

CABINET

Minutes of the meeting of the Cabinet held in the Town Hall, Rhyl on Thursday, 17th January, 2002 at 10.00 a.m.

PRESENT

Councillors E.C. Edwards (Leader), I.M. German, D.M. Holder, R.W. Hughes, G.M. Kensler, D.M. Morris, E.A. Owens, A.E. Roberts, W.R. Webb, K.E. Wells and E.W. Williams.

Observers: Councillors M.L.I. Davies, S. Drew, M.M. Jones, R.J.R. Jones, J.A. Smith and W.G. Thomas.

ALSO PRESENT

Acting Chief Executive, Corporate Director of Resources, Financial Controller and the County Clerk.

ANNOUNCEMENT

Councillor R.W. Hughes, Lead Cabinet Member for Culture, Leisure and Tourism informed Members that Denbighshire's Countryside Service had been awarded Investors in People (IIP) Status. Members congratulated the Head of Countryside Services and his staff on this achievement.

1. URGENT MATTERS

The Leader of the Council gave notice of the following items which in his opinion should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972:-

- (i) Wirral and North Wales Purchasing Organisation - Part II Verbal Report
- (ii) Budget Settlement 2002/03 and Position for 2001/02
- (iii) Llangollen Boundary Review - Verbal Update

2. MINUTES OF THE CABINET

The Minutes of the Cabinet held on 20 December 2001 (previously circulated) were submitted.

Item 3 Urdd National Eisteddfod 2006 - The Acting Chief Executive informed Members that Eryl Davies, Principal Policy Officer is to meet with officials of Urdd Gobaith Cymru to discuss details of proposals to hold the Eisteddfod in Denbighshire, the favoured position being to host the Eisteddfod on the Royal International Pavilion site at Llangollen and a report would be provided for a Cabinet meeting in February 2002. The cost of using a purpose built venue should be reflected in the level of financial support given by Denbighshire County Council to the Urdd.

Item 4 Recruitment - Councillor E.W. Williams had asked for the total number of apprentices employed by the Authority.

Item 11 Early Years Development Plan - Councillor G.M. Kensler query on nursery school finance should have referred to pre-school playgroups.

RESOLVED that subject to the above, the Minutes of the Cabinet meeting held on 20 December 2001 be approved as a correct record and signed by the Leader.

3. RECRUITMENT

The Leader of the Council, Councillor E.C. Edwards submitted the following applications for approval:-

- (i) Sc 6 Football Development Officer - Lifelong Learning: Culture and Leisure - Retrospective Approval

- (ii) Sc 2 Administration Assistant - Lifelong Learning: Culture and Leisure Loggerheads Park

Councillor I M German, Lead Cabinet Member for Human Resources queried the Financial Controller statements for items 3i and 3ii.

- (iii) PO 1 Senior Finance Officer Objective 1 - Environment: Support Services

- (iv) SO 1 Small Towns & Villages Co-ordinator - Environment: Economic Regeneration

Councillor E.W. Williams, Lead Cabinet Member for Best Value said it was essential the post was filled as soon as possible but queried whether high calibre applicants would apply as this was a fixed term post. Councillor W.R. Webb, Lead Cabinet Member for Property agreed it was essential the post was filled as soon as possible but that a higher salary would not be an option as this was a funded post. The Head of Economic Regeneration agreed that difficulties were sometimes experienced in recruiting to fixed term posts but that any re-evaluation of the post would delay the employment of a Co-ordinator.

- (v) PO 1 Environmental Health Officer Food Safety - Environment: Public Protection & Regulatory Services

Councillor G.M. Kensler, Lead Cabinet Member for the Welsh Language asked whether it was essential or desirable to have Welsh included for the above posts. The Acting Chief Executive responded that it would be dependent upon whether the service in question had the capacity to deliver a bilingual service.

RESOLVED that the external advertisement of the above mentioned posts be approved.

4. REGIONAL TOURISM PARTNERSHIPS

Councillor E.C. Edwards, Leader of the Council presented the report (previously circulated) seeking Members' nomination of a Council representative to be a member of the North Wales Regional Tourism Panel established by the Wales Tourist Board.

RESOLVED that Members nominated Councillor R.W. Hughes, the Cabinet Member for Culture, Tourism and Leisure as the Council's representative on the North Wales Regional Tourism Partnership.

5. VASTERNORRLAND

Councillor E.C. Edwards, Leader of the Council presented the report (previously circulated) seeking Members' approval of a letter of agreement covering future relations and project development between Vasternorrland and Denbighshire County Council resulting from a visit to Vasternoorland by a delegation from Denbighshire County Council in October 2001 as detailed in the appendices to the report.

Councillor R.W. Hughes, Lead Cabinet Member for Culture, Leisure and Tourism highlighted different aspects of the visit, both business and leisure. Culture was valued and invested in and seen as preventative health care whilst young people had a positive image.

Councillor D.M. Holder, Lead Cabinet Member for Training endorsed Councillor Hughes' comments and said how effective the area was as the resources had been directed particularly at the library and university.

Members took the opportunity to discuss the report.

The Leader, Councillor Holder and Councillor Hughes thanked the Head of Economic Regeneration for arranging an excellent visit and also for the comprehensive report. The Leader informed Members that Vasternorrland County Council were to visit Denbighshire later in the year, as shown in the Draft Letter of Agreement attached to the report. There were many similarities in the structure of

government in Vasternorrland, in particular with culture and tourism, lifelong learning, environment, rural and business development and the stimulation of new SMEs.

RESOLVED that:-

- (a) *the Cabinet approve the signing of a letter of agreement with Vasternorrland County Council;*
- (b) *the Cabinet agree for a small allocation of funds, £20,000 in the 2002 budget year to take such co-operation forward;*
- (c) *the Cabinet agree a visit by Vasternorrland to Denbighshire early in 2002;*
- (ch) *strategic areas for further work include lifelong learning particularly:-*
 - Enterprise;*
 - Education;*
 - Culture and tourism;*
 - Small and Medium Size Enterprise development, and*
- (d) *building on the success of Pleiades, the Tourism Manager be asked to contact the Tourism Manager of Vasternorrland to develop a new inter-regional submission for a European tourism project.*

6. CABINET SUB GROUP FOR SERVICES TO CHILDREN

Councillor E.C. Edwards, Leader of the Council presented the report (previously circulated) seeking Members' agreement to the setting up of a Cabinet Sub Group to develop and co-ordinate the strategic and planning framework for children's services in the context of the community strategy and the Assembly's previously reported changes to partnership funding.

Councillor E.A. Owens reminded Members that the Childhood Partnership was not included as part of these services as it was funded independently.

In answer to queries from Members, the Assistant Chief Executive: Strategy said the development of a County Council agreed policy involved many of the Cabinet Lead Members in co-ordination with the Scrutiny Panel. However, if as a result of development a new policy was required, the new policy would have to be approved by County Council.

RESOLVED that Members:-

- (a) *approved the setting up of the Cabinet Sub Group, and*
- (b) *agreed the membership of the Sub Group: The Cabinet Lead Members for Personal Services; Culture, Leisure and Tourism; Education and ICT and The Environment.*

7. OFF STREET PARKING PLACES ORDER - MORRISONS SUPERMARKET, RHYL

Councillor D.M. Morris, Lead Member for the Environment presented the report (previously circulated) seeking Members' agreement to seal the Off Street Parking Places Order (OPPO) for Morrisons Supermarket, Rhyl.

RESOLVED that Members approve the sealing of the Off Street Parking Places Order for Morrisons Supermarket, Rhyl.

8. RHYL ROAD DENBIGH - PROPOSED FOOTWAY IMPROVEMENT - COMPULSORY PURCHASE POWERS

(Councillor G.M. Kensler declared an interest and left the meeting).

Councillor D.M. Morris, Lead Member for the Environment presented the report (previously circulated) seeking Members' approval to utilise, as necessary, powers of compulsory purchase under the Highways Act 1980 in respect of land needed to enable construction of a proposed footway improvement scheme in Rhyl Road, Denbigh.

RESOLVED that Members authorised the Head of Highways to utilise the compulsory purchase powers contained within the Highways Act 1980 to enable the safety scheme in Rhyl Road, Denbigh to progress.

9. RUTHIN FLOOD ALLEVIATION SCHEME

Councillor D.M. Morris, Lead Member for the Environment presented the report (previously circulated) seeking Members' agreement to the recommendation that route Option 2 (stream diversion via north-west route) be adopted as the County Council's single preferred solution in respect of the flooding problems associated with the Llanfwrog watercourse in Ruthin. Members were also asked to authorise the Head of Highways to proceed with detailed design of the scheme, statutory procedures / authorisations and grant funding procurement in order to enable the scheme to be constructed in summer / autumn 2002.

Councillor Morris detailed the report to Members and thanked all the officers for their hard work.

Councillor E.W. Williams, Lead Cabinet Member for Best Value said Option 2 was the most sensible option and asked the Senior Engineer for clarification on the route. Councillor Williams also asked Members to consider whether provision for compulsory purchase of any necessary land could be included as part of the Resolution.

Councillor I.M. German, Lead Cabinet Member for Human Resources asked Members and officers to bear in mind the safety aspect of the banks and to ensure that fences are erected along the banks, as highlighted in the letter from Cymdeithas Tai Clwyd. The Senior Engineer said fencing of the banks would form part of the final considerations.

The Leader reminded Members of the undertakings made by Denbighshire Members and officers that consultation would take place after the floods. Consultation on the plans had been completed, despite the restrictions of Foot and Mouth. The Leader was pleased to report that 50% of the work had been completed.

The Corporate Director: Environment and his staff were thanked for their efforts by the Leader and for producing an excellent report and he wished to thank Steve Kent and Keith Edwards in particular.

Councillor W.R. Webb, Lead Cabinet Member for Property asked for assurance that prioritisation of any proposed schemes had not taken place. The Leader confirmed prioritisation for a future programme of improvements had not taken place but successful bids for funding for the Ruthin scheme would assist other urgently needed schemes to be considered.

RESOLVED that:-

- (a) *Members, noting the economic and technical appraisal details in relation to the 2 options detailed in the report, and taking into account the outcomes from the considerable consultations carried out in respect of the scheme, confirm that route Option 2 (stream diversion via north-west route) be adopted as the County Council's single preferred option for the Ruthin Flood Alleviation Scheme, and*
- (b) *Members authorise the Head of Highways and Transportation to proceed with detailed design, statutory / authorisation procedures and grant procurement in such a way as to enable construction of the scheme to be carried out in Summer / Autumn of 2002.*

10. CHARGES FOR TRAFFIC MANAGEMENT SERVICES

Councillor D.M. Morris, Lead Member for the Environment presented the report (previously circulated) seeking Members' agreement to changes and additions to charges for traffic and transportation services with effect from 1 April 2002.

***RESOLVED** that Members approve the introduction of charges for traffic and transportation services as listed in the appendix to the report with effect from 1 April 2002.*

11. ENVIRONMENTAL IMPROVEMENTS TO MARINE LAKE, RHYL

The report had been previously submitted and approved by County Council on 15.01.2002.

***RESOLVED** that Members noted the approved report as submitted to County Council on 15.01.2002.*

12. PRESTATYN TENNIS CENTRE

Councillor R.W. Hughes, Lead Cabinet Member for Culture, Leisure and Tourism presented the report (previously circulated) advising Members of the latest position in respect of the Prestatyn Tennis Centre project and to express disappointment at the withdrawal of support for the project by Tennis Wales and Sportlot. However, there was still a demand for the centre in Prestatyn and it was hoped a review of the provision of a tennis centre in the area would be carried out in due course.

***RESOLVED** that Members expressed disappointment that the partnership developed to take forward the current Prestatyn Tennis Centre project had been dissolved following the withdrawal of support from Tennis Wales and Sportlot but agreed to continue to explore opportunities to meet local demand for such a facility.*

13. HOUSING RENTS AUTHORISATIONS

Councillor A.E. Roberts, Lead Cabinet Member for Personal Services presented the report (previously circulated) seeking Members' authorisation for officers to issue appropriate letters and notices and represent the County Council in court on housing rent arrears matters.

Councillor E.W. Williams, Lead Cabinet Member for Best Value suggested consideration be given to setting a higher threshold for arrears before a letter was sent, to ensure tenants did not receive letters for arrears of low amounts.

***RESOLVED** that Members agreed the following officers be authorised to sign letters to tenants, issue Notices of Intention to Seek Possession in accordance with Ground 1 of Schedule 2 of the Housing Act 1985 and represent the Council in County Court on matters relating to rents for Council properties:-*

1. Glyn Roberts, Senior Housing Rents Officer
2. Mark Atkinson, Housing Rents Officer
3. Beverley Morris, Housing Rents Assistant
4. Patricia Jones, Housing Rents Assistant

14. EIRIANFA DAY CENTRE, DENBIGH

(Councillor G.M. Kensler declared an interest and left the meeting).

Councillor W.R. Webb, Lead Cabinet Member for Property presented the report (previously circulated) seeking Members' approval to the granting of a 30 year full repairing lease to the Eirianfa Association and consideration of a request for a rent at less than best consideration. The Eirianfa Association have been granted temporary Charitable Status subject to the Association securing a lease. The Association wish to secure a long lease to enable them to access different grants.

Councillor E.W. Williams, Lead Cabinet Member for Best Value asked whether it would be possible in future to speed up the process of lease arrangements.

RESOLVED that Members approved:-

- (a) *the grant of a 30 year full repairing lease to the Eirianfa Association, to permit the Association to access funding;*
- (b) *the market rent shall be £14,500 per annum, subject to review every six years;*
- (c) *the level of grant shall be subject to review every six years, coinciding with the market rent review;*
- (ch) *a 90% grant towards the rent, shall be granted by the Personal Services Directorate for the first six years. This shall be a personal arrangement between the Council and the Eirianfa Association, to enable the Eirianfa Association to proceed with registration with the Charity Commission. The rental income shall be ring fenced to fund the grant;*
- (d) *the undertaking of the repairs to the building by the Association should enable the Council to look favourably on the level of grant awarded when reviewed after the sixth year, and*
- (dd) *other terms and conditions as recommended by the Head of Consultancy Service in conjunction with the County Clerk.*

15. MANAGING SCHOOL BUDGETS - INTERVENTION STRATEGY - BALANCES AND DEFICITS

Councillor K.E. Wells, Lead Cabinet Member for the Education and ICT submitted the report (previously circulated) seeking Members' approval of the Intervention Strategy attached to the report. The Authority need to provide formal guidance to schools on the standards to be achieved in financial management and the support to achieve those standards. This incorporated a handbook of written guidance, a database for electronic access and a programme of governor training. Within the guidance there would be a need for the formal Intervention Strategy enclosed with the report.

RESOLVED that Cabinet approves the Intervention Strategy for the managing of school budgets - balances and deficits.

16. EXCLUSION OF PRESS AND PUBLIC

RESOLVED under Section 100A(4) of the Local Government Act 1972 the Press and Public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 7, 8 and 9 of Part 1 of Schedule 12A of the Local Government Act 1972.

17. DOG WARDEN AND PEST CONTROL SERVICES

Councillor D.M. Morris, Lead Member for the Environment presented the report (previously circulated) seeking revision of the Pest Control and Dog Warden Services and Members' approval of the service margins with the consequence of not retendering for the Dog Warden Service for the next financial year.

Councillor E.W. Williams, Lead Cabinet Member for Best Value reminded Members and officers of the requirement to provide evidence of best value within their reports.

Councillor G.M. Kensler, Lead Cabinet Member for the Welsh Language asked whether Denbighshire owned the transport used by the dog warden. Councillor E.A. Owens, Lead Cabinet Member for Finance suggested that savings would be expected in transportation and that the job re-evaluation should not produce a large increase in the level of salary.

RESOLVED that Members agreed that:-

- (a) *the present Dog Warden Contractor be given notice that the Authority no longer require their services from the termination of the existing contract;*

- (b) *the Head of Public Protection & Regulatory Services Department be authorised to appoint one further Pest Control/Dog Warden Officer, and*
- (c) *the Job Descriptions of the officers concerned to be amended and submitted for re evaluation taking into account the new duties of the posts effective from 1 April 2002.*

18. GRAHAM'S SITE, WESTBOURNE AVENUE, RHYL

Councillor W.R. Webb, Lead Cabinet Member for Property presented the report (previously circulated) seeking Members' approval for the sale of a strip of land from Graham's Site, Westbourne Avenue, Rhyl to a local garage business so as to improve the access to the garage and allow the continuation of the business and to approve the submission of an application for outline planning permission so as to reflect the objectives and layout as originally agreed in a Joint Venture Agreement between the Council and the Welsh Development Agency.

RESOLVED that:-

- (a) *Members approve the sale of a strip of land which forms part of the Graham's Site, Westbourne Avenue, Rhyl to the Marine Lake Autos at a valuation to be agreed by the Head of Consultancy Services in consultation with the County Clerk, the garage owner, and Welsh Development Agency, subject to the above conditions, and*
- (b) *the Council seek a revised outline planning permission incorporating the above conditions, and taking into account the original, agreed layout in the Joint Venture Agreement.*

19. CONTINUING HEALTH CARE ELIGIBILITY CRITERIA

Councillor A.E. Roberts, Lead Member for Personal Services submitted the report (previously circulated) seeking Members' support to continue to decline to fund nursing home placements where nursing needs are not "incidental and/or ancillary to accommodation", whilst efforts continued to establish routine alternative funding arrangements.

The Corporate Director of Personal Services explained there could be substantial potential savings but this would be in the long term future.

RESOLVED that Cabinet supports current action in Denbighshire to implement amended continuing health care eligibility criteria and avoid making unlawful placements and that a further report is received following the meeting of the local authorities with the Health Authority on 31 January 2002.

20. WIRRAL AND NORTH WALES PURCHASING ORGANISATION

Councillor E.A. Owens, Lead Cabinet Member for Finance gave a verbal report on her attendance at the Wirral and North Wales Purchasing Organisation (WNWPO) meeting held earlier in the week. Councillor Owens said she had expressed concerns over the current and following years budget. District Audit had previously suggested that the WNWPO fund a surplus for each of the next 7 years but it was not evident that this figure would be met unless Denbighshire paid an increase in their provision the following year. Notice of withdrawal from the WNWPO would be required at its next meeting. However, should an all-Wales consortium be formed, this would not necessarily prove to be better.

Councillor W.R. Webb, Lead Cabinet Member for Property agreed with Councillor Owens resumé of the company and how it was run as a business. It was hoped that in future two Members would be able to attend the WNWPO meetings.

RESOLVED that Members:-

- (a) *noted the report;*

- (b) *authorised the withdrawal of the existing notice which would have taken effect on 31 March 2002, and*
- (c) *authorised the giving of a new notice of intention to withdraw with effect from 31 March 2003.*

21. BUDGET SETTLEMENT 2002/03 AND POSITION FOR 2001/02

Councillor E.A. Owens, Lead Cabinet Member for Finance presented the report (previously circulated) seeking Members' consideration of the final settlement details for the next financial year, to decide actions accordingly and approve the proposals to assist containing costs in the current year within the budget.

The Financial Controller explained the circumstances causing the budget pressure for the current year and suggested a number of ways of containing the pressure including the delaying of filling posts externally until April.

The Financial Controller also gave details of the final budget settlement for 2002/03 and explained that little had changed from the provisional figures received at the end of November.

Members considered the details of the updated budget requirement for next financial year and debated the impact of a number of issues.

RESOLVED *that Members noted the report.*

22. LLANGOLLEN BOUNDARY REVIEW

The Acting Chief Executive updated Members on the Llangollen Boundary Review and said the Local Government Boundary Commission for Wales were convening a public meeting at Llangollen on 30 January 2002 to receive final representations.

RESOLVED *that Members noted the report, agreed that representation be made and endorsed the action recommended by the Acting Chief Executive.*

The meeting concluded at 12.35 p.m.

VACANCY CONTROL
APPROVAL FOR THE FILLING OF VACANT POSTS
BY EXTERNAL ADVERTISEMENT

Directorate: Resources

Service: Revenues

Post Title: Revenues Officer

Salary Grade: 6

JUSTIFICATION FOR EXTERNAL RECRUITMENT
(This part **must** be completed for **all** posts)

To accelerate the recruitment process, by advertising both internally and externally at the same time, in order to maintain continuity with the processing of benefit claims. This is a supervisory post responsible for one of the four area teams within the benefits section. This post has been advertised internally recently and there were no suitable candidates. A member of staff was seconded into the post for a period of time but has now left the authority.

Cost Implication *

- 1 The additional spend for this post (full year effect) can be contained within the Service budget.

Financial Controllers Statement

This post is essential to maintain the service delivery improvements that have been achieved to date. The costs will be contained within the service budget.

Signed: [Signature] (Corporate Director) Date: 2 - 1 - 02

Signed: [Signature] (Cabinet Lead Member) Date: 11 - 1 - 02

TO: CABINET

Signed: _____ (on behalf of the Cabinet) Date: _____

Approved Refused

Comments/Reasons

Please return this form to the Director of the Employing Directorate.

VACANCY CONTROL
APPROVAL FOR THE FILLING OF VACANT POSTS
BY EXTERNAL ADVERTISEMENT

Directorate: Resources

Service: Revenues

Post Title: Revenues Assistant (Clerical)

Salary Grade: 1

JUSTIFICATION FOR EXTERNAL RECRUITMENT
(This part must be completed for all posts)

The Revenues Assistant (clerical) post has recently been advertised internally and there were no applicants.
It is essential we fill this post in order to maintain the improvements made within the benefits team.

Cost Implication

- 1 The additional spend for this post (full year effect) can be contained within the Service budget.

Financial Controller's Statement

The post can be funded from within the service budget available this financial year, however the potential for budget pressure arising from adverse weather conditions and the possible reduction in the Council's RSG for the current year suggest that the actual filling of vacant posts should be deferred until April.

Signed: [Signature] (Corporate Director) Date: 14.1.02

Signed: [Signature] (Cabinet Lead Member) Date: 15-1-02

TO: CABINET

Signed: _____ (on behalf of the Cabinet) Date:

Approved Refused

Comments/Reasons

VACANCY CONTROL
APPROVAL FOR THE FILLING OF VACANT POSTS
BY EXTERNAL ADVERTISEMENT

Directorate: Lifelong Learning

Service: EDUCATION

Post Title: EDUCATIONAL PSYCHOLOGIST

Salary Grade: SOULBURY 1-11

JUSTIFICATION FOR EXTERNAL RECRUITMENT
(This part must be completed for all posts)

- NO INTERNAL CANDIDATES
- TRAINEE ED. PSYCHOLOGIST SECURED POST WITH ANOTHER LEA
- NEED TO ADVERTISE EXTERNALLY ASAP. TO ATTRACT CANDIDATES UNDERGOING TRAINING TO TAKE UP POST IN SEPTEMBER 2002
- URGENT - GENERAL NATIONAL SHORTAGE OF CANDIDATES.

Cost Implication *

1 The additional spend for this post (full year effect) can be contained within the Service budget.

~~2 The appointment will lead to a budget overspend of £ k.~~

* Delete as appropriate

Financial Controller Statement

IN VIEW OF THE POTENTIAL OVERALL BUDGET PRESSURE THAT IS EMERGING, IT IS RECOMMENDED THAT EXTERNAL APPOINTMENTS ARE DEFERRED UNTIL APRIL

Signed:

Signed Rowen (Corporate Director)

Date: 17.01.02

Signed: K Wells (Cabinet Lead Member) Date: 17.01.02

TO: CABINET

Signed: _____ (on behalf of the Cabinet)

Date:

Approved Refused

Comments/Reasons

VACANCY CONTROL
APPROVAL FOR THE FILLING OF VACANT POSTS
BY EXTERNAL ADVERTISEMENT

Directorate: Lifelong Learning

Service: EDUCATION

Post Title: EDUCATIONAL PSYCHOLOGIST

Salary Grade: SOLBURY 1-11

JUSTIFICATION FOR EXTERNAL RECRUITMENT

(This part must be completed for all posts)

- NO INTERNAL CANDIDATES
- REPLACEMENT - RESIGNATION OF CURRENT POST HOLDER AS FROM END OF FEBRUARY 2002
- URGENT TO ENSURE STATUTORY DUTIES CARRIED OUT
- NATIONAL SHORTAGE OF CANDIDATES

Cost Implication *

- The additional spend for this post (full year effect) can be contained within the Service budget.
- ~~The appointment will lead to a budget overspend of £ _____ k.~~

* Delete as appropriate

Financial Controller Statement

IN VIEW OF THE POTENTIAL OVERALL BUDGET PRESSURE POSITION THAT IS EMERGING, IT IS RECOMMENDED THAT EXTERNAL APPOINTMENTS ARE DEFERRED UNTIL APRIL.

Sig
ned

Signed Bow (Corporate Director)

Date: 17.01.02

Signed: Wells (Cabinet Lead Member) Date: 17.01.02

TO: CABINET

Signed: _____ (on behalf of the Cabinet) Date: _____

Approved Refused

Comments/Reasons

CABINET 29.01.2002

VACANCY CONTROL
APPROVAL FOR THE FILLING OF VACANT POSTS
BY EXTERNAL ADVERTISEMENT

Directorate: Social Services Service: Purchasing Section, Ruthin

Post Title: Temporary Social Worker 31/2/03 Salary Grade: SW 1-3 £16,734 - £22,971

JUSTIFICATION FOR EXTERNAL RECRUITMENT

(This part must be completed for all posts)

The permanent post holder has been successful in a promotional secondment. There is a shortage of suitably qualified staff internally available to apply for this post, and therefore the Head of Client Services has agreed to an external advertisement with Cabinet's agreement.

Cost Implication

- 1 The additional spend for this post (full year effect) can be contained within the Service budget.
- 2 The appointment will lead to a budget overspend of £ k.
Delete as appropriate

Financial Controller Statement

The Directorate is forecasting an overspending at the end of the financial year of about £49 K. The possibility of further severe weather together with the likely reduction of RSG funding for the current year would suggest that appointments be deferred until April next.



Signed: _____ (Corporate Director) Date: 18/1/02

Signed: HR Roberts (Cabinet Lead Member) Date: 19/1/02

TO: CABINET

Signed: _____ (on behalf of the Cabinet) Date:

Approved Refused

Comments/Reasons

Please return this form to the Director of the Employing Directorate.

CABINET 29.01.2002

VACANCY CONTROL
APPROVAL FOR THE FILLING OF VACANT POSTS
BY EXTERNAL ADVERTISEMENT

Directorate: Social Services

Service: Children's Services

Post Title: Senior Practitioner

Salary Grade: Scale PO1

JUSTIFICATION FOR EXTERNAL RECRUITMENT

(This part **must** be completed for **all** posts)

This post was previously agreed for external advert, however the funding has now changed and the new funding will be through PIG. The purpose of the post is to improve performance in assessment processes for children and families. The post is seen as being important in enabling the Authority to implement the 'Framework for the Assessment of Children in Need and their Families'. This will be a fixed term contract to March 2004.

Cost Implication *

- 1 The additional spend for this post (full year effect) can be contained within the Service budget.
- 2 The appointment will lead to a budget overspend of £ k.
Delete as appropriate

Financial Controller Statement

The costs of the post to March 2004 will need to be contained within the one off funding available through PIG.

Signed: [Signature] (Corporate Director) Date: 18/01/02

Signed: [Signature] (Cabinet Lead Member) Date: 18/1/02

TO: CABINET

Signed: _____ (on behalf of the Cabinet) Date: _____

Approved Refused

Comments/Reasons

Please return this form to the Director of the Employing Directorate.

CABINET 29.01 2002

VACANCY CONTROL
APPROVAL FOR THE FILLING OF VACANT POSTS
BY EXTERNAL ADVERTISEMENT

Directorate: Social Services Service: Admin Section Rhyl

Post Title: Admin Assistant Temp 1 year Salary Grade: Scale 2 £11,817 - £12,390

JUSTIFICATION FOR EXTERNAL RECRUITMENT
(This part must be completed for all posts)

This post was previously advertised internally with no response. The substantive post holder has been seconded to another post and the Sensory Impairment Team will be unable to meet their responsibilities without the Admin. Assistants post being covered. This post deals with the blind/partially sighted clients and the deaf/hard of hearing clients of Social Services, and deals with the returns to the Welsh Assembly.

Cost Implication

- 1 The additional spend for this post (full year effect) can be contained within the Service budget.
 - ~~2 The appointment will lead to a budget overspend of £ _____ k.~~
- * Delete as appropriate

Financial Controller Statement

The costs of the post to March 2004 will need to be contained within the one off funding available through FIG.

Signed: [Signature] (Corporate Director) Date: 15/01/02

Signed: [Signature] (Cabinet Lead Member) Date: _____

TO: CABINET

Signed: _____ (on behalf of the Cabinet) Date: _____

Approved Refused

Comments/Reasons

REPORT BY: LEADER

DATE: 29 JANUARY 2002

SUBJECT: TELECOMMUNICATION INDUSTRY TRAINING COURSE: 19 OCTOBER 2001

1. DECISION SOUGHT

To consider giving retrospective approval to the attendance of Denbighshire County Councillors at a Telecommunication Industry Training Course held on 19 October 2001 - this approval thereby allowing Members to claim their expenses for attending.

2. REASON FOR SEEKING DECISION

Following a meeting of the North Wales Planning Officers, a training course on the telecommunication industry was arranged and hosted by Gwynedd County Council. This course was open to both officers and Members of North Wales Councils and was held in Caernarfon on the 19 October 2001.

Those Denbighshire Members who attended this course subsequently submitted claims for expenses. Following consultation with staff in the Authority's Planning Department, it was ascertained that no prior Committee approval had been obtained to Members' attendance at this 'out of County' training course. In these circumstances, it was felt that the officer processing the claim forms did not have the authority to approve the claims for expenses.

For Cabinet's information, the matter was raised at the Planning Committee meeting on 28 November 2001 when it was resolved 'that Cabinet be asked to approve relevant expenses for those who attended the Telecommunications Seminar in Caernarfon on 19 October 2001.

3. COST IMPLICATIONS

The travelling expenses incurred by those Members attending the training course will need to be met from the Members' Budget. The exact amount to be funded is not yet known, however the current average cost per Member will be in the region of £38.71.

4. FINANCIAL CONTROLLER STATEMENT

These costs will fall to be funded from the Members' travelling costs budget.

5. CONSULTATIONS CARRIED OUT

County Clerk, Head of Planning Services and Planning Committee (28 November 2001) support the recommendation.

6. POLICY IMPLICATIONS INCLUDING CORPORATE

Supports the Council's initiatives for Member training.

7. RECOMMENDATION

That Cabinet give retrospective approval to the attendance of Denbighshire County Councillors at the Telecommunication Industry Training Course held in Caernarfon on 19 October 2001 - this approval thereby allowing Members to claim their expenses for attending.

REPORT TO CABINET

AGENDA ITEM No: 5

REPORT BY: COUNCILLOR K E WELLS, LEAD MEMBER FOR EDUCATION AND ICT

DATE: 29 JANUARY 2002

SUBJECT: MEMBERS NOMINATIONS FOR LEA GOVERNOR REPRESENTATIVES

1. PURPOSE

1.1 To consider nominations received for LEA Governor vacancies from Member(s) for the areas in which the school(s) are located subject to Council's approval of the criteria for selection

2. BACKGROUND

2.1 Prior to 1 April 1996 the appointment of LEA Governors was administered by the previous Clwyd County Council as Local Education Authority.

2.2 Under the Education (School Government) Regulation 1989 this function now falls to Denbighshire County Council in respect of those schools within County.

3. RECOMMENDATION

3.1 That the following nomination(s) for LEA Governor appointment(s) be approved, the names listed below being the names nominated by the Local Member(s) for the Schools.

CLOCAENOG C.P.

Local Member: Councillor E.W. Williams

No. of LEA Governors: 2

No. of Vacancies: 1

Mrs Gwenan Robinson, 12 Maes Caenog, Clocaenog, Ruthin 23.5.04

Mr Hefin Wyn Hughes, Foel Fawr, Clawdd Newydd, Ruthin 18.12.00

NOMINATION

Mrs S McCarter, Tyn Twll, Efenectyd, Ruthin.

HENLLAN C.P.

Local Member: Councillor D. Jones - K.P. Stevens

No. of LEA Governors: 3

No. of Vacancies: 1

Rev John Peter Phillip Williams, The Rectory, Henllan, Denbigh 12.6.05

Mr David Merfyn Jones, Arenig Fach, 1 Crud y Castell, Denbigh 21.9.03

Mr Thomas David Jones, 1 Meifod, Bryn y Garn, Henllan, Denbigh 3.2.02

NOMINATION

Mr Thomas David Jones, 1 Meifod, Bryn y Garn, Henllan, Denbigh.

(TERM OF OFFICE TO COMMENCE 3.2.02)

REPORT BY: COUNCILLOR KEN WELLS

DATE: 29 JANUARY 2002

SUBJECT: "DELIVERING QUALITY SERVICES" - E- GOVERNMENT STRATEGY

1. DECISION SOUGHT

- 1.1 That Cabinet approve the overall vision for delivering quality services and take ownership of the e-Government Strategy.
- 1.2 That Cabinet agree that year one is used as a preparation year during which:
 - a. a full audit and analysis of customer needs will be undertaken
 - b. followed by a review of existing service processes based on the findings of the audit
 - c. leading to a strategy for delivering quality services
- 1.3 That immediate measures to secure improvements to services as identified in the attached draft strategy be pursued.

2. REASON FOR SEEKING DECISION

- 2.1 The need for the Authority to create a seamless, integrated and co-ordinated service response to all customers (internal/external), in order to respond to the e -Government initiative and the aims of the modernising agenda.
- 2.2 A consequence of not delivering as per 2.1 above is to risk poorer service delivery, which could result in Government intervention. Using this strategy as a foundation, Denbighshire County Council has the opportunity of becoming the provider of choice. A result of which will mean a stronger influence in the context of future community and national strategies.
- 2.3 This Strategy forms the basis of the Implementing Electronic Government (IEG) Statement that the Authority must submit to the National Assembly for Wales (NAfW) by 31st. March 2002.

3. COST IMPLICATIONS

- 3.1 The costs associated with this organisational transformation will be significant, as will the returns on that investment. Full costs for years two and three will not be identified until the discovery stage - year one is complete.
- 3.2 Funding from the NAfW has not yet been fully determined.
- 3.3 Year 1 of the Action Plan involves scoping the programme and compilation of a future Denbighshire service specification.

4. FINANCIAL CONTROLLER STATEMENT

- 4.1 The costs of the proposal in the next financial year are being considered as part of the budget setting exercise for 2002/03.

5. CONSULTATIONS CARRIED OUT

- 5.1 The paper has been written over a period of eight months through consultation with the following: The Leader of the Council, Cabinet Member for Finance, Head of ICT, Corporate Directors of Resources, Lifelong Learning and Environment, Chief Executive, Assistant Chief Executive (Strategy), Heads of Service, The E Government Group, Operations Management Board, Information Systems Strategy Group, Heads of Service Quarterly Conference. The principles informing it have been endorsed by all.

Report To:- Cabinet

Date:- March - December 2001

By:- Councillor Ken Wells

**Subject:- Delivering Quality Services
(The e-Government Strategy)**

1. Introduction

- 1.1 This paper is about building a new future for Denbighshire and about how we will deliver that future and is a result of progressing with the corporate objective to develop an e-Government strategy, as noted in the ICT Action Plan 2001-2004.
- 1.2 e-Government is **not** about the technology; it is about providing better services. **The major challenge facing us is changing the culture and working practices, to enable us to deliver consistent, quality services.**
- 1.3 The electronic revolution is significantly changing the world we live in, to such an extent that we have truly reached the point of change between one economic society and another.
- 1.4 Alongside this, the needs and demands of customers* have drastically changed, in that they all **expect** to receive high quality service, how and when they require it. (i.e. 24 x 7)
- 1.5 Traditional business and public sector organisations who refuse to change will fail and be replaced by others.
- 1.6 The Government's e-Government initiative and Best Value regime are closely linked. The former is key to delivering the latter, which contains sanctions that can be applied against the local authority that fails in either.
- 1.7 It is important to 'join up' service delivery and to offer 'seamless services' that cut across departmental or agency boundaries.
- 1.8 The target is to deliver the aspirations of the Government on **Modernisation, Best Value and e - Government, but to do so in the context of Denbighshire**, i.e. replace the current silo method of delivery **centred around the Organisation**, to a quality delivery system **centred around the needs of the customer**. This strategy will provide direction on how this can be achieved.

2. Example:- Customer Interaction 5th June 2005

- 2.1 Mrs. Thomas of St Asaph telephones Denbighshire's direct number, which she knows off by heart because it is the only number you need to know when ringing the Council. The phone system recognises her number, knows that she prefers to communicate in English as opposed to Welsh and displays this to the Customer Contact Officer, as well as her address and a history of all of the previous calls Mrs. Thomas has made to the Authority.

"Good morning you are through to Dyfan in Customer Services, how can I help you?"
"I want to build an extension on my house and wonder if that is ok with you."

- 2.2 Dyfan is trained and knows the very basics on all services, including Planning. He proceeds to access the Planning area on his screen and the dialogue which displays the standard questions to determine if a member of the public needs to submit a planning application. It turns out that Mrs. Thomas does, therefore Dyfan explains the process and informs Mrs. Thomas that she will need to fill in a form. He offers her four **choices**; a posted hardcopy form, e-mailed hardcopy form, a link to an online form or help in completing the application by visiting her nearest Information Centre which is in St Asaph.

Mrs. Thomas is not too confident about filling in forms and decides that she would like to come in. After all, the Information Centre, or Library as she knows it, is only around the corner.

Dyfan arranges a convenient appointment via the electronic diary system for St Asaph for 7.30pm. that evening. Due to an alert on the screen, he also notices that her bus pass is up for renewal. He mentions this to Mrs. Thomas and marks it for the attention of the Officer at St Asaph.

- 2.3 Mrs. Thomas visits the centre, is expected and greeted, sat in front of one of the public access screens and the Customer Contact Officer takes her through the online form. Because of the validation built into it, not much can be filled in, in error. Once complete, this automatically feeds into the Planning System for a back office specialist to consider and to make recommendations. Before leaving, Mrs. Thomas is asked if she would also like to re-new her bus pass, which is done there and then.
- 2.4 As the planning business process workflow progresses, the system will automatically update the performance indicator information that the County needs to report on, as well as e-mailing Mrs. Thomas and the Customer Contact Officer who owns the call, informing them of the progress. Based on this, knowing Mrs. Thomas is not on e-mail, Dyfan telephones her to inform her of the different stages her application is at, right the way through to its conclusion. The local councilor knows Mrs. Thomas and, as such, checks the Customer System from home to view progress of all jobs in his area. Mrs. Thomas builds the extension, which has had the relevant planning and building control checks and is a satisfied customer. The same time as the extension is completed, Revenues Service are alerted to a possible Rateable Value change. Mrs. Thomas visits the next local Member workshop at the Information Centre and thanks Denbighshire County Council for the excellent service.
- 2.5 Mrs. Thomas was provided with choice; a quality service based around her needs. The transactions were carried out far more efficiently and effectively than they were back in 2001, there is a complete audit trail and automatically updated performance management information that will enable the Authority to report on staff progress and alter future policy to assure continual improvement.

3. Current Situation

3.1 Customer Focused Service Delivery

- 3.1.1 Consultations and studies (both internal and independent) of how services are currently delivered in Denbighshire show that the way we work now is far removed from being customer focused. Within the Council, there is no single view of the customer across all departments; each team is only able to interact with the customer on their own specialist subject and in some cases this is not only by department, but teams within departments. (The recent Review of Current Telephone Contact Activity Report, as well as the E Government Groups response is available on the Management Team Database).
- 3.1.2 There is little evidence of the existence of procedures to support employees in delivery of services to Denbighshire County Council customers. Mostly, employees rely on the information they keep in their heads.
- 3.1.3 This is the area where we are weak; we **ALL** need to radically change and modernise the way Denbighshire's services work. The Best Value inspections focus on these areas; failure to improve will result in bad Best Value inspections.
- 3.1.4 The 1996 One Stop Shop philosophy of the Authority was sound and demonstrated good forward thinking. However, it did not go anywhere near meeting its aspirations due to the protectionist nature of many individual service silos.
- 3.1.5 The level of complaints from Members and the public is high.

3.2 ICT - Systems

- 3.2.1 There are excellent examples of the Authority making good use of ICT systems to improve the efficiency and effectiveness of its individual silos. In fact, the use of these systems has been cited as enabling services to maintain existing service levels despite the year on year cuts. Unfortunately, in the main they have been based on automating and speeding up existing processes. The opportunity has rarely been taken to challenge the way we do things.

- 3.2.2 There are many business “back office” systems that meet the particular needs of specific departments. These are not specifically designed for access either directly or indirectly by anyone other than particular departmental staff, but nonetheless contain much information of direct interest and use to the public and are capable of enhancing the Council’s services, if made more accessible.
- 3.2.3 We are poor in our use and knowledge of geographic information systems (GIS). Industry experts estimate that approximately 80 percent of all public sector operations are geographically referenced. The ability to communicate such information visually through a GIS has become an important management tool for policymakers and the public. We have pockets of expertise in the Environment Directorate. Unfortunately we have continually refused to allocate high enough priority for this at a corporate level and as such missed the opportunity to progress.

3.3 ICT - Network and Telephone Infrastructure

- 3.3.1 Denbighshire County Council's network and telephone infrastructure is sufficient for delivery of data and voice traffic between main council offices up to 2005. In comparison to other Councils, the development of this part of the Authority has been carried out in the most cost effective way. However, slight investment would be required if it was decided to intelligently distribute and measure calls based on skill sets.
- 3.3.2 The Authority has begun work on the Member led Learningstream Project, which will provide high speed data communication links to all Denbighshire schools and libraries. This has already proved a success in that the Authority has, as a result, been successful in obtaining £718,000 of external funding to help generate a real step change in the ICT facilities for its schools and libraries. This has given us the infrastructure to make schools and in particular libraries, the new learning and service delivery focal points in our communities.

3.4 Performance Management

- 3.4.1 Due to the lack of documented business processes, many services are unable to produce valid performance management information or demonstrate that services are managed according to clear objectives. This is being put right from the reporting point of view, with a system of service plans, annual reviews and quarterly monitoring. However much of the performance indicator information is questionable.

4. Delivering The Vision (See Appendix 1)

- 4.1 To deliver the complete Modernisation, Best Value and e-Government vision, where the whole of Denbighshire County Council transforms to be a truly modern, accountable, efficient and effective organisation delivering what the customer wants, requires a **radical** transformation.
- 4.2 The question is whether the existing management of the Authority could achieve this transformation within traditional management arrangements, or whether alternative options are required.
- 4.3 We are encouraged to think radically, not only in the statements that the Acting Chief Executive made to the Directors and Heads of Service at the away day in June, but also in all our previous corporate planning statements.
- 4.4 Our current approach to Best Value reviews has tended to be individualistic rather than strategic. Even our revised program fails to reflect **an overall strategic vision**, but more a need for rationalisation.
- 4.5 The corporate governance review will examine some of the issues raised in this paper, but its focus is likely to be on processes for decision making, internal management and financial and performance monitoring, rather than on delivering the strategic vision. What follows are the possible options for delivering the vision outlined in Appendix 1.

5. OPTION 1 - Externalisation

- 5.1 A solution that has been tried in other authorities such as Middlesborough, Liverpool and Lincolnshire is to look to the private sector for externalisation on the delivery of the vision.
- 5.2 These models usually involve significant upfront investment in delivery of the Council's vision by the private sector partner, with a return to them in the long term, in that they take a sizable percentage of all future savings. They also have the option to use their products and business partners for delivery.
- 5.3 In order for it to be viable, the externalisation could not be solely based on the delivery of the vision, it would also have to focus on areas where the private sector could make the most significant savings with their economies of scale - i.e. The whole of the current Resources Directorate minus Audit.
- 5.4 The process for selection and negotiation of such deals takes approximately 18 months and costs in the region of £200,000 for external advice and help, as well as taking up a lot of staff resource.
- 5.5 Due to its size, Denbighshire County Council may not receive the major upfront investments that the larger authorities have accrued and subsequent profitability for a private sector partner may be less.

NB. Members in the previous administration did consider this but it received little support at that time. It remains to be seen whether the objections are still present.

6. OPTION 2 - Best Sourcing

- 6.1 This option is based on "best" sourcing, which assumes the courage, strong leadership and drive needed for Denbighshire County Council to make the required radical changes and deliver a solution in house. Best sourcing refers to the use of best of breed partners in areas where we are short of skills.
- 6.2 There would be a requirement for loose partnership with the private sector, to bring in the relevant technical skills and assist in the delivery over the next three year period. The delivery of the vision would be the responsibility of staff and Members of Denbighshire County Council.
- 6.3 It is hoped that for larger elements, for which other Authorities have a like requirement, (e.g. e-Procurement) we would be able to agree on partnership approaches.
- 6.4 The difference between option 1 and option 2 is that in the latter, **the Authority** would need to invest up front, in order to gain benefits and savings in the long term.
- 6.5 Do we have the leaders to make us unique in the UK by being the first to deliver these radical changes within the confines of Local Government?

7. OPTION 3 - Do Nothing

- 7.1 If we do not progress and meet the needs of our customers in line with the rest of local and central government, we will become a failing authority.
- 7.2 Performance indicators are designed around the modern way of working. If you progress down that route, performance indicators will improve.
- 7.3 Failure to holistically discover, challenge and re-engineer our processes will result in bad inspections.
- 7.4 Doing nothing is not a viable option.

8. Choosing an Option

- 8.1 To proceed with either option in the long term would firstly require a fuller and more detailed options appraisal. i.e. A detailed Best Value review on delivering the strategic vision. However, coupled with this is the urgent need to progress.
- 8.2 Therefore delivery would have to be based on Option 2 in the short term, subject to a Best Value review to decide on the best direction in the long term.
- 8.3 When we should carry out the review is a matter for determination. However, sufficient resource must be allocated to a review of this magnitude and it should not be at the detriment of resource committed to the workloads of delivering this option.

NB. All Heads of Service have an important role to play in ensuring this process is a success. Without all of their wholehearted involvement and drive towards the corporate view, the County as a whole will fail.

9. Implications of Delivery of the Vision

- 9.1 **Whichever option is chosen**, the Authority will need to produce a robust “implementing electronic government” statement **by January 2002**, which clearly demonstrates that we commit to meeting Government targets. If when vetted, this is approved, there is a good possibility that extra funding will be allocated to help with delivery. (see Appendix 2 for overview of Government targets). **The National Assembly has decreed that this will have to be incorporated into the Denbighshire Best Value Performance Plan for next year.**
- 9.2 **The recruitment of a Quality Services Manager** with proven contact management competency, is seen as **essential**. This person will have responsibility for the development of business plans for the future requirements of Denbighshire’s customer contact, from development through to implementation. This includes the changing of processes, culture and organisation across the Authority, to enable us to deliver a customer centric service. He/she must be of sufficient seniority to if necessary, drive corporately agreed change across all services and could be the first member of a new Delivering Quality Services Unit (formally referred to as an e government unit).
- 9.3 The use of specialist consultants would be required if we were unable to appoint a Quality Services Manager. However, although the use of consultants will undoubtedly speed up delivery of the Strategy, consideration nonetheless should be taken in understanding the benefits of this option as well as the cost and limitations. The consultants would bring leading edge expertise from both local government and the public sector environments and impact on our internal resource would be less demanding, although there would still be some requirements to support implementation. At a cost per consultant on average of £1,500 a day, significant budget would be required. More importantly though is the need to ensure sustainability, hence the recommendation to recruit a Quality Services Manager who will remain in post long after the transformation has taken place, ensuring not only that what has been delivered is practiced effectively, but that future efficiencies in customer contact management are continuously evolving in order to maintain a high level of customer satisfaction to the citizens of Denbighshire County Council.
- 9.4 **Audit of customer information needs.** The Library and Information Service will co-ordinate an audit of what information is required by our customers and therefore, what services we need to provide electronically.
- 9.5 **Review of existing service processes.** Due to the lack of documented processes within services, which is cited as one of the reasons why there is a lack of valid management information, there is a requirement to discover and potentially re-engineer these. This process will involve:
- Discovering the current processes
 - Agreeing these with the section head
 - Documenting
 - Challenging

- Test for process inefficiencies
 - Testing the ability to produce management information
 - Agreeing changes
 - Re-engineering where necessary
 - Re-documenting
- 9.6 The process above should be part of the standard challenge test of Best Value. However, with varying timetables for Best Value reviews, it is suggested that to ensure that relationships between processes across services are discovered, an independent team be set up to carry out the initial task of getting the processes documented, using the services lists as a guide. One popular suggestion is to use a team of university students, studying business type degrees as part of their project.
- 9.7 The priority and management of these studies would be set by the Quality Services Manager in conjunction with the e-Government Group, based on the customer service perspective. This process will give the Authority the opportunity, in partnership with the Heads of Service, to draw the line between what can be delivered by the front office and what must stay a back office process. NB. Once in place, these processes can be maintained, further challenged and re-engineered to meet the needs of the time.
- 9.8 Training on the maintenance and documenting of business processes will be undertaken during this process, to ensure that these can be properly maintained in future.
- 9.9 With valid, accurate and challenged business process information we can begin with the delivery of electronic information solutions which, if appropriate and best value, will automate many of these processes and deliver the results direct to the customers via their preferred channel.
- 9.10 **Review of existing performance and budget management process** is necessary in order to successfully deliver a modernised service and, more importantly, guarantee that all services **do** support the corporate vision. This will be a task for a sub group consisting of the Acting Chief Executive, Corporate Directors of Resources and Environment, Assistant Chief Executive Strategy, key Cabinet Members and, when necessary, other key officers.
- 9.11 The ICT Department will need to refocus its strategy and develop a framework for the delivery of these solutions, once quantified. Other authorities have appointed teams within their ICT departments, specifically to address e-Government from the technical perspective. With recruitment and retention issues, the ICT Department will be looking at a partnership approach to deliver some of the technical solutions.
- 9.12 The development of an council-wide GIS has to be a goal. This will require the utilisation of current in-house skill, which currently resides in the Environment Directorate, to develop a GIS strategy and action plan as well as deliver it corporately.
- 9.13 Due to the severity of the telephone contact problems within Denbighshire it is necessary to select a lead area for the development of a potential Corporate Contact Centre. Customer Services under the leadership of the Assistant Chief Executive (Contract Services) is seen as the best place. Although there is not sufficient resource there at present, what there is, is clearly defined processes and management which is seen as the foundations for gradual growth throughout the course of the Action Plan.
- 9.14 Due to the enormity of the task at hand and the projects therein. (See Appendix 5 which details a model for the programme implementation) There is an **immediate** requirement for a **Project Manager** to take ownership for the delivery of project action plan. Funding for this post up to the end of March, can be found from the Resources Directorate budget.
- 9.15 A broad, annual action plan (Appendix 4) details the steps that are recommended to be taken year by year, to deliver the solution by 2005. Actions for 2001/02 will be co-ordinated by the e Government Group. It is envisaged that once this strategy is agreed, Delivering Quality Services (E Government) will be separated from the ICT Action Plan and be driven by a new Delivering Quality Services Unit.

10. **Conclusion**

- 10.1 Given the strategic importance of progressing with this strategy and action plan and the role that it will play in transforming public services, communication and consultation, the Council must consider devoting resources appropriate to the potential impact of the same. Many organisations have converted to 'e-Government' through substantial investment programmes, with a view to meeting customer demands (and retaining customers) in the shorter term and making savings in the medium to longer term. (see Appendix 3 for some examples within the Local Authority area).
- 10.2 The Denbighshire methodology is sound, in that it is recognised that the work involved in scoping and specification of the business transformation is of major importance if we are to eventually deliver a success. Therefore the funding requirements for 2002/03 will be for the detailed scoping work, which in turn will result in detailed bids for solutions with returns on investment ready for 2003/04.
- 10.3 The returns on investment are effective service delivery (fewer complaints, better collaborative working, better use of staff resource, the right staff doing the right work, a better managed Authority). In essence, doing more within the current Revenue budget constraints, which of course equals Best Value.
- 10.4 Regardless of the availability of budget for 2002/03, the scoping work carried out will still provide an invaluable blue print for changing the focus of the Authority, which will mean better services than we have now.
- 10.5 The Delivery of Quality Services requires **ownership** by us **all** as leaders. It is not someone else's job - it is **your** job.

Appendix 1

The Vision of “Delivering Quality Services”

1. Denbighshire County Council will provide improved services that fully respond to customer demands, in line with the Government agenda.
2. The information portal will contain all of the information necessary to provide the majority of responses to our customers at the first point of contact. Eventually this will be extended through partnership working, delivering joined up service provision across all tiers of government with other service delivery partners. This does not mean the customer has to be a technical expert; the web site will also be the single point of reference to all front line staff. Our customers will not have to understand how the Council works; we will have a system centered around the customer. This will mean that highly paid, skilled workers can be better utilised in the back office, resulting in more efficient and effective service delivery.
3. Integrated with this will be a single system providing composite information on the customer, regardless of organisational boundaries, providing management information that will enable us to start modeling services for the future.
4. Each library will be re-branded as a new community focused, information and learning centre within the People’s Network, with links to local schools and community centres that maybe located in the more rural/marginalised areas. All of these will provide access to a whole range of information, whether it be council services or otherwise.
5. These will be staffed by **fully** trained, generic customer centric staff who can deal with customer requests on a one to one basis and if the customer is happy, provide the necessary assistance to guide them through the use of technology (the web site) to enable them to obtain their answers independently in the future.
6. In conjunction with the schools, there will also be learning centres utilised by ourselves, the public and voluntary and private sector partners, to enable our local businesses to expand markets and to encourage and help new, young businesses develop. (e.g. BetterBusinessWales).
7. Denbighshire County Council will aim to become proactive as opposed to reactive, through planning service delivery, enabling it to deliver service in a flexible way to the customers' needs.
8. All Denbighshire County Council staff will work to a corporate customer service culture and understand both the valued part they play in delivering service and the importance of the Authority's customers.

Appendix 2

Criteria for Electronic Service Delivery

- Ability to demonstrate that service design and delivery is focused on and involves the customer.
- Clear commitment and plans to work in partnership to join up service provision across all tiers of government and with other service delivery partners.
- Ability to demonstrate a holistic approach to service delivery in the council joining both front and back office activities.
- Ability for approaches adopted within the authority to be economically and practically replicated in other councils.
- Clear commitment and plans to share and disseminate knowledge and resources within the local government family.
- Ability and capacity to follow through and develop this work during the next three years.
- Clear commitment and strategy to meet the Government's target of 100% of services being capable of electronic delivery by 2005 (or before).
- Clear commitment and plans to maximise the amount of procurement undertaken by electronic means.
- Ability to demonstrate how electronic service delivery underpins promotes and links all the various strands of the modernisation agenda.
- Clear and challenging electronic service delivery targets in place alongside suitable monitoring and reporting processes.

Appendix 3

Comparison with other Local Authorities

- Halton B.C., a modest Local Authority, has entered into a partnership with Northgate to deliver a customer centred system from their new One Stop Shops. The cost to deliver the system, the process re-engineering and training of One Stop Shop staff - over £3M. The customer centric staff will be pulled in from back office departments as well as the budget that goes with them.
- Cardiff C.C. has gone for a complete Call Centre approach. The pilot this year cost £1.2M, which includes 20 new FTEs to man the centre. It will cost £650K per annum to sustain the current setup. They want to expand the size of this centre to between 100-120 FTEs once the pilot is over. We can only imagine what the costs will be then. They estimate overall savings of £1.8M a year from 2004 onwards.
- Newport estimates £1.64M per annum Revenue to maintain their e-Government initiative - the capital costs of which are unsubstantiated at present. They, as well as 12 other Authorities, have employed private sector consultants (cost average £40K) to scope the overall project.
- Flintshire County Council is extremely keen to progress and see e-Government as a means of making them leaders in the area and making major savings in the long term. The CEO and Leader are in discussions with their Liverpool counterparts, with a view to following the model there. The Head of IT has reported that a significant amount will be allocated to ICT, which does not include provision for a call centre approach.
- Stirling, a good comparator to Denbighshire due to size and profile - they have allocated £1.04M for the first year and are bidding for extra depending on the results of their consultants report.
- Liverpool City Council have gone into a joint venture with BT which involves meeting **some** e Government targets and externalising ICT, Payroll, Revenues and Benefits Service - this is costing them £25M a year
- Bedfordshire County Council has signed a £200 million, 12-year, managed services contract for the provision of updated support services such as IT, finance and personnel. A regional business centre will be established in Bedford. Five hundred and fifty jobs have been transferred to Hyder under the terms of the contract.

Appendix 4

Delivering Quality Services Key Actions

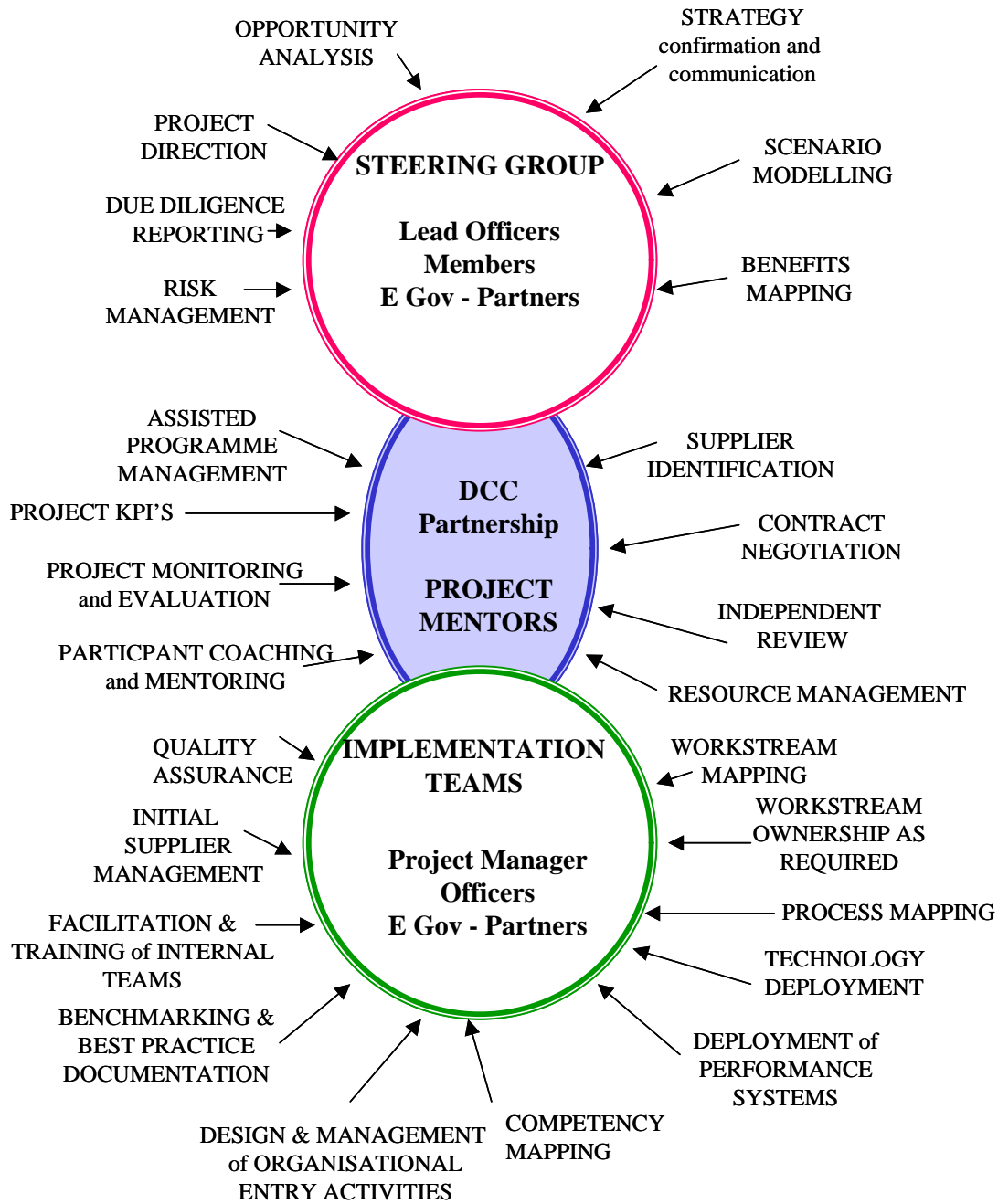
2001/2002	2002/2003	2003/2004	2004/2005
Consider and evaluate possible private sector partners.	Appoint Quality Service Manager or if unsuccessful equivalent skills from professional consultants.	Begin redistribution of staff resource, based on results of interview, from back to front office.	Denbighshire Council provides citizen centric, efficient and effective services.
Find and cement public sector partnerships - commonality of themes and ideas.	Select a private sector e Government partner to assist with delivery.	Delivery of training programme and cross fertilisation of skills on all "new" front office business processes.	Periodically challenge front and back office business processes and improve.
Conclude and report on consultations with public.	Select University to carry out Business Process Project to start Jan 2002?	Implement necessary changes to Customer Services Contact Centre	
Conclude and report on consultation with services.	Carry out business process project, managed by Project Manager, as per 6.4 - 6.7 above, based on the more widely used first. DEADLINE FOR 60% - JULY 2002	Integrate e-HR, LLPG into new basic Customer Relationship Management System.	
Conclude collection of ESD lists and Action Plans and report findings.	Direct recommended changes in business processes, including planning for split between front and back office. DEADLINE FOR 60% 0 JULY 2002	Continue with development and implementation of electronic solutions to support and deliver these processes, as well as integrate into back office systems.	
Set local targets and PIs for e Government	Quantify staff resource requirement at front office and make the relevant arrangements for budget redistribution for 2003/04.	Conclude the initial business process project as per 6.4 - 6.7 above, based on remaining processes..	
Evaluate and review service project submissions	Link in and have input into the formulation of a new Denbighshire "Code of Practice"	Once operational, before year end re:challenge front and back office business processes.	
Approve strategy	ICT to finalise review of technical strategy in support of new corporate business process model.	Implement changes.	
Approve Action Plan	Challenge requirements for multiple front office sites in the same localities (look to put under one roof). Re-brand and promote Libraries as the new		

	Information Centres with longer opening hours and relevant security.		
Determine priorities of corporate projects to start next year.	<p>Progress with Corporate Cross Cutting Projects based on demands and priorities of public (set last year). Projects to date are:</p> <ul style="list-style-type: none"> { Community Councils Online { Members decisions system { Customer Services Contact Centre Development Project - what, how, when. { Begin Implementation of e-HR System. { Implementation of NAFW 100Mbps POP and link to the Wales Lifelong Learning Network { Customer Contact Quick Wins { Implement Customer Service Culture { Customer Centric Portal Developments { NLPG Project 		
Determine which service specific projects put forward will be quick wins and will not interfere with overall progress of business process re-engineering.	Progress with public sector partnership projects (if true like minded partner found). Hopefully E Procurement.		
Prepare a robust IEG Statement to be submitted by 31st March 2002.	Progress with service specific quick win projects.(Recent list defined in Appendix 6).		
Prepare a Denbighshire Broadband Technical Commitment Document to NAFW to pull in maximum funding.	Advertise for new front office staff (internally) from all back office skill sets ready for next year.		
Advertise to Universities for	Based on documented business		

Business Process Project	processes and priorities - Libraries and information/Contract Services to work out a comprehensive training program for front office staff.		
Implement Learningstream	Based on documented business processes and priorities - evaluate and consider third party systems to support delivery and automate the production of management information.		
Implement Libraries Network Project.			
Consider Customer Contact Feasibility report and quick wins			
ICT need to begin work reviewing ICT Strategy to work in parallel with the DQS Strategy. (Depending on timing)			
<p>Project Manager to be dedicated to be appointed to work with progression of project. To begin with:</p> <ul style="list-style-type: none"> { Take an overall view of the project. { Detailed definition of requirement and understanding of quick wins. { Final prioritisation and plans for implementation of quick wins. { Definition of Denbighshire Customer Service Culture { Collation and dissemination of consultation data. 			

<ul style="list-style-type: none">{ Provide foundation for Customer contact director or equivalent.{ Develop and deliver awareness programme for all staff and managers.{ Develop and deliver staff satisfaction survey, report on and use results as part of prioritisation of which business processes to examine.{ Begin development and investigation into training plan for new cross directorate youth quality service team.{ Manage and deliver quick win projects. (See appendix 6){ Provide detailed quarterly reports on progression of this plan.			
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APPENDIX 5



Accessing Specialist Knowledge – A Model for Collaborative Working

In a project of this complexity stretching across Denbighshire, it is likely that external support and expertise will be required to supplement the internal resource available.

The underlying focus of such relationships should include a collaborative partnership that encourages and actively seeks out opportunity to transfer skills into the customer facing environments.

The following model defines a three-tier approach to relationship and roles in the management of these types of project.

The Steering Group confirms the project vision together with access to budget and is active in validating and supporting decisions made at an implementation level.

The Project Mentors form a communications bridge between the Steering Group and implementation team and also has responsibility for the management of the respective resources within the project.

The partnership consists of the Project Sponsor (Quality Services Manager) and Manager, together with the Programme Manager from a Partner Organisation.

Tracking and monitoring project outputs is also co-ordinated at this level.

Implementation Teams are responsible for the tactical development and implementation of the project through a series of sub groups and working parties looking at specific issues and tasks.

At this level, teams are likely to be matrix in nature and may involve additional "experts" as required. Expert input can be sourced from either element of the partnership as appropriate.

6. POLICY IMPLICATIONS INCLUDING CORPORATE

- 6.1 This is in line with Council and Government policies and priorities. Specifically Best Value, e-Government, Modernisation and Community Strategy.

7. RECOMMENDATION

- 7.1 That Cabinet approve the overall vision for delivering quality services in the context of the e-Government Strategy.
- 7.2 That Cabinet agree that year one is used as a preparation year during which:
- a. a full audit and analysis of customer needs will be undertaken
 - b. followed by a review of existing service processes based on the findings of the audit
 - c. leading to a strategy for delivering quality services which determine the steps needed to deliver Option 2 as an interim measure [pending a detailed Best Value Review to be determined at a future date]
- 7.3 That immediate measures to secure improvements to services as identified in the attached draft strategy be pursued.

RD ~ DR

AGENDA ITEM NO: 7

REPORT TO: Cabinet

CABINET MEMBER: Councillor A E Roberts, Lead Cabinet Member for Personal Services

DATE: 29 January 2002

SUBJECTS: (i) Eligibility Criteria for Social Services Provision for People with a Sensory Impairment (i.e. Deaf People, Hard of Hearing People, Visually Impaired People, People with a Dual Sensory Impairment)

(ii) Eligibility Criteria for Equipment and Minor Adaptations

1. DECISION SOUGHT

1.1 This report seeks approval for:

- extending the Priority Levels and Eligibility Criteria for Social Services Provision, with some amendments, to people with a sensory impairment; and
- the introduction of more detailed criteria for accessing equipment and minor adaptations.

(See Appendices 1 & 2).

2. REASON FOR SEEKING DECISION

2.1 The Social Services Department provides a range of services for people with a Physical Disability and for People with a Sensory Impairment including information, social work support, rehabilitation, equipment and in some cases help with personal care, breaks for carers and residential care. In providing these services, Social Services is required under the Community Care legislation to ensure that there is fair access to services and that services are targeted effectively. To achieve this, guidance on eligibility and priority for services is required.

2.2 On 7 April 1998, Social Services Committee approved the introduction of revised Priority Levels and Eligibility Criteria for Social Services Provision for Older People and for People with a Physical Disability. At this time, the Eligibility Criteria did not extend to people with sensory impairment, as more research and consultation was required. The Eligibility Criteria did not provide detailed guidance on eligibility for equipment or minor adaptations, although some general guidance was given. This report now seeks to address these gaps.

3. COST IMPLICATIONS

3.1 Agreeing the attached guidance on eligibility for services will ensure that budgets are targeted on those in greatest need and those most likely to benefit from the service.

4. FINANCIAL CONTROLLER STATEMENT

Any increased costs resulting from the proposal will need to be contained within the relevant service budgets.

5. CONSULTATION

5.1 Extending the Priority Levels and Eligibility Criteria for Social Services Provision to People with Sensory Impairment

5.1.1 Deaf people, people with a visual impairment and social services staff have been consulted. As a result of this consultation, an amendment has been made to the eligibility criteria to accommodate the particular needs of people with a sensory impairment: the last line on the eligibility criteria matrix now includes a reference to communication needs. This acknowledges the point that difficulties with communication may have a major impact on people with a

sensory impairment and this should be taken into account when determining priority for services. Providing this change is made, the consultees were generally supportive of the criteria.

5.2 Detailed Criteria for Accessing Equipment and Minor Adaptations

- 5.1.2 A consultation exercise was carried out consisting of a questionnaire which was widely circulated via the Denbighshire Disability Forum, the local Forums for Older People and the local press. 116 questionnaires were returned. In addition, meetings were held with Deaf people and with people with a Visual Impairment. As a result of this consultation, the following features have been added to the proposed Eligibility Criteria: the carers safety, as well as the safety of the individual is highlighted as a priority; promoting independence is clearly stated as a priority.
- 5.1.3 The consultation exercise also sought views on the introduction of a charging policy for equipment. Although a narrow majority of respondents agreed with the introduction of charges, this is not being recommended to Elected Members at this time. Further detailed work has indicated that it would not be cost effective to administer. (A more detailed report on the consultation is available).
- 5.1.4 A report on these eligibility criteria is also being discussed at Policy Review and Scrutiny Committee on 23 January.

6. **CORPORATE POLICY IMPACTS**

- 6.1 Well targeted services may impact on a range of corporate policy areas including:
- Social Inclusion - services may assist people to gain / regain their skills, confidence and employment.

7. **RECOMMENDATION**

- 7.1 That Cabinet approve:
- extending the existing Priority Levels and Eligibility Criteria, with the amendment referred to in paragraph 5.1.1, to services for People with a Sensory Impairment (Appendix 1); and
 - the introduction of more detailed criteria for accessing equipment and minor adaptations (Appendix 2).

Risk / Needs Matrices

Priority Levels For Clients

Risk Needs Matrices:

Older People

Physical Disability & Sensory Impairment

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PRIORITY LEVELS

The priority levels have been identified as:

R I S K / N e e d s M a t r i c e s

- 1 **People whose physical safety is at immediate and high risk, and who cannot be left alone.**
There may be no carer present, or the carer may be unable to provide appropriate or sufficient support.
- 2 **People who are unable to maintain a safe environment without substantial help from others.**
This would include people who require assistance with personal care tasks which are necessary for a reasonable level of comfort or convenience, several times every day. Where there is a carer present, they too require help and support in order to continue.
- 3 **People whose loss of daily living skills (or level of dependence) means that a high level of support is required; there is an ongoing risk of physical harm.** This includes people who need help every day with tasks which are necessary for a reasonable level of safety, comfort or convenience. Where there is a carer present, they may be showing significant signs of stress.
- 4 **People who have limited life or social skills, and who require some support from others in order to stay at home. There will be some slight risk of physical harm to the person or others.**
This will include people who need help several times a week with tasks which are necessary for a reasonable level of safety, comfort or convenience, and also those who are currently very isolated - where they have no contact with their families or where those contacts are or could be damaging. May be concerns about potential risk to, and possible deterioration in, physical safety of the individual or carer.
- 5 **People who have a significantly reduced quality of life due to limited daily living skills.**
This includes those who require minimal help - perhaps once a week. There will be no social contact outside immediate family / neighbours. Beginnings of effects on the mental health of the person or carer can be identified.
- 6 **People who have limited opportunities for meeting and relating to other people as a result of illness or disability.**
This includes those who do not require help in the home, but who may need other services to help improve their quality of life.
- 7 **People who have some reduction in quality of life, or who are partially unable to fulfil ambitions.**
This includes those who have a minor loss of function but who are still independent, and who require increased opportunities for social contact.
- 8 **People who have an intermittent inability to enjoy full social contact.**
This includes those who need advice and information to build up social contacts.

Physical Disability and Sensory Impairment

Physical safety of self or others	1) Very high risk to physical safety of individual or carer. Intervention needed immediately.	1) High risk to physical safety of individual or carer requiring prompt intervention	2) Strong indicators of continuing physical risk / inability to maintain a safe environment	3) Ongoing risk of harm to individual or others - daily support needed to maintain situation	4) Some concerns about physical safety of individual or carer - risk potential or slight
Physical health and development functional ability regarding safety, comfort and convenience	1) Progressive terminal illness or severe disability requiring continuous care by others who are unable to continue	2) Progressive illness or severe disability dominating family life. Breakdown imminent. Major adaptation to home required	3) Illness or disability placing severe strain on client or carers. Severe difficulties likely in future. Statutory assessment required.	4) Deterioration as a result of illness or disability possible - monitoring needed	5) Some concern about demands placed on carers by illness or disability of individual
Mental health of self and others	2) Illness / disability having major effects on mental health of individual or care	3) Illness / disability precipitating acute depression / or other mental illness in individual or carer	4) Mental health affecting functional abilities	5) Illness / disability beginning to affect mental health of individual or carer	6) Some concerns about mental health of individual or carer
Opportunities for social and emotional development / independent living / rehabilitation	3) Continuous support or supervision required (daily). Care is of a physical nature only. Emotional relationships non-existent or damaging	4) Substantial support to individual or carer required if client is to remain at home (several times a week)	5) Support required from others if individual is to remain at home. Carers not encouraging self - help	6) Unable to fulfil ambitions due to limited daily living skills / social skills or emotional difficulties	7) Individual requires increased opportunities for emotional development
Opportunities for social interaction and / or community involvement and / or communication	4) No or minimal contact or communication with family, friends, neighbours or vol. orgs. Confined to one socially restricted situation	5) Contact or communication with others outside immediate family strictly limited.	6) Social contacts or communication limited by illness or disability	7) Some help required to build up social contacts and / or improve communication.	8) Some concerns about opportunities for social interaction.

WHO IS ELIGIBLE FOR A SERVICE?

A person with an Overall Priority Level of 1, 2 or 3 will usually be eligible for a residential placement if this is the most cost effective way of meeting the identified needs. A person with an Overall Priority Level of 1, 2 or 3 will usually be eligible for a short term residential placement if this supports either a carer or the person themselves through the provision of a short break.

There are additional Guidance Notes on Eligibility for Nursing Home Placements.

If a person is eligible for continuing in-patient care from the Health Authority, then they are not eligible for a residential or nursing home placement funded by the Social Services Department.

A person with an Overall Priority Level of 1, 2 or 3 or an Overall Priority Level of 4 where there are "concerns about potential risk to physical safety" (see Appendix 3) will usually be eligible for other community care services, as appropriate.

A person with an Overall Priority Level of 4 or 5 will usually be eligible to attend a Day Centre (usually a Local Authority Day Centre). A person with an Overall Priority Level of 4 or 5 will usually be eligible for equipment/handyperson work under the value of £100. A person with an Overall Priority Level of 4 or 5 may also, exceptionally, be eligible for limited domiciliary services.

All Priority Levels - a person in any Priority Level will be eligible as appropriate, for advice and/or information and/or social work support services.

**Equipment & Minor Adaptations
for People with a Disability
and / or Sensory Impairment**

Eligibility Criteria

Denbighshire Social Services Department

January 2002

1. Introduction

- 1.1 Arranging for the provision of equipment and minor adaptations designed to assist with adjustment to disability and / or securing the greater safety, independence, comfort or convenience of an individual is a crucial community care service. It is also a Duty placed on local authorities under the community care legislation (see Appendix 1).
- 1.2 Assessment is the key process in establishing the need for equipment and minor adaptations and determining eligibility for these services. A person will be eligible for equipment and minor adaptations when an assessment of his / her needs shows that he / she has the needs described in the criteria in Section 2 below.
- 1.3 Assessments for equipment and minor adaptations will be undertaken, as appropriate, by Occupational Therapists (OTs), Specialist Social Workers and / or other designated staff with relevant experience and / or training.

2. Eligibility Criteria

- 2.1 The equipment or minor adaptation must meet a person's need/s where that particular need/s:

has a Priority Level of 1, 2 or 3 or 4 and where the need/s is in relation to the person's or the carer's greater safety;

- has a Priority Level of 1, 2, 3, 4 or 5 and where the need/s is in relation to the person's greater independence;

has a Priority Level of 1, 2, 3, 4 or 5 and where the need is in relation to the person's greater comfort or convenience. For these persons the equipment or minor adaptation will usually be under the value of £50, although each case will be considered on its own merits. The provision of equipment or minor adaptation over £50 will require the approval of the relevant Manager.

- 2.2 The Priority Level will be determined using the agreed Social Services Department Risk Needs Matrices.
- 2.3 The provision of equipment or minor adaptation must also be the most cost effective way of meeting the person's need/s.
- 2.4 The following equipment or minor adaptations, however, will not usually be provided by the Department, although the Department may provide advice and / or information to enable the person to purchase the equipment or minor adaptation themselves:

Items of equipment or minor adaptations that are commonly purchased for any household.

Items of disability equipment that replace items of equipment commonly purchased for any household and that are of a similar cost to the items they replace, e.g., talking clocks. An exception to this general rule may include situations where a large number of items is required.

The items of disability equipment listed in Appendix 2, except where the person is in receipt of Income Support, Housing Benefit, Council Tax Benefit (not rebate) or Family Credit.

- 2.6 Health services provide nursing equipment. If the person appears to be eligible to receive equipment or minor adaptations from Health, then they will be directed to the relevant Health personnel for assessment.
- 2.7 The appropriate Health Trust will also provide disability equipment to meet short term need following discharge from hospital or equipment used during a rehabilitation programme.
- 2.8 As regulation 10 (e) of the Residential Care Homes Regulations 1984 makes clear, it is for the proprietors of such homes to arrange for the provision of adaptations and facilities necessary to make their homes suitable for residents with disabilities. This would include the provision of equipment such as hoists, special cutlery, etc. Exceptionally, and where it is reasonable to do so, the Local Authority may supply equipment where it is necessary for the equipment to be tailored to the specific needs of the individual resident, e.g., specialised hoist sling. Any such items must be supplied individually for the resident's personal use. The proprietors of Nursing Homes registered under the Act are expected to provide such personal aids for their patients.
- 2.9 In exceptional circumstances, equipment or minor adaptations may be provided at the discretion of the appropriate manager. This would usually only occur where there is a combination of aggravating factors. These factors and the reasons for the decision will be fully documented.

Appendix 1

The Provision of Equipment under the Community Care Legislation

1. Welfare Services under s.29 National Assistance Act 1948

This Act covers welfare services to adults (18 and over) who are ordinarily resident in the area and who are either blind, deaf or dumb, or who suffer from mental disorder of any description, or any other adults who are substantially or permanently handicapped by illness, injury or congenital deformity (i.e. services for the disabled and sensory impaired and mentally impaired, disordered or mentally ill).

There is **Duty** to make arrangements for the provision of facilities for assistance with social rehabilitation and adjustment to disability, including mobility and communication limitations.

2. The Chronically Sick and Disabled Persons Act 1970

After an assessment has led an authority to be satisfied that there is a necessity to make arrangements, in order that a person's assessed needs may be met, the particular **services that are obligatory** include:

-arrangements for the provision of or assistance in obtaining radio, tv, library or similar recreational facilities.

-arrangements for the provision of or assistance in obtaining a telephone and equipment necessary to enable use thereof.

-arrangements for the provision of any additional facilities designed to secure his greater safety, comfort or convenience.

3. Schedule 8 to the National Health Service Act 1977

There is a **Power** to make arrangements in relation to adults (18 or over) for the purpose of preventing illness, for the care of persons suffering from illness, and for the aftercare of persons who have been so suffering. Examples of services include equipment for training or for keeping clients otherwise occupied.

4. Services to the Elderly under s.45 of the Health Services and Public Health Act 1968

There is a **Power** to make arrangements for the provision of any additional facilities designed to secure his greater safety, comfort or convenience

Disability Equipment for Persons in Receipt of Welfare Benefits

The items of equipment listed below may be provided to meet an assessed need, on long term loan and free of any charge, if a person receives one of the following:

Income Support
Housing Benefit
Council Tax Benefit (not rebate) or
Family Credit

However if the person does not receive one of these benefits they may be asked to purchase these items.

TIN OPENERS, SPECIALIST JAR OPENERS
SPREADING BOARDS - SPIKE BOARDS
KETTLE TIPPERS, TEAPOT TIPPERS
SPECIALIST CUTLERY - CROCKERY AND DRINKING UTENSILS & ASSOCIATED
ITEMS
PLATE GUARDS
DYCEM MATS AND ROLLS
TAP TURNERS
CONTOUR KNOB TURNERS & KEY HOLDERS
STYREX SCISSORS
HELPING HANDS, DRESSING STICKS
WALKING STICKS & THEIR FERULES
STOCKING/TIGHT/SOCK AIDS/ELASTIC LACES AND BUTTON HOOKS
BIDET FITMENTS, TAP RAILS
BATHBOARDS & BATHSEATS
SPECIALIST HAIR CARE ITEMS

CABINET MEMBER: COUNCILLOR A E ROBERTS LEAD MEMBER FOR PERSONAL SERVICES

DATE: 29 JANUARY 2002

SUBJECT: SERVICES TO PEOPLE WITH A MENTAL ILLNESS - MENTAL HEALTH ACT 1983 - APPROVED SOCIAL WORKERS

1 DECISION SOUGHT

To seek Cabinet approval for the Appointment of an Approved Social Worker.

2 REASON FOR SEEKING DECISION

- 2.1 Under the provision of Section 114 of the Mental Health Act 1983, the Authority is required to appoint a sufficient number of Approved Social Workers to discharge the statutory functions conferred upon it by the Act. Approved Social Workers may be appointed for a period of up to five years.
- 2.2 The Social Worker named below is employed by this Authority and appointed to act as an Approved Social Worker. Her appointment period is now due for renewal. In applying for this renewal, she has satisfied your Officers that she continues to have the necessary knowledge and skills to act in this capacity.

Verona Wikluk

3 COST IMPLICATIONS

N/A

4 FINANCIAL CONTROLLER STATEMENT

There are no financial implications

5 CONSULTATION CARRIED OUT

Not required

6 IMPLICATIONS ON OTHER POLICY AREAS INCLUDING CORPORATE

N/A

7 RECOMMENDATION

1. That Cabinet receive this report
2. That Cabinet formally approve the Appointment of the Social Worker named.
3. That this Appointment should take immediate effect and remain valid until 31st December 2006.

REPORT TO CABINET

CABINET MEMBER: COUNCILLOR A E ROBERTS, LEAD MEMBER FOR PERSONAL SERVICES

DATE: 29 JANUARY 2002

SUBJECT: HOUSING STOCK TRANSFER

1 DECISION SOUGHT

To receive a progress report (copy attached) on Housing Stock Transfer and give further consideration to the Shadow Board and the separation of functions.

2 REASON FOR SEEKING DECISION

2.1 A Shadow Board for the proposed Dyffryn Community Housing is being formed with 5 Members and 5 Tenants nominated and 5 Independents appointed. The Tenant representatives have expressed concern about the limited geographic coverage of the County by the nominated Members, in particular in relation to the Dee Valley, and it has been agreed to bring this formally to the attention of the Cabinet, and to ask the political groups to give further consideration to their nominations.

2.2 There is a need to give further consideration to the Strategic Housing Function which would remain with the Council following any Stock Transfer and how it should be managed. There are also a number of capital and revenue finance issues for the Council which are currently being investigated. It is important that these are clarified before any formal stage of consultation to protect the interests of the Council as well as those of Dyffryn Community Housing. A further report is therefore being prepared on these issues which will be presented by the Lead Member for Finance to ensure proper separation of functions is demonstrated.

2.3 Once this report is received and the views of the Assembly obtained then it will be for the Housing Options Working Party to make a recommendation on whether to proceed to formal consultation. A special meeting of the full County Council could then be needed to make this important decision.

3 COST IMPLICATIONS

It is important to confirm the position of the National Assembly in covering overhanging debt on the Housing Revenue Account. A further report will be presented on the revenue implications for the General Fund.

4 FINANCIAL CONTROLLER STATEMENT

It is important that the financial implications are clarified prior to progressing to the next phase of the process and this work will be addressed shortly. The timing of the split of the responsibility for advising Council and the Trust as potential separate entities needs to be clarified also.

5 CONSULTATION CARRIED OUT

The Housing Options Working Party involving Members and Tenants has been meeting regularly for two years. All tenants have received information on the proposed Stock Transfer in the form of three newsletters, a freephone enquiry line and 25 public meetings. An Independent Tenants Advisor is in place to ensure impartial and accurate information is given.

6 IMPLICATIONS ON OTHER POLICY AREAS INCLUDING CORPORATE

Stock Transfer will have major implications for many areas of the Council including Community Governance and Community Development and Regeneration.

7 RECOMMENDATION

- 7.1 To receive the progress report.
- 7.2 That the Political Groups be asked to give further consideration to their representation on the Shadow Board of Dyffryn Community Housing.
- 7.3 That a further report on the implications of Stock Transfer for the Council be presented to Cabinet before an application is made to the National Assembly for Wales for Provisional Approval for Stock Transfer in accordance with their Guidelines, based on the adopted draft Business Plan.
- 7.4 That a special meeting of the County Council be held as appropriate to consider any recommendation to go forward with formal consultation with tenants.

PS ~ PQ

DENBIGHSHIRE COUNTY COUNCIL
CABINET MEETING 29TH JANUARY 2002

HOUSING STOCK TRANSFER PROGRESS REPORT

1. In accordance with the resolutions of Cabinet and Council, informal consultations have been carried out with tenants through the Working Party on Housing Options. Three newsletters have been distributed to all 4,100 tenants and a series of 25 meetings were held with tenants during the first 3 weeks of October 2001 throughout Denbighshire. An extensive telephone survey of 509 tenants was undertaken which demonstrated reasonable understanding and support for the proposals.
2. A Shadow Board for the proposed Dyffryn Community Housing is being formed with 5 Members and 5 Tenants nominated and 5 Independents appointed.
3. A draft Business Plan has been presented to the Working Party (copy attached) which sets out proposals for Dyffryn Community Housing. These are based on a number of assumptions on future rental levels, management costs and, particularly, improvement and investment programmes.
4. Essentially the Business Plan ensures that the new organisation is viable given that the assumptions are correct and lead to a purchase from the Council at the "Tenanted Market Value" (TMV).
5. The current estimated TMV is £12.5 million but this is subject to verification from the Council and from the National Assembly for Wales that the assumptions leading to the valuation are acceptable.
6. The current outstanding debt on the Housing Revenue Account is some £18 million plus early repayment premium of £4.5 million plus the costs of transfer at £1.5 million (total £24 million). Thus the Council would not receive a capital receipt for the stock but the National Assembly will cover the "overhanging debt" - £11.5 million on the above calculation.
7. The National Assembly officers have been extremely supportive but are unwilling to give formal confirmation of provision of any particular level of support for overhanging debt without an Application for Provisional Approval in the required format set out in their Guidelines. The Housing Options Working Party are reluctant to go ahead to formal consultation with tenants and a potential ballot without clear information on future rent levels and improvement plans.

AER/PQ/Jan02

REPORT TO CABINET

CABINET MEMBER: COUNCILLOR D M MORRIS, LEAD MEMBER FOR THE ENVIRONMENT

DATE: 29 JANUARY 2002

SUBJECT: CONCESSIONARY FARE SCHEME

1 DECISION SOUGHT

- 1.1 Approval for award of contract to Securit World Ltd for the provision of Smart Card based Concessionary Travel passes in Denbighshire from April 2002.
- 1.2 Approval for creation of a new full time post within the Highways & Transportation Department to assist with the administration of the Concessionary Travel Scheme.

2 REASON FOR SEEKING DECISION

- 2.1 The National Assembly For Wales (NAFW) has made regulations that will require local authorities to offer elderly or disabled people free travel on local bus services in Wales from 1 April 2002. These regulations being the "Mandatory Travel Concessions (Reimbursement Arrangements) (Wales) Regulations 2001" and The Transport Concessions (Extension of Entitlement (Wales) Order 2001. These will supersede the existing Concessionary Travel scheme in Denbighshire providing half fare travel on local bus services.
- 2.2 To help strengthen the robustness of reimbursing local bus service operators, the Taith Consortium of North Wales local authorities intends to issue "Smart" Concessionary Travel passes (containing an electronic micro chip). Taith invited quotations for the provision of such systems [with Flintshire County Council being lead authority], in accordance with its Standing Order procedures. The Taith Consortium has also submitted a bid to NAFW to fund corresponding equipment to be fitted on buses and at depots to read the micro chips.
- 2.3 The Taith Consortium received quotations from the two known suitable organisations for the provision of "Smart Card" concessionary travel processing equipment. The submissions received were based on projected requirements of the six North Wales Taith local authorities. The consensus of Taith following evaluation of the submissions, determined the submission from Securit World Ltd as representing the most effective use of financial resources.
- 2.4 It is known that the new regulations will significantly increase the local authority workload for administering the Concessionary Travel Scheme in respect of reissuing the travel pass of people currently participating in the scheme, processing requests for a pass from new applicants and making revised reimbursement payments to local bus service operators.
- 2.5 Additional work commitment has also recently been generated by the NAFW led All Wales Public Transport Information facility, requiring this Authority to maintain sections of the Denbighshire area of the electronic database.
- 2.6 In respect of these developments, there is now a need to seek approval for the creation of a new full time post within the Highways & Transportation Department, anticipated to be at Salary Scale Two.

3 COST IMPLICATIONS

- 3.1 Based on anticipated requirements, the cost to Denbighshire County Council would approximate to £33,000, calculated on a issue of 10,000 passes.
The quotation from a second organisation, calculated on a similar basis amounted to approximately £27,000. However, the Taith Consortium does not recommend acceptance of the quotation from this organisation as it would require local authorities to procure the actual cards independently, whereas this is integral with the offer from Securit World Ltd so reducing the need for further in house staff resource.
- 3.2 Annual cost of the additional member of staff at Salary Scale Two would be £ 12,390 + 28% subject to Job Evaluation.
- 3.3 Denbighshire County Council will receive additional funding for the Concessionary Travel Scheme from NAFW, which is understood to be a total of £495,000 within the County Council Revenue Support Grant for 2002/03. Funding for these two proposals will come from this source with a small contribution from the NAFW Local Transport Services Grant and the existing Highways & Transportation Administration Budget.

4 FINANCIAL CONTROLLER STATEMENT

It will be necessary to ensure all additional costs are contained within the funding available including the finally agreed level of additional budget provision.

5 CONSULTATION CARRIED OUT

- 5.1
- 1 Taith Consortium Partners.
 - 2 Local Bus Service Operators.
 - 3 Denbighshire County Council Social Services Department.
 - 4 Denbighshire Disability Forum.

Consultees were supportive of the proposals.

6 IMPLICATIONS ON OTHER POLICY AREAS INCLUDING CORPORATE

- 6.1 These proposals are considered to represent the most cost effective measures needed to respond to the required needs, whilst supporting a common regional approach.

7 RECOMMENDATION

- 7.1 To award a contract to Securit World Ltd for the provision of Smart Card based Concessionary Travel Passes.
- 7.2 To create a new full time post in the Highways & Transportation Department to assist with the administration of the Concessionary Travel scheme.

REPORT TO CABINET

CABINET MEMBER: COUNCILLOR D M MORRIS, LEAD MEMBER FOR THE ENVIRONMENT

DATE: 29 JANUARY 2002

SUBJECT: PUBLIC RIGHT OF WAY ASSET AND CONDITION SURVEY

1 DECISION SOUGHT

Approval to award contract to Exegesis SDM of Brecon to carry out survey of entire Public Rights of Way network providing details of asset and path conditions.

2 REASON FOR SEEKING DECISION

The introduction of the new Countryside and Rights of Way Act 2000 requires the Council to produce a statutory Network Improvement Plan every 5 years indicating how it proposes to carry out its duties and identifying targets for improvements to benefit path users. This will be carried out in consultation with an 'Access Forum' which will include public membership.

In accordance with these objectives, it is necessary to commence the new statutory procedures with a complete whole network condition survey which can be updated quickly using E Government technology. New in-house arrangements to carry out the annual and five year reviews are being developed which will incorporate the necessary staffing arrangements as already approved by Council.

Notwithstanding this position the levels of skilled resources necessary to carry out a Countywide Survey of the appropriate quality to enable availability for review by the next financial year are insufficient. Initially a start will be made in 2001/2002 for which year we have available budget for this purpose, although it may carry on into 2002/2003. In comparison with other Authorities who have limited in-house resources the only realistic option is to employ specialist consultants whose knowledge and skills can produce the data in a format to enter into the County's 'Countryside Access Management System' which is linked to our in-house Geographic Information System. Following discussions with the Countryside Agency and Countryside Council for Wales, it has been established that only 'Exegesis SDM Consultants' are able to offer an established rights of way survey supported by the delivery of results in a format that can be directly inputted into our computerised rights of way inventory and maintenance management system. Other available data capture consultants have neither the necessary expertise, experience or necessary software compatibility.

Funding has been allocated from the Highways and Transportation Budget 2001/02 and 2002/03 for the survey to be carried out. The content of work in the two financial years will be used as a budget balancing item.

Once completed the path condition survey dataset will be used to determine work programmes and strategies for the whole ROW network, a facility not possible with the current 5% annual data sampling level carried out as part of the BVPI of path conditions. In addition as stated previously due to the data being held electronically it will be updated using new hand held computer technology so being available in a format to meet our E Government targets.

3 COST IMPLICATIONS

The cost of the survey including post survey transfer of the data into our systems is £20,400. This includes provision for the survey and data entry requirements and funding has been included in the H & T Revenue Account for these works.

4 FINANCIAL CONTROLLER STATEMENT

The costs of the proposal will need to be contained within the relevant service budget over the 2 financial years.

5 CONSULTATION CARRIED OUT

Consultation has been carried out with the Countryside Agency and Countryside Council of Wales.

6 IMPLICATIONS ON OTHER POLICY AREAS INCLUDING CORPORATE

The importance of a good and usable Rights of Way Network for the benefit of the rural economy was highlighted in the recent WLGA report on the Foot and Mouth Crisis in Wales. Walking is considered by Health Experts to be the most effective method to encourage the public to lead healthy lives and is open to the widest possible cross section of citizens irrespective of age, income or education opportunity. The Government is requiring Councils to consider the needs of promoting increased access opportunities for the disabled in the statutory Access Performance Plan such a survey would enable easier identification of the most suitable routes.

7 RECOMMENDATION

The Cabinet authorises the Head of Highways & Transportation to award the condition survey, data capture and system updating contract for the Rights of Way Network of Denbighshire to Exegesis Consultants.

ED ~ PB

REPORT TO CABINET

CABINET MEMBER: COUNCILLOR R W HUGHES, LEAD CABINET MEMBER FOR CULTURE, LEISURE AND TOURISM, AND COUNCILLOR W R WEBB,
LEAD CABINET MEMBER FOR PROPERTY

DATE: 29 JANUARY 2001

SUBJECT: CORONATION GARDENS, PRESTATYN

1. DECISION SOUGHT

1.1 To seek a Cabinet steer in the light of the request from Prestatyn Town Council concerning the devolvement of management functions to Town and Community Councils.

1.2 In the light of the above to determine whether to support the exploration of proposals to devolve Coronation Gardens to Prestatyn Town Council as requested.

2. REASON FOR SEEKING DECISION

2.1 The Council is being subject to a number of requests from Town Councils for the devolvement of functions to be managed by them. The volume of requests and their possible impact upon the Council calls for a strategic approach. Following the quarterly conference in January a draft strategy is being prepared for discussion by Cabinet and Scrutiny. Prior to the adoption of a strategy, however, there will continue to be approaches such as the one which is the subject of this report.

2.2 Cabinet therefore needs to agree in general how such requests should be treated and this request in particular, bearing in mind the precedence that is created.

2.3 Coronation Gardens was formerly managed by Denbighshire's Leisure DSO, but responsibility was transferred back to Leisure Services from April 2000. The play equipment and toilets are the responsibility of Public Protection and Regulatory Services, and grounds maintenance is carried out by Contract Services. The site consists of an area of formal gardens with a rundown pavilion/shelter, a bowling green, public toilets, and a playground facility. A number of facilities at the site are in need of upgrading and improvement, and the Town Council are keen to invest in developing the site. Transferring the site to the Town Council has a number of potential advantages, including local management of local facilities, enhanced local governance, and sharing of costs to upgrade such facilities. It is an example of a local partnership which is worthy of further investigation.

3. FINANCIAL IMPLICATIONS

3.1 It is not possible at this stage to identify the full cost implications of the possible transfer of this site to the Town Council. However, it should be at least cost-neutral for the County Council in respect of revenue, and at best may result in a small saving in the medium to long term. The situation is more complex in respect of capital, as the site and its facilities (notably the pavilion/shelter) are in need of some investment. However, this could be achieved as a partnership project with the Town Council, thus reducing the capital burden on the County.

3.2 Full financial details of any transfer will be provided at the next stage following detailed discussions with the Town Council.

4. FINANCIAL CONTROLLER STATEMENT

4.1 The financial situation will need to be clarified prior to the completion of any firm proposals.

5. CONSULTATION CARRIED OUT

5.1 The views of local members have been canvassed and no adverse comments have been received.

5.2 Internal consultations have also taken place with colleagues in Public Protection and Regulatory Services, and Contract Services. A number of detailed points have been raised by Public Protection, but these can be explored at the next stage. The County Landlord, Asset Manager and legal have also been involved. From an asset management point of view there are merits in reducing the Councils property portfolio providing this is consistent with service needs. The lead Corporate Director and Community Partnerships Manager have also been invited to comment, and the latter is in favour of the proposal if it targets additional resources into improving the area and its facilities.

5.3 If Cabinet agree the recommendation an internal working group with representation from all the relevant services will be set up to examine the proposal in detail prior to reporting back to Cabinet.

6. IMPLICATIONS ON OTHER POLICY AREAS INCLUDING CORPORATE

6.1 Community Strategy and the development of Area Partnerships. Devolving management of such facilities to Town Councils will help achieve community governance objectives. However, at a recent Quarterly Management Conference it was agreed that there is a need to develop a more strategic corporate approach to such matters. This corporate review should be carried out in parallel with the detailed work to be undertaken on the Coronation Gardens proposal.

7. RECOMMENDATION

7.1 To provide a steer on how future requests should be treated

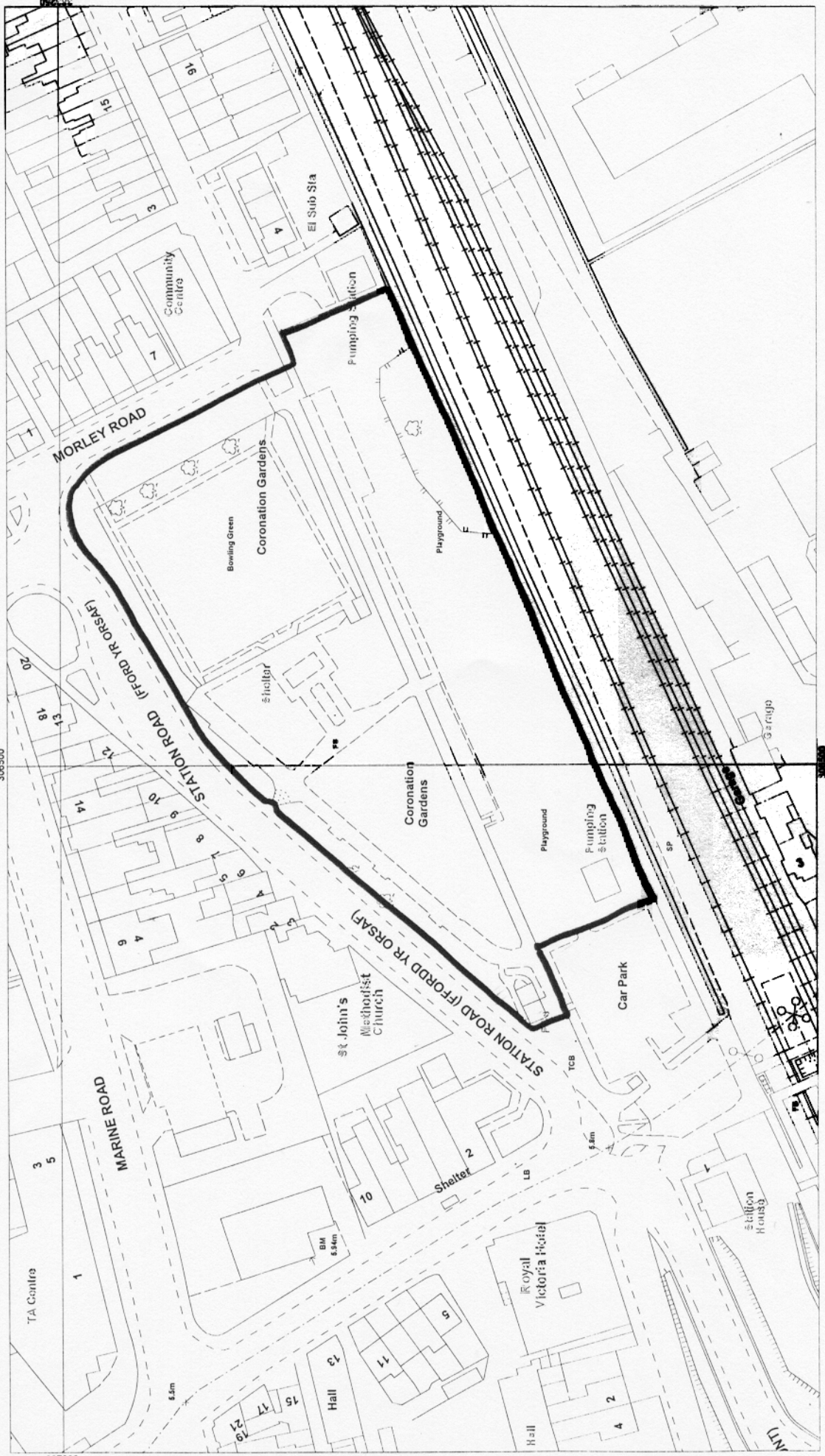
7.2 To determine how the Authority should respond to Prestatyn Town Council.

LL ~ TH



Directorate of Planning & Economic Development
Trem Clwyd, Canol Y Dre, Ruthin LL15 1QA

Coronation Gardens



Scale 1:1250
15 January 2002

REPORT TO CABINET

CABINET MEMBER: Councillor A E Owens - Lead Cabinet Member for Finance.

DATE: 29 January 2002

SUBJECT: Revenue Budget 2001/02

1 DECISION SOUGHT

That in the light of the latest budget performance figures for the current financial year as detailed in the attached appendices, members consider further actions to reduce the balance of overspendings on services.

2 REASON FOR SEEKING DECISION

The need to deliver the Council's agreed Recovery Action Plan and budget strategy which calls for positive balances by the end of the current year .

3 COST IMPLICATIONS

The latest projections show a projected overspend at year end of £118k (£80k overspend projected in November).

4 FINANCIAL CONTROLLER STATEMENT

Failure to remove negative balances by the year end will reduce resources available for services in future years and endanger the Recovery Plan.

5 CONSULTATION CARRIED OUT

Lead Cabinet members are consulting on an ongoing basis with Heads of Service to agree necessary remedial action to prevent overspends in 2001/02.

6 IMPLICATIONS ON OTHER POLICY AREAS INCLUDING CORPORATE

The level of funding available to services together with budgetary performance impacts upon all services of the Council.

7 RECOMMENDATION

That members note the figures in the appendices and consider necessary remedial actions to ensure the elimination of negative balances by the end of the current financial year.

MONTHLY BUDGET MONITORING REPORT - FINANCIAL YEAR 2001/2002

Summary of Pressures

PERIOD ENDING DECEMBER 2001

Directorate	- Year to Date -			- 2001/02 Totals -				Projected Variance (Previous Report)
	Budget Profile	Actual to end Dec 2001 Plus Commitments	Variance	Budget per Budget Book	Budget As at Dec 2001	Projected Outturn	Variance	
	£000s	£000s	£000s	£000s	£000s	£000s	£000s	
Lifelong Learning (excluding schools delegated)	10,252	8,894	-1,358	13,733	14,308	14,375	67	18
Environment	11,022	10,631	-391	14,683	15,198	15,218	20	0
Personal Services	15,090	15,116	26	19,294	19,579	19,628	49	80
Chief Executive	1,708	1,450	-258	1,786	2,028	2,028	0	0
Resources	4,134	4,066	-68	4,447	4,233	4,233	0	0
Corporate, Miscellaneous & Benefits	8,506	8,689	183	2,297	2,269	2,269	0	0
	50,712	48,846	-1,866	56,240	57,615	57,751	136	98
				Strategic Development Schemes			32	32
				Capital Financing Charges - Savings			168	130
							-50	-50
							118	80

MONTHLY BUDGET MONITORING REPORT - FINANCIAL YEAR 2001/2002
LIFELONG LEARNING
PERIOD ENDING DECEMBER 2001

	- Year to Date -			- 2001/02 Totals -				Projected Variance (Previous Report)
	Budget Profile	Actual to end Dec 2001 Plus Commitments	Variance	Budget per Budget Book	Budget As at Dec 2001	Projected Outturn	Variance	
	£000s	£000s	£000s	£000s	£000s	£000s	£000s	
Individual Schools Budget	27,198	26,994	-204	36,209	36,054	35,704	-350	-350
School Funds Held Centrally	6,000	4,573	-1427	8,242	8,665	8,683	18	18
Non school Funding	412	459	47	615	624	624	0	0
Leisure Services	2,120	2,215	95	2,486	2,586	2,635	49	0
Culture	1,336	1,346	10	2,030	2,057	2,057	0	0
Countryside	384	301	-83	360	376	376	0	0
	10,252	8,894	-1,358	13,733	14,308	14,375	67	18
Total Lifelong Learning	37,450	35,888	-1,562	49,942	50,362	50,079	-283	-332

Lifelong Learning

Notes:

All reserves not yet matched

Comments

Individual Schools Budgets

This is based on the latest outturn projections for each of the schools (-£350k)

School Funds Held Centrally

Three pressures were reported last month as follows:

- a) Invoice received from Conwy in respect of teaching and LSA support for pupils in Emrys ap Iwan for 1999/00 and 2000/01 (£28.6k)
- b) Cost of a place at Ysgol Gogarth, Conwy has been increased by 30% for 2001/02 without prior notice (£65k)
- c) Recoupment undercharges from Flintshire for 1997/98; 1998/99 & 1999/00 (£40k)

These three items are still being vigorously challenged and as such are not included in the projected outturn above.

Potential cost of Soulbury pay restructuring (£18.3k)

Reinstatement of Clothing grants (£23k)

School furniture (£5k) and store (£2.4k) have been offset by capitalisation approved by Council 27 November.

Delay in appointment of staff (-£20k)

Culture and Leisure

Leisure services variance due to pressures at leisure centres created by longterm sickness (£14k), essential replacement of air conditioning (£6k) and unexpected fees payable in respect of the Suncentre and Nova backdated 4 years (£17k).

Remedial actions to reduce pressure on budgets being given priority e.g. delayed appointments, review of casual staffing, etc. Regular meetings with budget holders to control expenditure and maximising income.

MONTHLY BUDGET MONITORING REPORT - FINANCIAL YEAR 2001/2002
ENVIRONMENT
PERIOD ENDING DECEMBER 2001

	- Year to Date -			- 2001/02 Totals -				Projected Variance (Previous Report)
	Budget Profile	Actual to end Dec 2001 Plus Commitments	Variance	Budget per Budget Book	Budget As at Dec 2001	Projected Outturn	Variance	
	£000s	£000s	£000s	£000s	£000s	£000s	£000s	
Highways and Transportation	3,233	3,168	-65	5,468	5,195	5,195	0	0
Public Protection & Community Services	4,975	4,650	-325	7,297	6,989	6,989	0	0
Economic Regeneration	625	680	55	771	771	771	0	0
Planning Services	599	532	-67	778	823	823	0	0
Design and Construction	1,223	1,201	-22	163	915	935	20	0
Support Services	367	400	33	206	505	505	0	0
Total Environment	11,022	10,631	-391	14,683	15,198	15,218	20	0

Whilst the Highways & Transportation outturn is projected to meet budget, there are a number of uncontrollable factors which could have a significant impact over the remaining months including winter maintenance and flooding.

MONTHLY BUDGET MONITORING REPORT - FINANCIAL YEAR 2001/2002
PERSONAL SERVICES
PERIOD ENDING DECEMBER 2001

	- Year to Date -			- 2001/02 Totals -				Projected Variance (Previous Report)
	Budget Profile	Actual to end Dec 2001 Plus Committments	Variance	Budget per Budget Book	Budget As at Dec 2001	Projected Outturn	Variance	
	£000s	£000s	£000s	£000s	£000s	£000s	£000s	
Children and Families	2,965	3,084	119	3,454	3,704	3,851	147	132
Intake A & C M (North)	3,605	3,511	-94	4,826	4,747	4,542	-205	-218
Intake A & C M (South)	2,288	2,272	-16	2,715	3,010	2,938	-72	-58
Provider	4,168	4,300	132	5,159	5,204	5,375	171	223
Strategic Planning	2,064	1,949	-115	3,140	2,914	2,922	8	1
Total Personal Services	15,090	15,116	26	19,294	19,579	19,628	49	80

Comments

Problem Areas as follows:

Children and Families:

Exceptionally high demand within Fostering service

Intake A & C M (North & South)

Transitional Housing Benefit projected income for full year of £198k.

Transfer of £35k budget to welfare rights, supporting people post (South).

Adult Services - Provider:

Elderly Residential Services - still main area of concern.

Transitional Housing Benefit projected income for full year of £60k.

MONTHLY BUDGET MONITORING REPORT - FINANCIAL YEAR 2001/2002
CHIEF EXECUTIVE, RESOURCES, CORPORATE & MISCELLANEOUS
PERIOD ENDING DECEMBER 2001

	- Year to Date -			- 2001/02 Totals -				Projected Variance (Previous Report)
	Budget Profile	Actual to end Dec 2001 Plus Commitments	Variance	Budget per Budget Book	Budget As at Dec 2001	Projected Outturn	Variance	
	£000s	£000s	£000s	£000s	£000s	£000s	£000s	
Chief Executives's Dept	1,708	1,450	-258	1,786	2,028	2,028	0	0
Resources Directorate:								
Corporate Property Unit	194	222	28	814	238	243	5	0
Finance	2,357	2,365	8	1,506	1,868	1,878	10	0
I.T	971	823	-148	1,324	1,324	1,324	0	0
Personnel	398	413	15	531	531	533	2	0
Audit	214	243	29	272	272	255	-17	0
Total	4,134	4,066	-68	4,447	4,233	4,233	0	0
Corporate & Miscellaneous Benefits	639	822	183	2,224	2,196	2,196	0	0
	7,867	7,867	0	73	73	73	0	0
Total	8,506	8,689	183	2,297	2,269	2,269	0	0
Total Chief Executive's, Resources, Corporate & Misc and Benefits	14,348	14,205	-143	8,530	8,530	8,530	0	0

Notes:

1. Further work being undertaken on budget profiles.
2. Benefits - budget amended and provisional projections completed.
3. Chief Executive - £11k overspend on Emergency Planning offset by savings within Chief Executive