Pecyn Dogfen Gyhoeddus

CYNGOR Sir y Fflint Flintshire COUNTY COUNCIL

Swyddog Cyswllt:
Maureen Potter 01352 702322
maureen.potter@flintshire.gov.uk

At: Cyng Dave Mackie (Cadeirydd)

Y Cynghorwyr: Janet Axworthy, Marion Bateman, Sean Bibby, Geoff Collett, Andy Dunbobbin, Carol Ellis, Paul Johnson, Tudor Jones, Brian Lloyd, Kevin Rush, Ralph Small, Martin White, Andy Williams a David Wisinger

Dydd Mawrth, 10 Mawrth 2020

Annwyl Gynghorydd,

Fe'ch gwahoddir i fynychu cyfarfod Pwyllgor Trosolwg a Chraffu Newid Sefydliadol a fydd yn cael ei gynnal am 10.00 am Dydd Llun, 16eg Mawrth, 2020 yn Ystafell Bwyllgor Delyn, Neuadd y Sir, Yr Wyddgrug CH7 6NA i ystyried yr eitemau canlynol

R H A G L E N

1	**YMDDIHEURIADAU**

Pwrpas: I dderbyn unrhiw ymddiheuriadau.

2	**DATGAN CYSYLLTIAD (GAN GYNNWYS DATGANIADAU CHWIPIO)**

Pwrpas: I dderbyn unrhyw ddatganiad o gysylltiad a chynghori'r Aelodau yn unol a hynny.

3	**COFNODION** (Tudalennau 5 - 10)

Pwrpas: I gadarnhau, fel cofnod cywir gofnodion y cyfarfodydd ar 27 Ionawr 2020.

4	**DIWEDDARIAD AR Y MODEL DARPARIAETH AMGEN (DIWRNOD ANABLEDDAU DYSGU GOFAL CYMDEITHASOL A'R GWASANAETH CYFLEOEDD GWAITH)** (Tudalennau 11 - 20)

Adroddiad Prif Swyddog (Gwasanaethau Cymdeithasol) - Aelod y Cabinet dros y Gwasanaethau Cymdeithasol

Pwrpas: I ddarparu'r wybodaeth ddiweddaraf ar ganolfan ddydd Hwb Cyfle sydd newydd ei hadeiladu a'i hagor ac i roi'r wybodaeth ddiweddaraf i'r Pwyllgor mewn perthynas â threfniadau gweithio mewn partneriaeth gyda HFT.

5   RHAGLEN GWAITH I'R DYFODOL A OLRHAIN GWEITHRED (Tudalennau 21 - 28)

Adroddiad Hwylusydd Arolygu a Chraffu

Pwrpas: I Ystyried y flaenraglen waith Pwyllgor Trosolwg & Chraffu Newid Sefydliadol a rhoi gwybodaeth i'r Pwyllgor o'r cynnydd yn erbyn camau gweithredu o'r cyfarfod blaenorol.

6   ADRODDIAD MONITRO CHWARTER 3 CYNLLUN Y CYNGOR AR GYFER 2019/20 (Tudalennau 29 - 66)

Adroddiad Prif Weithredwr, Prif Swyddog (Tai ac Asedau), Prif Swyddog (Gwasanaethau Cymdeithasol) - Aelod Cabinet dros Reolaeth Gorfforaethol ac Asedau, Arweinydd y Cyngor ac Aelod Cabinet Addysg

Pwrpas: Adolygu'r cynnydd wrth gyflawni gweithgareddau, lefelau perfformiad a lefelau risg presennol fel y nodwyd yng Nghynllun y Cyngor 2019/20

DEDDF LLYWODRAETH LEOL (MYNEDIAD I WYBODAETH) 1985 - YSTYRIED GWAHARDD Y WASG A'R CYHOEDD

Mae'r eitem a ganlyn yn cael ei hystyried yn eitem eithriedig yn rhinwedd Paragraff(au) 14 Rhan 4 Atodiad 12A o Ddeddf Llywodraeth Leol 1972 (fel y cafodd ei diwygio)

Mae'r adroddiad yn cynnwys gwybodaeth fasnachol sensitif sy'n perthyn i drydydd parti ac mae budd y cyhoedd o beidio â datgelu'r wybodaeth yn bwysicach na budd y cyhoedd wrth ddatgelu'r wybodaeth.

7   CYNLLUN BUSNES NEWYDD (Tudalennau 67 - 108)

Adroddiad Prif Swyddog (Stryd a Chludliant) - Aelod Cabinet dros Reolaeth Gorfforaethol ac Asedau

Pwrpas: Cyflwyno cynllun busnes tair blynedd NEWydd (2020/21 I 2022/23) ar gyfer ei ystyried, adolygu a'i gefnogi.

Mae'r eitem a ganlyn yn cael ei hystyried yn eitem eithriedig yn rhinwedd Paragraff(au) 14 Rhan 4 Atodiad 12A o Ddeddf Llywodraeth Leol 1972 (fel y cafodd ei diwygio)

Mae'r adroddiad yn cynnwys gwybodaeth fasnachol sensitif sy'n perthyn i drydydd parti ac mae budd y cyhoedd o beidio â datgelu'r wybodaeth yn bwysicach na budd y cyhoedd wrth ddatgelu'r wybodaeth.

DIWEDDARIAD AR Y MODEL DARPARIAETH AMGEN (DIWRNOD ANABLEDDAU DYSGU GOFAL CYMDEITHASOL A'R GWASANAETH CYFLEOEDD GWAITH) (ATODIAD CYFRINACHOL I EITEM AGENDA RHIF 4) (Tudalennau 109 - 116)

Yn gywir

Robert Robins
Rheolwr Gwasanaethau Democrataidd

Mae'r dudalen hon yn wag yn bwrpasol

ORGANISATIONAL CHANGE OVERVIEW & SCRUTINY COMMITTEE
27 JANUARY 2020

Minutes of the meeting of the Organisational Change Overview & Scrutiny Committee of Flintshire County Council held at the Delyn Committee Room, County Hall, Mold on Monday, 27 January, 2020.

PRESENT: Councillor Dave Mackie (Chair)
Councillors: Janet Axworthy, Geoff Collett, Andy Dunbobbin, Paul Johnson, Tudor Jones, Brian Lloyd, Kevin Rush, Ralph Small, and Martin White

APOLOGIES: Councillors: Sean Bibby, Andy Williams, and David Wisinger. Chief Executive

ALSO PRESENT: Councillor Carolyn Thomas (Deputy Leader of the Council and Cabinet Member for Streetscene and Countryside)

CONTRIBUTORS: Councillor Ian Roberts (Leader of the Council and Cabinet Member for Education), Councillor Derek Butler (Cabinet Member for Economic Development), Councillor Billy Mullin (Cabinet Member for Corporate Management and Assets), Chief Officer (Social Services), Chief Officer (Housing and Assets), and Enterprise and Regeneration Manager

IN ATTENDANCE: Overview & Scrutiny Facilitator and Democratic Services Support Officer

36.   **DECLARATIONS OF INTERESTS (INCLUDING WHIPPING DECLARATIONS)**

Councillors Derek Butler and Dave Mackie declared a personal interest in the following item: Item 6 - Theatr Clwyd Trust Model Transition Staged Update Report

Councillor Tudor Jones declared a personal interest in the following item: Item 7 - AURA – Renewal of Service Contract

37.   **MINUTES**

To confirm as a correct record the minutes of the meeting held on 9 December, 2019.

Approval was moved by Councillor Geoff Collett and seconded by Councillor Paul Johnson.

RESOLVED:

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

38.   **FORWARD WORK PROGRAMME AND ACTION TRACKING**

The Overview & Scrutiny Facilitator presented the report which outlined the Committee's current draft Forward Work Programme. She drew attention to the

items which were scheduled on the Programme for consideration at the next meeting of the Committee to be held on 16 March.

Following a suggestion by Councillor Tudor Jones it was agreed that an item on Cambrian Aquatics would be included on the Forward Work Programme for consideration at a future meeting of the Committee.

The Facilitator provided an update on action tracking and referred to the action arising from the meeting held on 1 July regarding the Council's Closed Circuit Television Service and a Shared Service with Wrexham which was ongoing. She advised that all other actions had been completed.

RESOLVED:

(a)   That the Forward Work Programme be submitted as approved;

(b)   That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises;

(c)   That an item on Cambrian Aquatics be included on the Forward Work Programme for consideration at a future meeting of the Committee; and

(d)   That the progress made in completing the outstanding action be noted.

39.   **SOCIAL VALUE**

The Chief Officer (Social Services) introduced the report and advised that the Council adopted its Social Value Strategy earlier this year to set out how greater community benefit could be achieved from existing Council services and expenditure. The report provided an update on the work undertaken since this date, on the emerging approaches to delivering social value being adopted, and on future areas of work. Members were also asked to consider a draft Social Value Procurement Policy which created an enabling framework to strengthen the approach to generating social value through the Council's procured expenditure.

The Enterprise and Regeneration Manager presented the report. He provided background information and reported on the main considerations, as detailed in the report, and referred to the areas of social value delivery in the next 12 months, delivering social value through procurement, progress to date, and future activity.

Councillor Andy Dunbobbin asked for clarification of the term 'local' used in the report. He also asked how the Social Value Policy linked into the Sell2Wales Welsh Government (WG) Procurement initiative. Councillor Dunbobbin queried whether the software package, required to enable effective management of social value across the Council, had been purchased from a local provider.

In response to the comments and queries raised by Councillor Dunbobbin, the Enterprise and Regeneration Manager advised that there were three tiers which were predominantly Flintshire, sub-regional, and Mersey-Dee Alliance. Referring to

the Sell2Wales WG Procurement initiative he confirmed that it could accommodate the social value policy requirements. On the matter of supply of software the Enterprise and Regeneration Manager explained that it had been put to open procurement but could not be sourced locally. Responding to a further question raised by Councillor Dunbobbin around sub-contracting the Enterprise and Regeneration Manager said that sub-contracting presented an opportunity for local contractors to become involved in larger projects.

It was agreed that a further report be provided to the Committee in relation to the data captured via the new social value ICT system.

Councillor Tudor Jones referred to the opportunities to deliver significant social value, as detailed in section 1.05 of the report, and expressed reservations around the opportunity for future investment by Aura.

Councillor Paul Johnson welcomed the report and commented on the Preston model where social value was at the core of the Council's economic strategy. He asked how the Social Value Procurement Policy could be turned into community wealth building. The Chief Officer (Housing and Assets) acknowledged the points raised and agreed some similarity with the Preston model had been considered during the development of the Strategy. Councillor Johnson commented on the need to raise the profile of the Social Value Policy. The Chief Officer concurred that there was a need to raise the profile of Social Value within Flintshire and commented that on a visit to Preston they had a clearly defined brand and the message was consistent across all service areas.

The recommendations were proposed by Councillor Tudor Jones and seconded by Councillor Paul Johnson.

RESOLVED:

(a)   That the Committee notes the progress made to date in delivering social value in Flintshire and endorsed the proposed next steps; and

(b)   That the draft Social Value Procurement Policy be endorsed.

. **40. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 – TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC**

RESOLVED:

That the press and public be excluded for the remainder of the meeting for the following items by virtue of exempt information under paragraph(s) 15 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

41.   THEATR CLWYD TRUST MODEL TRANSITION STAGED UPDATE REPORT

The Chief Officer (Housing and Assets) introduced a staged report on progress to date on transferring Theatr Clwyd to a new governance model under the Council's Alternative Delivery Model (ADM) by April 2021 which had been agreed by

Cabinet in principle. He advised that the objective was to secure the future of Theatr Clwyd and an independent trust model was the preferred model to achieve this. A final decision on making a transfer would need to be made by mid-2020 to allow sufficient time for transitional planning.

The Chief Officer reported on the main considerations, as detailed in the report.

The recommendations were proposed by Councillor Paul Johnson and seconded by Councillor Martin White.

RESOLVED:

(a)   That the Committee notes the progress to secure transition to an independent trust model for Theatr Clwyd, in the form of a company limited by guarantee with charitable status, for 1 April 2021; and

(b)   That a final decision on a transfer being made in 2020, based on a full and final due diligence report, be supported.

42.   AURA – RENEWAL OF SERVICE CONTRACT

The Chief Officer (Housing and Assets) introduced the report to consider the proposed extension of the service contract with Aura. He advised that the initial service contract with Aura was for a three-year period ending 31 August 2020. The agreement between the Council and Aura included an option to extend the contract for a further two years by mutual agreement. The report recommends exercising such an agreement and covers the principal terms of that agreement.

The Chief Officer provided background information and reported on the main considerations, as detailed in the report.

During discussion the Leader of the Council and the Chief Officer responded to the questions and concerns raised by Councillor Tudor Jones

The recommendations in the report were moved by Councillor Martin White and seconded by Councillor Andy Dunbobbin.

RESOLVED:

(a)   That the Committee notes and supports the intention to extend the service contract with Aura for a further two year period (1 September 2020 to 31 August 2022); and

(b)   That Aura be invited to present the next iteration of their business plan to Overview & Scrutiny at the start of the 2020/21 financial year, and include a specific statement of social value objectives in keeping with the Council's newly adopted Social Value Strategy.

43. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

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

(The meeting started at 10.00 am and ended at 11.25 a.m.)

………………………………………
Chairman

Mae'r dudalen hon yn wag yn bwrpasol

ORGANISATIONAL CHANGE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Monday 16th March, 2020
Report Subject	Alternative Delivery Model Update (Social Care - Learning Disability Day and Work Opportunities)
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of report	Operational

EXECUTIVE SUMMARY

This report provides an update on the Alternative Delivery Model for Learning Disability Day Opportunities. This follows the report received by the Committee in January 2019.

The project aims to modernise and transform day and work services for people with learning disabilities and is part of the wider Alternative Delivery Model (ADM) Programme, which has delivered similar projects for leisure and library services, and facilities management.

Following an inclusive procurement process, Cabinet agreed to award the service contract to Hft, a national charity and specialist Learning Disability service provider. A contract was signed and sealed on 30th November 2017, appointing Hft to run the service from 1st February 2018 for an initial five years. Existing Flintshire County Council staff, fifty eight individuals, transferred to Hft under the regulations of TUPE on the service start date.

Hft have been managing and delivering the service for 1 year and 10 months. The service contract covers three key elements – work opportunities, supported employment and a day centre. Hft relocated from Glanrafon Day Centre to the Council's newly constructed day centre, named Hwb Cyfle, in June 2019. A total of 272 individuals are supported through this work.

This report provides an update on the progress of this partnership, focusing on the successful relocation to the new Hwb Cyfle day centre.

RECOMMENDATIONS	
1	That the Committee notes the progress made through the service partnership with Hft, and the successful transition of the day centre service from Glanrafon to Hwb Cyfle.

REPORT DETAILS

1.00	**EXPLAINING THE PROGRESS TO DATE FOR SOCIAL SERVICES LEARNING DISABILITY ALTERNATIVE DELIVERY MODEL PARTNERSHIP WITH HFT.**
1.01	The Learning Disability Day Opportunities service provides meaningful daytime activities, in day centre and work environments. The service supports people to learn new skills, prepare for paid and voluntary employment, increase independence, and develop social connections and friendships.
	A total of 272 individuals are supported through this work.
	This important and valued service also provides respite care for people that use services, and for their families and carers. Many of those attending have multiple and profound learning and physical disabilities.
	This ADM project has facilitated the development of a commissioned service partnership between the Council and Hft, and is helping to provide a sustainable service model that delivers outcomes and achieves what matters for people. In addition, new fund raising initiatives and cost efficiency opportunities are being opened up.
	The newly constructed day centre and community facility, named 'Hwb Cyfle' (Opportunity Hub), opened in Queensferry in June 2019. The centre provides a modern, efficient and accessible building to optimise service delivery for up to sixty people each weekday. The building is also increasing community integration and engagement, and provides an opportunity to drive additional income streams.
	The new model of delivery for Learning Disabilities has been shortlisted by Social Care Wales for an Accolade under the category of 'Improving care and support at home together' which celebrates the benefits of working together to support the well-being of people living in their own home. Judges visited the service on 2nd February and an announcement of the winner is expected to be made at an event on 23rd April.
1.02	Hft are a national charity organisation, established in 1962, with social aims at the heart of their company strategy, their expertise is in delivering support to people with a learning disability.
	In Flintshire, Hft are working in close partnership with the people they support, their families and carers and health professionals to develop effective services that help people live the life they choose. Hft use Person-Centred Active Support aligned to their Fusion Model to engage

	people with learning disabilities in meaningful activities and relationships. Hft support people to develop essential life skills including communication, decision making, personal care, health and wellbeing home and tenancy, accessing the community, employment, college and day services, making and maintaining friendships, cultural aspects of life, managing money and paperwork. Hft have made a number of positive improvements to the quality of services over the last twenty two months. This has been supplemented with expertise and support from other Hft service teams, particularly from the team in Bradford, West Yorkshire.
1.03	New Day Centre The day service was relocated from the ageing Glanrafon Day Centre to Hwb Cyfle in June 2019. Hwb Cyfle is a single-storey modern design with bespoke facilities, technology and equipment to provide high quality learning disability services. The centre has a vibrant and highly interactive layout with spacious activity rooms, independent living space, a workshop, café, sensory room, accessible changing facilities and a sensory garden. Since opening, the new day centre is demonstrating a number of very significant benefits for the people supported and for service staff. The facilities and new equipment in the centre provide the required levels of practicality and comfort to enable people to be supported to interact, participate in activities, develop skills and to meet all personal care needs. The layout of the building provides full accessibility for people supported to participate and move around independently and safely. For service staff, including support workers, managers and catering staff, the building provides an efficient layout that optimises the model of service delivery and support. Technology and equipment provides additional resources to facilitate security, communication, administration, meetings and events. The bespoke layout and facilities have enabled new activities to be introduced and has increased participation and social interaction: - The main activity rooms have an adaptable design which can be configured as three rooms, two rooms or one room to suit the planned activities. - An independent living area is used to build domestic skills and develop independence. - The 'Retreat' room offers a quiet and calm space for people supported to take a break or to undertake activities, such as reading, to suit personal needs and outcomes. - A bespoke spacious workshop has enabled Hft to introduce new craft and creativity activities and to encourage more physically active tasks. - The state-of-the-art sensory room provides essential benefits to support the well-being of all attendees. The multi-functional room provides vibrant or mellow activities and is very popular. The room is also being used as a chargeable service for community use. - Provision has been made to provide a highly-functional health and well-being room which facilitates integrated health and social care services including physiotherapy, nursing and wheelchair

	assessments, and the storage of personal care and medication supplies.
	• The centre has an accessible bathroom facility for service and wider community use. There is also a registered 'Changing Places' venue, only the third such facility in Flintshire.
	• The café area provides a welcoming space near the entrance to the building. This is the social hub of the building and it promotes greater integration. The café has also been used to hold events including the official opening of the building and recent Christmas Fayre.
	• The café and all activity rooms have immediate access, through folding glazed doors, to the expansive sensory garden. The addition of a large and functional secure garden space is acknowledged as having had the most significant positive impact for Hwb Cyfle in comparison to the Glanrafon day centre. Many of the people supported have been able to undertake gardening activities or simply enjoy sitting in the garden as part of their day with the service. This is demonstrating a number of health and wellbeing benefits.
	The new day centre at Hwb Cyfle has a very modern appearance, with full accessibility and excellent facilities. This has led to positive publicity and an increase in the level community interest. Local community groups, such as Flintshire Do-It and Rainbow Biz Digging Deeside, are using the building regularly for joint service and community activities.
	The development included social value with a £4.1m procured contract between the Council and construction company Kier. The additional social value generated through the project included:
	• 610 school or college students visiting the construction site as part
	• of their studies;
	• 6 jobs created;
	• 15 work experience placements supported;
	• 6 apprenticeship opportunities created; and
	• Use of the local supply chain for sub contracted work, such as electrical, furniture, blinds etc.
1.04	<u>Service Model Development</u> Following the service transfer, Hft prioritised continuity of service and have continued to review and improve the service delivery model across the whole service. Hft strive to provide an enjoyable and rewarding work environment for staff, and to develop partnerships with service delivery partners and the wider community. Community groups and external organisations are encouraged to attend the day centre to provide a more diverse set of activities. This has included cycling and Boccia with Disability Sport Wales, gardening related activities with Digging Deeside, and music-based group activities with Emerge Community Arts. Adult Learning Wales are also delivering session on Healthy Living and Welsh culture. The Job Coach service is evolving into a supported employment service,

	which will prioritise the development of employable skills to enable people to secure paid or voluntary roles in the community. This aligns with Hft's service model. Hft have been able to gain paid employment for fourteen people with further opportunities being explored. The inception of Flintshire's Project Search programme in September 2019 represents a more structured time-based supported employment initiative. New opportunities are being developed for both Castle Connections and a shop located on the high street in Flint, which sells craft and donated goods. This is underpinned by a new partnership with the North East Wales Carers Information Service (NEWCIS). The NEWCIS partnership has introduced new activities at Castle, to process charity donations and carry out PAT testing which provides stock for the shop, now run in partnership with NEWCIS. Consultation is underway with individuals and their families to move Castle Connections to a space identified at Greenfield Business park. This new space will be better equipped to meet the changing needs of the people supported and their ambition to undertake different activities. Hft have introduced a volunteering strategy, working closely with Flintshire Local Voluntary Council (FLVC). Seven volunteers are now working across the service including six at Hwb Cyfle to provide administrative support, including two people formerly supported in the service.
1.05	Governance Governance and contract monitoring is managed through the Partnership Board, which meets on a quarterly basis. The Board reviews service delivery progress against the Service Specification, monitors financial performance against service budget and manages key risks. The Board also considers any service development proposals and business plans. The Partnership Board is chaired by Neil Ayling, and is attended by Trade Union partners. The board includes representation from the Council, including Cabinet Member, Service Leads, Commissioning, HR and Finance partners, plus Senior Directors, Managers, Finance and HR partners from Hft. The Board receives reports from operational and finance sub-groups which support partnership working, develop initiatives and manage operational issues outside of the board arrangements. Hft are working with the Council in a spirit of openness and transparency using open-book accounting and full disclosure. The Partnership Board will undertake an annual review of the service contract at the end of the financial year in March 2019, and annually thereafter. This review will assess: - performance of the Services against the performance indicators and outcomes defined in the Service Specification, including community benefits; - plans to address any areas for further service improvement; - a review of the financial position and plans for further efficiency or new developments as appropriate; - feedback from staff, service users, family members and carers and

	any other applicable stakeholders, ensuring continued engagement and co-production; • plans to respond to any changes in policy or Law applicable to the Services. Safeguarding of individuals in the service is closely monitored through regular contact with the service by social workers and reviewing offices and regular reporting of incidents through the operational subgroup and partnership board.
1.06	Workforce Development In the first year of the service contract, the introduction of Hft's induction processes, cultures, behaviours and mandatory training were the main focus. Hft have since introduced a strategic training plan with a focus on positive risk taking and development of outcome focussed Person Centred Plans (PCP's). This approach to service and care plans enables people to express their ambitions and choices in order to achieve 'what matters' most to them. In the service, recent referrals are predominantly for younger people, some with complex needs and an increasing number of people living with conditions on the autism spectrum. This has resulted in a positive impact on the service workforce as they have sought to become more creative in their approaches in order to provide activities and provide appropriate support for a diverse service user group. Hft have adapted training programmes to meet this demand. Hft are engaged with Adult Learning Wales to provide workforce development in 2020 to build on the core skills and behaviours.
1.07	Partnership Working Hft have continue to develop a number of beneficial partnerships across the county, in order to provide new opportunities and diverse activities for people supported. Project Search has required new close partnerships with Clwyd Alyn Housing Association and Coleg Cambria. Aura and Learning Disability Wales at Deeside Leisure Centre provide a number of physical activities to help improve the health and well-being of the service user group. Hft also bring into the service a number of third sector and commercial groups such as Lush, Emerge Music Group, YNNY Candles and Flintshire Do It. Hft have continued to work closely with colleagues in Betsi Cadwaladr University Health Board (BCUHB) to ensure people have support from Community Nurses and Physiotherapists. Work Opportunities partnerships with NEWCIS are transforming the service provision at Castle Connections and Crefftau Cariad.

	Volunteer strategies and plans have been supported by FLVC. Hft have used their national networks to successfully apply to the Foundational Economy Challenge Fund. This will provide three years funding to launch 'Love2MeetU', a friendship and dating initiative for people with learning disabilities. The Community Gardening Project in partnership with Rainbow Biz Digging Deeside provides outdoor activities at Hwb Cyfle. There are plans to develop the gardening activities to include maintaining raised beds, purchasing garden musical instruments and planting fruit and nut trees around the building. A grant from the Woodland Trust and money raised at a recent golf day, supported by hairdresser Andrew Collinge, are contributing to this. Abbey Metal have introduced a new activity for people supported to make garden log burners from washing machine drums. This has initially been supported through a partnership with NEWydd to provide disused washing machines. These sold well and they are currently sourcing a supply of more washing machines to continue this project. The left over motors from the machines are being looked at to make wind turbines.
1.08	Future Business Plans Following an initial period of stabilisation, and the transition from Glanrafon to Hwb Cyfle, Hft are assessing the opportunities to develop the service over the next 3 years. The development of the work opportunities business is key to enable outcome-based support with skills development. This will complement a train and fade progression model to support independence. The development of the businesses may require capital investment of existing sites or the relocation to more appropriate sites to meet the future needs of the service and the people supported. In the medium to long term, Hft will assess the feasibility of providing extended opening hours for the service, such as later into the evening or at the weekend dependent on what individuals require. This would allow the service to become more flexible around individuals and their carers lifestyles. The new day centre at Hwb Cyfle will be central to any plans for extended hours, including making the building available for community use.
1.09	Project Search Project Search is a supported employment programme for young people (aged 18-25) with learning disabilities. Hft have successfully delivered the programme across the UK. It is a business led programme which combines classroom instruction with hands-on training in real work settings. The primary objective is to secure competitive employment for every participant by the end of the college year. In the UK, around 6% of adults with Learning Disabilities are in paid employment, in Wales this is closer to 2%. This inaugural Project Search, started in September 2019 with nine trainees. It is running in Flint in partnership with Clwyd Alyn Housing as the lead employer for work placements. Coleg Cambria are the education lead and the Council's service delivery partner for learning disabilities – Hft

provide job coach support. Work placements are also provided by Aura, McDonalds and at the Council Office.

A key component of the Project Search model is a Business Advisory Group. This will include representatives from local businesses and large employers who will provide advice and support the search for jobs for the trainees. Through his strong links to the Council and Hft, and as a great supporter of learning disability services, Lord Barry Jones chaired the Advisory Group on 7th February at Coleg Cambia's Business School, where over 90 businesses attended, information was provided to the business sector on how they can contribute to the success of the project by providing opportunities, the event was a great success.

Our aim now is to through the business advisory group secure a range of roles that will provide students with the necessary experience and skills to enter the working world.

Young people who are already part of the project spoke to attendees about the impact the service had on their lives across the last 9 months, and shared some emotional stories. The young people have grown in confidence and learnt new skills, with one young man commenting that d "without project Search, I wouldn't be the man that I am today".

2.00	**RESOURCE IMPLICATIONS**
2.01	Financial Progress Against Budget

Spend against the budget is on track.

Fundraising

As a registered charity Hft is able to raise funds to support the frontline work undertaken, and to provide additionality to the service.

Additional Fundraising efforts have brought in over £152,450 which will be utilised by the service.

As well as major funding events they also have the service funding raising initiatives.

The service teams ran a charity accumulator in October 2019 including fundraising activities at all sites, such as a live band at Abbey Metal, a bingo night at Hwb Cyfle and coffee mornings in Rowleys and Freshfields cafes. The Christmas Fair at Hwb Cyfle in December was very well attended by people supported, families and local residents, plus Council Members, Officers and Lord Barry Jones.

Hft are also preparing large lottery funding applications for future initiatives. |

2.02	Human Resource Implications
	Fifty eight Flintshire County Council staff transferred to HFT under TUPE regulations. The transferring staff had the option to remain as members of the Local Government Pension Scheme (LGPS), on a closed scheme basis. The transferred staff remain aligned with Local Authority Annual Pay Review processes for the duration of the contract, and they received the appropriate pay award in 2019.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Operational risks are managed by the operational and finance sub-groups, escalating to the Partnership Board for support and mitigation as required. The Partnership Board manage all service risks, including any conditions agreed as part of the service contract agreement.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	Hft have an ongoing service user involvement group 'Voices to be Head' who give steer on the issues affect them. There is ongoing consultation with those attending the day and work opportunities on the activities undertaken.

5.00	APPENDICES
5.01	Appendix 1 – Financial Update (Confidential)

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Organisational Change Overview and Scrutiny Committee ADM Report 28th January 2019 (Adult Social Care: Learning Disability Day Care and Work Opportunities) Organisational Change Overview and Scrutiny Committee ADM Report Part 2 Restricted, 29th January 2018 (Adult Social Care: Day Care and Work Opportunities) Organisational Change Overview and Scrutiny Committee ADM Report 28th July 2016 (Adult Social Care: Day Care and Work Opportunities) Organisational Change Overview and Scrutiny Committee ADM Report 22nd February 2016 (Adult Social Care: Day Care and Work Opportunities) Organisational Change Overview and Scrutiny Committee ADM Report 2nd November 2015 (Adult Social Care: Day Care and Work Opportunities)

	Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	**Alternative Delivery Model** – A different way of providing the service ranging from shared service through to a social organisation through to external procurement. **Transfer of Undertakings Protection of Employment Regulations (TUPE)** – Employees transfer automatically to the new organisation with their terms and conditions of employment and continuity of service preserved. **Learning Disability** – A significant impairment of intelligence or social functioning acquired before adulthood. Educational services in the UK use the term 'Learning Difficulty' and those children with moderate or severe learning difficulty may be regarded as having a learning disability. **Day Care** – Daytime care for people who cannot be fully independent. Provided within centres to which service users travel or are transported. Service providers can vary from statutory agencies such as health or social services to the independent and voluntary sector. Day care may cater for users with high dependency needs in conjunction with home care and residential provision, and be integral to an intermediate care programme. Alternatively, day care, particularly within the voluntary sector, may offer social stimulation and be part of a preventative programme aimed at combating a move towards functional dependence and offering carer relief on a structured basis. **Progression Model** – This is a conceptual model that represents different levels of independence/dependence. It can be used to show the service response to an individual's needs at a given level of need. The main use of the model is to help plan how a person can acquire, or maintain, independent living skills. Care and support planning should help people achieve the maximum level of independence to which they aspire. It is important to match the service response to current need but also to work to reduce them over time, helping individuals gain confidence and skills, and so reduce long term needs. **Hft Fusion Model** – The Fusion Model is based on the concept of Person-Centred Active Support (PCAS). This is a way of supporting people so that they are engaged in meaningful activity and relationships as active participants. And as a result, they exercise more control over their lives and experience greater levels of inclusion, independence and choice. **Project SEARCH** – a project that provides on-site work placements for young people with a learning difficulty that would help them gain the skills needed for employment. The aim is to achieve paid employment for people going through the project.

ORGANISATIONAL CHANGE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Monday, 16th March 2020
Report Subject	Forward Work Programme and Action Tracking
Cabinet Member	Not applicable
Report Author	Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

At the 2019 Annual Meeting, the Leader of the Council gave an undertaking that the committee structure would be reviewed during the current municipal year. Following the review, a report was presented to County Council on 27 February, 2020 where Members supported that the number of Overview & Scrutiny Committees be reduced from six to five, agreeing the disaggregation of the Organisational Change Overview & Scrutiny Committee.

There were a number of items listed on the Committee Forward Work Programme and therefore a review of where these items will now be reported has been undertaken. A copy of the previous Forward Work Programme items and which Overview & Scrutiny Committee would now consider them, is attached at Appendix 1.

The report also shows actions arising from previous meetings of the Organisational Change Overview & Scrutiny Committee and the progress made in completing them, as shown in Appendix 2.

RECOMMENDATION	
1	That the Committee note the previous Forward Work Programme items and which Overview & Scrutiny Committee would consider them in the future.
2	That the Committee notes the progress made in completing the outstanding actions.

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME ITEMS AND ACTION TRACKING
1.01	At the 2019 Annual Meeting, the Leader of the Council gave an undertaking that the committee structure would be reviewed during the current municipal year. The review was carried out by the statutory officers in consultation with Group Leaders and their deputies before a report was submitted to the Constitution & Democratic Services Committee.
1.02	Following the review, and consideration of a report by the Constitution & Democratic Services Committee, a report was presented to County Council on 27 February, 2020 where Members supported that the number of Overview & Scrutiny Committees be reduced from six to five, agreeing the disaggregation of the Organisational Change Overview & Scrutiny Committee.
1.03	In agreeing to reduce the number of Overview & Scrutiny Committees, the functions that previously sat under the terms of reference of the Organisational Change Overview & Scrutiny Committee were transferred to the remaining Overview & Scrutiny Committees.
1.04	It has therefore been necessary to review the topics listed for consideration on the Committee Forward Work Programme to identify which Overview & Scrutiny Committee would consider the topics going forward. A copy of the previous Forward Work Programme items and which Overview & Scrutiny Committee would now consider them, is attached at Appendix 1.
1.05	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.06	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.07	The Action Tracking details including an update on progress is attached at Appendix 2.

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	In some cases, action owners have been contacted to provide an update on their actions.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	Appendix 1 – List of previous Forward Work Programme items and where they will now be reported. Appendix 2 – Action Tracking for the Organisational Change OSC.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2. Committee Review report to County Council on 27 February, 2020 **Contact Officer:** Ceri Shotton Overview & Scrutiny Facilitator **Telephone:** 01352 702305 **E-mail:** ceri.shotton@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	None.

Mae'r dudalen hon yn wag yn bwrpasol

Organisational Change Overview & Scrutiny Committee
Regular items on the Forward Work Programme to now be considered by the new structure Overview & Scrutiny Committees

- AURA Leisure and Libraries Progress Review – to be considered by the Education, Youth & Culture OSC

- Update report on the Council's CCTV shared Service with Wrexham – to be considered by the Environment & Economy OSC

- Holywell Leisure Centre Community Assets Transfer – to be considered by the Education, Youth & Culture OSC

- NEWydd Cleaning and Catering – to be considered by the Community, Housing & Assets OSC

- Flintshire Micro-care ADM Project – to be considered by the Social & Health Care OSC

- Cambrian Aquatics – to be considered by the Education, Youth & Culture OSC

- Flintshire Food Enterprise and the Food Poverty Response – to be considered by the Community, Housing & Assets OSC

- Update report on Hwb Cyfle – to be considered by the Social & Health Care OSC

- Community Assets Transfer Programme – to be considered by the Community, Housing & Assets OSC

- Social Value ICT system – to be considered by the Corporate Resources OSC

- Theatr Clwyd – to be considered by the Education, Youth & Culture Assets OSC

Mae'r dudalen hon yn wag yn bwrpasol

ACTION TRACKING FOR THE ORGANISATIONAL CHANGE OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
01.07.2019	5. The Councils Closed Circuit Television Service and a Shared Service with Wrexham	In line with recommendation (c), officers considering opening discussions with the Police and Crime Commissioner for a higher contributions to future CCTV costs.	Neal Cockerton	Discussions to take place once the CCTV had been successfully relocated to Wrexham.	On-going – will now be reported to the Community, Housing & Assets OSC.
27.01.2020	5. Social Value	That a future report on the data captured via the new Social Value ICT system be submitted to a future meeting of the Committee.	Neil Ayling		Will now be reported to the Corporate Resources OSC
27.01.2020	7. Aura – Renewal of Service Contract	That Aura be invited to present the next iteration of their business plan to Overview & Scrutiny at the start of the 2020/21 financial year, and to include a specific statement of social value objectives in keeping with the Council's newly adopted Social Value Strategy.	Colin Everett		Will now be reported to the Education, Youth & Culture OSC

Tudalen 27

Mae'r dudalen hon yn wag yn bwrpasol

ORGANISATIONAL CHANGE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Monday, 16th March 2020
Report Subject	Quarter 3 Council Plan 2019/20 Monitoring Report
Cabinet Member	Leader of the Council and Cabinet Member for Education; and Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive; Chief Officer (Housing and Assets); and Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

The Council Plan 2019/20 was adopted by the Council in June 2019. This report presents a summary of the monitoring of progress for the quarter three (October – December 2019) position of 2019/20 for the Council Plan priorities 'Connected Council', 'Caring Council' and 'Ambitious Council' relevant to the Organisational Change Overview & Scrutiny Committee.

This second monitoring report for the 2019/20 Council Plan is a positive report, with 89% of activities being assessed as making good progress, and 89% likely to achieve the desired outcome. In addition, 81% of the performance indicators met or exceeded target. Risks are also being successfully managed with the majority being assessed as moderate (71%) or minor/insignificant (18%).

RECOMMENDATIONS

1.	That the Committee consider the Quarter 3 Council Plan 2019/20 Monitoring Report to monitor under performance and request further information as appropriate.

REPORT DETAILS

1.00	**EXPLAINING THE COUNCIL PLAN 2019/20 QUARTER 3 MONITORING REPORT**
1.01	The Council Plan monitoring reports give an explanation of the progress being made toward the delivery of the impacts set out in the 2019/20 Council Plan. The narrative is supported by performance indicators 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.
1.02	This report is an exception-based report and concentrates on under-performance.
1.03	**Monitoring Activities** Each of the sub-priorities under each theme within the Plan have high level activities which are monitored over time. 'Progress' shows action against scheduled activity and is categorised as: • RED: Limited Progress – delay in scheduled activity and, not on track • AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track • GREEN: Good Progress – activities completed on schedule and on track A RAG status is also given for the assessment of our current level of confidence in achieving the 'outcome(s)' in-year for each sub-priority. Outcome is categorised as: • RED: Low – lower level of confidence in the achievement of the outcome(s) in-year • AMBER: Medium – uncertain level of confidence in the achievement of the outcome(s) in-year • GREEN: High – full confidence in the achievement of the outcome(s) in-year
1.04	In summary our overall progress against activities is: ACTIVITIES PROGRESS • We are making good (green) progress in 140 (89%). • We are making satisfactory (amber) progress in 17 (11%). ACTIVITIES OUTCOME • We have a high (green) level of confidence in the outcome achievement of 140 (89%). • We have a medium (amber) level of confidence in the outcome achievement of 17 (11%). • No activities have a low (red) level of confidence in their outcome achievement.

1.05	**Monitoring our Performance** Analysis of performance against the Council Plan performance indicators is undertaken using the RAG status. This is defined as: • RED - under-performance against target. • AMBER - where improvement may have been made but performance has missed the target. • GREEN - positive performance against target.
1.06	Analysis of current levels of performance against target shows the following: • 43 (81%) had achieved a green RAG status • 6 (11%) had achieved an amber RAG status • 4 (8%) had achieved a red RAG status
1.07	There are no performance indicators (PI) which show a red RAG status for current performance against target, relevant to the Organisational Change Overview & Scrutiny Committee.
1.08	**Monitoring our Risks** Analysis of the current risk levels for the strategic risks identified in the Council Plan is as follows: - • 3 (5.8%) are insignificant (green) • 6 (11.5%) are minor (yellow) • 37 (71.2%) are moderate (amber) • 6 (11.5%) are major (red) • 0 (0%) are severe (black)
1.09	There are no major (red) risks identified for the Organisational Change Overview & Scrutiny Committee.

2.00	**RESOURCE IMPLICATIONS**
2.01	There are no specific resource implications for this report.

3.00	**IMPACT ASSESSMENT AND RISK MANAGEMENT**
3.01	Progress against the risks identified in the Council Plan is monitored. Summary information for the risks assessed as major (red) is covered in paragraphs 1.07 and 1.09 above.
3.02	Overview & scrutiny committees are following through areas of risk concern within their forward work programmes.

3.03	**Ways of Working (Sustainable Development) Principles Impact**	
	Long-term	Throughout all of the Mid-Year Monitoring Report there is demonstrable actions and activities which relate to all of the Sustainable Development Principles. There will be specific case studies of these working practises in the Annual Report for 2019/20 by October 2020.
	Prevention	
	Integration	
	Collaboration	
	Involvement	
	Well-being Goals Impact	
	Prosperous Wales	Throughout the Mid-Year Monitoring Report there is an engrained culture of emerging our work actions and activities with the Well-being Goals. Specific actions and activities have impact assessments and risk assessment as part of strategic reports which demonstrates impact.
	Resilient Wales	
	Healthier Wales	
	More equal Wales	
	Cohesive Wales	
	Vibrant Wales	
	Globally responsible Wales	
	Council's Well-being Objectives The Council's wellbeing objectives will be reported again as part of the Annual Report for 2019/20 by October 2020.	

4.00	**CONSULTATIONS REQUIRED / CARRIED OUT**
4.01	The Council Plan Priorities are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest.
4.02	Chief Officers have contributed towards reporting of relevant information.

5.00	**APPENDICES**
5.01	Appendix 1 – Quarter 3 Council Plan Monitoring Report – Connected Council. Appendix 2 – Quarter 3 Council Plan Monitoring Report – Caring Council. Appendix 3 – Quarter 3 Council Plan Monitoring Report – Ambitious Council.

6.00	**LIST OF ACCESSIBLE BACKGROUND DOCUMENTS**
6.01	Council Plan 2019/20. https://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Council-Plan.aspx

7.00	CONTACT OFFICER DETAILS
7.01	**Contact Officer:** Ceri Shotton, Overview & Scrutiny Facilitator **Telephone:** 01352 702305 **E-mail:** ceri.shotton@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
	Council Plan: the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish a Council Plan. **Risks:** These are assessed using a refreshed approach to risk management endorsed by Audit Committee in 2018. The new approach, includes the use of a more sophisticated risk assessment matrix which provides greater opportunities to show changes over time. Risk Likelihood and Impact Matrix
8.02	**CAMMS – An explanation of the report headings**
	Actions Action – Each sub-priority have high level activities attached to them to help achieve the outcomes of the sub-priority. Lead Officer – The person responsible for updating the data on the action. Status – This will either be 'In progress' if the action has a start and finish date or 'Ongoing' if it is an action that is longer term than the reporting year. Start date – When the action started (usually the start of the financial year). End date – When the action is expected to be completed. % complete - The % that the action is complete at the time of the report. This only applies to actions that are 'in progress'. An action that is 'ongoing' will not produce a % complete due to the longer-term nature of the action. Progress RAG – Shows if the action at this point in time is making limited progress (Red), satisfactory progress (Amber) or good progress (Green). Outcome RAG – Shows the level of confidence in achieving the outcomes for

each action.

Measures (Key Performance Indicators - KPIs)

Pre. Year Period Actual – The period actual at the same point in the previous year. If the KPI is a new KPI for the year then this will show as 'no data'.
Period Actual – The data for this quarter.
Period Target – The target for this quarter as set at the beginning of the year.
Perf. RAG – This measures performance for the period against the target. It is automatically generated according to the data. Red = a position of under performance against target, Amber = a mid-position where improvement may have been made but performance has missed the target and Green = a position of positive performance against the target.
Perf. Indicator Trend – Trend arrows give an impression of the direction the performance is heading compared to the period of the previous year:
- A 'downward arrow' always indicates poorer performance regardless of whether a KPI figure means that less is better (e.g. the amount of days to deliver a grant or undertake a review) or if a KPI figure means that more is better (e.g. number of new jobs in Flintshire).
- Similarly an 'upward arrow' always indicates improved performance.

YTD Actual – The data for the year so far including previous quarters.
YTD Target – The target for the year so far including the targets of previous quarters.
Outcome RAG – The level of confidence of meeting the target by the end of the year. Low – lower level of confidence in the achievement of the target (Red), Medium – uncertain level of confidence in the achievement of the target (Amber) and High - full confidence in the achievement of the target (Green).

Risks

Risk Title – Gives a description of the risk.
Lead Officer – The person responsible for managing the risk.
Supporting Officer – The person responsible for updating the risk.
Initial Risk Rating – The level of the risk at the start of the financial year (quarter 1). The risks are identified as follows; insignificant (green), minor (yellow), moderate (amber), major (red) and severe (black).
Current Risk Rating – The level of the risk at this quarter.
Trend Arrow – This shows if the risk has increased (red, upward arrow), decreased (green, downward arrow) or remained the same between the initial risk rating and the current risk rating (amber, stable arrow).
Risk Status – This will either show as 'open' or 'closed'. If a risk is open then it is still a relevant risk, if the risk is closed then it is no longer a relevant risk; a new risk may be generated where a plan or strategy moves into a new phase.

2019/20 Quarter 3 Performance Monitoring Report Appendix 1 – Connected Council

Flintshire County Council

Print Date: 28-Jan-2020

Progress Charts

Action Progress RAG Status

140

17

2

- ■ On Track 89% (140)
- ■ Monitor 11% (17)
- ■ No Target (2)

Action Outcome RAG Status

140

17

2

- ■ On Track 89% (140)
- ■ Monitor 11% (17)
- ■ No Target (2)
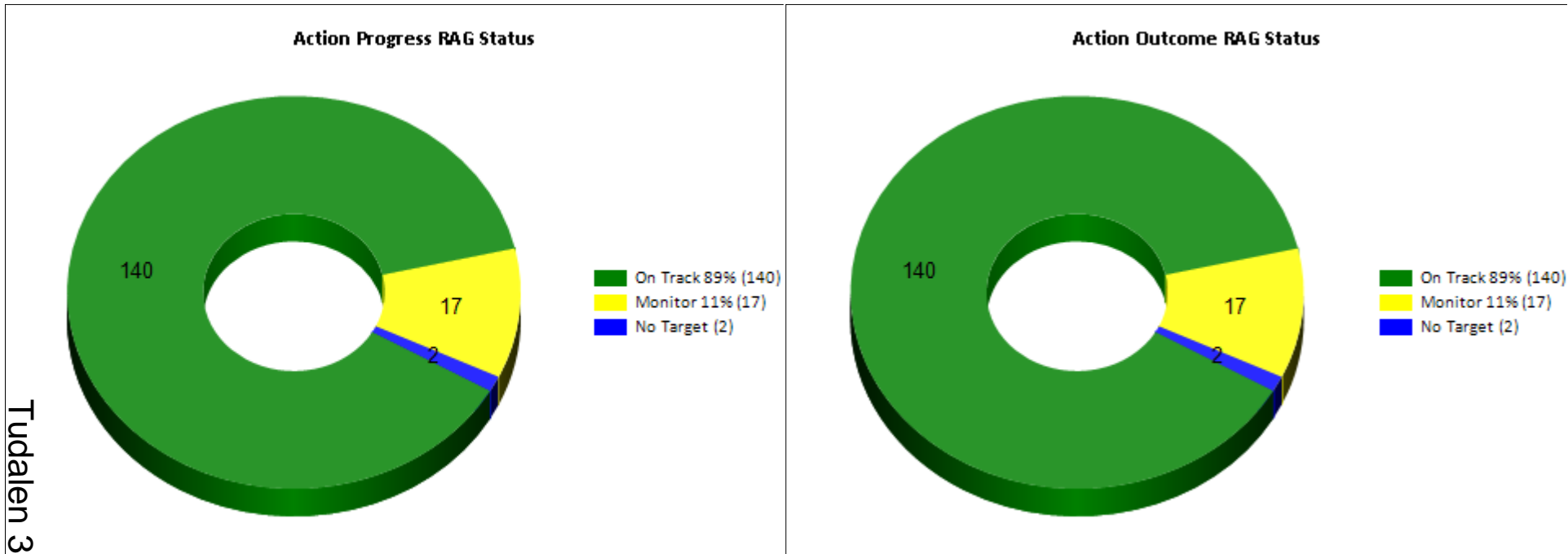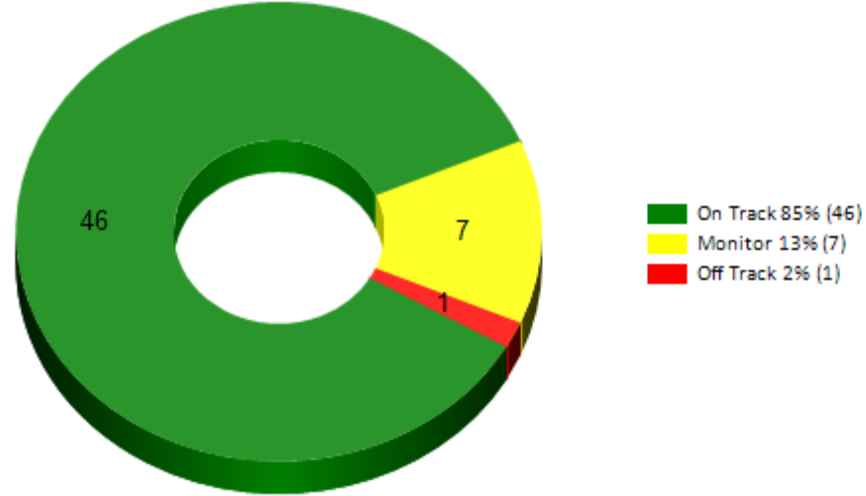
Tudalen 36

'No Target' for Action Progress and Action Outcome denotes Action has not started.

KPI Progress RAG Status

6

4

2

43

■ On Track 81% (43)
■ Monitor 11% (6)
■ Off Track 8% (4)
■ No Target (2)

KPI Outcome RAG Status

46

7

1

■ On Track 85% (46)
■ Monitor 13% (7)
■ Off Track 2% (1)

Tudalen 37

'No Target' for KPI denotes this is a new KPI and a baseline year is being established

Current Risk Status

Legend:
- Insignificant (1) 6% (3)
- Minor (2) 12% (6)
- Moderate (3) 71% (37)
- Major (4) 12% (6)

Tudalen 38
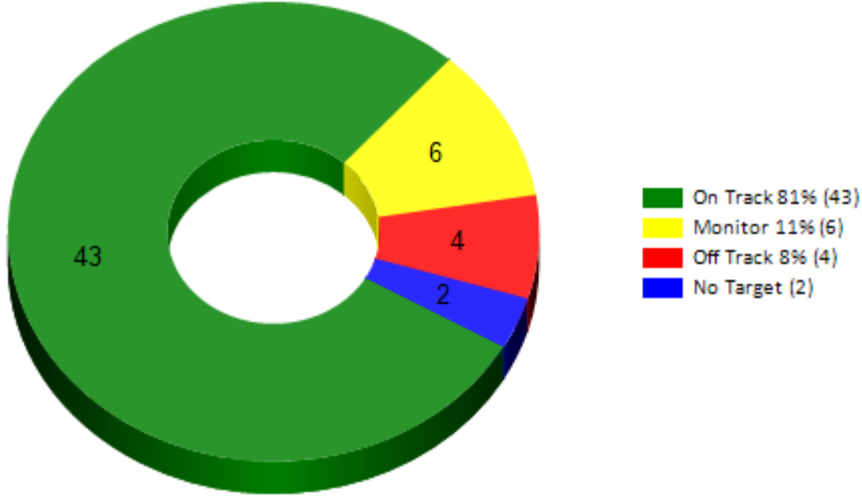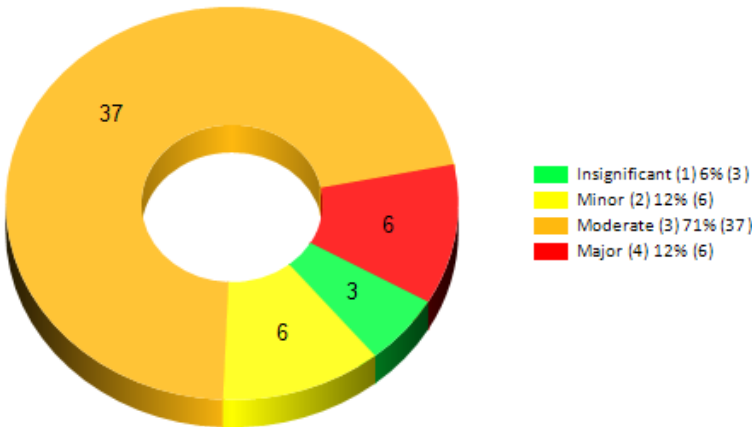
Connected Council

Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.1 (CP) Achievement of the aims, objectives and targets for: The Holway, Holywell – community-led regeneration	Jane M Davies - Senior Manager, Safeguarding & Commissioning	In Progress	01-Apr-2019	31-Mar-2020	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

All agencies have consistently met together to plan local activities, particularly play and fuel poverty initiatives to address community resilience. Refurbishment of local garden and fencing areas has improved the physical infrastructure and the construction work on the Holway Hub is now complete. The Holway Development Group met in early December, and a rota is being drawn up for agencies to utilise the hub. Further work on the community centre is underway.

Last Updated: 23-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.2 (CP) Achievement of the aims, objectives and targets for: Social Value – a social value framework to maximise local investment in communities	Niall Waller - Service Manager - Enterprise and Regeneration	In Progress	01-Apr-2019	31-Mar-2020	50.00%	GREEN	AMBER

ACTION PROGRESS COMMENTS:

The Social Value Strategy was approved early in 2019 and sets out the ambitions for generating new social value from Council activities. A software system to record social value generated by suppliers and services is being procured. A development officer to support officers and suppliers has been recruited and is engaging services and supporting procurement activity.

Last Updated: 09-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.3 (CP) Achievement of the aims, objectives and targets for: Social Prescribing – a model for participation by local people with improvements in personal well-being	Jacque Slee - Team Manager Performance	In Progress	01-Apr-2019	31-Mar-2020	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
The number of referrals from GPs to the Single Point of Access (SPOA) for a Social Prescribing response is increasing due to targeted activity. The support offered is in response to a discussion about "what matters" to the individual meaning that the responses are person centered and bespoke to the individuals' needs.
Last Updated: 22-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.4 (CP) Achievement of the aims, objectives and targets for: Get Flintshire Moving – participation by local people with improvements in personal health	Neil Ayling - Chief Officer - Social Services	In Progress	01-Apr-2019	31-Mar-2020	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
Let's Get Moving aims to develop opportunities for residents to be more active in their communities to achieve improvements in health and well-being. Work has been undertaken to encourage Council staff to be more active during the day through lunchtime walks, development and mapping of community walks, and working with Flintshire Public Services Board (PSB) organisations to support their workforce to move more and sit less. Activity in quarter three has included working with Cheshire Wildlife Trust on the Dee Coastliners project, with Greenfield Valley Board to increase use by the community, lunchtime walks for Council employees and the Active Colleges programme with Coleg Cambria.
Last Updated: 24-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.2.2 (CP) Delivery of Aura Business Plan 2019/20	Colin Everett - Chief Executive	In Progress	01-Apr-2019	31-Mar-2020	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
Aura is performing well against its annual and medium-term business plan aims, objectives and targets. Regular reports are made to the Aura Board and to the Partnership Board with the Council. Periodic reports are made to Overview and Scrutiny. A report was made to Cabinet in January 2020 on the renewal of the service contract with Aura for years four and five (from 01.09.20)
Last Updated: 24-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.3.1 (CP) Adopting a Social Value Framework with an action plan with aims, objectives and targets, to make progressive impact on the value of monetary and non-monetary investment by contractors and suppliers, the geographic spread of investment across communities, and the social policy priorities of the Council and its partners.	Niall Waller - Service Manager - Enterprise and Regeneration	In Progress	01-Apr-2019	31-Mar-2020	75.00%	GREEN	AMBER

ACTION PROGRESS COMMENTS:
The Social Value Strategy was approved Spring 2019 and sets out the ambitions for generating new social value from Council activities. A software system to record social value generated by suppliers and services is being procured currently. A development officer to support officers and suppliers has been recruited.

Last Updated: 09-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.2.1.1 (CP) A seamless and successful transition to an Integrated Contact Centre	Rebecca Jones - Customer Services and Registration Manager	Completed	01-Apr-2019	31-Dec-2019	100.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
Housing and Streetscene Contact Centres amalgamated on 7 August, 2019. The single Contact Centre is now based at Ty Dewi Sant, Ewloe.

Last Updated: 22-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.2.1.2 (CP) Improvements in customer service response and resolution times	Rebecca Jones - Customer Services and Registration Manager	Ongoing	01-Apr-2019	31-Mar-2020	-	GREEN	GREEN

ACTION PROGRESS COMMENTS:
Performance against our published response times remains good with an average of 76% of complaints responded to within 10 working days. This represents a small increase from the start of the year and the last quarter. Customer Service continue to support portfolios to achieve timely responses to customer enquiries through regular reporting including Assembly Members and Members of Parliament enquiries.

Last Updated: 30-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.2.1.3 (CP) Extension of the range of digitised services in Social Services, Education and Revenues and Benefits	Rebecca Jones - Customer Services and Registration Manager	Ongoing	01-Apr-2019	31-Mar-2020	-	GREEN	GREEN

ACTION PROGRESS COMMENTS:

The number of residents signing up to My Account continues to grow and now stands at 9489. Each new service area made available through the website is linked to My Account so that residents need only sign in once. The next service area to be digitised will be Revenues and Benefits in January. Thereafter the intention is to renew the payment portal which will improve the look and feel for residents making digital payments. The delayed direct debit module will be added late in quarter one though, given the problems experienced with the initial release, there will be a substantial test period to ensure that all aspects are functioning correctly.

Last Updated: 22-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.2.2.1 (CP) Meeting the aims, objectives and targets of the adopted Strategy	Rebecca Jones - Customer Services and Registration Manager	Ongoing	01-Apr-2019	31-Mar-2020	-	GREEN	GREEN

ACTION PROGRESS COMMENTS:

The range of service areas available over the website continues to grow in line with the project plan. Work has commenced on improving access to broadband via the LFFN (Local Full Fibre Network Project). Significant investment is being made (via Welsh Government grant) in improving Wi-Fi connectivity within schools. Key technologies are being replaced so that the Council IT systems are secure (eg Windows 7 has now been wholly replaced). Gov.roam has been put in place which enables all our employees and public sector partners to log in to network systems as though they were in their own premises which facilitates remote/mobile working and the co-location of employees.

Last Updated: 24-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.2.2.2 (CP) Meeting the set customer standards	Rebecca Jones - Customer Services and Registration Manager	Ongoing	01-Apr-2019	31-Mar-2020	-	GREEN	GREEN

ACTION PROGRESS COMMENTS:

The volume and nature of enquiries through Connects Centres continues to grow (and is reported on separately in more detail). Performance within the combined contact centre continues to improve and the percentage of calls answered remains at just over 90% for the third consecutive month. The percentage of calls answered within 30 seconds has increased slightly to 66%, with 58% of calls being answered within 15 seconds. Average call waiting time has reduced to just under a minute, there is a decrease in the number of calls abandoned (to 7%) and this is likely to be a result of the decrease in number of calls offered.

Last Updated: 17-Jan-2020

Performance Indicators

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
CP5.2.1M01 Call abandonment rate for a combined Housing and Streetscene Contact Centre	No Data	7.05	15	GREEN	N/A	7.05	15	GREEN

Lead Officer: Rebecca Jones - Customer Services and Registration Manager
Reporting Officer: Rebecca Jones - Customer Services and Registration Manager
Progress Comment: Baseline Year: The percentage of calls abandoned continues to reduce from 22% in quarter one which corresponds with reduced call waiting times.

Last Updated: 24-Jan-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
CP5.2.1M02 Call answering rate for a combined Housing and Streetscene Contact Centre	No Data	92.95	0	GREEN	N/A	92.95	0	GREEN

Lead Officer: Rebecca Jones - Customer Services and Registration Manager
Reporting Officer: Rebecca Jones - Customer Services and Registration Manager
Progress Comment: Baseline Year: 93% of the calls offered to the Contact Centre were answered in quarter three - 64% of calls were answered within 30 seconds. Three FTE have joined the team and are extending their knowledge of Council services to enable them to answer a wide range of customer enquiries.

Last Updated: 24-Jan-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
CP5.2.1M04 My Account sign up	No Data	9225	1250	GREEN	N/A	16678	3750	GREEN

Lead Officer: Rebecca Jones - Customer Services and Registration Manager
Reporting Officer: Rebecca Jones - Customer Services and Registration Manager
Progress Comment: Baseline Year: The Council continue to promote self-service and the number of My Account subscriptions increased in the quarter three by 24%.

Last Updated: 24-Jan-2020

Risks

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The capacity and appetite of the community and social sectors	Neil Ayling - Chief Officer - Social Services	Jacque Slee - Team Manager Performance	Amber	Yellow	⬌	Open

Potential Effect:
Lack of capacity to and desire of the sector resulting in unsustainable community and social sector projects such as Community Asset Transfers and Alternative Delivery Models

Management Controls:
Work with Flintshire Community Voluntary Sector, Co-operative Wales, and local community groups and social enterprises to develop skills.

Progress Comment:
We continue to make progress in growing the social sector through the development of Community Asset Transfers and Alternative Delivery Models. Regular review meetings and partnership board meetings are in place.
The strategic role and importance of ADMs is a priority in the Council Plan for 2019/20 with work underway to ensure that the delivery is effective and sustainable.

Last Updated: 22-Jan-2020

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Market conditions which the new alternative delivery models (ADM's)face	Neil Ayling - Chief Officer - Social Services	Jacque Slee - Team Manager Performance	Amber	Yellow	⬌	Open

Potential Effect:
More competition from other agencies or decreasing use of the services means they are in the future unsustainable

Management Controls:
Continue to work with the Alternative Delivery Models (ADM's) to grow their entrepreneurial skills and meet with them annually at least to review progress

Progress Comment:
Aura, Newydd and HFT have now successfully taken forward their Business Plans. Regular reporting to the Council through the appropriate Scrutiny Committees continues to take place. The level of risk of unsustainability remains yellow.

Last Updated: 15-Jan-2020

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Limitations on public funding to subsidise alternative models (ADM's)	Neil Ayling - Chief Officer - Social Services	Jacque Slee - Team Manager Performance	Amber	Yellow	⬇	Open

Potential Effect:
Reductions in funding to these models by the public sector resulting in the new to stop or close services and facilities

Management Controls:
Support to Alternative Delivery Models (ADM's) to ensure their financial plans are resilient if public funding decreases

Progress Comment:
Review meetings are providing an update on the future financial context so organisations can plan for potential reductions when appropriate.
Business Plans have been shared with the Council and show that funding levels for organisations moving forward into 2020/21 are sustainable.
The risk remains at Yellow.

Last Updated: 15-Jan-2020

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Newly established Social Enterprises and Community Asset Transfers failing in their early stages of development.	Neil Ayling - Chief Officer - Social Services	Jacque Slee - Team Manager Performance	Amber	Amber	↔	Open

Potential Effect:

Management Controls:
Open book accounting by key social enterprises with the Council and where issues identified cooperative work to resolve these.

Progress Comment:
Review meetings of Community Asset Transfers (CATs) have been ongoing and through these it has been identified that the new organisations running CATs are sustainable and well regarded social businesses. The programme of CAT review and support is ongoing to ensure that these social businesses continue to offer well regarded services.

Last Updated: 15-Jan-2020

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Community Resilience	Neil Ayling - Chief Officer - Social Services	Jacque Slee - Team Manager Performance	Amber	Amber	↔	Open

Potential Effect:

Communities cannot capitalise on their resources and resort to support from statutory services.

Management Controls:

Work with communities to identify key challenges and barriers that they face as individuals and collectively; and use a framework of tools to help them to design a local response to address them.

Help communities, and leaders from within communities, to develop the skills and confidence to support their community to respond to challenges and optimise opportunities to thrive.

Be smarter about securing and linking potential social investment to locally identified priorities.

Work proactively with our supply chain to maximise the impact that our investment and collaboration has for communities across Flintshire.

Progress Comment:

The Council and other stakeholders have been proactive in maximizing the available funding to invest in communities. We are engaging and working with local alternative delivery models (ADM's), and other alternatives to improve community resilience. We are actively reviewing community asset transfer (CAT) projects to ensure that they are successful and pursue key priorities of the council.

Last Updated: 15-Jan-2020

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Customers who do not have access to technology, or the confidence to use it.	Rebecca Jones - Customer Services and Registration Manager	Margaret Parry-Jones - Overview & Scrutiny Facilitator	Red	Amber	⬇	Closed

Potential Effect:

Customers are excluded from accessing Council services e.g. school admissions, and do not access benefits they are entitled to receive e.g. Council Tax Reduction.

Management Controls:

Flintshire Connects provides face to face support for vulnerable customers who need assistance to access services.   All Connects Centre are equipped with self-service facilities to assist those people who do not have access to technology and the team can signpost to other support e.g. Aura (libraries).   The Customer Service Advisors are trained to support customers who do not have confidence to use digital technology e.g. creating email accounts, navigating website, applying for services online.
The intention is to introduce Digital Champions moving forward to further support our customers and ensure no one is excluded from accessing Council services now and in the future.

Progress Comment:

This risk has been closed due to it also being measured through various KPI's.

Last Updated: 13-Jan-2020

Tudalen 49

Mae'r dudalen hon yn wag yn bwrpasol

2019/20 Quarter 3 Performance Monitoring Report Appendix 2 – Caring Council

Flintshire County Council

Progress Charts

Action Progress RAG Status

140

17

2

- On Track 89% (140)
- Monitor 11% (17)
- No Target (2)

Action Outcome RAG Status

140

17

2

- On Track 89% (140)
- Monitor 11% (17)
- No Target (2)
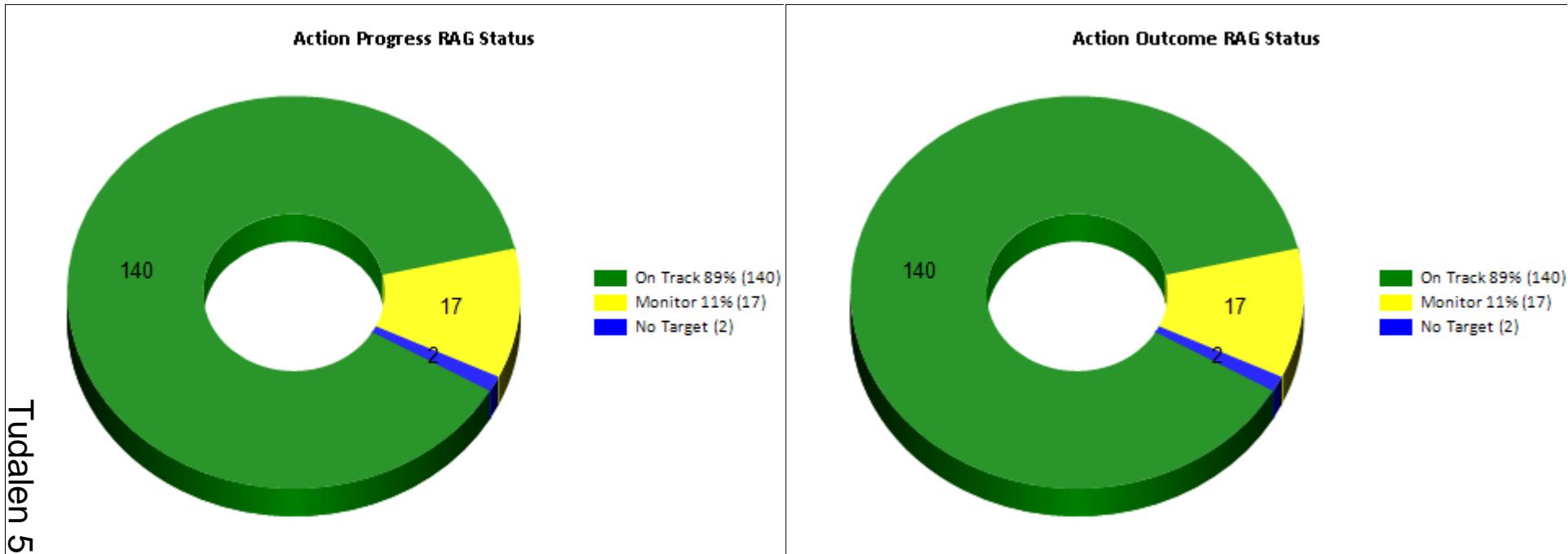
Tudalen 52

'No Target' for Action Progress and Action Outcome denotes Action has not started.

KPI Progress RAG Status

- 🟩 On Track 81% (43)
- 🟨 Monitor 11% (6)
- 🟥 Off Track 8% (4)
- 🟦 No Target (2)

KPI Outcome RAG Status

- 🟩 On Track 85% (46)
- 🟨 Monitor 13% (7)
- 🟥 Off Track 2% (1)

Tudalen 53

'No Target' for KPI denotes this is a new KPI and a baseline year is being established

Current Risk Status

37

6

3

6

Insignificant (1) 6% (3)
Minor (2) 12% (6)
Moderate (3) 71% (37)
Major (4) 12% (6)

Tudalen 54
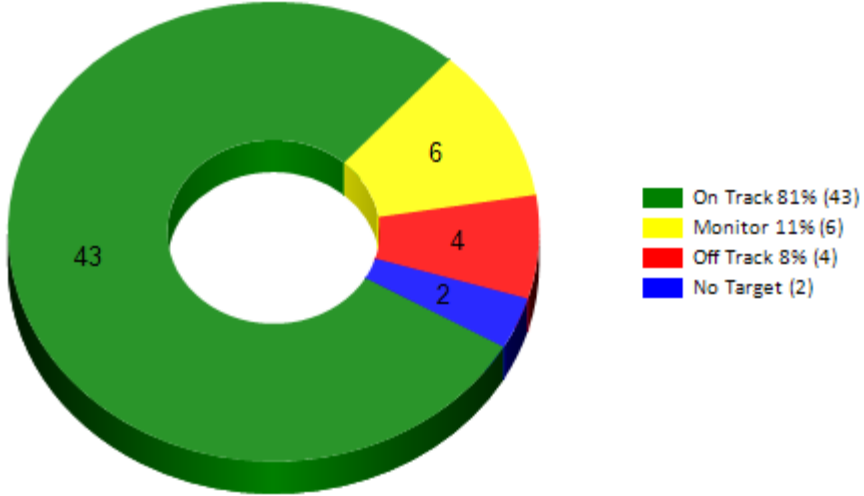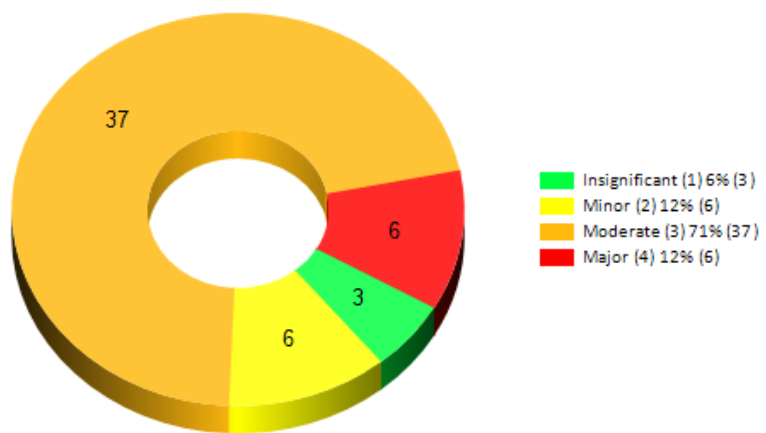
Caring Council

Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.1 (CP) Implementing a Quality Framework for Microcare	Dawn Holt - Commissioning Manager	In Progress	01-Apr-2019	31-Mar-2020	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

Development Officers are drafting a Quality Framework to support the implementation of Microcare, which aims to support older people in rural communities with direct care needs, through the development of small, locally based, person centred provision. The Foundation Economy Grant Application to bring in further support for the development of the Quality Framework has been approved. We have had an initial meeting with Care Inspectorate Wales regarding the Quality Framework, and have arranged subsequent meetings to draft tools that meet the needs of all stakeholders.

Last Updated: 23-Dec-2019

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.2 (CP) Seed funding developed to support the start-up and development of new Microcare services	Dawn Holt - Commissioning Manager	Completed	01-Apr-2019	31-Mar-2020	100.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

Seed funding for Microcare is incorporated into the Foundation Economy Grant Application (FEGA), although development officers are also looking for alternative sources of funding that might support business start-up. The grant has now been approved, and it has been agreed that we will offer £1,000 seed funding per care-based microcarer, and £500 seed funding per well-being microcarer. We have three organisations interested in the microcare concept in Flintshire, and eight individuals.

Last Updated: 23-Dec-2019

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.3 (CP) Recruitment of Microcare Development Officer	Dawn Holt - Commissioning Manager	Completed	01-Apr-2019	31-Dec-2019	100.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

As of early September 2019, through Flintshire's financial contribution and funding from the LEADER fund via Cadwyn Clwyd, two Officers have been recruited to deliver the Microcare programme.

Last Updated: 22-Oct-2019

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.5.1.1 (CP) Forming a new social food enterprise with short and medium term objectives and targets	Jen Griffiths - Benefits Manager	Completed	01-Apr-2019	31-Mar-2020	100.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

The Council and its partners have been exploring a number of options which will see progress maintained through the development of a longer term and sustainable solution to food poverty. In order to address these issues in the long term, a local social-food-enterprise is in the process of being developed. The mission of the company will be to "connect everyone with good fresh food". A primary aim will be to reach and develop sustainable models for people to access good affordable fresh food, particularly linking in with work we do and services we provide such as: • Domiciliary care and linking food provision with care services. • Developing a transition programme from food aid to food purchase for vulnerable groups, i.e. homeless families. • To link in with services which support residents and embed support around food provision within those services. • To use food provision as a catalyst to begin to tackle loneliness and isolation. This work is progressing well and is in the final stages of implementation.

Last Updated: 24-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.5.1.2 (CP) Mapping / detailing areas where there are gaps in provision and then developing solutions	Jen Griffiths - Benefits Manager	In Progress	01-Apr-2019	31-Mar-2020	70.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

The Good Food Flintshire group is now well established and its membership includes public, private and third sector representation. Work has commenced on mapping need and activity in the County so that we can take a more targeted approach to areas with greater need.

Last Updated: 14-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.5.1.3 (CP) Setting a food insecurity / food poverty action plan for Flintshire with partners with short and medium term objectives and targets	Jen Griffiths - Benefits Manager	In Progress	01-Apr-2019	31-Mar-2020	70.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

The Flintshire Food Poverty Strategy was adopted by the Public Services Board in 2018 and work is now in progress to develop a detailed action plan for the County. The action plan is in the early stages currently and the Good Food Flintshire group are working around agreed themes in order to collate the information and develop this into a progressive action plan for 2020 and beyond.
Last Updated: 24-Jan-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
CP1.3.1M02 (SS014) Number of people transitioning into Hwb Cyfle	No Data	52	50	GREEN	N/A	52	50	GREEN

Lead Officer: Susie Lunt - Senior Manager, Integrated Services and Lead Adults
Reporting Officer: Jacque Slee - Team Manager Performance
Progress Comment: This figure represents the average number of individuals attending the day service at Hwb Cyfle in the first half of this year. A further 218 people with a learning disability attended other day services in the County.

Last Updated: 08-Jan-2020

Tudalen 57

Mae'r dudalen hon yn wag yn bwrpasol

2019/20 Quarter 3 Performance Monitoring Report Appendix 3 – Ambitious Council

Flintshire County Council

Progress Charts

Action Progress RAG Status

140

17

2

- On Track 89% (140)
- Monitor 11% (17)
- No Target (2)

Action Outcome RAG Status

140

17

2

- On Track 89% (140)
- Monitor 11% (17)
- No Target (2)
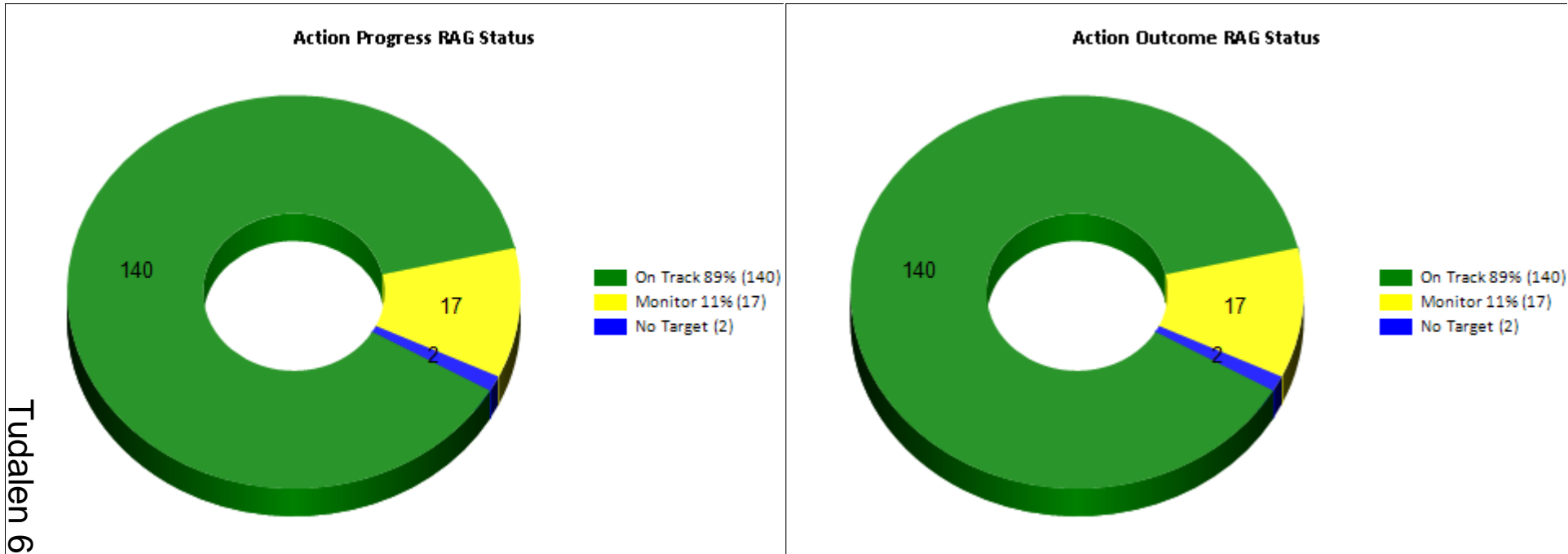
Tudalen 60

'No Target' for Action Progress and Action Outcome denotes Action has not started.

KPI Progress RAG Status

6

4

2

43

- ■ On Track 81% (43)
- ■ Monitor 11% (6)
- ■ Off Track 8% (4)
- ■ No Target (2)

KPI Outcome RAG Status

46

7

1

- ■ On Track 85% (46)
- ■ Monitor 13% (7)
- ■ Off Track 2% (1)

Tudalen 61

'No Target' for KPI denotes this is a new KPI and a baseline year is being established

Current Risk Status

37

6

3

6

Insignificant (1) 6% (3)
Minor (2) 12% (6)
Moderate (3) 71% (37)
Major (4) 12% (6)

Tudalen 62
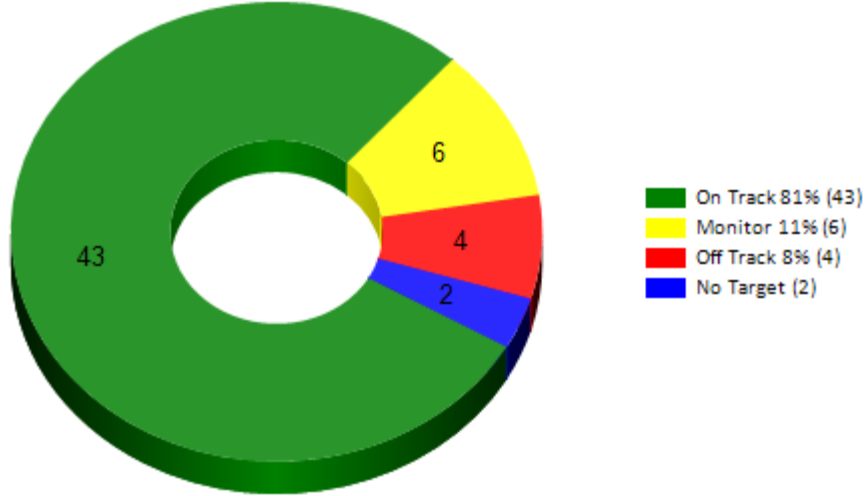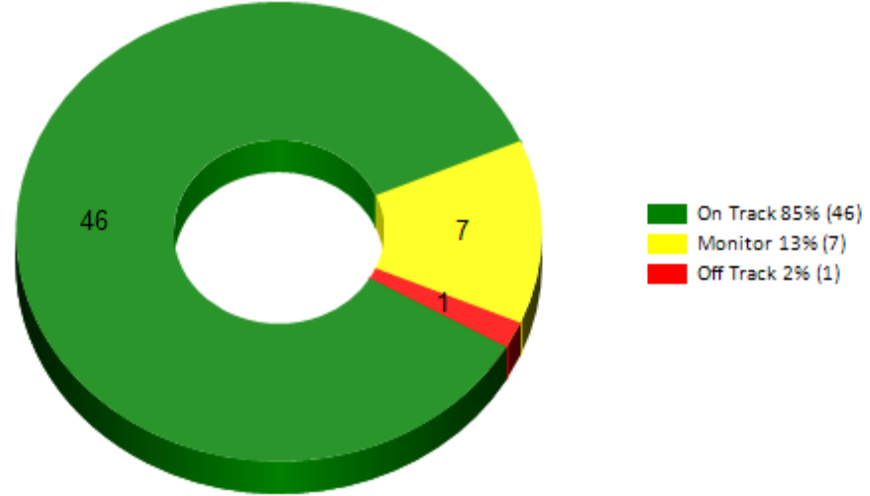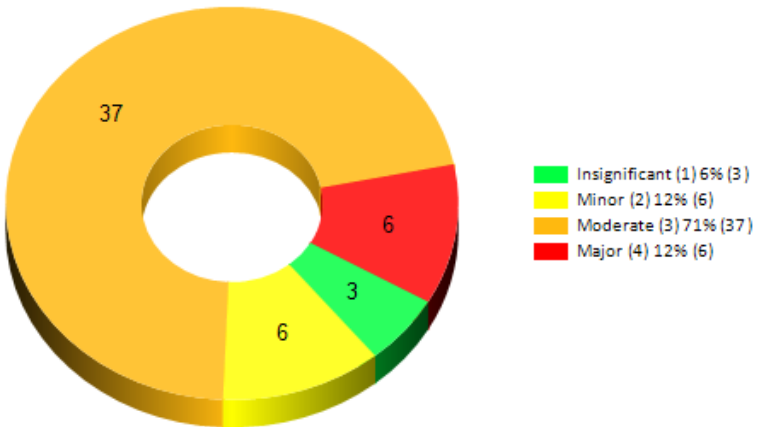
Ambitious Council

Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.2 (CP) Assessment of the priority needs of Flintshire for improved digital connectivity to contribute to regional digital strategy	Niall Waller - Service Manager - Enterprise and Regeneration	Completed	01-Apr-2019	31-Dec-2019	100.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

A digital action plan for Flintshire has been produced and its priorities are included within the overarching regional digital connectivity strategy.

Last Updated: 09-Oct-2019

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.3 (CP) Agreement and the first stage of implementation of a digital strategy for the region which improves connectivity (access and processing capacity / speed) for businesses, public sector partners and communities in Flintshire)	Niall Waller - Service Manager - Enterprise and Regeneration	In Progress	01-Apr-2019	31-Dec-2019	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

The digital strategy for North Wales is now in place. There are four main work streams underway: 1) Connection of all public buildings across North Wales to the fibre network to future-proof connectivity - currently being delivered following a successful bid to the UK Government (UKG) Local Full Fibre Network programme. 2) Support for rural communities to connect to faster broadband - currently recruiting a shared officer with Wrexham County Borough Council (WCBC) following successful bid to Rural Development Plan programme. 3) Developing projects to provide leading-edge connectivity infrastructure into strategic employment sites and along strategic transport routes - Growth Deal project under development. 4) Seeking further Welsh Government (WG) support to improve connectivity infrastructure for rural communities.

Last Updated: 09-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.6.1 (CP) Sustainability of the social enterprises supported/created by the Council	Niall Waller - Service Manager - Enterprise and Regeneration	In Progress	01-Apr-2019	31-Mar-2020	50.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

The Council continues to provide a dedicated resource to support the social enterprise sector. This includes intensive one to one support for new social enterprises to help them to establish themselves as well as ongoing support. Quarter three: 20 Social enterprises have been supported. The dedicated support included the provision of 44 business support sessions of which 37 were delivered to social enterprises registered in Flintshire, including; business planning, policy development, cash flow forecasting, preparing for investment, social media training, business awards applications and Social Enterprise Places accreditation. The other seven sessions were delivered to five members of the public in Flintshire carrying out pre-start work exploring the opportunity to register as social enterprises.

Last Updated: 24-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.6.2 (CP) Implement Project Search with Hft to achieve real jobs for people with a learning disability	Niall Waller - Service Manager - Enterprise and Regeneration	Completed	01-Apr-2019	31-Mar-2020	100.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

Project Search is an internship for young people up to the age of 25 who have a learning disability, with the aim of providing a range of skills for individuals to apply in the workplace. It is hoped that at the end of the internship, full paid employment will be achieved. The first intake was in September of this year, with nine young people involved.

Last Updated: 22-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.1 (CP) National financial support secured (from Welsh Government and Arts Council for Wales) for major capital investment for refurbishment of Theatr Clwyd	Colin Everett - Chief Executive	In Progress	01-Apr-2019	31-Mar-2020	50.00%	AMBER	AMBER

ACTION PROGRESS COMMENTS:

Formal application was made to Welsh Government for strategic funding in quarter two. Arts Council of Wales funding (£6m estimate) has already been secured. A letter was received from Welsh Government on 23.12.19 signalling positive support for scheme, recognising the urgency around a comital decision, and inviting urgent engagement with civil servants to explore capital funding solutions.

Last Updated: 24-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.2 (CP) Reaching an agreement between the Board of Theatr Clwyd, the Council and the Arts Council of Wales on the most sustainable, legal, governance and financial / commercial model for the Theatr for the future from 2021/22	Colin Everett - Chief Executive	Completed	17-Sep-2019	31-Dec-2019	100.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

Cabinet, on the recommendation of the Theatre Board, has agreed in principle to transition to an independent trust model in April 2021. A full project plan in place is in place with the support of a dedicated project manager. A further report was made to Cabinet in December 2019. Cabinet endorsed the plan to enter a full and final stage of due diligence with a comital decision to be made to a transfer by mid-2020.

Last Updated: 07-Jan-2020

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.3 (CP) Performance of the theatre against its adopted business plan targets (reported quarterly to the Board of Theatr Clwyd)	Colin Everett - Chief Executive	In Progress	01-Apr-2019	31-Mar-2020	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:

The Theatre is performing well against its annual and medium-term business plan aims, objectives and targets. Quarterly reports are made to the Theatre Board. The 2020/21 business plan will be presented to both Cabinet and Overview and Scrutiny in the first quarter of 2020.

Last Updated: 07-Jan-2020

Performance Indicators

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
CP2.1.6M01 Number of Social Enterprises supported	23	20	15	GREEN	↓	55	43	GREEN

Lead Officer: Niall Waller - Service Manager - Enterprise and Regeneration
Reporting Officer: Mike Dodd - Social Enterprise Development Lead Officer
Aspirational Target:
Progress Comment: The service has provided 44 business support sessions of which 37 were delivered to social enterprises registered in Flintshire, including; business planning, policy development, cash flow forecasting, preparing for investment, social media training, business awards applications and Social Enterprise Places accreditation. The other seven sessions were delivered to five members of the public in Flintshire carrying out pre-start work exploring the opportunity to register as social enterprises

Last Updated: 23-Jan-2020

Eitem ar gyfer y Rhaglen 7

Dogfen Gyfyngedig - Ni ddylid ei chyhoeddi

Mae'r dudalen hon yn wag yn bwrpasol

Mae'r dudalen hon yn wag yn bwrpasol

Atodiad i'r Rhaglen

Mae'r dudalen hon yn wag yn bwrpasol