



To: Chair and Members of the County Council

Date: 30 September 2013

Direct Dial: 01824712589

e-mail: dcc\_admin@denbighshire.gov.uk

Dear Councillor

I refer to this agenda for the meeting of the **COUNTY COUNCIL** to be held at **10.00 am** on **TUESDAY, 8 OCTOBER 2013** in **COUNCIL CHAMBER, COUNTY HALL, RUTHIN LL15 1YN** and enclose the following report.

**Agenda Item  
No 7**

**7 ANNUAL PERFORMANCE REVIEW 2012-13 (Pages 3 - 6)**

To consider a report by the Head of Business, Planning and Performance (copy enclosed) on the Council's draft Annual Performance Report for 2012-13.

Yours sincerely

G Williams  
Head of Legal and Democratic Services

**MEMBERSHIP**

**Councillors**

Ian Armstrong  
Raymond Bartley

Gwyneth Kensler  
Geraint Lloyd-Williams

Brian Blakeley  
Joan Butterfield  
Jeanette Chamberlain-Jones  
Bill Cowie  
Ann Davies  
James Davies  
Meirick Davies  
Richard Davies  
Stuart Davies  
Peter Duffy  
Hugh Evans  
Peter Evans  
Bobby Feeley  
Carys Guy  
Huw Hilditch-Roberts  
Martyn Holland  
Colin Hughes  
Rhys Hughes  
Hugh Irving  
Alice Jones  
Huw Jones  
Pat Jones

Margaret McCarroll  
Jason McLellan  
Barry Mellor  
Win Mullen-James  
Bob Murray  
Peter Owen  
Dewi Owens  
Merfyn Parry  
Paul Penlington  
Arwel Roberts  
Gareth Sandilands  
David Simmons  
Barbara Smith  
David Smith  
Bill Tasker  
Julian Thompson-Hill  
Joe Welch  
Cefyn Williams  
Cheryl Williams  
Eryl Williams  
Huw Williams

**COPIES TO:**

All Councillors for information  
Press and Libraries  
Town and Community Councils

**Council Meeting, Tuesday 8 October.**

**Update for Agenda Item 7: Annual Performance Review 2012-13**

## **Residents' Survey Results**

- a. Council papers p43, Outcome 5: Towns and rural communities will be revitalised**

### TOWN CENTRES AND HIGH STREETS OF THE FUTURE

<b>Summary of the current position for the outcome</b>	
Preliminary results indicate a higher satisfaction with residents' immediate local area than with their nearest town centres. We can't say what it is that people might feel is lacking with their town centre, but typical issues that affect perception include the range of shops/services available, parking availability and prices, and/or opening hours of shops, among other things. It should be noted that the responses to this questions will have included both rural and town residents, where rural residents were asked to comment on their satisfaction with their nearest town. It's not possible to compare results with 2011's survey, as Rural/Town differences were not explored in 2011.	
<b>Indicators</b>	<b>Status</b>
% of residents reporting overall satisfaction with their town centre Residents' Survey	62.58%
% of town residents reporting overall satisfaction with their local area Residents' Survey	86.00%

### RURAL DENBIGHSHIRE

<b>Summary of the current position for the outcome</b>	
As with the above indicators, 2011 comparisons cannot be made. However, the preliminary results indicate rural residents have a marginally higher level of overall satisfaction with their local area than town residents.	
<b>Indicators</b>	<b>Status</b>
% of rural residents reporting overall satisfaction with their local area	89.70%

- b. Council papers p48, Outcome 8: Residents and visitors to Denbighshire have access to a safe and well-managed road network**

<b>Summary of the current position for the outcome</b>	
Preliminary results indicate that almost 63.9% of people are satisfied that main roads are maintained in good condition, compared to 59.52% in 2011 – a positive increase. However, the percentage of people satisfied that streets in towns and villages are in good condition has hardly changed since 2011 (61.42%). In both cases, the differences between 2011 and 2013 are fairly small, but if actual performance continues to improve we'd hope to see public perception continuing along the same trajectory. Satisfaction was lowest with the quality of our 'C' roads. Even though our comparative national position was 'Good', the proportion of 'C' roads in overall poor condition was higher than the proportion of A and B roads in overall poor condition. If we're succesful in reducing this statistic to under 10% by 2017, we'd expect an improvement in residents' perception too.	

Indicators	Status
<b>Residents' Survey, % satisfaction with:</b>	
Maintaining main roads in good condition	63.90%
Maintaining streets in towns & villages in good condition	61.03%
Maintaining rural roads in good condition	48.52%

**c. Council papers p54, Outcome 11: To produce an attractive environment for residents and visitors alike**

<b>Summary of the current position for the outcome</b>	
Where local area equates to the place where people live and anywhere within a ten minute walk, it's clear to see from these results that people are more dissatisfied with the issue of dog fouling than with cleanliness in general, suggesting that dog fouling is a priority facet for people where street cleanliness is concerned. It's also interesting to note, that dog fouling is a bigger problem outside of town centres and, probably, more around residential areas.	
Indicators	Status
<b>Residents' Survey, % satisfaction with:</b>	
The cleanliness of the streets (local area)	74.21%
The cleanliness of the streets – dog fouling (local area)	50.64%
The cleanliness of the streets (nearest town)	75.89%
The cleanliness of the streets – dog fouling (nearest town)	59.39%

**d. Council papers p58, Outcome 13: Services will continue to develop and improve**

<b>Summary of the current position for the outcome</b>	
Preliminary results indicate that almost 42.96% of those that responded to the survey feel that the council is efficient and well-run. This compares positively to 39.64% in 2011. Similarly, there's been an increase in the proportion of people whom agree with the statement, 'My council acts on the concerns of residents' (40.12% in 2011). We'd hope this trend is influenced by both personal experience and public perception, and that it continues as the Corporate Plan progresses, especially given that we are the top performing council in Wales.	
Indicators	Status
<b>Residents' Survey, % satisfaction with:</b>	
The council is efficient and well-run	42.96%
The council acts on the concerns of residents	49.26%

**e. Council papers p77, Equality Outcome Action Area 6.1: Access to information and communications and the customer experience improve**

**Summary of the current position for the outcome**

Preliminary results indicate that overall 71% of people were satisfied with the way customer care dealt with their most recent inquiry. This trend was similar for people across all protected characteristics that were statistically viable, although there was a dip below 70% in the satisfaction levels of people aged 35-54. There's little evidence to indicate any inequality issues for people with any of the protected characteristics.

With regard to customers feeling well informed about the services that the council provides, 53% of people agreed that they did feel well informed, with a particularly positive 'spike' among 75-84 year olds. Of all the protected characteristics that were statistically viable, age seems to be the most influential factor on this question. Generally, those under 64 years of age are approximately 10% less likely to feel well informed compared to all respondents.

<b>Indicators</b>	<b>Status</b>
<b>Residents' Survey, % satisfaction with:</b>	
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (overall)	71.30%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (men)	71.71%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (women)	71.27%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (25-34)	71.60%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (35-44)	59.88%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (45-54)	68.88%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (55-64)	75.00%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (65-74)	72.64%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (Disabled)	77.73%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (Non-disabled)	70.25%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (White)	71.36%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (Christian)	73.48%
% of customers who are satisfied with the way customer care dealt with their most recent inquiry (No religion)	68.90%

The percentage of customers that feel well informed about the services the council provides (overall)	53.14%
The percentage of customers that feel well informed about the services the council provides (Men)	54.10%
The percentage of customers that feel well informed about the services the council provides (Women)	51.54%
The percentage of customers that feel well informed about the services the council provides (35-44)	42.37%
The percentage of customers that feel well informed about the services the council provides (45-54)	43.80%
The percentage of customers that feel well informed about the services the council provides (55-64)	43.58%
The percentage of customers that feel well informed about the services the council provides (65-74)	55.25%
The percentage of customers that feel well informed about the services the council provides (75-84)	72.53%
The percentage of customers that feel well informed about the services the council provides (Heterosexual)	53.86%
The percentage of customers that feel well informed about the services the council provides (Disabled)	50.60%
The percentage of customers that feel well informed about the services the council provides (Non disabled)	53.94%
The percentage of customers that feel well informed about the services the council provides (White)	52.77%
The percentage of customers that feel well informed about the services the council provides (Christian)	55.69%
The percentage of customers that feel well informed about the services the council provides (No religion)	44.68%