

To: Members of the Performance
Scrutiny Committee

Date: 14 March 2014

Direct Dial: 01824 712554

e-mail: dcc_admin@denbighshire.gov.uk

Dear Councillor

You are invited to attend a meeting of the **PERFORMANCE SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 20 MARCH 2014** 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 OF THE LAST MEETING (Pages 5 - 12)

To receive the minutes of the Performance Scrutiny Committee held on the 20th February, 2014 (copy enclosed).

09:00 - 09:35

5 SERVICE PROVISION FOLLOWING CLOSURE OF COMMUNITY AGENCY (Pages 13 - 18)

To detail alternative service provision that will be available to residents following the closure of community agencies in the county and the cessation of funding for the New Work Connections programme.

09:35 - 10:20

6 IN-HOUSE PROVIDER VISIT 2013/14 OVERVIEW (Pages 19 - 22)

To consider feedback on the visits undertaken in-house social care providers which highlight the quality, customer experience and good practice/improvement actions for the providers.

10:20 - 10:50

Comfort Break

PART 2 - CONFIDENTIAL ITEMS

It is recommended in accordance with Section 100A (4) of the Local Government Act 1972 that the Press and Public be excluded from the meeting during consideration of the following item(s) of business because it is likely that exempt information (as defined in Paragraph(s) 12, 13 and 14 of Part 4 of Schedule 12A of the Act) would be disclosed.

7 AGRICULTURAL ESTATE (Pages 23 - 44)

To outline the progress made with rationalising the County's agricultural estate, investment to date in the estate, the number of units let and the length of leases, the number of units surrendered, the number of units sold and the capital realised from their sale, and the staffing structure within the Agricultural Estate department.

11:00 - 11:45

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

8 SCRUTINY WORK PROGRAMME (Pages 45 - 62)

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.

12:05

9 FEEDBACK FROM COMMITTEE REPRESENTATIVES

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

12:30

MEMBERSHIP

Councillors

David Simmons (Chair)

Arwel Roberts (Vice-Chair)

Bill Cowie

Geraint Lloyd-Williams

Meirick Davies

Peter Owen

Richard Davies

Dewi Owens

Colin Hughes

Gareth Sandilands

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PERFORMANCE SCRUTINY COMMITTEE

Minutes of a meeting of the Performance Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 20 February 2014 at 9.30 am.

PRESENT

Councillors Meirick Davies, Richard Davies, Colin Hughes, Geraint Lloyd-Williams, Peter Owen, Dewi Owens, Arwel Roberts, Gareth Sandilands and David Simmons (Chair).

Lead Member attendance requested by the Committee:- Councillors Hugh Irving and Eryl Williams.

Co-optees:- Mrs G. Greenland, Ms D. Houghton and Mr G. Williams.

ALSO PRESENT

Corporate Director: Economic and Community Ambition (RM), Head of Customers and Education Support (JW), Scrutiny Co-ordinator (RE) and Administrative Officer (CIW).

1 APOLOGIES

Apologies for absence were received from Councillors Bill Cowie, Nicola Lewis and Dr. D. Marjoram

2 DECLARATION OF INTERESTS

No Members declared any personal or prejudicial interests in any business identified to be considered at the meeting.

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 OF THE LAST MEETING

The Minutes of a meeting of the Performance Scrutiny Committee held on Thursday, 16th January, 2014 were submitted.

Matters arising:-

9. Scrutiny Work Programme - In reply to a question from Councillor A. Roberts, the Scrutiny Coordinator explained that work being undertaken by the Head of Internal Audit on Arms Length Organisations would form the basis of a comprehensive report to the Corporate Governance Committee, with an information report being presented to the Performance Scrutiny Committee.

***RESOLVED** – that, subject to the above, the Minutes be received and approved as a correct record.*

5 MODERNISING EDUCATION - PROGRESS REPORT

A copy of a report by the Head of Customers and Education Support (HCES), which detailed the findings of the Gateway Review of Denbighshire's Modernising Education Programme (MEP) and provided an overall update on the current progress of the individual projects, had been circulated with the papers for the meeting.

The HCES introduced the report which provided details of the progress against the key Council Priority. As part of the delivery of the Corporate Plan the workstream for the priority of improving performance in education and the quality of school buildings had been developed into a clear programme of work. The current projects, which formed part of the workstream, included the major capital projects and the school organisation proposals. Discussions with the WG identified the benefits of undertaking a Gateway Review on the workstream to provide a degree of assurance regarding the measures in place to manage the programme. In response to a question from Councillor M.LII. Davies, the HCES explained that if available a Welsh version of the OGC Gateway Review document would be circulated to Members.

A formal Gateway Review had been undertaken of Denbighshire's MEP in September. An independent Gateway Review team had interviewed personnel involved in the MEP. The review system provided five categories of judgment ranging from Green, Amber/Green, Amber, Amber/Red and Red. The overall delivery confidence assessment from the review had been Amber/Green - Successful delivery appeared probable, however, constant attention would be required to ensure risks did not materialise into major issues which threatened delivery.

The report referred to the findings and recommendations from the review, which were incorporated in Appendix 1.

Concerns had been expressed regarding the uncertainty of future funding with the Denbighshire Schools Programme being affected by decisions on the amount, timing and nature of WG financial support. Denbighshire had considered how it might mitigate the effect of any reduced funding on its school investment programme.

It was explained that although policy objectives for the Programme had been set, an overall vision statement setting out what the future would look like would be useful. The area reviews had provided a sound basis for the Programme. However, there was as yet no clear articulation of how the findings from the individual areas, and the vision derived from that work would be reflected at Programme level. While hard and soft benefits had been identified at project level, work to bring these together at Programme level was still being developed. A need

to capture indicators of the Programme's contribution to educational outcomes in the County had been identified.

The four main recommendations made by the review had been included in the report. Overall the findings of the review indicated that the Programme was in a strong position to deliver its intended outcomes, and an updated Programme level risk register had been presented to the Modernising Education Programme Board (MEPB). The Programme Manager would be tasked with leading on the remaining pieces of work and progress against them would be reported to the MEPB in March. Details of the Membership of the MEPB were provided by the HCES and she agreed to pursue the suggestion that Scrutiny Members could attend and potentially be members of the Board.

The current progress against the Programme had been assessed both through internal challenge processes such as the Quarterly Performance Reports and the MEPB. The HCES provided a summary of Appendix 2, Modernising Education Programme Update, which outlined the current scope and progress of the projects being undertaken throughout the County.

Councillor E.W. Williams referred to the lack of understanding of the Modernising Education Programme and particular reference was made to poor attendance by elected members at meetings, events and sessions relating to education matters. The HCES explained that the views of both Elected and Coopted Members would be welcomed and valued. She emphasised the need to continue to communicate and highlight the aims and objectives of the Modernising Education Programme to stakeholders and citizens with a view of having a greater understanding of the programme and its benefits for all residents. The Programme included primary, secondary and special schools and its successful delivery would contribute towards the regeneration of the County.

The importance of the level of capital investment by Denbighshire was highlighted by Councillor E.W. Williams in relation to securing grant funding for future projects. He made reference to the Authority's Capital Plan and the significance of the Corporate Plan.

In response to concerns raised it was explained that it would be important to continue to work with schools and stakeholders to reconfigure school buildings to enable community groups to use them out of school time, and to promote the vision of having modern schools which as well as being educational establishments were also community assets for residents' use, without having a detrimental effect on other local community amenities. Officers also gave assurances that every possible effort was made to ensure that school buildings were safe from vandalism, this was done through close partnership working with other organisations, such as the Police and Fire and Rescue Service.

In reply to issues raised by Councillor R.J. Davies, it was agreed to investigate the alleged 'pillar' in the centre of a Physical Education hall at Ysgol Plas Brondyffryn, and also the arrangements in place to enable equitable access for pupils at the school to the sports facilities at the neighbouring Denbigh High School site.

During the ensuing discussion, the Committee congratulated the staff involved with the Modernising Education Programme for their diligent work, and it was:-

RESOLVED – *that subject to the above observations, to note the findings of the Gateway Review on the overall progress against this key Council priority.*

6 YOUR VOICE COMPLAINTS PERFORMANCE: QUARTER 3

A copy of a report by the Head of Customers and Education Support (HCES), which provided an overview of the feedback received via Denbighshire's customer feedback policy 'Your Voice' for Quarter 3 of 2013/14, had been circulated with the papers for the meeting.

Councillor H.C. Irving introduced the report which provided information regarding performance issues. The HCES explained that the headlines for Quarter 3 had been included in the report and its appendices. She then expanded on these points for members.

The following responses were provided to questions and issues raised by Members:-

- It was explained by the HCES that the 95% of the targets had been set in line with the national complaints policy which had been adopted by Denbighshire. She felt it would be beneficial to examine the basis of any complaints received, and informed the Committee that Lead Members had been provided with an audit check list sheet which could be utilised, when conferring with the respective Heads of Service, to ascertain the nature of complaints and how information was managed to address complaints. The HCES referred to the introduction of service standards to the Authority, and the significance of the Council's feedback policy in dealing with and responding to complaints.

- Councillor G.LI. Williams referred to the importance of noting and providing details of positive feedback received from service users.

- The significance and importance of differentiating between a service request and a complaint was emphasised by Councillor H.C. Irving. The HCES provided a definition between a service request and a complaint.

- The Committee was informed that the Policy did allow for extended timescales in respect of complaints received, on one occasion only, where circumstances necessitated.

- It was confirmed by the HCES that complaints received in Welsh were forwarded to the respective service departments in Welsh.

- The HCES explained that the colour coding utilised were factual and utilised accordingly.

- In response to questions from Members regarding the inclusion of positive feedback from service users, it was suggested that work be undertaken with the Council's services to enable detailed analysis of performance in dealing with complaints and the nature of complaints as this would help identify any weaknesses within services. The HCES explained that incorporating the feedback in the regular complaints report would be a huge piece of work for services. However, a one-off report could be presented to Committee in the autumn.

The Committee commended the Council's performance in dealing with complaints, particular reference being made to the improvement achieved by the Highways and Infrastructure Service in responding to complaints. The Committee thanked the HCES and her team for their hard work in driving forward the improvement in performance with respect to dealing with complaints and ultimately in delivering better services for residents.

RESOLVED – *that the Performance Scrutiny Committee:-*

- (a) note the performance of services in responding to complaints, and*
- (b) recommends that work be undertaken with the Council's services to enable a report to be presented to Members in the autumn on the Council's performance in dealing with complaints and the nature of complaints received.*

7 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. Cabinet's Forward Work Programme had been included as Appendix 2 and a table summarising recent Committee resolutions, and advising on progress with their implementation, had been attached at Appendix 3 to the report.

The Committee considered its draft Forward Work Programme for future meetings, as detailed in Appendix 1, and the following amendments and additions were agreed for the following meetings:-

20th March, 2014:-

- Report on the Agricultural Estate to be provided. The report to include details of progress to date with the rationalisation of the Estate, tenancy agreements, farms sold by the Authority and the staffing structure of the Department.
- Report in respect of the service provision following closure of the Community Agency. Members requested that the report detail the alternative service provision which would be available to residents following the closure of community agencies in the County and the cessation of funding for the New Work Connections programme.

In reply to a question from the Chair regarding the provision of information relating to Clwydfro, the Scrutiny Coordinator explained that the Head of Internal Audit was preparing a report relating to Arms Length Organisations which had been included in the forward work programme for June, 2014.

Councillor D. Owens referred to Appendix 1 of the Information Brief document which noted that Valuation and Estates had over 200 business units across the County. Councillor Owens explained that Clwydfro also possessed business units in Ruthin.

Councillor R.J. Davies agreed to present a report to a future meeting of the Committee in respect of issues raised in relation to Ysgol Plas Brondyffryn, Denbigh.

Members agreed that the views of the Chairs and Vice Chairs Group be sought regarding consideration, by the relevant Scrutiny Committee, of the Street Naming Policy prior to its presentation to Cabinet.

RESOLVED – *that subject to the above amendments and agreements, the Work Programme as set out in Appendix 1 to the report be approved.*

8 FEEDBACK FROM COMMITTEE REPRESENTATIVES

Members of the Committee supported the views expressed by Councillor A. Roberts that a proposal be submitted to the Chairs and Vice Chairs Group, that the Scrutiny Committee's representation on the Schools Standards Monitoring Group (SSMG) be increased from one to two Members, with both Members being informed of the time and date of future meetings of the Group.

Councillor D. Owens informed the Committee that he and Councillor P.W. Owen had recently visited Leisure Services establishments and the Revenues and Benefits Department in Rhyl. He explained that a report on the visit would be provided and highlighted the good work undertaken by the staff and the excellent leisure facilities available for service users. The CD:ECA agreed to provide information regarding a report to a Council Committee of an Ombudsman's report on writing off Council Tax debts.

In response to concerns raised by Councillor G. Sandilands, the CD:ECA explained that the Council was fully aware of the impact that Clwyd Leisure facility closures were having on service users and on the Council's reputation. She provided details of the process adopted and the progress made with the Options Appraisal in respect of Clwyd Leisure. An outline was provided of the timescales involved and it was confirmed that a report would be presented to Cabinet in March, 2014 in respect of this matter. Members asked that their appreciation of the Head of Communication, Marketing and Leisure's efforts in relation to this matter be noted.

Councillor R.J. Davies provided details of the main issues considered at the Human Resources Department's Service Challenge meeting held on the 20th January, 2014, which included the development of the HR structure, comparative costs of the service, improvements, leadership, training and morale within the department. The CD:ECA informed the Committee that the Head of Human Resources was currently undertaking work regarding the structure of HR, and she would be meeting with the Heads of Service to ascertain the demands of the respective services. HR staff were also working with middle managers with a view to setting priorities for the team, and the outcomes would be considered by SLT in May, 2014.

Councillor G.LI. Williams informed Members of his proposed future involvement in meetings with Rally GB. He referred to the success of the competition and the

importance of Denbighshire's early involvement in future events. The success of cycling events, such as Etape Cymru, were also highlighted by Councillor Williams.

RESOLVED – *that the reports be received and the contents noted.*

Meeting ended at 11.50 a.m.

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Agenda Item 5

Report To:	Performance Scrutiny Committee
Date of Meeting:	20 March 2014
Lead Member / Officer:	Lead Member for Social Care –Adults and Children’s Services/Head of Adult and Business Services
Report Author:	Strategic Development Service Manager
Title:	Community Development Agency

1. What is the report about?

This report is about the proposed changes to the Community Development Agency following the closure of the European funded New Work Connections Project and the reduction of £25k from the Agency’s budget as part of the Council’s required £8.5m savings target.

2. What is the reason for making this report?

To provide information regarding the steps being taken to make the necessary efficiency savings whilst ensuring that appropriate services will still be available for the individuals and community groups affected.

3. What are the Recommendations?

It is recommended that the Committee considers the actions being taken to ensure that alternative ways are found of providing the range of services currently provided by the Community Development Agency on reduction to their budget of £25,000.

4. Report details.

- 4.1 The Community Agency was initially established in 1985 through Urban Aid Funding, as part of a programme for social and community development in the county of Clwyd. It is now part of Adult and Business Services within Denbighshire County Council.
- 4.2 During this time the Agency, through its well-equipped “practical” resources centre, has supported numerous third sector groups and individuals and, over the years, it has also been successful in drawing down substantial amounts of funding to support various community activities. (Please see Appendix 1 for details of usage)
- 4.3 Since 2010, the Community Development Agency, in addition to its own activities, has also made its facilities available for use by participants of New Work Connections, a major European Funded project, and provided office accommodation for its staff.
- 4.4 The Community Development Agency is undoubtedly a very important resource for the many individuals and community groups who have been utilising it all these years

and benefiting from its resources. However, changes to the funding and delivery of services need to be considered for two main reasons.

- 4.5 The first reason is that the New Work Connections project came to an end on 28th February. For the past four years, the Community Development Agency has been an important part of the New Work Connections project and all of the staff, with the exception of two, have been funded by the project. In fact, it has only been possible to maintain the Agency over the past four years because of our success in gaining European funding. Although some staff will be retained until 31st May for closure work on the project, funding for direct work with individuals finished at the end of February. It would not be feasible to operate the agency with just two members of staff and we have concluded that they could be more efficiently utilised in a general community development role within Denbighshire Adult & Business Services, linked to the requirement of the new Social Services and Wellbeing legislation.
- 4.6 Enquiries have been made about the possibility of further European funding for the New Work Connections project but the next relevant funding stream will not be available for at least 12 months and Adult & Business Services does not have the resources required for all the intensive work involved in preparing a bid and dealing with all the complexities and risks of such a major project.
- 4.7 The second reason is the extremely difficult financial situation facing the County Council. Given the need to find savings of £8.5 million in the next financial year, difficult decisions have to be made about reducing services. There is a need, of course, to protect statutory frontline services to vulnerable individuals, but the Community Development Agency is not in this category and savings of £25,000 per annum have been identified in relation to the accommodation costs of the Agency.
- 4.8 An intensive effort is underway to identify alternative ways of providing services to current users of the CDA as well as any financial contributions to the £25,000 needed in efficiency savings. We are also exploring other building options in Rhyl for accommodating the service, such as Morfa Clwyd, a shop in the White Rose Centre and a local church on Water Street.
- 4.9 With regard to the County Council itself, links can be made with the future development of the library service and officers are exploring this, as well as other options such as Adult Learning, in greater detail. The work undertaken at the CDA undoubtedly contributes to enhancing basic skills and this could contribute to County Council initiatives in this area.
- 4.10 It has been established that New Work Connections will pay property costs of approximately £4,000 for April and May, as the project's remaining staff will be based at the CDA for the project's closure work. There is also some Supporting People funding (approx. £13,000 in 2014/15) which has been agreed can be used towards staffing costs at the Agency, which would be able to contribute to the £25,000 savings required. The total amount of £17,000 towards the building costs will enable more time to develop alternative ways of delivering the service and the building currently being used in the Railway Station will remain operational until this is identified.
- 4.11 In addition to this, enquiries are being made with the Rhyl Community Partnership, which receives funding as part of the long-running contract between N Power and the

Coastal Partnership (N Power has now been replaced by RWE Renewables). A decision on whether they can make a contribution is expected in a few weeks' time. This Partnership was originally responsible for funding much of the CDA's equipment.

4.12 Substantial progress has, therefore, been made in both identifying ways of continuing services for existing users as well as making financial savings. However, further work will continue on all of this as there is a need to make sure that appropriate services will be in place for 2014/15 but also wish to ensure longer-term sustainability.

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

In relation to the Corporate Plan, the following priorities are relevant:

- Developing the local economy: the CDA provides advice and support which helps people move into employment and we are exploring ways that this can continue.
- Modernising the council to deliver efficiencies and improve services for our customers: the issues at stake here are the need to modernise services through community-based options replacing services directly provided by DCC.

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

There are no costs involved. Adult and Business Services has identified savings of approx. £25,000 by ceasing to fund the property costs of the CDA.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

A draft EqIA has been completed and will be finalised as part of the final solution.

8. What consultations have been carried out with Scrutiny and others?

8.1 The proposal to remove the funding from the Community Development Agency was included in the Members' Budget Workshops in the Autumn of last year.

8.2 Questionnaires have been completed with individuals in order to identify the services that they have been receiving as well as any suitable alternatives from their perspective. With regard to continuation of services, either in their present form or through alternative provision, consultations are taking place with Denbighshire Voluntary Services Council, Communities First, Rhyl City Strategy and various Departments of the County Council. Denbighshire Voluntary Services Council does not have the required resources at this time, but has agreed to engage with Third Sector organisations on our behalf. Discussions with Communities First have been particularly fruitful and it is possible that two of their officers, who are involved in Adult Learning, could be based at the CDA periodically and offer support to individuals. They are also considering additional ways of helping.

9. Chief Finance Officer Statement

Not required.

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

The Community Development Agency is a very well-known resource in Rhyl and is highly valued by many citizens who have used it over the years. Some of the individuals who use the centre are vulnerable for various reasons and there would be risks involved in closing the centre without identifying alternative provision. The various steps referred to in the report are a means of mitigating these risks.

11. Power to make the Decision

Scrutiny's powers in relation to considering any matter affecting the area or its inhabitants is set out in paragraph 6.3.2(c) of the Constitution.

Contact Officer:

Strategic Development Service Manager

Tel: 01824 706632

Appendix 1

Numbers Using the Community Development Agency

Period 10th - 14th February 2014

NWC: 21 unique individuals making 35 visits (NWC service has now ceased)

Others: 47 unique individuals making 77 visits
+ 9 "Casual" visits

Groups: 8 unique groups making 10 visits
(using a range of resources eg. photocopying / printing / comb binding / laminating / equipment loan etc.)

Nov 2013 - Jan 2014

No. of unique Groups: 53 No. of Visits: 150

No. of unique Individuals: 250 No. of Visits: 1,015

In addition, there are a number of casual, drop in visits which are not practical to record

During the period 2012 - 2013

150 Groups made upwards of 600 visits

769 Individuals using the facilities made 4,765 visits

Organisations which have been initiated, supported and developed locally include:

- Clwyd Coast Credit Union Ltd
- Rhyl Adventure Playground Association
- Benefits Advice Shop
- West Rhyl Young People's Project
- Mediation Service
- Denbighshire Bond Bank
- Community Recycling Project:
- Morfa Bach Tenants' Association
- Bruton Park Residents' Association:
- Marsh Community Association
- Abbey Street Residents' Centre
- Lakeside Residents' Association
- South West Central Residents Association
- Denbighshire Tenants' & Residents' Association

Other projects assisted include: environmental projects, education initiatives, women's groups, healthy living initiatives, community safety, gay and lesbian support group and many more.

Agenda Item 6

Report To: Performance Scrutiny Committee

Date of Meeting: 20th March, 2014

Lead Member / Officer: Lead Member for Social Care & Children's Services/
Head of Adult & Business Services

Report Author: Information & Quality Officer

Title: Adult Services In-House Provider Visits 2013/14

1. What is the report about?

To provide information regarding In-House Provider Visits undertaken by Local Members.

2. What is the reason for making this report?

To inform Performance Scrutiny Committee Members of the progress on completing In-House provider visits and progress on the follow up action plans in 2013/14.

3. What are the Recommendations?

That Members consider the report and make comment as appropriate.

4. Report details

- 4.1 In-House provider visits have proven to be an excellent way for members to meet service users and staff and to hear their views on the services we provide. There are 13 Adult services establishment that have been identified as appropriate for these visits. 8 visits were completed between May 2013 and February 2014.
- 4.2 After each rota visit, the Elected Members involved submit a report which is shared with the Service. Action plans are developed in response to any specific issues raised within the reports. The action plan is then shared with the Elected Members involved in the visit.
- 4.3 Reports on In-House provider visits undertaken in 2013 and 2014 confirm good standards of care. Positive comments have been received on the care and quality of the establishments and staff in every report.
- 4.4 Positive feedback included:
 - 4.4.1 **Taskforce/Popty** (*Work Opportunity Service*)
"Good and happy working conditions"
"Very happy with support available from Social Services"
 - 4.4.2 **Hafan Deg** (*Day Centre for Older People*)
"The food prepared and cooked on the premises was of a very high standard and the cook was very enthusiastic"
"There was a great deal of activity i.e cards, craft, art etc. very stimulating for residents"

- 4.4.3 **Tŷ Mor** (Day Centre for Adults with Mental Health Needs)
“Full of activity painting, knitting, craft, sewing etc”
“Very cheerful staff and service users”
- 4.4.4 **Awelon** (Care Home for Older People)
“Home is safe and secure, residents are happy and relaxed”
“Very happy, liked food and no dignity in care issues”
- 4.4.5 **Park Road** (Community Living Scheme)
“The clients were cared for well and all support services operate efficiently in clients interest and comfort”
“Very enjoyable visit with well cared for and happy residents”
- 4.4.6 **Grange Road, Rhyl** (Community Living Scheme)
“Excellent provision, just wish there were more places like this in Denbighshire”
“Very warm and friendly atmosphere”
- 4.5 Suggestions made in the reports included:
- 4.5.1 **Taskforce/Popty**
Experiencing problems with vermin because of large gaps in the building walls – the response to this is slow and needs to be prioritised.
- 4.5.2 **Hafan Deg**
Need to actively promote interaction and inclusion between the attendees at the centre regardless of their residence.
- 4.5.3 **Awelon**
Currently lacking suitable voluntary organisations support, and need to improve their contact and activity within the local community and town centre.
- 4.6 Concerns were raised across many of the visits regarding the Day Services Review and how this would affect the staff and users of the Day Centres and Work Opportunities establishments. It was highlighted across all establishments that staff and users felt they had not been kept sufficiently informed of potential changes to day services. In response to these concerns, it has been agreed by the Head of Adult & Business Services and the Service Managers involved that they will ensure that appropriate consultation and engagement continues to be undertaken with the users and staff within the centre to ensure they are fully informed of any decisions.
- 4.7 The following actions were identified from the visits undertaken and many of the establishments are already implementing the actions into their work programme as ongoing/good practice.

Service	Action
Hafan Deg Day Centre	Ensure that appropriate consultation and engagement continues to be undertaken with the users and staff within the centre to ensure they are fully informed of any decisions
Hafan Deg Day Centre	Staff to actively promote interaction and

	inclusion of all attendees
Popty/Taskforce	Disabled Toilets Access to be finalised
Popty/Taskforce	Fire Drill Procedure – bi-monthly fire evacuation and review to be implemented
Popty/Taskforce	Issues with vermin due to overlarge gaps in the building – response to this to be prioritised pending available budget. On-going maintenance to be actioned

4.8 Future programme of rota visits

Two further visits are planned before the end of March and visits to the remaining establishments will be arranged over the coming months and into the new financial year, with the aim of all visits being completed by May 2014. A new schedule will then be set for the next round of visits to be held in 2014/15.

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

In-house provider services support the corporate priority that vulnerable People are protected and are able to live as independently as possible and Member visits support the priority of modernising the council to deliver efficiencies and improve services for our customers

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

Any costs arising from recommendations made by Members during visits are contained within existing resources.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

An equality impact assessment is not required for this report.

8. What consultations have been carried out with Scrutiny and others?

Service users of Community Living Schemes were consulted prior to Member visits taking place to ensure they were happy with Members visiting their homes.

9. Chief Finance Officer Statement

A Chief Finance Officer Statement is not required for this report.

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

There are no risks arising from this report.

11. Power to make the Decision

Scrutiny's powers in relation to examining the performance of Council services in set out in paragraph 6.3.4(b) of the Constitution.

Contact Officer:
Information & Quality Officer
Tel: 01824 706516

By virtue of paragraph(s) 12, 13, 14 of Part 4 of Schedule 12A of the Local Government Act 1972.

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Report to: Performance Scrutiny Committee

Date of Meeting: 20 March 2014

Report Author: Scrutiny Coordinator

Title: Scrutiny Work Programme

1. What is the report about?

The report presents Performance 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 Article 6 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, whilst the rules of procedure for scrutiny committees are laid out in Part 4 of the Constitution.

4.2 The Constitution stipulates that the Council's scrutiny committees must 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.

4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.

4.4 The Committee is 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
 - whether the relevant lead Cabinet member will be invited to attend (having regard to whether their attendance is necessary or would add value). (In all instances this decision will be communicated to the lead member concerned)
 - questions to be put to officers/lead Cabinet members
- 4.5 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?
- 4.6 As mentioned in paragraph 4.2 above the Council's Constitution 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 subjects. One such proposal form has been received for consideration at the current meeting. This request, which can be seen at Appendix 2, relates to the Draft Director of Social Services' Annual Report for 2013/14. Members are asked to consider the request for the item to be included on the agenda for July's meeting.
- Cabinet Forward Work Programme
- 4.7 When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose a copy of the Cabinet's forward work programme is attached at Appendix 3.
- Progress on Committee Resolutions
- 4.8 A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 4 to this report.

5. Scrutiny Chairs and Vice-Chairs Group

Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group's meeting was re-arranged from 27 February to 11 March. As this report was prepared prior to the Group's meeting any decisions or referrals made by the Group will be reported verbally to the Committee at its meeting on 20 March.

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 are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

No Equality Impact Assessment has been undertaken for the purpose of this report as consideration of the Committee's forward work programme is not deemed to have an adverse or unfair impact on people who share protected characteristics.

8. 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.

9. 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.

10. 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.

11. 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: Scrutiny Coordinator
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Note: Any items entered in italics have not been approved for inclusion at the meeting shown by the Committee. Such reports are listed here for information, pending formal approval.

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
1 May	Cllr. Julian Thompson-Hill	1. Corporate Health and Safety Annual Report	To consider the Council's management of general health and safety and fire safety matters	Assurances that the Authority is abiding and conforming with all relevant H&S legislation and therefore mitigate the risk of litigation	Gerry Lapington	November 2013
	Cllr. Hugh Irving (required)	2. Housing Service's Improvement Plan	To examine the Service's Improvement Plan (including the housing maintenance plan)	To ensure that the Service is continuously improving its performance and effectively contributing towards the corporate plan priority of ensuring residents have access to good quality housing	Peter McHugh	December 2013
12 June	Cllr. Hugh Irving	1. Your Voice' complaints performance (Q4)	To scrutinise Services' performance in complying with the Council's complaints process	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Clare O'Gorman	February 2013
	Cllr. Barbara Smith	2. Corporate Risk Register	To consider the Council's Corporate Risk Register following the latest formal review by CET	Identification of effective measures to address the high level risks	Alan Smith/Nicola Kneale	February 2013
	Cllr. Barbara Smith	3. Corporate Plan QPR: Q4 2013/14	To monitor the Council's progress in delivering the Corporate Plan 2012-17 consider the latest version of	Ensuring that the Council meets its targets, delivers its Corporate Plan and the	Alan Smith/Nicola Kneale	February 2013

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
					Council's services in line with its aspirations and to the satisfaction of local residents	
	Cllr. David Smith	4 Provision of CCTV and Out of Hours Service	To consider the preferred options identified for the delivery, with limited financial resources, of an equitable CCTV and associated Out of Hours service across the County in future	Provision of an effective and efficient service will assist the Authority to deliver the corporate priorities of protecting vulnerable people, keeping streets clean and tidy and bring the Council closer to the community	Graham Boase/Emlyn Jones	October 2013
17July	Cllr. Huw LI Jones	1. Arms Length Organisations	To consider proposals on how to effectively scrutinise the Council's Arm's Length Organisations	To realise value for money from these organisations and to ensure that they effectively contribute towards the delivery of the Council's priorities	Alan Smith/Ivan Butler	October 2013 (rescheduled by the Committee January 2014)
	Cllr. Eryl Williams <i>(required)</i>	2 Estyn Action Plan [Education]	To (i) monitor the progress achieved to date in implementing the actions to address the 2 recommendations in the 2012 Estyn Inspection of the Quality of Education Services; (ii) detail measures taken to improve accuracy of KS3	(i) Better quality services and better outcomes for pupils through early identification of any slippages in progressing actions, or in implementing mitigating measures to address identified risks; and	Joint report by Karen Evans/Liz Grieve	June 2013

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			teacher assessment and GwE's use of Moodle; (iii) detail the findings of the audit of services available to children and young people, their impact and value for money; and (iv) inform members of any proposed changes to education delivery, performance/attainment measures and future inspection arrangements and expectations	(ii) identification of measures to address national policy requirements/challenges and consequential inspection arrangements with a view to mitigating the risk of disruption to pupils and teachers and deterioration in performance and attainment rates		
	Cllr. Bobby Feeley (required)	3. <i>Draft Director of Social Services Annual Report for 2013/14</i>	<i>To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2013/14 and clearly articulates future plans.</i>	<i>Identification of any specific performance issues which require further scrutiny by the committee in future</i>	<i>Tony Ward</i>	<i>March 2014</i>
2 October	Cllr. Barbara Smith	1. Annual Performance Review 2013/14	To seek Scrutiny's view on the Council's Annual Performance Review report prior to its submission to County Council for approval	Participation in the consultation on the Annual Report will assist the Committee to identify areas of weakness and build them into its future work programme with a view to realising improvements going forward	Alan Smith	September 2013

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	Cllr. Eryl Williams	2. Provisional External Examinations and Teacher Assessments [Education]	To review the performance of schools and that of looked after children	Scrutiny of performance leading to recommendations for improvement	Julian Molloy	September 2013
20 November	Cllr. Hugh Irving	1 Your Voice' complaints performance (Q 1 & 2)	To scrutinise Services' performance in complying with the Council's complaints process and to consider the feedback received after service issues and complaints have been resolved (as a result of the analysis undertaken of the complaints received)	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Clare O'Gorman	February 2013
15 January 2015	Cllr. Eryl Williams	1. Verified External Examinations and Teacher Assessments [Education]	To review the performance of schools and that of looked after children; and GwE's impact on the educational attainment of the County's powers	Scrutiny of performance leading to recommendations for improvement	Julian Molloy	September 2013
26 February	Cllr. Hugh Irving	1 Your Voice' complaints performance (Q 3)	To scrutinise Services' performance in complying with the Council's complaints	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Clare O'Gorman	February 2013
16 April						
May/June	Cllr. Hugh Irving	1 Your Voice' complaints performance (Q 4)	To scrutinise Services' performance in complying	Identification of areas of poor performance with a	Jackie Walley/Clare	February 2013

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			with the Council's complaints process and to consider the feedback received after service issues and complaints have been resolved	view to the development of recommendations to address weaknesses.	O'Gorman	

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
<i>Parking Enforcement (deferred until after Communities Scrutiny Committee has considered a report on the impact of the Council's Parking Enforcement Strategy on economic development scheduled for 25 November 2013 and a further report on Parking Policy and Parking and Traffic Review Scoping Exercise on 6 March 2014)</i>	<i>To examine the statistics on the number of Penalty Charge Notices (PCNs) issued during 2012/12 and 2013/14 to date, the breakdown of PCNs per MAG area (and per town), the number of prosecutions arising from the issue of CPNs (and the associated costs of pursuing prosecutions), cost of the running the service and the income generated for the Authority</i>	<i>Assurances that the Service is demonstrating value for money and supporting the Council's delivery of its corporate priorities of developing the local economy and maintaining clean and tidy streets</i>	<i>Mike Jones</i>	<i>By the SCVCG September 2013</i>

Information/Consultation Reports

Date	Item (description / title)	Purpose of report	Author	Date Entered
March 2014 [Information]	Arms Length Organisations	To outline the parameters of the forthcoming review of the Council's governance arrangements for Arms Length organisations	Ivan Butler	January 2014
February/March 2014 [Information] [Education]	Condition of the County's School Estate	To detail the structural and fabric condition of the County's School estate	Jackie Walley/James Curran	January 2014
May /June 2014	New Library Performance Standards	Details of the proposed new national Library	Jamie	January

[Information]		Service Standards and Denbighshire's evaluation/proposals to meet those standards. The report will assist the Committee to determine whether this topic merits detailed scrutiny	Groves/Roger Ellerton/Arwyn Jones	2014
Available during the summer term 2014 [Information] [Education]	Use of Supply Teachers [Education – to be shared with coopted members]	To detail the use made of supply teachers within the county during recent years and to date this year. The report to detail the costs to the Council of hiring supply teachers, the lengths of time for their hire, the expectations/objectives given to them upon engagement and the quality monitoring arrangements in place to evaluate their effectiveness	Karen Evans	September 2013

Note for officers – Committee Report Deadlines

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
1 May	17 April	12 June	29 May	17 July	3 July

Performance Scrutiny Work Programme.doc

Updated 06/03/14 RhE

PROPOSAL FORM FOR AGENDA ITEMS FOR SCRUTINY COMMITTEES					
NAME OF SCRUTINY COMMITTEE	Performance Scrutiny Committee				
DATE OF MEETING / TIMESCALE FOR CONSIDERATION	17 th July 2014				
TITLE OF REPORT	Draft Director of Social Services Annual Report for 2013/14				
PURPOSE	1. Why is the report being proposed? (see also the checklist overleaf)	There is a statutory requirement to publish an annual report by the Director of Social Services, and the report requires Scrutiny at the draft stage prior to being finalised for publication.			
	2. What issues are to be scrutinised?	The content of the draft annual report. To ensure it provides a fair and clear evaluation of performance in 2013/14 and clearly articulate future plans.			
	3. Is it necessary/desirable for witnesses to attend e.g. lead members, officers/external experts?	It would be advisable to invite the lead Member, Cllr Bobby Feeley.			
	4. What will the committee achieve by considering the report?	The committee will have the opportunity to scrutinise the draft report prior to being finalised for publication, but will also have the opportunity to identify any specific performance issues which require further scrutiny by the committee in future.			
	5. Score the topic from 0 – 4 on aims & priorities and impact (see overleaf)*	<table border="1"> <thead> <tr> <th>Aims & Priorities</th> <th>Impact</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>4</td> </tr> </tbody> </table>	Aims & Priorities	Impact	4
Aims & Priorities	Impact				
4	4				
ADDITIONAL COMMENTS	n/a				
REPORTING PATH – what is the next step? Are Scrutiny's recommendations to be reported elsewhere?	n/a. Following scrutiny, the draft report will be amended (as appropriate) before being finalised for publication.				
AUTHOR	Tony Ward: Principal Manager, Business Support				

Please complete the following checklist:

	Yes	No
Is the topic already being addressed satisfactorily?		x
Is Scrutiny likely to result in service improvements or other measurable benefits?	x	
Does the topic concern a poor performing service or a high budgetary commitment?	x	
Are there adequate resources / realistic possibility of adequate resources to achieve the objective(s)?	x	
Is the Scrutiny activity timely, i.e. will scrutiny be able to recommend changes to the service delivery, policy, strategy, etc?	x	
Is the topic linked to corporate or scrutiny aims and priorities?	x	
Has the topic been identified as a risk in the Corporate Risk Register or is it the subject of an adverse internal audit or external regulator report?	x	

*The following table is to be used to guide the scores given:

Score	Aims & Priorities	Impact
0	No links to corporate/scrutiny aims and priorities	No potential benefits
1	No links to corporate/scrutiny aims and priorities but a subject of high public concern	Minor potential benefits affecting only one ward/customer/client group
2	Some evidence of links, but indirect	Minor benefits to two groups/moderate benefits to one
3	Good evidence linking the topic to both aims and priorities	Moderate benefits to more than one group/substantial benefits to one
4	Strong evidence linking both aims and priorities, and has a high level of public concern	Substantial community-wide benefits

SCORING

Aims & Priorities

4	Possible topic for Scrutiny – to be timetabled appropriately	Priority topic for Scrutiny – for urgent consideration
3		
2	Reject topic for Scrutiny – topic to be circulated to members for information purposes	Possible topic for Scrutiny – to be timetabled appropriately
1		

0 1 2 3 4
Impact

Cabinet Forward Work Plan

Appendix 3

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
25 March	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Response to consultation on Town and Areas Plans – Rhyl, Denbigh & Rhuddlan areas	To approve the Town and Area Plans for Rhyl, Denbigh & Rhuddlan areas	Yes	Cllr Hugh Evans / Rebecca Maxwell / Peter McHugh / Tom Booty
	3	Procurement Business Case for Three Counties	To consider the Business Case	Yes	Cllr Julian Thompson Hill / Paul McGrady
	4	Proposal to close Ysgol Llanbedr	To consider objections received and whether to approve implementation of the proposal	Yes	Cllr Eryl Williams / Jackie Walley
	5	Capital Plan	To receive the recommendations of the Strategic Investment Group and to approve the proposed capital plan expenditure for 2014/15	Yes	Cllr Julian Thompson-Hill / Paul Mcgrady
	6	Coastal Facilities Options	To consider the risks and costs involved with the management of the Sun	Yes	Cllr Huw Jones / Rebecca Maxwell / Jamie Groves

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			Centre, Nova and North Wales Bowls Centre		
	7	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
29 April	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Street Naming Policy	To consider amendments to the current Street Naming Policy and to adopt the new Policy.	Yes	Cllr Huw Jones / Hywyn Williams
	3	Dublin Declaration	To consider an invitation to sign up to the Dublin Declaration	Yes	Cllr Bobby Feeley / Gwynfor Griffiths / Sandra Jones
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
	5	Bailiff Reform A Part II item	To adopt recent changes to the legislation governing the use of bailiffs and the fees charged.	Yes	Cllr Julian Thompson-Hill / Paul McGrady
27 May	1	Finance Report Update	To update Cabinet on the	Tbc	Cllr Julian Thompson-

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			current financial position of the Council		Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
24 June	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Corporate Plan QPR: Quarter 3 2013/14	To monitor the Council's progress in delivering the Corporate Plan 2012 -17	Tbc	Cllr Barbara Smith / Alan Smith / Keith Amos
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

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Note for officers – Cabinet Report Deadlines

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>March</i>	11 March	<i>April</i>	10 April	<i>May</i>	12 May

Updated 5/3/14 - SP

Cabinet Forward Work Plan

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Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
20 February 2014	6. Your Voice Complaints Performance – Quarter 3	<p><i>(a) note the performance of services in responding to complaints, and</i></p> <p><i>(b) recommends that work be undertaken with the Council's services to enable a report to be presented to Members in the autumn on the Council's performance in dealing with complaints and the nature of complaints received.</i></p>	The analysis will be undertaken and the results will be reported within the 'Your Voice' report scheduled for November 2014

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