



To: Members of the Communities
Scrutiny Committee

Date: 4 April 2012

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Dear Councillor

You are invited to attend a meeting of the **COMMUNITIES SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 12 APRIL 2012** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams
Head of Legal and Democratic Services

AGENDA

PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING

1 APOLOGIES

2 DECLARATION OF INTERESTS

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

3 URGENT MATTERS AS AGREED BY THE CHAIR

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

4 MINUTES (Pages 1 - 10)

To receive the minutes of the meeting of the Communities Scrutiny Committee held on 1 March 2012 (copy enclosed).

5 ETAPE CYMRU (Pages 11 - 30)

To consider a report by the Principal Regeneration and Investment Strategy Officer (copy enclosed) on progress to date with the 2012 Etape Cymru event.

9.40 a.m. – 10.10 a.m.

6 COMMUNITY ENGAGEMENT UPDATE (Pages 31 - 36)

To consider a report by the Corporate Director: Learning and Communities (copy enclosed) seeking members' support for the approach in developing a structured methodology for the Council's consultation and engagement activities.

10.10 a.m. – 10.40 a.m.

~~~~~ **COMFORT BREAK** ~~~~~

**7 GETTING CLOSER TO THE COMMUNITY** (Pages 37 - 52)

To consider a report by the Corporate Director: Learning and Communities (copy enclosed) updating members on the progress of the work undertaken by the Getting Closer to the Community Programme Board.

**10.50 a.m. – 11.20 a.m.**

**8 SCRUTINY WORK PROGRAMME** (Pages 53 - 70)

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the committee's forward work programme and updating members on relevant issues.

**11.20 a.m. – 11.40 a.m.**

**9 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

To receive any updates from Committee representatives on various Council Boards and Groups.

**11.40 a.m.**

**PART 2 - CONFIDENTIAL ITEMS**

No Items.

## **MEMBERSHIP**

### **Councillors**

Ian Armstrong  
Brian Blakeley  
June Cahill  
James Davies  
Diana Hannam  
Rhys Hughes

Richard Jones  
Peter Owen  
David Smith  
Selwyn Thomas  
Cefyn Williams

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## COMMUNITIES SCRUTINY COMMITTEE

Minutes of the Communities Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 1<sup>st</sup> March, 2012 at 9.30 a.m.

### PRESENT

Councillors D.I. Smith (Chair), I.W. Armstrong, J. Cahill, T.R.. Hughes, E.R. Jones, P.W. Owen, S. Thomas and C.H. Williams.

Councillor W.L. Cowie attended as an observer.

### ALSO PRESENT

Corporate Director: Learning and Communities (HW), Principal Regeneration and Investment Strategy Officer (RW), Street Works Engineer (TD), Strategic Regeneration Manager (MD), Project Manager: Business, Planning and Performance (SLP), Maritime Regeneration and Development Manager (MB), Supporting People Team Manager (JE), Corporate Improvement Officer (EW), Head of Finance and Assets (PM),

Mr Bill Newton and Mr David Clayton, members of Rhyl Yacht Club and representatives of the Foryd Harbour Forum, and Tony Mead (ex Harbour Master) attended for Item 6 – Foryd Harbour Mooring Fees and Charges

Mr Colin Evans and Mr Tom Barham, representatives of the Community Foundation in Wales, attended for Item 9 – Community Funding

### 1. APOLOGIES

Councillors B. Blakeley, J.M. Davies and D. Hannam and Co-opted Members Ms D.Houghton and Dr D. Marjoram.

### 2. DECLARATIONS OF INTEREST

Councillor I.W. Armstrong declared a personal and prejudicial interest in business item 6 as Chair of the Foryd Harbour Forum and a member of Rhyl Yacht Club. However, the Committee requested that he participated in business item 6 as a witness.

### 3. URGENT MATTERS AS AGREED BY THE CHAIR

No items were raised which in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act, 1972.

#### 4. MINUTES

The Minutes of a meeting of the Communities Scrutiny Committee held on Thursday, 19<sup>th</sup> January, 2012 were submitted.

Councillor T.R. Hughes suggested that the reported resolution for Item 8 on 'Highway Verge Grass Cutting' should be amended to reflect more clearly that the Committee agreed that Area Member Groups were to be consulted in order to establish which roads within the Area of Outstanding Natural Beauty (AONB) could safely receive the 'Biodiversity Cut'.

The Committee agreed that otherwise, the Minutes represented a true and accurate record of the previous meeting. It was:

**RESOLVED** – *that the Minutes be amended so that the resolution of Item 8 read as follows:*

*“a) Option 1 is implemented in the AONB on all routes which are deemed safe for a biodiversity cut following consultation with the Local Member Area Groups, and that Option 2 is implemented across the remainder of the County’s roads;”*

*and that subject to the above that the Minutes be received as a true and correct record.*

#### 5. ETAPE CYMRU CYCLING EVENT

The Principal Regeneration and Investment Strategy Officer (PRISO) introduced a report, circulated prior to the meeting, which gave details of the arrangements put in place for the 2012 Etape Cymru cycling event. The Committee was informed of the difficulties that had affected last year's event, particularly relating to the lack of communication and consultation with local businesses and communities, and explained the measures that had been taken to ensure that arrangements were improved for future events. The PRISO indicated that the Chief Executive Officers of both Denbighshire County Council and Wrexham County Borough Council were in favour of an event taking place again this year under new organisers Participate Sports, with Sunday 9th September earmarked as a potential date.

Councillor T.R. Hughes, local Member for Llangollen, raised a number of issues stemming from last year's Etape Cymru event that had negatively affected the local community, and sought assurances that if the event was to take place this year that processes would be put in place to ensure that the same problems are not repeated. Last year's event had caused concerns relating to:

- Communication with the local community
- Engagement of local businesses
- Loss of trade due to road closures
- Ineffective marshalling of the event

The PRISO explained that the Council had learnt from the mistakes made in the organisation of last year's event and that the experience had emphasised the need for consultation and communication with the local community to be significantly improved this year. Many of the problems had been attributed to poor management by previous organisers K-Extreme, particularly the ineffectiveness of the company that K-Extreme engaged to provide marshalling services for the event. The PRISO expressed confidence that the experience and expertise of the new organisers would ensure that the event would be run much more efficiently and that the improvements in consultation would promote the involvement of local businesses in the event, with the hope that the opportunities that hosting this type of large event would bring to the area could be maximised through effective business engagement.

Suggestions for the event to be re-routed away from the Horseshoe Pass were not deemed to be viable given that the Pass was held as the crucial selling point of the event. Members recognised that improvements in organisation would help minimise the negative impact of the event on the local community, but emphasised that the loss Sunday lunch-time trade remained a significant problem. The Committee asked for assurances that the race would have passed through the Horseshoe Pass in time for the road to be re-opened in time for businesses not to suffer inconvenience during their peak trading time for Sunday lunch. The PRISO said that this could not be guaranteed until the meeting of the Safety Advisory Group on 2nd March, but that the target of having the Horseshoe Pass open to traffic by 11am would be pursued. The start time had already been brought forward to work towards this and the PRISO said that roads were able to re-open when the slowest cyclists drop below a speed of 11mph.

The Chair summarised the debate, noting that the Committee was not opposed to the event taking place but could only support the event if the organising and communication procedures were refined, and asked for reassurances that all interested parties would receive clear communication as a priority. The absence of effective monitoring of last year's event was also noted and the Chair asked that arrangements be put in place to examine the impact that the race would have on the local community both before and after the event.

**RESOLVED** – *that the Committee endorsed the road closure to allow the Etape Cymru 2012 to take place, subject to:*

*a) full consultation with the communities and local businesses impacted by the road closures taking place, including consultation with the local Area Member Group;*

*b) the impact the event has on local communities being monitored before, during and after the race, with a report on this aspect being submitted to the Communities Scrutiny Committee in Autumn 2012; and*

*c) the Committee receiving a guarantee that the Horseshoe Pass will be re-opened to traffic by 11am.*

## **6. FORYD HARBOUR MOORING FEES AND CHARGES**

The Maritime Regeneration and Development Manager (MRDM) presented a report, circulated prior to the meeting, which asked the Committee to consider and support changes made to charges for mooring boats at the Foryd Harbour. The item had been originally scheduled for discussion at the Committee's meeting on 19th January but had been deferred to allow for consultation with the Foryd Harbour Forum, which had since taken place.

The MRDM explained the works that had been undertaken to replace moorings and the need for the Harbour to charge mooring fees to allow the project to generate its own funds rather than relying on Denbighshire County Council funds. The charges were specified in the report and a 50% discount was proposed for the period between 1st April 2012 to 31st March 2013 to allow for the programmed development works to be completed.

Members of Rhyl Yacht Club, who also served on the Foryd Harbour Forum, were in attendance at the meeting and were invited to make representations to the Committee. Mr Bill Newton, Honorary President of Rhyl Yacht Club, expressed his concern with the way the redevelopment and charging process had been handled by the Council so far and presented a document that summarised the Foryd Harbour Forum's issues to the Chair. Mr Newton referred to specific concerns about the quality of the replacement moorings and the decision to implement charges prior to the redevelopment of the harbour being complete. Councillor Ian Armstrong confirmed that he was present when the Chief Executive of the Council had given assurances, via a telephone conversation at a meeting of the Harbour Forum in March 2011, that there would be no charges implemented until phases 2 and 3 of the harbour redevelopment project had been completed.

The MRDM attributed the problems with moorings to over-specification rather than deficiency and said that he would be meeting with the contractors to resolve the issue. The Project Manager: Business, Planning and Performance also noted that the retention fee on the moorings contract had not yet been paid and would not be until a satisfactory resolution could be found.

The Chair observed that under the proposed charging arrangements that half fees would be payable from April 2012 when development works would still be taking place. He suggested that the service that boat users received from the harbour would be worse than it had been prior to the developments and so it would not be fair to introduce charges before completion of the improvement works. It was recognised that the Communities Scrutiny Committee did not have the final authority to determine how the fees should be implemented, but the Committee was able to make a formal recommendation. In consideration of this, the Committee supported the suggestion that the introduction of the fees should be deferred for 12 months until the harbour was fit for use.



**RESOLVED** – that the Committee recommend that :

*(a) the proposed scale of charges contained in the report be supported in principle, but that the implementation of levying any of the charges detailed in the report be deferred until 1st April 2013 to take account of programmed development works within the harbour;*

*(b) the discounted rate proposed in the report be reviewed annually taking into account market demand; and*

*(c) local rates be applied to Kinmel Bay and Towyn (wards 12 & 13 in Conwy County Borough Council.)*

**7. CHANGES TO THE SUPPORTING PEOPLE STRATEGY FOR 2012-14 AND SUPPORTING PEOPLE OPERATIONAL PLAN FOR 2012/13**

The Supporting People Team Manager (SPTM) introduced a report, circulated prior to the meeting, which gave details of the Supporting People Strategy for 2012-14 and the associated Operation Plan for 2012/13, and asked for the Committee's views on the plans. It was explained that the Operation Plan was an element of the Supporting People Strategy which had to be produced annually in accordance with the Welsh Government's regulations. The SPTM summarised a number of changes that had been made to the planned actions for 2012-14 as a result of consultations, which were detailed in the report.

During the debate on the content and changes made to the Operational Plan the Committee raised a number of issues which included:

- Consideration of Denbighshire's provision for male victims of domestic abuse. The SPTM confirmed that provision had been made available to accommodate male victims in addition to women's refuge provision, and that two organisations, Hafan Cymru and North Denbighshire Women's Aid, worked with both genders
- A query regarding replacing supported housing within the two regeneration intervention areas. It was confirmed that, as the relevant landlords, Clwyd Alyn Housing Association (CAHA) were finding alternative provision for seven units. Replacement provision was said to be outside of the intervention areas but likely to be in the Rhyl area due to the availability of provision. CAHA were working with providers to ensure the suitability of replacement property and a supported housing strategy will be developed to look at this in further.
- Concerns regarding some individuals moving into Denbighshire and the operation of some B&Bs. It was noted that people were able to choose to live where they wish and that in some circumstances placements may be multi-agency arrangements, for example, in relation to public protection or risk management. Such arrangements operated on a reciprocal basis, so people from Denbighshire in similar circumstances may be placed in other counties. Members were advised that queries regarding homeless placements should be referred to the Head of Service, and queries relating to specific B&Bs

which may not be operating as B&Bs, should possibly be referred to Denbighshire's planning department.

- The need to clarify the numbers of supported housing units, which had not been specified clearly in the Operational Plan.

**RESOLVED** – *that, subject to the comments above, the Committee support the amended Supporting People Strategy for 2012-14 and the Operational Plan for 2012/13.*

## **8. DENBIGHSHIRE RESIDENTS SURVEY 2011**

The Corporate Improvement Officer (CIO) introduced a report, circulated prior to the meeting, which detailed the findings of the Residents' Survey and asked for the Committee's views as to whether any issues required further scrutiny. The survey had had a lower response rate than the survey commissioned in 2009 but the response (38%) was said to be relatively high for a postal survey. The CIO gave a summary of the main findings of the survey and noted that responses had generally been targeted towards areas that respondents were familiar with. The survey had taken a broad line of questioning in order to highlight concerns which were then looked at in more detail and were being used to help services to develop their Service Plans for 2012/13, and to develop the new Corporate Plan 2012-16.

Councillor T.R. Hughes asked whether the themes picked up in the survey reflected the complaints received by different services. The CIO said that this was something that was being looked at by Customer Services and emphasised that the survey was intended to highlight problems that might not otherwise attract complaints.

Councillor J. Cahill reported difficulties using the CRM complaints system, which had registered complaints as having been resolved before they actually had. The Corporate Director: Learning and Communities said that this issue had been highlighted and that Customer Services were adapting their processes to monitor the resolution of complaints rather than just administering them.

The CIO also explained that the questions had been set by officers in consultation with different departments to ensure their effectiveness, and that the statistics compiled would remain valid for reporting purposes for two years.

**RESOLVED** – *that the Committee notes the report and recommends that the Member Area Groups be encouraged to make regular and effective use of the data collected via the Residents Survey*

## **9. COMMUNITY FUNDING**

The Corporate Director: Learning and Communities (CD:LC) presented a report, circulated prior to the meeting, which gave an overview of the system for allocating funds to Member Area Groups and how this money had been

used, and also outlined proposals to develop a Denbighshire Community Endowment Fund.

It was explained that a one-off underspend last year had allowed for £300k to be allocated to the 6 Member Area Groups (MAGs) to be spent on community based projects. Each MAG had received £50,000 to be spent on projects that they determined would benefit their communities, and details of individual projects and the funding were specified in the report. Due to the Council's financial situation it was not anticipated that the same level of funds would be available to MAGs in future years, but the Council had allocated significant funds to support the Town Plans that were in the process of receiving approval. It was observed that the Town Plans had helped the Council to recognise the priorities of each of the towns and this had prompted a similar consultative exercise which was due to be undertaken with local Councillors prior to the local authority elections to establish the priorities of the rural communities.

Members reported the positive impact that individual projects had made on their local communities, but a preference was raised for closer collaborative working where projects could be identified that could benefit separate areas across Denbighshire. The Head of Finance and Assets (HoFA) said that MAGs would need to be engaged to identify a preference for how potential funding for community projects could be allocated in future. The Chair added that the prospect of match funding for community projects presented an excellent opportunity to maximise benefits for all concerned.

The Committee agreed that a review of how effective the spending of these funds had been and what lessons had been learnt for the future, would need to be considered by the Communities Scrutiny Committee following the election of the new Council, and it was agreed to add this as an item to the Committee's Forward Work Programme for the meeting scheduled for 14<sup>th</sup> June.

**RESOLVED** that under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A of the Local Government Act 1972.

## **PART II**

The meeting entered Part 2 to consider a confidential appendix to the report which detailed proposals to set up a Denbighshire Community Endowment Fund to manage moribund and ineffective trust funds which the Council held in trust.

Mr Colin Evans of the Community Foundation in Wales explained that his organisation had experience in assimilating inefficient trust funds so that they could be applied effectively, and outlined proposals to bring together the funds held in the County's name. It was explained that the Denbighshire Community

Endowment Fund would be able to use trust funds that had previously not been economically viable to administer in conjunction with potential external investment from local philanthropists to support local projects, initially through education grants but broadening the scope over time. Mr Evans explained that the Community Foundation in Wales would not be looking to make a profit from the management of the fund, its fees for administering the fund were specified in the report.

Councillor T.R. Hughes asked why a long standing trust fund which supported presentation of awards in schools had suddenly stopped and was told that this was potentially one of the trust funds that had become economically unviable due to the present day monetary value of the bursary. The HoFA also confirmed that trusts held by schools would be included in the scheme as they would be held in the Council's name.

**RESOLVED** – *that the Committee:*

- a) note the report on the system of allocating funds to Member Area Groups;*
- b) recommend that a review of how effectively the Member Area Groups had spent their allocations for community funding be reported on at the June meeting of the Communities Scrutiny Committee;*
- c) support the proposal that, subject to the support of the Charity Commission, the 55 moribund or ineffective trusts and their attaching assets be transferred to the proposed 'Denbighshire Community Endowment Fund' to be managed by and to become the legal responsibility of the Foundation; and*
- d) support the proposal to undertake the necessary legal actions and enter into the required agreement with the Community Foundation in Wales.*

## **10. SCRUTINY WORK PROGRAMME**

A copy of a report by the Scrutiny Coordinator, which requested the Committee to review and agree its Forward Work Programme and provided an update on relevant issues, had been circulated with the papers for the meeting.

The Scrutiny Coordinator explained that the next meeting of the Committee, to be held on the 12th April, would be the last meeting before the election. It was advised that the 3rd item scheduled for this meeting, a report on the Common Access Route to Housing, be deferred until after the election due to the issue being potentially controversial during the election period. The Committee agreed to reschedule the item for the June meeting of the Communities Scrutiny Committee. This would leave only two items scheduled for the next meeting so the Committee agreed that an update on preparations for the Etape Cymru cycling event would be received, with a further monitoring report to be considered in October 2012.

The Scrutiny Chairs and Vice-Chairs Group had determined that the Rhyl Going Forward Project was most closely aligned with the remit of the Communities Scrutiny Committee, and had asked the Committee to scrutinise the project. The Scrutiny Coordinator asked the Committee to scope this issue to determine how the project should be scrutinised and it was agreed that a representative of the Rhyl Going Forward Project would be asked to attend a July meeting of the Committee in order to give details of the project's progress so that potential areas for scrutiny could be identified.

The Committee confirmed that a report to review the benefits of the various projects undertaken as part of the MAG community funding would be considered at the Committee's June meeting, as previously discussed.

The Scrutiny Coordinator advised that the Scrutiny Chairs and Vice-Chairs group had decided to establish a joint task and finish group between the Communities Scrutiny Committee and the Partnerships Scrutiny Committee to consider the proposals for a North Wales Safer Communities Board, and the Group was scheduled to meet on 15th March. Following a discussion it was agreed that the Chair and Councillor J. Cahill would represent the Communities Scrutiny Committee on this Group, with Councillor T.R. Hughes to substitute if necessary.

The Committee also agreed to schedule consideration of a report on the impact of the cessation of free school transport for Ysgol Dinas Bran for the Committee's September meeting.

The Scrutiny Coordinator finally reminded the Committee of a questionnaire that had been circulated which asked for views on the Council's Scrutiny arrangements in order to inform the Annual Report of Scrutiny, and asked for responses to be returned by 8th March.

***RESOLVED – that***

*(a) subject to the above amendments the Forward Work Programme set out in Appendix 1 be approved; and*

*b) Councillors D.I. Smith and J. Cahill be nominated to serve on the joint task and finish group established to consider the proposals for the North Wales Safer Communities Board.*

The meeting concluded at 1:20pm.

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|                         |                                                                                                                |
|-------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Report to:</b>       | <b>Communities Scrutiny Committee</b>                                                                          |
| <b>Date of Meeting:</b> | <b>12 April 2012</b>                                                                                           |
| <b>Lead Officer:</b>    | <b>Head of Highways &amp; Infrastructure/<br/>Head of Planning, Regeneration &amp; Regulatory<br/>Services</b> |
| <b>Report Author:</b>   | <b>Principal Regeneration Strategy Officer</b>                                                                 |
| <b>Title:</b>           | <b>Etape Cymru Cycling Event: Update</b>                                                                       |

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## **1. What is the report about?**

The Etape Cymru 2012 cycling event – progress report on actions since last Communities Scrutiny Committee.

## **2. What is the reason for making this report?**

To outline the progress to date with the arrangements for 2012 event including the outcomes of the communication and consultation process and any actions arising from that process

At its last meeting, the Communities Scrutiny Committee resolved that it endorsed the road closure to allow the Etape Cymru 2012 to take place, subject to:

- a) full consultation with the communities and local businesses impacted by the road closures taking place, including consultation with the local Area Member Group;
- b) the impact the event has on local communities being monitored before, during and after the race, with a report on this aspect being submitted to the Communities Scrutiny Committee in Autumn 2012; and
- c) the Committee receiving a guarantee that the Horseshoe Pass will be re-opened to traffic by 11am.

An update on progress to meet these conditions was requested by the Committee at this subsequent meeting.

## **3. What are the Recommendations?**

That the Committee considers the update on progress and provides observation.

#### **4. Report details.**

Denbighshire County Council is now in regular communication with Participate Sport, the new organisers of Etape Cymru, and Wrexham County Borough Council, in relation to a second 'closed road' cycling event to take place on Sunday 9 September 2012. The route will start in Bangor-on-Dee and about 70 miles of its route will run through Denbighshire, showcasing the county's superb cycling country.

The Safety Advisory Group (joint Emergency Services/Highways/Police) is happy to endorse this event providing issues that arose in 2011 relating to traffic management and marshalling are addressed, as per their guidance. An event management plan is being produced by Participate Sport highlighting the plan for consultation, communications and traffic management with regular liaison with Wrexham and Denbighshire County Council officers and the wider Safety Advisory Group throughout.

Organisers have met with officers Highways, Regeneration and the Cycling Centre of Excellence Project Manager, to review 2011 and they have taken on board the recommendations of the Safety Advisory Group. The communications plan for Etape Cymru 2012 is attached (appendix 1) for observations.

#### **5. How does the decision contribute to the Corporate Priorities?**

Denbighshire is a quality destination for cycling, which as yet is fairly undiscovered, and has a great opportunity to benefit economically from the growth seen in the activity tourism sector. Regeneration is one of the Council's corporate priorities.

Significant parts of Denbighshire have recently been designated the North Wales Cycling Centre of Excellence, with the aim of *creating an area acknowledged nationally as an outstanding all year round destination for road and off-road cycling and outdoor activity for all in outstanding and contrasting scenery.*

The Cycling Centre of Excellence project is part of Visit Wales' vision to create exemplar tourism areas through a significant investment programme, funded by the European Regional Development Fund. Denbighshire County Council is the lead partner for the North Wales Cycling Centre of Excellence project, which is an innovative public/private sector partnership across Conwy and Denbighshire.

Denbighshire County Council is also committed to the principles of Destination Management, driven by the Tourism Strategy for North Wales, in which its Action Plan includes the development of major events and outdoor attractions and activity.



## **6. What will it cost and how will it affect other services?**

There is no financial contribution to the event from Denbighshire County Council.

Staff time provided by Highways, Regeneration and Cycling Centre of Excellence project to support the event planning by the organisers. Note: the DCC led Cycling Centre of Excellence project budget (European and other sources) funded costs of information letters to residents and businesses, just as it has supported other recent cycling events in the same way.

## **7. What consultations have been carried out?**

Consultations relating to the road closures were carried out by the event organiser directly, with guidance from DCC officers:

- Letters sent out via e-mail by Participate Sport on 29 March 2012 to town and community councils and county councillors along the route.
- Press release issued to media on 3 April – see appendix 2
- Within DCC – consultation and engagement is already taking place with the following departments: Highways, Public Transport, Public Protection, Health & Safety, Countryside, Cycling Centre of Excellence Project, Regeneration & Tourism, Chief Executive, Corporate Communications Legal Team and the Lead Members for Regeneration and Highways.
- North Wales Police and other emergency services have been fully involved, and a joint Wrexham/Denbighshire Safety Advisory Group has been established again to oversee traffic, transport and pedestrian management procedures for this event – see appendix 3 and 4
- Event organiser has had initial meetings with some key businesses in advance to try to engage them in the event, to discuss opportunities for them to engage and benefit from this event. They will make further visits to each business along the identified route, once the route map and timings for temporary road closures is finalised with Highways Departments in both Denbighshire and Wrexham.

As a result of feedback from consultation so far:

- different options for the route have been considered
- media launch in Llangollen

## **8. Chief Finance Officer Statement**

The council is not currently considering any financial contribution to this event.

**9. What risks are there and is there anything we can do to reduce them?**

Reputation risk, from dissatisfied residents and businesses that might be affected by temporary road closures on 9 September 2012

The risk will be managed by ensuring the event organiser has done all possible to remind residents and businesses about the finalised road closure plans to allow alternative travel plans to be made if necessary.

**10. Power to make the Decision**

Section 2 of the Local Government Act 2000 (for the promotion or improvement of the economic, social or environmental well-being of a local authority area)

**Contact Officer:**

Principal Regeneration & Investment Strategy Officer

Tel: 01824 706707

**Communication timeline for Etape Cymru 2012**

**February**

- Participate to finalise route

**March**

- Confirm route and map (timings included)
- Participate to contact all parishes and community councils, end of month to advise on event and closures (assisted by Wrexham and Denbighshire with correct contact list)
- Participate to contact all businesses and churches affected by road closures

**April**

- Participate to follow up with community councils as required
- Notices to be placed in local press to advise people of event taking place (assisted by council contacts/press department)
- Draft residents letter to be sent to all houses on route (TBC)
- Participate to place information posters at key locations on the route

**May**

- Participate to follow up with all businesses and residents who have concerns
- Participate to contact all agencies who may be affected by closures (carers, doctors on call, nursing homes etc)

**June**

- Ongoing communication with relevant parties

**July**

- Ongoing communication with relevant parties

**August**

- Advanced warning signage to be placed around route by JT&M (2 weeks prior to event date)

**September**

- Advanced warning signage as above
- Cone placed on all driveways on route with notice to advise residents of closure (night of 8<sup>th</sup> Sept) TBC
- Diversion plans and signage put into place (morning of event)
- 9<sup>th</sup> Sept - Closures enforced (7am onwards)

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## **APPENDIX 2**

### **Press Release**

*For Immediate Release*

### **New Closed Road Etape Cymru Route Announced**

Participate Sport, organisers of the revamped Etape Cymru, have today released details of the planned route for the 2012 edition of the event, taking place on Sunday 9th September.

The Etape Cymru, which has received some major modifications from the 2011 edition, will start from Bangor-on-Dee racecourse, situated a few miles southeast of Wrexham. Set amongst beautiful countryside winding through Wrexham and Denbighshire, the start point is overlooked by the hills that participants will later be climbing, providing a perfect opportunity to assess the challenge ahead and soak up the pre-event atmosphere.

The change in the route will ensure that cyclists are more spread out from the start of the ride, reducing any concerns of bunching and crowded roads. There are also several perfectly positioned spectator points on the route, where friends and relatives can relax whilst watching the event take place.

The challenging 92 -mile route will pass through the villages of Llangollen, Carrog, and Minera, and take in climbs of many of the tough hills in the Clwydian range, including Panorama and The Shelf. The exposed climb up World's End towards the end of the course will provide cyclists with fantastic views of the Welsh scenery whilst they tackle the stretch home.

The famous Horseshoe Pass also makes a return to the route, with riders once again having the chance to measure their climbing ability against the best in the sport by taking part in the Horseshoe Challenge.

Chris Boardman MBE, who has used the Horseshoe Pass climb in training throughout his career, said: "The Horseshoe Pass and the surrounding area are just stunning places to ride a bike. Being fairly local, I've used the Horseshoe Pass throughout my career and it's a real test of the form. It's a tough climb that just keeps on going but the views from the top are worth it."

He continued: "Riders of the closed-road Etape Cymru on 9th September 2012 are bound to have a great day out on the bike and will enjoy the fantastic North Wales hospitality and scenery. Good luck!"

Etape Cymru ambassador Geraint Thomas recorded a time of 14m 22s in training on the Horseshoe Pass last year, throwing down the gauntlet for all participants using the roads to train ahead of the event later this year.

“The Etape Cymru is one of the toughest closed road events in Britain and as a proud Welshman I am delighted to support it,” said Thomas. “The 92-mile route offers cyclists a challenging but fabulous opportunity to enjoy our spectacular Welsh scenery in the safety of a closed road environment.”

Thomas added: “Good luck to all the entrants, cycle hard, keep smiling and enjoy your day and the North Wales hospitality!”

More information on the Etape Cymru route can be found on: [www.etape-cymru.co.uk](http://www.etape-cymru.co.uk). The event will cost £55 and entries are now open.

## **ENDS**

### **Notes to Editors**

For additional information, RSVP, photos and interviews please contact:

Adam Tranter – Fusion Media Services Ltd  
[adam@fusion-media.co.uk](mailto:adam@fusion-media.co.uk) - 07806 55 77 65

### **Links**

[www.etape-cymru.co.uk](http://www.etape-cymru.co.uk)

### ***About Participate Sport***

Participate Sport is a mass participation event business set up to own, promote and deliver world class events, principally across; cycling, running, triathlon and open water swimming. Participate delivers events based on unique concepts, staged in stunning parts of the world; to ensure they stand out from the existing and increasingly cluttered event calendar. Through this we provide an unforgettable experience and value for participants of all abilities, charities, media and sponsors.

[www.participatesport.com](http://www.participatesport.com)

### ***About Macmillan Cancer Support***

Macmillan Cancer Support improves the lives of people affected by cancer, providing practical, medical, emotional and financial support. Working alongside people affected by cancer, Macmillan works to improve cancer care. One in three of us will get cancer. Two million of us are living with it. If you are affected by cancer Macmillan can help. For more information, visit [www.macmillan.org.uk](http://www.macmillan.org.uk) or freephone 0808 808 0000 for an information pack.

**Etape Cymru Safety Advisory Group Meeting  
Friday 2<sup>nd</sup> March 2012  
Third Floor Conference Room, Lambpit Street, Wrexham**

**Present:**

Phil Harrison, Emergency Planning Manager, WCBC – Chair (PH)  
Geraint Jones, Emergency Planning Officer, WCBC (GJ)  
Gareth Morris, K Extreme, Event Organiser (GM)  
Jo Dytch, Event Director, Participate Sport (JD)  
Harriet Marlow, Operations Director, Participate Sport (HM)  
Nick Rusling, CE Participate Sport (NR)  
Bob Bartlett, H&S Officer, Participate Sport (BB)  
Amanda Davies, Business Services Manager, WCBC (AD)  
Claire Tokarczyk, Marketing & Promotions Officer, WCBC (CT)  
Toni Slater, Public Protection Service Manager, WCBC (TS)  
Darren Green, WCBC Environment (DG)  
Bethan Richards, Marketing Assistant, for Sue Wyn Jones, WCBC (BR)  
Gareth Jones, WCBC Press office  
Inspector Jayne Thomas, North Wales Police (Traffic) (JT)  
Pete Jones, North Wales Police (PJ)  
Daniel Lucy, St Johns Ambulance Service (DL)  
Tim Towers, Denbighshire CC Environment Dept. for Tina Davenport (TT)  
John Edwards, Chair Minera Community Council (JE)  
Jeanette Easton, Emergency Planning, WCBC – Minutes (JME)

**Apologies:**

Steve Jones, Amberon Traffic Management  
Eirwyn B Jones, Welsh Ambulance Service Trust (WAST)  
Mike O Meara, North Wales Fire & Rescue  
Sue Wyn Jones, WCBC Communications Manager  
Tina Davenport, Denbighshire CC Environment

**1. Welcome & Introductions**

PH welcomed all to the meeting. JD introduced Nick Rusling, Chief Executive of Participate Sport & Bob Bartlett, Health & Safety Officer, Participate Sport.

**2. Previous Minutes / Actions**

All actions complete or ongoing.

**3. Route Update - Organisers**

JD said that having met with TT & DG, the route had been finalised. The route start & finish will be Bangor on Dee Racecourse, with a staggered start to reduce the possibility of a cyclists "bottleneck".

BB gave an overview of his role and that he had toured the route. He will complete a full risk assessment covering all aspects of the race. He will be working closely with the traffic management contractors. He will develop a timing schedule for the required road closures to enable the public to be warned in advance.

Concerns raised about the condition of some of the road surfaces along the route.

**Action: Participate Sport to identify these areas specifically to both Wrexham & Denbighshire Highways department.**

**Action: JD to have drafts of both the Traffic & Event Management plans in time for the next SAG meeting.**

#### **4. Communications**

PH said that concerns had been raised about the effectiveness of radio communications given the remoteness of parts of the route.

**Action: Participate Sport to identify risk areas and source best solutions for appropriate communications.**

**Action: Participate Sport to cover communications strategy within Events Plan.**

#### **5. Organisational Issues**

- **Police**

A Police liaison officer will be provided for no cost at the event control room at Bangor on Dee. Any extra policing will entail a cost

**Action: PJ to supply event organiser with costings.**

JT asked when the route signs were being put up.

**Action: Participate Sport to provide full signage schedule as part of event plan.**

JT asked what contingencies were in place should a fatality occur on the route (event or non event).BB stated this will be in the event plan

- **Ambulance**

Not at meeting. No issues forthcoming

**Action: Participate Sport to liaise with WAST prior to next SAG**

- **Denbighshire CC**

TT said that the route had been agreed in principle at the Members Scrutiny Committee. All members locally to be kept in public relations loop. They also requested that the Horseshoe pass be opened by 11.00; JD said that it was unlikely to be open until 11.30.

- **Wrexham CC**

No Issues

- **Organisers**

No Issues

#### **7. AOB:**

JE asked that Road signs along the route be removed as quickly as possible after the event – JD assured him they would be.

DL asked if they were able to use the Medical room at Bangor on Dee Racecourse.

**Action: Participate Sport to liaise with Racecourse management and report back at next SAG.**

#### **8. Dates of Next Meeting:**

**Wednesday May 2<sup>nd</sup> at 14.00  
Committee Room 2, Guildhall, Wrexham LL11 1AY**



**Wrexham County Borough Council &  
Denbighshire County Council**

**Debrief of Etape Cymru 2011**

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## PREFACE

The debrief meeting was arranged to learn lessons from the inaugural Etape Cymru cycling event and to make recommendations to be implemented in future

The following organisations were represented: -

North Wales Police  
Wrexham County Borough Council  
Denbighshire County Council  
Welsh Ambulance Service Trust  
K-extreme (organiser)  
St Johns Ambulance

The objectives of the debrief were: -

- To identify areas of development and improvement for future events.
- To make recommendations to be implemented when planning future events

## DEBRIEF SUMMARY

**Place:** Guildhall, Wrexham

**Date:** 2 November 2011

**Debrief Leader:** Raymond Smith

The debrief meeting was conducted by inviting participants to identify areas that went well, together with areas that required improvement across a range of headings.

Following this exercise participants were given the opportunity to reflect on their roles during the event and to contribute their views in discussion.

This report is based upon the comments made by participants during their feed-back and discussion throughout the debrief process. The report also takes into account written feed back from a wide range of sources, e.g. organisations involved in the pre planning and on the day, local residents, social network sites.

This report highlights suggested areas for improvement together with the main areas that went well. Based upon the debrief process a number of recommendations have been made to assist in the management of future events.

## INTRODUCTION

Etape Cymru was a cycling 'sportif' challenge and was only the second fully closed road event in the UK. It involved a 100 mile route which started and finished in Wrexham and passed through the Clwydian Range in Denbighshire.

The route included several well-known climbs such as the Horseshoe Pass, The Shelf, The Garth and Worlds End.

The event was organised by 'K-Extreme Ltd' and took place on Sunday 9 October 2011.

## AREAS FOR DEVELOPMENT AND IMPROVEMENT

### Route / Traffic Management / Marshalling

- Route needs to be carefully chosen to avoid heavily populated urban areas.
- The start of the event needs to be considered and managed to avoid dangers associated with congestion of cyclists on narrow roads.
- Consideration should be made to utilise sections of the route more than once to reduce the number of closed roads.
- A risk assessment of the whole route must be carried out to identify locations that require special signage / marshalling.
- Key personnel identified in the traffic management plan need to be totally familiar with the route, well in advance of the day of the event.
- Teams need to be identified to manage specific roles, such as signage, marshalling, welfare.
- Traffic Management Plan needs to be concise, but must identify all key locations and actions to be taken.
- Route signage and road closure / diversion signs need to be fully implemented, with contingency plans to ensure potential sabotage is avoided / rectified.
- Implementation procedure and sign schedule must be included in the Traffic Management Plan, including dates and times.
- Clear distinction needs to be made between marshalling and traffic management.
  - Traffic Management is carried out by appropriately trained operatives to manage traffic that is affected by the event.
  - Marshalling is carried out by appropriately briefed stewards, primarily to advise cyclists, but they may also offer advice to motorists, regarding diversions etc.
- Locations where local knowledge would be desirable should be identified in the plan.

### Consultation / Liaison

- Consultation must be undertaken through the Safety Advisory Group, to allow North Wales Police, Welsh Ambulance Trust and Local Authorities to fully evaluate the impact of the event on their organisations, participants and the general public. This shall be initiated at an early stage
- Once all details of the event are agreed, early liaison should take place with stakeholders, including community representatives, businesses and residents affected by the route, to identify any issues that need to be resolved.

## **Welfare**

- The welfare needs of marshalls must be catered for, ensuring they have appropriate clothing, refreshments and breaks.
- Provisions for cyclists at feeding stations must be managed to ensure that **all** participants are catered for.
- The closed road event must apply to **all** entrants, regardless of ability.

## **Communications**

- Mobile phone coverage must be tested along the route.
- A contacts list must be produced and issued to all key personnel identified in the Event Management Plan
- The use of the radio communications system must be implemented as outlined in the Event Management Plan
- Marshalls must be fully briefed, with regard to welfare, knowledge of their marshalling point and emergency arrangements. They should also be given radios and maps where deemed necessary by the route risk assessment

## **Publicity / Support**

- The event needs to be advertised as a cycling event, as 'Etape Cymru' did not convey this to the public.
- The registration process needs to be clear to participants.
- The event should be advertised as a showcase event for North Wales
- Welsh Government should be approached for financial support to assist with promoting the event.
- Both local authorities should fully support the event in order to promote the region as a premium cycling location.

## THE MAIN AREAS THAT WENT WELL

### **Route / Traffic Management / Marshalling**

- The scenery and challenge of the route were praised by many of the participants
- Advanced signage advising of road closure times etc. was good and went up in plenty of time.
- Diversion routes were well signed.
- Marshalling in the Minera / Gwynfryn area was very good.
- 

### **Consultation / Liaison**

- The Safety Advisory Group (SAG) was well organised once set up.
- Multi agency working was good once SAG set up.
- Engagement with residents regarding access along some parts of the route was good.

### **Welfare**

- Excellent support from St Johns Ambulance.
- Welsh Ambulance Service Trust provided excellent service.

### **Communications**

- Broom wagon was well briefed
- Communication with event organiser was excellent throughout the planning process

### **Publicity / Support**

- The atmosphere and support through some of the local communities was excellent.
- Website was very good and informative
- Media coverage was excellent.
- Good support from local authority personnel, both in the planning stage and on the day.



## RECOMMENDATIONS

- That the Safety Advisory Group is set up at the earliest opportunity with appropriate attendees identified from both Local Authority's, Police, Ambulance Service and event organiser, to consider all safety issues relating to the event, including route management, marshalling, welfare and communications.
- That a Planning Group be set up at the earliest opportunity, with appropriate attendees identified from both Local Authority's and event organisers to consider all planning / event issues, including liaison with stake holders, publicity, engagement with local communities, together with arrangements at the 'event village' and feeding stations.
- An Event Management Plan is produced by the organiser to ensure that all issues identified in the 'areas for development and improvement' are included and that arrangements are put in place to ensure that they are implemented.
- The event organiser must ensure that ALL personnel, including participants, sub contractors, welfare providers and volunteers are fully aware of their responsibilities, through briefing and pre event advice.

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**Report to:** Communities Scrutiny Committee

**Date of Meeting:** 12 April, 2012

**Lead Officer:** Corporate Director - Learning and Communities

**Report Author:** Community Engagement Manager

**Title:** Community Engagement Update

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**1. What is the report about?**

To update Scrutiny on the progress of the Community Engagement Strategy called 'Let's Keep Talking' and actions to improve the coordination of consultation and engagement activities within the Council.

**2. What is the reason for making this report?**

To provide information regarding the Council's corporate approach to formalising and standardising the many consultations and engagement undertaken by Services and provide guidance to colleagues and councillors who are carrying out community engagement exercises. To ensure that community engagement throughout the County is streamlined and carried out to a consistently high standard.

**3. What are the Recommendations?**

That the Committee supports the approach outlined below in developing a structured methodology for the Council's consultation and engagement activities to ensure the Authority adopts a professional, co-ordinated and cost effective approach.

**4. 'Lets Keep Talking' Engagement Strategy**

4.1 Communities Scrutiny has previously commented on a draft version of the Community Engagement Strategy. In response to Members comments it has been amended to specifically include a section on consultation and engagement with our Elected Members (Appendix 1).

4.2 The Draft Engagement Strategy has been circulated internally for comments and is currently being designed to follow the same format as previous easy read versions of Council strategic documents such as the BIG Plan. 'Let's Keep Talking' will be formally adopted to become the corporate community engagement guide to all Services and Members.

## **5. On-line Consultation Management System**

- 5.1 Most of the Council's services undertake some form of consultation and engagement; however most of it is undertaken in an unstructured and 'ad hoc' manner with little guidance given to using the most appropriate engagement mechanism and little co-ordination between Services.

There are many examples of good practice within the Authority relating to public or service specific engagement. The underpinning public documents supporting the LDP process, the Leisure and Youth Forums and the publicity surrounding the extended 'x2 Waste Collection Service' are a few examples of how we currently engage and it is our intention as part of this management system to harness, evaluate and disseminate all this useful feedback on service delivery.

- 5.2 The Council is currently exploring the introduction of consultation portals as part of our on-line dialogue with residents so that any public engagement undertaken by Services is organised, publicised and analysed on a dedicated 'consultation page' linked to our website. It will provide built in software for creating surveys, analysing data and generating reports etc.

- 5.3 The advantages of adopting such a system are:
- The website will be a one-stop shop for the community to see every consultation being run by Denbighshire (and potentially its partners) and its results.
  - The website will include 'back office' pages and tools (for internal consumption) so that activities can be co-ordinated to avoid duplication.
  - All consultation will adopt a professional 'best practice' approach to ensure professional standards such as the 'National Principles for Public Engagement in Wales' are adopted.
  - The software will analyse all data and generate reports in different formats i.e. tables, graphs etc.
  - The web pages will be managed to ensure a consistent approach to public engagement.

- 5.4 There is an opportunity for the software to be procured in partnership with neighbouring authorities or on a Local Service Board basis and information and data shared on a collaborative/reciprocal basis.

## **6. New approaches to engaging with young people**

- 6.1 Key public sector agencies in Denbighshire are keen to engage with young people on a variety of issues which affect their daily lives. These issues may relate to healthy lifestyles, the environment, work skills, community safety and many other outcomes identified in Denbighshire's BIG Plan and other key documents which shape how the public sector resource and prioritise their services.

Although we have developed very good channels of communication such as the Youth Forums, how we and our partners develop a fruitful and appropriate mechanism for engaging with young people is our challenge, coupled with identifying existing opportunities and creating new engagement techniques.

We have identified two particular issues namely:

a) where and how do we engage with young people and

b) can young people themselves assist us in undertaking the consultation.

We have come to the natural conclusion that the most effective channel of engaging with young people is to deploy other people of a similar age to act on our behalf, namely with students undertaking formal and informal consultation/engagement with their peers on a structured basis perhaps as part of their curriculum.

Sanctioned by the college our proposal is that students use their social networks and social media to engage with their peers on our behalf in social situations or at locations where they naturally congregate. We are currently having on-going discussions with the Principals of Rhyl and Denbigh Colleges to progress matters.

- 6.2 The Denbighshire Children and Young People's Participation Strategy is now subject to review as the previous version was for the life-span of the Children and Young People Single Plan. A small Working Group with representatives from Education, Youth Service and DVSC is currently revising the document and it will be subject to extensive consultation with children and young people.

## **7. Local Service Board – Communication Plan**

- 7.1 We are represented on a 'Task and Finish Group' under the auspices of the Conwy and Denbighshire Local Service Board (LSB) tasked with writing an LSB Communication Plan. It is currently in draft form and will be presented at the next LSB meeting.

- 7.2 The purpose of this document is to set out:

- The overall communication objectives for the LSB for the next 12 months. This will enable us to increase clarity, understanding, communication and market the LSB and its priorities;
- to support the LSB in communicating with all partner organisations and identified key stakeholders (internal and external);
- the key messages;
- a communication work plan.

**8. How does the decision contribute to the Corporate Priorities?**

All of these engagement initiatives contribute to our corporate objective of 'Getting Closer to the Community'.

**9. What will it cost and how will it affect other services?**

Along with neighbouring Authorities we have had on-line demonstrations by two companies who provide engagement software and are currently awaiting costs of the software and annual licences. There is no dedicated consultation and engagement budget; therefore any costs will be met from within existing resources.

**10. What consultations have been carried out?**

The 'Let's Keep Talking' Engagement Strategy will be subject to further formal internal and external consultation and an internal 'Task and Finish' Group will evaluate the engagement software packages.

**11. What risks are there and is there anything we can do to reduce them?**

Risks associated with not agreeing the recommendations;

1. There is a corporate risk that a failure to consult and engage effectively with communities and work with partners to tackle key priorities will adversely affect the Council's Corporate Plan and result in lower resident satisfaction levels.

2. In its last Annual Report to the Council, the Welsh Audit Office specifically questioned our approach to public engagement particularly in relation to seeking the views of children and young people.

3. Consultation and engagement activities need to be planned to avoid the risk of 'consultation fatigue' and declining levels of community involvement.

4. The lack of a coordinated approach to our consultation with Denbighshire's residents may result in them feeling disengaged and disempowered.

5. Unstructured engagement may result in an inefficient service delivery as services are shaped to meet the needs of local people and potentially harm the reputation of the Council.

**11. Power to make the Decision**

Local Government Act 1999; Local Government (Wales) Measure 2009

**Contact Officer:** Community Engagement Manager  
Tel: 01824 706146

## Extract from the 'Community Engagement Strategy'

### 9.0 Engaging with Councillors

- 9.1 As leaders of our communities, councillors are crucial to both local government and to local democracy. As representatives of their communities they:
- advocate – arguing for council resources to address local issues and championing individual cases
  - lead – giving a vision and direction for their communities as a whole
  - enable and facilitate – mobilising the local community to help itself, encouraging people to get involved
  - are part of the decision-making process of the council – most often through scrutiny arrangements but also through Full Council, planning and licensing committees and the Member Area Groups.
  - represent the council and their communities on external bodies – as such they are a key link in ensuring that partner bodies work together to address the needs of the community as a whole.
- 9.2 The Council recognises the essential role of the Member who represent the interests and issues of the people in their ward. All Officers should always consider local Members during their work as a matter of course and the local Members should be kept informed of anything which may affect their work so that their views may be taken into account as the work progresses. Care should be taken that the local Member does not first find out about something which is happening in his/her ward from his/her constituents or in the press.
- 9.3 Officers will seek to assist where possible any local Member's enquiry and will deal expeditiously with any issue raised.
- 9.4 Members for their part will seek to help Officers communicate effectively with their ward, helping to promote and attend meetings where necessary at mutually convenient times. Members, if arranging such meetings, will have regard to Officer workloads.
- 9.5. Officers will observe relevant protocols for consulting with local Members before decisions are taken on issues affecting their wards. Whenever a public meeting is organised by the Council to consider a local issue, all the Members representing the ward or wards affected should as a matter of course be invited to attend the meeting. Similarly, whenever the Council undertakes any form of consultative exercise on a local issue, the ward Members should be notified at the outset of the exercise.

- 9.6 Councillors have an important role in acting as a conduit between the County Council and Town and Community Councils through attending their meetings regularly and feeding concerns raised at such meetings with appropriate Services.  
Officers will ensure County Councillors are kept informed of communications with Town and Community Councils in their area.



**Report to:** Communities Scrutiny Committee

**Date of Meeting:** 12<sup>th</sup> April 2012

**Lead Member / Officer:** Corporate Director Learning & Communities

**Report Author:** Business Transformation Project Co-ordinator

**Title:** Getting Closer to the Community

---

## 1. What is the report about?

The report is intended to provide the Communities Scrutiny Committee with information on the progress of work undertaken by the Getting Closer to the Community Programme Board.

## 2. What is the reason for making this report?

To provide an update on the progress of the programme since the last Communities Scrutiny Committee on the 27<sup>th</sup> November 2011.

## 3. What are the Recommendations?

That the Committee discusses the contents of report, provides observations and continues to support the 'Getting Closer to the Community' updated Action Plan. (Appendix 1 attached).

## 4. Report details.

4.1 The scrutiny committee on the 27<sup>th</sup> November resolved as follows:-

**RESOLVED** – *that the Committee:-*

*(a) receives and notes the contents of the report;*

*(b) continues to support the on-going work with respect to 'Getting Closer to the Community' action plan and the priority areas of:-*

- Representation and Engagement – How to engage with communities.*
- Service Delivery – Develop the right culture and attitudes.*
- Community Development – Community, Enrichment and Empowerment;*

*(c) members' comments and concerns as outlined in the discussion are considered;*

*and*

*(d) monitors the progress achieved in implementing the action plan at its meeting in April 2012.*

- 4.2 The Action Plan retains the three priority areas, although the actions have now been amended to reflect the comments and the concern of members raised at the meeting in October 2011, including the CRM and appropriate action has been taken to address those concerns. The comments around the need for rural regeneration have also been considered and the action plan now includes an action to develop a structure for improved relations with the business community. Rural members have also been asked to confirm the priority areas for development within their areas. In addition a number of actions are now complete and have concluded and a number of additional actions and work streams have been added to the plan.
- 4.3 The Programme Board continues to meet bi-monthly and the appointment of a new Programme Manager has led to an increase in the pace of developing, refining and delivering the action plan
- 4.3 A further meeting of the Programme Board is scheduled for the 4<sup>th</sup> April

**5. How does the decision contribute to the Corporate Priorities?**

The Closer to the Communities Programme Board continues to underpin the Council's Statement of Intent, 2009 and Vision that by 2012 'Denbighshire will be an excellent Authority providing high quality and efficient services to all its citizens, communities'.

**6. What will it cost and how will it affect other services?**

The Getting Closer to the Community Programme Board will have access to additional financial resources to promote the delivery of project as identified through the Town Plans

A number of the projects and work streams referred to in the action plan will be serviced by community revenue and capital funding

Separate funding is assigned to the Member Area Groups

There is a separate budget for Participatory budgeting

The energy Brokerage Scheme has separate allocated funding for feasibility work

**7. What risks are there and is there anything we can do to reduce them?**

- 7.1 There is a corporate risk that a failure to consult and engage effectively with communities and work with partners to tackle key priorities will adversely affect the Council's Corporate Plan and result in lower resident satisfaction levels.

- 7.2 Unstructured engagement may result in inefficient service delivery, as services are shaped to meet the needs of local people, and potentially harm the reputation of the Council.
- 7.3 That the Council identifies the correct needs and wants of the community before establishing measurable outcomes and incorporating them into the business planning and performance management processes.

**8. Power to make the Decision**

N/A

**Contact:**

Programme and Project Team

Tel: 01824 706006

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Programme of actions for the Getting Closer to the Community Programme

REPORT TO SCRUTINY COMMITTEE 12<sup>TH</sup> APRIL 2012

| <b>PRIORITY 1:<br/>REPRESENTATION AND<br/>ENGAGEMENT</b><br>How do we engage and communicate with communities? |                                                                                | <b>OBJECTIVE:</b><br>To Improve the Council's level of meaningful engagement and representation, leading to the improvement of public perceptions, understanding and service delivery of the council |                         |            |                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                | <b>ACTION</b>                                                                  | <b>MEASURE</b>                                                                                                                                                                                       | <b>WHEN</b>             | <b>WHO</b> | <b>LATEST POSITION</b>                                                                                                                                                                                                                         |
| 1.                                                                                                             | Establishment of MAGs in the 6 areas.                                          | 1. Meetings taking place from May 2011.                                                                                                                                                              | Review June 2012        | DD         | Established- Working effectively. Structures and terms of reference will be reviewed again after the elections in May, to ensure continued effectiveness and benefit                                                                           |
| 2.                                                                                                             | Continue with revised arrangements for Community Forum meetings in Autumn 2011 | 1. Meetings structured and scheduled. taking place but not being attended                                                                                                                            | Other options June 2012 | DD         | Discontinued - Due to lack of attendance. Alternatives to be considered include Community conferencing, the introduction of specific issue groups and service department based groups, engaging other departments when relevant to discussion. |
| 3.                                                                                                             | Develop Community Engagement Strategy                                          | 1. Strategy adopted by Council following appropriate consultation and scrutiny                                                                                                                       | May 2012                | DD         | Strategy completed - To be placed before the communities scrutiny on April 12 <sup>th</sup> for further consideration                                                                                                                          |

|    |                                                                          |                                                                                                                                                                   |                                                          |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|    |                                                                          |                                                                                                                                                                   |                                                          |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4. | Develop the T & CC 'Charter' between DCC and T&CC                        | 1. Agreed 'Charter' in place by December 2011                                                                                                                     | March 2012                                               | DD | Charter completed - T & CC to sign by 28 <sup>th</sup> March. All those invited to sign up to the charter have done so save Llandrillo who have refused to sign up the documents on the bases as they see it, a lack of consultation around the closing of the local school                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5  | Work Collaboratively with T & CC councils in the devolution of services. | <ol style="list-style-type: none"> <li>1. Transfer of Llangollen Town Hall</li> <li>2. Corwen Grounds Maintenance</li> <li>3. Prestatyn one Stop Shops</li> </ol> | <p>Spring 2012</p> <p>Summer 2012</p> <p>Summer 2012</p> | AB | <p>Completed</p> <p>Collaborative procurement of grounds maintenance with neighbouring communities. This is under consideration by the community councils to report back in June 2012</p> <p>CW to provide options appraisal. Looking at the current position of one stops shop and to consider the development of the collaborative delivery of the service with the T &amp; CC.</p> <p>Further suggestions for collaboration</p> <ol style="list-style-type: none"> <li>1. Develop a protocol for the sharing of information between DCC and the T &amp; CC that would assist in better planning for both</li> <li>2. Consider a review of the standards for T &amp; CC to match those being developed for members (were relevant and appropriate) so as to instil better working relationships and understanding the expectations of both</li> </ol> |

|    |                                                                                                     |                                                                                       |                |           |                                                                                                                                                                                                                                                                                                                                                           |
|----|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                     |                                                                                       |                |           | 3. Develop a register of all the activities that are undertaken within DCC that directly involve the T & CC as a record of all collaborative engagement and to highlight good practice                                                                                                                                                                    |
| 6  | Develop a frame work to support the transfer of assets to Community Councils                        | Successful planning and transfer of assets in the future – Lessons learned Llangollen | Sept 2012      | AB        | Engage with Legal services, valuation and estates and leisure services to deliver a framework based on lesson learned from the transfer of Llangollen Town Hall. Task Team has been identified. Group to meet May 2012                                                                                                                                    |
| 7  | Work with T & CC in the devolution of “basket Services”                                             | 1. Transfer the responsibility for service delivery to the T & CC                     | September 2012 | AB        | Consideration of how to progress the devolution of services following the elections in May. Further meeting of the T & CC project Group scheduled for June 2012 when topic will be discussed                                                                                                                                                              |
| 8  | Develop members as better ambassadors for their communities (current and new members from May 2012) | 1. Agree training schedule                                                            | June 2012      | JW        | To be completed June 2012. Project plan in place <ul style="list-style-type: none"> <li>Consider the Inclusion of training around the responsibility of Members as community councillors</li> <li>Provide a work shop training session around the Getting Closer to the community Agenda in September 2012 to raise awareness with new members</li> </ul> |
| 9  | Conduct the second resident survey and agree relevant actions                                       | 1. Review survey benefits                                                             | May 2012       | EW/<br>TW | Completed Survey in October 2012<br>Currently reviewing the frequency of reviews. Likely to remain 2 years<br>A plan of the benefits of the surveys is underway and will be available by May 2012                                                                                                                                                         |
| 10 | Develop customer ‘Insight’ information as a means of                                                | 1. Conduct pilot information trial and decide how to proceed                          | Sept 2011      | CW        | Completed                                                                                                                                                                                                                                                                                                                                                 |

|     |                                                                                                |                                                                        |                            |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | understanding our communities better                                                           |                                                                        |                            |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| .11 | Make better use of our staff as residents and users of Council services                        | 1. Better engagement between staff and the community                   |                            | AB | Part Completed-<br>There is a policy which allows staff to volunteer already in existence and available on iTrent.<br>Further action: <ul style="list-style-type: none"> <li>• Review the awareness of these polices internally.</li> <li>• Consider avenues to record staff feedback</li> <li>• A discussion item at departmental meetings</li> <li>• A permanent agenda item at the CEO breakfast meetings</li> <li>• An elected representative from each service to attend</li> <li>• A separate GCC staff forum staff could be attended during work hours</li> </ul> |
| 12  | Improve the accessibility of the Council to residents by developing a more interactive website | 1. Effective use by members of the community                           |                            | CW | Completed Phase I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 13  | Review the use of One Stop shops                                                               | 1. Location and accessibility for residents                            |                            | CW | Review is underway                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 14  | Review the location of information points                                                      | 1. Better access for all to information irrespective of where you live |                            | CW | Review is underway to include effective access in rural areas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 15  | Improve engagement with the Business community                                                 | 1. Improved relations with the Business community                      | Initial options April 2012 | JK | Review underway-<br>Jeremy Knibbs to review current practice and deliver an options appraisal to improve and formalise the relationship.                                                                                                                                                                                                                                                                                                                                                                                                                                 |



|     |                                                                   |                                              |                            |                          |                                                                                                                                                                                                                                                                                                                  |
|-----|-------------------------------------------------------------------|----------------------------------------------|----------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                                   |                                              |                            |                          | Brian Evans reported on a number of successful engagement projects in the Business Support and Tourism Newsletter (attached annex)                                                                                                                                                                               |
| 16. | Continue to develop the Council's links with the voluntary sector | 1. Provide structure to the current practice | Initial review<br>May 2012 | SE/<br>AHJ/<br>HW/<br>AB | Review underway-<br>To develop a role for a corporate liaison officer and to develop a protocol for the recording of information and issues arising. To ensure that they are dealt with efficiently and effectively. This will be in addition to the 3 <sup>rd</sup> sector liaison group currently in operation |

| <b>PRIORITY 2:<br/>SERVICE DELIVERY</b><br>Develop the right culture and attitudes |                                                                                                                                  | <b>OBJECTIVE:</b><br>Ensure that services respond effectively to the needs of residents by becoming increasingly more resident focussed |             |            |                                                                                                                                                                                         |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                    | <b>ACTION</b>                                                                                                                    | <b>MEASURE</b>                                                                                                                          | <b>WHEN</b> | <b>WHO</b> | <b>LATEST POSITION</b>                                                                                                                                                                  |
| 1.                                                                                 | Conduct an initial audit of current actions that assist bringing services closer to the community and future plans               | 1. Better understanding of the way forward                                                                                              |             | ER         | completed                                                                                                                                                                               |
| 2.                                                                                 | Improve the Council's responses to complaints on targeted basis                                                                  | 1. Reduction in complaints                                                                                                              |             | CW         | Completed – CRM in use                                                                                                                                                                  |
| 3                                                                                  | Develop Town Plans to outline how communities will be developed involving Council services and services from other public bodies | 1. Town Plans in place for all the major towns in DCC                                                                                   | May 2012    | GB/<br>MD  | Completed<br>The delivery of the plans will be by DCC for the initial 12 months a review will take place in 2013                                                                        |
| 4                                                                                  | Develop a plan/strategy for the delivery of priority projects in the rural communities                                           | 1. Ensure equality with the towns                                                                                                       | May 2013    | MD/<br>AB  | HW Invited rural members to confirm the 4 priorities for their area. To highlight priority projects in a similar way to town plan and ensuring inclusion in the process. 2 members have |

|    |                                                                                                                                                                |                                                 |          |           |                                                                                                                                                              |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                                                                                |                                                 |          |           | responded. Llanbedr and Efenychfyd<br><br>A register of all priorities for both Town and rural areas will follow to assist in the financial planning process |
| 5. | Place greater emphasis on 'customer focus' competence within the Performance Appraisal process                                                                 | 1. Better engagement of staff in customer focus | May 2012 | GH/<br>LA | Completed –<br>Customer focused performance appraisal now in use and will be reviewed in 2013                                                                |
| 6. | Review and decide on the future shape of 'Area Profiles' and how these can be used to inform service improvements<br>(Add service specific issues if relevant) | 1. Understanding of the demographic             | Jan 2012 | CW        | Completed                                                                                                                                                    |

|                                                                                            |                                                                                                      |                                                                                                                                            |             |                    |                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PRIORITY 3:<br/>COMMUNITY DEVELOPMENT ROLE</b><br>Community, Enrichment and Empowerment |                                                                                                      | <b>OBJECTIVE:</b> To provide an improved infrastructure to enable community development and enrichment to take place coherently within DCC |             |                    |                                                                                                                                                                                                                                                                                                                        |
|                                                                                            | <b>ACTION</b>                                                                                        | <b>MEASURE</b>                                                                                                                             | <b>WHEN</b> | <b>WHO</b>         | <b>LATEST POSITION</b>                                                                                                                                                                                                                                                                                                 |
| 1.                                                                                         | Ensure that appropriate funding is in place to support community development over the next 2-3 years | 1. Successfully funded and delivered priority projects                                                                                     |             | PMCG.<br>AB/<br>MD | Current earmarked funds<br><br>£245k One off funding for 2012/13<br>£100k Community Revenue Funding<br>£200k Community Capital Funding<br>£280k Which is in a match funding pot<br>£15k Participatory budgeting<br><br>Paper to draw together an understanding of all funding available internally for the delivery of |

|    |                                                                                                                                                                         |                                                                                                                                                                                                 |           |      |                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                                                                                         |                                                                                                                                                                                                 |           |      | priority projects by April 2012. To develop a process for the pooling of resources resulting in a more cost effective approach                                                                                                                                                                                                                                                                                                           |
| 2. | Continue to support the development of the principles of Participatory Budgeting wherever possible in order to support community development and build capacity locally | <p>2. Conduct another 1 or 2 PB Schemes in the current financial year, possibly in the Prestatyn area.</p> <p>3. Increase awareness about the benefits of PB within and outside the Council</p> | 2011/12   | DD   | <p>Completed - Upper Denbigh /Cae Howell Play Area PB event Llangollen - supported the Town Council PB event<br/>Henllan Play Area PB event (ongoing)<br/>Prestatyn event considered for 2013<br/>St Asaph - support the Town Council PB event in 2013</p> <p>A review of future projects underway. Further consideration of how PB can be better promoted in DCC is now required. Review at next Programme Board meeting April 2012</p> |
| 3. | Consider a payroll giving scheme to further support community activity                                                                                                  | 1. Donation to charities at source through payroll                                                                                                                                              | May 2012  | GW   | <p>A notice to promote payroll giving is now on the intranet and a review in June 2012</p> <p>Further consideration to be given to</p>                                                                                                                                                                                                                                                                                                   |
| 4. | Explore the establishment of a Community Development Fund to deal with redundant charities/ trusts                                                                      |                                                                                                                                                                                                 | May 2012  | PMcG | Completed – External agency contracted on DCC’s behalf                                                                                                                                                                                                                                                                                                                                                                                   |
| 5. | Explore the creation of “Community Assistance Schemes” to assist residents to deal with energy costs                                                                    | 1. Better value energy supply                                                                                                                                                                   | June 2013 | PMcH | Project Team has now received a verbal mandate from Peter McHugh as Project Sponsor to develop a project plan. AB from the project team will provide the support in the governance of the project whilst Sue Ellis from the Housing department will act as the project knowledge                                                                                                                                                         |

|    |                                                                                                                        |                                                   |          |    |                                                                                        |
|----|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------|----|----------------------------------------------------------------------------------------|
|    |                                                                                                                        |                                                   |          |    | expert. Project plan to be available for CET by April 2012, business plan by July 2012 |
| 6  | Scope the development of a community Broadband scheme                                                                  | 1. Better value more efficient network connection |          |    | CW developing                                                                          |
| 7. | Make use of 'Insight' data and Community Capacity Profiling (CCP) to better understand and plan developmental activity |                                                   | May 2012 | TW |                                                                                        |



## Cefnogi Busnes - Twristiaeth - Treftadaeth Business Support - Tourism – Heritage

**Cylchlythyr  
Newsletter** 

### Annex

#### TOWN CENTRE SUPPORT

- Business owners in Ruthin were invited to attend a presentation on the findings of a mystery shopper exercise carried out as part of efforts to boost independent business trade in the town. The presentation included feedback from street interviews and audit along with prizes for the highest mystery shop results. Over 100 Ruthin Business retailers attended the event with 30 independent businesses receiving their individual report. Ruthin has been bench marked against 90 towns across the United Kingdom and has come 16th for Customer Service and experience. This event featured on BBC Wales Radio, the Daily Post, Free Press and the internet.
- Following the Mystery shopping exercise in Ruthin and working in partnership with the retail skill shop fifteen independent businesses at Ruthin Castle on the 5th March to participating in a Mary Portas Master Class - Selling and Service. Feedback received was **"Big Impact and cant wait to put practices into place", "Fresh approach" and "After thirteen years I am amazed how much I have learnt from this session, very up to date, informative, inspiring and positive, thank you"**. Pictures were taken and posted on the Denbighshire Works face book page and tagged into the business for their customers to see them receiving their certificates.
- 18 independent businesses in Prestatyn attended a three hour workshop in part with the retail skill shop about "Why Window Dressing is important to maximise sales for their business". All attendees took away a work book to enable them to carry what they learnt in the workshop. Feedback received was **"This training has given me an insight what we can achieve through our window displays and will do further research", " Think outside the box" and " Cant wait to get into the shop in the morning to start implementing what I have learnt tonight"**. Pictures were taken and posted on the Denbighshire Works face book page and tagged into the business for their customers to see them participating in the course.
- In partnership with the retail skill shop and Denbigh Business Group 30 independent Denbigh Businesses attended a taster session of the Mary Portas Master Class " My Shop My Future" highlights were aired on Radio Wales week at Work news slot. **Feedback received was" Fantastic, thoroughly enjoyed it", "Can't wait to do a full training session" and "Thank you Denbighshire Business Support for organising a great training event"**. This event featured in a whole page of the business section of the Daily Post and was heavily over subscribed.
- Prestatyn Business Forum and the Scala Cinema are due to launch a " I am local" card for the town. Supporting this scheme logos have been designed, cards purchased, marketing material has been funded, a website has been developed and 12 months adverts in the Scala Brochure has been booked.
- The Visit Prestatyn website is receiving a make over and being upgraded to combine the new " I am local " website. [www.visitprestatyn.com](http://www.visitprestatyn.com) receives over 20,000 hits per month. A new business directory has been incorporated along with information on the development works.
- Over 130 businesses in Prestatyn receive a fortnightly news letter on the update of the Highways, Railway and Stadium Development and any other activity that may have a impact on the High Street businesses.
- Supporting Denbigh Business Group a contribution towards the St Davids Days celebrations and events went towards a business brochure advertising the businesses in the Town and their offers over the weekend.

### **RDP Destination Denbighshire (DEN53)**

- Digital trails - we are still awaiting for the agreement from Welsh Government in relation to the funding being re-aligned. This was submitted to them on 10th February and they have 30 working days to respond which takes us through to 26th March.
- Destination Denbighshire - The next Shadow Executive meeting is being held on Monday 19th March. The second Denbighshire Tourism Forum will be held on Thursday 10th May at Ruthin Castle, we are developing the agenda to include speakers and interactive sessions.
- Familiarisation Trips - The Project Officer is working with the Tourism Officers to develop a familiarisation for this quarter for the staff of the Tourist Information Centres in Llangollen and Rhyl to take them to the Denbigh and Ruthin area familiarising them in preparation for the National Eisteddfod 2013 which is being held in Denbigh.
- Workshops for tourism operators - working is progressing on a development programme for tourism operators which will be similar to the Sense of Place workshops that were developed by Visit Wales.

### **Rural Development Plan - Lead Body**

- Partnership packs have been sent out to new member Derek Barker and new advisor Clwyd Spencer.
- The next meeting of the Partnership has been arranged for Monday 16<sup>th</sup> April.
- Work is underway to arrange the Business Plan One Celebration event in May.
- Monitoring visits for Business Plan two projects continue and update meeting on progress taken place with Welsh Government.

### **Rural Development Plan - Business Plan Two Projects:**

#### **Business Creation and Development (DEN52):**

In the period February 2012 to date:

- An advert has been published promoting the availability of grants in the money matters information leaflet.
- 5 Registration of Interest has been received

Two full applications have been approved.

A total of £10,000 has been paid out in claims leveraging in a further £120,109 in Private sector funding.

#### **Local Investment Fund (LIF):**

- Convergence funded financial support for new and existing businesses (Anglesey Lead Partner, in conjunction with Conwy, Gwynedd and Denbighshire)
- Attended the cycling centre of excellence events held to promote the available of the grants available.
- 10 Expression of Interests received
- One applications approved
- A total of £4,534.22 has been paid out in claims leveraging in a further £6,801.33 in Private sector funding.
- Total of 11 jobs created and evidenced through monitoring visits.

## Tourism

- Print and delivery of the new 60,000 North Wales Borderlands attractions brochure featuring free adverts for 48 attractions in the area before the up and coming Easter holidays. These will be distributed via the TIC's ,our free literature service and LDS within and hour and half drive time of the area. Continued work on social media, and on web presence and PR opportunities, for the NWB and Denbighshire.
- Re-prints of the 7 town trails in anticipation of the new season- still proving to be very popular via our distribution service.
- Work to revamp the WHS brand toolkit on behalf of the marketing sub group.
- Collating events and new information for the next edition of the What's On. Due to be out for the beginning of April.
- Collation of design briefs for a redesign of the Medieval Denbighshire car trail and people and places booklet, this will be re-launched in May before the shoulder season.
- Meeting with Artychoke web designers to start creating a mobile web site and QR code for further Rhyl and Prestatyn information.
- Commissioned a local photographer to take over two hundred new images of Denbighshire.
- Design work has started on a new St Asaph map board for Members Area Group.
- Internal re-decoration for the Rhyl TIC has been authorised.
- The campaigns are going well and the Rhyl TIC has handled the following numbers of responses (and therefore packed the same number of brochures!) :-

|                        |      |
|------------------------|------|
| Sunday Mirror          | 478  |
| Daily Mirror           | 173  |
| The People             | 236  |
| Where to go in Britain | 569  |
| UK Holiday Collection  | 915  |
| Seaside Holidays       | 494  |
| Christmas Postcards    | 1334 |

- Visit Wales Rhyl and Prestatyn Buy in: 2,751,000 inserts have been printed for UK and 245,000 for Ireland. In Ireland, there were Inserts in the Irish Times and the Irish Independent on sale on the 28th February and 2nd March respectively.
- **TV/VOD**-Phase 1 of the TV campaign has now finished and VW are looking at the results. The next phase of the TV/VOD campaign began on 6th March and runs until 31st March. The TV spots will run alongside the UK government's GREAT campaign <http://www.visitbritain.org/aboutus/marketing/greatcampaign/index.aspx> The GREAT Campaign began the first week of March. Please see attached Direct mail insert:
- Negotiations are underway with North Wales Tourism to continue their management of the Llangollen and Rhyl TIC's for 2012/13 pending a review of tourist information provision by our strategic colleagues.

### **Community Revenue & Capital Grants**

- A total of £85,000 was allocated to 66 Community Revenue projects across Denbighshire of which in the last month a 13 additional projects have submitted evidence of expenditure and a total of £13,708 has been paid out in claims. This brings the total claims so far to 20 projects and £26,803 being released in grant payments.
- A total of £217,854 was allocated to 15 Community Capital projects across Denbighshire. No additional payments have been made against this scheme this month but several have contacted to say that they will be claiming imminently. A total of £32,000 has been paid out in claims to date.
- One Community Capital project has sent in a request to change their project which has been accepted. The change is due to unforeseen circumstances and the Grovepark Bowling & Social Club have requested that the grant be used for re-roofing their club house rather than purchasing a new mower as the winter weather has caused much damage and they feel this is more urgent.

### **Commuted Sums**

- Further meetings with Planning have been held to discuss the commuted sums and work is being carried out to structure the procedure of dealing with funds, applications and approval of this funding.

### **Corwen Railway extension**

- The art seminar was held on the 14th February which was well attended. A report is currently being drafted and the Arts Council of Wales has expressed an interest in working in Partnership investigating the feasibility of the artist's project proposals and developing the linkages from the temporary platform to the town of Corwen.
- The quarterly meeting of the Llangollen Railway Extension Coordination group took place on the 10<sup>th</sup> March. It was reported that tremendous progress has been made with track laid up to 1500 meters from the Carrog gate. A Phase Two feasibility report will also be commissioned utilising the £45K from the Rural Development Plan study funding to look at the detailed design and costing for this element of work required.

### **CANTATA**

- Discussions are in hand with Tom Booty regarding a phased start for Peter with Rhyl thus ensuring a satisfactory completion of the project without financial or reputational repercussions.
- Appointed Ontrac Public Relations to promote Cantata turn books and Cantata tourism application.
- Facilitated tour of new food trail in Denbighshire for local businesses 16th of March (with Cadwyn Clwyd).
- Further development of Cantata on-line toolkit to create a suite of Cantata digital products.
- Coordinated arrangements with host partner Ireland and other Cantata partners for the Transnational Steering Group Meeting 21st to 24th March.
- Cantata Transnational Newsletter produced (March 2012)
- 

### **WINSENT**

- Attended WINSENT Development Partner progress meetings held in Dublin on the 29th February
- Agenda and speakers for the main WINSENT conference in the SCALA on the 29th March have been finalised - invitations have been sent out.
- DCC has declined to engage in a further 3 month extension to the project.



**Report To:** Communities Scrutiny Committee

**Date of Meeting:** 12 April 2012

**Report Author:** Scrutiny Coordinator

**Title:** Scrutiny Work Programme

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**1. What is the report about?**

The report presents Communities Scrutiny Committee with its draft forward work programme for members' consideration.

**2. What is the reason for making this report?**

To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

**3. What are the recommendations?**

That the Committee considers the information provided and approves, revises or amends its forward work programme as it deems appropriate.

**4. Report details.**

4.1 The Constitution of Denbighshire County Council requires scrutiny committees to prepare and keep under review a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.

4.2 The Committee is therefore requested to consider its draft work programme for future meetings, as detailed in appendix 1, and approve, revise or amend it as it deems appropriate taking into consideration:

- issues raised by members of the Committee
- matters referred to it by the Scrutiny Chairs and Vice-Chairs Group
- relevance to the Committee's/Council's/community priorities
- the Council's Corporate Plan and the Director of Social Services' Annual Report
- meeting workload
- timeliness
- outcomes
- key issues and information to be included in reports

- the scheduling of education related topics which require the attendance of the statutory education co-opted members
  - officers and/or lead Cabinet members who should be invited (having regard to whether their attendance is necessary or would add value)
  - questions to be put to officers/lead Cabinet members
- 4.3 When considering future items for inclusion on the forward work programme members may also find it helpful to have regard to the following questions when determining a subject's suitability for inclusion on the work programme:
- what is the issue?
  - who are the stakeholders?
  - what is being looked at elsewhere
  - what does scrutiny need to know? and
  - who may be able to assist?
- 4.4 As mentioned in paragraph 4.1 above the Constitution of Denbighshire County Council requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on the Committee's business agenda they have to formally request the Committee to consider receiving a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of suggested issues. No such proposal forms have been received for consideration at the current meeting.
- 4.5 Members will see from the attached draft work programme that a number of items listed under 'Future Issues' require the Committee to scope the purpose of the reports and the desired outcomes to be achieved from scrutinising the topics. These topics/areas were identified at the training session held for Committee members twelve months ago. Members are asked to consider whether these topics are still relevant and merit being carried forward to the new Council. If they are considered to be relevant, in order to enable officers to start preparing reports for presentation at future meetings the Committee is asked to determine why it wishes to receive reports on these subjects and what it expects to achieve from scrutinising them. The five questions listed in paragraph 4.3 should assist members with this task.
- 4.7 Cabinet Forward Work Programme  
A copy of the Cabinet's forward work programme is attached at Appendix 2. The Committee may find this document useful when considering items for inclusion on its programme of future work.
- 4.8 Progress on Committee Resolutions  
A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 3 to this report.

## **5. Scrutiny Chairs and Vice-Chairs Group**

- 5.1 Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) has assumed the role of a coordinating committee. At its meeting on 29 March the SCVCG considered a request from the Chair of this Committee that the effectiveness of enforcement with regard to dog fouling be scrutinised. The SCVCG concurred with the view that this issue merits scrutiny and recommended that Communities Scrutiny Committee schedules the item into its forward work programme. Members are therefore asked to scope the topic and determine when it should be considered by the Committee.
- 5.2 Recently the Committee agreed to scrutinise the Strategy for West Rhyl, which forms part of the Rhyl Going Forward programme. Around the same time Partnerships Scrutiny Committee decided that it would scrutinise the other two major workstreams which form part of the Rhyl Going Forward programme – the Retail and Town Centre Workstream and the Tourism and Coastal Strip Workstream. Both committees had requested that reports be presented to them on these subjects in July 2012. Following receipt of the committees' requests the Rhyl Going Forward Programme Manager contacted the Scrutiny Coordinator to explain that, whilst he was willing to present reports on the strategy and workstreams to both Committees, he felt this seemed to be a slightly disjointed approach to scrutinising the programme and its effectiveness. He therefore suggested that if one committee was charged with scrutinising the whole programme it would provide for a more holistic approach and benefit the programme in its entirety. The SCVCG agreed with the Programme Manager's view and has therefore recommended that Communities Scrutiny Committee assume responsibility for scrutinising the Rhyl Going Forward Programme. The Committee is asked to discuss this request, and if it agrees to accept responsibility for scrutinising the Rhyl Going Forward Programme, to determine whether the item on the West Rhyl Strategy scheduled for 16 July should be expanded to include the other two workstreams in the Programme.

## **6. How does the decision contribute to the Corporate Priorities?**

Effective scrutiny will assist the Council to deliver its corporate priorities in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council in monitoring and reviewing policy issues.

## **7. What will it cost and how will it affect other services?**

Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

**8. What consultations have been carried out?**

None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

**9. What risks are there and is there anything we can do to reduce them?**

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

**10. Power to make the decision**

Article 6.3.7 of the Council's Constitution stipulates that the Council's scrutiny committees must prepare and keep under review a programme for their future work.

**Contact Officer:**

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## Communities Scrutiny Committee Forward Work Plan

**Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.**

| Meeting                                                    | Item (description / title)                                                                              | Purpose of report                                                                                                                                                                                                                                           | Expected Outcomes                                                                                                                                                                                                                                                                                                       | Author                 | Date Entered                                            |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------|
| 14 June                                                    | 1<br>Estyn Adult Community Education Inspection<br><b>[Education]</b>                                   | To consider the findings of the Estyn Inspection of Adult Community Education Inspection                                                                                                                                                                    | Monitoring the implementation of actions identified to address the regulator's recommendations and to improve outcomes for adult learners in the county                                                                                                                                                                 | Julian Molloy          | December 2011                                           |
|                                                            | 2<br>Common Access Route to Housing<br><b>[Communities initially, could eventually be Partnerships]</b> | To present the findings of the feasibility study into the provision of a common access route to housing                                                                                                                                                     | Development of a common mechanism for accessing affordable housing, and allocation policies and procedures for a number of local authorities and Registered Social Landlords who work closely with the authorities                                                                                                      | Simon Kaye             | December 10 (rescheduled September 2011 and March 2012) |
|                                                            | 3<br>Community Funding                                                                                  | (i) to analyse the benefits accrued by each project funded by the monies allocated to the Member Area Groups in 2011/12; and<br>(ii) to present proposals on how community funding in future can be more effectively coordinated with other available funds | An evaluation of the benefits realised by the communities through the 2011/12 funding allocations, and the development of an effective and coordinated community funding strategy for the future which will aim to maximise funding opportunities and realise better quality outcomes for communities within the County | Paul McGrady           | March 2012                                              |
| <i>July (date to be confirmed)</i><br><br><i>Potential</i> | 1<br><i>NHS Service Reviews</i>                                                                         | <i>To consider the proposals for the reconfiguration of the delivery of NHS Services in North Wales</i>                                                                                                                                                     | <i>Evaluation of the impact of the reviews on the residents of Denbighshire will assist the Council to commence its</i>                                                                                                                                                                                                 | <i>Sally Ellis/BCU</i> | <i>By SCVCG November 2011 (rescheduled)</i>             |

## Communities Scrutiny Committee Forward Work Plan

| Meeting                                                    |   | Item (description / title)                                                                                            | Purpose of report                                                                                                                                                                                                                               | Expected Outcomes                                                                                                                                                            | Author                         | Date Entered                              |
|------------------------------------------------------------|---|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------------------|
| Special Joint Meeting with Partnerships Scrutiny Committee |   |                                                                                                                       |                                                                                                                                                                                                                                                 | planning for future public service health and care provision in the county and identify future budgetary pressures                                                           |                                | January 2012)                             |
|                                                            |   |                                                                                                                       |                                                                                                                                                                                                                                                 |                                                                                                                                                                              |                                |                                           |
| 16 July (Monday)                                           | 1 | Management of allocation of Section 106 Commuted Sums for open space provision and Community Infrastructure Levy(CIL) | To monitor the effectiveness of the management arrangements and funds received and committed (report to include the time limits applicable to each commuted sum)                                                                                | Effective management of the commuted sums and CIL schemes will assist with the Council to deliver the regeneration priority and to bring the Council closer to the community | Graham Boase/Angela Loftus     | July 2011                                 |
|                                                            | 2 | Control of Caravan Sites                                                                                              | To present the proposed standard conditions and procedures developed by the Working Group for the purpose of controlling and monitoring caravan sites in both Denbighshire and Conwy as well as the feedback received at the Operators' Seminar | The development of a robust and collaborative approach to ensure that tourist sites contribute to the local economy and the delivery of the regeneration corporate priority  | Graham Boase/Neil Jones (CCBC) | July 2011                                 |
|                                                            | 3 | Allocation of Additional Resources to SEN in Primary Schools<br><b>[Education]</b>                                    | To monitor the progress in developing a revised funding formula for one to one SEN support in primary schools                                                                                                                                   | Effective targeting of financial SEN resources for primary schools to support and improve outcomes for individual pupils                                                     | Karen Evans/Carly Wilson       | December 2011                             |
|                                                            | 4 | Day Services provision for Older People in the north of the county<br><b>[Lead Member to attend]</b>                  | Presentation of proposals to change service provision to vulnerable client group                                                                                                                                                                | Development of effective and efficient services which meet service users/residents' needs and align to new methods of service delivery                                       | Helena Thomas/Phil Gilroy      | September 2011 (rescheduled from January) |
|                                                            | 5 | West Rhyl Strategy                                                                                                    | To outline the aims and objectives of the Strategy, its                                                                                                                                                                                         | Assurances that the Strategy is being delivered on time and                                                                                                                  | Tom Booty                      | By SCVCG February                         |

Communities Scrutiny Committee Forward Work Plan

| Meeting      |   | Item (description / title)             | Purpose of report                                                                                                                                                                                                                                                                                                                                                      | Expected Outcomes                                                                                                                                                                                                                                                                                                      | Author                    | Date Entered                                         |
|--------------|---|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------------------------------------|
|              |   |                                        | budget allocation and financial implications, the progress to date in implementing the Strategy and the benefits realised so far from completed projects                                                                                                                                                                                                               | within budget and is achieving the expected outcomes for the communities in the area and complementing the wider regeneration programme for Rhyl                                                                                                                                                                       |                           | 2012                                                 |
| 13 September | 1 | Ysgol Dinas Bran<br><b>[Education]</b> | To analyse the impact of the cessation of free school transport for pupils living within Wrexham County Borough Council's area who attend Ysgol Dinas Bran on the number of pupils attending the school, future projected pupil numbers, the school's long-term future and the measures being implemented with a view to addressing the consequences of the new policy | An evaluation of the impact of the transport policy and the measures put in place to address the consequences of its implementation will enable the Committee to assess the long-term implications for the school and the community in and around Llangollen, and identify actions to benefit the community as a whole | Jackie Walley/Karen Evans | June 2011 (rescheduled July 11, Oct 11 and March 12) |
| 25 October   | 1 | Etape Cymru 2012                       | To provide a detailed analysis of the impact of the 2012 event on the local community, local businesses and participants along with the benefits realised/impact on the wider local economy and Denbighshire as a whole                                                                                                                                                | An evaluation of the impact of the event and any benefits realised or detrimental effects caused by it will enable recommendations to be made with respect to the arrangements for any future major events                                                                                                             | Ruth Williams/Mark Dixon  | March 2012                                           |
| 6 December   |   |                                        |                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                        |                           |                                                      |
| 17 January   |   |                                        |                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                        |                           |                                                      |

Communities Scrutiny Committee Forward Work Plan

| Meeting     | Item (description / title) | Purpose of report | Expected Outcomes | Author | Date Entered |
|-------------|----------------------------|-------------------|-------------------|--------|--------------|
| 2013        |                            |                   |                   |        |              |
| 28 February |                            |                   |                   |        |              |
| 18 April    |                            |                   |                   |        |              |

**Future Issues**

| Item (description / title)                                                                                                                                                                                                                                                                   | Purpose of report                                                                                                       | Expected Outcomes                                                                                                                                                                              | Author                                            | Date Entered    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-----------------|
| The effectiveness of enforcement action with regard to dog fouling                                                                                                                                                                                                                           |                                                                                                                         |                                                                                                                                                                                                |                                                   | March 2012      |
| Challenging Behaviour and its impact on Council services <b>[could possibly be an issue for Partnerships as joint working with BCU involved]</b><br><br><i>(Committee to discuss whether this topic should be referred to the Partnerships Scrutiny Committee)</i><br><br><b>[education]</b> | An analysis of the impact of children’s challenging behaviour on the Council’s education and social services’ functions | Identification of measures, or other Council services, which may assist education and social services to address challenging behaviour and ease budget and resource pressures in the long-term | Leighton Rees/Karen I Evans                       | March 11        |
| <i>The Quality and Provision of Community Facilities</i>                                                                                                                                                                                                                                     | <i>The Committee to scope the purpose and expected outcomes</i>                                                         |                                                                                                                                                                                                | <i>Hywyn Williams/Jamie Groves/Diane Hesketh</i>  | <i>May 2011</i> |
| <i>Rural Transport</i>                                                                                                                                                                                                                                                                       | <i>The Committee to scope the purpose and expected outcomes</i>                                                         |                                                                                                                                                                                                | <i>Peter Daniels</i>                              | <i>May 2011</i> |
| <i>Rural Community Sustainability</i>                                                                                                                                                                                                                                                        | <i>The Committee to scope the purpose and expected outcomes</i>                                                         |                                                                                                                                                                                                | <i>Hywyn Williams/Jamie Groves/Diane Hesketh?</i> | <i>May 2011</i> |



## Communities Scrutiny Committee Forward Work Plan

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|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----------------|
| <i>Access to the Countryside</i>                          | <i>The Committee to scope the purpose and expected outcomes</i>                                                                                         |                                                                                                                                                                                                                              | <i>Mark Dixon/Huw Rees</i>                       | <i>May 2011</i> |
| <i>Waste Management Provision</i>                         | <i>The Committee to scope the purpose and expected outcomes</i>                                                                                         |                                                                                                                                                                                                                              | <i>Steve Parker/Ken Thompson</i>                 | <i>May 2011</i> |
| <i>Transfer of Services to Town Councils</i>              | <i>The Committee to scope the purpose and expected outcomes</i>                                                                                         |                                                                                                                                                                                                                              | <i>Hywyn Williams/Helen Burkhalter/Paul Mead</i> | <i>May 2011</i> |
| <i>The effectiveness of CCTV</i>                          | <i>The Committee to scope the purpose and expected outcomes</i>                                                                                         |                                                                                                                                                                                                                              | <i>Graham Boase</i>                              | <i>May 2011</i> |
| <i>Wind Farms</i>                                         | <i>The Committee to scope the purpose and expected outcomes</i>                                                                                         |                                                                                                                                                                                                                              | <i>Graham Boase/Paul Mead</i>                    | <i>May 2011</i> |
| <i>Review of Heritage and Arts Assets (post May 2012)</i> | <i>The Committee to scope the purpose and expected outcomes following receipt of information report (see section below on information reports)</i>      |                                                                                                                                                                                                                              | <i>Steve Parker</i>                              | <i>May 2011</i> |
| Flood Risk Areas within Denbighshire (autumn 2012)        | Information on all areas within the County which are at risk from any type of flooding incidents and the plans in place to address the identified risks | Assurances that action has been taken or plans are in place to mitigate the risk of flooding to the identified communities and development of robust contingency plans                                                       | Wayne Hope                                       | June 2011       |
| Disposal of Council Buildings, Property and Land          | Consideration of the Council's asset management/disposal strategy and the procedures/guidelines in place for disposing of Council assets                | Assurances that due consideration is given to alternative uses, including community use, in all asset disposals, and that all asset disposal transactions are open/transparent and are undertaken in the taxpayers' interest | Paul McGrady/Chris Davies                        | January 2012    |

**For future years**

## Communities Scrutiny Committee Forward Work Plan

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**Information/Consultation Reports**

| <b>Information / Consultation</b> | <b>Item (description / title)</b> | <b>Purpose of report</b>                                                                                                                                                                               | <b>Author</b>                 | <b>Date Entered</b>                                    |
|-----------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------------------------------------|
| Information [February 2012]       | Heritage and Arts Assets          | To outline the heritage and arts assets owned/operated by the Council, their annual running costs, profits/losses, how they are funded and the level of community use made of the assets if applicable | Steve Parker/Paul McGrady     | December 2011                                          |
| Information (June 2012)           | Review of Licensing Procedures    | Progress report on the implementation of the proposals, as agreed by the Committee in July 2011, to strengthen the Council's licensing procedures                                                      | Graham Boase/Wyn Jones (CCBC) | July 2011 rescheduled September 2011 and February 2012 |

02/04/2012

**Note for officers – Committee Report Deadlines**

| <b>Meeting</b> | <b>Deadline</b> | <b>Meeting</b> | <b>Deadline</b> | <b>Meeting</b>      | <b>Deadline</b>  |
|----------------|-----------------|----------------|-----------------|---------------------|------------------|
|                |                 |                |                 |                     |                  |
| <i>14 June</i> | <b>31 May</b>   | <i>16 July</i> | <b>2 July</b>   | <i>13 September</i> | <b>30 August</b> |

Communities Scrutiny Work Programme.doc

**CABINET: FORWARD WORK PROGRAMME**

|                                                                                                                                                      |                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <b>24 APRIL 2012</b>                                                                                                                                 |                                            |
| Finance Report 2011 -2012                                                                                                                            | Councillor J Thompson Hill<br>P McGrady    |
| ABBA Floating Support Project – Contract Award                                                                                                       | Gary Major / Cllr P A Dobb                 |
| Mental Health Homeless Supported Housing – Contract Award                                                                                            | Gary Major / Cllr P A Dobb                 |
| The Proposed Denbighshire Community Endowment Fund.<br>Purpose: To receive Cabinet approval for a new approach to deal with the dormant trust funds. | Councillor H H Evans / Hywyn Williams      |
| Regional Collaborative Committees                                                                                                                    | Cllr P A Dobb / Sally Ellis / Jenny Elliot |
| Property Acquisition – Compulsory Purchase Order                                                                                                     | Gerald Thomas / Cllr D A J Thomas          |
| Recommendations from Scrutiny Committees                                                                                                             | Scrutiny Coordinator                       |
|                                                                                                                                                      |                                            |

**FUTURE ISSUES**

|                                                                                                                                            |                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <b>MAY 2012</b>                                                                                                                            |                                            |
| Corporate Plan Q4 performance report                                                                                                       | Ewan McWilliams / Tony Ward                |
|                                                                                                                                            |                                            |
| <b>JUNE 2012</b>                                                                                                                           |                                            |
| Regional CCTV                                                                                                                              | Councillor Sharon Frobisher / Graham Boase |
| Regional Collaboration on Economic Regeneration<br>Purpose: Approval for the governance arrangements for priority collaborative activities | Councillor David Thomas / Mark Dixon       |
|                                                                                                                                            |                                            |
| <b>DECEMBER 2012</b>                                                                                                                       |                                            |
| Welsh Housing Quality Standards                                                                                                            | Councillor David Thomas / Peter McHugh     |

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## Progress with Committee Resolutions

| Date of Meeting       | Item number and title                                               | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8<br>December<br>2011 | 6. Denbighshire<br>Adult Community<br>Education Estyn<br>Inspection | <p><b>RESOLVED – that the Committee:-</b></p> <p>(a) note and understands the priorities and organisation of adult community education in Denbighshire and the partnership with Conwy Council as identified in the report;</p> <p>(b) subject to the inclusion of sufficient information on the availability of potential funding streams for adult education in rural areas in the document , endorses the Self Assessment Report developed jointly with partners and the Quality Improvement Plan;</p> <p>(c) is of the view that the 15% statistic of overall teaching across the partnership being adequate was not acceptable, and therefore should be addressed; and</p> <p>(ch)receives a report summarising the outcome of the Estyn Inspection when available.</p> | <p>£137k will be available to support adult community education in Denbighshire in 2012-13. The three partner colleges will increase their provision in rural areas, a list of provision will be included in the report to scrutiny in June.</p> <p>Since the draft self-evaluation report was shared with scrutiny the colleges have completed their lesson observations and revisited underperforming tutors, this indicated that 96% to be Good or Excellent. One of the 2 Adequate grades is no longer delivering for the partnership. An action plan to improve was agreed</p> |

|                     |                                                                       |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     |                                                                       |                                                                                                                                                                                                                                                                                                                                                          | <p>with the other which has now resulted in a Good grade on re assessment. The numbers of Lessons Observed increased from 43% in 2010 to 57% in 2011.</p> <p>Observations are moderated at a partnership level, and all providers are observing to the same standards. During the moderation process observations were re-graded by partners and 100% of the moderated grades matched the original grades. Estyn agreed with the observation profile at the recent inspection.</p> |
| <b>1 March 2012</b> | <b>4. Minutes of the meeting held on 19<sup>th</sup> January 2012</b> | <p><b>RESOLVED</b> – that the Minutes be amended so that the resolution of Item 8 read as follows:</p> <p>“a) Option 1 is implemented in the AONB on all routes which are deemed safe for a biodiversity cut following consultation with the Local Member Area Groups, and that Option 2 is implemented across the remainder of the County’s roads;”</p> | <p>Minutes amended as recommended and revised resolution forwarded to relevant officers</p>                                                                                                                                                                                                                                                                                                                                                                                        |
|                     | <b>5. Etape Cymru Cycling Event</b>                                   | <p><b>RESOLVED</b> – that the Committee endorsed the road closure to allow the Etape Cymru 2012 to take place, subject to:</p> <p>a) full consultation with the communities and</p>                                                                                                                                                                      | <p>Resolution forwarded to relevant officers</p>                                                                                                                                                                                                                                                                                                                                                                                                                                   |

|  |                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                  |
|--|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                         | <p><i>local businesses impacted by the road closures taking place, including consultation with the local Area Member Group;</i></p> <p><i>b) the impact the event has on local communities being monitored before, during and after the race, with a report on this aspect being submitted to the Communities Scrutiny Committee in Autumn 2012; and</i></p> <p><i>c) the Committee receiving a guarantee that the Horseshoe Pass will be re-opened to traffic by 11am.</i></p>                                                                                                           | <p>and copied to the Council's Community Engagement Manager.</p> <p>Further report scheduled for presentation to the current meeting and an analysis report on the 2012 event scheduled into the Committee's work programme for October 2012</p> |
|  | <p><b>6. Foryd Harbour Mooring Fees and Charges</b></p> | <p><b>RESOLVED</b> – <i>that the Committee recommend that :</i></p> <p><i>(a) the proposed scale of charges contained in the report be supported in principle, but that the implementation of levying any of the charges detailed in the report be deferred until 1st April 2013 to take account of programmed development works within the harbour;</i></p> <p><i>(b) the discounted rate proposed in the report be reviewed annually taking into account market demand; and</i></p> <p><i>(c) local rates be applied to Kinmel Bay and Towyn (wards 12 &amp; 13 in Conwy County</i></p> | <p>Resolution forwarded to relevant officers and copied to the Chief Executive who has powers delegated to him to set fees and charges</p>                                                                                                       |

|  |                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                               |
|--|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                                                                                    | <i>Borough Council.)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                               |
|  | <b>7. Changes to the Supporting People Strategy for 2012-14 and the Supporting People Operational Plan 2012/13</b> | <b>RESOLVED</b> – <i>that, subject to the comments above, the Committee support the amended Supporting People Strategy for 2012-14 and the Operational Plan for 2012/13</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Resolution conveyed to officers. Cabinet considered the strategy and operational plan at its meeting on 20 <sup>th</sup> March 2012 and agreed the changes to the strategy for 2012 to 2014 and the Operational Plan for 2012/13. No further action required. |
|  | <b>8. Denbighshire Residents Survey 2011</b>                                                                       | <b>RESOLVED</b> – <i>that the Committee notes the report and that the Member Area Groups be encouraged to make regular and effective use of the data collected via the Residents Survey</i>                                                                                                                                                                                                                                                                                                                                                                                                                                          | Recommendation conveyed to the Council's Community Engagement Manager                                                                                                                                                                                         |
|  | <b>9. Community Funding</b>                                                                                        | <b>RESOLVED</b> – <i>that the Committee:</i><br><br><i>a) note the report on the system of allocating funds to Member Area Groups;</i><br><br><i>b) recommend that a review of how effectively the Member Area Groups had spent their allocations for community funding be reported on at the June meeting of the Communities Scrutiny Committee;</i><br><br><i>c) support the proposal that, subject to the support of the Charity Commission, the 55 moribund or ineffective trusts and their attaching assets be transferred to the proposed 'Denbighshire Community Endowment Fund' to be managed by and to become the legal</i> | <br><br>Report scheduled into the Committee's work programme for its meeting in June 2012<br><br>Recommendation conveyed to relevant officers. Cabinet is due to consider a report on this proposal at its meeting on 24 April 2012                           |



|  |                                           |                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                            |
|--|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                           | <p><i>responsibility of the Foundation; and</i></p> <p><i>d) support the proposal to undertake the necessary legal actions and enter into the required agreement with the Community Foundation in Wales.</i></p>                                                                                                                                    |                                                                                                                                                                                                                                                            |
|  | <p><b>10. Scrutiny Work Programme</b></p> | <p><b>RESOLVED – that</b></p> <p><i>(a) subject to the above amendments the Forward Work Programme set out in Appendix 1 be approved; and</i></p> <p><i>b) Councillors D.I. Smith and J. Cahill be nominated to serve on the joint task and finish group established to consider the proposals for the North Wales Safer Communities Board.</i></p> | <p>The Task and Finish Group meeting was cancelled as the proposals for the North Wales Safer Communities Board were not fully developed. The proposals are now expected to be available during the summer of 2012, post the local authority elections</p> |

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