

Mid-Year Performance Report Development & Resource Service (Lifelong Learning Directorate)

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Introduction

The Head of Service report is produced on a half yearly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks should also be highlighted. The report is split into 3 distinct sections: -

1. Improvement Priorities & Service Plan Monitoring – this section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

2. Internal and External Regulatory Reports – this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

3. Corporate Reporting – this section summaries the performance in relation to corporate issues e.g. sickness absence, appraisals, complaints, data protection training

Appendix 1- NSI & Improvement Target Performance Indicators – summary table of the performance for the NSI and Improvement Targets. Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

1. Improvement Priorities & Service Plan Monitoring

Report highlights for the half year are as follows: -

Youth Support Services – staffing review

The proposals to restructure the staffing of the Youth Service has been approved by the Cabinet, the Youth Service has been approved by the Cabinet, the consultations with staff have now been completed and we are now moving forward with implementation. The changes will decrease the layers of management, and increase the operational capacity of the service.

Review of Assets

In order to make savings, a review of service assets is taking place in order to identify those buildings where use by the Youth Service is low.

The condition of some of these buildings is deteriorating, and the cost of repairs and maintenance is a major drain on resources. The review of asset is being made with other Directorate and Council services in order to reduce the number of council-maintained buildings in communities where the use is not optional.

Some communities have expressed an interest in managing the local asset themselves; this is being facilitated by either a lease arrangement or Community Asset Transfer. It is necessary, however, for Management Committees in the community to be able to make a long-term commitment to the running of the building.

Development Work

The Youth Service continues to develop strategies to address specific issues such as working with young people at risk of exclusion from school, those who may fall into the category of not being in education, employment or training (NEETS), Gypsy Travellers etc. Closer working relationships with schools, Pupil Referral Units and Colleges will enable a focus on young people lacking in the basic key skills to successfully integrate into training or the workforce.

The Duke of Edinburgh aware scheme administered for Flintshire Youth Service participants continues to be successful in providing young people with experiences and skills which will be helpful in the future.

Children and Vulnerable Families

Families First is an initiative which provides practical support for families and children who are vulnerable through poverty, poor health, unemployment or not achieving their potential.

The programme has four Nationally set outcomes: -

1. To work with working age people in low income families so that they can progress within employment.
2. Children, young people and families at risk of poverty can achieve their potential.
3. Children, young people and families are healthy, safe and enjoy wellbeing.
4. Families are confident, nurturing and resilient.

The programme will be developed into a 'whole family' model (Integrated Family Support Services Initiative and Families First Initiative).

Team Around the Family

Families First strategic projects are working with Team Around the Family (T.A.F.) to provide a seamless support for vulnerable families.

145 families have benefited from the support and there is a list of families that re in need of support in the future.

2. Internal and External Regulatory Reports

The Strategic Outline Case (part of the 5-case model) has been submitted to Welsh Government for consideration. This is the supporting documentation for the 21st Century Schools grant from Welsh Government. This Outline Case has been appraised in July, and approved. This enables the next stage (Outline Business Case) to be prepared and submitted by mid-September.

3. Corporate Reporting

Complaints / Compliments

A compliment – thanks for an invitation to the opening of Ysgol Cae'r Nant in Connah's Quay.

Sickness Absence

Q2 Workforce information currently unavailable from Corporate Services. To be submitted as an addendum to this report.

Staff Turnover

Q2 Workforce information currently unavailable from Corporate Services. To be submitted as an addendum to this report.

Staff Appraisals

Q2 Workforce information currently unavailable from Corporate Services. To be submitted as an addendum to this report.

Equality Monitoring

Quality Impact assessments have been submitted to Welsh Government in respect of school organisational changes.

DDA access to schools is a subject of a rolling programme and accommodates those individuals with immediate need.

Welsh Language Monitoring

A Corporate survey has been undertaken to ascertain levels of competency in the Welsh language with the offer of appropriate training where a need has been identified.

Data Protection Training

The key performance indicator is that all staff who have been identified as requiring DP training must have had it by the end of 2014. Work has been completed to identify posts for which Data Protection training is required. The next tasks are to identify appropriate training and arrange its delivery.

