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# Appendix 2 Strategic Equality Plan Performance Progress Report 2018/19





*Print Date: 18-Jul-2019*

## Objective 1: Reduce Health Inequalities



### Improved health outcomes for protected groups

#### Actions

| ACTION   | LEAD OFFICER                                  | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|---|-------------|-------------|-------------|------------|--|---|
| 1.1.1.4 [SEP] Develop e-learning module on Gypsy Traveller awareness | David Jolly - Gypsy Traveller Liaison Officer | In Progress | 23-Jul-2018 | 31-Mar-2019 | 50.00%     | <br>GREEN |  |



#### **ACTION PROGRESS COMMENTS:**

An e-learning package has been developed to include relevant issues regarding Gypsy Travellers but also to address some of the frequently asked questions from members of the public. This will include issues such as unauthorised encampments, negotiated stopping and health and well-being of this community. Completion of package will be by the 1st June 2019 as it is currently out for consultation with relevant stakeholders.

| ACTION   | LEAD OFFICER                                  | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|---|-----------|-------------|-------------|------------|--|---|
| 1.1.1.5 [SEP] Continue to provide annual Gypsy Traveller awareness training to all relevant employees. | David Jolly - Gypsy Traveller Liaison Officer | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |



#### **ACTION PROGRESS COMMENTS:**

Annual Gypsy Traveller awareness inputs have been delivered to the workforce internally who have direct contact with this community and this includes an appreciation of their culture, Equality Act legislation and best practice. This is an on-going commitment to be given to new employees going forward.

| ACTION   | LEAD OFFICER                              | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|---|-----------|-------------|-------------|------------|--|---|
| 1.2.1.7 [SEP] Implement Supporting People Commissioning Plan | Lesley Bassett - Housing Strategy Manager | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |



**ACTION PROGRESS COMMENTS:**

Outcomes achieved and submitted to Welsh Government. Small underspend due to additional funding being made available in January 2019 and difficulties procuring activities at such short notice.

| ACTION   | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|--|-----------|-------------|-------------|------------|--|--|
| 1.4.1.5 [SEP] Incorporate need for health assessment within Foster Care training | Jacque Slee - Team Manager Performance | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |



**ACTION PROGRESS COMMENTS:**

The importance of timely health assessments for children who are looked after is emphasised in the training for prospective and current foster carers.

| ACTION   | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|--|-----------|-------------|-------------|------------|--|--|
| 1.4.1.6 [SEP] Incorporate prompt registration with General Practitioner (GP) and dentist in PARIS (care assessment system) | Jacque Slee - Team Manager Performance | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |



**ACTION PROGRESS COMMENTS:**

Recording of GP registration and dental registration is included in the revised assessment documentation for children, which was implemented in March 2019.

| ACTION  | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|---|--|-----------|-------------|-------------|------------|--|---|
| 1.4.1.7 [SEP] Implement Social Care Training Strategy | Jacque Slee - Team Manager Performance | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |



**ACTION PROGRESS COMMENTS:**

Workforce Development Strategy has been implemented.

| ACTION  | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|---|--|-----------|-------------|-------------|------------|--|--|
| 1.4.1.8 [SEP] Implement Dementia Friendly Communities action plan | Jacque Slee - Team Manager Performance | Completed | 27-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |



**ACTION PROGRESS COMMENTS:**

Flintshire Council has made a commitment to become “Dementia Friendly”. An early part of this work will be to challenge all Portfolios to consider what they currently do to support people living with dementia. All members of the steering group to lead this work will become Dementia Champions and deliver Dementia Friend sessions within their Portfolio.

| ACTION  | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|---|--|-----------|-------------|-------------|------------|--|--|
| 1.4.1.9 [SEP] Seek accreditation for Flintshire County Council to become a Dementia Friendly organisation | Jacque Slee - Team Manager Performance | Completed | 27-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |

**ACTION PROGRESS COMMENTS:**



The application for Flintshire Council to become a Dementia Friendly Council has been completed.

| ACTION  | LEAD OFFICER                             | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|---|--|-----------|-------------|-------------|------------|--|---|
| 3.1.1.8 [SEP] Promote Trans awareness e-learning module | Fiona Mocko - Strategic Policies Advisor | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |

**ACTION PROGRESS COMMENTS:**

Trans awareness e-learning module was promoted during Lesbian, Bisexual, Gay and Transgender (LGBT) History month 2019 and Trans Remembrance Day November 2018. Further reminders to be circulated as completion rate is low.

## Performance Indicators



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of care leavers who have experienced homelessness during the year | No Data                 | 3             | 5             |  GREEN | N/A                   | 3          | 5          |  GREEN |

**Lead Officer:** Lesley Bassett - Housing Strategy Manager

**Reporting Officer:** Lesley Bassett - Housing Strategy Manager

**Aspirational Target:**

**Progress Comment:** 3 care leavers have experienced homelessness.



| KPI Title                                     | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of Dementia Friendly Communities | No Data                 | 7             | 3             |  GREEN | N/A                   | 7          | 6          |  GREEN |

**Lead Officer:** Dawn Holt - Commissioning Manager

**Reporting Officer:** Jacque Slee - Team Manager Performance

**Aspirational Target:**

**Progress Comment:** Flintshire has 7 Dementia Friendly Communities and 3 Dementia Friendly Organisations.



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of employee who have completed the equality e-learning modules | No Data                 | 163           | 50            |  GREEN | N/A                   | 163        | 200        |  RED |

**Lead Officer:** Annette Bailey - Learning and Development Officer

**Reporting Officer:** Annette Bailey - Learning and Development Officer

**Aspirational Target:**

**Progress Comment:** Ongoing reminders from managers and included in induction schedule



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of employees who attend Gypsy Traveller awareness training | No Data                 | 25            | 25            |  GREEN | N/A                   | 50         | 50         |  |

**Lead Officer:** Melville Evans - Senior Manager - Housing Programmes

**Reporting Officer:** David Jolly - Gypsy Traveller Liaison Officer

**Aspirational Target:**

**Progress Comment:** Housing Responsive Repairs and Voids teams have been given awareness sessions in person.



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of employees who complete Gypsy Traveller e-learning modules | No Data                 | 0             | 5             |  RED | N/A                   | 0          | 10         |  |

**Lead Officer:** Melville Evans - Senior Manager - Housing Programmes

**Reporting Officer:** David Jolly - Gypsy Traveller Liaison Officer

**Aspirational Target:**

**Progress Comment:** This is still at development stage. This is being picked up by the recently appointed Gypsy Traveller Liaison Officer and Housing Training Officer.



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of events to raise awareness of dementia across the county | No Data                 | 62            | 5             |  GREEN | N/A                   | 62         | 10         |  GREEN |

**Lead Officer:** Dawn Holt - Commissioning Manager

**Reporting Officer:** Jacque Slee - Team Manager Performance

**Aspirational Target:**

**Progress Comment:** We continue to actively raise awareness of dementia in our community.



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Percentage of Looked After Children ( LAC) registered with General Practitioner (GP) | No Data                 | 98.1          | 98            |  GREEN | N/A                   | 98.1       | 98         |  GREEN |

**Lead Officer:** Jacque Slee - Team Manager Performance

**Reporting Officer:** Jacque Slee - Team Manager Performance

**Aspirational Target:**

**Progress Comment:** This information is collected for all Looked After Children when they become looked after.



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Percentage of Looked After Children (LAC) registered with a dentist within three months of becoming looked after | No Data                 | 75            | 75            |  GREEN | N/A                   | 75         | 75         |  GREEN |

**Lead Officer:** Jacque Slee - Team Manager Performance

**Reporting Officer:** Jacque Slee - Team Manager Performance

**Aspirational Target:**

**Progress Comment:** All Looked After Children had dental appointments within 4 months.

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| IP1.2.3.1M01 (PAM/015)<br>Average number of calendar days taken to deliver a DFG | 305.54                  | 300           | 247           |  RED | ↑                     | 299.76     | 247        |  AMBER |

**Lead Officer:** Jen Griffiths - Benefits Manager

**Reporting Officer:** Joseph Muxlow - Regeneration Programme Lead

**Aspirational Target:**



**Progress Comment:** A Disabled Facilities Grant (DFG) is a mandatory grant to help individuals living with a disability with the cost of adapting their homes to enable them to continue living at their residence with the maximum amount of independence.



A DFG review board meets monthly to review progress towards implementing improvements to processes and controls and to the wider adaptations system in the Council. One such action is the launch of a new contractor framework for the delivery of the DFG's which has resulted in a reduction of the number of days taken to deliver DFGs.

In 17/18 DFG work had to be suspended due to budgetary constraints and as a result outstanding works have been completed within 18/19. This has impacted on the overall performance for the service. DFG performance can be explained by splitting those older cases from 17/18 and the current year cases that have been delivered using the new framework as follows: 3 adaptations delivered this quarter were 17/18 legacy cases and average 393 days

4 adaptations delivered using the new framework average 230 days. This should provide an element of assurance that moving into the new financial year, once the legacy cases have been completed, performance will significantly improve.



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| IP1.4.3.3M03 Percentage of looked after children with a timely health assessment | 0                       | 76.32         | 81            |  AMBER | ↑                     | 70.57      | 81         |  AMBER |



**Lead Officer:** Neil Ayling - Chief Officer - Social Services  
**Reporting Officer:** Jacque Slee - Team Manager Performance  
**Aspirational Target:**  
**Progress Comment:** Significant improvement has been made since last year, with the Looked After nurse regularly attending team meetings and managing the assessment appointments.

## Objective 1: Reduce Health Inequalities

Minimise the impact of substance misuse on individuals, their families and communities in the county

### Actions



| ACTION  | LEAD OFFICER                             | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|---|--|-----------|-------------|-------------|------------|--|--|
| 1.5.1.7 [SEP] Minimise the impact of substance misuse on individuals, their families and communities in the county  | Fiona Mocko - Strategic Policies Advisor | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |
| <b>ACTION PROGRESS COMMENTS:</b><br>Providing effective services to people with protected characteristics is included within all new contracts and within existing contracts as they are reviewed. The service is a commissioning service and does not provide treatments directly. |  |           |             |             |            |  |  |

| ACTION   | LEAD OFFICER                             | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|--|-----------|-------------|-------------|------------|--|---|
| 1.5.1.8 [SEP] Support those receiving treatment to complete substance misuse treatment   | Fiona Mocko - Strategic Policies Advisor | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |
| <b>ACTION PROGRESS COMMENTS:</b><br>The Substance Misuse Team has received training on meeting the needs of older people who misuse substances. The needs of people with protected characteristics is included within the Substance Misuse Strategy. |  |           |             |             |            |  |   |

## Objective 2: Reduce unequal outcomes in Education to maximise individual potential

Reduce the gap in educational attainment levels between different groups at all stages



### Actions

| ACTION  | LEAD OFFICER   | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|---|--|-----------|-------------|-------------|------------|--|--|
| 3.1.1.7 [SEP] Through GwE Challenge Advisors scrutiny of school improvement plans, ensure that schools are effectively targeting the use of the Pupil Deprivation Grant (PDG) to support learners entitled to Free School Meals (FSM) to improve outcomes | Vicky Barlow - Senior Manager - School Improvement Systems | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>AMBER | <br>AMBER |

#### **ACTION PROGRESS COMMENTS:**

The Support Improvement Advisers within GwE make termly visits to schools and monitor improvement plans. These plans will clearly articulate where PDG funding is being used to support learners entitled to Free School Meals and entitled to PDG. The GwE Senior Lead Officers report back on the progress of these reviews through the Local Quality Board attended by the Chief Officer, Cabinet Member and Chair of Overview & Scrutiny. In Key Stage (KS) 4, schools have been given access to support strategies that are clearly articulated within support plans. Overall performance of e-FSM pupils is generally good although the performance of e-FSM pupils needs to further improve at KS4. There has been an improving trend in the performance of e-FSM pupils attaining the Foundation Phase indicator. The Key Stage 2 e-FSM pupils in Flintshire have performed consistently better than the Wales average for the last four years. In Key Stage 3 the percentage of e-FSM pupils achieving the core subject indicator continued to improve. The performance of pupils entitled to FSM remains a priority however as only KS2 pupil attainment data for 2018 shows a small narrowing of the gap.

## Performance Indicators



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Percentage of boys who achieve 5 G.C.S.E's A* - C grade | No Data                 | 63.2          | 65            |  RED | N/A                   | 63.2       | 65         |  |

**Lead Officer:** Vicky Barlow - Senior Manager - School Improvement Systems

**Reporting Officer:** Vicky Barlow - Senior Manager - School Improvement Systems

**Aspirational Target:**

**Progress Comment:** The performance of boys improved by 4.3% in 2017.



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Percentage of girls achieving 5 G.C.S.E's A* - C grade | No Data                 | 75.2          | 73            |  GREEN | N/A                   | 75.2       | 73         |  |

**Lead Officer:** Vicky Barlow - Senior Manager - School Improvement Systems

**Reporting Officer:** Vicky Barlow - Senior Manager - School Improvement Systems

**Aspirational Target:**

**Progress Comment:** The performance of girls improved by 2.5% in 2018 and is 2% above the national average.



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Percentage of year 11 pupils who receive free school meals achieving 5 GCSEs at A* - C, or equivalent, | 25.2                    | 43.6          | 40            |  GREEN | ↑                     | 43.6       | 40         |  |

**Lead Officer:** Vicky Barlow - Senior Manager - School Improvement Systems

**Reporting Officer:** Vicky Barlow - Senior Manager - School Improvement Systems

**Aspirational Target:**

**Progress Comment:** Following targeted access for schools to support strategies, the percentage of pupils achieving the level 2 inclusive increased by 8.8% on 2017

| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| IP3.1.1.8M08 (PAM/006)<br>Percentage of pupils achieving the expected outcome at the end of key stage 4. Level 2 inclusive threshold 5 GCSE A* - C incl English/Welsh and Maths | 57                      | No Data       | 17.6          |  | N/A                   | No Data    | 17.6       |  |

**Lead Officer:** Vicky Barlow - Senior Manager - School Improvement Systems

**Reporting Officer:** Vicky Barlow - Senior Manager - School Improvement Systems

**Aspirational Target:** 86.00



**Progress Comment:** Changes to WJEC (formerly Welsh Joint Education Committee) grade boundaries and access to early entry opportunities impacted on performance in GCSE English Language. This also had an impact on performance at level 2+, where English is a key component of the measure. . There were significant changes to grade boundaries between the summer and November 2017 examinations and those in the summer of 2018.



Overall performance in 2018 generally improved and the outcomes compare favourably with those achieved in 2017 and with national averages. Performance at Level 2+ decreased by 0.3%, which given the more significant decrease in English language outcomes was not unexpected, and is still above national averages.



## Objective 2: Reduce unequal outcomes in Education to maximise individual potential

### Ensure pupils feel safe at school

#### Actions



| ACTION   | LEAD OFFICER  | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|---|-------------|-------------|-------------|------------|--|--|
| 3.1.1.9 [SEP] Implement Transgender reassignment policy for secondary schools  | Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding | In Progress | 23-Jul-2018 | 31-Mar-2019 | 90.00%     | <br>GREEN | <br>AMBER |
| <b>ACTION PROGRESS COMMENTS:</b><br>The transgender policy and guidance for schools has been developed and shared for consultation with partners. There a minor amendments ahead of dissemination to schools in the summer term. |   |             |             |             |            |  |  |

| ACTION  | LEAD OFFICER  | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|---|---|-------------|-------------|-------------|------------|--|--|
| 3.1.1.10 [SEP] Develop Trans guidance and policy for Primary schools  | Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding | Not Started | 23-Jul-2018 | 31-Mar-2020 | 0.00%      | <br>AMBER | <br>AMBER |
| <b>ACTION PROGRESS COMMENTS:</b><br>The development of the primary guidance will commence once the secondary guidance has been finalised (summer term). |   |             |             |             |            |  |  |

| ACTION   | LEAD OFFICER  | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|---|-----------|-------------|-------------|------------|--|--|
| 3.1.1.11 [SEP] Provide Trans awareness training for all secondary school | Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding | Completed | 23-Jul-2018 | 31-Mar-2020 | 100.00%    | <br>GREEN | <br>GREEN |



**ACTION PROGRESS COMMENTS:**

Stonewall "Train the Trainer" was funded by the Healthy Schools scheme for all high schools to attend the one day course on 05.10.18. Nine Secondary schools sent a team member to attend the full day training and were provided with a memory stick with a variety of resources to support training to be cascaded back to school employees.

| ACTION   | LEAD OFFICER  | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|---|-------------|-------------|-------------|------------|--|--|
| 3.1.1.12 [SEP] Remind all schools to publish Annual Equality reports | Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding | In Progress | 23-Jul-2018 | 31-Mar-2019 | 10.00%     | <br>AMBER | <br>AMBER |

**ACTION PROGRESS COMMENTS:**



Schools are encouraged to publish their annual equality reports at the end of the school year in line with their Head teacher report to the Governing Body and Governing Body report to parents. The number of school that publish their reports will be monitored in the summer term 2019 and specific targets will be set thereafter.

| ACTION  | LEAD OFFICER  | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|---|---|-------------|-------------|-------------|------------|--|--|
| 3.1.1.13 [SEP] Raise awareness of identity based bullying during Anti Bullying Week | Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding | In Progress | 23-Jul-2018 | 01-Dec-2018 | 90.00%     | <br>GREEN | <br>AMBER |

**ACTION PROGRESS COMMENTS:**

Anti-bullying week 2018 was promoted to all schools and resources were signposted to schools. The existing system for reporting identity based bullying to Flintshire Local Education Authority has been incorporated within all level 3 safeguarding training courses for designated safeguarding persons in 17/18. The new reporting system for schools to be able to notify the local authority of incidences of identity based

bullying has been developed and refined with IT. Final report arrangements to be agreed and the system will be launched to all schools in the summer term 2019.



| ACTION   | LEAD OFFICER  | STATUS  | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|---|---------|-------------|-------------|------------|--|--|
| 3.1.1.14 [SEP] Ensure all schools access Modern Slavery training | Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding | Ongoing | 03-Aug-2018 | 31-Mar-2020 | -          | <br>AMBER | <br>AMBER |



**ACTION PROGRESS COMMENTS:**



Modern Slavery training provider utilised to train education officers. Funding to be allocated to enable training for schools.



## Performance Indicators

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of reports of identity based bullying in all schools  | No Data                 | 4             | 15            |  GREEN | N/A                   | 6          | 30         |  GREEN |
| <p><b>Lead Officer:</b> Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding<br/> <b>Reporting Officer:</b> Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding<br/> <b>Aspirational Target:</b> 0.00<br/> <b>Progress Comment:</b> A new electronic system is being introduced to enable incidents to be reported and monitored more effectively so that trends can be identified and support provided where needed.</p> |                         |               |               |   |                       |            |            |   |

| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of secondary schools who attend Trans awareness training   | No Data                 | 9             | 12            |  RED | N/A                   | 9          | 12         |  GREEN |
| <p><b>Lead Officer:</b> Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding<br/> <b>Reporting Officer:</b> Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding<br/> <b>Aspirational Target:</b> 12.00<br/> <b>Progress Comment:</b> Out of 12 secondary schools 9 attended training</p> |                         |               |               |   |                       |            |            |   |

| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of teachers who complete modern slavery awareness training | No Data                 | 0             | 50            |  RED | N/A                   | 0          | 50         |  RED |



**Lead Officer:** Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding

**Reporting Officer:** Claire Sinnott - Learning Advisor, Health, Wellbeing and Safeguarding

**Aspirational Target:** 50.00

**Progress Comment:** The target is one employee per school to attend training (designated safeguarding person).

### Objective 3: Reduce Inequalities in Employment

Identify and address any inequalities within pay, recruitment, retention, training and promotion processes

#### Actions



| ACTION  | LEAD OFFICER   | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG | OUTCOME RAG |
|---|--|-------------|-------------|-------------|------------|--------------|-------------|
| 6.1.1.10 [SEP] Undertake annual workforce equality analysis of data in line with the Public Sector Equality Duty (PSED) | Andrew Adams - Business Information and Compliance Adviser | Not Started | 23-Jul-2018 | 31-Mar-2019 | 0.00%      |              |             |

**ACTION PROGRESS COMMENTS:**

Ongoing promotion and monitoring is carried out to gather information on the diversity of our workforce including potential recruits as well as existing employees. Information gathered is analysed regularly which helps us to identify barriers that prevent access to employment and career development for certain groups of people, and to develop solutions, such as positive action plans or alternative policies and practices.

| ACTION   | LEAD OFFICER   | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG | OUTCOME RAG |
|--|--|-------------|-------------|-------------|------------|--------------|-------------|
| 6.1.1.11 [SEP] Develop action plan following analysis of workforce information report and equal pay audit to address any areas of potential or actual inequalities | Andrew Adams - Business Information and Compliance Adviser | Not Started | 23-Jul-2018 | 31-Mar-2019 | 0.00%      |              |             |



**ACTION PROGRESS COMMENTS:** To be completed as part of annual Workforce Information Report



| ACTION   | LEAD OFFICER   | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG  | OUTCOME RAG   |
|--|--|-------------|-------------|-------------|------------|---|---|
| 6.1.1.12 [SEP] Publish annual workforce information report and equal pay audit | Andrew Adams - Business Information and Compliance Adviser | Not Started | 23-Jul-2018 | 31-Mar-2019 | 0.00%      |  |  |

**ACTION PROGRESS COMMENTS:**

The Annual Equalities report is published each year on the Council website. The deadline for publishing the 2018-19 report is March 2020. However, the report is currently being compiled and will be published in the coming months. The Equal Pay Audit 2018-19 was published in September 2018 and is available on the Council website. As good practice going forward, the Equal Pay Audit and Annual Equalities report will be published in line with each other.

## Performance Indicators

| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG  |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|--|
| [SEP] Percentage of pay gap between all employees and employees from a Black and minority ethnic (BME) background   | No Data                 | No Data       | N/A           |  | N/A                   | No Data    | N/A        | <br>GREEN |
| <p><b>Lead Officer:</b> Siân Croston - HR Policy and Reward Advisor<br/> <b>Reporting Officer:</b> Rachel Roberts - HR Policy and Reward Advisor<br/> <b>Aspirational Target:</b><br/> <b>Progress Comment:</b> There are significant numbers of employees who have chosen not to disclose their ethnicity or who have not provided any information (37.39%). This makes it difficult to undertake this analysis.</p> |                         |               |               |   |                       |            |            |  |

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG  |
|--|-------------------------|---------------|---------------|--|-----------------------|------------|------------|--|
| [SEP] Percentage of pay gap between men and women employees  | No Data                 | 13.65         | 13            | <br>RED | N/A                   | 13.65      | 13         | <br>GREEN |
| <p><b>Lead Officer:</b> Siân Croston - HR Policy and Reward Advisor<br/> <b>Reporting Officer:</b> Rachel Roberts - HR Policy and Reward Advisor<br/> <b>Aspirational Target:</b><br/> <b>Progress Comment:</b> This is the gender pay gap across the whole Council using the mean method of calculating average pay from data extracted 1st April 2018.</p> |                         |               |               |  |                       |            |            |  |

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG |
|--|-------------------------|---------------|---------------|-----------|-----------------------|------------|------------|-------------|
| [SEP] Percentage pay gap between all employees and | -1.71                   | -1.71         | 1             |           |                       | -1.71      | 1          |             |

disabled employees



**Lead Officer:** Siân Croston - HR Policy and Reward Advisor

**Reporting Officer:** Rachel Roberts - HR Policy and Reward Advisor



**Aspirational Target:**

**Progress Comment:** There are a significant numbers of employees who have not declared their disability status or for whom this status is not known and this makes it difficult to undertake a robust analysis of pay by disability status.

### Objective 3: Reduce Inequalities in Employment



Ensure employees receive equality training to equip them with skills and knowledge to meet the Equality Act 2010

#### Actions

| ACTION  | LEAD OFFICER                             | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|---|--|-----------|-------------|-------------|------------|--|---|
| 6.1.1.13 [SEP] Promote equality training e-learning modules | Fiona Mocko - Strategic Policies Advisor | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |

#### **ACTION PROGRESS COMMENTS:**



The Induction checklist includes a requirement to complete the modules, but completion rates remain low. Human Resource Business Partners will report on compliance at Portfolio management team meetings to increase completion rates.

| ACTION  | LEAD OFFICER                             | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|---|--|-------------|-------------|-------------|------------|--|---|
| 6.1.1.14 [SEP] Equality incorporated into appraisal | Fiona Mocko - Strategic Policies Advisor | In Progress | 23-Jul-2018 | 31-Mar-2019 | 46.00%     | <br>AMBER |  |



#### **ACTION PROGRESS COMMENTS:**

Initially included within appraisal but has not been included within the updated appraisal form. This action will be carried forward within the Strategic Equality Plan 2020/24.



## Performance Indicators

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of complaints made by employees of identity based bullying and harassment | No Data                 | 0             | 1             |  GREEN | N/A                   | 0          | 2          |  |

**Lead Officer:** Andrew Adams - Business Information and Compliance Adviser  
**Reporting Officer:** Andrew Adams - Business Information and Compliance Adviser  
**Aspirational Target:**  
**Progress Comment:** There have been no complaints made during 2018-19

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of discrimination complaints made by job applicants | No Data                 | 0             | 1             |  GREEN | N/A                   | 0          | 2          |  |

**Lead Officer:** Andrew Adams - Business Information and Compliance Adviser  
**Reporting Officer:** Andrew Adams - Business Information and Compliance Adviser  
**Aspirational Target:**  
**Progress Comment:** There have been no discrimination complaints made by job applicants during 2018-19.

| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of employee who have completed the equality e-learning modules | No Data                 | 163           | 50            |  GREEN | N/A                   | 163        | 200        |  RED |





**Lead Officer:** Annette Bailey - Learning and Development Officer

**Reporting Officer:** Annette Bailey - Learning and Development Officer



**Aspirational Target:**

**Progress Comment:** Ongoing reminders from managers and included in induction schedule.



### Objective 3: Reduce Inequalities in Employment



#### Support protected groups gain and maintain employment

#### Actions

| ACTION  | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|---|--|-----------|-------------|-------------|------------|--|---|
| 3.1.1.15 [SEP] Develop and implement action plan to support care leavers gain employment and training opportunities | Jacque Slee - Team Manager Performance | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |
| <b>ACTION PROGRESS COMMENTS:</b>  |  |           |             |             |            |  |   |

#### Performance Indicators



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG  |
|--|-------------------------|---------------|---------------|--|-----------------------|------------|------------|--|
| [SEP] Percentage of all care leavers who are in sustained education, training or employment continuously for 12 month after leaving care   | No Data                 | 80            | 65            | <br>GREEN | N/A                   | 80         | 65         | <br>GREEN |
| <p><b>Lead Officer:</b> Jacque Slee - Team Manager Performance<br/> <b>Reporting Officer:</b> Jacque Slee - Team Manager Performance<br/> <b>Aspirational Target:</b><br/> <b>Progress Comment:</b> This represents 16 out of 20 care leavers.</p> |                         |               |               |  |                       |            |            |  |

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Percentage of all care leavers who are in sustained education, training or employment continuously for 24 months after leaving care  | No Data                 | 71.4          | 70            |  GREEN | N/A                   | 71.4       | 70         |  GREEN |
| <p><b>Lead Officer:</b> Jacque Slee - Team Manager Performance<br/> <b>Reporting Officer:</b> Jacque Slee - Team Manager Performance<br/> <b>Aspirational Target:</b><br/> <b>Progress Comment:</b> This represents 15 out of 21 care leavers.</p> |                         |               |               |   |                       |            |            |   |

## Objective 4: Reduce Inequalities in Personal Safety



### Raise awareness of Hate Crime

#### Actions

| ACTION   | LEAD OFFICER                             | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|--|-----------|-------------|-------------|------------|--|---|
| 5.1.1.8 [SEP] Develop joint initiatives with North Wales Public Sector Equality Network to raise awareness of hate crime | Fiona Mocko - Strategic Policies Advisor | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |



#### **ACTION PROGRESS COMMENTS:**

Hate Crime Awareness Week promoted November 2018. Initiatives include website banner, tweets and Facebook messages posted on social media, workforce news item and images posted on Council TV screens.

| ACTION  | LEAD OFFICER                             | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|---|--|-------------|-------------|-------------|------------|--|--|
| 5.1.1.9 [SEP] Implement Safeguarding training | Fiona Mocko - Strategic Policies Advisor | In Progress | 23-Jul-2018 | 31-Mar-2019 | 50.00%     | <br>AMBER | <br>GREEN |



#### **ACTION PROGRESS COMMENTS:**

The module has been written and signed off and is being tested with a number of users before being launched to the wider workforce.

| ACTION   | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|--|-----------|-------------|-------------|------------|--|--|
| 5.1.1.10 [SEP] Implement early interventions / preventative training in Child Protection | Jacque Slee - Team Manager Performance | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |

**ACTION PROGRESS COMMENTS:**



Early intervention and preventative services are include in Child Protection training.

| ACTION   | LEAD OFFICER                             | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|--|-------------|-------------|-------------|------------|--|---|
| 5.1.1.11 Develop guidance on the reporting of hate crime | Fiona Mocko - Strategic Policies Advisor | In Progress | 04-Oct-2018 | 31-Mar-2020 | 74.00%     | <br>GREEN |  |

**ACTION PROGRESS COMMENTS:**

Framework for guidance in place and will be completed by 31st March 2020.

## Performance Indicators

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG  |
|--|-------------------------|---------------|---------------|--|-----------------------|------------|------------|--|
| [SEP] Number of incidents of hate crime reported to North Wales Police | No Data                 | 76            | 45            | <br>GREEN | N/A                   | 151        | 65         | <br>GREEN |

**Lead Officer:** Fiona Mocko - Strategic Policies Advisor

**Reporting Officer:** Fiona Mocko - Strategic Policies Advisor



**Aspirational Target:**



**Progress Comment:** The overall number of hate crimes reported this year has reduced. However there has been an increase in the number of reports of the crimes based on religion and disability. This could be due to the impact of the campaign to increased awareness of how to recognise a hate incident and how to make a report.

## Objective 4: Reduce Inequalities in Personal Safety



### Raise awareness of Safeguarding

#### Actions

| ACTION   | LEAD OFFICER                             | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|--|-----------|-------------|-------------|------------|--|--|
| 6.1.1.15 [SEP] Produce regular corporate safeguarding bulletin   | Fiona Mocko - Strategic Policies Advisor | Completed | 08-Oct-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |
| <b>ACTION PROGRESS COMMENTS:</b><br>Two Corporate Safeguarding Bulletins were produced and promoted this financial year. |  |           |             |             |            |  |  |

| ACTION  | LEAD OFFICER                             | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|---|--|-----------|-------------|-------------|------------|--|---|
| 6.1.1.16 [SEP] Participate in Safeguarding Awareness Week   | Fiona Mocko - Strategic Policies Advisor | Completed | 08-Oct-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |
| <b>ACTION PROGRESS COMMENTS:</b><br>Promotional materials were circulated to key employees in Social Services and education. The majority of portfolios were represented at the Regional Safeguarding Week conference. Internal and external communications were published during Safeguarding Week 2018. |  |           |             |             |            |  |   |

## Performance Indicators



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of adult protection enquiries completed | 103                     | 155           | 100           |  GREEN | ↑                     | 551        | 400        |  GREEN |

**Lead Officer:** Jayne Belton - Children's Safeguarding Manager

**Reporting Officer:** Jacque Slee - Team Manager Performance

**Aspirational Target:**

**Progress Comment:** The Safeguarding Unit continue to complete enquiries above the target rate.



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of adult protection enquiries completed within 7 days | 89                      | 149           | 76            |  GREEN | ↑                     | 525        | 376        |  GREEN |

**Lead Officer:** Jayne Belton - Children's Safeguarding Manager

**Reporting Officer:** Jacque Slee - Team Manager Performance

**Aspirational Target:**

**Progress Comment:** The Safeguarding Unit continue to prioritise enquiries within the 7 day timescale.

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of employees who complete modern slavery elearning module | No Data                 | 108           | 25            |  GREEN | N/A                   | 108        | 50         |  RED |



**Lead Officer:** Annette Bailey - Learning and Development Officer

**Reporting Officer:** Annette Bailey - Learning and Development Officer

**Aspirational Target:**

**Progress Comment:** Ongoing reminders from managers and included in induction schedule.



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of employees who complete safeguarding elearning module | No Data                 | 64            | 10            |  GREEN | N/A                   | 64         | 20         |  RED |

**Lead Officer:** Annette Bailey - Learning and Development Officer

**Reporting Officer:** Annette Bailey - Learning and Development Officer



**Aspirational Target:**



**Progress Comment:** E-learning module has been updated and is nearly ready to go live on Flintshire Academi.



## Objective 4: Reduce Inequalities in Personal Safety

Address high risk instances of domestic abuse and enable victims of domestic abuse to remain in their own properties

### Actions

| ACTION  | LEAD OFFICER                    | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|---|---------------------------------|-----------|-------------|-------------|------------|--|---|
| 1.5.1.9 [SEP] Home safe target hardening visits to victims of domestic abuse by Neighbourhood Wardens on referral by partner agencies | Gerwyn Davies - ASB Coordinator | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |
| <b>ACTION PROGRESS COMMENTS:</b><br>NA  |                                 |           |             |             |            |  |   |



| ACTION  | LEAD OFFICER                                      | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|---|---|-------------|-------------|-------------|------------|--|---|
| 1.5.1.10 [SEP] Promote level 1 of Welsh Government Violence Against Women, domestic abuse and sexual violence e-learning module.  | Annette Bailey - Learning and Development Officer | In Progress | 27-Jul-2018 | 31-Mar-2019 | 24.00%     | <br>RED |  |
| <b>ACTION PROGRESS COMMENTS:</b><br>Struggle to get all employees to complete as over 60% do not have access to a computer. Face to face sessions taking place and a 20 minute managers training pack currently being written for managers to use at team meetings and toolbox talks. |   |             |             |             |            |  |   |

| ACTION   | LEAD OFFICER                                      | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|---|-------------|-------------|-------------|------------|--|---|
| 1.5.1.11 [SEP] Public facing employees in Social Services, Education, Housing complete levels 2 and 3 of the national training framework for violence against women domestic abuse and sexual violence | Annette Bailey - Learning and Development Officer | Not Started | 27-Jul-2018 | 31-Mar-2019 | 0.00%      | <br>RED |  |

**ACTION PROGRESS COMMENTS:**

This has not been started yet by the North Wales Authorities. Waiting for steer from Regional Advisor. Train the trainer workshops to be held in 2019.

## Performance Indicators



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG  |
|---|-------------------------|---------------|---------------|--|-----------------------|------------|------------|--|
| [SEP] Number of domestic abuse home safe visits completed | No Data                 | 217           | 195           | <br>GREEN | N/A                   | 217        | 195        | <br>GREEN |

**Lead Officer:** Gerwyn Davies - ASB Coordinator

**Reporting Officer:** Gerwyn Davies - ASB Coordinator

**Aspirational Target:**

**Progress Comment:** Referrals increased on previous 12 months. Positive work has occurred to raise the profile of the service with partner agencies.



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG  |
|--|-------------------------|---------------|---------------|--|-----------------------|------------|------------|--|
| [SEP] Percentage of employee in housing, social services and Education who have completed levels 2 and 3 of the National Training framework for violence against women, domestic abuse and sexual violence e-learning module | No Data                 | 0             | 25            | <br>RED | N/A                   | 0          | 25         | <br>RED |

**Lead Officer:** Annette Bailey - Learning and Development Officer

**Reporting Officer:** Annette Bailey - Learning and Development Officer

**Aspirational Target:**

**Progress Comment:** No progress made as training not started yet.



| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| IP1.6.2.1M01 Percentage of employees who have completed the level 1 e-learning training package to meet the requirements of the Domestic Abuse and and Sexual Violence National Training Framework | 8.98                    | 19.36         | 45            |  RED | ↑                     | 55.78      | 45         |  RED |

**Lead Officer:** Sharon Carney - Lead HR Business Partner

**Reporting Officer:** Annette Bailey - Learning and Development Officer

**Aspirational Target:** 50.00

**Progress Comment:** Actions in place such as face to face training and training pack for managers.



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| IP1.6.2.2M02 The number of reported incidents of Domestic Abuse and Sexual Violence | 577                     | No Data       | 0             |  | N/A                   | 3803       | 0          |  GREEN |

**Lead Officer:** Lynne Fensome - Management and Support Manager

**Reporting Officer:** Siân Jones - Public Protection Manager - Community and Business

**Aspirational Target:**

**Progress Comment:** Awaiting confirmation from North Wales Police on the validity of the data provided as there appears to be anomalies with figures reported previously.

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| IP1.6.2.3M03 The number of domestic abuse incidents reported to North Wales Police | 442                     | No Data       | 0             |  | N/A                   | 3172       | 0          |  GREEN |

**Lead Officer:** Lynne Fensome - Management and Support Manager

**Reporting Officer:** Siân Jones - Public Protection Manager - Community and Business





**Aspirational Target:**

**Progress Comment:** Awaiting confirmation from North Wales Police on the validity of the data provided as there appears to be anomalies with figures reported previously.



## Objective 4: Reduce Inequalities in Personal Safety

### Develop domestic abuse refuge for males to reduce inequality in provision in North Wales

#### Actions

| ACTION   | LEAD OFFICER                              | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|---|-----------|-------------|-------------|------------|--|---|
| 1.5.1.6 [SEP] Promote domestic abuse refuge for males to reduce the inequality of provision in North Wales   | Lesley Bassett - Housing Strategy Manager | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |
| <b>ACTION PROGRESS COMMENTS:</b><br>One 2 bed male refuge has been commissioned in Flintshire. This is being monitored in terms of capacity and further provision will be commissioned in the new year if there is evidence of demand. |   |           |             |             |            |  |   |



#### Performance Indicators

| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG  |
|---|-------------------------|---------------|---------------|--|-----------------------|------------|------------|--|
| [SEP] Number of referrals to the domestic abuse refuge for males  | No Data                 | 23            | 5             | <br>GREEN | N/A                   | 25         | 10         | <br>GREEN |
| <b>Lead Officer:</b> Lesley Bassett - Housing Strategy Manager<br><b>Reporting Officer:</b> Lesley Bassett - Housing Strategy Manager<br><b>Aspirational Target:</b><br><b>Progress Comment:</b> Exceeded target highlighting demand for service. |                         |               |               |  |                       |            |            |  |

## Objective 5: Reduce Inequalities in Representation & Voice

Increase the diversity of the profile of people who participate in public life and representative bodies

### Actions



| ACTION   | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|--|-----------|-------------|-------------|------------|--|--|
| 1.4.1.10 [SEP] Deliver 'What Matters' training to Social Services  | Jacque Slee - Team Manager Performance | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |
| <b>ACTION PROGRESS COMMENTS:</b><br>"What Matters" training has been rolled out to workforce and will continue as a rolling programme. |  |           |             |             |            |  |  |







## Objective 5: Reduce Inequalities in Representation & Voice

### Improve representation of Protected Groups in consultation activities and equality impact assessments



#### Actions

| ACTION  | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|---|--|-----------|-------------|-------------|------------|--|--|
| 1.4.1.11 [SEP] Implement new assessment framework for children and young people                               | Jacque Slee - Team Manager Performance | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |
| <b>ACTION PROGRESS COMMENTS:</b><br>Assessment Framework is now Social Services and Well-being Act compliant. |  |           |             |             |            |  |  |



| ACTION  | LEAD OFFICER                           | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG  | OUTCOME RAG   |
|---|--|-----------|-------------|-------------|------------|---|---|
| 1.4.1.12 [SEP] Implement new assessment framework for carers and training for carers  | Jacque Slee - Team Manager Performance | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |
| <b>ACTION PROGRESS COMMENTS:</b><br>Following a review of Carers Services which led to some changes in delivery in early 2018, the services have delivered on these new arrangements and have worked closely with the local authority to ensure that service provision in Flintshire is of a high standard. |  |           |             |             |            |   |   |

| ACTION  | LEAD OFFICER   | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|---|--|-----------|-------------|-------------|------------|--|---|
| 6.1.1.20 [SEP] Develop easy and accessible procedures for people to complain when things go wrong | Rebecca Jones - Customer Services and Registration Manager | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>AMBER |  |

|   |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|
|   |  |  |  |  |  |  |  |
| <p><b>ACTION PROGRESS COMMENTS:</b><br/> The Council has a procedure for people to complain when things go wrong. The current procedure is based on an all Wales model for complaints handling in the public sector. The procedure is due to be reviewed in 2019/20 to take in to consideration the new Welsh Language Standards, providing advice and guidance to customers who wish to complain about non-compliance with Welsh Language Standards.</p> |  |  |  |  |  |  |  |

| ACTION   | LEAD OFFICER   | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|--|-------------|-------------|-------------|------------|--|---|
| 6.1.1.21 [SEP] Ensure people with Protected Characteristics are represented at the Impact Assessment Quality Assurance Group | Stephanie Aldridge - Corporate Business and Communications Support Officer | In Progress | 31-Jul-2018 | 31-Mar-2019 | 80.00%     | <br>AMBER |  |

**ACTION PROGRESS COMMENTS:**  
Most protected characteristics represented on this group. Contact made with Lesbian, gay, bisexual and trans (LGBT) youth group to ensure they are represented. No contacts currently with people representing race or religion and belief characteristic.



| ACTION   | LEAD OFFICER   | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|--|-------------|-------------|-------------|------------|--|---|
| 6.1.1.22 [SEP] Encourage Services to present impact assessments to the Impact Assessment Quality Assurance Group | Stephanie Aldridge - Corporate Business and Communications Support Officer | In Progress | 31-Jul-2018 | 31-Mar-2019 | 80.00%     | <br>AMBER |  |

**ACTION PROGRESS COMMENTS:**  
Not all impact assessment are being presented the Impact Assessment meetings. This will be raised at Performance Leads meeting to encourage Performance Leads to raise within their management teams. The Impact assessment toolkit added to the CAMMS performance management software to ensure that impact assessments cannot be completed until presented to the Impact Assessment group and has sign off from the chair of the group.

## Objective 6: Reduce Inequalities in access to information and service, buildings and the environment



Promote and increase use of Language Line across all services when dealing with customers where language barriers may result in information not being clearly understood by either parties

### Actions

| ACTION   | LEAD OFFICER   | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG  | OUTCOME RAG   |
|--|--|-------------|-------------|-------------|------------|---|---|
| 6.1.1.17 [SEP] Promote and increase use of Language Line across all services | Rebecca Jones - Customer Services and Registration Manager | In Progress | 23-Jul-2018 | 31-Mar-2019 | 1.00%      |  |  |

#### **ACTION PROGRESS COMMENTS:**



Language Line contractual arrangements to be reviewed in 2019/20. Small project team to consider current arrangements, future needs and procurement processes. The intention is to procure a Supplier for translation of all languages other than Welsh.



| ACTION   | LEAD OFFICER                             | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG  | OUTCOME RAG   |
|--|--|-----------|-------------|-------------|------------|---|---|
| 6.1.1.18 [SEP] Promote Deaf awareness week to raise awareness of the needs of the Deaf community | Fiona Mocko - Strategic Policies Advisor | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    |  |  |

#### **ACTION PROGRESS COMMENTS:**

Initiatives to promote Deaf Awareness Week took place during May 2018 and plans in place to promote during Deaf Awareness week May 2019.

## Performance Indicators



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of complaints of discrimination made by customers  | No Data                 | No Data       | 0             |  GREEN | N/A                   | 0          | 0          |  GREEN |
| <p><b>Lead Officer:</b> Rebecca Jones - Customer Services and Registration Manager<br/> <b>Reporting Officer:</b> Rebecca Jones - Customer Services and Registration Manager<br/> <b>Aspirational Target:</b><br/> <b>Progress Comment:</b> No complaints of discrimination made by customers</p> |                         |               |               |   |                       |            |            |   |



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Number of requests for telephone interpretation through Language Line   | No Data                 | 120           | 16            |  GREEN | N/A                   | 120        | 16         |  AMBER |
| <p><b>Lead Officer:</b> Stephanie Aldridge - Corporate Business and Communications Support Officer<br/> <b>Reporting Officer:</b> Stephanie Aldridge - Corporate Business and Communications Support Officer<br/> <b>Aspirational Target:</b><br/> <b>Progress Comment:</b> 195 requests made for the entire years April 2018 - March 2019. The total of minutes requires was 1,491.00.</p> |                         |               |               |   |                       |            |            |   |



## Objective 6: Reduce Inequalities in access to information and service, buildings and the environment

### Improve access to services, transport, the built environment and open spaces which the Council provides or manages

#### Actions



| ACTION   | LEAD OFFICER                                       | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|--|--|-----------|-------------|-------------|------------|--|--|
| 1.1.1.6 [SEP] NEW Homes employees to attend Transgender awareness training                                 | Denise Naylor - Housing Programmes Support Manager | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN | <br>GREEN |
| <b>ACTION PROGRESS COMMENTS:</b><br>All NEW Homes employees have completed transgender awareness training. |  |           |             |             |            |  |  |

| ACTION  | LEAD OFFICER  | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG  |
|---|---|-------------|-------------|-------------|------------|--|--|
| 1.1.1.7 [SEP] Continue to improve waiting times for adapted council housing   | Cheryl Marland - Housing Access and Sarth Team Leader | Not Started | 09-Oct-2018 | 31-Mar-2019 | 0.00%      |  |  |
| <b>ACTION PROGRESS COMMENTS:</b><br>Not currently started however baseline data will be available at the end of the Financial year 2019 - 2020. |   |             |             |             |            |  |  |

| ACTION   | LEAD OFFICER                                  | STATUS    | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|---|-----------|-------------|-------------|------------|--|---|
| 1.1.1.8 [SEP] Ensure employees have the skills and knowledge to meet needs of Refugees | David Jolly - Gypsy Traveller Liaison Officer | Completed | 23-Jul-2018 | 31-Mar-2019 | 100.00%    | <br>GREEN |  |

**ACTION PROGRESS COMMENTS:**



All employees within Housing and Assets have received training from the Syrian Refugee Programme (SRP) co-ordinator. This has included awareness raising and also understanding their unmet needs. The SRP officer for FCC and he works alongside British Red Cross to meet the needs of refugees. We are currently supporting 6 families in Flintshire and we also support individuals who are asylum seekers. In order to understand safeguarding concerns employees have also received an input from the Modern Slavery Team from North Wales Police.

| ACTION   | LEAD OFFICER   | STATUS      | START DATE  | END DATE    | COMPLETE % | PROGRESS RAG   | OUTCOME RAG   |
|--|--|-------------|-------------|-------------|------------|--|---|
| 6.1.1.19 [SEP] Employees in customer facing posts to attend Transgender awareness training | Rebecca Jones - Customer Services and Registration Manager | In Progress | 23-Jul-2018 | 31-Mar-2019 | 1.00%      | <br>GREEN |  |

**ACTION PROGRESS COMMENTS:**

Transgender training is available through Academi. Employees working within Customer Contact will complete the training in 2019/20.

## Performance Indicators



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG  |
|---|-------------------------|---------------|---------------|--|-----------------------|------------|------------|--|
| [SEP] Number of NEW homes employees who attend Trans awareness training | No Data                 | 5             | 5             | <br>GREEN | N/A                   | 5          | 5          | <br>GREEN |

**Lead Officer:** Melville Evans - Senior Manager - Housing Programmes

**Reporting Officer:** Denise Naylor - Housing Programmes Support Manager

**Aspirational Target:**

**Progress Comment:** All NEW Homes employees and Bond team employees who provide support to the service have received transgender awareness training.



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|--|-----------------------|------------|------------|---|
| [SEP] Number of employees who attend Gypsy Traveller awareness training | No Data                 | 25            | 25            | <br>GREEN | N/A                   | 50         | 50         |  |

**Lead Officer:** Melville Evans - Senior Manager - Housing Programmes

**Reporting Officer:** David Jolly - Gypsy Traveller Liaison Officer

**Aspirational Target:**

**Progress Comment:** Housing Responsive Repairs and Voids teams have been given awareness sessions in person.



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|--|-----------------------|------------|------------|---|
| [SEP] Number of employees who complete Gypsy Traveller e-learning modules | No Data                 | 0             | 5             | <br>RED | N/A                   | 0          | 10         |  |

**Lead Officer:** Melville Evans - Senior Manager - Housing Programmes

**Reporting Officer:** David Jolly - Gypsy Traveller Liaison Officer

**Aspirational Target:**

**Progress Comment:** This is still at development stage. This is being picked up by the recently appointed Gypsy Traveller Liaison Officer and Housing Training Officer.



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Percentage of NEW homes employees who attend Trans awareness training | No Data                 | 100           | 100           |  GREEN | N/A                   | 100        | 100        |  GREEN |

**Lead Officer:** Melville Evans - Senior Manager - Housing Programmes

**Reporting Officer:** Denise Naylor - Housing Programmes Support Manager

**Aspirational Target:**

**Progress Comment:** All NEW Homes employees and Bond team employees who provide support to the service have received transgender awareness training.



| KPI Title   | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|---|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| [SEP] Waiting times for adapted housing compared with other housing | No Data                 | 0             | 150           |  GREEN | N/A                   | 0          | 300        |  RED |

**Lead Officer:** Lesley Bassett - Housing Strategy Manager

**Reporting Officer:** Lesley Bassett - Housing Strategy Manager

**Aspirational Target:**

**Progress Comment:** We have no data currently to evidence this indicator.

| KPI Title  | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG   | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|--|-------------------------|---------------|---------------|---|-----------------------|------------|------------|---|
| IP1.2.3.1M01 (PAM/015)<br>Average number of calendar days taken to deliver a DFG | 305.54                  | 300           | 247           |  RED | ↑                     | 299.76     | 247        |  AMBER |





**Lead Officer:** Jen Griffiths - Benefits Manager  
**Reporting Officer:** Joseph Muxlow - Regeneration Programme Lead  
**Aspirational Target:**

**Progress Comment:** A Disabled Facilities Grant (DFG) is a mandatory grant to help individuals living with a disability with the cost of adapting their homes to enable them to continue living at their residence with the maximum amount of independence.

A DFG review board meets monthly to review progress towards implementing improvements to processes and controls and to the wider adaptations system in the Council. One such action is the launch of a new contractor framework for the delivery of the DFG's which has resulted in a reduction of the number of days taken to deliver DFGs.

In 17/18 DFG work had to be suspended due to budgetary constraints and as a result outstanding works have been completed within 18/19. This has impacted on the overall performance for the service. DFG performance can be explained by splitting those older cases from 17/18 and the current year cases that have been delivered using the new framework as follows: 3 adaptations delivered this quarter were 17/18 legacy cases and average 393 days  
 4 adaptations delivered using the new framework average 230 days. This should provide an element of assurance that moving into the new financial year, once the legacy cases have been completed, performance will significantly improve.

| KPI Title                    | Pre. Year Period Actual | Period Actual | Period Target | Perf. RAG  | Perf. Indicator Trend | YTD Actual | YTD Target | Outcome RAG   |
|------------------------------|-------------------------|---------------|---------------|--|-----------------------|------------|------------|---|
| The number of DFGs delivered | 13                      | 7             | 8             | <br>GREEN | ↑                     | 34         | 30         |  |

**Lead Officer:** Jen Griffiths - Benefits Manager  
**Reporting Officer:** Joseph Muxlow - Regeneration Programme Lead  
**Aspirational Target:**  
**Progress Comment:**

