

Public Document Pack

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Head of Legal and Democratic Services
Pennaeth Gwasanaethau Cyfreithiol a Democraidaidd



To: Cllr Brian Dunn (Chair)

CS/NG

Councillors: Paul Cunningham, Chris Dolphin,
Ian Dunbar, Robin Guest, Ron Hampson,
Dennis Hutchinson, Joe Johnson, Brian Lloyd,
Dave Mackie, Tony Sharps, Paul Shotton,
Ian Smith, Nigel Steele-Mortimer and
David Wisinger

18 July 2014

Sharon Thomas / 01352 702324
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Dear Sir / Madam

A meeting of the **COMMUNITY PROFILE & PARTNERSHIPS OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **THURSDAY, 24TH JULY, 2014** at **10.00 AM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

A G E N D A

- 1 **APOLOGIES**
- 2 **DECLARATIONS ON INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **MINUTES** (Pages 1 - 4)

To confirm as a correct record the minutes of the meeting held on 9 June 2014 (copy enclosed).

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The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

- 4 **COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT 2013/14** (Pages 5 - 26)
Report of Chief Executive enclosed.
- 5 **YEAR END IMPROVEMENT PLAN MONITORING REPORT** (Pages 27 - 46)
Report of Member Engagement Manager enclosed.
- 6 **LSB AND STRATEGIC PARTNERSHIP PERFORMANCE - END OF YEAR 2013/14 REVIEW** (Pages 47 - 70)
Report of Chief Executive enclosed.
- 7 **FORWARD WORK PROGRAMME** (Pages 71 - 74)
Report of Member Engagement Manager enclosed.

COMMUNITY PROFILE AND PARTNERSHIPS
OVERVIEW AND SCRUTINY COMMITTEE
9 JUNE 2014

Minutes of the meeting of the Community Profile and Partnerships Overview and Scrutiny Committee of the Flintshire County Council held at County Hall, Mold on Monday, 9 June 2014.

PRESENT: Councillor Brian Dunn (Chairman)

Councillors: Paul Cunningham, Chris Dolphin, Ron Hampson, Brian Lloyd, Dave Mackie, Paul Shotton, Ian Smith and David Wisinger

APOLOGIES: Councillors Ian Dunbar, Robin Guest, and Nigel Steele-Mortimer

ALSO PRESENT: Councillors Christine Jones and Richard Lloyd

CONTRIBUTORS: (For minute No. 4) Mr. Tecwyn Jones, treasurer of Flintshire Credit Union. (For minute No. 5) Performance Team Leader.

ATTENDANCE: Member Engagement Manager and Committee Officer

1. DECLARATIONS OF INTEREST

Councillor Ron Hampson declared a personal interest in the following item as he was Chairman of the Credit Union.

Agenda Item 6 – Flintshire Credit Union

2. APPOINTMENT OF VICE-CHAIR

The Chairman sought nominations for a Vice-Chairman for the Committee.

Councillor David Wisinger nominated Councillor Brian Lloyd as Vice-Chair of the Committee. Councillor Paul Shotton seconded the nomination.

Councillor Dave Mackie nominated Councillor Robin Guest as Vice-Chair of the Committee. Councillor Chris Dolphin seconded the nomination.

Members were asked to vote on the nominations and when put to the vote Councillor Brian Lloyd was appointed Vice-Chair of the Committee.

RESOLVED:

That Councillor Brian Lloyd be appointed Vice-Chair of the Committee.

3. MINUTES

The minutes of the meeting of the Committee held on 28 April 2014, were submitted.

Matters arising

Clwyd Special Riding Centre

The Member Engagement Manager advised that the visit to the Clwyd Special Riding Centre had been arranged for Tuesday, 15 July 2014.

RESOLVED:

That the minutes be approved as a correct record and signed by the Chairman.

4. FLINTSHIRE CREDIT UNION

The Chairman welcomed and introduced Mr. Tecwyn Jones, the Treasurer of Flintshire Credit Union, and invited him to give a presentation on behalf of the organisation.

Mr. Jones provided background information and gave an overview of the aims, objectives, and benefits of the Flintshire Credit Union. He advised that the Credit Union provided savings accounts, which paid an annual dividend, and affordable loans at fair rates of interest. The savings and borrowing services provided offered members a fair alternative to traditional banking, pay day loans, and the services of high interest loan companies.

In response to the questions and comments raised by Members, Mr. Jones explained that the Flintshire Credit Union was run by a team of 30-35 unpaid volunteers for the benefit of local people. Its current membership was around 2500 and anyone could become a member provided they lived or worked in Flintshire. The Credit Union operated through an office based in Holywell and a number of local collection points. Mr. Jones advised that the Credit Union was regulated by the Financial Services Authority in the same way as other financial service providers and referred to the additional safeguards in place to protect its members.

Mr. Jones commented on the work undertaken by the Credit Union in local schools to engage and educate young people on the need for savings and financial awareness. Members commended the work of the Credit Union and said there was a need to raise greater awareness of its services amongst local communities. Mr. Jones explained that due to the financial costs the Credit Union was prohibited from establishing itself as a "high-street" presence in local shopping areas and contact was often made on the recommendations of family and friends. He welcomed any support which the Authority might be able to provide to promote the facility.

The Chairman thanked Mr. Jones for an informative presentation and his responses to Members' questions. He reiterated the appreciation expressed by Members for the good work undertaken by the Flintshire Credit Union.

RESOLVED:

That the presentation be noted and a letter of thanks sent to Mr. Jones on the Committee's behalf.

5. IMPROVEMENT PLAN 2014/15

The Performance Team Leader gave a short presentation on the draft Improvement Plan 2014/15 and the "How achievement will be measured" document prior to final publication in June 2014. She provided background information and advised that for 2014/15 a review of the current priorities and sub-priorities had been undertaken. She referred to the main considerations in the report and explained that the sub-priorities to be monitored and reviewed by the Committee, as part of the quarterly Improvement Plan monitoring process, were attached as Appendix A to the report. Members were also asked to comment on the targets and milestones proposed for the 2014/15 Improvement Plan.

Councillor Dave Mackie referred to the use of CCTV and its benefits in the prevention of crime and disorder and asked if the Council had an overall strategy for the use of CCTV.

Councillor Paul Shotton commented on the position in another local authority which no longer provided a workable network of CCTV provision due to the financial cost. During discussion Members expressed a number of views on how the use of CCTV assisted North Wales Police in its response to crime and disorder and improved the public's perception of safety in the community. It was suggested that consideration be given to how CCTV provision could be funded collaboratively with local partners.

Councillor Mackie proposed that a comprehensive report on CCTV provision be provided to the Committee for consideration at the next meeting. The Member Engagement Manager explained that the next meeting, on 24 July 2014, was a crime and disorder Overview and Scrutiny meeting concentrating on the work of the Community Safety Partnership. As such a report on CCTV would fit well. If this wasn't possible it would be submitted to the September meeting.

RESOLVED:

- (a) That the contents of the draft Improvement Plan 2014/15 and the "How achievement will be measured" document be supported; and

- (b) That a comprehensive report on CCTV provision be provided to the meeting of the Committee to be held on 24 July 2014.

6. FORWARD WORK PROGRAMME

The Member Engagement Manager introduced the Forward Work Programme of the Committee. He drew attention to the site visit to the Clwyd Special Riding Centre on 15 July 2014, and asked Members to contact Jan Kelly, Overview & Scrutiny Support Officer, in advance if they wished to be included in the transport arrangements.

Members considered the Forward Work Programme. It was agreed that an item on CCTV provision be added to the agenda for the next meeting of the Committee to be held on 24 July 2014, and that the following items be scheduled for consideration at the meeting of the Committee arranged for 8 September 2014:

- Coleg Cambria
- County Forum and the Charter

The Member Engagement Manager commented that to date there was no further information to report from the Welsh Government on the implementation of Section 59 Local Government (Wales) Measure 2011.

RESOLVED:

That subject to the above the Forward Work Programme be agreed.

7. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There were no members of the press or public in attendance.

(The meeting commenced at 2.00 p.m. and ended at 3.03 p.m.)

.....
Chairman

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **COMMUNITY PROFILE & PARTNERSHIPS OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 24 JULY 2014**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT: **COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT 2013/14**

1.00 PURPOSE OF REPORT

1.01 To provide Members with an overview of the Community Safety Partnership's activities over the past year.

2.00 BACKGROUND

2.01 The Flintshire Community Safety Partnership is required to formally report to this committee on an annual basis to provide an overview of activities undertaken over the previous twelve months. This ensures that the Partnership meets its obligations under sections 19 and 20 of the Police & Criminal Justice Act 2006. The legislation came into effect in Wales on 1 October 2009 through the Crime & Disorder (Overview & Scrutiny) Regulations 2009.

2.02 Flintshire County Council has a statutory duty under the 1998 Crime and Disorder Act, and the subsequent amendments by the 2002 and the 2006 Police and Justice Act, to work in partnership with the police, health service, probation and fire service to address the local community safety agenda. Collectively they make up the Community Safety Partnership.

2.03 There has been a partnership in existence in Flintshire since 1999. To support the Partnership, the county is served by a core team of local authority and police officers who tackle areas such as domestic abuse, substance misuse and anti-social behaviour, along with the Neighbourhood Wardens.

2.04 In recent years the drive to rationalise the work of partnerships has been the catalyst for significant changes in the Flintshire Community Safety Partnership's governance structure. In April 2013 the Partnership merged with the Local Service Board. This has had minimal impact on the operational delivery structure; however at a strategic level it has meant a greater consistency of approach. The statutory duties of the Community Safety Partnership continue to be fulfilled.

2.05 Over the past year great progress has also been made in the way community safety partnerships in North Wales have worked together. The establishment

of the North Wales Safer Communities Board in July 2012 has been the most significant development. This Board represents a partnership between all the statutory authorities across the region (as defined by the Crime and Disorder Act 1998), along with the voluntary sector. The overall aim of the Board is to introduce greater consistency in this area of work, whilst allowing opportunities to share expertise and work more effectively and efficiently.

3.00 CONSIDERATIONS

3.01 It is evident that partnership working improves how agencies tackle crime and disorder. The most recent full year figures for crime and disorder illustrate that rates continued to fall. Below is a summary of some of the key findings:

	2013/4	2012/3	% change
All Crime	6,986	7,157	-2.4%
Victim Based Crime	6,438	6,504	-1.0%
Violence with Injury	755	795	-5.0%
Violence without Injury	628	689	-8.9%
Rape	56	54	3.7%
Sexual Offences (exc. Rape)	109	93	17.2%
Burglary Dwelling	328	299	9.7%
Vehicle Crime	502	608	-17.4%
Robbery	24	34	-29.4%
Burglary Other Than Dwelling (BOTD)	715	713	0.3%
Shoplifting	647	621	4.2%
Other Acquisitive	1,219	1,211	0.7%
Criminal Damage & Arson	1,455	1,387	4.9%

3.02 The Flintshire Community Safety Partnership has adopted the Safer Communities Board Plan for 2014/7, which became operational in April 2014. The Plan fulfils the statutory requirement for the region's Community Safety Partnerships to produce a Community Safety Plan, and replaced the Flintshire and Wrexham Community Safety Plan which came to an end on 31st March 2014.

It reflects the recommendations contained within the regional Strategic Assessment, and also takes into account the findings of the Substance Misuse Needs Assessment.

The North Wales Community Safety Plan accompanies this report, it also contains a summary of the Strategic Assessment.

3.03 The key priorities identified within the Community Safety Plan are captured in the table overleaf, along with the outcomes and indicators:

Priority	Outcomes	Indicators
Domestic Abuse and Sexual Violence	People are more confident, and aware, to report domestic abuse and sexual violence offences	<ul style="list-style-type: none"> ▪ Number of domestic violence incidents reported to North Wales Police ▪ Number of sexual offences reported to North Wales Police
	Young people are aware of the nature and implications of sexual violence, and where to access support	<ul style="list-style-type: none"> ▪ Well informed young people in relation to sexual violence (monitored via post intervention surveys)
	Deal effectively first time with high risk cases of domestic abuse through successful MARAC intervention	<ul style="list-style-type: none"> ▪ Number of cases referred more than once to MARAC
Acquisitive Crime	Identify locally emerging trends in relation to acquisitive crime and develop targeted and appropriate responses to those trends	<ul style="list-style-type: none"> ▪ Number of reported offences of acquisitive crime
	Jointly address those who cause the greatest harm in our communities	<ul style="list-style-type: none"> ▪ Number of offences committed by repeat offenders in relation to acquisitive crimes
Anti-Social Behaviour	Support high risk and repeat victims of anti-social behaviour	<ul style="list-style-type: none"> ▪ Number of repeat high risk victims of anti social behaviour
	Providing appropriate interventions to locally identified anti-social behaviour problems in our communities	<ul style="list-style-type: none"> ▪ Number of reported anti-social behaviour incidents
Substance Misuse	Improving availability and quality of education, prevention and treatment services and related support, with the emphasis on the relationship between alcohol, drugs and crime.	<ul style="list-style-type: none"> ▪ Meeting the Welsh Government's Key Performance Indicator on substance misuse services

The agencies represented on the Safer Communities Board have undertaken to take forward these priorities within their localities, and report on progress at regular intervals. Where possible a regional or sub-regional approach is encouraged as there are considerable advantages to developing consistent approaches, namely avoiding duplication and encouraging people with different expertise to work together for a common goal.

At the next meeting of the Safer Communities Board a detailed work programme will be considered which will identify opportunities for collaboration.

At a local level the LSB have agreed that the People are Safe Board adopts these regional priorities, and reports to both the LSB and Safer Communities Board on progress or challenges.

3.04 In terms of local delivery the operational work of the Community Safety Partnership is overseen by the 'People are Safe' Board, which comes under the auspices of the LSB.

3.05 **Overview of local activities in 2013/4**

The next section outlines the activities undertaken locally during 2013/4, under the auspices of the People are Safe Board. These aims are contained within the Single Integrated Plan, and are reported to the LSB.

The aims of the People are Safe Board have been to:

- Address the inappropriate availability & misuse of alcohol in our communities
- Reduce alcohol related harm including injuries
- Prevent & manage alcohol related anti-social behaviour and address environmental crime
- Improving Services for vulnerable people with a focus on those suffering domestic abuse, missing people and restorative approaches (ESVP) related anti-social behaviour & address environmental crime

Achievements realised in 2013/4:

1. Signed up to the North Wales Community Safety Plan, 2014/7
2. All secondary schools in Flintshire have received theatrical performances from the 'Cat's Paw' theatre company whose aim it is to raise greater awareness of domestic abuse and sexual violence amongst young people in year 9. A further breakdown of figures follows:
 - Overall number of secondary schools receiving performances in 2013/4: 12
 - Overall number of performances delivered in 2013/4: 22
 - Number of schools accessing performances in Q4: 5 schools
 - Estimated increase awareness of pupils (full report will be prepared by the end of school year): 90%

3. Performed as an effective Multi Agency Risk Assessment Conference (MARAC), addressing the support needs of high risk victims of domestic abuse.
4. Adopted intelligence led approach to identify crime and disorder trends through the monthly Anti-Social Behaviour and Crime Tasking Groups.
5. Contributed to the development of the North Wales Substance Misuse Needs Assessment.
6. Monitored and reviewed the performance of the Substance Misuse Action Plan Fund and the Youth Crime Prevention Fund, amounting to in excess of £900k in 2013/4.
7. Introduction of domestic abuse workplace policy for Flintshire County Council employees.

What went well:

1. Effective partnership working on a local and regional level, strategically and operationally.
2. In July 2013 the Flintshire Community Safety Partnership was formally subsumed within the LSB. The statutory duties of the Community Safety Partnership will now be discharged through the work of the LSB, however the 'People are Safe' delivery board, which sits under the LSB, has been delegated to oversee the work of the Partnership.
3. A successful Christmas campaign was also launched to promote a safe drinking message, encouraging revellers of the county to 'know their limits' and behave responsibly over the festive season.
4. As part of the Council Plan's commitment to promote 'safer communities' all secondary schools have welcomed the 'Cat's Paw' Theatre Company, to deliver interactive performances around the subject areas of domestic abuse and sexual violence. It was delivered in an age appropriate manner, and very positive feedback has been received from all schools.
5. For the second consecutive year the community safety team co-ordinated very successful events in Deeside College and Northop College in support of the White Ribbon campaign in relation to domestic violence. Partner agencies were involved and information was provided for students and college staff. Some young people felt able to raise issues about their own personal circumstances and were given specific guidance and details of access to professional support.
6. Task and finish groups, and operations, emanating from the ASB Tasking group to deal with specific issues that required a multi-agency approach, for example:

- Working with Cheshire services (mental health team) with regard to a vulnerable Flintshire resident based in Saltney.
- Developing specific action plans with regard to specific issues in towns such as Flint, Buckley and Connah's Quay

What didn't go so well

Substance Misuse services saw a slight increase in waiting between referral and treatment. The Welsh Government's KPI is for 80% of service users to receive treatment within 20 days. Flintshire figure for 2013/4 was 67.08%. In part this may be attributed to the low numbers of actuals which skews percentages, and also there have been a number of staffing difficulties experienced.

The number of completed treatments for Flintshire stood at 69.53%, which is slightly under the KPI set by the Welsh Government. However Flintshire's performance is significantly better than the rest of North Wales

Our evidence for this is:

Achievement Measures	2013/14 Milestones & Performance	Performance RAG
Completion of North Wales Community Safety Plan	Action Completed	GREEN
Implementation of Flintshire County Council's Domestic Abuse Workplace Policy for employees	Action Completed	GREEN
Fewer high risk repeat victims of domestic abuse	28%	GREEN
Numbers of schools accessing Cats Paw Theatre Productions	100%	GREEN
Percentage of young people reporting increased awareness following Performances of Cats Paw Production	90%	GREEN
Incidence of Victim Based Crime	1% Reduction	GREEN
Incidence of Anti-Social Behaviour	6.3% Reduction	GREEN
Achieve a waiting time of less than 20 days from referral to treatment (KPI 2)	67.08%	RED
Treatment Completes (KPI 6)	69.53%	AMBER

4.00 RECOMMENDATIONS

4.01 To note the contents of the report.

5.00 FINANCIAL IMPLICATIONS

5.01 None as a result of this report.

6.00 ANTI POVERTY IMPACT

6.01 None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None as a result of this report.

8.00 EQUALITIES IMPACT

8.01 None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

9.01 None as a result of this report.

10.00 CONSULTATION REQUIRED

10.01 None as a result of this report.

11.00 CONSULTATION UNDERTAKEN

11.01 None as a result of this report.

12.00 APPENDICES

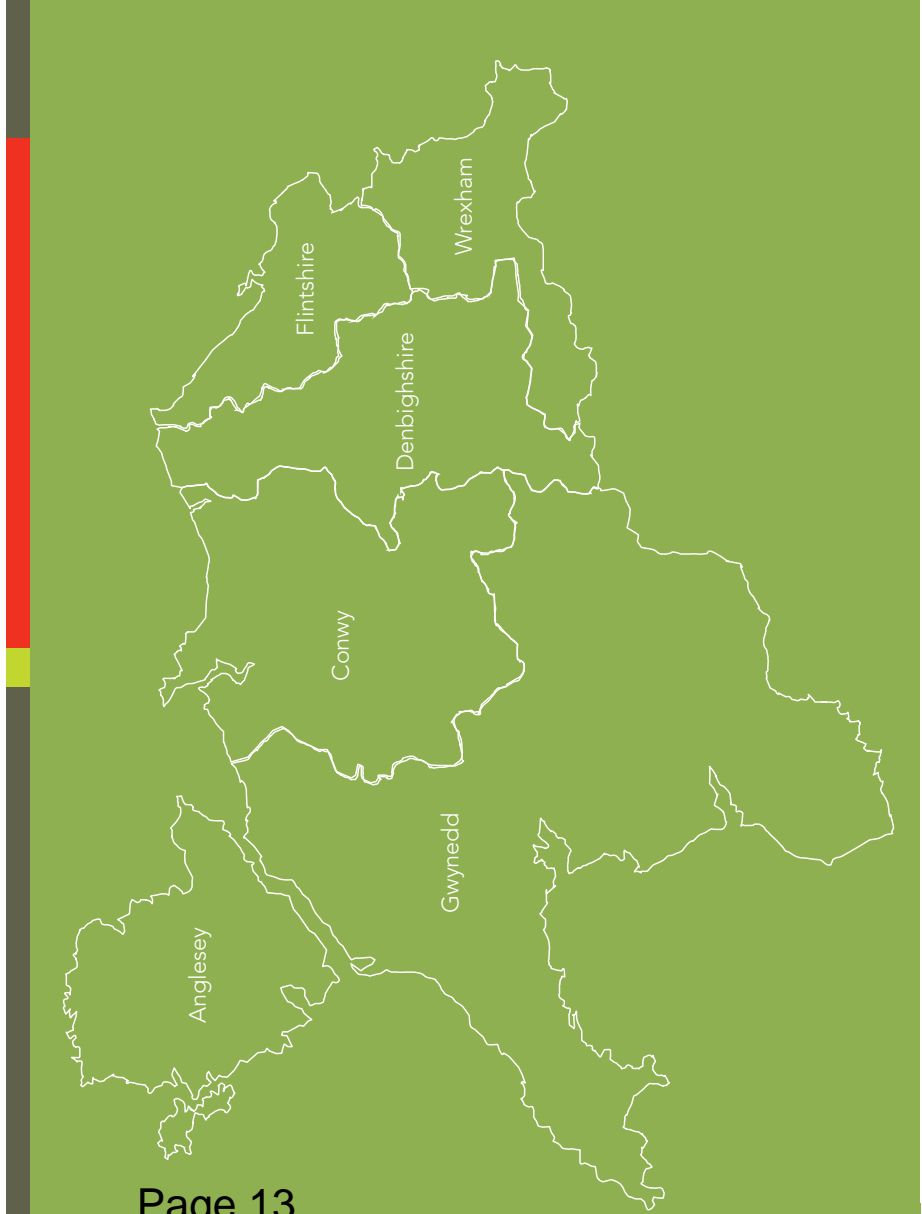
12.01 i. North Wales Community Safety Plan, 2014/7

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

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North Wales Community Safety Plan 2014 -17



SAFER COMMUNITIES BOARD



Safer Communities Board



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Foreword



Cllr. Hugh Jones

As this report states, the overall aim of the North Wales Safer Communities Board is to make North Wales a safer place.

There are a number of high profile organisations working to this goal, including the Police and Fire and Rescue services. Equally there are many smaller organisations working hard toward the same goal. The aim of the Safer Communities Board is to bring together in partnership these organisations, in the knowledge that by working together, we can more effectively deliver Community Safety for our residents.

Our plan has 4 clear priority areas dealing with Domestic Abuse and Sexual Violence, Acquisitive Crime, Anti Social Behaviour and Substance Misuse. These priorities have been informed by the local Community Safety Partnerships across the 6 counties of North Wales. It is vital that we maintain this link with local communities to enable us to combat crime and anti-social behaviour which is often not confined to administrative boundaries. By learning from each other's experiences, identifying good practice and what works and doesn't work we are better able to deliver successful outcomes.

In developing this plan, which is an organic and living plan, and will change as priorities change, we have worked along side the Police and Crime Commissioner to ensure that we are working together in effective partnership.

I commend the plan to you.

A handwritten signature in dark ink, appearing to read 'Hugh Jones'.

Cllr Hugh Jones JP
Chair, North Wales Safer Communities Board

Introduction

The purpose of this Community Safety Plan is to outline how the North Wales Safer Communities Board intends to focus its work over the next three years, working in partnership to tackle crime and disorder. It outlines how the Board has decided on its areas of work, and summarises the main priorities and outcomes. It also outlines how the Safer Communities Board will monitor and measure progress.

The Plan has been developed using many different sources of information and data that has been gathered from a number of public sector organisations. This information, which is evidence based, reflects the risks and concerns facing the people of North Wales.

This is primarily a web-based document, and is subject to change. However, the priorities will only be reviewed annually, and any changes will be agreed by the Board.

What do we want to achieve?

This document sets out how the Safer Communities Board will contribute to tackling crime, disorder and anti-social behaviour and reduce the fear of crime in North Wales during the 2014-2017 period.

The overall aim of the Safer Communities Board is: **Making North Wales a safer place.**

This will be achieved through focusing on the following priority areas, and their related outcomes:

Domestic Abuse and Sexual Violence

- To increase confidence in reporting serious sexual offences
- To increase confidence in reporting incidents of domestic abuse
- Reduce the risk of becoming a repeat victim of domestic abuse

Acquisitive Crime

- To reduce acquisitive crime
- Jointly address those who cause the greatest harm in our communities

Anti-Social Behaviour

- To reduce the risk of becoming a victim of anti-social behaviour

Substance Misuse

- Improving availability and quality of education, prevention and treatment services and related support, with the emphasis on the relationship between alcohol, drugs and crime

What is the North Wales Safer Communities Board?

The North Wales Safer Communities Board is an enabling body which assists the work of the region's individual Community Safety Partnerships on a North Wales level. This is not possible for all areas of work, however there are considerable advantages to developing a consistent approach as it avoids duplication and encourages people with different expertise to work together for the common good.

It met for the first time in July 2012. It is made up of the public organisations that are required by law to work together to tackle crime and disorder¹. The following organisations are represented:



- Anglesey County Council
- Betsi Cadwaladr University Health Board
- Conwy County Borough Council
- Cyngor Gwynedd
- Denbighshire County Council
- Flintshire County Council
- Medrwn Mon (on behalf of Welsh Council for Voluntary Action)
- North Wales Fire and Rescue Service
- North Wales Police
- Office of the Police and Crime Commissioner
- Probation Service (Prawf Cymru)
- Welsh Government
- Wrexham County Borough Council

The Board strives to provide a consistent strategic approach to issues that arise in the community safety and youth justice fields; and seeks to influence the criminal justice service. A key function of the Board is to challenge and improve performance across the region, and seek to make the best use of the organisations' resources (whether they are financial or personnel).

Although the Board is still in its infancy, the work undertaken to date is already influencing the way the region's public organisations strategically tackle crime and disorder through the production of a jointly commissioned strategic assessment, developing common work plans and commissioning certain services on a regional basis.

¹As defined by the Crime and Disorder Act 1998

Why do we need a Regional Community Safety Plan?

North Wales is an increasingly safe place to live work and visit, with levels of victim based crime steadily reducing. Recorded crime in the region has fallen by 13% between 2008/9 and 2012/13, and by 43% when compared to the levels experienced in 2002/03. Victim based crime in the current year 2013/14 is showing a reduction of 3.3%.

In part this is a reflection of the improved ways public sector organisations work together. Since the Crime and Disorder Act 1998 came into force there is a duty on local authorities, police, fire service, probation and health boards to work together to identify common crime and disorder issues, and develop strategies to address them accordingly. In part, this document fulfills this statutory requirement.

The priorities identified in the Plan form the basis for the Board's programme of work. It also encourages a consistency of approach for organisations when considering community safety related matters.

As the priorities and outcomes are based on what the evidence tells us, these will be problems encountered to varying degrees across the region, as a result, where problems occur unique to a particular locality we can draw upon good practice or a bank of knowledge across North Wales to help support and develop new approaches.

The public sector organisations of the region will also make greater impact working on this basis and sharing resources where appropriate.

We can't prioritise everything and neither can we predict certain events, however from the evidence that we do have we can:

- (i) Reflect and review trends e.g. seasonal events
- (ii) Build resilience in our teams to respond when things happen

The Plan also pays due regard to the Police and Crime Commissioner's Police and Crime Plan for North Wales.

The Police and Crime Commissioner for North Wales, Winston Roddick CB QC, has emphasised the importance of partnership working in his current Police and Crime Plan. The joint working arrangements that are being developed through the Safer Communities Board and developed in the Plan will ensure better alignment between the strategic objectives of the Plan and those of the Board. The Commissioner's vision as set out in the Plan is security in the home, safety in public places and visible and accessible policing. The Board's vision is 'Making North Wales a safer place'. Each of these visions enhances the other. The Commissioner's police and crime objectives as set out in his Plan are:

- Prevent crime
- Deliver an effective response
- Reduce harm and the risk of harm
- Build effective partnerships

These and the Board's strategic priorities are mutually supportive.

What does the evidence tell us?

Strategic Assessment 2013/14

The Strategic Assessment, which is produced annually, provides an opportunity to assess crime and disorder issues affecting the communities of North Wales. It examines existing problems and emerging trends to inform the response of the Community Safety Partnerships (CSPs).

The Strategic Assessment for 2013 - 2014 has recommended the following priorities:

- Domestic Abuse.
- Sexual Offences.
- Anti-Social Behaviour.
- Burglary in the home.
- Vehicle Crime - Theft from Motor Vehicles.
- Shoplifting.

In addition there are key themes relevant to North Wales which affect the priorities:

- Drug and Alcohol Misuse - Misuse of drugs and alcohol is believed to be the root cause of a large proportion of crime and disorder. Addiction to illegal drugs and alcohol drives many acquisitive crimes such as burglary, shoplifting and theft from vehicles. Alcohol is also known to be a significant factor in many violent crimes, especially those that are domestic related, and in a large number of sexual crimes.
- Technology Enabled Crime and Bullying - Technology is playing an increasing role in criminal activities and anti-social behaviour. Young people in particular are increasingly vulnerable as affordable smart mobile technology becomes more widespread. The CSPs

will need to be as swift in their understanding of new technology as those who would abuse it.

- Organised Crime Groups - The activities of these groups cause harm across the UK and will be addressed with a partnership approach. Their involvement in offences such as the supply of illegal drugs is particularly relevant as substance abuse motivates addicts to commit acquisitive crime. Although the number of Organised Crime Groups believed to be operating in North Wales is comparably low, the severity of their criminal behaviour should not be underestimated.

Substance Misuse Commissioning Strategy

In May 2010 the Welsh Government published guidance on the establishment of Area Planning Boards (APBs), with the intention that APBs will support the planning, commissioning and performance management of substance misuse services at a regional level.

The Substance Misuse Needs Assessment for the North Wales APB was approved by the Board on the 5th November 2013. A detailed review has commenced which will allow the APB to gain a clearer and more in depth understanding of how well services, currently commissioned across the six local authorities, deliver the outcomes identified within the Needs Assessment. This work will provide the basis of the gap analysis that will inform the APB's future Commissioning Strategy.

The Needs Assessment provides compelling evidence to support the view that one of the key areas of focus for newly commissioned services must be on minimising the harm caused by the misuse of alcohol.

How will we know its working?

Each priority is linked to at least one performance indicator that the SCB will use to track progress over the year. The progress of each county will be monitored in this way.

Priority : Domestic Abuse and Sexual Violence	
Outcomes	<p>People are more confident, and aware, to report domestic abuse and sexual violence offences</p> <p>Young people are aware of the nature and implications of sexual violence, and where to access support</p> <p>Deal effectively first time with high risk cases of domestic abuse through successful MARAC intervention</p>
Indicators	<ul style="list-style-type: none"> • Number of domestic violence incidents reported to North Wales Police • Number of sexual offences reported to North Wales Police • Well informed young people in relation to sexual violence (monitored via post intervention surveys) • Number of cases referred more than once to MARAC

Priority : Acquisitive Crime	
Outcomes	<p>Identify locally emerging trends in relation to acquisitive crime and develop targeted and appropriate responses to those trends</p> <p>Jointly address those who cause the greatest harm in our communities</p>
Indicators	<ul style="list-style-type: none"> • Number of reported offences of acquisitive crime • Number of offences committed by repeat offenders in relation to acquisitive crimes

²MARAC - Multi Agency Risk Assessment Conferences, see page 11 for further information.

Priority : Anti-Social Behaviour

Outcomes	Support high risk and repeat victims of anti-social behaviour
	Providing appropriate interventions to locally identified anti-social behaviour problems in our communities

Indicators	<ul style="list-style-type: none"> • Number of repeat high risk victims of anti social behaviour • Number of reported anti-social behaviour incidents
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Priority : Substance Misuse

Outcomes	Improving availability and quality of education, prevention and treatment services and related support, with the emphasis on the relationship between alcohol, drugs and crime.
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Indicators	<ul style="list-style-type: none"> • Meeting the Welsh Government's Key Performance Indicator on substance misuse services
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Performance will be monitored by the Safer Communities Board on a six monthly basis. Where possible these areas will be broken to county level.

Making it happen.....

Over the past decade public organisations in North Wales have worked closely together to find the best ways of improving the lives of those who are at greatest risk in their communities, and also to identify those who are likely to cause the greatest harm.

There is much commonality across the Counties in terms of addressing crime and disorder. Using the 'problem solving' methodology, some examples are provided below of how key multi-agency services are delivered:

1. Supporting Victims

i. Domestic Abuse

Each county has its own 'Multi Agency Risk Assessment Conference' (MARAC) which is convened on a monthly basis to look at ways to support those who are at highest risk of harm from domestic abuse.

ii. Anti-Social Behaviour

On a monthly basis an anti social behaviour 'tasking group' meets in each county, to support the most vulnerable, and repeat victims of anti-social behaviour, as well as looking at geographic areas of high anti social behaviour incidences.

iii. Substance Misuse

Substance misuse, and mostly notably alcohol abuse, has a significant impact on rates of crime and disorder. Through the services commissioned via the North Wales Area Planning Board provision is made to support those who have been adversely affected by substance misuse.

2. Working with Offenders

A great deal of work is undertaken to identify those who have or are likely to cause harm to our communities. A distinction is made between adult and children's services, although when a young person transfers to adult services resources are available for practitioners, young people and their families to manage this transition effectively³.

i. Adult services

Reducing reoffending is key objective in safe guarding our communities. By working with offenders in a targeted way with partners we can significantly reduce crime levels. We have a well established Integrated Offender Management Unit which brings together partners who will continue to deliver against the 'All Wales Reducing Reoffending Strategy'.

ii. Children's services

There are four Youth Justice Services in North Wales. They focus on preventing young people entering the criminal justice system, and seek to reduce reoffending and use of custody. An important aspect of their rehabilitation work is to focus on the impact of crime on victims, and undertake community reparation work – where appropriate.

3. Identifying Locations

i. Locational Crime and Anti-Social Behaviour

Across North Wales there are a number of multi-agency groups that meet on a regular basis (monthly) to review the geographic areas that have seen the highest numbers of incidents. These groups will also have plans in place to counter the impact of events at specific times of year (such as Halloween and Bonfire).

³This provision is offered through the 'YZA', which are a set of resources developed by the Youth Justice Board (YJB) and National Offender Management Service (NOMS) to help manage and improve transitions processes in both community and custody.

Emerging issues

The priorities contained within this Community Safety Plan have been identified through analysis of crime and disorder patterns and trends. Nevertheless, that does not mean agencies of the region do not recognise, and place great importance, on emerging areas of work or nationally driven priorities. Amongst the other key areas that the Safer Communities Board will be reviewing in 2014/15 are:

Counter terrorism

Globally the work undertaken to address the threat of terrorism is given a high profile and priority. Over the past decade the Government has launched a number of key strategies to address this ever present danger and whilst the level of threat and risk remains relatively low in North Wales, it is important that all communities remain vigilant of in terms of reporting concerns and/or suspicions. The golden thread of 'Communities Defeat Terrorism' is as relevant today as it has always been.

Human Trafficking

Human Trafficking is the recruitment, transportation, harbouring or receipt of children, women or men through the use of threat, force, coercion, or deception for the purpose of exploitation.

This is an emerging area of work, which has recently been brought to the attention of public agencies. The extent of human trafficking in North Wales is not yet known, however work has recently been commissioned through the Regional Collaboration Fund to develop multi agency actions to tackle it and raise greater awareness of the issue amongst members of the public and practitioners.

Useful contacts and references

Organisation

Anglesey County Council

Conwy County Council

Denbighshire County Council

Flintshire County Council

Gwynedd County Council

Wrexham County Borough Council

Betsi Cadwaladr University Health Board

Welsh Ambulance Service NHS Trust

North Wales Fire & Rescue Service

North Wales Police and Crime Commissioner

North Wales Police

Neighbourhood Watch

PACT

Probation

Woman's Aid

North Wales Police Victim Support

Wales Council for Voluntary Action (WCVA)

Website Address

www.anglesey.gov.uk

www.conwy.gov.uk

www.denbighshire.gov.uk

www.flintshire.gov.uk

www.gwynedd.gov.uk

www.wrexham.gov.uk

www.bcu.wales.nhs.uk

www.ambulance.wales.nhs.uk

www.nwales-fireservice.org.uk

www.northwales-pcc.gov.uk

www.north-wales.police.uk

www.neighbourhoodwatch.net

www.pactnorthwales.co.uk

www.nationalprobationservice.co.uk

www.womensaid.org.uk

www.north-wales.police.uk/advice__support/victims__witnesses.aspx

www.wcva.org.uk

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **COMMUNITY PROFILE & PARTNERSHIPS OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 24 JULY 2014**

REPORT BY: **MEMBER ENGAGEMENT MANAGER**

SUBJECT: **YEAR END IMPROVEMENT PLAN MONITORING REPORT**

1.00 PURPOSE OF REPORT

1.01 To note and consider elements of the 2013/14 Year End Improvement Plan Monitoring Report relevant to the Community Profile & Partnerships Overview and Scrutiny Committee. The report covers the period January – March 2014.

1.02 To note the following:-

- The levels of progress and confidence in meeting the Council's Improvement Priorities and their impacts including the milestones achieved.
- The measures which evidence achievement and the baseline data, and targets.
- The baseline risk assessment for the strategic risks identified in the Improvement Plan and the arrangements to control them.

2.00 BACKGROUND

2.01 The new style Improvement Plan adopted by Council in June 2013 which is aligned to the new three year Outcome Agreement, focuses on the priorities which are expected to have the most impact during 2013/14.

2.02 In addition to the Improvement Plan Monitoring Report, bi-annually performance highlight reports will be presented from the Heads of Service. These will be similar to those previously produced for quarterly reporting.

3.00 CONSIDERATIONS

3.01 The Improvement Plan Monitoring Report gives an explanation of the progress being made towards delivery of the impacts set out in the Improvement Plan. The narrative is supported by measures and/or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are being controlled.

3.02 For the Community Profile & Partnerships Overview and Scrutiny Committee the following Improvement Plan sub-priority report is attached at Appendix 1:-

- Community Safety

4.00 RECOMMENDATIONS

4.01 That the Committee consider the 2013/14 Year End Improvement Plan Monitoring Report, highlight concerns and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee who are responsible for the overview and monitoring of performance.

5.00 FINANCIAL IMPLICATIONS

5.01 There are no specific financial implications for this report; however the Council's Medium Term Financial Plan is aligned to resource the priorities of the Improvement Plan.

6.00 ANTI POVERTY IMPACT

6.01 There are no specific anti poverty implications for this report, however poverty is a priority within the Improvement Plan 2013/14.

7.00 ENVIRONMENTAL IMPACT

7.01 There are no specific environmental implications for this report; however the environment is a priority within the Improvement Plan 2013/14.

8.00 EQUALITIES IMPACT

8.01 There are no equalities implications for this report.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no personnel implications for this report.

10.00 CONSULTATION REQUIRED

10.01 Publication of this report constitutes consultation.

11.00 CONSULTATION UNDERTAKEN

11.01 The Chief Officer Team and the Performance Leads from across the Authority have contributed to help shape the new approach to reporting.

12.00 APPENDICES

12.01 Appendix 1 – Community Safety

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None.

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Telephone: 01352 702320
Email: robert.robins@flintshire.gov.uk

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APPENDIX 1

Priority:	Safe Communities
Sub-Priority:	Community Safety
Impact:	Keeping people and communities safe

What we said we would do in 2013/14: -

- | |
|--|
| <p>1. Make a difference through our Community Safety Plan by:</p> <ul style="list-style-type: none"> • Working with young people to raise greater awareness of domestic abuse and sexual violence; • Improving the range of services available for people recovering from drug and alcohol misuse; and • Developing a partnership approach to deal with the harm caused by alcohol misuse. |
|--|

Progress Status	Progress RAG	G	Outcome RAG	G
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What we did in 2013/14 –

The North Wales Community Safety Plan was signed off by the North Wales Safer Communities Board at its meeting on 20th February 2014. This represents a significant step forward in collaborative working whereby all statutory agencies who comprise the region's Community Safety Partnerships have jointly agreed their priorities.

All secondary schools in Flintshire have received theatrical performances from the 'Cat's Paw' theatre company whose aim it is to raise greater awareness of domestic abuse and sexual violence amongst young people in year 9. A further breakdown of figures is provided below:

- Overall number of secondary schools receiving performances in 2013/4: 12
- Overall number of performances delivered in 2013/4: 22
- Number of schools accessing performances in Q4: 5 schools
- Estimated increase awareness of pupils (full report will be prepared by the end of school year): 90%

In quarter 4 of 2013/4 the Flintshire Multi Agency Risk Assessment Conference (MARAC) exceeded its repeat referral rate. The figure stands at 27% which is better than recommended by Coordinated Action for Domestic Abuse (CAADA). This means that during January to March 2014 73% of cases were not brought back to MARAC for discussion. However the overall figure was 28% for 2013/14, which means that Flintshire has met its aspirational target.

In terms of substance misuse the waiting time and 'treatment complete' figures are collated in accordance with Welsh Government's requirements, and act as an indicator to show how progress is being made in the provision of substance misuse treatment services across Wales.

Waiting Times: Key Performance Indicator 2 (Achieve a waiting time of less than 20 days between referral and treatment) was introduced in July 2012. Data has been recorded for 2013/14 in accordance with Welsh Government guidance, and taken from the National Substance Misuse database. For Flintshire the figures indicate that there has been a slight decline with regard to waiting times, which in part may be attributed to the low numbers of actuals which skews percentages, and also there have been a number of staffing difficulties experienced with Betsi Cadwaladr Health Board, which is beyond the control of Flintshire County Council.

'Treatment Completes': Although the figures for Quarter 4 have dipped slightly from the previous quarter, Flintshire totals have risen in the cumulative year from 2012/13. This is consistent with North Wales figures, however, Flintshire's performance is significantly better than the rest of North Wales.

What went well –

Effective partnership working on a local and regional level. In July 2013 the Flintshire Community Safety Partnership was formally subsumed within the LSB. The statutory duties of the Community Safety Partnership will now be discharged through the work of the LSB, however the 'People are Safe' delivery board, which sits under the LSB, has been delegated to oversee the work of the Partnership.

A successful Christmas campaign was also launched to promote a safe drinking message, encouraging revellers of the county to 'know their limits' and behave responsibly over the festive season.

As part of the Council Plan's commitment to promote 'safer communities' all secondary schools have welcomed the 'Cat's Paw' Theatre Company, to deliver interactive performances around the subject areas of domestic abuse and sexual violence. It was delivered in an age appropriate manner, and very positive feedback has been received from all schools.

The performances formed part of the personal and social education curriculum in schools and staff from the North Wales SARC (sexual assault referral centre) were available in the event of any specialist advice required. The young people welcomed the input of those who actually see and help people deal with the effects of domestic and sexual violence.

For the second consecutive year the team ran very successful events in Deeside College and Northop College in support of the White Ribbon campaign in relation to domestic violence. Partner agencies were involved and information was provided for students and college staff. Some young people felt able to raise issues about their own personal circumstances and were given specific guidance and details of access to professional support.

What did not go so well –

Substance Misuse

Waiting Times: Key Performance Indicator 2 (Achieve a waiting time of less than 20 days between referral and treatment) was introduced in July 2012. Data has been recorded for 2013/14 in accordance with Welsh Government guidance, and taken from the National Substance Misuse database. For Flintshire the figures indicate that there has been a slight decline with regard to waiting times which in part may be attributed to the low numbers of actuals which skews percentages, and also there have been a number of staffing difficulties experienced with Betsi Cadwaladr Health Board, which is beyond the control of Flintshire County Council.

Treatment Completes: Although the figures for Quarter 4 have dipped slightly from the previous quarter, Flintshire totals have risen in the cumulative year from 2012/13. This is consistent with North Wales figures, however, Flintshire's performance is significantly better than the rest of North Wales.

It should be noted that a regional approach to monitoring and commissioning substance misuse services has evolved over the past 12 months. This work has been strengthened by the publication of a comprehensive substance misuse needs assessment for the region which will inform future developments in regional service delivery.

Achievement will be measured through:

- Finalising the North Wales Community Safety Plan.
- Fewer high risk repeat victims of domestic abuse.
- Delivery of training sessions to young people regarding domestic abuse and sexual violence.
- 'Completed Treatments' and waiting times for substance misuse services.

Achievement Milestones for strategy and action plans: (Lead Officer – Interim Head of Public Protection)

Finalising the North Wales Community Safety Plan by 31st March 2014 – **Final version signed at 20th February 2014 Meeting.**

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	Aspirational Target	Year-End Outturn	Performance RAG	Trend
Fewer high risk repeat victims of domestic abuse	Interim Public Protection Manager	28%	28%	28%	28%	G	Maintained
Delivery of Training Sessions to young people regarding domestic abuse and sexual violence. Progress milestones for the improvement :							
Numbers of schools accessing Cats Paw Theatre Productions	Interim Public Protection Manager	N/A	12 (100%)	12 (100%)	100%	G	N/A
Percentage of young people reporting increased awareness following Performances of Cats Paw Production	Interim Public Protection Manager	N/A	85%	90%	90% (Provisional for 13/14)	G	N/A
Completed treatments and waiting times for substance misuse services. Progress milestones for the improvement:							
Achieve a waiting time of less than 20 days from referral to treatment (KPI 2)	Interim Public Protection Manager	74.75%	80.00%	80.00%	67.08%	A	Downturned
Treatment Completes (KPI 6)	Interim Public Protection Manager	68.32%	80.00%	80.00%	69.53%	A	Improved

Risk to be managed – How we can improve the public’s perception of safety in the community

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood (L)	Impact (I)	Gross Score (Lxl)		Likelihood (L)	Impact (I)	Gross Score (Lxl)				Likelihood (L)	Impact (I)	Gross Score (Lxl)
H	H	R	<p>Actively promote the services and initiatives that are undertaken in partnership that aim to make the county safer.</p> <p>Make best use of communication networks, such as OWL and service user groups, to gain an improved understanding of community safety issues and concerns.</p> <p>The members of the Partnership were invited to attend a meeting of the ‘Community Profiling and</p>	M	M	A	<p>Work has been on-going throughout the year to promote the Community Safety Partnership’s activities in the local press. During 2013/14 articles relating to the ‘White Ribbon’ Campaign, Alcohol Awareness Week and the Christmas Campaign have been featured.</p> <p>The OWL on-line tool continues to be used extensively by partners. During quarter 3 the findings of a customer service questionnaire was provided. 1344 responses were</p>	Interim Public Protection Manager	↑	L	M	G

		Partnerships' Scrutiny Committee in July and November 2013 to provide a mid year update to Members		received from Flintshire and Wrexham residents.						
		'Member Training' was offered to all Councillors in February and March 2014. 20 Members attended two separate sessions. These multi-agency training sessions were very well received.		The Partnership continues to adopt a responsive approach to emerging crime and disorder issues through the various fora it supports.						

Risk to be managed – Ensuring that new Community Safety Partnership arrangements work effectively

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
H	H	R	<p>Ensure the delivery structure of the Community Safety Partnership is working effectively, and their work is evidence led.</p> <p>Work collaboratively with partners across North Wales to develop a consistent approach to address community safety issues that will realise improved sharing of expertise and resources.</p> <p>Make best use of the expertise of experienced specialist officers to drive forward the community safety agenda.</p>	M	M	A	<p>Adopt a responsive approach to addressing emerging issues and trends through:</p> <ul style="list-style-type: none"> Annually reviewing the effectiveness of the CSP groups. Provide regular updates of progress to the statutory Overview and Scrutiny Committee. Support the Local Service Board in understanding its new community safety duties. <p>Support the work of the North Wales Safer</p>	Interim Public Protection Manager	↓	L	M	G

					<p>Communities Board through:</p> <ul style="list-style-type: none"> ▪ Work undertaken regionally in relation to the 10,000 Safer Lives Programme; ▪ Support the demands of the substance misuse Area Planning Board; ▪ Develop regional services to reduce youth crime through the Youth Crime Prevention Fund. <p>Ensure grant funding is maximised to ensure sustainability of service and retention of key personnel, and seek opportunities to secure funding for key posts beyond April 2014.</p> <p>The only area of concern to highlight is the substantial reduction in grant funding that the Partnership receives from the Police and Crime Commissioner which has reduced by 28% for 2014/5.</p>					
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2. Implement the anti-social behaviour strategy for Council tenants

Progress Status

Progress RAG

A

Outcome RAG

G

What we did in 2013/14 –

The Antisocial Behaviour Policy was implemented by the Neighbourhood Housing Team in 2013 and services are now being delivered in line with this new policy.

The policy introduced a whole range of measures including risk assessments for victims and witnesses of anti-social behaviour, a new out of hours reporting telephone service, and a witness support service for vulnerable tenants acting as witnesses for the council.

In addition to this a new IT Package was purchased and implemented which has enabled the team to manage cases effectively and efficiently, and which provides up to date performance information for team leaders. An added benefit of this package is the ability to track the costs associated with anti-social behaviour so that further analysis may be carried out in the future to improve value for money in the service.

There are now future plans to purchase and implement a self serve module so that tenants and residents can report antisocial behaviour issues online and via social media and this will automatically generate a new case.

Further work is also underway to improve the service provided by the Neighbourhood Housing Team to tenants who experience domestic abuse.

The implementation of new reporting procedures was delayed due to budget pressures within the training budget and was deferred to 2014/15. This was agreed with Learning & Development to allow for the launch of Welsh Government's Hate Crime Framework which was launched in Cardiff in May 2014 and discussions have commenced with the Project Manager with regards to a North Wales Service Level Agreement for Housing Providers.

What went well -

The implementation of the new IT system went particularly well and offers further opportunities for development in the future to enhance the service provided.

What did not go so well –

There was a delay in providing benchmarking data to Housemark due to the reporting module taking longer to implement than the main system, and longer than the main system.

This has been resolved and benchmarking data is now being submitted quarterly to Housemark, with a 6 monthly update report to Housing Overview and Scrutiny Committee.

Achievement will be measured through:

- An effective anti-social behaviour strategy for Council Tenants.

Achievement Milestones for strategy and action plans: (Lead Officer – Interim Public Protection Manager / Head of Housing)

Provision of Hate Crime Training and Review of Reporting arrangements in Housing – January 2014.

Establishment of reporting procedures for hate crime and incidents in Council housing in conjunction with Safer Wales – December 2013.

Establishment of a measure/set of measures in relation to antisocial behaviour of Council Tenants – December 2013.

3. An effective Workplace Domestic Abuse Policy

Progress Status

Progress RAG

G

Outcome RAG

G

What we did in 2013/14 –

Introduction of domestic abuse workplace policy for Flintshire County Council employees

What went well –

The introduction of the policy. By introducing an effective workplace domestic abuse policy and working to reduce the risks associated with domestic abuse, the Council will create a safer workplace and will also send out a clear message that domestic abuse is unacceptable.

The policy has now been launched and is available on Flintshire County Council Infonet together with details of Link Officers from Community Safety, Unison and Occupational Health. We wait confirmation from HR in terms of their designated link officers.

Two training sessions have been held at Northop College to assist managers and staff in using the Policy.

Welsh Government to issue detailed guidance later on in 2014 in terms of how the usage of the policy can be monitored.

The number of managers accessing training can now be monitored through iTrent.

Literature, such as information sheets and guidance notes, have now been produced and are available on the Infonet.

What did not go so well –

Not applicable

Achievement will be measured through:

- Implementing an effective Workplace Domestic Abuse Policy

Achievement Milestones for strategy and action plans: (Lead Officer – Interim Head of Public Protection / Head of HR&OD)

Implementing an effective Workplace Domestic Abuse Policy. Progress milestones for the improvement: Development of a mechanism to collate and report the numbers of managers accessing training – March 2014

4. Reduce the fear of crime by making best use of the latest technologies including closed circuit television

Progress Status

Progress RAG

R

Outcome RAG

A

What we did in 2013/14

Following a decision by the Minister for Local Government and Communities, to withdraw support relating to a capital grant allocation of £2.4m from the regional collaboration fund, the North Wales Regional Leadership Board decided to bring the regional CCTV project to a close.

Flintshire County Council established a CCTV Steering Group with the remit of reviewing its current provision, and to consider future solutions. The current CCTV suite will have to be relocated within the next few years, and the technologies that support its delivery require upgrading.

The CCTV Steering Group looked at recommendations within the Cabinet report of the 23 April 2013:

- That the Council considers its options for future service including a continuing local service and a sub-regional option with one or more councils and North Wales Police
- That the Council scope the second phase review in partnership with North Wales Police and other partners.

Only three options were considered, namely a joint venture with Wrexham; a Flintshire 'in house' solution; or a Flintshire only option but accommodated by North Wales Police and the conclusions were:

The significant capital costs surrounding the NWP accommodation in Llay would be too inhibitive to proceed and in addition, Flintshire would still require monies for the fit out and extra fibre connections to upgrade the technology of the suite.

Following a thorough review of Wrexham's offer, Flintshire would not be collaborating with them as there was no operational benefit. Flintshire's annual revenue costs would be increased to receive a lesser service, with no mention in the offer concerning capital investment for the new facility; premises cost recharges or service resilience/performance.

To continue to review County Hall accommodation options (no location has been agreed as yet), however future CCTV services for Flintshire will remain 'in house'

What went well

An in depth analysis of council operated CCTV cameras in relation to crime and ASB hotspots in Flintshire between the date ranges 01/07/2012 to 30/06/2013, was carried out by the Community Safety Partnership, this will facilitate decisions relating to future service delivery

What did not go so well

Long timescales and delays before reaching a decision regarding the closure of any North Wales Regional CCTV collaboration.

Achievement will be measured through:

- Meeting the agreed timetable for implementing changes to CCTV provision

Achievement Milestones for strategy and action plans:

(Lead Officer – Interim Public Protection Manager and Head of Development and Resources)

Review of current provision supported by statistical information on crime detection to enable a review of the scale and location of existing fixed camera network – September 2013

Risk to be managed – How we can fund the provision of CCTV with local partners

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
H	H	R	<p>Ensure the funding arrangements which are currently in place with T&CC's and North Wales Police are maintained.</p> <p>Confirm outsourced monitoring arrangements can be maintained and mitigate any risk to FCC where possible</p> <p>Verify short term "bridging" arrangements with maintenance and fibre providers</p>	M	M	A	<p>Further engage with partners and service users and explore new income streams.</p> <p>Explore examples of best practice in collaborative working within the CCTV service provision.</p> <p>Fortify current arrangements through short term agreements</p>	<p>Interim Public Protection Manager</p> <p>Head of Development & Resources</p>	↔	L	M	G

5. Develop a better understanding of how the Council can prevent human trafficking and sexual exploitation as part of a Safeguarding Strategy

Progress Status	Progress RAG	A	Outcome RAG	A
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What we did in 2013/14 –

1) SERAF Review

SERAF is a Sexual Exploitation Risk Assessment framework which forms part of an information and intervention pathway for safeguarding children and young people. The risk assessment tool and information and intervention pathway were developed in response to issues raised by practitioners in relation to difficulties in identification and intervention with children and young people at risk of or abused through sexual exploitation. The resource pack is designed to support best practice in responding to child sexual exploitation so that local authorities, partner agencies and practitioners can:

- Identify children and young people at risk of or abused through sexual exploitation;
- Manage information about children and young people in a way that identifies risk; gathers intelligence and monitors the extent of the issue locally;
- Identify appropriate interventions and safeguarding actions for children and young people at risk of child sexual exploitation;
- Deliver evidence based practice in responding to the needs of children and young people at risk of abused through sexual exploitation.

The review of the Sexual Exploitation Risk Assessment Framework (SERAF) has been completed jointly with North Wales Police, and will progress with a view to joining up with Wrexham SERAF. A risk assessment tool and resource pack has been developed. Information is being shared through the multi agency forum.

2) Missing Children and Child Sexual Exploitation

Following the appointment of Missing Person’s Coordinators in North Wales Police the North Wales Heads of Children’s Services were asked to set up regional meetings to focus upon missing children and child sexual exploitation, with the aims of preventing child sexual exploitation and safeguarding children by reducing the number of missing episodes. This will be achieved by way of strategic interventions and identification of good working practices which can be shared across a multi-agency forum. A new recording document has been developed to ensure that the right people are involved and that outcomes of the multi agency strategy meeting can be recorded and shared.

The Terms of Reference of the Missing Children & Child Sexual Exploitation Task Group have been agreed. A measure for missing episodes is being developed.

FCC and North Wales Police are working closely on a long term operation to track individual young people and their potential for exploitation by certain individuals. The outcomes of this work are being taken to the SERAF meetings.

3) Training in the prevention of human trafficking and child exploitation –Children’s Safeguarding Managers attended training in the prevention of human trafficking and child exploitation, and this training has been rolled out further to other managers and staff working in services for children. Guidance resulting from the training will be disseminated to professionals via the annual Joint Flintshire Wrexham Local Safeguarding Children Board (FWLSCB) conference.

Training in the prevention of human trafficking and child exploitation has been rolled out to the multi agency group. Two training sessions have so far been held which were well attended. A further two half day workshops are planned, with places for 40 delegates.

What went well – After the success of the initial two training sessions in the prevention of human trafficking and child exploitation, this course has been rolled out to the multi agency group. Two further training sessions have so far been held, with 40 delegates attending, 22 of which were FCC staff.

Adults and Children’s Safeguarding Awareness training has been joined up, and 8 one day courses have been held between September 213 and March 2014. 127 people attended, 92 of which were FCC staff.

What did not go so well – SERAF Strategy Meetings between Flintshire, Wrexham and North Wales Police are not taking place as regularly as planned because of conflicting priorities. However, the Missing From Care Group is meeting regularly as planned.

Achievement will be measured through:

- Agreeing an effective, extended Safeguarding Strategy

Achievement Milestones for strategy and action plans: (Lead Officer – Head of Children’s Social Services)

Agreement of Terms of Reference for Missing Children & Child Sexual Exploitation (CSE) Task Group – March 2014 – Achieved.

Establish a mechanism to record the number of missing episodes – March 2014: We have a mechanism for recording missing episodes from foster care, and this is being extended to include all children who are reported missing.

Roll out of Human Trafficking training via FWLSCB – March 2015.

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **COMMUNITY PROFILE & PARTNERSHIPS OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 24 JULY 2014**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT: **LSB AND STRATEGIC PARTNERSHIP PERFORMANCE - END OF YEAR 2013/14 REVIEW**

1.00 PURPOSE OF REPORT

- 1.01 To note and endorse the end of year assessments for:
- the progress of the Local Service Board Priorities and its key Strategic Partnerships and;
 - the priorities for each of the Strategic Partnerships for the year ahead.

2.00 BACKGROUND

2.01 The Flintshire Local Service Board (LSB) under its Terms of Reference has five principal roles:

1. Effective and trusting partnership relationships as a set of local leaders.
2. Discharging the responsibilities of an LSB - this includes producing a meaningful and fit for purpose Community Strategy.
3. Consistent and effective governance and performance of strategic partnerships.
4. Identifying common issues as public bodies/employers.
5. Promoting collaboration in the design and provision of local public services and to make best economic use of local partner's resources, such as people, money, assets and technology.

2.02 The LSB has recently published its Single Integrated Plan, focussing on four priorities and supported by the work of LSB related strategic partnerships.

3.00 CONSIDERATIONS

3.01 Flintshire's Local Service Board adopted the four priorities of the Local Service Board in July 2012. These priorities are:

- Priority 1: Lead by example as employers and community leaders
- Priority 2: People are safe
- Priority 3: People enjoy good health, wellbeing and independence
- Priority 4: Organisational environmental practices

As previously reported all four priorities have detailed programme plans, governance and reporting arrangements, and integrate with the Council's Improvement Plan.

The Single Integrated Plan, as endorsed at Cabinet's May meeting, in effect brings together these commitments and activities into one plan.

The accompanying Appendix 1 provides an end of year assessment for these four priorities.

3.02 In addition the work of the local Service Board is supported by its key related strategic partnerships. However since the last report to Scrutiny a number of changes have occurred:

2013	Current
Children & Young Peoples Partnership (CYPP) Board	The CYPP Board had its final meeting in April 2014.
Community Safety Partnership (CSP) Board	The CSP Board has been replaced by the People are Safe Board with the LSB holding overall statutory accountability. This arrangement also supports the delivery of Priority 2 of the Single Integrated Plan (SIP).
Health, Social Care and Well-being Partnership (HSCWBP) Board	The HSCWB Board has now been replaced by the Health, Well-being and Independence Board. This arrangement also supports the delivery of Priority 3 of the SIP.
Housing Partnership (HP) Board Regeneration Partnership (RP) Board	The arrangements for the Housing and Regeneration Partnerships are being reviewed.
Flintshire & Wrexham Local Safeguarding Children (FWLSC) Board	The FWLSC Board is now a regional Board.
Youth Justice Executive Management (YJEM) Board	Arrangements for the YJEM Board remain the same although the Partnership has recently reviewed its purpose, function and membership.
	Employment Skills and Jobs Project Board (formerly the Apprenticeships, Entrepreneur and Work Experience Project Board) has been formed to support delivery of Priority 1 of the SIP.
	No formal executive arrangements in place to support the delivery of Priority 4. Progress is reported directly to the LSB at present.

3.03 A summary of the progress against milestones and activities and confidence in outcomes is shown below against the four priorities of the LSB.








‘Progress’ shows achievement against scheduled activity and has been categorised as follows: -

- RED: Limited Progress – delay in scheduled activity; not on track
- AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track
- GREEN: Good Progress – activities completed on schedule, on track

An assessment of our level of confidence in achieving the ‘outcome(s)’ has been categorised as: -

- RED: Low – lower level of confidence in the achievement of the outcome(s)
- AMBER: Medium – uncertain level of confidence in the achievement of the outcome(s)

GREEN: High – full confidence in the achievement of the outcome(s)

Single Integrated Plan Priorities	Progress	Outcome
1. Lead by example as employers and community leaders		
2. People are safe		
3. People enjoy good health, wellbeing and independence		
4. Organisational environmental practices		

3.04 The reports have been formatted to reflect the good practice adopted by the production of the Council’s Annual Performance Report 2012/13 and have taken into account potential improvements raised by the Wales Audit Office such as providing a balanced view of performance during the year.

3.05 These end of year reports will be reported in various ways:

- To the Local Service Board meeting in July
- Included in the Council’s Annual Performance Plan 2013/14 published (and web-based) in October.

4.00 RECOMMENDATIONS

4.01 Members to note the progress made in the end of year reports and endorse the commitments for the current year as reflected in the Single Integrated Plan.

5.00 FINANCIAL IMPLICATIONS

5.01 The Council's Medium Term Financial Plan is aligned to resource the Council's contribution to these partnership priorities.

6.00 ANTI POVERTY IMPACT

6.01 Welfare Reform is a sub priority of Priority 3: "People enjoy good health, wellbeing and independence".

7.00 ENVIRONMENTAL IMPACT

7.01 "Organisational environmental practices" is Priority 4 within the SIP.

8.00 EQUALITIES IMPACT

8.01 Equalities will be taken into consideration through any policy changes determined by the Plan and its implementation.

9.00 PERSONNEL IMPLICATIONS

9.01 Any personnel implications for the Council will be considered through any relevant changes determined by the Plan and its implementation.

10.00 CONSULTATION REQUIRED

10.01 Consultation with the Community Profile and Partnerships Overview and Scrutiny, Local Service Board and as part of the Annual Performance Report is planned.

11.00 CONSULTATION UNDERTAKEN

11.01 All Local Service Board partners and respective delivery boards and partnerships have contributed to the development of the end of year reports.

12.00 APPENDICES



Appendix 1 – End of Year Assessment of Four Priorities.

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

None.

Contact Officer: Yvonne Tonks
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Strategic Partnership / LSB Priority Delivery Board

<p>Priority 1: Lead by example as employers and community leaders.</p> <p>In 2013/14 we intended to:</p> <ol style="list-style-type: none"> 1. Protect and promote the well-being of our employees, volunteers & the community. 2. Support lifelong learning & employability of our employees & volunteers. 3. Improve the education, training & employment prospects for young people up to 25 years of age. 		
Progress status	Progress RAG 	Outcome RAG 
What we did in 2013/14	<p>For 2014 / 2015 most delivery work has been focused around the third sub priority:- Improve the education, training and employment prospects for young people up to 25 years of age as follows:</p> <ul style="list-style-type: none"> • Work with the public, private and voluntary sectors to increase the number of apprenticeships, traineeships and work experience opportunities. • Set a marketing strategy to communicate the range of apprenticeship and training programmes available. • Identify the skills gaps for an increased number of apprenticeship and alternative programmes and investment in training. • Continue to develop and increase the number and range of Communities First Job Club programmes. • Support the development of the Young Entrepreneur Programme with the Flintshire Business Entrepreneurship Network. • Implement skills development programmes in partnership with local employers. <p>One of the major challenges faced by the partnership was to quantify the impact of interventions.</p>	
What went well	<ul style="list-style-type: none"> • National Youth Engagement and Progression Framework. • Interim provision mapping and database design. • Self-Employment continues to illustrate improvement for young people, particularly with the success for Dragon's Den. 	
What did not go so well	<ul style="list-style-type: none"> • The partnership was severely short-staffed for most of the year. • We need to improve our intelligence mechanisms. 	

Our evidence for this is:

(i) Achievement milestones

Brief description of key activities and milestones achieved in the year are:

National Youth Engagement and Progression Framework

- The new **National** Youth Engagement and Progression Framework has enabled new standardised performance information and analysis to and the local implementation plan highlights a number of consistent themes about labour market information, harmonised information systems across the county and ensuring an up-to-date mapping of provision in order to improve understanding.

Information Sharing Protocol

- An Information Sharing Protocol (ISP) is complete and is being quality assured.

Apprenticeships

- Flintshire has provided Board level leadership with the development of the Construction Industry Training Apprenticeship Scheme this will create at least 50 additional apprenticeships per year. Regionally, we are working with Welsh Government to promote the range of apprenticeships and training programmes available to young people, this rapidly progressed from a local priority to a national priority.

Engagement with Businesses

- Work has been undertaken with the Deeside Enterprise Zone to engage businesses to work closely with schools around the STEM subjects identifying business needs. Argoed High School's head has started working with local employers, Coleg Cambria and HEIs to analyse employer expectation and how key skills can be embedded.

Communities First Activity

- Communities First is continuing to work in partnership with Business Supporting Communities and Groundwork to take forward the Jobs Growth Wales & Young Recruits Programme and further opportunities are being explored. Especially to support community-based job opportunities for young people in Flintshire who require more intensive support in the work place. We will also be helping many young people who require more intensive support.

(ii) Achievement measures

There are two measures to illustrate progress with this priority in lieu of baseline setting for revised targets for levels of qualification held among the local population and further examination of unemployment figures.

NEET

With the NEET measurement (measured within year), progress is consistent and high performing. The NEET measurement is a measurement of 16 year olds only and at 2.3% is the second lowest in Wales.

	2009	2010	2011	2012
Flintshire	3.7	2.8	2.7	2.3

Registered 18 – 24 year old unemployment	January 2010	1,185	9.5%
	January 2011	1,000	7.9%
	January 2012	1,040	8.4%
	January 2013	890	7.2%
	January 2014	710	5.8%

The table above illustrates the progress made with bringing unemployment levels down for 18 – 24 year olds in Flintshire. In 2010 young people were feeling the impact of the recession and downturn as employers placed training and apprenticeship programmes on the “back-burner”.

(iii) What we will do in 2014 onwards

From 2014 the partnership will build upon the excellent impact already made by improving life opportunities for young people over the previous year. We will be looking to deliver a combination of:

1. Disseminating lessons from effective programme delivery
2. Ensure that Flintshire is at the heart of the North Wales Economic Ambition Board’s activity.
3. Develop new programmes.
4. Securing funding and resources for the delivery of programmes.

Key areas of work from 2014 will include:



- Develop a comprehensive mapping of service provision in order to improve education and training outcomes for young people.
- Development of apprenticeship frameworks, particularly among SMEs and in industry specific groups.
- Delivery of the Flintshire Youth Engagement and Progression Framework.
- Improved delivery of the Youth Guarantee.
- Delivery of an information sharing protocol.
- Further engage with local businesses to secure outcomes for young people and meet business needs.
- Promote the positive impact of Communities First Activity and expand the programme’s lessons into further interventions.

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People are Safe Delivery Board, 2013/4 Report

In 2013/14 we intended to:

- Address the inappropriate availability & misuse of alcohol in our communities
- Reduce alcohol related harm including injuries
- Prevent & manage alcohol related anti-social behaviour and address environmental crime
- Improving Services for vulnerable people with a focus on those suffering domestic abuse, missing people and restorative approaches (ESVP) related anti-social behaviour & address environmental crime

1.Outcome: 'People are Safe'		
Progress status	Progress RAG	Outcome RAG
		
What we did in 2013/14	<ol style="list-style-type: none"> 1. Signed up to the North Wales Community Safety Plan, 2014/7. 2. All secondary schools in Flintshire have received theatrical performances from the 'Cat's Paw' theatre company whose aim it is to raise greater awareness of domestic abuse and sexual violence amongst young people in year 9. A further breakdown of figures is provided below: <ul style="list-style-type: none"> ▪ Overall number of secondary schools receiving performances in 2013/4: 12 ▪ Overall number of performances delivered in 2013/4: 22 ▪ Number of schools accessing performances in Q4: 5 schools ▪ Estimated increase awareness of pupils (full report will be prepared by the end of school year): 90% 3. Performed as an effective Multi Agency Risk Assessment Conference (MARAC), addressing the support needs of high risk victims of domestic abuse. 4. Adopted intelligence led approach to identify crime and disorder trends through the monthly Anti-Social Behaviour and Crime Tasking Groups. 	

	<ol style="list-style-type: none"> 5. Contributed to the development of the North Wales Substance Misuse Needs Assessment. 6. Monitored and reviewed the performance of the Substance Misuse Action Plan Fund and the Youth Crime Prevention Fund, amounting to in excess of £900k in 2013/4. 7. Introduction of domestic abuse workplace policy for Flintshire County Council employees.
<p>What went well</p>	<ol style="list-style-type: none"> 1. Effective partnership working on a local and regional level, strategically and operationally. 2. In July 2013 the Flintshire Community Safety Partnership was formally subsumed within the LSB. The statutory duties of the Community Safety Partnership will now be discharged through the work of the LSB, however the 'People are Safe' delivery board, which sits under the LSB, has been delegated to oversee the work of the Partnership. 3. A successful Christmas campaign was also launched to promote a safe drinking message, encouraging revellers of the county to 'know their limits' and behave responsibly over the festive season. 4. As part of the Council Plan's commitment to promote 'safer communities' all secondary schools have welcomed the 'Cat's Paw' Theatre Company, to deliver interactive performances around the subject areas of domestic abuse and sexual violence. It was delivered in an age appropriate manner, and very positive feedback has been received from all schools. 5. For the second consecutive year the community safety co-ordinated very successful events in Deeside College and Northop College in support of the White Ribbon campaign in relation to domestic violence. Partner agencies were involved and information was provided for students and college staff. Some young people felt able to raise issues about their own personal circumstances and were given specific guidance and details of access to professional support.

	<p>6. Task and finish groups and operations emanating from the ASB Tasking group to deal with specific issues that required a multi-agency approach, for example:</p> <ul style="list-style-type: none"> ▪ Working with Cheshire services (mental health team) with regard to a vulnerable Flintshire resident based in Saltney. ▪ Developing specific action plans with regard to specific issues in towns such as Flint, Buckley and Connah's Quay
What didn't go so well	<p>Substance Misuse services saw a slight increase in waiting between referral and treatment. The Welsh Government's KPI is for 80% of service users to receive treatment within 20 days. Flintshire figure for 2013/4 was 67.08%. In part this may be attributed to the low numbers of actuals which skews percentages, and also there have been a number of staffing difficulties experienced.</p> <p>The number of completed treatments for Flintshire stood at 69.53%, which is slightly under the KPI set by the Welsh Government. However Flintshire's performance is significantly better than the rest of North Wales.</p>

Our evidence for this is:

Achievement Measures	2013/14 Milestones & Performance	Performance RAG
Completion of North Wales Community Safety Plan	Action Completed	GREEN
Implementation of Flintshire County Council's Domestic Abuse Workplace Policy for employees	Action Completed	GREEN
Fewer high risk repeat victims of domestic abuse	28%	GREEN
Numbers of schools accessing Cats Paw Theatre Productions	100%	GREEN
Percentage of young people	90%*	GREEN

reporting increased awareness following Performances of Cats Paw Production		
Incidence of Victim Based Crime	1% Reduction	GREEN
Incidence of Anti-Social Behaviour	6.3% Reduction	GREEN
Achieve a waiting time of less than 20 days from referral to treatment (KPI 2)	67.08%	RED
Treatment Completes (KPI 6)	69.53%	AMBER

*Provisional until the end of the 13/14 school year

(iii) What we will do in 2014 onwards

The key priorities identified within the Community Safety Plan are captured in the table below, along with the objectives and indicators:

The People are Safe Board have now adopted these regional priorities, and reports to both the LSB and Safer Communities Board on progress or challenges. At the next 'People are Safe Board' meeting members will seek to identify specific actions relating to Flintshire.

Priority	Objectives	Indicators
Domestic Abuse and Sexual Violence	People are more confident, and aware, to report domestic abuse and sexual violence offences	<ul style="list-style-type: none"> ▪ Number of domestic violence incidents reported to North Wales Police ▪ Number of sexual offences reported to North Wales Police
	Young people are aware of the nature and implications of sexual violence, and where to access support	<ul style="list-style-type: none"> ▪ Well informed young people in relation to sexual violence (monitored via post intervention surveys)
	Deal effectively first time with high risk cases of domestic abuse through successful MARAC intervention	<ul style="list-style-type: none"> ▪ Number of cases referred more than once to MARAC
Acquisitive Crime	Identify locally emerging trends in relation to acquisitive crime and	<ul style="list-style-type: none"> ▪ Number of reported offences of acquisitive crime







	develop targeted and appropriate responses to those trends	
	Jointly address those who cause the greatest harm in our communities	<ul style="list-style-type: none"> ▪ Number of offences committed by repeat offenders in relation to acquisitive crimes
Anti-Social Behaviour	Support high risk and repeat victims of anti-social behaviour	<ul style="list-style-type: none"> ▪ Number of repeat high risk victims of anti social behaviour
	Providing appropriate interventions to locally identified anti-social behaviour problems in our communities	<ul style="list-style-type: none"> ▪ Number of reported anti-social behaviour incidents
Substance Misuse	Improving availability and quality of education, prevention and treatment services and related support, with the emphasis on the relationship between alcohol, drugs and crime.	<ul style="list-style-type: none"> ▪ Meeting the Welsh Government's Key Performance Indicator on substance misuse services

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HEALTH, WELL BEING AND INDEPENDENCE BOARD

ANNUAL UPDATE FOR 2013/14

In 2013/14 we intended to:

Priority 3. – People enjoy good health, wellbeing and independence.		
Sub priority areas-		
1. Ensure co-ordinated and integrated approaches to the planning, commissioning and delivery of services		
2. Promote independent living & well-being (ESVP).		
3. Respond to welfare reform & manage its impacts.		
Progress status	Progress RAG	Outcome RAG
1. Ensure co-ordinated and integrated approaches to the planning, commissioning and delivery of services		
2. Promote independent living & well-being		
3. Respond to welfare reform & manage its impacts.		

What we did in 2013/14	<p><u>Sub priorities 1 and 2</u></p> <p>Statement of Intent relating to older people (over 65) with complex needs and county level action plan devised and implementation commenced</p> <p>Regional bid submitted to Welsh Government to secure Intermediate Care Funding</p> <p>Co-located one health and social care team in North West Flintshire</p> <p>Introduction of Enhanced Care Service within North West Flintshire</p> <p>Programme of work commenced to develop Flintshire's Single Point of Access</p> <p>Involvement in the regional development of a simplified and common assessment process for older people</p> <p>The Flying Start Project has expanded from a service for 743 children in 2012-2013 to a service to 1078 children during 2013-2014 delivered by four integrated and co-located locality teams.</p>
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Joint planning and delivery of service priorities by the Locality Leadership Teams

Opening of Llys Jasmine Extra Care Home with specialist dementia accommodation in October 2013. There are a total of 61 one and two bedroom apartments, 15 of which are for people who have dementia. There are also 2 bungalows on site offering accommodation of people with Learning Disabilities.

Significant work has taken place at a regional level to develop evidence based Service Models for the Prevention and Management of Falls in Acute, Care Home and Community Settings. Early signs of progress at a local level to improve the way that partner organisations respond to this agenda although there is significant work to be taken forward.

The Transition Team is established. Work continues to take place to reduce the number of out of county placements although it is not possible to meet all young people needs within the county

Carers receive a wide range of support services when they are known to service providers. The Carers Strategy Group provides strong leadership relating to the commissioning and monitoring of carer services.

The Health, Social Care and Wellbeing Partnership wrote an End of Strategy Summary for the HSCWB Strategy containing details of achievements and key messages for the future.



Y:\Partnership
Development and Per

Sub priority 3

The Advice Management Board (now called the Tackling Poverty Partnership) reviews and plans the mitigating actions to reduce the effects of Welfare Reform report to the LSB through this Board. During 2013/14 we:

- Targeted vulnerable households impacted by the welfare reforms with advice and support
- Introduced amendments to the FCC housing allocation and rent arrears policies to ensure they were able to respond to the challenges created by the housing options benefit reforms
- Developed an integrated single Gateway process with Flintshire CAB to provide a single point of access for advice and support
- Continued with the Advisors' Network quarterly

	<p>meetings to update all partner agencies on advice-related matters</p> <ul style="list-style-type: none"> ○ Supported the introduction of the Universal Credit pilot in Shotton
What went well	<p><u>Sub priorities 1 and 2</u></p> <p>Patient and carer feedback in response to the Enhanced Care Service has been positive</p> <p>The expansion of Flying Start from 1st April</p> <p>The co-location of health and social care staff within Holywell Community Hospital has been very successful for organisations and citizens.</p> <p>The opening of Llys Jasmine Extra Care including accommodation to meet the needs of people with dementia.</p> <p>The engagement and networking opportunities afforded through Locality Working.</p> <p><u>Sub priority 3</u></p> <p>Improved targeting for support and advice to vulnerable households; especially those affected by the spare room subsidy.</p> <p>Partnership agreement with Flintshire CAB to support the i) Single Gateway and ii) introduction of the Universal Credit pilot</p> <p>Successful outcomes from interventions of the Welfare Rights Team generated additional welfare benefit and tax credit totalling £2.3m p.a.</p>
What did not go so well	<p><u>Sub priorities 1 and 2</u></p> <p>Challenge of identifying an appropriate location for co-location</p> <p>Roll out of Enhanced Care has been affected by a need to review and reconsider the model as a results of lessons learned</p> <p><u>Sub priority 3</u></p>

	Introduction of sufficient levels of suitable accommodation to remove the need to homeless households, especially those containing children, to be temporary housed, albeit in an emergency, within Bed and Breakfast accommodation.
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Our evidence for this is:

(i) Achievement milestones

Sub priorities 1 and 2

- Structures are now in place to lead and deliver in the planning of integrated services etc.
- Full expansion of Flying Start took place on 1st April 2014
- Llys Jasmine opened October 2013
- Enhanced Care Service began in late August/early September 2013
- Statement of Intent to meet the needs of Older People with Complex Needs submitted to Welsh Government
- Intermediate Care Fund Bid to Welsh Government
- Publication of a report into Partnership Developments within Children Services recognised success and areas for improvement



Y:\Partnership
Development and Per

Sub priority 3

- On schedule for the introduction of the Universal Credit pilot in Shotton, in partnership with DWP
- Delivery of the Advisor Network events

(ii) Achievement measures (until 31st March 2014)

Sub priorities 1 and 2

- The Flying Start Project has expanded from a service for 743 children in 2012-2013 to a service to 1078 children during 2013
- Llys Jasmine is fully occupied and there is a waiting list for apartments when they become available.
- Approximately 54 patients have been supported by the Enhanced Care Service
- Statement of Intent agreed by Welsh Government. Flintshire action plan developed
- Welsh Government approved Flintshire bid for just over £1.9m of non recurring funding to support a range of developments to create improvements in the provision of Intermediate Care.

Sub priority 3

- Increased the percentage of homeless households prevented from becoming homeless from 83.4% in 2012/13 to 84.9% in 2013/14.

- Met and exceeded all the indicator targets to demonstrate that advice and support services helped people to protect their income:
 - Increased the amount of additional Social Security and Tax Credits paid to Flintshire residents by over £347k on 2012/13; assisting 1,600 residents
 - Helped 50 residents to move to more affordable accommodation
 - Assisted 65 residents to access money management training
 - Increased the number of residents supported to successfully challenge adverse benefit decisions by 80%

(iii) What we will do in 2014 onwards

Sub priorities 1 and 2

- Ensure that the commitments made within the regional and county level action plans to take forward the Statement of Intent are implemented
- Support and provide leadership where necessary to ensure that the Intermediate Care Fund project delivers against the commitments made
- Expansion of the Flying Start to provide service to an additional 198 children
- With reference to the End of Strategy Report completed for both the Health, Social Care and Well being Strategy (see above) and Children and Young Peoples Plan, Identify further or additional priority areas for action for this Board and/or advocate for consideration through other Single Plan priority delivery.
- Strengthen the performance management role of the HWIB.
- Open a Flying Start Centre at the Bryn Deva School Site in the autumn of 2014.
- Respond to recommendations within the report into Partnership Developments (see above)
- Identify an appropriate mechanism through which to take forward cross cutting health improvement actions that support health, wellbeing and independence.





Sub priority 3

- Place a greater emphasis on preventing homelessness
- Continue to provide advice and support services to help people protect their income
- Support the implementation of Universal Credit (UC) within the Shotton Jobcentre Plus area

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In 2013/14 we intended to:

- Ensure that we reduce our carbon footprint
- Future proof our business plans to respond to climate change

Priority 4. – Organisational environmental practices		
Sub priority areas-		
1. Ensure that we reduce our carbon footprint		
2. Future proof our business plans to respond to climate change		
Progress status	Progress RAG	Outcome RAG
1. Ensure that we reduce our carbon footprint		
2. Future proof our business plans to respond to climate change		

What we did in 2013/14	<p><u>Sub priority 1</u></p> <ul style="list-style-type: none"> ○ Continued our “Invest to Save” programme where building fabric and efficiency of heating systems have been upgraded to give the building a longer lease of life and make it more energy efficient. Examples of works carried out include installation of building management systems in key Council buildings and lighting refurbishment/replacement (Castell Alun and Hawarden High Schools). ○ Renewable technologies have been installed where practicable such as photovoltaics at Castell Alun and Argoed High Schools, County Offices Flint and Alltami Depot. Plus the second biomass woodchip boiler at Ysgol Bryn Garth, Penyffordd near Holywell. ○ New building designs particularly schools have been provided with options for energy reduction; Ysgol Caer Nant (Connah’s Quay) and the replacement school at Ysgol Taliesin (Shotton). <p><u>Sub priority 2</u></p> <ul style="list-style-type: none"> ○ Completed the climate change adaptation plan
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	<p>framework which provides the overview for the climate change adaptation project.</p> <ul style="list-style-type: none"> ○ Undertook strategic planning workshops with partners to develop and complete adaptation action plans for Assets and Highways
What went well	<p><u>Sub priority 1</u></p> <ul style="list-style-type: none"> ○ Partnership working on a local and regional level, strategically and operationally to update and provide quarterly carbon data. ○ Significant energy reductions and actual carbon usage, following a very mild, if stormy winter. ○ The Carbon Trust schools energy reduction programme was well received by the schools involved in this pilot (10 primary schools) <p><u>Sub priority 2</u></p> <ul style="list-style-type: none"> ○ Increased engagement across partners to develop the climate change adaptation action plans with positive endorsement of lead partners and individuals to the plans' commitments.
What did not go so well	<ul style="list-style-type: none"> ○ Strategic planning for information sharing especially around 'lessons learned'.

Our evidence for this is:

(i) Achievement milestones

- Completion of partner CO2 data – at Year End there was an overall reduction compared to the previous year of 7.78%.
- Completion of 3 of the 4 larger Council photo voltaic renewable energy schemes.
- Action Plan in place in place for Assets and Highways.

(ii) Achievement measures (until 31st March 2014)

- Reduction in absolute CO2 of 8.09% (once weather corrected this value shows a 1.51% increase)

(iii) What we will do in 2014 onwards

- Review and set the targets in the carbon reduction strategy.
- Continue to make prudent changes through 'Invest to Save' schemes.
- Continue with a programme of carbon emission and energy reduction during maintenance and new build designs.
- Develop the climate change adaptation action plans for the remaining strategic risks.

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **COMMUNITY PROFILE & PARTNERSHIPS OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 24 JULY 2014**

REPORT BY: **MEMBER ENGAGEMENT MANAGER**

SUBJECT: **FORWARD WORK PROGRAMME**

1.00 PURPOSE OF REPORT

1.01 To consider the Forward Work Programme of the Community Profile & Partnerships Overview & Scrutiny Committee.

2.00 BACKGROUND

2.01 Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council, or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Strategic Assessment of Risks & Challenges.

2.02 In identifying topics for future consideration, it is useful or a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:

1. Will the review contribute to the Council's priorities and/or objectives?
2. Are there issues of weak or poor performance?
3. How, where and why were the issues identified?
4. Do local communities think the issues are important and is there any evidence of this? Is there evidence of public dissatisfaction?
5. Is there new Government guidance or legislation?
6. Have inspections been carried out?
7. Is this area already the subject of an ongoing review?

3.00 CONSIDERATIONS

3.01 Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work Programme of the Committees of which they are members. By reviewing and prioritising the forward work programme Members are able to ensure it is member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

4.00 RECOMMENDATIONS

4.01 That the Committee considers the draft Forward Work Programme attached as Appendix 1 and approve/amend as necessary.

5.00 FINANCIAL IMPLICATIONS

None as a result of this report.

6.00 ANTI POVERTY IMPACT

None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

None as a result of this report.

8.00 EQUALITIES IMPACT

None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

None as a result of this report.

10.00 CONSULTATION REQUIRED

N/A

11.00 CONSULTATION UNDERTAKEN

Publication of this report constitutes consultation.

12.00 APPENDICES

Appendix 1 – Forward Work Programme

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None.

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Community Profile & Partnerships Overview & Scrutiny Committee
FORWARD WORK PROGRAMME 2013/14

Appendix 1

DATE	TOPIC	PURPOSE	RESPONSIBLE / CONTACT OFFICER
Monday, 8 th September 2014 10.00	Regional Emergency Planning Service: presentation by Chief executive and Regional Emergency Planning manager	Information and monitoring progress	Robert Robins
	County Forum	Information and monitoring progress	Jo Pierce
	Budget Setting & Budgetary Control Arrangements	Consultation	Robert Robins
	Forward Work Programme	Development	Robert Robins
Monday 13 th October 21014 10.00	Quarter One Performance Reports Forward Work Programme		
Monday 17 th November 2014 10.00	Quarter two performance reports Forward Work Programme		
Thursday 18 th December 2014 14.00	 Forward Work Programme		
Monday 2 nd February 2015 10.00	 Forward Work Programme		
Monday 9 th March 2015 10.00	 Forward Work Programme		

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Community Profile & Partnerships Overview & Scrutiny Committee
FORWARD WORK PROGRAMME 2013/14

Appendix 1

Monday 13 th April 2015 10.00	Q3 Performance Reporting Forward Work Programme		
Monday 11 th May 2015 10.00			
Monday 15 th June 2015 10.00	YE Performance Reporting		

Items to be scheduled

- Coleg Cambria
- WLGA national overview
- County Forum and the Charter