



## Denbighshire County Council

# Interim Strategic Equality Plan 2016-2018

## Final Report March 2018

This document outlines the key projects and activities Denbighshire County Council has delivered on the Interim Strategic Equality Plan for the 2017 – 2018 financial year.

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## Introduction



Cllr Mark Young  
Lead Member for Corporate Standards

As the Lead Member for Corporate Standards within Denbighshire County Council, which includes Equality and Diversity, Safeguarding and Community Safety within my remit, I am pleased to bring you our summary and final report on the Interim Strategic Equality Plan for 2016 – 2018.

From the start of the 2018 - 2019 financial year, we will be reporting upon our commitment and contribution to equality and diversity via our new Corporate Plan. Instead of having separate equality objectives and a separate equality plan, equality will be, and is already, a principle running through all that we do and as such our response to the equality agenda will be embedded in our Corporate Plan. Please [click here](#) to view our Corporate Plan for 2017 – 2022.

Furthermore, Section 19 of Denbighshire County Council's Constitution currently identifies four Champion roles:

- Older People's Champion
- Homelessness Champion
- Carers' Champion
- Learning Disabilities Champion

The Corporate Plan 2017 – 2022 contains specific priorities for young people and housing and homelessness, and actions to support older people and carers within its resilient communities' priority. The re-appointment of member champions undertaking the roles outlined in the role descriptions will assist the Council's aims of supporting these areas and further enhancing our commitment to equality and diversity.

In order to bring you final performance against our **Interim Strategic Equality Plan** (which set out the focus for our activity for the period April 2016 - March 2018) we offer information against the objectives set out in that Plan. [Click here to view the interim plan in full.](#)

Our **four objectives** were:

- 1. Enhance involvement of service users and better use evidence**
- 2. A Fairer and Healthier Denbighshire**
- 3. A Fairer More Prosperous Denbighshire**
- 4. A Denbighshire of Safe Cohesive Communities.**

Our strategy started from the basis of identifying populations which the Council as a public authority impacted upon or could influence. The individuals within these populations have a range of characteristics and may identify with, or feel a belonging with, a range of groups or communities. The Equality Act 2010 sets out a prescribed list of protected characteristics which have traditionally been referred to as Equality Strands. These are:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

The strategy was designed to allow the Council to play its role, as a public authority, in ensuring that individuals within each of these populations did not, nor would they, suffer unequal or unfair treatment on the basis of any of the protected characteristics. It also allowed the Council to co-ordinate steps towards delivery of positive outcomes for people of all protected characteristics, including activities designed to narrow the gap in outcomes between different groups.

Each year we are required to publish our Strategic Equality Plan report by 31 March. These reports are added to our DCC Website: [Click here for link to appropriate page](#) (Equality Monitoring Page).

Each year we are also required, as a local Authority, to publish reports for Welsh Government detailing our commitment and compliance with the Public Sector Equality Duty:

- The Public Sector Equality Duty Report was released in July 2017 ([click here to see this report](#)).
- The Equal Pay Audit (March 2017) was also released in July 2017.

## Summary

Our experience of delivery, feedback from engagement and the intelligence we have gleaned from research has led us to embed the equality principles throughout the Council's functions and services. We believe we need to understand the issues and engage communities and individuals in the development of our services. Our Interim Strategic Equality Plan adopted an approach which equipped the Council to deliver significant progress for all, by reducing current inequalities. Our new Corporate Plan 2017 – 2022 continues to embed the equality principles throughout all our functions and services.

In our approach to mainstreaming equality and diversity information, making it more readily available throughout the County we created Equality and Diversity pages on our Denbighshire County Council (DCC) website; these highlight our commitment to celebrating diversity and promoting equality in everything we do, to improve the quality of life for everyone living, working and visiting Denbighshire ([click here for link to the web pages](#)).

Each school in Denbighshire has been given the tools to undertake, under the Public Sector Equality Duty, their requirements to:

- Prepare and publish equality objectives (once every four years)
- Publish information to demonstrate how they are complying with the PSED (annually).

Schools should set as many objectives appropriate to their size and circumstances. The objectives should fit the school's needs and they should be achievable. Schools do not have to write objectives for each protected characteristic. Schools should be contacted directly for a copy of their equality objectives.

[Click here to link to Education pages](#) on equality and diversity.

Additionally a host of activities have been undertaken in support of our outcomes to fully embrace equality and diversity. Analysis of these activities is given below. Some activities within the Interim Strategic Equality Plan did not progress as well as we would have liked, and we will therefore be ensuring that we monitor these activities more closely to ensure that no gaps in provision are experienced. These are referred to in sections under each Outcome called "Areas for Future Development".

Our robust and modern forums will continue to take forward equality and diversity, embedding these throughout the Council, mindful of the goals and principles set out in the Wellbeing of Future Generations (Wales) Act 2015 (WFGAct). Some of the forums are detailed below:

- Wellbeing Impact Assessment Quality Assurance Group

- Verto User Group (Planning and Performance Officers)
- Performance Scrutiny Committee
- Strategic Planning Team overseeing the annual Strategic Equality Plan until October 2017 when a fully integrated plan for WFGAct was embedded (focus on “A More Equal Wales”).
- The Public Sector Equality Duty Report and the Equal Pay Audit will in future be monitored and agreed by Cabinet; they may offer an insight into workforce gaps in equality and diversity so will continue to be key documentation.
- DCC continues with its membership of the North Wales Public Sector Equality Network (NWPSSEN) – a forum which was initially recommended by the Equalities and Human Rights Commission. The meetings are held bi monthly and Strategic Planning Team Members attend the meetings. NWPSSEN has developed a Regional Equalities Plan which has been filtered down into the Denbighshire Interim Strategic Equality Plan and into the new Corporate Plan.

## Outcome 1: Enhance involvement of service users and better use evidence

### **We said we would implement service user participation developments in social care and community support services.**

- We are working with community support services to develop user groups that can link into our wider participation and engagement activity, with a view to having a sub set of the proposed Citizens' Panel.
- We have various planning groups which have service user and carer representation, for example:
  - ✓ Local Implementation Team
  - ✓ Learning Disability Strategic Planning Group
  - ✓ Carers strategy group
  - ✓ Ageing Well in Denbighshire Group
  - ✓ Ageing Well in Denbighshire Multi Agency and Resident Group.
- We are aiming to set up Forum(s) to engage with citizens who are receiving care and support, or are carers themselves, to work together to improve the experiences of Denbighshire citizens – following up on “Have Your Say” Citizen Survey responses. Interest was invited by end January 2018 (analysis by April 2018).
- Children and adults receiving support and service provision are offered a “what matters” conversation for individual support packages. Feedback from the 2017-18 Community Support Services annual “Have Your Say” citizen survey is as follows:
  - ✓ 80% felt they have been actively involved in decisions about their care and support (320/401) – 85% of adults receiving care & support, 67% of carers receiving support.
  - ✓ 97% were able to communicate in their preferred language. (411/424) – same figure for both adults receiving care & support and carers.
  - ✓ 94% felt that they were treated with dignity and respect (418/424) – 96% of adults receiving care & support, 89% of carers receiving support.
- In order to ensure effective implementation of compliance with the Social Service and Well-being Act (2014), a great deal of work has been done to adopt the new principles of joint responsibility between both the individual citizen and the Local Authority Community Support Services to deliver outcomes that are important to the individual citizen. Staff have participated in training events and workshops and policies and procedures have been revised to reflect this new collaborative practice.

- The key themes emerging from our young people are around education, health, transport, employment, inflation, housing, community safety, environment and renewable energy, and young people's voice. This has contributed directly to the Corporate Plan for 2017-2022.
- In 2016 work began on a Population Assessment, running under the auspices of the North Wales Social Care and Wellbeing Services Improvement Collaborative. The Assessment now pulls together information about people's care and support needs and the support needs of carers in north Wales. It shows how well people's needs are being met and the services we will need to meet them in future. Local authorities in North Wales worked together with Betsi Cadwaladr University Health Board (BCUHB), supported by Public Health Wales, to produce the assessment which is a requirement of the Social Services and Wellbeing Act (2014).

The population assessment has been used to make decisions about the services we need to provide in North Wales to meet people's care and support needs and the support needs of carers. It helps us make decisions about where to use our resources, meet other requirements of the Act and inform the work of the new Regional Partnership Board.

We will use all kinds of evidence to identify what is needed and ask people what they think is important including: people who currently use care and support services; the North Wales Citizen's Panel; and staff who deliver services in the local authorities, health, private and voluntary sectors.

The final report was published online on 1 April 2017 and based on the themes below (some of which fit under equality and diversity) so that people can find the section they are most interested in:

- ✓ Children and young people
- ✓ Older people
- ✓ Health, physical disabilities and sensory impairment
- ✓ Learning disability and autism
- ✓ Mental health
- ✓ Carers
- ✓ Violence against women, domestic abuse and sexual violence
- ✓ Other specific groups: substance misuse; homelessness; veterans; people in the secure estate.

**We said we would capture lessons learned so that best practice can be rolled out to other service areas.**

- We continue to provide equality training for staff via the Respect Booklet. A new online equality e-module, incorporating the Respect Booklet, has been



created and translated. This will be accessible via the NHS Platform for E Learning late Spring 2018.

- In terms of the current position related to personnel within the authority having read the Respect Booklet, numbers can be seen in the table below as at 28 February 2018. These figures do not include school personnel.

#### Respect Booklet

	Not Read	Read	Grand Total	%
Business Improvement & Modernisation	0	88	88	100%
Chief Executive Section	0	1	1	100%
Community Support Services	7	477	484	99%
Corporate Directors	0	3	3	100%
Customers, Communications & Marketing	1	91	92	99%
Education & Children Services	22	257	279	92%
Facilities, Assets & Housing	5	663	668	99%
Finance	0	56	56	100%
Highways & Environmental Services	5	313	318	98%
Legal, HR & Democratic Services	0	83	83	100%
Planning & Public Protection	1	124	125	99%
Denbighshire County Council	41	2156	2197	98%

- We have provided Gypsy, Roma and Traveller Cultural Awareness training to the project team involved in the design and delivery of the Gypsy, Roma and Traveller Accommodation Needs Assessment.
- We have produced a myth buster leaflet to challenge commonly held misconceptions and negative stereotypes that exist around the Gypsy and Traveller culture. This is published on our website and has been shared with the local media and staff. [Click here](#) to view the web pages.
- The Lead Officer for Commercial Leisure sits on the Chief Cultural and Leisure Officers Association (CCLOA) management group on both a regional and national level. The group also has representation from WG, the WLGA and Sport Wales and is a forum for the dissemination of best practice, the sharing of ideas and challenges and to understand the WG agenda.

**We said we would monitor and learn the lessons from successful engagement of service users and citizens in service design and apply these lessons to future service change proposals.**

- We have created a new Public Engagement Officer role in the Council in order to be able to improve the quality and consistency of public engagement in all service areas. The post has been filled and a work programme set out.
- An Older People's Strategy Development Officer is in place whose role it is to liaise with services and agencies, bringing people together to ensure effective partnership working takes place to achieve positive outcomes for older people in Denbighshire. To help achieve this aim an Ageing Well in Denbighshire multi-agency and residents group has been developed, facilitated by the Older People's Strategy Development Officer.
- In terms of transport, we undertake a number of drop-in surgeries specifically for bus passengers, to understand their needs and their concerns. We also undertake a formal and lengthy consultation with the wider community, including bus passengers, prior to any retendering. We last did this in the autumn 2017 before service changes in March. We received a good response from passengers and were able to build in many of their suggestions into the service design.
- We have worked with North Wales Policy Officers within Community Support Services to develop Policies relating to:
  - ✓ Advocacy – to ensure all citizens have a voice
  - ✓ Assessment & Eligibility for managed care & support
  - ✓ Direct Payments – incorporating the principle of empowerment.
- The Housing Community Development service has significantly expanded activities in communities and some real successes have experienced through getting closer to communities and working together to create great places to live. We have been able to revitalise community involvement in key housing areas. There are strong community groups developing in these areas which will enable these communities to be more self-resilient in the future.
- Locally focussed Neighbourhood plans have been developed to capture and inform local needs. In addition a wider Community Development and Engagement strategy has been developed to outline the priorities for the service and in inform our work in our communities. The work plan will be informed by needs and demand in our communities which will target services and those of our partners based on a wide range of data and information to ensure we provide services based on evidence of what is needed in each locality. This will be key in driving efficiency and effectiveness to ensure that cross working across Housing, the Youth Service and the new Community

Development Officer role in developing co-ordination of all partners work in our neighbourhoods.

- Community Development Coordinators have been working with residents and community groups to expand the use of our network of resource / community centres. We are working to make these centres vibrant hubs for communities and will be key to providing a wide range of activities to develop capacity within communities and create opportunities to reduce social isolation. Whether part of a retirement complex or part of a wider estate we want activities to bring communities together in addition to benefits of engaging with digital financial pressures.
- Housing's current programme of area improvements is in response to feedback of previous surveys around parking areas in St Asaph which has led to a significant investment to improve the situation.
- A significant amount of work has been achieved with DTARF (Denbighshire Tenants and Residents Federation) which is the overarching tenant's group federation to ensure that the group operates at the appropriate level and represents all our residents.
- We are currently developing the look and feel of the Housing website to make it easier and quicker for customers to use a digital approach to access our services. This will include having greater access to information such as rent balances through the implementation of the new 'Open Housing' IT system. This modernisation also supports the Council's wider modernisation plans to further develop One Stop Shops and digital access to manage the projected increase in rental transactions in forthcoming years.
- Within Leisure Services, service uses customer feedback (feedback forms and customer forums) helps us to inform improvements and future investment. Such feedback is discussed at our performance meetings and used to make improvements where possible. The Nova Centre (Prestatyn) has recently undergone a full access audit and using lessons learnt from other sites are making reasonable adjustments and improvements to access to meet the needs of users.
- All the work being undertaken on County Conversation, working towards the aspirations of our County residents and visitors and our new Corporate and Wellbeing Plans, has involved contact with groups from protected characteristics to inform new iterations of plans.
- We have reviewed the DCC Engagement Strategy and Toolkit to incorporate the Children and Young People engagement strategy. An Engagement Champions Group has now been established with agreed Terms of Reference and Action Plan. Consultation with groups with protected characteristics has been undertaken.

**We said we would encourage and support participation in our democratic structures and seek to improve the balance of protected characteristics represented in our structures.**

- We developed a promotional campaign to encourage people to become school governors including specific aims of increasing diversity.
- The Equality and Human Rights Commission report “Is Wales Fairer?” included an evidence-based challenge that indicated a need to “Increase access to justice and encourage democratic participation”.

Discussions have taken place with the Wales Data Unit to obtain a breakdown of the 2017 Elections for Members (Denbighshire, Regional and National) in terms of the make-up of those Members in relation to protected characteristics. The data related to this may not be available until end of April and won't be available County by County, only pan Wales.

**We said we would develop a new approach to impact assessment and to engagement and consultation that will increase participation, from across the protected groups, in these processes.**

- Our Wellbeing Impact Assessments, launched in September 2016, is our on line integrated impact assessment and incorporates equality impact assessment, as well as guidance on engagement with all communities. These Assessments (WIAs) are designed to assess the likely impact of ideas, policies, reports or projects on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world. WIAs support us to consider the impact of our proposals on people who share protected characteristics, the Welsh language, biodiversity, health, community cohesion, economic development, and so on. The approach has been designed to support the development of our thinking and to consider ways to enhance the contribution our proposals could make to the well-being of future generations.
- Wellbeing Impact Assessments continue to be embedded in committee processes and project management methodology and 100% of proposals presented to Cabinet or Council have been impact assessed.

**We said we would ensure that the latest research is provided to decision makers including relevant sections of Is Britain Fairer? And Is Wales Fairer? as well as other relevant research and intelligence from academics, public bodies and groups representing those who share particular protected characteristics.**

- An Assessment of Local Wellbeing website has been launched; this Well-being Assessment seeks to capture the strengths and assets of its people and communities. It also seeks to describe the challenges and opportunities faced

both now and in the future. The Well-being Assessment has been informed by data, national and local research and most importantly feedback provided to us from residents, visitors and businesses. [Click here](#) to access the website.

- The number of Freedom of Information Requests has totalled 31 for the first three quarters of the financial year in relation to equality and diversity. All have been dealt with in the correct time frames. These FOIs have been received corporately and encompassed requests regarding, for example, wheelchair access to vehicles and taxis, apprenticeships, spend on children's disability equipment for those with special educational needs, supported living provision, equal pay claims, older people's care, domestic violence, modern slavery, prayers before Council meetings, Romanian community rights and rights of Asylum seekers.

#### **Areas for Future Development:**

- The average number of days taken to deliver a Disabled Facilities Grant (DFG) adaptation averaged 133 days, (Best in Wales for 2015-16) and 142 days in 2016-17. Despite the decline of 9 days, Denbighshire remained in the top quartile for performance - ranking 2nd in Wales.
- Work on relocating Rhyl Register Office from Marsh Road, to Rhyl Town Hall, in order to provide much improved facilities and access, has experienced some minor setbacks and delays. However, plans are now progressing well and a draft programme of works has been developed, with an adjusted anticipated contract completion date of April - May 2018.
- There is currently no data available as to the number of schools in Denbighshire which have a Strategic Equality Plan available. Education and Children's Services have recently introduced a new School review system which will enable schools to undertake self-audits of their school strategic equality plans. The Service will be able to review these to help identify any specific areas of support that maybe required. This will be an ongoing process. In the meantime, schools can be contacted directly to obtain a copy of their Strategic Equality Plan, as stated in our Summary above.

## Outcome 2: A Fairer and Healthier Denbighshire

**We said we would improve access and involvement in preventative and care services will be developed through the continuing implementation of the Social Services and Wellbeing Act 2014.**

- During the last quarter of 2016 -17 Education and Children's Services successfully bid for money from the Integrated Care Fund to commission a consultant to carry out engagement with families and service providers to identify levels of interest and promote the creation of social enterprises specifically to grow services within the community to provide out of school provision for children with additional needs.

The work was completed by the end of March 2017 with a core group of parents & carers coming together, but the project was unable to formally constitute a social enterprise within the proposed timescale. The independent consultants provided the following resources as a toolkit for establishing social enterprises:

- Holiday Activities Social Enterprise Business Plan
- "Steps to Social Enterprise" guide
- Consultation Report
- Consultation Master Database
- Directory of Services & pre-existing holiday activities.

Links with partners, stakeholders & communities were strengthened through the consultation & engagement process, especially with parents/carers.

- The winners have been announced for the National Campaign for the Arts' (NCA) Hearts for the Arts Awards 2018. The awards celebrate the work of Councils, Councillors and Council Officers who have overcome financial challenges to ensure the arts stay at the centre of community life. 'Lost in Art' by Denbighshire County Council has been named Best Local Authority Arts Project Encouraging Community Cohesion. Lost in Art is a visual arts project for people living with dementia and their carers. The aim of the project is to explore the role of visual arts in addressing issues that can affect people with dementia, including social isolation, confidence, communication and quality of life. The project was developed with the support of the Arts Council of Wales and the Dementia Services Development Centre at Bangor University and its Dementia and Imagination research project. There are two groups running in Denbighshire at present one in Rhyl and the other at the Ruthin Craft Centre

The Bangor University led Dementia and Imagination research project has led Lost in Art to be mentioned in the All-party parliamentary group's inquiry to

Arts, Health and Wellbeing – “Creative Health: Arts for Health and Wellbeing” published in July 2017.

- The Active Young People and Community Sport Team set out plans and activities based on the School Sport Survey, which is the biggest bi-annual survey of young people regarding school and community sport. The team are currently preparing plans for the next survey which will take place in April 2018. Structure of activities, style of delivery and opportunities for volunteering, refereeing and coaching are covered as well as the types of activities they like to play. This has helped these teams target ‘inequality’ groups which have been identified as less likely to take part in sport, such as women and girls, people with a disability, people from areas of deprivation and Black and Minority Ethnic (BME) groups. Denbighshire Leisure now has a substantial and varied offer for these groups. The Active Young People Team has also launched a programme called “US Girls Leadership” this year, to encourage more girls to volunteer and become young leaders.
- The Holiday provision programme for disabled children, which is led on by the Disability Sport Officer and officers from Education and Children’s Services uses feedback from the children, parents and staff to ensure that the needs of the young people are taken into account.
- The Community Wellbeing Team continues to work with colleagues in Education and Children’s Services regarding provision for disabled young people. The assessment of summer activity 2017 has led to keeping this work as a priority and development of joint working
- Disability Sport Wales (Disability Sport) and Public Health Wales (Emotional Health) aims to work as ‘one public sector’ bringing the skills, assets and resources from the Community Wellbeing Team to play its role within the broader public sector and its engagement with people in Denbighshire communities.
- The Lead Officer for the Community Wellbeing Team takes an active role with the National Principal Youth Officer Group in developing and influencing the Welsh Government proposed National Youth Work Strategy update from 2018 onwards. This has led to Welsh Government accepting they need to develop their ideas further ahead of any proposals being made.
- The Youth Service has developed good Welsh language youth work arrangements in partnership with the Urdd. A Welsh language reference group was established in September 2017, leading with the Urdd on Welsh medium provision. Outcomes are expected to be known in Summer 2018.
- In September 2017 a new Community Sport Activator was appointed. This is a post jointly funded by Community Wellbeing and Community Housing. The

aim of this post is to deliver activities to housing tenants, older people and to develop the rural offer.

- Staff from Denbighshire County Council's Strategic Leisure team were recently awarded the 'Insport' Development Bronze Award by a panel of leading sport professionals. The Insport Development programme is part of the broader insport project, which aims to support the physical activity, sport, and leisure sectors delivering inclusively of disabled people. The programme consists of 4 incremental standards (Ribbon, Bronze, Silver and Gold), against which a series of aims have been identified. As part of the presentation information was provided on the delivery of activities, workforce development and facilities amongst other things. The team will now be working towards the Silver award.
- In partnership with Young Ambassadors Cymru, Sport Wales and Youth Sport Trust, the Young Ambassador programme continues to develop with Denbighshire leading the way in relation to how many Young Ambassadors we now have, having almost doubled the amount of Bronze Young Ambassadors we have in our primary schools in the last 2 years. The Gold Young Ambassadors meet monthly and lead on 5x60 clubs and events such as the Young Ambassadors Conference, competitions, festivals, and county wide areas of work.
- Community Arts work with countryside Services to support them to engage with hard to reach groups. The Youth Service is supported to work with home educated young people for example.
- In partnership with Education and Children's Services, further funding was provided for Disability Sport and Family Information Service to engage with community groups, sport clubs, education and registered childcare providers to provide an inclusion toolkit for settings to deliver more inclusively. Funding of up to £1,000 is also available to the settings through completing self-assessment part of toolkit. This allows groups to become more inclusive for people with disabilities and for partners to engage in this important activity.
- Community Chest grants were awarded to 50 local groups which helped them develop their services. This directly contributes to Denbighshire's Leisure Strategy enabling voluntary groups to contribute to the overall health and wellbeing of their communities through sport and leisure activity.
- Funding received from North Wales Police to deliver Arson Reduction activities in collaboration with the Fire Service to address antisocial behaviour including Arson Reduction and Substance Misuse sessions led by Choose Life Charity.
- Denbighshire had the highest response level across Wales in the last School Sports Survey. Comparing 2013 with 2015, the survey shows an additional 753 pupils were 'hooked on sport' (an increase of 13%), confidence levels



improved in an additional 348 pupils (an increase of 10%) and an additional 521 pupils considered that activity they took part in contributed to a healthier lifestyle (an increase of 9%). The next survey will start in April 2018.

**We said we would focus on improving support to those receiving care by involving them in the choices that affect the services they receive and ensuring abuse and neglect are prevented.**

- The Council has been working to respond to the requirements of the Social Service and Well-being Act through its programme to modernise the way social services deliver. This work places greater emphasis on the outcomes of individuals, including outcome-focussed conversations. Training has been rolled out to staff and we will continue to develop this practice in 2018 - 19.
- Community Support Services continues to utilise a process of involving people who use services in the recruitment of front facing and management staff, where practical.

**We said we would support all protected groups to adopt healthy lifestyles including through the provision of specialised activities targeted at particular protected groups.**

- We have worked with partners to ensure universal leisure provision is inclusive.
- The number of older people (60+) participating in physical activity and wellbeing opportunities delivered or commissioned through our Leisure Centres totalled 16,050 for the period October – December 2017.
- The varied works programme for the Facilities, Assets & Housing department meets and supports cross cutting themes for the Council to meeting need, promoting healthy food diet for our schoolchildren via our School Catering Service. The works programmes across the department's four teams is very much 'customer focused and driven by our customers' needs'.
- A week-long series of events was held in September 2017 across Denbighshire to celebrate older people, in the run-up to International Day of Older Persons (1 October).

The events were arranged by the Ageing Well in Denbighshire Multi Agency and Resident Group to showcase what support is available. This Partnership includes Denbighshire County Council, Age Connect, Alzheimer's Society, British Red Cross, Care & Repair, Care Forum Wales, Citizens' Advice Denbighshire, NEWCIS and the NHS and many more. Events included sessions of the Lost in Art project, social events, arts and textiles a 'culture club' for arts and dance and Talking Points sessions for people to get advice and information on well-being issues.

**We said we would work with the health board to assess care and support needs (and carer support needs) of the population**

- Please see Outcome 1 above regarding Population Assessment by North Wales Social Care and Wellbeing Services Improvement Collaborative.
- The Single Point of Access (SPoA) operates to support citizens and professionals of Denbighshire. Services are delivered in partnership between BCUHB and DCC. Health and Social Care services have a duty to provide /arrange preventative services in its area of need for care and support and consider what could be done to meet those needs. It is impossible for everyone to know about all the services available to support people's health and well-being in Denbighshire. The SPoA can provide information, advice and assistance about the services available to ensure that citizen's needs are met appropriately. SPoA helps people to become better informed, more independent and self-caring; it aims to ensure positive health, care and well-being outcomes for individuals. The SPoA can discuss the different services available in your community and provide you with useful information about these services.

**We said we would assess care needs and the needs of carers through a new approach that focusses on what matters to the service user.**

- We provided more Telecare equipment to citizens - figures have increased from 395 in 2012, to 1,704 in 2016-17. 2017-18 are not yet available. This means more people are using technology to contact the Council in the event of an emergency and it enables people to live safely in their homes.

**We said we would provide a bi-lingual information, advice and assistance service.**

- We have recruited Welsh Language Champions throughout the authority who champion and monitor our Welsh language standards, promoting best practice and identifying any non-compliance within their own services.
- We have created a new post for a corporate Welsh Language Officer to help promote the use of the Welsh Language, encourage best practice and compliance with the Welsh Language Standards.
- We work with Partners to help to improve the provision of services in the Welsh Language in Denbighshire through a Welsh Language Forum.
- We have created a Welsh Language members group.
- We have an annual meeting with the Welsh Language Commissioner to test and adjust our approach.

- We continue to monitor the percentage of people reporting they were able to communicate in their preferred language. Currently service users for Community Support Services report 97% response in terms of being able to communicate in their preferred language.
- All libraries and one stop shops continue to offer bilingual information, advice and assistance.
- Services continue to use translation and interpreting facilities to communicate in languages other than English and Welsh within the Council are encouraged to use "thebigword". Services wishing to use facilities to support people living with hearing impairments are encouraged to use Action for Hearing Loss. These arrangements formed part of our Strategic Equality Plan monitoring and performance work to ensure we offer equality and diversity throughout our Council.
- Within Facilities, Assets & Housing annual policy reviews are carried out to ensure they are up to date with legislative requirements, this includes close monitoring of the Welsh Language Standards Action Plan for the service and ensuring actions are progressed.
- The development of a dedicated customers contact centre for housing which will integrate with the repairs help desk includes staff recruited who are fluent in Welsh and English.
- Schools Catering branding, menus and healthy food notices are displayed in Welsh in all of our School dining rooms, and also within our Commercial catering premises; Café R in Ruthin Craft Centre.
- Following the successful implementation of online booking through the Denbighshire Leisure website, the service will be progressing online joining for members in 2018 which will be a new system we will be developing with our software provider and could be used as the pilot for other Welsh authorities.
- In Leisure Work has been undertaken with Technogym to embed the Welsh language into the screens customers use to access our fitness equipment.
- The Youth Service continues joint work with the Urdd to promote the Welsh Language and culture activity with young people (the award winning 'Welsh is a Winner' project). A new Welsh Language Reference group for Youth Work has been established and job descriptions updated in order to enable Welsh speakers to be recruited and then trained in youth work
- There is support for childcare settings through the Out of School Hours Grant to enhance communication with Welsh speaking children who attend their provision.

- The Active Young People team have two first language Welsh speakers, and 2 Gold Young Ambassadors who are Welsh speakers. Awards, qualifications and presentations are all offered and available through the medium of Welsh.
- The Community Art service use Welsh language artists to deliver workshops especially in Lost in Art and the programme of arts activity at Capel y Waun day care facility. Also, Camau Bach – an early years music project delivered in partnership with Menter Iaith and Canolfan Gerdd William Mathias to support engagement at the HWB, Denbigh and the Oaktree Centre, Rhyl. We also support Menter Iaith to deliver several music and art sessions for young people through the medium of Welsh.
- A new School branding programme is due to commence in 2018, which will display stronger Welsh language standards.

**We said we would promote social enterprises and co-operatives which involve people who need care and support. Examples of our work includes:**

- Taskforce, based in Ruthin, continues to provide work opportunities to adults with learning disabilities.
- Popty Catering continues to provide work opportunities to adults with learning disabilities. There is a contract with Popty to visit DCC offices selling sandwiches / refreshments.
- Meifod Wood Products' core business is the manufacture of high quality wooden outdoor furniture. They are used in a wide range of outdoor locations, including domestic gardens, pubs, care homes, schools to name but a few. Meifod is a Denbighshire County Council business creating employment for adults with learning disabilities.
- Cefndy Healthcare and Manufacturing, in partnership with DCC, supplies aids to daily living and creates meaningful employment for disabled members of the community.
- The Woodland Skills Project continues to be supported by DCC, providing a range of woodland based activities two days a week, especially for people living with complex disabilities.

**We said we would improve protection and referral procedures for adults in need of safeguarding.**

- We have publicised the names of all service safeguarding representatives in our office buildings and on our intranet.

- We have printed and distributed “Safeguarding Awareness – Children and Adults at risk” marketing materials including a leaflet, video for staff and an e-learning module.
- We have strengthened safeguarding teams with additional resource. The performance measures around Adult Protection are currently under review with Welsh Government.
- A new strategy for mental health services in North Wales is in the final stages of development and approval. That strategy is known as Together for Mental Health in North Wales, and it sets out a wide range of principles and actions, to be taken forward over the 3-5 years up to 2022.

It has been agreed by the Together for Mental Health Partnership Board that the approach to implementation should be as bottom-up as possible, and be rooted in the various communities across North Wales – with the default being local, rather than regional implementation structures.

There are 3 across North Wales: Conwy and Denbighshire, Gwynedd and Môn, and Wrexham and Flintshire.

- It is important that we enable people to feel safe, as the perception of safety is often as important to an individual as safety itself. As part of our current satisfaction surveys of adult citizens, we ask whether they feel safe. The proportion of adult citizens responding positively to this question during 2016-2017 was 92% (401 out of 437). This is down slightly from 95% (396 out of 416) the previous year. It was noted that many responses highlight a fear of falling as the problem, which has been fed back to Welsh Government. We will continue to operate a Falls Prevention Service within Denbighshire.
- Safeguarding is a key theme throughout the Facilities, Assets & Housing service. The Service’s Safeguarding Group plans, implements and reviews progress not simply in terms of safer recruitment which has shown good improvement in the diverse services within FAH, but also in terms of provision. The group monitor and control safeguarding of groups using leisure facilities. Feedback and best practice is shared within the group for consistency and also directly fed into the Corporate Safeguarding Panel which includes raising case studies of ‘softer’ safeguarding issues before the ‘protection’ stages. The monitoring that FAH carry out on safer recruitment has been highlighted as an area of good practice in the Corporate safeguarding group. The group continues to monitor and evaluate progress made in improving safeguarding practice across FAH.
- Safeguarding Awareness E Learning - brand new safeguarding training that is being rolled out across the county. The training has been produced via our e-learning modules. Safeguarding is everyone’s business and we all have a role

to play in reporting any concerns we may have about vulnerable people living in our communities.

**We said we would ensure people can access advocacy services.**

- We continue to deliver an information, advice and assistance service that conforms to the Social Services and Wellbeing Act. The Children and Families Support Gateway is delivering an information, advice and assistance service within Education and Children's Services which complies with Part 2 of the Social Services and Wellbeing Act. However the aspiration of the Act is to deliver a single integrated experience for citizens requiring information, advice or assistance. In conjunction with the Family Information Service, Community Support Service and Customers, Communications and Marketing Services we are reviewing our compliance with the National Advice Network standards. This work is ongoing from 2015 -16.
- We mentioned previously, we continue to develop our Talking Points - an information, advice and assistance service at the heart of the community. Talking Points are an opportunity for the citizens of Denbighshire to meet with health, social care and third sector staff in their own community in a convenient, appropriate and welcoming venue such as a local library, and to talk with them about the well-being outcomes they desire for themselves or others.
- Children and Adult services commission Advocacy Services. Adult services has recently assessed current advocacy arrangements using a tool called the Golden Thread, a self- assessment tool for commissioners. The purpose of the tool is to bench mark where we are at in relation to implementing the Social Services and Wellbeing Act code of practice for Advocacy. We are acting on the findings.

**We said we would ensure safety, dignity and empowerment for those receiving care services.**

- We continue to monitor the percentage of people reporting they were treated with dignity and respect. Currently citizens interacting with Community Support Services report 94% response in terms of being treated with dignity and respect – 96% for adults receiving care and support, and 89% for carers.

**We said we would promote healthy lifestyles choices for all and provides the necessary access arrangements to support these choices.**

- The Council's Facilities, Assets and Housing Service has worked in partnership with Sport Wales, Betsi Cadwaladr University Health Board, Public Health Wales, the National Exercise Referral Programme and Duke of Edinburgh Outdoor Activities to deliver a range of active leisure opportunities specifically targeted at older, disabled, and younger people. These have included free swimming

for under 16 year olds during school holidays and free swimming for over 60's throughout the year.

- Catering Team involvement with the School Holiday Enrichment Programme (SHEP) over the past two years has been a great success, with the initial project in 2016 involving just 4 schools, this was increased in 2017 to include 8 schools with a further increase in 2018 to 16 schools. This project involves close work with the Schools themselves, local community organisations and our Community Wellbeing department.
- We promote all projects and initiatives undertaken by Countryside services through press, public relations, social media and video. Countryside Services has produced webpages promoting our accessible Denbighshire. [Please click here to see pages](#). Ideas for activities, healthy lifestyle choices and guidance on area maps are available.
- We have been working with landowners to replace stiles on public paths with hand and kissing gates to help ease access for users with mobility issues. Although the paths may still have natural obstacles that impact on their movement, it is generally felt ageing populations mobility in the countryside can be reduced where they cross stiles the farmers are intended to provide and maintain. With the landowners agreement we are looking to remove stiles and replace with hand or kissing gates. We are not targeting specific routes but are replacing them as resources allow where the opportunity arises. There is an ongoing project to replace all the stiles along the River Clwyd bank from Ruthin to Bodfari, with much of the middle section now completed. This work has only been possible due to grant funding from the Welsh Government that ends this year. We will look for other funding to assist this programme and ensure the Rights of Way Improvement Plan continues to recognise and support our work to improve access for users who may find existing routes difficult to access.
- Equality of access in the wider countryside can be a challenge but where conditions are reasonable for accessibility for all, provision is made. A number of the Community Miles routes developed this year have replaced stiles with gates on Public Rights of Way (which will facilitate easier access as much as possible). The Llandegla Community Miles route has been published, which is number 13 in the series.
- The Out and About event programme includes a broad range of countryside activities, with 4,030 people engaged in the programme during 2017.
- The Accessible Denbighshire area on Denbighshire Countryside's website highlights the most accessible routes across the County. Most of our Countryside Sites are consistently being improved to be more accessible by surfacing paths or removal of steps and other structures, for example the three and a half miles of the Prestatyn-Dyserth Way can be enjoyed due to its

all-weather tarmac surface. The Countryside Service Team secured £20,000 in grant aid to fund footpath improvements at Loggerheads Country Park in 2017 -18. The work has established an accessible path between Loggerheads Visitor Centre and Devil's Gorge, which will link to the Loggerheads Trumper Programme.

- An all-terrain Trumper / mobility scooter has been purchased by the Countryside Service team for the public to use at Loggerheads Country Park. The scooter will be available through a pre bookable service and will be introduced over the next six months. The aim of the project is to enable people with mobility problems to join their friends and family on days out in the Park.
- The Walking the Way to Health scheme has been delivering health and wellbeing benefits for over 15 years. Designed to encourage individuals to exercise regularly through walking as part of a social group, it has proved very successful. The benefits from walking for physical and mental wellbeing, reducing social isolation and community cohesion are well documented, and this initiative delivers directly on the goals for the Wellbeing of Future Generations Act. A coordinator organises and motivates around 10 groups, with 30+ volunteer walk leaders, delivering around 20 weekly walks. This results in over 10,000+ participations every year.
- The Rhyl Communities First Walking Group participated in a joint project between Denbighshire Countryside and Art Services, which included a guided walk around Loggerheads Country Park and working with an artist to create a Mosaic that celebrates the special features of the Park.
- The Denbigh Men's Shed group participated in a photography exhibition featuring the landscape around Llangollen and the Alyn Valley. The project improved people's health and well-being through encouraging people to visit new places, but also made images of these spectacular landscapes accessible to all.
- Ysgol Llywelyn have become the third school in Denbighshire to receive an award for their effort in getting their pupils travelling actively to school. They received the Silver School Mark Award on February 8 as a result of getting over 15% more students walking and cycling to and from school. An active school run has so many benefits for young people and schools, from increasing the pupils' levels of physical activity, helping to promote students' physical and mental health and wellbeing, reducing the number of cars at the school gates and creating a better environment for the whole school community.
- Service users within Countryside and Heritage Services are actively engaged in service improvement through our volunteer programmes, which include physical improvements at sites, and also helping others to understand and



enjoy the area through guiding walks. Participants include people from across the whole age spectrum. 140 volunteer activities are provided every year by the Countryside Service department, in addition to specific weekly volunteering opportunities for individuals with additional needs and their carer. Comments boxes are available for users to provide feedback about their experiences at our busiest sites, such as Loggerheads Country Park and occasional outdoor surveys are completed, enabling people to provide suggestions for improvements.

- Denbighshire Countryside Service has recently become responsible for the management of the allotments for the authority as a whole, providing opportunities to improve people's health and well-being through outdoor activity, growing nutritional food and socialising with others. The Service is currently reviewing the allotments and rationalising plots to increase provision where possible. Rhyl and Prestatyn allotments include raised beds, making them accessible to more people. A programme of improvements is currently underway to increase the number of raised beds at other sites.
- Weekly gardening activities are held at the Corwen Community Garden and are supported by the South Countryside Service Team, these provide the opportunity for people to learn new skills, meet new people and take a share of the produce home. The project also makes a positive contribution to the landscape setting of the car park area in Corwen.
- Two Young Ranger schemes are supported by Denbighshire Countryside Service, one based at Loggerheads Country Park and the other at Llangollen. Both groups provide opportunities for Young People to become involved in countryside management skills and have between 15 – 20 regular attendees. Activities over the past twelve months include, wild bee surveys, abseiling, building dormice boxes, little tern visits, hedge planting, woodland coppicing, looking for reptiles, moorland management and craft.
- Ysgol Carreg Emlyn achieved a top award for health and wellbeing. Ysgol Carreg Emlyn has received the National Quality Award, the highest award a school can obtain through the Welsh Network of Healthy School Schemes. In order to achieve the award, the school demonstrated the highest standard in indicators across seven health topics, including mental and emotional health, wellbeing and relationships, environment, and safety.

#### **Areas for Future Development:**

- Following the successful implementation of online booking through the Denbighshire Leisure website, the service will be progressing online joining for members in 2018 which will be a new system we will be developing with our software provider and could be used as the pilot for other Welsh authorities.

- Denbighshire Countryside Service are looking at the feasibility of extending the access for all path at Rhyl Cut.
- Funding applications are currently being submitted to improve the accessibility of the picnic areas at Rhuddlan Nature Reserve.
- We said we would increase the number of people receiving direct payments and similar arrangements to enable citizens' greater involvement in managing their own care, if that is their preference. Much work has been undertaken to develop the Support Budget offer and to ensure staff are fully aware of the opportunity for flexibility and creativity.
- The recent trend for year on year decreasing numbers of Support Budgets for adult social care is now expected to change and we will continue to monitor closely. Information is as follows:
  - ✓ 2015/2016 the figure was 140
  - ✓ 2016/2017 the figure was 106
  - ✓ Between 01/04/2017 & 31/12/2017 (3 quarters of a year) the figure was 112.

## Outcome 3: A Fairer More Prosperous Denbighshire

**We said we would ensure that a fair and prosperous Denbighshire will be one where income inequality between different groups is reduced. We said we would ensure that a fair and prosperous Denbighshire will be one where people from all backgrounds are supported to take advantage of entrepreneurial and employment opportunities and, where the education and training that underpins participation in a prosperous economy can be delivered in a way and in an environment that allows people from all backgrounds and with the full range of protected characteristics to flourish.**

- The Youth Service work with Schools, Careers and Education in order to progress joint work to support young people at risk of becoming NEET (young people aged 16-24 Not in Education, Employment or Training). A Youth Panel (Engagement Officer, Careers and Youth Service) meets regularly and is the forum to consider the progression needs of all young people at risk of becoming NEET and to develop best responses to support Young People. In order to speed up responses and referrals, the membership of the Youth Panel has been expanded to include representatives from other services and agencies, e.g. Department of Work and Pensions / Team Around the Family/ ADTRAC / Housing etc. Cases are reviewed at each meeting and 2017-18 dates have already been agreed.
- As part of Denbighshire work to deliver its Economic and Community Ambition Strategy, the 14-19 team are also managing and delivering on the 'Ready for Work' project. The aim is to provide schools and students with additional expertise and support from businesses and mentoring support from alumni and public service employees to enrich the current Careers and World of Work activities undertaken in schools. The intention is that the project will be embedded within the Welsh Baccalaureate going forward to ensure the sustainability of the initiative. The Ready for Work project is a significant investment by the local authority and is one of the priorities set out in the Corporate Plan for 2017 -2022, meeting the needs of Young People.

There are a number of strands to the Ready for Work initiative which, for successful delivery, will draw upon the mutual support and co-operation of schools, the LA, governors, elected members, public service mentors and students, local employers and other partners. The strands include:

- ✓ Establishment of a business register
- ✓ Extending the Careers Wales Business Class initiative
- ✓ Establishment of an 'alumni community' in each school
- ✓ Mentoring scheme for students
- ✓ Delivery as part of the core curriculum
- ✓ Support and guidance for school governors
- ✓ Engagement with elected members

- ✓ Collaborative bilingual careers evenings
- We have provided over 50 extended and supported work placements for the Year 11 cohort from September 2017. All placements are monitored by TRAC or Learning Support Mentors. We are looking to Denbighshire County Council providing more placements in vocational areas.
- We have also developed an Employability Skills Pathway in the Land Based sector that comprises a skills based course at Coleg Cambria, Llysfasi, and an extended land based work placement. The 14-19 Team funds the vetting of all placements through Dream Safety, a Denbigh company.
- In terms of Careers advice and support, we enjoy an excellent working relationship with Careers Wales and all schools and pupils have free access to their website which gives up to date information and data relating to Labour Market Information and trends, availability of apprenticeships and jobs in the region, careers advice etc. All our secondary schools are also in a pilot programme for the Careers Wales Education Business Exchange which will provide schools with a database of local employers and businesses who are prepared to have pupils on school visits, offer work experience and support with mock interviews and careers events etc.
- We launched the SEREN Project last year targeting extra support for our highest attaining students. This year there are 255 Year 12 and 13 students from Conwy and Denbighshire who are enrolled in the Conwy and Denbighshire SEREN Hub. It is too early to evaluate the impact of the SEREN project as yet in terms of numbers of students offered and accepting Higher Education places at the most prestigious universities but evaluations by students are extremely positive and there are already indications that applications to Russell Group universities have increased this year. The Conwy & Denbighshire Hub has developed a thriving enrichment programme, the flagship of which is the Medical Sciences programme which is delivered by highly motivational consultants and doctors at Glan Clwyd Hospital.
- Both Leisure and Youth Service deliver provision that contributes to a wide range areas that could increase pressures on the public sector specifically and the economy generally. Community Wellbeing recognises the valuable contribution that is made through community based interventions and that they contribute to a wide range of issues such as limiting the growth of obesity through active lifestyles, engaging young people into programmes that support lifelong learning and reducing the risk of becoming NEET.
- The Young Ambassador Scheme (as previously mentioned) and Young Leader courses provide valuable life skills for the next generation and volunteer opportunities in Youth work and sport. The Youth Service and Active Young People Team continues to invest in volunteers developing their skills and knowledge to enhance the youth work & sporting offer and support

continuous professional development through training opportunities such as level 2 and 3 Youth Work and the Sports Leaders Level 2. These opportunities have provided individuals with experience to gain paid employment. Many of these volunteers now work within our holiday programmes, and one has just gained employment with us a Community Sport Activator. She went through our Young Ambassador system, our Sport Leader pathway, our volunteer programme, and our 5x60 and Dragon sport programme as a younger pupil.

- Community Arts work with hard to reach groups such as older people, those that are lonely and socially isolated, NEETS, those with mental health problems, disadvantages families with young children and people with dementia.
- The inclusion of Community Benefit requirements in all major works tenders provides long term community resilience in the form of local employment and training opportunities. This is particularly sustainable through the North Wales Construction Framework which gives the potential for longevity of employment across a large number of projects. Work on the replacement framework is ongoing in conjunction with colleagues in Procurement and several discussions regarding how the Council improves the identification and specification of community benefits within contract tenders and awards have taken place with a view to targeting funding and activities in identified and prioritised areas.
- Initiatives are developed in consultation with service departments and in partnership with contractors, further education colleges and national training bodies such as The Construction Industry Training Board and The National Skills Academy. As part of the extension and refurbishment of Ysgol Glan Clwyd, 21 pupils were invited by the steel fabricator to experience the design, manufacture and erection of the steel frame for the building, together with receiving an insight into the industry as a whole including employment and apprenticeship opportunities.
- Facilities, Assets and Housing supports informal, non-formal and formal education through early years, after school, holiday provision, youth work, extra-curricular and alternative curriculum for vulnerable learners. Families are supported through the Family Information Service, the Oaktree, Integrated Children's Centre and recently families who are choosing to educate their children otherwise have been engaged with the Youth Service and Community Arts. The youth service has used highly creative ways to engage young people from different groups with diverse needs. High quality have been achieved in terms of both accredited outcomes and distance travelled. This includes Sports Leaders, Duke Of Edinburgh, First Aid, ASDAN and Agored Cymru.

These qualifications and accredited units recognise young people's learning achievements and supports the development of skills and knowledge through non-formal settings.

- Youth Service provision, including Welsh Language activity delivered in partnership with the URDD are able to gain a 'recorded learning outcome'. This system is an effective way of capturing young people's positive participation across a range of 'softer skill' and harder to measure areas.
- There is innovative approach to ensure that the delivery of accreditation and qualifications is done in a way that supports particular groups of young people who are referred to the youth service. This includes the practical embedding of literacy and numeracy through all programmes in a practical way that allows learners to succeed in these skills whilst developing lifelong learning.

**As an employer we said we would ensure our practices deliver fair recruitment, development and reward in employment.**

- We have developed new social media templates for recruitment and produced social media videos to help in the recruitment of such posts as school crossing patrols.
- We now use the Disability Confident Scheme within recruitment, supporting and promoting disabled people in our workplace. Being Disability Confident is a unique opportunity to lead the way in our communities. There are three levels designed for use – Denbighshire are at Level 2 – these provide a fully inclusive and accessible recruitment process, enabling us to offer a guaranteed interview for anyone who meets the criteria of the Scheme. [Click here for more information on the Scheme.](#)
- As mentioned in the Summary above, we have produced the Public Sector Equality Duty report for April 2016 – March 2017 detailing our commitment and compliance with the Public Sector Equality Duty.
- Each year we are required, as a local Authority, to publish reports for Welsh Government detailing our commitment and compliance with the Public Sector Equality Duty in terms of an equal Pay Audit (March 2017).
- We have a programme of streamlining key policies and have Equality Impact Assessed all Human Resources policies (100%). We are also monitoring the effectiveness of the induction / refresher training for staff. Future policies will be assessed using our Wellbeing Impact Assessment. This was mentioned above.
- Additionally Education policies such as the Model Safeguarding Policy for Schools, the Attendance Policy for Schools and Managing Health Care Needs

of Young People Guidance and Model Policy (all designed to support inclusion and protect those with protected characteristics) have undergone Wellbeing Impact Assessments.

- In Facilities, Assets & Housing, the Workforce Development group looks at all staff training needs including statutory requirements, development and succession planning. Delivery of training is coordinated through the Training Group and Lead Officers and there has been good impact in recruiting difficult to appoint staff and a 'grow our own' approach (e.g. Leisure Officer Trainee, Community Youth Worker Trainee, recruitment fairs for Catering / Cleaning).
- A Youth Service specification was developed to inform the future direction and strategy for the service and deliver with significantly less budget. This was developed with involvement from all key partners and stakeholders. The Community Youth Worker structure is a flat one, however, two posts now have been graded higher which also creates opportunity for career advancement in the professional Youth Work structure. In 2017 we created 2 Community Youth Worker trainee posts in order to support a 'grown your own' approach. Within Community Sport a Young Ambassador has progressed into employment as a Community Sport Activator.
- Volunteers are used across Community Wellbeing and, alongside partnership arrangements, bring additional capacity to delivery programmes. Aside from the saving through delivery of around 24,000 volunteering hours per year, this also has given an opportunity to develop and train volunteers who have then gone onto be part time paid staff and full time employees. This cohort of people are 'home grown' and enable local people to develop skills for the workplace and supports the service through having well developed staff.

**We said we would ensure our Economic and Business Development, and Anti-Poverty programmes work to enhance opportunity and reduce economic inequalities.**

- We have started up an internal project – Denbighshire Working Start Scheme - to offer work experience within Denbighshire County Council to residents and are wanting to target this to areas where disadvantage could hold people back.
- We have appointed a Principal Manager Strategic Employment to bring together the work of the national tackling poverty programmes within Denbighshire. There are proposals for further European-funded Tackling Poverty programmes over the next three years, for which funding levels are likely to be in excess of £1 million. This work will contribute to some of the barriers of employment faced by unemployed citizens, thus working toward eliminating inequality.

- In January 2017 a workshop was facilitated to bring together Denbighshire County Council, the Department of Work and Pensions (DWP) and Grwp Llandrillo Menai to agree how all parties could collaborate better mapping out job opportunities to be provided by Rhyl Waterfront developments and DCC Catering and Facilities.
- The work above all supports our Economic and Community Ambition priority, and also supports the Tackling Poverty agenda. All this work will contribute to some of the barriers of employment faced by unemployed citizens, working towards eliminating inequality.

**We said we would focus on eliminating barriers and supporting people to prosper. This will include reducing attainment gaps between those with different protected characteristics and ensuring our learning environments are safe from bullying and hate crime.**

- 0.9% of school leavers left education without a qualification in 2017. This places the Local Authority 8th in Wales in terms of supporting school leavers to obtain a qualification.
- In 2017, there were 16 children in local authority care in year 11, 10 of these achieved qualifications including 5 who gained the L1 threshold and 1 who achieved the L2+. Most of those who did not achieve a formal qualification were in secure accommodation or had significant health issues. All children except those in secure accommodation have places in college or 6th form. This is consistent with the profile of previous years.
- The Disability Wellbeing Coordinator is successfully working on progressing joint working and meeting the needs of families and children, in compliance with Additional Learning Need reforms. This was mentioned in Outcome 2 above.
- In terms of Careers advice and support, we have been successful with a joint bid to the Economic Ambition Board for providing a programme of initiatives under the Ready for Work banner, as previously mentioned. This will include progressing Business Class to all Denbighshire secondary schools over a 3 year period. We continue to work with Ysbyty Glan Clwyd and BCUHB to develop stronger links with DCC schools.
- The SEREN Project continues to target extra support for our highest attaining students. Over 94 students are placed on extended work placements that are monitored by the 14-19 and TRAC teams. This is an increase of 44 students from 2016-17
- At the end of Primary Phase Education the percentage of pupils achieving the expected outcome measure (CSI) improved slightly to 88.9%.



- At the end of statutory education 50% of pupils achieved level 2 threshold. This is lower than the outcome achieved last year however as the qualification changed the Welsh Government has instructed that direct comparisons cannot be made.
- From the information we have from across secondary schools we know that there have been 57 bullying incidents in 2016/17. This number has remained the same reporting period the previous year. Where possible, the bullying incidents were broken down into types of bullying, listed below:
  - ✓ 41 'unknown' ( meaning school were unable to clearly identify a definite type or reason)
  - ✓ 16 "identity based"
    - 11 related to appearance
    - 1 related to race, religion, belief
    - 3 related to sexual orientation
    - 1 related to disability

Further work is planned with school Councils and Youth Councils to address these issues in schools.

- The Denbighshire County Council-led TRAC 11-24 project has been recognised with two awards. The project, which runs across all six North Wales authorities supports young people aged 11-24 at highest risk of becoming NEET (Not in Education, Employment, or Training). The project was recognised at the European structural and investment fund's annual information event in Swansea

### **Areas for Future Development:**

- Literacy, Numeracy and ICT Skills development in schools is being informed by the information we have on attainment gaps. The regional school improvement service, GwE, has operational responsibility for improving attainment standards on behalf of the authority, and it is an area of concern that the rate of improvement has been slow. New data for English Additional Language, Free School Meals and gender breakdowns for 2016 -17 academic attainment are causing concern, with English as an Additional Language (EAL) and Free School Meals (FSM) attainment at Foundation Phase and Key Stage 4 being below the Wales Median.
- We said we would carry out quarterly in-depth analysis of recruitment, retention and pay issues in relation to people within a protected characteristic - this work has not yet started and needs to be incorporated into the HR Business Partner work plan. Business Partners will be required to support services, where support is required.

- We wished to encourage all staff to provide equality monitoring information - this is currently on hold whilst we investigate how we can capture the information for staff who are not office based and also tied into capturing information on Welsh Language Standards for staff.

## Outcome 4: A Denbighshire of Safe Cohesive Communities

### **We said we would improve our understanding of the profile and needs of the population we serve commencing with a focus on Council housing tenants.**

- We support delivery of appropriate accommodation for Gypsy, Roma and Traveller residential and transit sites, as identified in the needs assessment. We have been working with representatives from the Gypsy, Roma and Traveller to progress the delivery of the proposed residential and transit sites. We have appointed a project manager and a project team and have begun to identify possible locations for the sites.
- The housing service collects equality profile information on Council house tenants; to better understand their needs and to enable greater understanding of any differences between the views of people in the different protected groups when it comes to customer satisfaction. We have increased the percentage of Council housing tenants for whom we hold equality profile information.

For all Housing projects, we will carry out profiling to ensure activities fully reflect the needs of the community.

- We have a special needs housing group to manage and promote equality of access to specialised housing accommodation; the Specialist Housing Group meets every six weeks to discuss progress with referrals currently on the list, to discuss new referrals to the list and to discuss any void adapted properties which are becoming available. All adapted properties have to be considered by the Specialist Housing Group for possible reallocation to a tenant (from the Specialist Housing List) who will make use of the adaptations.
- Housing are currently carrying out a review of their Older People's provision to gain a clearer understanding of tenants' potential needs (such as telecare provision, adequacy of equipment, level of support and suitability of current sheltered stock to meet the needs of older people.

### **We said we would continue to facilitate community development activities that are led by and draw upon the contributions of the full-range of members of our diverse communities.**

- We now have six Syrian families living in the County. The families are housed in County wide locations. Several other private rented sector properties are at different stages of advancement and completion in joining the scheme, and it is hoped we will have another 3 families residing in the County by Spring 2018, taking the number up to 9.

All the Syrian families have settled in well, and children of school age attend local schools, where they learn English and Welsh, and make friends through play and in classrooms.

Adult Syrians attend ESOL classes, (English for Speakers of Other Languages) at college, several times per week.

Any health issues that are identified are managed locally, and one family have recently had a new baby girl, born just before Christmas 2017. No community tensions exist around the locations where the Syrians reside, and Specialist Police Officers from North Wales Police have strong links to the project via partnership working.

- As part of the process for Wales to be recognised as an Age-Friendly Nation, Denbighshire is one of the 22 Welsh Local Authorities which has signed up to the Dublin Declaration; showing our real commitment at a local level to creating communities that are inclusive and supportive for all, regardless of their age. In December 2017 a review of performance against the Dublin Declaration took place and a best practice paper presented to the Older People's Commissioning Unit and was very well received.
- Our Ageing Well in Denbighshire is in sync with the Ageing Well in Wales's policy and incorporates the objectives of supporting Ageing well communities, Dementia friendly communities, Falls, Loneliness and Isolation, and employment and learning opportunities.
- In working towards the United Nations Principles for older persons we continue to adopt and support activities for independence, participation, care, self-fulfilment and dignity.
- February 2018 saw Rhyl turned into a sea of white, green and purple to mark 100 years of women being given the right to vote. Rhyl's Pont y Ddraig bridge, Skytower and promenade shelters were illuminated in the suffragette colours to mark the sacrifices made by women who campaigned for the right to vote.
- If a householder is physically unable to move their bins to the collection point and there is no-one else at the property that is able to take the refuse out then we can offer an assisted collection service. We may collect refuse from a specified point to be agreed with the householder e.g. outside the back door, or down the drive in front of garage etc. [Click here](#) to obtain further detail.
- A recently agreed proposal was to give an extra hour of additional parking time to Blue Badge holders parking within our pay and display car parks. The way this will work is that if a Blue Badge holder purchases 1 hour of parking for £1, the Civil Enforcement Officers will automatically add a further hour onto the expiry time shown on their pay and display ticket – providing that they display a valid Blue Badge. This would be classed as a reasonable adjustment under the

Equality Act 2010. This was a Lead Member delegated decision, which is published on the website.

We have also made some other adjustments to one of the car parks in Denbigh to improve accessibility for Blue Badge holders.

- Denbighshire Housing is part of the Children, Young People's & Families Partnership (CYPFP) and are currently supporting the development of the Young Peoples Pathway and Homelessness Prevention Strategy
- The Community Wellbeing service makes a proactive contribution to the Children & Young People and Families Partnership (CYPFP) e.g. influencing setting priorities of promoting the voices of CYP and emotional / mental health priorities, leading on the Childcare Sufficiency Audit, the 30 hr Childcare offer.

There has been good progress in embedding the work of the Community Wellbeing service following consultation with stakeholders. This includes community based and targeted provision, joint work with the Urdd / Young Farmers, Leisure and Education. The Youth Service referral process has supported increasing referrals from partners generally but the TRAC Project and Denbighshire Youth Engagement Panel specifically (e.g. personal support enabling pupils to engage in education, young parents group at the Oak Tree Centre led by the FIS and Youth Service). More schools are asking for youth work interventions and contributing to costs to deliver these. Rhyl High School are funding a new programme on a 3 year basis.

- The new Youth Council approach has been instigated and a 3 year timeframe established. Over 3,000 young people were consulted and issues that they want to debate have been identified. Youth Workers work in partnership with Education and facilitated prioritisation of YP issues. The Youth Council 'an evening with' have been implemented. Each session is opened by the Chair of the County Council and the Youth Council have debated Housing and the Environment – with panel members from council services. Head of Education has requested follow up work with schools through the Youth Council which clearly is supporting young people's voices being heard and responded to.
- The AYP (Active Young People) and programmes continue to be user led with participant's interests and needs considered and prioritised as part of the development of programmes, rather than opportunities simply being offered. The AYP Team utilise questionnaires, surveys, suggestion boxes & Q&A sessions frequently, to ensure demand is consistently met each term.
- Work is in progress on the Community Engagement strategy which will seek to expand the network of residents groups but also widen access to engaging with the service to improve representation and communication methods including digital access.

- The Council has in place an Armed Forces and Veterans Covenant which ensures those members of the armed forces community do not suffer any disadvantage in accessing Council services. Supporting the delivery of the Covenant is a Cabinet Lead Member for the Armed Forces and a Lead Officer underpinned by a Denbighshire Armed Forces Covenant Group consisting of representatives from the public sector, third sector and in particular armed forces charities. The Council has specific policies in place to support armed forces personnel and veterans in relation to housing needs and educational needs of armed forces families. Our Supporting People Team are also actively engaged in assisting homeless veterans sleeping rough or 'sofa surfing' in Denbighshire.
- Dropped kerbs are probably the most visible way that our Highways work to improve access, and this is directly linked to the Supporting Independence in Denbighshire and wellbeing agendas and feeds directly into the requirements of the WFG Act; this is something we would like to develop further (subject to available resources). Our current programme for installing further dropped kerbs throughout the County is ongoing, with funding set aside. This is a year on year arrangement, and priority is currently being given to connecting community areas with services, for example linking Sheltered Housing with Chemists.

**Through the Safer Conwy and Denbighshire partnership we said we would ensure we develop the capacity to support victims and raise awareness of Domestic Violence and Sexual Violence whilst working with partners to tackle offenders.**

- We continue to participate in the Conwy and Denbighshire Community Safety Partnership's (C&DCSP) regional activities to raise awareness and encourage reporting of hate crime. We have attended numerous statutory and third sector events to raise awareness of domestic abuse; we have also ensured Welsh Government information has been shared.
- We continue to participate in the C&DCSP's activities to raise awareness and encourage reporting of domestic abuse. We promote the Live Fear Free Helpline at every opportunity. On 24 November 2017 we supported an event in kind which was hosted by North Wales Women's Centre in Denbighshire for International White Ribbon Day.
- We continue to monitor the DCC Workplace Policy on Domestic Abuse, Violence against Women and Sexual Violence to protect our staff and ensure information is available to provide advice and guidance on those affected by domestic abuse and or sexual violence. A new E learning module has been made available, and is mandatory for all Council personnel to complete, to ensure we raise further awareness on Domestic Abuse, Violence against Women and Sexual Violence. The C&DCSP Domestic abuse lead officer has

been reviewing the work place policy to make sure the new Laws are reflected in the policy this work is on-going with HR in Denbighshire.

- The C&DCSP Domestic violence lead officer has been reviewing the MARAC process across North Wales as part of the Regional working arrangements. As a result of this review there are a number of recommendations to ensure the effectiveness of the process. The implementation of these recommendations will be overseen by the Regional Domestic Violence Strategic group. The Denbighshire and Conwy Community Safety Manager is a member of this group and will report back locally on the implementation of the recommendations.
- All taxi drivers in Denbighshire have received child sexual exploitation (CSE) awareness training as part of their licensing arrangements.
- The C&DCSP managed to secure £10,000 to run the same initiative as was run in 2016 – 2017 in terms of provision of posters in taxis over Christmas, highlighting domestic violence issues. The scheme, placed a small dashboard sticker into all or most of the DCC Licensed taxis with a generic Domestic Abuse Helpline, so every passenger, male, female, old or young would see the bilingual message with the DCC crest and North Wales Police crest in Partnership work.

#### **Areas for Future Development:**

- There were no areas identified for future development for this Outcome at this time.

## For more information on anything in this document

Please feel free to contact us. We would be happy to provide any additional guidance and materials to help you.



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