnerships in delivering The BIG Plan: Part I, 2011-14 and seeks the Committee's views on the progress achieved to date in delivering the Plan and to identify any areas for future improvement.

9.35 a.m.

6 REGIONAL COMMISSIONING HUB FOR HIGH-COST LOW VOLUME PLACEMENTS (Pages 71 - 80)

To consider a report by the Corporate Director: Modernisation and Well-being (copy attached) which provides a progress update, and seeks Members' observations, on the development of the North Wales Commissioning Hub (NWCH) for social care, health and education care home placements.

10.40 a.m.

Comfort Break

7 SCRUTINY WORK PROGRAMME (Pages 81 - 96)

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the committee's forward work programme and updating members on relevant issues.

11.20 a.m.

8 FEEDBACK FROM COMMITTEE REPRESENTATIVES

To receive any updates from Committee representatives on various Council Boards and Groups

11.35 a.m.

MEMBERSHIP

Councillors

Brian Blakeley
Joan Butterfield
Ann Davies
Meirick Davies
Alice Jones
Pat Jones

Margaret McCarroll
Dewi Owens
Merfyn Parry
Bill Tasker
Huw Williams

COPIES TO:

All Councillors for information
Press and Libraries
Town and Community Councils

This page is intentionally left blank

PARTNERSHIPS SCRUTINY COMMITTEE

Minutes of a meeting of the Partnerships Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 8 November 2012 at 9.30 am.

PRESENT

Councillors Brian Blakeley (Chair), Joan Butterfield, Ann Davies, Alice Jones (Vice-Chair), Pat Jones, Margaret McCarroll, Dewi Owens and Huw Williams.
Councillors Raymond Bartley and Wyn Mullen-James attended as Observers.

ALSO PRESENT

Corporate Director: Customers (HW), Head of Adult and Business Services (PG), Head of Children and Family Services (LR), Head of Strategic Human Resources (LA), POVA Coordinator (NT), Service Manager for Safeguarding and Quality Practice (ST), Strategic Manager-Children and Family Services (ER), EDT Regional Co-ordinator (MB), Democratic Services Manager (SP), Democratic Services Officer (RAH) and Administrative Officer (CW).

1 APOLOGIES

Apologies for absence were received from Councillor Meirick Lloyd Davies, Councillor Merfyn Parry and Councillor Bill Tasker

2 DECLARATIONS OF INTEREST

No Members declared any personal or prejudicial interests in any business identified to be considered at the meeting.

3 URGENT MATTERS AS AGREED BY THE CHAIR

No items were raised which in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

4 MINUTES OF THE LAST MEETING

(i) The Minutes of a meeting of the Partnerships Scrutiny Committee held on Thursday, 27th September, 2012 were submitted.

Matters arising:-

5. Review of Higher Education in North East Wales – Following concerns expressed by Councillor H.O. Williams, that the Times University Guide had found a low level of student satisfaction at Glyndwr University, the Corporate Director: Customers had contacted Glyndwr University to ask for an explanation. The Democratic Services Officer explained that a response had been received and a copy was circulated at the meeting. He explained that the resolution of the Scrutiny Committee, held on the 27th September, 2012, had been forwarded to the Chair of

the Independent Review Panel. The Committee were informed that a further update report could be submitted to the Scrutiny Committee if requested by Members.

6. Community Safety Partnership – In reply to a question from Councillor J. Butterfield regarding the impact of the new Police Commissioners on Policing in the local communities, particular reference being made to the possible conflict between the roles of the Police Force and of the Police Commissioner, the Democratic Services Officer agreed to seek clarification in respect of the concerns raised. He referred to the Police issues update provided by the Community Safety Partnership Manager which had been included as Appendix 4 to Agenda Item number 9.

RESOLVED – *that, subject to the above, the Minutes be received and approved as a correct record.*

(ii) The Minutes of a meeting of the Partnerships Scrutiny Committee held on Thursday, 11th October, 2012 were submitted.

RESOLVED – *that the Minutes be received and approved as a correct record.*

5 ANNUAL REPORT ON ADULT PROTECTION IN DENBIGHSHIRE

A copy of a report by the Corporate Director: Modernising and Wellbeing relating to the annual performance around Adult Protection in compliance with Statutory Guidance, had been circulated with the papers for the meeting.

The report provided information to enable a review of the progress over the last twelve months, and ensured that the adult protection policy requirements were part of the organisation's overall approach to service provision and development.

The key policy document in Adult Protection for Denbighshire had been the Wales Interim Policy and Procedure for the Protection of Vulnerable Adults which had been based on the guidance issued by Welsh Government 'In Safe Hands'. The North Wales Forum monitored ongoing developments to ensure they had been incorporated into current practice. 'In Safe Hands' highlighted the Local Authorities responsibility in taking the lead role in the process.

The Head of Adult and Business Services summarised the contents of the report which included key issues and areas of activity pertaining to Adult Protection 2010/11, encompassing Training provided by Denbighshire in respect of adult protection, Performance Indicators and the POVA Action Plan. Recent developments included:-

- Consultation on the Social Services (Wales) Bill issued by Welsh Government in March 2012.
- Examining the possibility of a joint Adult Protection Committee with Conwy .
- A Serious Case Review carried out in relation to the case of an elderly woman murdered by her husband.
- A Task and Finish Group currently considering options to recommend a model for the future management of adult safeguarding within Denbighshire.

- The development of an Action Plan by the Denbighshire Adult Protection Committee.

The Appendices included in the report provided some of the key data for protection of vulnerable adult work within Denbighshire during the year. Denbighshire received 244 referrals although many cases were ongoing and data collection was incomplete.

Appendix 1 – provided an indication of the groups affected by abuse.

Appendix 2 - indicated the types of abuse people being experienced.

Appendix 3 – detailed where the abuse had occurred.

Appendix 4 – identified the people allegedly responsible for abuse.

Appendix 5 - indicated the status of allegations.

Appendix 6 – showed the outcome for the alleged victim.

Appendix 7 – indicated the outcome for the abuser.

The Head of Adult and Business Services responded to concerns raised by Councillor J.A. Davies regarding the need for the provision of a confidential care line for adults. He explained that leaflets distributed on behalf of the North Wales Forum which contained an incorrect telephone number had, where possible, been recalled and an alternative telephone number circulated and listed on their website. Members agreed that the possibility of providing an adult care line, together with details of the respective costs involved, be investigated.

In response to a question from Councillor J. Butterfield, the of Head of Adult and Business Services provided details of the Community Living Schemes operating in Denbighshire and agreed to look in to the possibility of Members of the appropriate Scrutiny Committee to visit a selection of the schemes currently in operation.

Councillor J.R. Bartley referred to Appendix 3 to the report and expressed concern regarding the skills of police officers in dealing with victims who have learning disabilities. Details of the links between the Public Protection Unit and POVA were outlined, particular reference being made to the Police presence on the adult protection Committee. Confirmation was provided that the Police Force were sensitive to issues involving vulnerable adults and to instances involving persons with learning disabilities, and that the appropriate training had been provided for officers in respect of this matter.

The Head of Adult and Business Services confirmed that, by raising the general public's awareness to abuse, there could be a risk that high profile cases could result in referrals which could pose a challenge to the POVA team's capacity to deal with the work in the present structure. However, the importance of raising public awareness to abuse was emphasised and the work of the Task and Finish Group in managing referrals was highlighted. Councillor E.A. Jones stressed the significance of ensuring that the availability of capacity would not suppress or discourage people with needs from utilising the service.

The following responses were provided to issues and matters raised by Members:-

- Details and background information pertaining to the Case Studies outlined in the report were provided for the Committee.
- It was explained that staff training requirements and standards for carers employed by agencies would be stipulated in the respective contracts and by the CSSIW. The Head of Adult and Business Services outlined the position constitutionally regarding private care companies. He confirmed that a report could be presented to the Committee outlining the training services provided by Social Services, and that clarification be sought from the Legal Department in respect of extending invitations to private care companies to attend Scrutiny Committee meetings.
- Reference was made to the recent abuse allegations highlighted in the press, with particular reference to the Waterhouse Report. It was explained that the investigations were currently at an early stage, however, a report in respect of this issue could be presented to the Committee at the appropriate time in future if necessary.
- An update report on the capacity of Adult Protection services to deal with a potential increase in referrals to be presented to the Scrutiny Committee in 6 months time.

Following a brief discussion, it was:-

RESOLVED – *that the Partnerships Scrutiny Committee:-*

- (a) acknowledges the important nature of a corporate approach to the Protection of Vulnerable Adults, the responsibility of the Council to view this as a key priority area, and recognises this alongside the commitment and significance given by Denbighshire to Child Protection.*
 - (b) recommends the possibility of providing an adult care line be investigated.*
 - (c) agrees that clarification be sought from the Legal Department in respect of extending invitations to private care companies to attend Scrutiny Committee meetings.*
 - (d) requests that the Scrutiny Chairs and Vice-Chairs Group consider the viability of making arrangements for Members of the appropriate Scrutiny Committee to visit Community Living Schemes currently operating in the County.*
- agrees that an update report in respect of the capacity of Adult Protection services to deal with a potential increase in referrals be presented to the Scrutiny Committee in 6 months.*

6 JOINT OUT OF HOURS EMERGENCY DUTY SERVICE

A copy of a report by the Head of Adult and Business Services, which outlined the progress of the North East Wales Emergency Duty Team (NEWEDT), had been circulated with the papers for the meeting.

The Head of Adult and Business Services introduced the report which provided information on the developments in the NEWEDT service particularly in relation to:-

- Feedback from a workshop held to Review the Service Operational Model.
- Request by Conwy County Council to become a Member of the NEWEDT.
- Information and Systems.

- Review of 2011 -12 Service Outcomes and Performance Indicators.
- Key Service Objectives 2012-13.

NEWEDT provided an emergency social work service, based and managed in Wrexham, for the Counties of Wrexham, Flintshire and Denbighshire during the hours when mainstream services were closed. It was explained that Conwy County Borough Council had requested to become Partners in the NEWEDT. The focus of the review of the Service Operational Delivery Model had incorporated service strategy; governance arrangements; organisational structure and management accountability, including consideration given to potential efficiency savings. Action points identified by the review had been included in the report and were being progressed.

Following agreement at the Partnership Operational Management Board a Consultant had been interviewed and commissioned to complete a business case on behalf of the Partner Authorities with the main focus being the feasibility of a proposed enlargement of the current Partnership and thorough analysis of risk.

The report also provided details relating to the Information and Systems, Review of 2011 -12 Service Outcomes and Performance indicators, Performance Data, Key Services Objectives 2012 -13 and an outline of the Consultation process.

In reply to a question regarding response times and distance travelled to attend emergencies, the EDT Regional Co-ordinator confirmed that 45 minutes would be the maximum response time within the County. However, work was undertaken with a number of other Agencies who provided assistance if required. The Head of Adult and Family Services confirmed that response times in respect of Doctors acting under Section 12 of the Mental Health Act 1983 had now improved.

Councillor E.A. Jones highlighted the equalities aspect of the process and the importance of ensuring the protection of the rights of vulnerable people. The Head of Adult and Family Services confirmed that Welsh speaking staff were available to provide the service. He also provided an outline of the process adopted, which could if required, be conducted in various other languages.

The Committee were informed of the emergency service arrangements for the Christmas period, details of which had been included on the internet, and it was agreed the emergency number could be circulated to Members of the Committee.

In response to a question from Councillor J.A. Davies, the Head of Adult and Family Services provided details of the provision of training for members of staff, particular reference was made to the provision of training to ensure staff recognise mental illness relate problems.

The Democratic Services Officer responded to a question from Councillor J. Butterfield and provided details of the process adopted for addressing issues, concerns and recommendations made by the Committee.

Following a brief discussion, it was:-

RESOLVED – that the Partnerships Scrutiny Committee:-

- (a) receives and notes the contents of the report, and
- (b) the emergency telephone number be circulated to Members of the Committee.

7 POST PEMBROKESHIRE SAFEGUARDING ACTION PLAN

A copy of a joint report by the Corporate Director: Modernisation and Wellbeing and Corporate Director: Customers, which outlined the Post Pembrokeshire Action Plan, had been circulated with the papers for the meeting.

The Corporate Director: Customers referred to the issue of safeguarding children and the significant publicity relating to the Jimmy Savile and Bryn Estyn cases. He introduced the report which outlined the findings of the joint investigation by the CSSIW and Estyn in respect of the handling and management of allegations of professional abuse and the arrangements for safeguarding and protecting children in education services in Pembrokeshire. The report identified significant failings by the Authority in safeguarding children and put in place a series of requirements. A Joint Review had been undertaken to consider progress and make further recommendations. These reports identified shortcomings and made recommendations in the following areas:-

- Recruitment
- Record keeping
- Processes, policies and procedures
- Training
- Reporting and scrutiny

Further specific issues had been highlighted subsequently which related to the use of “time-out” rooms in Pembrokeshire schools, and it was explained that Denbighshire had a common policy across all secondary schools on ‘use of Reasonable Force and Restrictive Physical Intervention’. In response to concerns raised by Councillor E.A. Jones, the Corporate Director: Customers explained that the policy had been circulated to all secondary schools with the objective that the policy, or an acceptable version, be adopted by all secondary school governing bodies by Easter 2013. He confirmed that it would be the responsibility of the respective schools to ensure they had an acceptable agreed version of the policy in place. The Corporate Director provided an outline of the purpose and use of “time out” rooms in Denbighshire schools and provided an assurance that pupils were supervised when utilising the “time out” rooms facility.

Practice in Denbighshire and other Authorities in Wales had been audited and reviewed against the findings and recommendations in both reports, and actions for improvement had been added to the Safeguarding Action Plan, Appendix 1, to enable progress to be monitored on a corporate basis.

The report detailed the actions taken by Denbighshire in response to the Inspectorates’ findings in Pembrokeshire and provided information on the implementation of actions in the Corporate Safeguarding Action Plan to monitor progress. It appraised the scrutiny arrangements of the Conwy and Denbighshire

Local Safeguarding Children Board (LSCB) and addressed more general practice issues as well as policy and procedural points. It was explained that some issues raised in the Safeguarding Action Plan would be best addressed by the LSCB, and the structures for scrutinising safeguarding arrangements had been outlined.

Denbighshire's Safeguarding Action Plan had been developed as further issues had surfaced or been raised nationally with progress being driven through the Social Services and Education Management Team. The arrangements had not superseded those of the LSCB, but had been designed to ensure an appropriate focus on Denbighshire as a complex multi-functional corporate organisation.

A number of key points and areas had been highlighted in the report which related to:-

- CRB Checks/References and HR Policies plus Safeguarding and Third Sector organisations.
- Safeguarding Policies and Procedures.
- Employment actions.
- School Governors.
- Reporting to the LSCB.
- School Safeguarding Audit Checklist.
- School Governor with responsibility for safeguarding.
- Restrictive Interventions / Time Outs Rooms in Schools/ Establishments.

With regard to CRB Checks, References and HR Policies plus Safeguarding and Third Sector organisations. It was confirmed that CRB checks on staff were consistently undertaken by Denbighshire, including volunteers working directly with children, and detailed progress against this work had been included in the Action Plan. Reference was made to the impact of the Protection of Freedoms Act 2012, which specified changes to the CRB checking process with the CRB's unwillingness to undertake checks on certain individuals. The Corporate Director confirmed that the introduction of the Act would make the future process of undertaking CRB checks very challenging. The Head of Strategic Human Resources provided details of CRB checks undertaken in respect of the recruitment of staff within the Authority, and confirmed that all information had been included on the TRENT System, with references being audited annually.

In reply to concerns raised by Councillor J.A. Davies regarding the need to recognise and address problems encountered by young carers, the Corporate Director: Customers confirmed that efforts were being made, through the Young Carers Strategy, to heighten awareness in schools of problems which could arise for young carers. He confirmed that training was provided for staff to assist them in recognising and addressing problems encountered by young carers.

In response to a question from Councillor J. Butterfield, the Head of Children and Family Services provided details of the Membership of the LSCB, which was a multi agency statutory partnership. The officers agreed that copies of the report relating to the 'Use of Reasonable Force and Restrictive Physical Intervention' could be circulated to Members of the Committee for information purposes.

Following a brief discussion, it was:-

RESOLVED – that the Partnerships Scrutiny Committee:-

(a) receives and notes the contents of the report and progress in implementing the Safeguarding Action Plan.

(b) notes the role and scrutiny function of the LSCB in monitoring safeguarding activity across Conwy and Denbighshire, and

(c) requests that copies of the 'Use of Reasonable Force and Restrictive Physical Intervention' policy be circulated to Members of the Committee.

Councillor J. Butterfield requested that her concerns be noted that some elected Members had been afforded more time than others to express their views during consideration of business items. The Chair explained that he had made every effort to be fair and impartial when allocating time for Members to speak.

8 THREE YEAR STRATEGIC YOUTH JUSTICE PLAN

A copy of a report by the Corporate Director: Modernisation and Wellbeing, which detailed the background, purpose and intentions of the Strategic Youth Service Plan, and provided the final draft intended for submission to the Youth Justice Board and its subsequent publication and distribution, had been circulated with the papers for the meeting.

The Youth Justice Board (YJB) oversees the youth justice system in England and Wales and works to prevent offending and re-offending by children and young people under the age of 18. It monitors and reports on the performance of the youth justice system to the Home Secretary through the Strategic Youth Justice Plans submitted annually by each Youth Justice Service (YJS) and through the collection of performance data. Regional Teams of the YJB receive submission of the Youth Justice Plan.

The Youth Justice Service Strategic Manager (YJSSM) provided an outline of the report which highlighted the following key areas:-

- The operational and functional aspects of the local youth justice services.

- Local Priorities:-

- primary customers
- service delivery for Denbighshire and Conwy.

- Strategic priorities for the next 3 years:-

- how the priorities help to deliver the Council's Strategic Ambitions, and the Council's core roles.
- the outcome and aims of the successful delivery of priorities.

- The agreed operational objectives for 2012-15 being further specific themed priorities in section 3 of the operational plan.

A detailed summary of the three sections within the Conwy and Denbighshire Youth Justice Business Plan 2012-2015 was provided by the YJSSM. She made particular reference to the six Key Performance Indicators which detailed:-

- First Time Entrants (FTE).
- Access to suitable accommodation.
- Custodial Convictions.
- Re-offending Rates.
- Engagement in Education, Training and Employment (ETE).
- Substance Misuse (Assessment & Treatment Services).

The following responses to questions and issues raised by Members were provided:-

- The changes within the Probation Service had not had a detrimental effect on the service delivery of the Children and Families Service. However, any future impact would be reported to Members.
- The Youth Justice Service was monitored through the six Key Performance Indicators, with each Member of staff having an input into the data recording system following the undertaking of comprehensive assessments. An outline of the rigorous scrutiny process undertaken was provided for the Committee.
- Details pertaining to the Engagement in Education, Training and Employment were provided and the YJSSM outlined the work undertaken by the two Education Officers employed within the service. Confirmation was provided that the appropriate risk assessments were undertaken in cases where behavior problems had been experienced.
- All members of staff within the service had undergone CRB checks with volunteers having enhanced CRB checks. It was explained that the implications of the Freedom of Information Act 2000 would affect all organisations and this would be reflected in next years report.
- It was explained that funding issues posed the greatest threat to the service and details of the funding source, and related problems, were outlined for the Committee.
- The YJSSM explained that a Risk Register was maintained and a future Action Plan was being developed. It was confirmed that changes to the service were unpredictable and difficult to plan for with changes to the remand system having possible financial implications on Local Authorities, particular reference being made to the intermittent use of services resulting in higher operational costs for the service provider.
- Details of accommodation provision and related budgetary implications were outlined by the Head of Children and Family Services. In reply to a question from the Chair, the officers outlined the procedures in place to ensure the safety of children in custody and to prevent instances of self harm.

Following a brief discussion, it was:-

RESOLVED – that the Partnerships Scrutiny Committee receive and note the Conwy and Denbighshire Strategic Youth Justice Plan review for 2012 / 2013.

A copy of a report by the Democratic Services Officer seeking the Committee to review its Forward Work Programme (FWP) and providing an update on relevant issues had been circulated with the papers for the meeting. The Cabinet's FWP had been included as Appendix 2 to the report

Community Safety Partnership:-

(i) - CCTV provision – As agreed at the previous meeting of the Committee clarification had been sought at the Corporate Executive Team meeting regarding a number of questions raised in respect of Denbighshire's provision for CCTV. An update on the issues discussed at the meeting had been received and the main points summarised in Appendix 3 to the report. Members agreed that the Scrutiny Committee consider this item at its meeting in March, 2013, if the BCUHB meeting was rescheduled.

(ii) Police Issues referred to Police Implementation Group - A number of issues relating to law and order had been raised and the Community Safety Partnership Manager advised that these would be referred to the Police Implementation Group. A response received from the Community Safety Partnership Manager had been included in Appendix 4.

A copy of a proposal form for agenda items for Scrutiny Committees, which requested the inclusion of an item relating to North Wales Carers Information and Consultation Strategy, was circulated at the meeting. Members agreed that this item be included in the Forward Work Programme for consideration at the meeting of the Committee on the 13th January, 2013.

The Committee considered the draft Forward Work Programme for future meetings as detailed in Appendix 1. Members agreed that the following amendments be included in the FWP for the Committee:-

29th November, 2012 - With regard to the Scrutiny Committee meeting with the BCUHB, on the 29th November, 2012, Members were requested to submit any general NHS queries to the Democratic Services Officer, prior to the 13th November, 2012, to enable them to be forwarded to the BCUHB. The Committee agreed that as future agenda items pertaining to Potential for Collaborative Domiciliary Care provision with respect to rural areas of the County and Challenging Behavior and its impact on Council services related to BCUHB, the possibility of including them on the agenda for the meeting with the BCUHB on the 29th November, 2012 be examined.

25th April, 2013 – Protection of Vulnerable Adults Capacity Report.

RESOLVED – *that, subject to the above, the Partnership Scrutiny Committee approves the Future Work Programme as set out in Appendix 1 to the report.*

Meeting ended at 1.15 p.m.

PARTNERSHIPS SCRUTINY COMMITTEE

Minutes of a meeting of the Partnerships Scrutiny Committee held in Conference Room 1b, County Hall, Ruthin on Wednesday, 5 December 2012 at 2.00 pm.

PRESENT

Councillors Brian Blakeley (Chair), Meirick Davies, Alice Jones (Vice-Chair), Pat Jones, Margaret McCarroll, Dewi Owens and Merfyn Parry

ALSO PRESENT

Councillor David Smith

Corporate Director: Customers (HW), Regional Project Manager (DE) and Democratic Services Officer (RH)

1 APOLOGIES

Apologies for absence were received from Councillors Joan Butterfield, Ann Davies, Bill Tasker and Huw Williams

2 DECLARATION OF INTERESTS

No interests were declared

3 URGENT MATTERS AS AGREED BY THE CHAIR

No items were raised which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to s.100B(4) of the Local Government Act 1972

EXCLUSION OF PRESS AND PUBLIC

***RESOLVED** that under s.100A of the Local Government Act 1972 the Press and Public be excluded from the meeting for the following items of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraphs 13, 14 and 15 of Part 4 of Schedule 12A of the Local Government Act 1972.*

4 SERVICE STRUCTURES: HIGHWAYS & INFRASTRUCTURE SERVICE

The Corporate Director: Customers introduced a confidential report, produced by the Regional Project Manager and circulated prior to the meeting, which set out the options available for collaboration in the delivery of highways services between Denbighshire County Council (DCC) and Conwy County Borough Council (CCBC).

Following the decisions of the Cabinets of both DCC and CCBC not to proceed with a fully integrated Highways and Infrastructure Service across both counties, the Committee were asked to consider a subsequent report outlining the options for

further internal and external collaboration prior to the report being submitted to the Council's Cabinet on 18th December.

After an in-depth scrutiny and detailed explanation of the proposed management structure options, and an assessment of their potential to reduce costs and improve services, the Committee agreed that it was appropriate to take a step back from full integration and agreed to support the development of the recommended management structure set out under Option 2b.

The Committee recognised that attempts to integrate Highways and Infrastructure services over the last 3 years had not realised the anticipated benefits and that it was necessary to take a step back from this level of collaboration in order to maximise the efficiency of the service, whilst continuing to maintain strong links and close communication with CCBC, without ruling out closer collaboration in the future should a strong business case justify this course.

RESOLVED – *That the Committee supports the recommendation to Cabinet of the development of the model for collaboration in delivering Highways services outlined under Option 2b.*

The meeting concluded at 3:40pm.

Report To: Partnerships Scrutiny Committee

Date of Meeting: 20 December 2012

Lead Member / Officer: Leader Hugh Evans / Alan Smith

Report Author: Emma Horan, Performance and Planning Officer

Title: The BIG Plan – Update on Performance

1. What is the report about?

1.1 The purpose of this report is to update Partnerships Scrutiny Committee on the performance of the Local Service Board (LSB) and Partnerships in delivering The BIG Plan: Part I, 2011-14. This report provides a 'Summary Exceptions Report', supported by more detailed chapters for each of The BIG Plan's eight outcomes.

2. What is the reason for making this report?

2.1 To provide information regarding the delivery of The BIG Plan.

3. What are the Recommendations?

3.1 Scrutiny to consider and comment on the content of the report, and to identify any areas for improvement in delivering The BIG Plan.

4. Report details.

4.1 Denbighshire The BIG Plan: 2011-14 is the plan driving Partnership working in Denbighshire. LSB is accountable for The BIG Plan, and holds partner agencies (including Betsi Cadwaladr University Health Board (BCUHB), the third sector, NW Police, NW Fire and Rescue Service, Public Health Wales, Denbighshire County Council¹) responsible for implementing action plans to deliver The BIG Plan and its eight outcomes.

4.2 The BIG Plan is being delivered collaboratively by partner agencies. The value of partnership working in delivering The BIG Plan will be examined in more detail in annual and closure (end of plan) reports.

4.3 This report provides exceptions information for each outcome, allowing Members to focus on areas of weakness. The report also contains information about what is going well. More detailed information about each outcome is available from the Partnerships and Communities Team.

4.4 Partners are now halfway through the timescale for delivery, and with this in mind; some elements require focus and prioritisation by partners in order to

¹ Please note this list is not exhaustive.

see improved outcomes for people in Denbighshire. For example, extending support for older people across the county; addressing the challenges facing Rhyl Town Centre; improving support for young carers; suicide and self-harm prevention; protecting vulnerable people from fire and reviewing partners' contribution to the Economic and Community Ambition Strategy (Outcome 8). A very small number of actions are planned to start in 2013.

- 4.5 Indicators of success for rural areas and mental health and wellbeing are not robust; resulting in a weaker understanding of the difference The BIG Plan is making. These indicators will be reviewed.
- 4.6 Some outcomes are not adequately being delivered within existing delivery mechanisms, and while this has not impacted upon delivery; performance reporting is suffering in some instances, particularly in respect of Outcome 1. This will be resolved as local strategic partnership structures (including Health, Social Care and Wellbeing and Children and Young People's Partnership) are confirmed.
- 4.7 Partnerships need to stress the importance of accurate and timely data collection, and good quality reporting, to all lead officers to enable effective performance management and partnership decision making. Mechanisms are in place for gathering evidence of the impact of our interventions on people's lives, and work is underway to map Partnership resources; this information will be included in annual/end of plan reports.
- 4.8 Overall, there are no major obstacles to delivering The BIG Plan and we are confident that The BIG Plan will be delivered.

5. How does the decision contribute to the Corporate Priorities?

- 5.1 The Corporate Plan is aligned with The BIG Plan; there is synergy between the seven corporate plan priorities and The BIG Plan's eight outcomes.

6. What will it cost and how will it affect other services?

- 6.1 The LSB is accountable for The BIG Plan and there are a number of partnership boards that are responsible for its delivery. The BIG Plan is being funded by partner organisations in Denbighshire (the public sector) within existing/core budgets and by smart commissioning.

7. What consultations have been carried out?

- 7.1 Performance is reported to and managed by partners and partnership boards regularly.
- 7.2 BCUHB is currently managing an intensive consultation on NHS changes. These will impact on The BIG Plan, particularly in respect of joint working models, service configuration and locality-based healthcare.

7.3 The BIG Plan was developed after detailed and robust consultation and engagement, including the development of an Equality Impact Assessment.

8. Chief Finance Officer Statement

8.1 While there are no direct financial implications of this report, the Big Plan is an important strategic document that underpins service delivery quality in a number of areas. Any problems with performance may have future implications for the Council's finances

9. What risks are there and is there anything we can do to reduce them?

9.1 A directive from Denbighshire's LSB to rationalise partnership structures has resulted in a review and a reduction of partnership groups, and a change management process.

10. Power to make the Decision

10.1 Articles 6.1 and 6.3.4 of the Council's Constitution

This page is intentionally left blank

Guidance on performance

Indicators of Success

Each BIG Plan outcome has Indicators of Success (shared indicators, for which no single partner is responsible, eg crime rate). Some Indicators of Success have benchmarks; others do not. Where no benchmarks are available, eg residents' survey data, baseline data is used to assess performance.

Performance is summarised taking into account two factors:

- position against benchmark/baseline (better than; similar to; or worse than benchmark/baseline), and;
- trend i.e. whether performance is improving (▲), static (◀▶), or deteriorating (▼)

These two factors generate a ROYG status:

Worse than benchmark/baseline (Red)	Similar to benchmark/baseline (Orange)	Similar to benchmark/baseline (Yellow)	Better than benchmark/baseline (Green)
---	--	--	--

Performance measures

Each BIG Plan outcome has performance measures. Most measures have baseline data. Where none is available this is generally because the measure is new.

Performance is summarised taking into account two factors:

- position in comparison to the target, and;
- trend i.e. whether performance is improving (▲), static (◀▶), or deteriorating (▼)

These two factors generate a ROYG status:

Requires intervention (Red)	Acceptable (Orange)	Good (Yellow)	Excellent (Green)
--------------------------------	------------------------	------------------	----------------------

Summary Exceptions Report

This is a summary of exceptions relating to each of the BIG Plan outcomes. The report is supported by individual chapters which provide detailed performance information for each outcome.

The 'overall evaluation' has been determined by taking into account:

- our Indicators of Success for each outcome, and
- the level of confidence that outcomes for people in Denbighshire will improve during the remainder of The BIG Plan.

The methodology for producing an 'overall evaluation' will be strengthened as local strategic partnership structures are confirmed.

Chapter 1: OUTCOME 1: Older people lead independent and fulfilled lives

Evaluation	Overall Evaluation
Denbighshire, as a place to live, is improving for older people. While support is being strengthened, support is not yet available equitably across the county.	Orange (Acceptable)

Chapter 2: OUTCOME 2: People and places in Rhyl benefit from regeneration activity

Evaluation	Overall Evaluation
Communities in Rhyl are slowly benefiting from regeneration, and educational outcomes are improving. However, outcomes for people in Rhyl are still generally worse than the rest of the county. Intervention is required in respect of Rhyl Town Centre.	Orange (Acceptable)

Chapter 3: OUTCOME 3: Children and young people in Denbighshire achieve and have skills for life

Evaluation	Overall Evaluation
Youth Support Services were acknowledged by Estyn as good; demonstrated by improved outcomes for learners. Basic skills are improving, but numeracy skills in particular are still below the level considered essential in everyday life. There is concern to ensure young carers have access to appropriate support in Denbighshire. Interventions are in place.	Yellow (Good)

Chapter 4: OUTCOME 4: Vulnerable families in Denbighshire are supported to live a life free from poverty, where they can be independent and flourish

Evaluation	Overall Evaluation
Children born in Denbighshire are more likely to have a low birth weight and around one fifth of children are living in poverty. Learners eligible for free school meals are still less likely to achieve than learners not eligible for free school meals. Integrated support for families is improving but its impact will take time to be demonstrated. An element of the Families First programme has been subject to delay; otherwise Denbighshire is regarded as leading the way. Partners are concerned about the full impact of welfare benefit reform. ¹	Orange (Acceptable)

Chapter 5: OUTCOME 5: Needs of our rural communities are recognised and met

Evaluation	Overall Evaluation
Indicators suggest that the experiences of people living in rural areas have not changed, or in some cases worsened, since the introduction of The BIG Plan. Rural areas have improved access to advocacy but transport remains concern for young people. A review of Indicators of Success is required.	Orange (Acceptable)

Chapter 6: OUTCOME 6: People in Denbighshire have healthy lifestyles

Evaluation	Overall Evaluation
People in Denbighshire generally have a good level of health and wellbeing. However, almost one in four adults smoke and around half are overweight. There are no major obstacles to this outcome being achieved, although further work is required to establish mental health and wellbeing in Denbighshire.	Yellow (Good)

Chapter 7: OUTCOME 7: Children, young people and vulnerable adults in Denbighshire are safe

Evaluation	Overall Evaluation
The number of children on the child protection register for over 12 months has doubled since last year, and this is reflected throughout Wales. The number of fires in Rhyl has decreased slightly with interventions in place to seek further improvement. The suicide rate has increased slightly. Implementation of Families First and the Talk To Me strategy will address concerns around suicide/self-harm.	Yellow (Good)

¹ Please note: this outcome contains an extensive range of Indicators of Success (national Families First indicators) rendering concise evaluations difficult. Please read the 'what's going well', 'what concerns us' and 'outlook' sections.

Chapter 8: OUTCOME 8: Denbighshire has a thriving and sustainable economy and a skilled workforce

Evaluation	Overall Evaluation
At a very difficult time economically, Denbighshire is providing a good level of support for people to volunteer and gain employment. Basic skills are improving, but numeracy skills in particular are still below the level considered essential in everyday life (interventions are in place). This Outcome should be revised to reflect partners' contribution to the new Economic and Community Ambition Strategy.	Orange (Acceptable)

Chapter 1: **OUTCOME 1: Older people lead independent and fulfilled lives**

What this means: This means we will promote a positive and empowering image of ageing and move towards models of health and social care that address the ‘whole’ needs of each individual. We want to enable older people to live independently and safely in their own home for as long as possible through community-based support, reablement and intermediate care. We will work together to reduce the need for health and social care, focusing on interventions in older people’s communities.

Status Updated	Updated by:	Evaluation Summary	Overall Evaluation
Q2 2012/13	Change Management and Implementation Group (CMIG)	Denbighshire, as a place to live, is improving for older people. While support is being strengthened, support is not yet available equitably across the county.	Orange (Acceptable)

What’s going well

- Denbighshire, as a place to live, is improving for older people; carers of older people are being better supported and older people are less likely to experience delays in transfers of their care.

What concerns us and what we’re doing about it

- Fewer older people were supported to live in their own communities in 2011/12 than in 2010/11. The reasons for this need to be established and discussed.
- While support for carers who are assessed and receive carer’s services is good, carers in Denbighshire are *less likely* to be assessed for support in their own right than elsewhere in Wales (identified as ‘red’).² Performance is improving, and will improve further, and there is a considerable effort going into improving this. Implementation of the Carers Strategy and improving systems will lead to more carers being identified and consequently more being offered an assessment in their own right. A Project Board is in place to ensure responsibilities in respect of the Carers Measure are met.
- Support for older people is being strengthened, but support is not yet available equitably across the county (for example, the Home Enhanced Care Service). There are two Locality Leadership Teams (North Denbighshire and South and Central). These are multi-disciplinary and their purpose is to identify opportunities for service changes and improvements within each Denbighshire locality, based on the needs of the local population. Each has a

² As at September 2012, out of the 729 carers offered an assessment, 440 declined. Excluding these from the denominator improves performance in relation to assessments carried out to 65.05 percent (above the 57 percent target).

Locality Action Plan in place addressing targeted prevention; enhanced care at home; and shifting care to community settings.

Outlook

- It is anticipated that older people's access to, and experiences of, support will continue to improve during the remainder of The BIG Plan: Part I.

INDICATORS OF SUCCESS	Baseline	2011/12	Performance Data
Percentage of older people aged 65 and over supported in the community	87.12	83.34*	Similar to benchmark / ▼
Percentage of older people who agree Denbighshire County Council has helped them to live independently (Residents' Survey)	63	71*	Better than baseline / ▲
The rate of delayed transfers of care during the year for social care reasons per 1,000 population aged 75 or over	0.71	0.5	Better than benchmark / ▲
Practitioners spend at least 50 percent of their time on direct contact/response	-	-	Regarded as impracticable. Recommended for deletion.
Percentage of carers of older people that are assessed and, where appropriate, receive carer's services	85.2	97.5	Better than benchmark / ▲
Percentage of carers whose health and wellbeing improves following support	Not yet available. It is planned that a revised framework will be agreed for inclusion in all regional Carers Strategies from April 2013.		
Number of older people (aged 65 or over) participating in physical activity and wellbeing opportunities through day centres and other community based settings	130	205	Similar to benchmark / ▼

* Data for 2010/11.

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
Net number of service users in receipt of Assistive Technology	453	181	-	Green / ◀▶
Number of step-down patients within Enhanced Care	331	93	-	Yellow / ▼*
Percentage of adults no longer needing social care services following involvement from the Intake and Reablement Service	69	66**	70	Yellow / ▼
Percentage of Carers identified by the partnership	Not yet available. It is planned that a revised framework will be agreed for inclusion in all regional Carers Strategies from April 2013.			
Percentage of staff within the partnership area who have undertaken training (in respect of the Carers Strategy)	Not yet available. It is planned that a revised framework will be agreed for inclusion in all regional Carers Strategies from April 2013.			
Percentage of carers of adult service users who were offered an assessment in their own right	75.63	81.63	100	Red / ▲
Percentage of carers of adult service users who were assessed or reassessed in their own right	36.17	25.79	57	Red / ▼

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target Target	Performance
during the year				

* It is anticipated, due to recent activity, that the number will increase during the next six months.

** Q1 2012/13 data only.

Ref. ³	ACTIONS / LEAD PARTNER	Status	Performance
1.1.1	Support the work of Denbighshire's locality teams to develop seamless, co-ordinated, safe accessible locality services (BCUHB)	In progress	Orange
1.1.2	Develop a Single Point of Access, Assessment and Care Co-ordination across health and social care partners in Denbighshire (DCC)	In progress	Yellow
1.2.1	Continue to develop different forms of supportive housing in Denbighshire eg extra care (DCC)	Complete	Yellow
1.2.2	Increase the number and range of people accessing the Home Enhanced Care Service and extend across Denbighshire (BCUHB)	In progress	Orange
1.2.3	Enhancing the use of assistive technology to support adults to remain safe and independent (DCC)	In progress	Green
1.4.1	Support the development of the North Wales Carers Strategy and support implementation of the Strategy's actions (DCC)	In progress	Yellow
1.4.2	Develop quantitative and qualitative measures to assess the difference the Carers Strategy makes	In progress	Orange
1.4.1	Work with colleges to provide social care and nursing training on dementia (BCUHB)	Denbighshire Locality Leadership Team to discuss and agree dementia actions.	
1.4.2	Explore potential for supporting carers to recognise early onset signs to ensure appropriate support services can be put in place at an early stage (BCUHB)		
1.5.1	Welfare Rights advice partnership to provide support for people affected by the benefits system and training people to go to appeals tribunals (DCC)	In progress	Green
1.5.2	Develop Citizen directed support (DCC)	In progress	Yellow
1.5.3	Support early intervention to help people (including younger people) self-manage their own chronic conditions to live independently and prevent deterioration (BCUHB)	In progress	Yellow

³ Each Outcome in The BIG Plan specifies a list of priorities. This reference refers to the BIG Plan outcome and priority the action relates to, so action one of outcome one/priority one is expressed as 1.1.1; action two of outcome two/priority two as 2.2.2.

Chapter 2: **OUTCOME 2: People and places in Rhyl benefit from regeneration activity**

What this means: Providing leadership and coordination to tackle the key challenges to the wellbeing and economic circumstance of people living in a deprived area and to build the relationship between partners and the communities they serve. We must ensure regeneration is coordinated and people feel the benefits. “The concentration of deprivation in the poorest communities in Wales can necessitate a focus on place.” (Child Poverty Strategy for Wales, 2011).

Status Updated	Updated by:	Evaluation	Overall Evaluation
Q2 2012/13	Rhyl Going Forward Programme Manager	Communities in Rhyl are slowly benefiting from regeneration, and educational outcomes are improving. However, outcomes for people in Rhyl are still generally worse than the rest of the county. Intervention is required in respect of Rhyl Town Centre.	Orange (Acceptable)

What’s going well

- Communities in Rhyl are slowly benefiting from regeneration activity; demonstrated by two wards moving out of the top five most deprived areas in Wales.
- Educational outcomes for learners in Rhyl high schools are improving. However, there remains an attainment gap between those learning in Rhyl and those learning in Denbighshire’s other high schools.

What concerns us and what we’re doing about it

- Rhyl West 2 remains the first most deprived ward in Wales (identified as ‘red’). People in Rhyl are more likely to be out of work compared to the rest of Denbighshire, Wales and Great Britain (identified as ‘red’).
- More town centre properties in Rhyl were vacant in 2011 than in 2010 (although the proportion of vacancies in other towns has increased and is highest in Corwen), and revenue from tourism industry direct employment has declined slightly. There are significant economic structural problems in Rhyl Town Centre. The Rhyl Going Forward Programme Board is taking action; but a strategy and projects are required. This has been identified as ‘red’ and will be escalated to LSB.
- The three pillars of regeneration (physical; economic; social) are being delivered by the action plan for this Outcome; Rhyl Going Forward (physical); Rhyl City Strategy (economic) and Communities First (social). The Rhyl Going Forward Strategy is currently being refined and projects are being reprioritised. A revised Communities First Action Plan will be re-submitted in December 2012.

- Communities Scrutiny Committee receives regular updates from Rhyl Going Forward. For more information, contact Rhian Evans, Scrutiny Coordinator or Rhys Hughes, Democratic Services Officer.

Outlook

- Significant challenges remain and as with all regeneration programmes, it will take many years before we will be able to demonstrate improved outcomes for people living, working and learning in Rhyl. However, our Indicators of Success suggest that Rhyl is moving in the right direction.

INDICATORS OF SUCCESS	Baseline	2011/12 Data	Performance
Fewer or no Rhyl Lower Super Output Areas (LSOAs) will be in the top 5 most deprived areas in Wales (Wales Index of Multiple Deprivation)	1st most deprived : Rhyl West 2; 4th most deprived : Rhyl West 1; 5th most deprived : Rhyl South West 2 (WIMD, 2008)	1st most deprived : Rhyl West 2; 7th most deprived : Rhyl West 1; 12th most deprived : Rhyl South West 2 (WIMD, 2011)	Better than baseline / ▲
Percentage of working age population claiming Jobseeker's Allowance in Rhyl West and Rhyl South West (count as at September)	15.5 6.6	15.5 7.8	Worse than baseline / ◀▶
Number of vacant town centre properties	47 (12.1%)	59 (15.4%)	Worse than baseline / ▼
STEAM tourism industry direct employment (coastal Denbighshire)	£2,763m	£2,723m	Worse than baseline / ▼ *
STEAM total revenue from tourism (coastal Denbighshire)	£177.09 m	£176.42 m	Similar to baseline / ◀▶ *
Town centre footfall	-	-	Not yet available. These are new indicators and data will be available for next report.
Tenure (owner occupation / private rented / RSL)	-	-	
Type of housing	-	-	
Percentage of KS4 pupils who achieved Level 2, including English/Welsh and Mathematics at Rhyl High School and Blessed Edward Jones R.C. High School	31 and 18 respectively	36 and 37** respectively	Better than baseline / ▲

* Benchmarks are not yet available; without them robust analysis is difficult.

** May 2011.

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
Measures for this outcome are being refined and will be available in the next report.				

Ref. ⁴	ACTIONS / LEAD PARTNER	Status	Performance
2.1.1*	West Rhyl - Create an attractive neighbourhood where people want to live (DCC)	In progress	Yellow
2.2.1*	Tourism - Create new business and job opportunities by increasing visitor numbers and visitor's spend (DCC)	In progress	Yellow
2.3.1*	Town Centre - Create new business and job opportunities by supporting investment in retail, but also by introducing new uses and diversifying the town centre economy (DCC)	In progress	Red
2.4.1*	Live & Work in Rhyl - Improving neighbourhoods in the whole of Rhyl so they are attractive and desirable places to live (DCC)	In progress	Orange
2.5.1*	People & Jobs - Linking workless people and employers, tackling barriers to work, improving health of workforce (Rhyl City Strategy)	In progress	Orange
2.6.1*	Skills - Tackling the lack of essential skills and qualifications and coordinated focus on key sectors (Rhyl City Strategy)	In progress	Orange
2.7.1*	Stimulating growth & opportunity - Development of new enterprise and growth of existing companies, development of social enterprise and stimulation of sole trading environment (Rhyl City Strategy)	In progress	Orange
2.8.1*	Prosperous Communities - reducing inequalities in income and opportunity (Communities First)	In progress	Orange
2.9.1*	Learning Communities - promote a culture of learning (Communities First)	In progress	Orange
2.10.1*	Healthier Communities - improved health & wellbeing for all (Communities First)	In progress	Orange
2.11.1	Development of a model of care which is based on holistic needs and integrated working (BCUHB)	In progress	NA: consultation underway
2.11.2	Explore and develop appropriate models of community health development workers (BCUHB)	Not Started	Yellow
2.11.3	Target health developments to meet the identified health needs of the population including older people, older people with mental health needs, children and families (BCUHB)	In progress	NA: consultation underway

* These actions replace the priorities in The BIG Plan. These revised actions represent the current work streams for Rhyl.

⁴ Each Outcome in The BIG Plan specifies a list of priorities. This reference refers to the BIG Plan outcome and priority the action relates to, so action one of outcome one/priority one is expressed as 1.1.1; action two of outcome two/priority two as 2.2.2.

Chapter 3: **OUTCOME 3: Children and young people in Denbighshire achieve and have skills for life**

What this means: Enabling children and young people to achieve their potential to give them the best chance in life. This is not just academic potential but will include skills to help children and young people to take advantage of life's opportunities. It means supporting our children and young people (including looked after children, young carers, disabled children and young people, children and young people in poverty, high achievers) to participate effectively in education, employment, training or any other meaningful activity.

Status Updated	Updated by:	Evaluation	Overall Evaluation
Q2 2012/13	CMIG	Youth Support Services were acknowledged by Estyn as good; demonstrated by improved outcomes for learners. Basic skills are improving, but numeracy skills in particular are still below the level considered essential in everyday life. There is concern to ensure young carers have access to appropriate support in Denbighshire. Interventions are in place.	Yellow (Good)

What's going well

- Youth Support Services were acknowledged by Estyn as good.
- Outcomes for children and young people in Denbighshire are positive; demonstrated by improved outcomes for learners (improved attendance and achievement in Welsh and English).

What concerns us and what we're doing about it

- Literacy and numeracy skills of further education 16-19 learners have improved since 2010/11, but a significant proportion of learners still lack the level considered to enable a person to function satisfactorily in everyday life ('orange' and 'red' in this report) (identified as 'red'). All schools and colleges have their own strategies on improving the basic skills of all learners and the Potential programme is fully up and running in secondary schools in all towns. In all cases attendance has greatly improved. There are Basic Skills Coordinators in each school, and 'Catch Up' programmes in all schools. Over 80 percent of learners in 2012 achieved the level 2 threshold (5 A* to C GCSE grade equivalence), and 53 percent achieved the level 2 threshold plus English/Welsh and Maths.
- There is concern to ensure young carers are equitably represented and have access to appropriate support in Denbighshire, in response to the Carers Measure. This has been identified as 'red' and interventions are in place, monitored by the Children and Young People's Strategic Partnership

(CYPSP). A proposal to commence regional commissioning for a young carers service as of April 2014 is in progress (the newly developed Regional Family Support Board is accountable for delivering this). The existing young carers service is being delivered, jointly funded between Children and Family Services, DCC, and Denbighshire's Families First. This service enhances statutory requirements by adding value. A Task and Finish Group is being established to improve identification of, and support for, young carers.

- The pilot for accredited family learning opportunities for families with children up to the age of 7 is in place, but is not yet available for children up to the age of 11. The BIG Plan has made a commitment to extend this programme, and this will commence during 2012/13.

Outlook

- We are confident that outcomes for learners will continue to improve subject to the above weaknesses being addressed.

INDICATORS OF SUCCESS	Baseline	2011/12 Data	Performance
Percentage attendance at primary school	94	94.26	Better than baseline / ▲
Percentage attendance at secondary school	91.25	91.75	Better than baseline / ▲
Percentage of KS4 pupils who achieved Level 2 (the equivalent of 5 GCSEs, grade A*-C)	60.7	71.44*	Better than benchmark / ▲
The percentage of days lost due to fixed-term exclusions in secondary schools	0.16	0.09	Better than benchmark / ▲
Percentage of further Education 16-19 learners, with literacy skills below Level 1 (the level considered to be required to be able to function satisfactorily in everyday life)	52.2	40.2	Better than baseline / ▲**
Percentage of further Education 16-19 learners, with numeracy skills below Level 1 (the level considered to be required to be able to function satisfactorily in everyday life)	67.3	60.4	Better than baseline / ▲**
Percentage of learners eligible for free school meals achieving Level 2 threshold at KS4	-	-	Not yet available. Awaiting data from Welsh Government
Percentage of Year 11 learners not in education, employment or training (NEET)	4.4	3.6	Better than benchmark / ▲
More young people achieve recorded learning outcomes and non-formal accreditation (across Youth Support Services)	See performance measures below		Better than benchmark / ▲
Young carers attend and achieve at school			Position not currently known but will be by September 2013

INDICATORS OF SUCCESS	Baseline	2011/12 Data	Performance
Percentage of pupils achieving A* - C in GCSE Welsh First Language	71.3	68***	Similar to baseline / ◀▶
Percentage of pupils achieving A* - C in GCSE Welsh as a Second Language Full Course	82.20	90***	Better than baseline / ▲

* Data for 2010/11

** While there were fewer further education 16-19 learners with literacy/numeracy skills below Level 1 in 2011/12, the proportion is still significant.

*** Cohort has increased year on year

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
Number settings with absence management policies in place	11 (100%)	10 (100%)	-	Green / ▶▶
Percentage attendance for under 5s	77.8%	76.1%	80% (to be agreed)	Orange / ▼
Number/percentage of families receiving accreditation through the pilot scheme	46 55%*	42 (38%)	**	Orange / ▼
Number/percentage of parents moving on to other learning as a result of the pilot scheme	Not yet available. This measure historically included other family learning. From this point on only learning other than family learning will be included. Data will be available for the next reports			
Number/percentage of parents going into work as a result of the pilot scheme	0 (0%)*	3 (0.1%)	**	Orange / ▲
Number/percentage of parents with improved their basic skills as a result of the pilot scheme	61 (73%)	107 (96%)	**	Orange / ▲
Number/percentage of children increased their literacy/numeracy	68 (71%)	122 (98%)	**	Orange / ▲
Number/Percentage learners transferring to Welsh medium mainstream schools	258* (98.1%)	No yet available	NA	Green / trend not available
Number/percentage of seven-year-old children taught through the medium of Welsh	242 (23.2%)	No yet available	NA	Green / trend not available
Number of incidences of bullying	Not yet available. The first report of incidences will be sent by Head teachers to Denbighshire County Council in December 2012.			
Number of mothers with Post Natal Depression identified and percentage supported	Not yet available. Health Visiting teams are collecting profile data (available Spring 2013)			
Number YP engaging in Potensial each year as a result of the partnership	1684	1684	1654	Green / ▶▶
Percentage of partners using the common	-	-	-	Not yet

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
identification tool				available.
Number of NEETs identified in the cohort and percentage provided with support as a result of using the common identification tool	-	-	-	Restructuring at Careers Wales has caused delays.
Percentage level 2 reach	4068 (24%)	2019 (12%)	25%	Green / ◀▶
Percentage achievement outcomes	2286 (56%)	1615 (80%)	60%	Green / ▲
Number families with young carers receiving rights for life assessments	-	3 (£9230 income gains)	-	Orange / ▲
Percentage of young carers families now living above the 60% poverty line	-	1 (of 3)	-	Orange / ▲
Number of young carers referrals	35	31	-	Green / ▲
- Action for Children (Families First)	25	14		
- Social Services				
Percentage young carers assessments completed of all known young carers identified				Green / ◀▶
- Action for Children (Families First)	74%	65%	100%	
- Social Services	100%	100%		
Percentage attendance of young carers	-	-	-	Position not currently known but will be by September 2013
Percentage attainment of young carers	-	-	-	
Percentage accreditation of informal qualifications through Youth Service and partners	438 (11%)	125 (6%)	10%	Green / ▲
Percentage of Young People engaging in Welsh Language and culture YW provisions with recorded Learning Outcomes	-	467 (23%)	-	Green / trend not available
Percentage of YP gain record of achievement from participation in welsh language / culture activity	-	134 (29%)	-	Green / trend not available
Number Welsh learners participating in using welsh socially	-	467 (23%)	-	Green / trend not available
Number young people contacted through schools, youth organisations in order to raise profile of welsh language activity and support	3000	1350	-	Green / ◀▶
Number localities with a Welsh language programme of activity in place	6 (100%)	6 (100%)	6 (100%)	Green / ◀▶

* Data for summer term (April- July) 2011.

** Welsh Government does not set targets for this programme. The programme is analysed in terms of the personal progression of participants.

Ref. ⁵	ACTIONS / LEAD PARTNER	Status	Performance
3.1.1	Support families to make informed choices that ensure children experience a timely transition from childcare provision to foundation phase (DCC)	In progress	Yellow
3.1.2	Ensure all settings implement an “absence” management policy to support attendance for under 5s (DCC)	In progress	Yellow
3.1.3	Pilot accredited family learning opportunities for families with children up to the age of 11 (DCC)	In progress	Orange
3.1.4	Implement the Potential project in each secondary school as defined by the ESF bid criteria (DCC)	In progress	Green
3.1.5	Support the work of the Denbighshire Engagement group in bringing together key providers of opportunities to young people who are NEET (Careers Wales)	In progress	Yellow
3.1.6	Develop a web based communication platform for providers including Reach the Heights ESF partners (DCC)	In progress	Green
3.2.1	Implement a regional commissioning approach to commissioning young carers service to support integration into universal service provision/ improved social, health and education outcomes, reduce potential for statutory Social Services intervention (DCC)	In progress	Yellow
3.2.2	Offer ‘Rights 4 Life’ assessments to all young carers and their families (DCC)	In progress	Green
3.2.3	Develop a Young Carers Strategy and work in partnership with schools and partners to implement. School-based careers advisors to receive more information from the LA about young carers and include the young people on their transitions list (DCC ⁶)	In progress	Red
3.2.4	Improve identification of young carers and their support through a new referral process (DCC ⁷)	In progress	Red
3.3.1	Improve the qualifications students receive in their basic skills at the end of statutory education. Work with colleges on remedial strategies where students miss out on required levels and adopt catch up strategies at an earlier stage at schools based on approaches in the colleges (DCC)	In progress	Green
3.3.2	Supporting the engagement of partners to enrich the basic and life skills within informal settings by increasing the	In progress	Green

⁵ Each Outcome in The BIG Plan specifies a list of priorities. This reference refers to the BIG Plan outcome and priority the action relates to, so action one of outcome one/priority one is expressed as 1.1.1; action two of outcome two/priority two as 2.2.2.

⁶ Discussion will take place to ensure the most appropriate partner is leading this action.

⁷ As above.

Ref. ⁵	ACTIONS / LEAD PARTNER	Status	Performance
	formal/informal accreditation rates of young people in informal settings (DCC)		
4.1	Continue to work with partners eg Menter Iaith, Urdd, Mudiad Meithrin to promote Welsh language through membership of the Welsh in Education Strategic Group and Early Entitlement Group, responding to the Welsh Education Scheme published January 2011 (DCC)	In progress	Green
3.4.2	Work in partnership with Mudiad Meithrin to promote Welsh medium education and to ensure that 100% of learners transfer to Welsh medium mainstream schools (DCC)	In progress	Yellow
3.4.3	Monitor the effectiveness of the Child Development Profile re: transfer between the funded non-maintained provision to maintained school provision which is supported by a Foundation Phase teacher - as from January 2013 (DCC)	In progress	Orange
3.4.4	Support the implementation of the Welsh in Education Scheme across schools and partners (including Menter Iaith and the Urdd) to promote Welsh Language including creating and maintaining opportunities for young people to speak Welsh and engage in cultural in informal settings (DCC)	In progress	Green
3.5.1	Support the development of Community Focused Schools as valuable resources for both learners and communities (DCC)	In progress	Yellow
3.6.1	Ensure cohesion between agencies/programmes delivering support to improve family resilience (DCC)	In progress	Green
3.6.2	Ensure representation on the Emotional Health and Wellbeing (EMHWP) steering group and contribute to the development of an EMHWP strategy (DCC)	In progress	Green
3.6.3	Support the development of a multi-agency anti-bullying strategy group (DCC)	In progress	Yellow
3.6.4	To contribute to the development of a North Wales Peri Natal Mental Health strategy that includes all the partner agencies who are contributing to the mental health and wellbeing so that there is a more cohesive provision which is both preventative and early intervention (BCUHB)	In progress	Orange
3.6.5	Ensure that all mother's mental health is assessed ante natal, post natal - at 8 weeks and 8 months (BCUHB)	Complete	Green
3.6.6	To develop support groups for mothers with post natal depression (BCUHB)	In progress	Orange
3.7.1	Supporting the Partnership delivery of a wide ranging general and vocational curriculum in the three local transformation areas (DCC)	In progress	Green

Chapter 4: **OUTCOME 4: Vulnerable families in Denbighshire are supported to live a life free from poverty, where they can be independent and flourish**

What this means: Fewer families will be living in poverty than would be the case if we were not focusing resources in this area. This also means that the most vulnerable children and families will have improved health, education and economic outcomes and feel confident and optimistic about their futures. We realise that this is a tough aspiration. We are currently facing the most challenging economic climate seen in recent years, and during this time we want to do as much as we can to cushion the effects of unemployment and reduced public spending on vulnerable families.

Status Updated	Updated by:	Evaluation	Overall Evaluation
Q2 2012/13	CMIG	Children born in Denbighshire are more likely to have a low birth weight and around one fifth of children are living in poverty. Learners eligible for free school meals are still less likely to achieve than learners not eligible for free school meals. Integrated support for families is improving but its impact will take time to be demonstrated. An element of the Families First programme has been subject to delay; otherwise Denbighshire is regarded as leading the way. Partners are concerned about the full impact of welfare benefit. ⁸	Orange (Acceptable)

What's going well

- More young people were in education, employment or training in 2011/12; better than the Wales average and our baseline.
- There were fewer underage conceptions in 2011/12 compared to 2010/11.
- There are fewer young people entering the youth justice system. Figures show an extremely positive and healthy overall performance and the change against the baseline is excellent (-48.1 percent).⁹

⁸ Please note: this outcome contains an extensive range of Indicators of Success (national Families First indicators) rendering concise evaluations difficult. Please read the 'what's going well', 'what concerns us' and 'outlook' sections.

⁹ Please note: During this year the Ministry of Justice has begun producing 'first time entrants' figures using Police National Computer (PNC) data and reporting them in a rolling 12 month cohort. The trends, using this new methodology, still show very positive figures but there is a concern over the complete validity of this data as there is a difference between Case Management System data and PNC data. These differences will be reconciled imminently.

- Integrated support for families has started to improve since the introduction of The BIG Plan. The Team Around the Family and Family Information Service have been further enhanced and supported. The impact of this support will take time to be demonstrated by Indicators of Success.
- The strategically commissioned Families First programme is recognised across Wales as 'leading the way', although an element of the programme has been subject to delay. The programme is holistic; family focused and takes a 'whole family' approach. It has been underpinned by an outcome focused approach to commissioning.
- Seven out of nine strategically commissioned Families First elements (play; income maximisation; parenting; young carers; childcare; youth support) have been delivering since April 2012. The two remaining elements (Family Support and Disability) have been delayed. Family support will be in place by the end of November 2012. The Families First Disability element has 4 strands, two of which are in place: a comprehensive disability training programme for professionals, practitioners, parents and carers delivered in partnership between the two special schools (Tir Morfa and Ysgol Plas Brondyffryn); and a childcare shadowing programme. The two remaining elements (Buddy Service and Home/Community Based Play Development for disabled children) are expected to be in place from January 2013.
- There have been wider activities and more strategic use of available funding to make services more inclusive for disabled children and young people and their families including holiday and after school clubs for children with profound and complex needs.

What concerns us and what we're doing about it

- Around one fifth of children in Denbighshire are living in poverty and this has increased slightly since 2010/11.
- More young people are claiming Job Seeker's Allowance than the rest of the working age population in Denbighshire, although the number has decreased by 0.6 percent since 2010/11. The Families First programme and actions for Outcomes 2, 3 and 8 are supporting young people's access to education, training and employment.
- Learners eligible for free school meals are still less likely to achieve at KS2 and KS4 than other learners, although at KS4 the number has increased by 8.55 percent.
- The rate of low birth weight babies in Denbighshire increased in 2010 and at that point was one of the highest rates in Wales (identified as 'red'). The rate of low birth weight babies is highest in Rhyl South West and Rhyl West.¹⁰ Low birth weight is a strong indicator of deprivation, vulnerability and short and long term health problems. Antenatal support and the interventions in Outcome 6 (eg tobacco control) should reduce the number of babies born with a low birth weight.
- The number of households with dependent children accepted as eligible, unintentionally homeless and in priority need is high in Denbighshire.

¹⁰ More information is available from Communities First.

- The house share crisis intervention project is operational. Supporting People is working with all partners to promote and develop the support project, but there are some significant challenges. The full impact of welfare benefit reform has not yet been felt and pressure on the private rented sector has not manifested as anticipated. There is no culture of sharing accommodation in Denbighshire and so the fact that house sharing is now explored routinely for everyone moving on from supported housing represents real change.
- The rate of reoffending - despite a decrease in 2010 - was higher in Denbighshire than for neighbouring counties (eg Flintshire and Conwy) (identified as 'red'). Please note further analysis and more up to date data is not yet available.

Outlook

- The Families First programme, in its entirety, is nearly in place and the programme will soon begin to demonstrate the difference it is making for families.
- Partners are concerned about the full impact of welfare reform, and Indicators of Success will require close monitoring and discussion. LSB is considering this, and its financial and digital inclusion projects will be important support programmes for people in Denbighshire (see Outcome 8).

INDICATORS OF SUCCESS (National Families First indicators)	Baseline	2011/12 Data	Performance
The percentage of children in poverty (proportion of children living in families in receipt of out of work (means-tested) benefits or in receipt of tax credits where their reported income is less than 60% of median income)	21.9	22.1*	Similar to benchmark / ◀▶
Percentage of Year 11 leavers not in education, employment, or training	4.4	3.6	Better than benchmark / ▲
The proportion of 18-24 year olds claiming Jobseeker's Allowance (September annually)	10.6	10	Worse than benchmark / ▶▶
Percentage of pupils eligible for free school meals who achieve the Foundation Phase Indicator (in teacher assessments) compared to pupils who are not eligible for free school meals.	-	-	Not yet available. Available from Welsh Government January 2013.
The percentage of pupils eligible for free school meals who achieve the Core Subject Indicator at KS2, compared to pupils who are not eligible for free school meals.	69.37 (82.19 non-FSM)	64.8** (87.5 non-FSM)	Worse than benchmark / ▼
The percentage of pupils eligible for free school meals who achieve the Level 2 threshold including a GCSE A*-C in English/Welsh and Maths, at the end of KS4 compared to pupils who are not eligible for free school meals.	19.66 (48.7 non-FSM)	28.21 (58.1 non-FSM)	Worse than benchmark / ▲
Percentage of half day sessions (overall absence) missed by pupils of compulsory school age attending maintained	8.6 (5.3 non-	7.9 *** (5 non-	Better than benchmark / ▲

INDICATORS OF SUCCESS (National Families First indicators)	Baseline	2011/12 Data	Performance
primary schools and eligible for free school meals compared to those pupils who are not eligible for free school meals	FSM)	FSM)	
Percentage of half day sessions (overall absence) missed by pupils of compulsory school age attending maintained secondary schools and eligible for free school meals compared to those pupils who are not eligible for free school meals	13.7 (7.8 non-FSM)	12.9 (7.3 non-FSM)	Better than benchmark / ▲
Percentage of children fully immunised by their 4th birthday	-	82.3	Similar to benchmark / ▲
Percentage of live births with a birth weight of less than 2500g	6.1	8.8*	Worse than baseline / ▼
Numbers of conceptions under age 16 years per 1000 female residents aged 13 to 15.	7.8	5.2*	Better than benchmark / ▲
The proportion of children in reception class who are overweight or obese	-	-	Not yet available. Available from Welsh Government Spring 2013.
The number of households with dependent children accepted as eligible, unintentionally homeless and in priority need.	35	35	Similar to baseline / ◀▶
The number of homeless households with dependent children in temporary accommodation at the end of the period.	30	15	Better than baseline / ▲
Children in need by parental capacity (domestic abuse)	13.27	28**	Analysis not yet available. This is a new national Families First indicator.
First time entrants to Youth Offending Teams	184	152**** (-48.1)	Better than baseline / ▲
Percentage achieving Key Stage 1 Core Strategic Indicator	82.4	79.8**	Worse than baseline / ▼
Percentage of service users with mental health needs leaving support to live independently, who fully achieve their mental health outcomes	46.5 (118)	45.3 (115)	Worse than baseline / ▼
The rate of reoffending measured by the Probation Service	10.1	8.55	Similar to benchmark / ▲
Percentage of offenders who re-offend	40.2	37.4*****	Better than baseline / ▲

* Data for 2010.

** Provisional data.

*** Data for 2010/11

**** PNC data for January-December 2011.

***** Data for January-December 2010.

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performanc e
Number of Flying Start parent/carers enrolled	Not yet available. Some Flying Start services have historically been mixed groups to facilitate attendance from Flying Start families - as there has been a lot of stigma attached to being involved in the programme. However, since September, all provision is now Flying Start families only and so accurate data will be produced going forward.			
Percentage of parents completing programme/package reporting improvement on parenting measures and/or child behaviour measures using validated before and after evaluation tools	Not yet available. Some Flying Start services have historically been mixed groups to facilitate attendance from Flying Start families - as there has been a lot of stigma attached to being involved in the programme. However, since September, all provision is now Flying Start families only and so accurate data will be produced going forward.			
Percentage of parents completing LAP/NAP reporting improved confidence in supporting their child's communication, language and numeracy skills	535	510 (99%)	100%	Green / ◀▶
Percentage of parents having completed the LAP/NAP programme reporting that they play more with their child	535	510 (99%)	100%	Green / ◀▶
Percentage of parents completing the LAP/NAP course reporting that they are sharing a book with their child at least once a day	535	510 (99%)	100%	Green / ◀▶
Number of children whose needs have lessened as a result of early intervention through this grant (those that haven't gone on to need additional adult support in full time education 1/3rd for 2010/2011)	30 (100%)	13 (52%)	25%	Green / ◀▶
Family support measure	-	-	-	Not yet available. To be confirmed formally with appointed provider
Number hits on FIS website	1969	1069 (42.7%)	2500	Orange / ◀▶
Number contacts with families via email/telephone/outreach	5243	3666 (45.8%)	8000	Yellow / ◀▶
Number/Percentage in-depth enquiries	-	140 (14%)	1000	Red / ▼
Percentage FIS customers satisfied with service received	-	-	-	Not yet available. Database not yet established
Percentage increase in areas of low uptake	-	Specific uptake is unavailable for		

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
		small lower uptake areas, however targeted actions to vaccinate children such as implementing the domiciliary immunisation policy and the follow up of defaulters will increase the uptake across Denbighshire		

Ref. ¹¹	ACTIONS / LEAD PARTNER	Status	Performance
4.1.1	Complete a review of FIS and develop an action plan to implement the recommendations from an IT and information perspective (DCC)	Complete	Green
4.2.1	Implement actions prioritised by the Families First project board from FF action plan to develop a criteria & infrastructure for supporting vulnerable families through an integrated team around the family approach, to deliver seamless and holistic support that meets the whole needs of families (DCC)	In progress	Green
4.3.1	Deliver the Joint LSB's Financial Inclusion Project to mainstream financial inclusion across sectors and improve financial literacy to contribute to a reduction in poverty (DCC)	Not started	Yellow
4.3.2	Develop an action plan for spending the childcare component of the School Effectiveness Grant (DCC)	Complete	Green
4.3.3	Implement actions prioritised by the Families First project board from the Families First action plan to provide support into employment and access to affordable childcare to maximise the household income of vulnerable individuals and families (DCC)	In progress	Green
4.4.1	Implement actions prioritised by the Families First project board from the Families First action plan to develop a coordinated programme of family support intervention that meets the range of needs of vulnerable families (DCC)	In progress	Green
4.5.1	Implement actions prioritised by the Families First project board from the Families First action plan to develop a consistent and coordinated parenting education programme from prenatal onwards, that includes grandparents and the extended family (DCC)	In progress	Green
4.5.2	Develop and deliver a multi agency targeted plan to achieve national immunisation target of 95 percent for 3-1 teenage booster and 90 percent HPV within Denbighshire (BCUHB)	In progress	Yellow
4.5.3	Work in partnership with schools to continue providing immunisation programmes in all high schools. Support and encourage consent by delivering information sessions	In progress	Yellow

¹¹ Each Outcome in The BIG Plan specifies a list of priorities. This reference refers to the BIG Plan outcome and priority the action relates to, so action one of outcome one/priority one is expressed as 1.1.1; action two of outcome two/priority two as 2.2.2.

Ref. ¹¹	ACTIONS / LEAD PARTNER	Status	Performance
	particularly where there is low uptake. Provide domiciliary immunisation to children if required (DCC)		
4.5.4	Develop better linked networking and support groups including parent led support groups (DCC)	In progress	Yellow
4.5.5	Work together with parenting co-ordinator, parenting operational group and families first parenting learning set to develop a 'menu' of parent programmes (DCC)	In progress	Orange
4.5.6	Promote flying start in 'the new areas' through non-threatening activities for parents with bookstart and language and play (DCC)	In progress	Green
4.6.1	Implement actions prioritised by the Families First project board from the Families First action plan to provide more inclusive services to families with disabled children (DCC)	In progress	Orange
4.6.2	Working in partnership to ensure appropriate support is in place for children with additional needs through the early years to access childcare and education (DCC)	In progress	Green
4.7.1	Support the delivery of the house share crisis intervention project including development and deliver provider training on house share as an option (DCC)	In progress	Orange
4.7.2	Support the delivery of supported housing projects (DCC)	In progress	Green
4.7.3	Support the implementation of the Acute Care Tenancy Support (ACTS) project to help prevent bed blocking in the mental health service (DCC)	In progress	Green
4.8.1	Prolific and other Priority Offenders (PPO) programme (Community Safety Partnership (CSP))	In progress	Green
4.8.2	Prevent and Deter (CSP)	In progress	Green
4.8.3	Warning Letters (CSP)	In progress	Green
4.8.4	Acceptable Behaviour Contracts & ABC meetings (CSP)	In progress	Green
4.8.5	ASB Review Group meetings (CSP)	In progress	Green
4.8.6	PPO housing projects (HAG) across North Wales (CSP)	In progress	Green
4.8.7	ONSET Assessment for Prevent (CSP)	In progress	Green
4.8.8	Motor Education Programme (CSP)	In progress	Green

Chapter 5: **OUTCOME 5: Needs of our rural communities are recognised and met**

What this means: People, including children and young people, living in rural areas will feel recognised, valued and listened to. Whilst it is not always possible to ensure every service is available in every rural area, we will work with communities to understand which services are most important to them and how they can be delivered more effectively.

Status Updated	Updated by:	Evaluation	Overall Evaluation
Q2 2012/13	CMIG	Indicators suggest that the experiences of people living in rural areas have not changed, or in some cases worsened, since the introduction of The BIG Plan. Rural areas have improved access to advocacy but transport remains concern for young people. A review of Indicators of Success is required.	Orange (Acceptable)

What's going well

- More residents in rural areas (and throughout Denbighshire) were 'very satisfied' with their local area as a place to live (Denbighshire Residents Survey).
- Access to Advocacy has extended access to advocacy in rural areas, demonstrated by steadily increasing uptake of the service. The increase is due to the service's profile being raised and the use of mobile outreach.
- Denbighshire County Council has match-funded St Asaph's Participatory Budgeting (PB) project with £3,000. Over 60 people attended the event with 16 projects put forward. A further £3,000 will be invested in a PB project in Llangollen in 2013.

What concerns us and what we're doing about it

- Indicators suggest that the experiences of people living in rural areas have not changed, or in some cases worsened, since the introduction of The BIG Plan. It should be noted though that some data were not available at the time of writing, and that some indicators are less robust than for other outcomes (there is a dearth of indicators of quality of life in rural areas).
- Transport remains a key issue of concern, particularly for young people (identified as 'red'). It was hoped The BIG Plan would begin to address this through a reduction in fares. However, the rising costs of the service owing to fuel price increases and actual and future reductions in funding support have rendered this unachievable for the time being.
- Roads in Denbighshire are in a poorer condition than roads in other counties in Wales, but they are improving faster whereas as other counties' roads are deteriorating (this is especially true of roads in rural areas).

- The Llangollen Railway Trust Ltd are committed to Corwen and a modified Phase One plan would involve the early completion of 'Corwen East', a station platform capable of operating steam hauled services into Corwen by latest 2014. The run-around of locomotives would take place at a loop installed some 170 metres east of the platform. Strategic Regeneration have been seeking to commission a study for Phase Two (utilising £45K set aside from the Rural Development Plan Lead Body budget) which will offer engineering solutions against a cost benefit analysis, but this has currently been suspended by the DCC Strategic Investment Group pending commitment to Phase One by the Railway. However should agreement be granted to proceed with the study then this can take into account the revised proposals to Phase 1 and the required flood elicitation works.

Outlook

- We are not confident that we are able to demonstrate the difference we are making to people living in rural areas due to a dearth of good quality indicators. It is hoped this may be addressed using the resident's survey and/or qualitative research. This needs to be scoped and approved.

INDICATORS OF SUCCESS	Baseline	2011/12	Performance Data
Older people living in rural areas feel less isolated	-	-	Data development agenda
Percentage of young people that are satisfied with the frequency of buses (Denbighshire Residents Survey)	*	70**	Similar to benchmark / trend not available
Percentage of young people that are satisfied with the cost of a journey (Denbighshire Residents Survey)	*	17**	Worse than benchmark / trend not available
Percentage of young people that are satisfied that buses arrive on time (Denbighshire Residents Survey)	*	64**	Similar to benchmark / trend not available
Percentage of residents that are satisfied with the frequency of buses (Denbighshire Residents Survey)	81	86**	Better than baseline / ▲
Percentage of residents that are satisfied with the cost of a journey (Denbighshire Residents Survey)	54	64**	Better than baseline / ▲
The percentage of principle (a) and non principle (B and C) roads that are in overall poor condition	13.04	11.25	Worse than benchmark / ▲
Percentage of residents that residents are 'very satisfied' with their local area as a place to live (Denbighshire Residents Survey)	33	39***	Better than baseline / ▲
Number of rural entrepreneurial initiatives will be supported	-	20	Exceeded target / trend not available

INDICATORS OF SUCCESS	Baseline	2011/12 Data	Performance
More tourists are attracted to the region (coastal Denbighshire) (000s)	4,757	4,958	Better than baseline / ▲**

* Baseline data not available.

** Benchmarks are not yet available; without them robust analysis is difficult.

** Residents Survey data for 2010/11 and cannot be benchmarked. Data for young people is analysed by comparing responses of under 25s to over 25s, eg young people's satisfaction with the cost of a journey is lower (17% as opposed to 64%).

*** 86% were 'satisfied'.

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
Number of new and existing enterprises financially assisted (RDP, LIF, Denbighshire's own grants)	-	20	16	Green / trend not available
Number of service users using the Access to Advocacy service	267 (78.5%)	369 (43%)	860	Green / ▲
Percentage of service users using the Access to Advocacy service that feel more confident following support	-	84%	80%	Green / ▲

Ref. ¹²	ACTIONS / LEAD PARTNER	Status	Performance
5.1.1	Raise awareness of all advocacy services available in the county (Denbighshire Voluntary Services Council (DVSC))	In progress	Green
5.1.2	Establish the 'village agent' (Community Information Points) in four community / town councils (DCC)	In progress	Green
5.1.3	Enable communities to take control through community voice and participatory budgeting etc, and if successful in obtaining funding for Community Voice programme, support its delivery (DVSC)	In progress	Green
5.2.1	Review of proportion of bus journeys from major population centres to main regional A&E hospitals taking less than 30 mins (reflecting Taith) (DCC)	In progress	Yellow
5.2.2	Review accessibility of buses - percentage with low floors, availability of accessible stops (DCC)	In progress	Yellow
5.2.3	Promote public transport services and concessions through the new CLIC website (DCC)	Not started	Yellow
5.3.1	Rural Denbighshire Business Creation and Development Project (RDP Partnership)	In progress	Green
5.3.2	Denbighshire Rural Development Plan Partnership to meet its responsibilities under the WG Funding Agreement to deliver Axis 3 and Axis 4 (RDP Partnership)	In progress	Yellow

¹² Each Outcome in The BIG Plan specifies a list of priorities. This reference refers to the BIG Plan outcome and priority the action relates to, so action one of outcome one/priority one is expressed as 1.1.1; action two of outcome two/priority two as 2.2.2.

Ref. ¹²	ACTIONS / LEAD PARTNER	Status	Performance
5.4.1	Complete phase one (temporary platform) to support the extension of the Llangollen railway into Corwen (RDP Partnership)	In progress	Green
5.4.2	Explore phase two options for a new station/complex at Corwen (RDP Partnership)	Not started	Orange
5.5.1	With local communities, deliver two participatory budgeting projects (DCC)	In progress	Green
5.6.1	Explore opportunities to provide more efficient, cost effective and eco-friendly energy sources in rural areas (DCC)	Not started	
5.6.2	LSB to lobby nationally for improved broadband provision (TBA)	Not started	

Chapter 6: **OUTCOME 6: People in Denbighshire have healthy lifestyles**

What this means: People living in Denbighshire will be healthy and make informed decisions that result in individuals feeling and being as healthy as possible. It also means individuals, families and communities taking responsibility for their own health and wellbeing. The negative impacts of drinking, smoking, poor diet, taking risks with sexual health and inactive lifestyles will be reduced.

Status Updated	Updated by:	Evaluation	Overall Evaluation
Q2 2012/13	CMIG	People in Denbighshire generally have a good level of health and wellbeing. However, almost one in four adults smoke and around half are overweight. There are no major obstacles to this outcome being achieved, although further work is required to establish mental health and wellbeing in Denbighshire.	Yellow (Good)

What's going well

- People in Denbighshire generally have a good level of health; although people living in deprived areas tend to experience worse health outcomes.
- Only a small number of people present to services with alcohol/substance misuse issues.
- There were fewer conceptions and abortions for under 18s in 2011/12 compared to 2010/11. All school nurses provide sex and relationship education (SRE) in years 6 and 9 in partnership with the teachers. A pilot project is underway between Ysgol Glan Clwyd and feeder schools to improve SRE at transition between primary and secondary schools. Ysgol Brynhyfryd, Ysgol Dinas Bran and Ysgol Tir Morfa governors have approved the extension of the school nurse drop in to include the provision of sexual health services.

What concerns us and what we're doing about it

- Almost one in four adults is a current smoker (the rate increases in areas of deprivation), similar to the Wales average. A framework Tobacco Control delivery plan has been developed for the county and a standard substance misuse (including tobacco) policy has been adopted in all secondary schools. An audit of secondary smoke-free policies and practice has been undertaken with secondary schools. It identified areas for development. Interventions are also being planned by the North Denbighshire Locality Leadership Team.
- Around half of adults in Denbighshire are overweight. Creating an active Denbighshire Action Plan (based on Denbighshire Leisure Strategy) is in development. The Let's Walk Denbighshire Walking Scheme continues to go from strength to strength, with 3,150 walks (93 of which are new) and 16 new potential walk leaders have been identified.

- There are some challenges (at national level) in respect of the monitoring database for the Healthy Schools Scheme (identified as 'red') but this is not affecting otherwise good delivery to schools, children and families.
- A good indicator of mental health and wellbeing is not available and a new source has not yet been identified (see Outcome 7 for information about suicide/self-harm prevention). We are not confident that we are able to demonstrate the difference we are making to people's mental health and wellbeing due to a dearth of good quality local indicators. It is hoped this may be addressed using qualitative research; this needs to be scoped and approved.

Outlook

- It is anticipated that Indicators of Success will improve by the end of The BIG Plan as actions/performance measures move into 'Yellow' or 'Green'.

INDICATORS OF SUCCESS	Baseline	2011/12	Performance Data
Number of people presenting with alcohol misuse issues per 100,000 residents	546	541*	Similar to benchmark / ▼
Number of people presenting with substance misuse issues per 100,000 residents	275	298*	Similar to benchmark / ▲
Percentage of adults who reported being a current smoker (daily, occasional)	23	23*	Similar to benchmark / ◀▶
Conception rate under 18 per 100,000 females	43.6	35.2*	Better than benchmark / ▲
Abortion rate under 18 per 100,000 females	19	15*	Similar to benchmark / ▲
Percentage breastfeeding at birth	58.67	56.45*	Similar to benchmark / ▼
Percentage breastfeeding at 8 weeks	-	-	Data not available. Source not yet identified.
Percentage of adults in Denbighshire that are overweight	54	54*	Similar to benchmark / ◀▶
Percentage of adults who meet physical activity guidelines in the past week	34	34*	Similar to benchmark / ◀▶
Percentage of adults in Denbighshire know how to look after their mental wellbeing	50.6	50.8*	Similar to

INDICATORS OF SUCCESS	Baseline	2011/12 Data	Performance benchmark /
			◀▶

* Data for 2010/11.

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
The number of teachers/youth workers who have received substance misuse training	-	-	-	
Number of young people participating in substance misuse sessions	-	-	-	
Number of times support has been provided to schools during substance misuse incidents	-	-	-	Not yet available.
Increase teachers'/youth workers' confidence to deal with substance misuse incidents	-	-	-	These are new measures
Increase young people's knowledge of the physical effects, risks and consequences of legal and illegal substances	-	-	-	and data will be available for next report.
Increase young people's knowledge of the psychological effects, risks and consequences of legal and illegal substances	-	-	-	
Increase young people's knowledge of the social impact of illegal and legal substances	-	-	-	
Number volunteers trained to deliver peer support groups in order that mothers have more access to support	9	2	-	Green / ▲
Number of premises registered with breastfeeding welcome scheme	21	23 (51%)	45	Yellow / ▲
Number/Percentage settings that report HPSS making a positive difference to the setting	14 (100%)	-	14 (100%)	Not yet available. 2012/13 data not yet collected
Number of parents that report their child care setting (participating in HPSS) setting makes a positive difference to my child's health and well being.	20	-	NA	Not yet available. 2012/13 data not yet collected
Number/Percentage of settings implementing Healthy Pre School scheme across the county.	20	29	25	Green / ▲
Number of children supported through Healthy Pre School scheme across the county.	1000	1000	-	Green / ▶▶
Number/Percentage of Early years settings who achieve the WG Healthy and Sustainable Preschool Scheme criteria for nutrition and oral health	-	4 (29%)	14	Green / ▲
Number/Percentage of Nursery settings who meet	-	10	14	Green / ▲

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
criteria for a quality award for best practise and nutrition for preschools		(71%)		
Number/Percentage of Childminders and playgroups who provide foods / snacks in line with national nutrition guidelines	100%	1 (25%)	4	Green / ◀▶
Number/Percentage of pregnant women/new mums with a BMI of 30	-	-	-	Not yet available. Database being developed.
Number/Percentage (identified) front line staff trained in Smoking Brief Intervention Training	-	-	-	Not yet available.
Number of appropriate referrals made to Stop Smoking Wales (DDA - Number/Percentage of clients who are reporting quit at 12 months (Local data needs to be developed))	-	-	-	Discussion required to establish baseline
Number of schools with health drop in sessions that have been extended to include sexual health services (C Card, contraception and emergency contraception).	-	1 school has a drop in; other school's drop ins will be in place soon.	-	Orange / ▲
Number CYP receiving SRE education sessions	3,177	All schools have SRE.	-	Green / ◀▶
Number settings providing the c card scheme	-	1 school has a drop in; other school's drop ins will be in place soon.	-	Not yet available. Database being developed.
Percentage uptake of HPV 3rd dose for Year 8	84.2	-	90	
Percentage uptake of 3 in 1 teenage booster	83.6	-	95	Not yet available.
Percentage uptake MMR 1st dose (by 16 years of age)	95.6	-	95	Immunisation figures for
Percentage uptake 5 in 1 at 1 year of age	95.8	-	95	2012/13 are due next
Percentage uptake MMR 1st dose at 2 years of age	92.9	-	95	year.
Percentage uptake MMR 2nd dose at 5 years of	89.2	-	95	

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
age				
Percentage uptake 4 in 1 (Pre-School Booster) at 5 years of age	90.7	-	95	
Percentage uptake MMR 2nd dose (by 16 years of age)	88	-	95	
The number of teachers/youth workers who have received training	-	-	-	
Number of young people delivered to	-	-	-	
Number/ of times support has been provided to schools during substance misuse incidents.	-	-	-	Not yet available.
Increase young people knowledge of the: <ul style="list-style-type: none"> - physical effects, risks and consequences of legal and illegal substances - psychological effects, risks and consequences of legal and illegal substances - social impact of illegal and legal substances 	-	-	-	This is new data which will be available for next report.
The percentage completion rate for the 16 week National Exercise Referral Scheme intervention programme	51	-	43	Not yet available. Data not yet published.
Number of attendances at leisure activities by disabled people (including mental health and age related)	3012	3280	4000	Orange / ▲
Number of people aged 60 and over who access structured activities through the Free Swim initiative (per 1000 population)	21,632	5230		Orange / ▼
Number of people aged 16 and under who access structured activities through the Free Swim initiative (per 1000 population)	26,226	4740		Orange / ▼
Number of older people (aged 65 or over) participating in physical activity and wellbeing opportunities through day centres and other community based settings	130	205	250	Orange / ▲

Ref. ¹³	ACTIONS / LEAD PARTNER	Status	Performance
6.1.1	Delivery of Choose Life presentations (CSP)	In progress	Green
6.1.2	Young Persons substance Misuse Service (CSP)	In progress	Green

¹³ Each Outcome in The BIG Plan specifies a list of priorities. This reference refers to the BIG Plan outcome and priority the action relates to, so action one of outcome one/priority one is expressed as 1.1.1; action two of outcome two/priority two as 2.2.2.

Ref. ¹³	ACTIONS / LEAD PARTNER	Status	Performance
6.1.3	Motivational Enhancement Team Service (CSP)	In progress	Green
6.1.4	Harm Reduction Team Service (CSP)	In progress	Green
6.1.5	Shared Care Service (CSP)	In progress	Green
6.1.6	Basic Drug and Alcohol Awareness Training (CSP)	In progress	Green
6.1.7	Night Shelter (CSP)	In progress	Green
6.1.8	Dewi Sant Centre (CSP)	In progress	Green
6.1.9	Implementation of a whole school approach to Alcohol Misuse Prevention to include alcohol policy development, adult led interventions/interventions and provision of training for staff to deliver sessions (Conwy and Denbighshire SMAT)	In progress	Yellow
6.2.1	Provide training to key front line staff (to include Flying Start and TAF) working with pregnant women to record smoking status, deliver smoking cessation brief advice/intervention and refer to specialist support services (Public Health Wales)	In progress	Green
6.2.2	All key front line staff (as above & to be defined) to provide advice about the dangers of smoking and to advise on passive smoking issues (Public Health Wales)	In progress	Green
6.2.3	Develop smoke free policies for children's playgrounds, sports grounds and schools as identified in the Tobacco Control Action Plan for Wales (2011) (Public Health Wales)	In progress	Green
6.2.4	Develop a comprehensive Tobacco Control Plan for Denbighshire and implement plan (DCC)	In progress	Green
6.3.1	Deliver sex and relationship education in year 6 (growing up sessions), in partnership with the schools (BCUHB)	Complete	Green
6.3.2	Support the extension of school-based sexual health advice through school nurses (BCUHB)	In progress	Yellow
6.3.3	Deliver sex and relationship education in Year 9 (sex, contraception, relationships) (BCUHB)	Complete	Green
6.3.4	Contraceptive advice including emergency hormonal treatment and pregnancy testing is available in all high schools (BCUHB)	In progress	Yellow
6.3.5	Pilot project with a cluster of primary schools and secondary school to improve SRE at transition between primary and secondary schools (DCC)	In progress	Orange
6.3.6	Support extension of C-card scheme across the county in appropriate venues including through school nurses and youth settings (BCUHB)	In progress	Yellow
6.3.7	Implementation of Empower to Choose project (Long acting reversible contraception LARC) (BCUHB)	In progress	Yellow
6.3.8	Training and supporting teachers, youth workers, staff working with young people in sexual health education (BCUHB)	In progress	Green
6.3.9	Education sessions in all special schools: Training and supporting teachers, youth workers, staff working with young people in sexual health education (BCUHB)	In progress	Yellow

Ref. ¹³	ACTIONS / LEAD PARTNER	Status	Performance
6.4.1	Identify and train volunteers to offer breastfeeding peer support across the county to meet identified needs (BCUHB)	In progress	Green
6.4.2	Increase the number of premises accessed by mothers and babies which are registered as members of the breastfeeding Welcome Scheme (DCC)	In progress	Yellow
6.4.3	To support the implementation of the Healthy Pre School Scheme in 20 settings (2011/2012, 25 settings 2012/13, and 30 settings (2013/1014) following the Welsh Government scheme (DCC)	In progress	Green
6.4.4	Contribute to the development of the WG HSS database as a mechanism for collecting "what difference" information (DCC)	Not started	Red
6.4.5	Continue to support the delivery of evidence based healthy eating initiatives within the county delivered by partner agencies (BCUHB)	In progress	Green
6.4.6	Contribute to the North Wales maternal obesity strategic group, with a priority focus on maternal obesity (BCUHB)	In progress	Orange
6.4.7	Following the review of Play provision, oversee the development of an action plan to meet the review recommendations (DCC)	In progress	Green
6.4.8	Work together with partners to develop and implement Creating an active Denbighshire Action Plan (based on Denbighshire Leisure Strategy) (DCC)	In progress	Yellow
6.5.1	Development of "Talk to Me" suicide and self-harm prevention strategy (DCC)	In progress	Orange
6.5.2	Work with partners to Implement the mental health measure (TBA)	The Denbighshire Mental Health Planning Group is currently reviewing its function and purpose and has agreed that it will extend its remit to include older adults with functional mental health problems. The DMHPG has held an initial workshop and is in the process of reviewing its Terms of Reference and will be developing a work plan, which will include the HSCWB and the Welsh Government Strategy for Mental Health.	
6.6.1	Continue to deliver 'Let's walk Denbighshire' programme (through the work of the walking co-ordinator) (DCC)	In progress	Green
6.6.2	Deliver free-swim initiative to under 16s and over 60s across the county (DCC)	In progress	Green
6.6.3	Support positive activities for older people programme in order to enable older people to maintain levels of independence through participation in physical activity. This funding is only until March 2013 for a pilot project after which time alternative sources will need to be found (DCC)	In progress	Orange

Ref. ¹³	ACTIONS / LEAD PARTNER	Status	Performance
6.6.4	Develop the disability coordinator role in order to promote inclusively of activities (DCC)	In progress	Green
6.6.5	Continue to deliver GP referral scheme (DCC)	In progress	Green
6.7.1*	Develop and deliver a multi agency targeted plan to achieve national immunisation target of 95% for 3-1 teenage booster and 90% HPV within Denbighshire (BCUHB)	In progress	Yellow
6.7.2*	Work in partnership with schools to continue providing immunisation programmes in all high schools. Support and encourage consent by delivering information sessions particularly where there is low uptake. Provide domiciliary immunisation to children if required (BCUHB)	In progress	Yellow

* An immunisation priority has been agreed by Partners since the introduction of The BIG Plan.

Chapter 7: **OUTCOME 7: Children, young people and vulnerable adults in Denbighshire are safe**

What this means: That children, young people and vulnerable adults are protected from abuse, neglect, discrimination and exploitation, and live in safe and secure housing. Parents, carers, families, communities and services all have a role to play in keeping them safe and helping them keep themselves and each other safe.

Status Updated	Updated by:	Evaluation	Overall Evaluation
Q2 2012/13	CMIG	The number of children on the child protection register for over 12 months has doubled since last year, and this is reflected throughout Wales. The number of fires in Rhyl has decreased slightly with interventions in place to seek further improvement. The suicide rate has increased slightly. Implementation of Families First and the Talk To Me strategy will address concerns around suicide/self-harm.	Yellow (Good)

What's going well

- All adult protection referrals were completed and risks were managed. This is excellent.
- Estyn highlighted safeguarding in Denbighshire as effective and Denbighshire County Council is building on these strong foundations by implementing a safeguarding action plan. A report about safeguarding by Denbighshire County Council has been presented to Partnerships Scrutiny. For more information, contact Rhian Evans, Scrutiny Coordinator or Rhys Hughes, Democratic Services Officer.
- To comply with the Conwy and Denbighshire Local Service Board, the Local Safeguarding Children's Board, Children and Young People's Partnership, and Estyn requirements; Families First service Providers will be required to comply with an annual audit of safeguarding good practice as part of the Service Purchaser's contract monitoring process. The Families First commissioning process and contracts reflect the recommendations from the Denbighshire Safeguarding Officer to provide consistency, guidance and good practice with a specific requirement for annual self-assessment and an annual audit of safeguarding practice with an emphasis on more robust safe employment practices. Families First has implemented safer employment practice in contracts for all commissioned elements. Evidence of the provider properly observing safeguarding issues formed part of the Criteria for Evaluation in conjunction with supplying policies.

What concerns us and what we're doing about it

- The rate of all recorded crime is higher than the Wales median and has increased slightly since 2010/11. Insufficient data is available to explain this indicator.
- The number of children on the child protection register for over 12 months has more than doubled since last year, consistent with national trends, and this increase is also due to an increase in chronic cases of neglect and emotional abuse related to domestic abuse. LSCB reports annually to CYPSP/HSCWB in relation to safeguarding (and vice versa), and CYPSP discusses safeguarding as part of a standing agenda item. CYPSP recently funded LSCB to complete a consultation with children who have accessed services.
- The number of accidental fires in dwellings and non-fatal injuries in Rhyl represents 41 per cent of the total fires in Denbighshire; a multi-agency project is in place to tackle this.
- The suicide rate has increased slightly and is still higher than the Wales average (identified as 'red'). Plans are in place to produce a suicide/self-harm prevention action plan. Safeguarding of children, young people and adults will be strengthened by the implementation of a Talk To Me suicide/self-harm prevention action plan. Further work is required to establish mental health and wellbeing (see Outcome 6).
- Further work is required to raise awareness of abuse and neglect in vulnerable adults.
- The number of prosecutions for environmental crime has dropped slightly in 2011/12 (identified as 'red') as a result of increased numbers of fixed penalties which increased to 272 in 2011/12 compared to 238 in 2010/11, 78 in 2009/10 and 49 in 2008/09. It is expected that numbers of fixed penalty notices will continue to increase now that XFOR is in place.
- There is a gap in coordination of support preventing childhood injuries. A training programme is being proposed and this issue will be discussed by Early Entitlement in January 2013.

Outlook

- The Families First programme (for example, family resilience, Team Around the Family and parenting in particular, and very soon, family support) will have a direct impact this Outcome. Performance measures, once they are confirmed, will be included here (such as the measures suggested below).
- The implementation of a Talk To Me suicide prevention strategy and - depending on the outcome - discussion around childhood injuries will strengthen performance in respect of this Outcome.

INDICATORS OF SUCCESS	Baseline	2011/12 Data	Position against benchmark
Rate of all recorded crime per 1,000 people	69.02	70.1	Worse than benchmark / ▲
Fewer children will be injured on the road per 1,000 (Child casualties by class, NW Police)	-	-	No data provided
The number of prosecutions for environmental crime by	253	353	Worse than

INDICATORS OF SUCCESS	Baseline	2011/12 Data	Position against benchmark
DCC and CBCC*			benchmark / ▼
Number of 0-18 year olds admitted to hospital as an emergency due to injury or poisoning			Not yet available. Children in Wales and Swansea University are producing data for Partnerships which will be available by the end of the financial year
Number of accidental fires in dwellings			
- Rhyl	27	25	Better than baseline / ▼
- Denbighshire	60	60	Better than baseline / ▼
Number of injuries from accidental fires in dwellings (excluding precautionary checks)			
- Rhyl	5 non-fatal injuries/0 fatalities	4 non-fatal injuries/0 fatalities	Better than baseline / ▼ (Rhyl)
- Denbighshire	7 total non-fatal injuries/1 fatality	9 total non-fatal injuries/1 fatality	Worse than baseline / ▲ (Denbighshire)
Number of children on the child protection register for over 12 months	7	16	Worse than benchmark / ▲
Increase number of call to domestic abuse helpline	-	-	No data provided
Increase the number of referrals to MARAC	-	108	Insufficient data provided
Increase agencies / staff trained to use CAADA DASH RIC2	-	34	Insufficient data provided
Number of children where risks removed from children's plans within 6 months	-	-	Recommended for deletion.
Number of adult protection referrals	164	166	Similar to baseline / ◀▶
Percentage of adult protection referrals completed where the risk has been managed	87.35	100	Better than baseline / ▲
Age-standardised mortality rates per 100,000 population, where suicide was the underlying cause of death	7.44**	12.78***	Worse than benchmark / ▼

* The rate of all recorded crime is higher than the Wales median and has increased slightly since 2010/11. Insufficient data and is available to explain this indicator.

** Data for 2007/8

*** Data for 2009/10

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
Increase the take-up of home fire safety checks throughout the county	-	1,653	-	Green
Number/Percentage of front line staff trained in Home safety Awareness	-	Activity planned Q3&4)	-	Not yet available. Flying Start data is being transferred a new system and data will be available in the next report. Not yet available. These are examples of performance measures to be included here from the Families First programme.
Number of referrals for installation of home safety equipment and home safety checks on Flying Start targeted areas & Families First)	79 (135 gates; 30 fire guards)	-	-	
Number/Percentage of children in safer environments after home safety equipment installations	103	-	-	
Number/Percentage of mothers with Post Natal Depression with increased mood levels as a result of support provided	-	-	-	
Number/Percentage suffering domestic abuse who were empowered to safeguard themselves and their children as a result of support	-	-	-	

Ref. ¹⁴	ACTIONS / LEAD PARTNER	Status	Performance
7.1.1	Smartwater (CSP)	In progress	Green
7.1.2	Safer Towns Award (CSP)	In progress	Green
7.1.3	Neighbourhood Watch (CSP)	In progress	Green
7.1.4	Secure by Design (CSP)	In progress	Green
7.1.5	Operation SANTA (CSP)	In progress	Green
7.1.6	Emrys Ap Iwan (CSP)	In progress	Green

¹⁴ Each Outcome in The BIG Plan specifies a list of priorities. This reference refers to the BIG Plan outcome and priority the action relates to, so action one of outcome one/priority one is expressed as 1.1.1; action two of outcome two/priority two as 2.2.2.

Ref. ¹⁴	ACTIONS / LEAD PARTNER	Status	Performance
7.1.7	Safer Homes (CSP)	In progress	Green
7.2.1	Multiagency Visit to Licensed Premises (CSP)	In progress	Green
7.2.2	Test purchasing (CSP)	In progress	Green
7.2.3	Management of the night time economy (CSP)	In progress	Green
7.2.4	Effective use of CCTV (CSP)	In progress	Green
7.2.5	Alcohol Controlled Areas (CSP)	In progress	Green
7.2.6	Effective Signage (CSP)	In progress	Green
7.2.7	Anti Social Behaviour Officer (CSP)	In progress	Green
7.2.8	Graffiti Removal and Clean ups (CSP)	In progress	Green
7.2.9	Community Mobilization (CSP)	In progress	Green
7.2.10	Effective use of intelligence (CSP)	In progress	Green
7.2.11	Neighbourhood Management (CSP)	In progress	Green
7.2.12	School Community Police Officers (CSP)	In progress	Green
7.2.13	Anti-Social Behaviour and Licensing Tasking (CSP)	In progress	Green
7.3.1	Provision of targeted injury prevention training to key workers (DCC)	In progress	Yellow
7.3.2	Provision of home safety assessments to prioritised households and supply and install suitable high quality home safety equipment (DCC)	In progress	Yellow
7.4.1	Develop a multi-agency approach to reduce the risk of injury and death of vulnerable people (NW Fire and Rescue Service)	In progress	Orange
7.4.2	Deliver the Phoenix Project working with young people who may be or have been, involved in anti – social behaviour or bullying or have behavioural problems at school (NW Fire and Rescue Service)	In progress	Green
7.4.3	Work in partnership with other organisations, to increase agency referrals of the people most at risk for Home Fire Safety Checks (NW Fire and Rescue Service)	In progress	Green
7.5	Raise awareness of abuse and neglect in vulnerable adults through the work of Denbighshire's Adult Protection Committee (DCC)	In progress	Orange
7.6.1	Multi Agency Risk Assessment Conference (CSP)	In progress	Green
7.6.2	Independent Domestic Violence Coordinator (IDVA) (CSP)	In progress	Green

Ref. ¹⁴	ACTIONS / LEAD PARTNER	Status	Performance
7.6.3	Teenage Relationship & Sexual Violence (CSP)	In progress	Green
7.6.4	Safer Homes (CSP)	In progress	Green
7.6.5	Reclaim the Night Domestic Abuse and Sexual Awareness Raising Event (CSP)	In progress	Green
7.6.6	CAADA DASH RIC Agency Training (CSP)	In progress	Green
7.6.7	Domestic Abuse Forum (CSP)	In progress	Green
7.6.8	Local Safeguarding Children Board (CSP)	In progress	Green
7.6.9	White Ribbon Relay (CSP)	In progress	Green
7.7.1	The LSCB ensures that there are mechanisms in place to identify and support vulnerable families, children in need, and children in need of protection (DCC)	In progress	Green
7.7.2	The LSCB ensures that staff are aware of, and confident in using the revised NW Mental Health and Substance Abuse Protocol (DCC)	In progress	Green
7.7.3	The LSCB works with/ via the MARAC Steering Group to map current provision for domestic abuse, and develop a model for future provision (DCC)	In progress	Yellow

Chapter 8: **OUTCOME 8: Denbighshire has a thriving and sustainable economy and a skilled workforce**

What this means: That businesses and social enterprises in Denbighshire will be prosperous and fit for our communities now and in the future, and the county will have a skilled and supported workforce. Infrastructure in the county will be suited to the needs of external investors and will be “business friendly”, attracting more opportunities to Denbighshire. “A robust recovery by the wider private sector is therefore vital to helping people into work and to tackling child poverty” (Child Poverty Strategy for Wales, 2011).

Status Updated	Updated by:	Evaluation Summary	Overall Evaluation
Q2 2012/13	CMIG	At a very difficult time economically, Denbighshire is providing a good level of support for people to volunteer and gain employment. Basic skills are improving, but numeracy skills in particular are still below the level considered essential in everyday life (interventions are in place). This Outcome should be revised to reflect partners' contribution to the new Economic and Community Ambition Strategy.	Orange (Acceptable)

What's going well

- At a very difficult time economically, Denbighshire is providing a good level of support for people to volunteer and gain employment.
- The Local Service Board in Denbighshire is championing a number of exciting new projects to increase inclusion, improve skills and employment and improve support for the local workforce and volunteers (these will be important support programmes at a time of welfare reform changes and will improve the basic skills of participants).
- Three local organisations have gained the Investing in Volunteers Award and two are considering applying for accreditation during the remainder of The BIG Plan (CAB Denbighshire and Denbighshire County Council's Communication, Marketing and Leisure Service).¹⁵
- DVSC's Volunteer Centre continues to promote volunteering opportunities through the Volunteer Wales website and through meetings with external partner organisation and individuals from the public and third sectors. DVSC is working closely with WCVA regarding the development of Internships. DCC's initial volunteering questionnaire has been completed and data is

¹⁵ Organisations that have achieved Investing in Volunteering award: Vale of Clwyd MIND, 2008/09 (re-assessed 2011/12); Bullies Out, 2008-9 and The Wallich, 2011/12).

being analysed. A Volunteering Policy is being drafted, together with a joint monitoring process to help support the management of volunteers.

- The Jobfinding Instructors and New Work Connections Project Caseworkers have sourced a wide range of work placements within local business communities. Participants' progress on their journey towards employment, education or training is measured using "Workstar", a distance travelled tool. Currently, 71 percent of all participants facing significant barriers to engagement have achieved at least one positive outcome.

What concerns us and what we're doing about it

- Literacy and numeracy skills of further education 16-19 learners have improved since 2010/11, but a significant proportion of learners lack the level considered to enable a person to function satisfactorily in everyday life ('orange' and 'red' in this report, see Outcome 3 for information about intervention).
- Business survival rates have decreased slightly (please note enterprise survival after three years is a better indicator however data is not yet available for businesses born in 2009) (identified as 'red'). We have a dearth of information about the needs and aspirations of businesses in Denbighshire. This may be addressed through the implementation of the Economic and Community Ambition Strategy.

Outlook

- Some actions have not yet started and it is anticipated that they will commence in 2013/14.
- The local and regional landscape has changed since the development of The BIG Plan. Positively, some of the actions here are being superseded by the development of a local and regional Economic and Community Ambition Strategy. The role of partners in this has yet to be determined and The BIG Plan will be updated as appropriate. It is anticipated that the Economic Ambition Strategy will be produced by April 2013. See also outcome 2.

INDICATORS OF SUCCESS	Baseline	2011/12 Data	Performance
Percentage of further Education 16-19 learners, with literacy skills below Level 1 (the level considered to be required to be able to function satisfactorily in everyday life)	52.2	40.2	Better than baseline / ▲*
Percentage of further Education 16-19 learners, with numeracy skills below Level 1 (the level considered to be required to be able to function satisfactorily in everyday life)	67.3	60.4	Better than baseline / ▲*
Percentage of KS4 pupils achieving the level 2 threshold including English/Welsh and Mathematics	43.9	52.5**	Similar to benchmark / ▲
Adults in Denbighshire have good basic skills	-	-	Not yet available. Welsh Government has identified this as a data development

INDICATORS OF SUCCESS	Baseline	2011/12 Data	Performance
			agenda for Families First
Percentage of working age population, aged 16-64, in employment (for year ending September)	69.5	69.5	Similar to baseline / ◀▶
Percentage of Year 11 learners not in education, employment or training (NEET)	4.4	3.6	Better than benchmark / ▲
Number of new and existing enterprises financially assisted (RDP, LIF, Denbighshire's own grants)	-	20	Green / trend not available
Percentage enterprise survival rates in Denbighshire after one year (enterprise survival after three years is a better indicator data is not yet available for businesses born in 2009).	93.2	89.8	Worse than benchmark / ▼
Number of young people engaged with the Millennium Volunteer Scheme	334	433	Better than baseline / ▲
Number of hours spent by young people participating in the Millennium Volunteer Scheme to achieve the Award	54,050	63,500	Better than benchmark / ▲
Number of Denbighshire public and third sector organisations providing volunteering opportunities	200	210	Better than baseline / ▲
Number of volunteering opportunities	301	210	Better than baseline / ▲
Number/percentage of public and third sector organisations working towards Investing in Volunteers award	0	1	Better than baseline / ▲
Number/percentage of public and third sector organisations achieved Investing in Volunteers award	0	3	Better than baseline / ▲

* While there were fewer further education 16-19 learners with literacy/numeracy skills below Level 1 2011/12, the proportion is still significant.

** Data for 2010/11

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
Support and develop 16 volunteers to deliver IT training to digitally excluded groups		Project in early stages and not yet delivering outputs/outcomes.		
Deliver online training to a minimum of 1800 beneficiaries		Project in early stages and not yet delivering outputs/outcomes.		
Number/percentage of people accessing online support		Project in early stages and not yet delivering outputs/outcomes.		
Produce a 'Skills and Training Strategy' across all partners		Project in early stages and not yet delivering outputs/outcomes.		
Number of apprenticeships		Mapping in progress		
Number of apprentices employed post apprenticeship		Mapping in progress		
Measure to be confirmed (improve work experience programmes for young people, adult returners and		Project in early stages and not yet delivering outputs/outcomes.		

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
people with disabilities)				
Measure to be confirmed (make workforce development more efficient and streamlined and build employee engagement)		Project in early stages and not yet delivering outputs/outcomes.		
Financial Inclusion measure to be confirmed once project in place		Project in early stages and not yet delivering outputs/outcomes.		
Number/percentage of people with learning disabilities and/or a physical or sensory impairment currently supported in work placements	-	125 (100%)	NA	Green / trend not available
Number/percentage of people with learning disabilities and/or a physical or sensory impairment working towards qualifications	-	21 (16.8%)	NA	Green / trend not available
Number/percentage of people with learning disabilities and/or a physical or sensory impairment gained qualifications	-	5 (4%)	NA	Green / trend not available
Total sales revenue for work opportunities businesses (Meifodli; Aberwheeler; Popty; Taskforce) meets or exceeds revenue targets	£166,699	£5,565* (+3%)	£194,217	Yellow / ▲
Number of volunteering placements filled as a percentage of those advertised	793	125 (38%)	400	Yellow / ◀▶
Number of volunteer coordinators	133	133 (88%)	150	Yellow / ◀▶
Number of volunteers directly managed by Volunteer Coordinators in the public and third sectors	-	1,834**	-	Yellow / trend not available
Number YP engaging in Potential each year as a result of the partnership	1684	1684	1654	Green / ◀▶
Percentage level 2 reach	4068 (24%)	2019 (12%)	25%	Green / ◀▶
Percentage achievement outcomes	2286 (56%)	1615 (80%)	60%	Green / ▲
Percentage accreditation through YS and partners	438 (11%)	125 (6%)	10%	Green / ◀▶
Number people supported by Fit for Work	350 (175%)	193 (64%)	300	Green / ▲
Percentage successfully returning to work after a period of sickness absence	81%	83%	-	Green / ◀▶
Percentage believed Fit for Work had helped them return more quickly than if they had not had the service	84%	90%	-	Green / ▲
Percentage believed they would still be able to do their current job six months later	82%	81%	-	Green / ◀▶
The number of people with a learning disability and/or physical or sensory impairment participating	410 (30%)	100 (48%)	-	Green / ▲

PERFORMANCE MEASURES	Baseline 2011/12	2012/13 Data (Q1&2)	2012/13 Target	Performance
in New Work Connections programme.				
The number of people with a learning disability and/or physical or sensory impairment that have secured a "positive outcome" as a result of the New Work Connections programme.	313 (24%)	79 (38%)	-	Green / ▲
The number of people with a learning disability and/or physical or sensory impairment helped into a work placement by New Work Connections.	***	***	***	Recommended for deletion

* Position at quarter 2 was +3 per cent which represents an increase year on year, but is below the expected target. This is due to seasonal influences with Meifod and Aberwheeler and it is anticipated that total sales revenue will reach +10 percent year on year.

** This is likely to be an underestimate of number of volunteers in Denbighshire.

*** All of our participants with learning disabilities are supported into work placement opportunities wherever it is practicably possible for them to do. However, there is no requirement to report on this.

Ref. ¹⁶	ACTIONS / LEAD PARTNER	Status	Performance
8.1.1	Deliver the Joint LSB's Financial Inclusion Project to mainstream financial inclusion across sectors and improve financial literacy to contribute to a reduction in poverty (DCC)	Not started	Yellow
8.1.2	Improve the qualifications students receive in their basic skills at the end of statutory education. Work with colleges on remedial strategies where students miss out on required levels and adopt catch up strategies at an earlier stage at schools based on approaches in the colleges (DCC)	In progress	Green
8.1.3	Supporting the engagement of partners to enrich the basic and life skills within informal settings by increasing the accreditation rates of young people in informal settings (DCC)	In progress	Green
8.1.4	Deliver the Digital Inclusion project to target Denbighshire's digitally excluded individuals (people with disabilities; the unemployed (NEETS); the over 50s; and people in Social Housing) (DCC)	Not started	Yellow
8.1.5	Complete LSB project to map NEETs (project's aims and objectives to be determined) (DCC)	Not started	Yellow
8.2.	Support the delivery of programmes encouraging young local entrepreneurs.	Recommended for deletion	
8.3.1	Deliver the LSB Workforce Development Project to share good practice and develop apprenticeships and work experience, workforce skills and training strategies, coaching and employee engagement (DCC)	In progress	Green
8.3.2	Improve the qualifications students receive in their basic skills at the end of statutory education. Work with colleges on remedial strategies where students miss out on required levels and adopt	In progress	Green

¹⁶ Each Outcome in The BIG Plan specifies a list of priorities. This reference refers to the BIG Plan outcome and priority the action relates to, so action one of outcome one/priority one is expressed as 1.1.1; action two of outcome two/priority two as 2.2.2.

Ref. ¹⁶	ACTIONS / LEAD PARTNER	Status	Performance
	catch up strategies at an earlier stage at schools based on approaches in the colleges (DCC)		
8.3.3	Supporting the engagement of partners to enrich the basic and life skills within informal settings by increasing the accreditation rates of young people in informal settings (DCC)	In progress	Green
8.4	Promote the use of Local Labour Agreements and Community Benefit Clauses in procurement by public sector partners (DCC)	Not started	
8.5.1	Support Fit For Work extension in terms of geographical area, eligibility criteria and lifespan. To include presentees, extend area to Denbigh and to the west border of Conwy, and to extend the lifespan to March 2015 (Rhyl City Strategy)	In progress	Yellow
8.6.1	Promote volunteering opportunities, work experience, and internships on behalf of third sector and public organisations through Volunteering Wales website (DVSC)	In progress	Green
8.6.2	Produce 10 case studies (5 from third sector and 5 from public sector) exploring benefit of volunteering to the volunteer and the organisation (DVSC)	In progress	Orange
8.6.3	Map volunteering in Denbighshire County Council to develop policies and procedures supporting and rewarding volunteering (DCC)	In progress	Yellow
8.6.4	Deliver the LSB Workforce Development Project to share good practice and develop apprenticeships and work experience, workforce skills and training strategies, coaching and employee engagement (DCC)	In progress	Green
8.7.1	Provide meaningful work placements, with opportunities to gain new qualifications and support personal progression, for people with a learning disability and/or physical or sensory impairment (DCC)	In progress	Green
8.7.2	Support the development of new markets and customers for work opportunities businesses across Denbighshire to stimulate business (DCC)	In progress	Yellow
8.7.3	Continue to deliver and develop New Work Connections across the county to provide volunteering and employment opportunities (DCC)	In progress	Green
8.8	Support the Employment Exchange Programme	Recommended for deletion	
8.9	Support the development and delivery of the Denbighshire and North Wales Economic and Community Ambition Strategy and associated projects (DCC)	In progress	Orange

This page is intentionally left blank

Report to:	Partnerships Scrutiny Committee
Date of Meeting:	20th December 2012
Lead Officer:	Corporate Director: Modernisation and Well-being
Report Author:	North Wales Commissioning Hub Manager
Title:	Update Report on North Wales Commissioning Hub

1. What is the report about?

This report provides a progress update on the development of the North Wales Commissioning Hub (NWCH) for social care, health and education care home placements (see overview in appendix 1).

2. What is the reason for making this report?

To provide information regarding the operation of North Wales Commissioning Hub

3. What are the Recommendations?

That the Committee:

- 3.1 discuss and provide observations on the content of the report; and
- 3.2 determines whether it wishes to periodically monitor and evaluate the HUB's effectiveness in commissioning quality services and realising value for money.

4. Report details.

NWCH is a collaborative project between the 6 north Wales Councils and BCU Health Board. It is unique in Wales spanning as it does children's and adults services and in partnership with the NHS. Its establishment was based on a Full Business Case and NWCH is hosted by Denbighshire County Council. It is accountable to a Management Board, chaired by Sally Ellis.

The first member of staff, to a team of four, commenced in mid May 2012 and the team was fully staffed as of October 1st.

NWCH has four main functions:

- To ensure value for money in current high cost placements
- To source new placements through transparent process and ensure value for money
- To monitor the quality of services

- To work with partners to develop the market to ensure services are able to meet current and future demand

Over the last three months NWCH has been developing the underpinning systems and processes to enable it to operate effectively. Capacity has also been invested in meeting with operational teams of all partners to ensure that the role of NWCH is understood and that internal changes are made accordingly. The work programme is attached in appendix 2.

To date, annualised cashable savings of £298,000 have been made which includes a saving of £20,000 for Denbighshire County Council. Plus cost avoidance of £27,000 across the region; in addition there are annualised savings of £209,000 arising from negotiation on Learning Disability care home placements.

NWCH have sourced 51 placements between August and November 2012.

Other work underway includes the development of a regional Approved Provider Framework for children's residential placements and a quality monitoring framework for adult services.

Having developed the framework, the Quality Monitoring Officer has a schedule of visits to carry out on behalf of Denbighshire.

5. How does the decision contribute to the Corporate Priorities?

NWCH contributes to the following Corporate Priorities:

- Vulnerable People are protected and are able to live as independently as possible
- Modernising the council to deliver efficiencies and improve services for our customers

6. What will it cost and how will it affect other services?

Denbighshire Council's contribution to the annual running cost of NWCH is £12,615

7. What consultations have been carried out?

All partners were consulted on the Full Business Case. NWCH is currently commencing engagement with Providers on proposed developments.

8. Chief Finance Officer Statement

This project should help ensure that the Council secures good quality and value for money services. The Council's Medium Term Financial Plan assumes cashable savings can be made this year of £25k which looks to be achievable and £100k next year. Systems should be in place to ensure that both the cashable and non-cashable savings can be quantified to allow budgets to be adjusted where appropriate.

9. What risks are there and is there anything we can do to reduce them?

A risk matrix has been prepared for the Management Board but this has not yet been discussed and signed off.

10. Power to make the Decision

Article 6 of the Council's Constitution

Contact Officer:

Manager, North Wales Commissioning Hub

Tel: 01824 706637



North Wales Commissioning Hub

What are we?

North Wales Commissioning Hub (NWCH) was established in June 2012 as a partnership between the six local authorities in North Wales and Betsi Cadwaladr University Health Board. NWCH is responsible for commissioning (planning and purchasing) a specific range of complex social care, education and health services.

What is 'in scope' for NWCH?

The current scope of NWCH is care home / residential school placements for children/young people and care home services for adults with learning disability, physical impairment or mental health needs.

As opportunities arise we will explore value for money procurement in other services along with the commissioning of alternative service models

What are we doing?

- Developing a common approach to analysing local care and support needs and mapping service provision
- Developing regional/sub-regional commissioning plans in accordance with agreed priorities
- Developing procurement strategies to ensure services deliver value for money; including the development of preferred provider frameworks
- Negotiating with providers to achieve value for money
- Sourcing placements and services through provision of a regional brokerage service
- Commissioning / supporting local teams to commission new services in priority areas
- Developing and implementing a regional quality monitoring framework for in-scope services,
- Providing a single point of access for providers of in scope services
- Applying market intelligence to enable best use of local provision/capacity
- Monitoring trends in demand and market sustainability to anticipate future needs

- Networking with other regions in Wales to ensure that practice and initiatives are in line with best practice and well co-ordinated

Why are we doing it?

NWCH is working with our partners to achieve the following outcomes:

- Better outcomes for people with complex health and social care needs
- Improved quality of service provision
- Improved value for money
- Improved market management
- Balanced relationship with service providers
- Better range of services which promote independence and inclusion to meet needs of people with complex health and social care needs

Who are we?

NWCH team comprises:

- Vicky Poole, Manager
- John Williams, Commissioning and Procurement Officer
- Paul Jones, Quality Monitoring Officer
- Sara Griffiths, Data and Resource Officer

NWCH is hosted by Denbighshire County Council and the team are based at Ty Nant in Prestatyn. Paul and Sara are Welsh speakers.

NWCH is accountable to a Management Board comprising of representatives from the funding partners, chaired by Sally Ellis from Denbighshire Council. It is the Management Board who set the work priorities for the NWCH team.

Who are our stakeholders?

- North Wales Councils: Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire, Wrexham
- Betsi Cadwaladr University Health Board
- Service users and carers
- Service providers

Want to know more?

You can contact us at NWCH@denbighshire.gov.uk or by phone on 01824 706624

Appendix 2

NWCH Work Programme September 12 – April 13

Work Priority	Actions	Who	Timescale
Operationalise NWCH	Complete Recruitment	NWCH team	Oct-12
	Team induction / development	NWCH team	Oct-12
	Develop database of providers	NWCH team	Oct-12
	Development of ICT solution for data management	ICT project team	Dec-12
	Improve data security	NWCH team	Aug-12
	Develop clear processes and procedures for NWCH activities	NWCH team	Nov-12
Performance Management	Further development of Performance Management Framework	NWCH team	Nov-12
	Embed processes for reporting within ICT solution	ICT project team	Dec-12
	Produce regular Performance Management reports	NWCH team	Dec-12
	Develop mechanisms to track savings - cashable and cost avoidance	NWCH team	Sep-12
Commissioning	Development of service specifications for in scope services	Project teams - to be identified	Apr-13
	Take forward children's work stream	Children's project team	
	Scope demand for Challenging behaviour and respite services and develop service spec	Learning Disabilities project team	Dec-12
	Aggregate local information to inform development of commissioning strategies incl from users and carers		
	Develop commissioning strategies and market position statements for in scope services incl market mapping, demand and gap analysis	TBA	Apr-13

	Develop Approved Provider frameworks for in scope services	TBA	Apr-13
	Manage Approved Provider frameworks	NWCH team	Jan 13 ongoing
	Scope potential workload re high cost Dementia placements	NWCH team	Sep-12
	Support co-ordination of repatriation of people from high cost out of region placements	NWCH team / BCU	Nov-12
	Contribute to regional SSSFA commissioning work-stream	Commissioning Programme Board	ongoing
Quality Improvement	Develop regional Quality Monitoring framework	QA project team	Dec-12
	Agree schedule for direct monitoring by NWCH	NWCH team	Oct-12
	Develop systems to enable intelligence gathering		
	Analysis of data and intelligence to inform Quality Monitoring activity	NWCH team	Nov-12
	Consider use of peer review approaches		
Value for Money	Carry out Value For Money (VFM) benchmarking and fee negotiation reviews of MH placements	NWCH team	Dec-12
	Carry out VFM benchmarking and fee negotiation reviews of PSI placements	NWCH team	Dec-12
	Carry out VFM benchmarking and fee negotiation reviews of Children's placements	NWCH team	Dec-12
	Re-visit Learning Disability placements in relation to quality and size of package	NWCH team	Feb-13
	Review and roll out process for individual placement tendering across adult/children's services	NWCH team	Nov-12

	Contribute to regional care fees project (regional benchmark for indirect costs)	Care fees task group	Ongoing
Change Management	Develop and implement engagement strategy	Change management project team	
	* Staff		Nov-12
	* Providers		Nov-12
	* Service users		Jan-13
	Hold formal launch event for NWCH	NWCH Management Board	Dec-12
	Develop briefing materials	NWCH team	Oct-12
	Produce regular bulletin	NWCH team	Ongoing
Other	Develop close working links with other commissioning consortia and allied national work, learning from notable practice	NWCH team	Ongoing

This page is intentionally left blank

Report to: Partnerships Scrutiny Committee

Date of Meeting: 20 December 2012

Report Author: Scrutiny Coordinator

Title: Scrutiny Work Programme

1. What is the report about?

The report presents Partnerships Scrutiny Committee with its draft forward work programme for members' consideration.

2. What is the reason for making this report?

To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

3. What are the recommendations?

That the Committee considers the information provided and approves, revises or amends its forward work programme as it deems appropriate.

4. Report details.

4.1 Article 6 of the Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, whilst the rules of procedure for scrutiny committees are laid out in Part 4 of the Constitution.

4.2 The Constitution of Denbighshire County Council requires scrutiny committees to prepare and keep under review a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.

4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The objective of this approach is to facilitate detailed and effective debate on each topic.

4.4 The Committee is requested to consider its draft work programme for future meetings as detailed in appendix 1 and approve, revise or amend it as it deems appropriate. When deciding on the work programme members are asked to take into consideration:

- issues raised by members of the Committee
- matters referred to it by the Scrutiny Chairs and Vice-Chairs Group

- relevance to the Committee's/Council's/community priorities
 - the Council's Corporate Plan and the Director of Social Services' Annual Report
 - meeting workload
 - timeliness
 - outcomes
 - key issues and information to be included in reports
 - officers and/or lead Cabinet members who should be invited (having regard to whether their attendance is necessary or would add value)
 - questions to be put to officers/lead Cabinet members
- 4.5 When considering future items for inclusion on the forward work programme members may also find it helpful to have regard to the following questions when determining a subject's suitability for inclusion on the work programme:
- what is the issue?
 - who are the stakeholders?
 - what is being looked at elsewhere
 - what does scrutiny need to know? and
 - who may be able to assist?
- 4.6 As mentioned in paragraph 4.2 the Constitution of Denbighshire County Council requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on the Committee's business agenda they have to formally request the Committee to consider receiving a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of suggested topics. No proposal forms have been received for consideration by the Committee at the current meeting.
- 4.7 Cabinet Forward Work Programme
When deciding on their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of future work. For this purpose a copy of the Cabinet's forward work programme is attached at Appendix 2.
- 4.8 Progress on Committee Resolutions
A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 3 to this report.
- 5. Scrutiny Chairs and Vice-Chairs Group**

Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. This Group is scheduled to meet again on 13 December

2012. Consequently, any recommendations or decisions taken by the Group at that meeting, which either directly or indirectly affect Partnerships Scrutiny Committee, will be reported verbally to the Committee on 20 December.

6. How does the decision contribute to the Corporate Priorities?

Effective scrutiny will assist the Council to deliver its corporate priorities in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council in monitoring and reviewing policy issues.

7. What will it cost and how will it affect other services?

Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

8. What consultations have been carried out?

None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

9. What risks are there and is there anything we can do to reduce them?

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

10. Power to make the decision

Article 6.3.7 of the Council's Constitution stipulates that the Council's scrutiny committees must prepare and keep under review a programme for their future work.

Contact Officer:

Scrutiny Coordinator

Tel No: (01824) 712554

Email: dcc_admin@denbighshire.gov.uk

This page is intentionally left blank

Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.

Meeting	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
31 January 2013	1 Regional School Effectiveness and Inclusion Service [Education]	Detail the progress to date with the establishment and running of the RSEIS and the benefits realised to date from its establishment	Evaluation of the effectiveness of the RSEIS to date in delivering economies of scale and specialist support to complement the County's education service. Identification of slippages, risk or future pressures with a view to recommending mitigating action	RSEIS Chief Executive/Karen Evans	June 2012
	2 Independent Sector Social Care Provision and Contract Monitoring	An assessment of the quality and value of independent sector social care provision for service users in Denbighshire	Regular contract monitoring of the quality of service provided will ensure that only services of the highest quality are delivered for local residents. It will also ensure that those providers who do not comply with their contract requirements are supported in order to improve their services or their contracts are terminated to safeguard service users	Anne Hughes-Jones	June 2012
	3 Families First	To evaluate and monitor the successful applicants' progress to date in implementing and delivering their services, the Families First Action Plan and outcome 4 of the BIG Plan	A thorough analysis of the early stages of the projects' delivery will ensure all commissioned projects are progressing satisfactory in line with their tender objectives. It will also ensure a smooth transition and better outcomes for service users	Alan Smith/Jan Juckes-Hughes	July 2012

Meeting	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
4	North Wales Carers Information & Consultation Strategy	To present the proposed regional structure for implementing the Strategy, and monitoring progress against the Strategy, with BCUHB as the lead organisation (the report will include information on the range of specialist support – including helplines – available for carers in the area)	An understanding of how the requirements of the Carers Measure will be implemented across North Wales, and the structure for monitoring progress against the regional Carers Strategy	Phil Gilroy/Carys Williams	November 2012
14 March <i>Possible date for 6 monthly meeting with BCU</i>	1 Local Primary Mental Health Support Services	To monitor the implementation of the new Joint Scheme for the Provision of Local Primary Mental Health Support Services, the Service's effectiveness, usage levels and associated costs	Early identification of any shortcomings with the Scheme, resource or/and financial pressures will assist partners and the Council to mitigate any risks, improve the Scheme and outcomes for users, and potentially reduce the need for secondary mental health services in future	Sally Ellis and BCU	July 2012
2	Regional Collaboration on Economic Development	To monitor the progress achieved with the establishment of a North Wales Economic Ambition Board and the development of an economic ambition strategy for the region	A confident and outward looking region which has a diverse high quality economy which provides a broad range of quality sustainable employment opportunities for residents and improves their lives	Mark Dixon	July 2012
3	Provision of CCTV in Denbighshire	To consider options available and the potential impact of changes to the structure and provision of CCTV in Denbighshire resulting from the identified £100k of savings	(i) Effective delivery of safer communities/town centres/retail areas within constrained budgets; (ii) Improved living environment for citizens and visitors and	Graham Boase / Julian Sandham [CCBC]	June 2012 (deferred July 2012)

Meeting	Item (description / title)	Purpose of report from the CCTV budget.	Expected Outcomes a safer environment which will assist businesses' to invest and flourish	Author	Date Entered
25 April	1 Flood Risk Areas within Denbighshire (follow-up report to the one presented in June 2011) Representative from Natural Resources Wales to be invited	Information on all areas within the County which are at risk from any type of flooding incidents and the plans in place to address the identified risks	Assurances that action has been taken or plans are in place to mitigate the risk of flooding to the identified communities and development of robust contingency plans	Wayne Hope	June 2011 (Transferred from Communities Scrutiny Committee July 2012)
	2 Capacity of the Protection of Vulnerable Adults Unit	To consider the capacity of the structure for Protection of Vulnerable Adults to deal with a potential increase in referrals	Identification of any shortfall/gaps in the Council's capacity to safeguard vulnerable adults and the formulation of recommendations to address any shortfalls and mitigate risks to all concerned	Nerys Tompsett	October 2012
	3 Potential for Collaborative Domiciliary Care provision with respect to rural areas of the county	To outline the pressures encountered in the County's rural areas with respect to the provision of domiciliary care services and the potential for establishing a collaborative domiciliary care service (including services for people with learning disabilities) with other North Wales local authorities	The delivery of better quality services to residents in a more effective and efficient manner	Phil Gilroy/Anne Hughes-Jones	April 2012
June	1 New Work Connections	To monitor progress and	(i) Improved long term	Melanie Evans	July 2012

Meeting	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
September/October	1 Higher Education in North East Wales (For September/October 2013) [Education]	To provide an update of the progress made and recent developments following the Review of Higher Education in North Wales	employment prospects for local residents who acquire new skills and qualifications via the project. This in turn will assist the local economy and reduce poverty, deprivation and dependency on state benefits and council services. (ii) Assurances that grant funding conditions are met will mitigate the risk of financial clawback by VWEFO	Mark Dixon / Professor Michael Scott	September 2012
	2 North East Wales Hub Food Waste Project	To monitor the progress of the project in constructing the facility and working towards full service delivery.	Identification of any slippages or risks with the Project's development and establishment	Jim Espley	September 2012
	3 Community Safety Partnership [Crime and Disorder Scrutiny]	To detail the Partnership's achievement in delivering its 2012/13 action plan and its progress to date in delivering its action plan for 2013/14	Effective monitoring of the CSP's delivery of its action plan for 2012/13 and its progress to date in delivering its plan for 2013/14 will ensure that the CSP delivers the services which the Council and local residents require	Siân Taylor	September 2012

Meeting	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
---------	----------------------------	-------------------	-------------------	--------	--------------

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Challenging Behaviour and its impact on Council services [education]	An analysis of the impact of children's challenging behaviour on the Council's education and social services' functions	Identification of measures, or other Council services, which may assist education and social services to address challenging behaviour and ease budget and resource pressures in the long-term	Leighton Rees/Karen I Evans	March 2011 (transferred from Communities Scrutiny Committee)
(Potential Issue) Standards of care delivered by care agencies contracted by DCC Chair meeting with the Head of Adult Services and the Contract Manager to discuss how this should be taken forward prior to allocation	To scrutinise the standards of care delivered by external care agencies contracted to deliver care on DCC's behalf. Representatives of care agencies to be invited to attend the discussion.	To ensure that all care agencies engaged by the Council to deliver care services to citizens on its behalf deliver services that are of a consistently high standard	Phil Gilroy	November 2012
Update following conclusion of inquiry undertaken by the National Crime Agency in to historic abuse in North Wales Children's' Care Homes	To update the Committee of the outcome of the National Crime Agency (NCA) investigation in to the abuse of children in the care of the former Clwyd County Council, and to determine whether any procedures require revision.	Determination of whether any of the Council's safeguarding policies and procedures need to be revised in light of the NCA's findings	Sally Ellis	November 2012

Future Issues for Joint Scrutiny

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
----------------------------	-------------------	-------------------	--------	--------------

For future years

--	--	--	--	--

Information/Consultation Reports

Information / Consultation	Item (description / title)	Purpose of report	Author	Date Entered

07/12/12 - RhE

Note for officers – Committee Report Deadlines

Meeting	Deadline	Meeting	Deadline
31 January	17 January	14 March	28 February
		25 April	11 April

Partnerships Scrutiny Work Programme.doc

CABINET: FORWARD WORK PROGRAMME

18 DECEMBER 2012	
Welsh Housing Quality Standards	Cllr Hugh Irving / Peter McHugh
Financial Update Report	Cllr Julian Thompson-Hill / Paul McGrady
Construction Procurement Project North Wales	Cllr Julian Thompson-Hill / Nina Ruddle
Highways & Infrastructure Collaboration	Cllr David Smith / Hywyn Williams / Stuart Davies / Danielle Edwards (CCBC)
Gas Servicing – Council Housing Stock	Cllr Hugh Irving / Peter McHugh / Linda Cherryl
Supporting People Strategy Update and Spend Plan	Cllr Bobby Feeley / Sally Ellis / Anne Hughes-Jones
Supported Lodgings and Nightstop	Cllr Bobby Feeley / Gary Major
National Procurement Service	Cllr Julian Thompson-Hill / Paul McGrady
Ocean Plaza Development Rhyl	Cllr Hugh Evans / Peter McHugh
Items from Scrutiny Committees	Scrutiny Coordinator
15 JANUARY 2013	
Financial Update Report	Cllr Julian Thompson-Hill / Paul McGrady
Budget Proposals	Cllr Julian Thompson-Hill / Paul McGrady
Community Fund	Rebecca Maxwell
Communications Strategy	Cllrs Hugh Irving & Hugh Jones / Jamie Groves
Rhyl Front Projects (including Sky Tower)	Cllr Hugh Evans / Tom Booty
Pension Auto-enrolment	Cllr Julian Thompson-Hill / Richard Weigh
Items from Scrutiny Committees	Scrutiny Coordinator
19 FEBRUARY 2013	
Financial Update Report	Cllr Julian Thompson-Hill / Paul McGrady
Cefndy Healthcare: Potential loss of DWP funding and site move	Cllr Bobby Feeley / Phil Gilroy / Deborah Holmes-Langstone
Annual Report on the Housing Revenue Account / Housing Rent Increases	Cllr Hugh Irving / Peter McHugh
BCU response to the consultation on “Healthcare in North Wales is changing”	Cllr Bobby Feeley / Sally Ellis
Items from Scrutiny Committees	Scrutiny Coordinator

19 MARCH 2013	
Financial Update Report	Cllr Julian Thompson-Hill / Paul McGrady
Items from Scrutiny Committees	Scrutiny Coordinator
16 APRIL 2013	
Financial Update Report	Cllr Julian Thompson-Hill / Paul McGrady
Items from Scrutiny Committees	Scrutiny Coordinator
14 MAY 2013	
Financial Update Report	Cllr Julian Thompson-Hill / Paul McGrady
Items from Scrutiny Committees	Scrutiny Coordinator

Updated 07/12/2012

Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
<p>8 November 2012</p>	<p>5. Annual Report on Adult Protection in Denbighshire</p>	<p>RESOLVED – that the Partnerships Scrutiny Committee:-</p> <p>(a) acknowledges the important nature of a corporate approach to the Protection of Vulnerable Adults, the responsibility of the Council to view this as a key priority area, and recognises this alongside the commitment and significance given by Denbighshire to Child Protection.</p> <p>(b) recommends the possibility of providing an adult care line be investigated.</p> <p>(c) agrees that clarification be sought from the Legal Department in respect of extending invitations to private care companies to</p>	<p>See Appendix 1 – information on the support and helplines available to carers will be incorporated into the report on ‘North Wales Carers Information & Consultation Strategy’ scheduled to be presented to the Committee at its meeting on 31 January 2013</p> <p>Head of Adult and Business Services to meet Committee Chair to discuss how to progress</p>

		<p><i>attend Scrutiny Committee meetings.</i></p> <p><i>(d) requests that the Scrutiny Chairs and Vice-Chairs Group consider the viability of making arrangements for Members of the appropriate Scrutiny Committee to visit Community Living Schemes currently operating in the County.</i></p> <p><i>(e) agrees that an update report in respect of the capacity of Adult Protection services to deal with a potential increase in referrals be presented to the Scrutiny Committee in 6 months.</i></p>	<p>this matter. However, at present, Scrutiny can only invite private care companies to attend scrutiny meetings to answer members' questions they cannot compel them to attend. Confirmation is still awaited from the Welsh Government on the identity of 'designated persons' i.e. those organisations who can be compelled to engage with scrutiny under the powers of the Local Government (Wales) Measure 2011</p> <p>Scrutiny Chairs and Vice-Chairs Group will discuss this proposal at its meeting on 13 December 2012</p> <p>See Appendix 1 – report scheduled into the work programme for 25 April 2013</p>
	<p>6. Joint Out of Hours Emergency Duty</p>	<p>RESOLVED – that the Partnerships Scrutiny Committee:-</p> <p><i>(a) receives and notes the contents of the report, and</i></p> <p><i>(b) the emergency telephone number be circulated to Members of the Committee</i></p>	<p>Telephone number circulated to members after the last meeting</p>

	<p>7. Post Pembrokeshire Safeguarding Action Plan</p>	<p>RESOLVED – that the Partnerships Scrutiny Committee:-</p> <ul style="list-style-type: none"> (a) receives and notes the contents of the report and progress in implementing the Safeguarding Action Plan. (b) notes the role and scrutiny function of the LSCB in monitoring safeguarding activity across Conwy and Denbighshire, and (c) requests that copies of the ‘Use of Reasonable Force and Restrictive Physical Intervention’ policy be circulated to Members of the Committee. 	<p>A copy of the policy was circulated to members following the last meeting</p>
--	--	--	--

This page is intentionally left blank