

To: Members of the Performance  
Scrutiny Committee

Date: 20 February 2015

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Dear Councillor

You are invited to attend a meeting of the **PERFORMANCE SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 26 FEBRUARY 2015** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams  
Head of Legal and Democratic Services

## **AGENDA**

### **1 APOLOGIES**

### **2 DECLARATION OF INTERESTS (Pages 5 - 6)**

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 7 - 18)**

To receive the minutes of the Performance Scrutiny Committee meeting held on the 15<sup>th</sup> January, 2015 (copy attached).

**5 ESTYN ACTION PLAN RECOMMENDATION 2** (Pages 19 - 58)

To consider a report by the Strategic Planning Team Manager (copy attached) which seeks the Committee to determine whether Estyn's recommendations have now been met and whether any further monitoring of the action plan is required.

**9.35 a.m. – 10.10 a.m.**

**6 LONG TERM STRATEGY FOR THE AGRICULTURAL ESTATE** (Pages 59 - 72)

To consider a report by the Valuation and Estates Manager (copy attached) which seeks the Committee to examine and provide observations on the proposed future strategy for the Council's Agricultural Estate prior to its submission to Cabinet for approval.

**10.10 a.m. – 10.45 a.m.**

**Comfort Break**

**7 YOUR VOICE COMPLAINTS REPORT - QUARTER 3 2014/15** (Pages 73 - 84)

To consider a report by the Corporate Complaints Officer (copy attached) which seeks the Committee's observations on the performance of services in dealing with complaints and to identify areas for future scrutiny.

**10.55 a.m. – 11.15 a.m.**

**8 COUNCILLOR ENQUIRIES** (Pages 85 - 88)

To consider a report (copy attached) by the Corporate Complaints Officer which outlines unsatisfactory responses to Members' service enquiries and seeks the Committee to identify areas of concern and make recommendations to address performance in this area.

**11.15a.m. – 11.35a.m.**

**9 UPDATE ON CHALLENGES HIGHLIGHTED IN THE DIRECTOR OF SOCIAL SERVICES ANNUAL PERFORMANCE REPORT 2013-14** (Pages 89 - 96)

To consider a report by the Principal Manager: Business Support which seeks Members' views on the progress made in addressing the challenges identified in 2013-14 Annual Performance Report (copy attached).

**11.35 a.m. – 12.05 p.m.**

**10 SCRUTINY WORK PROGRAMME** (Pages 97 - 120)

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 p.m. – 12.15 p.m.**

## **11 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

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

**12.15 p.m. – 12.25 p.m.**

### **MEMBERSHIP**

#### **Councillors**

Councillor David Simmons (Chair)

Councillor Arwel Roberts (Vice-Chair)

Meirick Davies

Peter Owen

Richard Davies

Dewi Owens

Colin Hughes

Gareth Sandilands

Geraint Lloyd-Williams

#### **Voting Co-opted Members for Education (Agenda Item No. 5 only)**

Gill Greenland

Dr. D. Marjoram

Debra Houghton

Gareth Williams

#### **COPIES TO:**

All Councillors for information

Press and Libraries

Town and Community Councils

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DEDDF LLYWODRAETH LEOL 2000

Cod Ymddygiad Aelodau

## DATGELU A CHOFRESTRU BUDDIANNAU

Rwyf i,  
(enw)

\*Aelod /Aelod cyfetholedig o  
(\*dileuer un)

**Cyngor Sir Ddinbych**

**YN CADARNHAU** fy mod wedi datgan buddiant **\*personol / personol a sy'n rhagfarnu** nas datgelwyd eisoes yn ôl darpariaeth Rhan III cod ymddygiad y Cyngor Sir i Aelodau am y canlynol:-  
(\*dileuer un)

Dyddiad Datgelu:

Pwyllgor (nodwch):

Agenda eitem

Pwnc:

Natur y Buddiant:

(Gweler y nodyn isod)\*

Llofnod

Dyddiad

Noder: Rhowch ddigon o fanylion os gwelwch yn dda, e.e. 'Fi yw perchennog y tir sy'n gyfagos i'r cais ar gyfer caniatâd cynllunio a wnaed gan Mr Jones', neu 'Mae fy ngŵr / ngwraig yn un o weithwyr y cwmni sydd wedi gwneud cais am gymorth ariannol'.

**Code of Conduct for Members**

**DISCLOSURE AND REGISTRATION OF INTERESTS**

I, *(name)*

a \*member/co-opted member of  
*(\*please delete as appropriate)*

**Denbighshire County Council**

**CONFIRM** that I have declared a **\*personal / personal and prejudicial** interest not previously declared in accordance with the provisions of Part III of the Council's Code of Conduct for Members, in respect of the following:-

*(\*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)\**

Signed

Date

\*Note: Please provide sufficient detail e.g. 'I am the owner of land adjacent to the application for planning permission made by Mr Jones', or 'My husband / wife is an employee of the company which has made an application for financial assistance'.

## **PERFORMANCE SCRUTINY COMMITTEE**

Minutes of a meeting of the Performance Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 15 January 2015 at 9.30 am.

### **PRESENT**

Councillors Meirick Davies, Richard Davies, Dewi Owens, Arwel Roberts (Vice-Chair), Gareth Sandilands and David Simmons (Chair)

Co-opted Members Gill Greenland, Dr Dawn Marjoram and Gareth Williams.

### **ALSO PRESENT**

Chief Executive (MM), Head of Education (KE), Corporate Research and Intelligence Co-ordinator (DM), Head of Customers and Education Support (JW), Head of Communications, Marketing and Leisure (JG), Lead Officer, Libraries and Arts (AJ), Strategic Planning and Performance Officer (IMc), Corporate Improvement Officer (NK), Strategic Planning Team Manager (LG), Scrutiny Co-ordinator (RE) and Committee Administrator (SLW)

Councillor Huw LI Jones, Lead Member for Leisure, Youth, Tourism and Rural Development, attended at the Committee's request for Business Item 7.

Observer – Councillor Gwyneth Kensler

### **1 APOLOGIES**

Apologies for absence were received from Councillors Colin Hughes, Geraint Lloyd-Williams and Peter Owen and Co-opted Member Debra Houghton

### **2 DECLARATION OF INTERESTS**

Councillors Meirick Lloyd Davies, Arwel Roberts, Gareth Sandilands and David Simmons declared a personal interest in Agenda Item 5 – Verification External Examinations and Teacher Assessments

Councillor David Simmons declared a personal interest in Agenda Item 6 – Not in Education or Employment or Training (NEET)

Co-optee Member, Gillian Greenland declared a personal interest in Agenda item 5 – Verification External Examinations and Teacher Assessments and item 6 – Not in Education or Employment or Training (NEET)

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

No urgent matters were raised.

#### **4 MINUTES OF THE LAST MEETING**

The minutes of a meeting of the Performance Scrutiny Committee held on Thursday, 20 November 2014, were submitted.

Councillor Gareth Sandilands requested regular updates regarding the CCTV and Out of Hours Service (Item 5 – Page 8). The Chief Executive clarified that the Head of Planning and Public Protection had set up a Working Group and from which regular updates would be available.

The Scrutiny Co-ordinator also confirmed that the Scrutiny Chairs and Vice-Chairs Group (SCVCG) had decided that the report on the exit strategy/alternative provision for the CCTV and Out of Hours Service, which Performance Scrutiny Committee had requested be presented to Scrutiny, would to be presented to Partnerships Scrutiny Committee in either May or June 2015. It would be presented to that committee at it was the Council's dedicated crime and disorder scrutiny committee.

***RESOLVED** that the minutes be received and approved as a correct record.*

#### **5 VERIFIED EXTERNAL EXAMINATIONS AND TEACHER ASSESSMENTS**

The Head of Education (H of E) presented the KS4 Examination report (previously circulated) to provide information regarding the performance of Denbighshire school teacher assessments and external examinations. She also tendered the apologies of GwE's, the Regional School Effectiveness Service, Managing Director for his unavoidable absence from the meeting. He was unable to attend as GwE was that week being inspected by both Estyn and the Wales Audit Office (WAO).

A report had previously been submitted for Performance Scrutiny Committees consideration in October 2014.

The Committee considered information on the verified performance of Denbighshire's schools external examination results at Key Stage 4 (KS4) and post 16, along with GwE, the Regional School Effectiveness Service's Annual Report on its work in Denbighshire.

The overall results were extremely satisfactory, with the Level 2 results being particularly pleasing. Whilst the Council had been achieving above the Welsh average at all KS4 indicators, it did not intend to be complacent and would continue to strive for excellence at all key stages in a bid to improve outcomes for all pupils and equip them with the necessary skills for the future.

Despite the improved performance in KS4 results, some individual schools' performance had declined and scrutiny had been encouraged to support those schools' improvement journeys.

In-depth discussion took place and in response to members' questions, officers advised that:



- Prestatyn High School had been receiving substantial support to facilitate improvement from both the county and GwE. The impact of GwE's support to the school would be evaluated in the near future
- Education Department and GwE officials met on a fortnightly basis to discuss their work plans and to ensure that the schools receiving support were proceeding with their improvement
- Support had been provided to Ysgol Brynhyfryd's management team following the secondment of their Headteacher to GwE. The impact of the support would be continually monitored in view of the fact that the school's performance in some areas had declined
- Discussions were taking place with business leaders at the North Wales Economic Ambition Board, as to how local authority education departments could best equip pupils with the relevant skills and qualifications to improve the local economy within the constraints of the national curriculum. Part of this work would include the establishment of an Education Employers' Forum
- Within the Welsh Government's secondary categorisation, Denbighshire were collectively ranked 4<sup>th</sup> in Wales out of 22 education authorities. Whilst Denbighshire did not have any individual schools in Category 4, the lowest category, there were two schools in category 3. The County's aspiration would be to have all schools in either category 1 or 2. In order to achieve this, further work and support would be required for three schools. It had been suggested during the meeting that scrutiny may have a role to play in securing this improvement
- A long term strategy was in place to address the variance in performance between schools with respect to level 2 attainment, including language and maths. This strategy included the identification of struggling pupils at Key Stages 1 and 2 and providing them with the required support to enable them to realise their potential later on at Key Stages 3 and 4. This work would complement the aims of the national numeracy and literacy strategy
- At the County Youth Forum, pupils views had been sought on educational matters e.g. subject matter and teaching methods
- Whilst it had been acknowledged that the ethos of individual schools had some impact on the educational attainment, all schools and their staff were well aware of what standards of performance were expected of them, both locally and nationally. It was also widely acknowledged that there was a correlation between good teaching and inspired pupils
- The educational achievements of the County's special schools and its Looked After Children (LAC) were highlighted. However, both officers and members registered their continued disappointment that the Welsh Government did not report the educational achievements of special schools. It had, therefore, been decided that a letter be sent to the Head of Education at Welsh Government conveying the Committee's views that it takes steps to report annually in a valid and appropriate way on the achievements and educational attainment of pupils in special schools
- Officers had similar concerns to members with respect to the extent of the recognition given by the higher education sector to the Welsh Baccalaureate qualification. Officers had highlighted this concern to the WG, but it was suggested that scrutiny may also want to look into the problem and its impact on the County's pupils

- There was a need to improve the wider points score with respect to level 3 results with a view to improving the County's ranking in Wales (currently 20<sup>th</sup>) and support pupils to realise their full potential and follow their chosen educational/career path
- The issue surrounding the fabric of school buildings and their suitability for modern teaching were being addressed through the Modernising Education Programme. However, this was dependent on central government funding as well as local government funding and could potentially be severely affected in the long-term by the public sector financial cuts. Issues regarding the suitability of certain buildings at Ysgol Plas Brondyffryn for a special school were raised
- It was confirmed that the original Service Level Agreement (SLA) between all North Wales Local Authorities and GwE was a generic SLA aimed at targeting support for underperforming schools. As the majority of Denbighshire's schools did not fall into this category, it had only partly realised limited benefits from its investment in the service. Nevertheless, the schools which had worked closely with GwE had nothing but praise for the service and support they had received. Under the revised SLA for the current (2014/15) academic year a specific amount of money had been set aside for intervention in Denbighshire. The plan was that some of this money could be used to intervene to support good schools to progress to become excellent schools
- It was emphasised that funding for school improvement services from the Welsh Government had been protected against the budget cuts, this should ensure that the level of service provided by GwE should be sustained and be of consistent good quality.

Following the detailed discussion, the Committee congratulated education staff and schools on their performance.

**RESOLVED** that, subject to the above observations:

- (i) *to endorse the performance of schools against previous performance and the external benchmarks currently available*
- (ii) *that a letter be sent to the Head of Education at the Welsh Government conveying the Committee's views that steps should be taken nationally to report annually, in a valid and appropriate way, on the achievements and educational attainment of pupils in special schools.*
- (iii) *that the Committee considers including in its Forward Work Programme, work in relation to:*
  - a. *increasing the number of pupils achieving A\* and A grades at Level 2 (GCSE) and Level 3 (A Level and Vocational Equivalent), including increasing the wider points score, through Local Education Authority and GwE support*
  - b. *examining and monitoring the effectiveness of the support given to both Rhyl secondary schools to improve their Level 2 attainment levels and to continually sustain improvement at those schools*
  - c. *examining and monitoring the effectiveness of the support provided to Prestatyn High School to improve its Level 2 and Level 3 attainment levels and to continually sustain improvement at that school*

- d. *examining and monitoring the effectiveness of the support provided to Ysgol Brynhyfryd with a view to it regaining its previous Level 2 and Level 3 attainment levels and further improving towards being an excellent school*
- e. *examine and monitor the Level 3 educational achievements of Rhyl Sixth students to determine whether their educational outcomes are being met to a satisfactory standard which supports them on their chosen educational/career paths*
- f. *examining ways of how the Council can work with the Welsh Government in a bid to widen the recognition given by higher education establishments to the Welsh Baccalaureate qualification.*

## **6 NOT IN EDUCATION OR EMPLOYMENT OR TRAINING (NEET)**

The Head of Education (H of E) presented the NEETS (young people “not in education, employment or training”) report (previously circulated) to provide information regarding the measures being taken to proactively support those young people in danger of becoming NEET in order to improve performance against this measure. Also to ensure that none of the County’s young people fall in to this category, and are fully equipped with the necessary skills to contribute to the development of the local economy.

During consideration of the report, members were advised that the numbers in this category had been reducing every year since 2008. The only year numbers had risen, had been in 2013. However, the latest data indicated that the trend had been addressed and the number was again reducing.

In addition to the information contained in the report, officers outlined the work underway with the North Wales Economic Ambition Board, through its education steering group, which was looking at matching students’ qualifications and skills with the skills and needs of local employers.

Responding to members’ questions, officers advised that the Chair of the North Wales Economic Ambition Board also served on GwE’s Joint Committee. This appointment had been aimed at ensuring connectivity between the field of education and employment.

Responding to questions on the effect of a high transient population on educational attainment and NEET’s figures along the County’s coastal areas, members were advised that schools in those particular areas had well embedded measures in place to deal with the impact of a transient population on their schools. These measures were robust and worked well.

At the conclusion of the discussion, the Committee:

***RESOLVED*** *that, subject to the above observations, it was satisfied with the measures being taken to address and reduce the number of NEET individuals in the county and to ensure that every student in the county was supported to realise his or her potential.*

## **7 PERFORMANCE IN RELATION TO MEETING THE NEW LIBRARY PERFORMANCE STANDARDS**

The Lead Member for Leisure, Youth, Tourism and Rural Development presented the report, on “Meeting the New Framework of Welsh Public Library Standards 2014-17” (previously circulated). The Lead Member and officers also requested members’ observations on the future vision for the County’s libraries as community hubs

The report had been requested by the Performance Scrutiny Committee following the Information Report circulated to Members in May 2014.

During the presentation of the report, it was emphasised that despite the fact that Denbighshire did not meet three out of the eight national standards set by the regulator – CyMAL, the Library was an extremely popular service with users. The standards which had not been met related to staffing numbers, building condition surveys and Wifi availability. As the latter was in the process of being met, a conscious decision had been taken with regards to not striving to meet the other two on the grounds of budget constraints and the fact that all buildings were of a satisfactory quality and the survey was a superfluous administrative exercise. The Council had consistently, for the past 12 years or more, ranked in the top quartile in Wales for the number of library visits, numbers of books issued and customer satisfaction - recently it had been judged joint first in Wales for customer satisfaction amongst under 16 year olds. CyMAL did acknowledge that the County's library service was a popular and valuable service - visitor figures had actually increased during 2013/14. Going forward and, with a view to continuing with the delivery of a popular service in the face of financial cuts, an innovative method for delivering library services alongside other community and local authority services was being proposed, by the establishment of Community Hubs. Each community hub, located in existing library buildings, would be tailored to deliver the key services required in those individual communities. Whilst those proposals were not aimed at achieving all of CyMAL's new framework indicators, they were in-keeping with the WG's vision for community based services and community hubs designed to deliver services in a holistic way. Officers had met with CyMAL officials to discuss the proposed future vision for the county's libraries and they understood the rationale behind the proposals and were broadly supportive of them.

In response to members' questions, officers:

- outlined the capital and revenue costs of installing and maintaining Wifi in libraries and the various funding sources which had been utilised to fund the installation
- confirmed that plans were underway to install Wifi at the two remaining libraries during 2015
- detailed the types of services, both public and voluntary, which could be housed within the proposed community hubs
- confirmed that the school library service would cease in March 2015, but as the majority of schools contacted the mainstream library service with enquires and requests, the cessation of the service should not have a detrimental affect
- the transfer of management responsibility for the library service to the Customers and Education Support Service would provide the ideal opportunity

for enhancing the working relationship between the education and libraries services. It would also facilitate the delivery of certain education services i.e. digital and literary skills courses within community hubs in future

- confirmed that it was a statutory requirement for each local authority to provide a library service, the method for delivering that service was at the discretion of each individual Council
- advised that the Service purchased books via the All-Wales consortia which realised considerable financial savings for the Council
- stated that the areas freed within libraries, once art based exhibitions had been phased out, would be used to deliver community based services. However, this did not mean that art service staff would not be available to assist arts group to organise/set-up exhibitions at other centres within the community
- confirmed that the art service would be willing to work with community groups etc., to seek and apply for external funding for community focused services
- confirmed that the Service, despite the cuts it faced, should have sufficient capacity in future to undertake its own customer satisfaction surveys rather than pay an outside provider to undertake them.

Members also enquired about the possibility of all libraries/community hubs located in areas where fibre optic broadband was available providing those services, and for future plans for a permanent exhibition for the late Philip Jones-Griffiths being housed at Rhuddlan Library.

Members congratulated officers and staff on providing such a popular and valued service despite not meeting all the Regulator's requirements, and for also being willing to meet the Regulator and explain why indicators were not met and explaining the Authority's vision and rationale. The Committee:

**Resolved :**

- (i) subject to the above observations on the requirements of the Fifth Framework of Library Standard to receive the Library Service's estimated performance for 2014-17;*
- (ii) to schedule into its forward work programme for October 2015 CyMAL's Annual Assessment based on the Library Service's 2014-15 performance; and*
- (iii) that the report in October 2015 also include a progress report on the development of libraries into community hubs.*

At this juncture (11.35 a.m.) there was a 10 minute break.

Meeting resumed at 11.45 a.m.

## **8 STREET NAMING POLICY**

The Corporate Research and Intelligence Co-ordinator presented the Street Naming and Numbering Policy Report (previously circulated) for Members to consider the progress made with the implementation of the new Policy.

The Corporate Research and Intelligence Co-ordinator advised during the presentation of this report that following receipt of the first street name change

request from a member of the public, the policy had been applied and the due consultation process followed. Problems which had come to light during the consultation process on this first request would be worked through with a view to easing the process for future requests and consultation exercises. At the conclusion of this first consultation process the Head of Service, in line with the powers delegated to him, had approved the name change and discussions were currently underway with the relevant community council with regards to seeking its agreement to sponsor the name change. If agreement would not be forthcoming the County Council would sponsor the change. If the latter was the case all relevant signage may not be able to be ordered until the new financial year.

Responding to members questions officers:

- detailed the process followed to allocate street names on new developments and to request a name change of an existing street, including the different financial responsibilities in each case
- explained the different legislation, both past and present, which governed the naming and numbering of streets;
- undertook to clarify which clause(s) of the 1972 Act superseded clause 65 of the Town Improvement Clauses Act 1847 in relation to street numbering and naming;
- offered to look further into the naming of Tan yr Eglwys Road in Rhuddlan, and the lack of official names for the two roads which formed the boundary of the Cae Shon triangle area in the community of Trefnant, both of which join Allt Goch at separate junctions (known locally as Ffordd y Sipsiwn (or Ffordd y Romani) and Ffordd y Graig)

It was:

***Resolved :***

- (i) subject to clarification on the above points to receive and note the progress with the implementation of the policy; and*
- (ii) subject to the availability of resources to promote the street naming and numbering policy*

## **9 CORPORATE PLAN (Q1 AND Q2) 2014/2015**

The Corporate Improvement Officer (CIO) presented the Corporate Plan Q1 and Q2) 2014/2015 report (previously circulated) which detailed the progress made with the delivery of the Corporate Plan and outcome agreements as at the end of Quarter 2 in the 2014/15 financial year. Regular reporting was an essential monitoring requirement of the Corporate Plan to ensure that the Council exercised its duty to improve.

The CIO informed members that the Quarter 2 2014/15 report was a far more positive report than the end of year report for 2013/14, particularly in relation to performance with respect to the corporate priority of developing the local economy. Whilst it was anticipated that Denbighshire would not qualify for the entire amount of outcome agreement money from the WG (£1,413,636) for 2013/14 on the basis that only 83% of the outcome agreements had been delivered, it

should receive circa £1,166,249. Confirmation on the final amount awarded should be available by the end of January 2015.

Responding to members' questions officers confirmed that:

- the Service was in discussion with the manufacturers of the Symology technology to ascertain whether there was any problem that was causing inaccurate reporting of work which had been completed
- despite the fact that Denbighshire were considered to be excellent for the overall condition of principal (A), non-principal (B) and (C) roads (THS012) in its family group, the authority had been worst performing in its family group for 2013-14 for the percentage of non-principal (B) roads in overall poor condition. With budgets reducing year on year, the County's position would be unlikely to improve in the foreseeable future;
- it was anticipated that the improved performance with respect to developing the local economy could be improved even further following the restructure of services aligned to the economic and community ambition work;
- improvement had also been seen with respect to the outcomes within the Outcome Agreement, which included access to good quality housing and ensuring that students achieved their potential. This should ensure that the Council achieved a full payment of the outcome agreements monies for the 2014/15 year.

At the conclusion of the discussion the Committee:

***Resolved*** that subject to the above observations, to receive the report, and that information on the Welsh Government's decision with respect to the awarding of the Outcome Agreements for 2013/14 be circulated to Committee members when available.

## **10 SCRUTINY WORK PROGRAMME**

A copy of a report by the Scrutiny Co-ordinator, which requested the Committee to review and agree its Forward Work Programme and which provided an update on relevant issues, had been circulated with the papers for the meeting. A Member Proposal Form for Scrutiny Forward Work Programme had been included as Appendix 2. The Cabinet Forward Work Programme had been included as Appendix 3 and a table summarising recent Committee resolutions, and advising on progress with their implementation, had been attached at Appendix 4 to the report.

The Committee considered its draft Forward Work Programme for future meetings as detailed in Appendix 1.

The Scrutiny Co-ordinator explained that in future years the Welsh Government together with the Wales Audit Office had highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents and service-users. Going forward, scrutiny would be expected to engage better and more frequently with the public with a view to securing better decisions which ultimately lead to better outcomes for citizens. In future, the Wales Audit Office would measure scrutiny's effectiveness in fulfilling those expectations.

Having regard to the national vision for scrutiny, whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) recently recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:

- Budget savings
- Achievement of the Corporate Plan Objectives (with particular emphasis on the deliverability during a period of financial austerity)
- Any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority
- Urgent, unforeseen or high priority issues.

To assist the process of prioritising reports, a proposal form would be required on the requested topic. The proposal form would clarify the purpose, importance and potential outcomes of suggested subjects.

For the purpose of the scheduled report on the 'Your Voice' Complaints Procedure Performance Report scheduled for The Committee's February meeting a list of current complaints which had been put forward by Members but had not received a satisfactory response was to be drawn up and the Scrutiny Co-ordinator would forward the list to the Head of Customers and Education Support for a detailed response at the next meeting. Examination of this evidence may help the Committee identify any trends in dealing with complaints and suggest improvements to the complaints policy and procedures.

A number of education items were suggested to be added to the Forward Work Programme, following discussion during the meeting, as stated under Item 5 a - f.

The Scrutiny co-ordinator requested expressions of interest to attend the Task & Finish Group to look into the impact of the budget cuts. Two members from each Scrutiny Committee were required together with substitutes. Members would be recruited on a political and geographical balance. Expressions of interest were requested as soon as possible.

***Resolved** subject to the above to approve the Committee's forward work programme as set out in Appendix 1*

## **11 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

None.

The meeting concluded at 12.45 p.m.



<b>Report To:</b>	<b>Performance Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>26 February 2015</b>
<b>Lead Officer:</b>	<b>Head of Education</b>
<b>Report Author:</b>	<b>Strategic Planning Team Manager</b>
<b>Title:</b>	<b>The post inspection action in response to the Estyn Inspection on the quality of Local Authority Education Services for children and young people in Denbighshire</b>

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

- 1.1 Provide an update on the progress made in response to the recommendations made by Estyn following the 2012 inspection.

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

- 2.1 To provide information on and consider progress made following the report presented to the scrutiny committee on 17 July 2014, in response to the recommendations made by Estyn following the 2012 inspection.

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

That the Committee:

- 3.1. considers the information provided and supports the conclusion that the Local Authority Education Service has met Estyn's recommendations;
- 3.2 determines whether further monitoring of the action plan's implementation is required.

## **4. Report details**

- 4.1 The main findings of the Estyn Report showed that the Local Authority achieved 'Good' for the three key questions:-
  - 4.1.1 How good are outcomes?
  - 4.1.2 How good is provision?
  - 4.1.3 How good is leadership and management?
- 4.2 All other indicators were also judged to be 'Good', with the exception of 3.1 'Leadership', which was judged to be 'Excellent'.
- 4.3 However, in order to improve further, Estyn recommended the following:
  - 4.3.1 **Recommendation 1:** Improve the accuracy of Teacher Assessments at

the end of Key Stage 3; and **Recommendation 2**: identify all services for children and young people in Denbighshire and establish an effective system to measure the impact of these services to help the Authority and its partners know whether these offer good value for money.

## **5. Recommendation 1**

- 5.1 At the Performance Scrutiny meeting of July 2014 it was agreed that as a result of the maintained improvement in the accuracy of teacher assessments at the end of Key Stage 3, further stand-alone reports on this matter were not required. In future this aspect would be monitored through the annual report submitted to the Committee on external examination results and teacher assessments

## **6. Progress against Recommendation 2**

- 6.1 A strategic analysis of partnership working in Denbighshire has been undertaken (see Appendix 1). This strategic work will be developed and reviewed on an ongoing basis under the auspices of the Wellbeing Plan and Denbighshire Strategic Partnership Board.
- 6.2 Simultaneously a small task and finish group has worked to gather information from the community over the last six months and the work will continue at least until the end of the calendar year. As it is believed that over 1,000 groups exist across Denbighshire with which Young People could be engaged, this is a significant piece of work.
- 6.3 This approach also supports the Council's Safeguarding responsibilities by developing better understanding of the requirements for safeguarding training and support for groups that are not directly funded or supported by the Council.
- 6.4 The activity to date was reviewed in December, (see Appendix 2) and recommendations for embedding the work into 'business as usual' activities are being considered by the Head of Education.
- 6.5 It is believed that this twin-tracked approach meets the spirit and the letter of the Estyn recommendation, and is being tested out with a peer reviewer in March.

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

- 7.1 Improving performance in education and the quality of school buildings is one of the Council's corporate priorities for 2012-17 term of office. In monitoring the delivery of the attached action plan the Committee can assist the Council to fulfil part of the above ambition.

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

8.1 All costs accrued will be supported by service budgets. Continued financial constraints require an ongoing review of this work to balance the recommendations of the regulator and the outcomes for the residents of the County, with the resources of the Local Authority.

**9 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.**

9.1 The purpose of the report is to review and consider progress against recommendations. Therefore, the report is not seeking a decision in response to a proposal. There are no adverse effects on any of the protected characteristics as a result of this report.

**10 What consultations have been carried out with Scrutiny and others?**

10.1 Consultation has been carried out with Key Stakeholders including the Children, Young People & Families Partnership.

**11 Chief Finance Officer Statement**

11.1 The costs associated with this work are being absorbed within current service budgets. All areas of Council expenditure will continue to be reviewed as part of the ongoing budget process.

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

There is a risk that this activity does not meet Estyn's expectations in line with their recommendation. The approach is being therefore being tested by a peer reviewer. During the review and reduction of services in line with Cutting the Cloth there is a risk that the approach described above cannot be continued at the current level over the medium to long term. A sustainable model for the future is therefore being considered.

**13. Power to make the Decision**

13.1 No legal requirements but Local Authority inspections are mandatory.

13.2 Article 6.3.2(f) of the Council's Constitution stipulates that scrutiny committees may ensure that actions indicated in action plans are carried out.

**Contact Officer:**

Strategic Planning Team Manager  
Tel: 07766 367168

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Name of Partnership	Purpose	WBP	DSPB	CYFPF	Service delivery	Local (Denbighshire)	Regional	National	C&D	F&D	Frequency of meetings	Lead Officer and / or contact for the Partnership	DCC attendee (where appropriate)	Terms of Reference	Action Plan	Monitoring Board / Group	Funded by	Date Information updated (PCT Use only)
All Wales Sexual Health Network	To share information and promote good practice in sexual health interventions. Aimed at practitioners/sexual health professionals and managed by Public Health Wales.							✓										
Apprenticeships Project (Conwy & Denbighshire)	An innovative project funded by ESF and supported by the Welsh Government. The Joint approach to this Workforce Development Project aims to improve job opportunities and improve workforce skills across the Local Service Board Partner organisations.								✓									
AWASH (All Wales Adult Service Heads)	Adult Service Forum to discuss complex operational and strategic issues, and to produce independent or joint pieces of work (with external organisations). Provides peer support, examples of good practice and opportunity to learn from each other's experiences.							✓					Phil Gilroy					
AWHOBS (All Wales Heads of Business Services)	To discuss complex operational and strategic issues, and to produce independent or joint pieces of work (with external organisations). Provides peer support, examples of good practice and opportunity to learn from each other's experiences.							✓			Quarterly in Builth Wells.		Tony Ward					
AWHOCS (All Wales Heads of Children Services)	Children Services Forum to discuss complex operational and strategic issues, and to produce independent or joint pieces of work (with external organisations). Provides peer support, examples of good practice and opportunity to learn from each other's experiences.							✓					Leighton Rees					
Central & South Denbighshire Locality Leadership Team	To enable multi-agency staff from the Locality to work in partnership as an integrated team to plan, deliver and monitor the best possible locality health and social care services for residents.	✓				✓									<a href="#">Central and South LLT Priorities 2013-14.doc</a>			
Community Equipment Service (CESI) Partnership Management Group	To provide an efficient and effective community equipment service to meet the needs of disabled children, adults and their carers and in particular to promote their independence and to ensure their safety.	✓				✓							Nigel Jones (CESI Operational Manager)					
Children Young People and Families Partnership (CYFPF)	Partnership of all organisations (LA, Voluntary, Community, Statutory, Public Service) who work with children, young people and families to plan, deliver, and monitor services in Denbighshire. Also to ensure children, young people and families in Denbighshire are heard.	✓		✓		✓					Quarterly	Hywyn Williams, Corporate Director Secretariat Partnerships & Communities		<a href="#">ToR amendedv1.pdf</a>				
<b>Continuum of Community Based Services</b>						✓												
<b>Conwy &amp; Denbighshire Adult Community Learning Partnership</b>									✓									
<b>Conwy &amp; Denbighshire Community Safety Partnership (plus C&amp;D Community Safety Partnership Implementation Group and C &amp; D Community Safety Strategic Steering Group)</b>	To ensure the authorities commitment to community safety is focussed, responds effectively to prevention, and adapts to changes locally and nationally. Four main areas are substance misuse, domestic violence, anti-social behaviour, crime and fear of crime.								✓				Sian Taylor (Sian.Taylor@conwy.gov.uk)	Liz Grieve	<a href="#">Terms of Reference Implementation Group</a>	<a href="#">Community Safety Partnership Communications Plan v42013.docx</a>	<a href="#">Terms of Reference Strategic Steering Group</a>	
<b>Conwy &amp; Denbighshire Practice Improvement Group</b>									✓									
<b>Conwy &amp; Denbighshire Social Care Workforce Development Partnership (C&amp;D SCWDP)</b>	To improve the quality and management of social services provision through a planned approach to training. There is a specific objective to increase the proportion of staff with the qualifications, skills and knowledge they need for the work they do.								✓				Mark Southworth (Joint Chair)					
<b>Conwy &amp; Denbighshire Safeguarding Children Delivery Group</b>	Multi-agency forum to support the North Wales Safeguarding Children Board in the achievement of its statutory objectives to protect children within its area who are experiencing or are at risk of abuse, neglect or other kinds of harm, and to prevent children becoming at risk. To improve multi agency safeguarding practices.			✓	✓				✓				Gabrielle Heeney (gabrielle.heeney@denbighshire.gov.uk)		<a href="#">C&amp;D SCDG ToR 031114.doc</a>		NWSCB	
<b>Conwy &amp; Denbighshire Youth Engagement (Strategic) Group</b>	To strategically plan, develop and oversee the implementation of the six elements of the	✓		✓					✓				John Gambles (joint chair with Chris Wynne, Conwy)		<a href="#">G:\Partnerships and Collaboration\</a>			
<b>Conwy &amp; Denbighshire Local Service Board (C&amp;D LSB)</b>	A joint cross County Board which was set up in September 2011 to be the strategic and innovative local leadership team who work together to improve the lives of the citizens of Conwy and Denbighshire.								✓				Mohammed Mehmet Clr Hugh Evans	<a href="#">Conwy Denbighshire LSB Terms of Reference v5.docx</a>	<a href="#">C&amp;D LSB business plan 2013-14 v3_040613.doc</a>			
<b>Conwy and Denbighshire Youth Justice Service</b>	Tackle youth offending matters.			✓					✓				Emma Rathbone					
<b>Conwy &amp; Denbighshire LSB Engagement Group</b>	To ensure that participation and engagement is ongoing, effective, carried out to a high standard, and a sustainable feature in the way services are delivered.								✓						<a href="#">LSB Draft Engagement Strategy v8.docx</a>			
<b>Conwy &amp; Denbighshire LSB Information Group</b>	Improving information sharing to support decision making/change processes by developing and improving joined up service delivery, which is driven by demand.								✓									
<b>Corporate Recovery Group</b>	Overall responsibility for Flood Recovery arrangements.					✓												
<b>Cyswilt Dysgu (Conwy Denbighshire) Adult Community Learning Partnership</b>	To provide excellent community based learning for adults to support economic growth and regeneration. To plan and market adult community learning provision across Conwy and Denbighshire.								✓		Bi-monthly	for details contact Maggie Griffiths Llandrillo College - griff3m@gllm.ac.uk or contact Michelle Anderson ACL Partnership Coordinator.		<a href="#">T of R Community Education Network for Conwy and</a>	<a href="#">Information items re landscape\CyswiltDysgu Strategic Plan updated June 2013.docx</a>		CYFPF	
<b>Denbighshire 14 - 19 Learning Network</b>	Delivering the 6 key elements of Learning Pathways: 1) Individual Learning 2) Wide and appropriate curriculum 3) The Learning Core 4) Learning Support 5) Personal Support 6) Impartial Careers advice and guidance.	✓		✓	✓								John Gambles Network Coordinator	<a href="#">Strategy Remit 2013.doc</a>	<a href="#">Information items re landscape\14-19 regional dev plan 2013.docx</a>			
<b>Denbighshire Advice Network (DAN)</b>	Providing information on welfare matters, promoting and coordinating benefit take-up campaigns, developing and implementing anti-poverty plans and policies. Responsible for the Fuel Poverty Action Plan.	✓		✓									Rick Jones Abbas, WRU	<a href="#">Statement of Intent</a>	<a href="#">Fuel Poverty Action Plan</a>	Denbighshire Strategic Partnership Board (Wellbeing Plan)		

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Denbighshire Armed Services Covenant Working Group	The principle aims of the Working Group are to encourage local communities to support the Armed Forces Community in their area with activities which help them to integrate, take part in social life. To nurture public understanding and awareness of the issues affecting the Armed Forces Community.	✓				✓						Councillor Hugh Irving Secretariat Partnerships & Communities	David Davies	<a href="#">Signed Charter and pic\2013.08.01 English Signed Armed Services</a>	<a href="#">20140603Action Plan v0.2(IW).docx</a>			
Denbighshire Carers Strategy Group	Develop practice guides including the latest information on policy, case studies and recommended service models to help practitioners adapt to change and develop new services.	✓				✓												
Denbighshire Childcare Forum (an evolution of the healthy pre schools group to include childcare.)	To ensure sufficient and sustainable childcare settings offer a healthy environment for children in Denbighshire, staffed by appropriately skilled and qualified staff.	✓		✓	✓	✓					Bi-monthly.	Joint chair - Paula Roberts / Tracey Evans. Secretary Suzie Lothead		Due Jan 2015	Due Jan 2015	CYPFP		
<b>Denbighshire Corporate Parenting Forum</b>		✓		✓		✓												
Denbighshire Corporate Planning Group (Looked After Children)	Ensuring that all looked after children and care leavers get the support they need to become healthy, confident and responsible members of the community. Working with partners in local government and the voluntary sector to make sure we are all better corporate parents, keeping the individual at the centre of planning processes and developing services tailored to their needs and aspirations.	✓																
<b>Denbighshire Corporate Safeguarding Board</b>		✓	✓			✓												
Denbighshire Economic and Community Ambition Board	The Economic and Community Ambition Programme develops, organises, directs and implements a co-ordinated range of projects and activities that enable the Council to achieve the outcomes listed in its corporate plan (2012-17) for Developing the Local Economy. It does this in order to support achievement of the Council's vision of Denbighshire as a place where: Businesses, new and existing, grow and flourish; Our towns and communities are vibrant and prosper; Our residents are economically engaged and enjoy a good quality of life.	✓			✓	✓									<a href="#">ECA Delivery plan 2013-2017.pdf</a>			
Denbighshire Healthy Schools Steering Group	Direct work of the healthy schools scheme in Denbighshire.	✓		✓	✓	✓					Termly	Paula Roberts, Healthy Schools Coordinator.		<a href="#">Terms of Reference</a>	No action plan, but there is an Annual Work Plan (available upon request).	Education. used to report to the groups that existed prior to CYPFP, but no formal channels have since been established, hence review of the group is currently under way (Jan 2015).		
Denbighshire Youth Engagement Group	To coordinate and manage the engagement of young people in assisting them to make informed and effective decisions.					✓					Bi-monthly.			<a href="#">ToFR Denb engagement group 2013 v2.docx</a>				
<b>Denbighshire Health &amp; Social Care Board</b>						✓												
<b>Denbighshire Joint Health &amp; Social Care Forum</b>						✓												
<b>Denbighshire Play Forum</b> (not meeting currently)	To promote and develop Play in Denbighshire by ensuring that there is sufficient representation from all partners with an interest in Play. Provide information to the Local Service Board and other groups to ensure Play is integrated into the planning, implementation and review of the Single Integrated Plan (Wellbeing Plan).	✓		✓	✓	✓												
Denbighshire Rural Development Plan Partnership	The RDP will be utilised to help prevent rural poverty in the longer term, help people into work and mitigate the impact of poverty. It applies to everybody in rural areas and all aspects of rural life. (Farming, agriculture, forestry, countryside, environmental, diversification).				✓	✓						Joanna Douglas						
Denbighshire Sexual Health Group (Children and Young People)	To provide a confidential non-judgemental, caring and accessible Sexual Health and HIV service to all young people.			✓	✓	✓												
Denbighshire Single Point of Access to Community Health and Social Care (SPoA) Project	To deliver a co-ordinated single point of access, single point of assessment and care co-ordination for preventative and rehabilitation work for adults across Denbighshire. It includes the provision of information, signposting to general community services and the integration of a specified and developing range of intermediate care and short term health and social services.	✓			✓	✓								<a href="#">TOR SPA Project Team Jan 2012.doc</a>	<a href="#">Revised SPA Project Plan June 2013.xlsx</a>			
Denbighshire Strategic Partnership Board (DSPB)	To rationalise the wider structure of strategic partnerships to improve the way partners manage the delivery of the shared objectives in the County's single integrated plan (Wellbeing Plan).	✓	✓	✓	✓	✓					Bi-monthly	Mohammed Mehmet Secretariat Partnerships & Communities	Liz Grieve	<a href="#">2014 AgreedTOR draftv6 .pdf</a>		LSB		
Denbighshire Welsh Language Forum / Fforwm Iaith Gymraeg Sir Ddinbych	Normalise the use of the Welsh language in all aspects of life in the County. To ensure that all of the County's social, economic, cultural and educational activities become fully bilingual. Encouraging the transmission of the Welsh language from generation to generation within families, and generally raising awareness of the benefits of being bilingual.	✓		✓		✓												
Dignity in Care and Equalities (DICE)	Implementing DICE Action Plan This is a task and finish group and is a sub group of OPRG. DICE delivers to the SS and Corporate agenda, with a clear purpose.				✓										<a href="#">20140827 draft DICE RECS May 2014.doc</a>			
Direct Payments Steering Group	Coordinating delivery of DP services.																	
Disability Transformation Project under the Modernising Social Services Programme	Promoting services that support independence and choice for children with Learning and Physical Disabilities and provide good value for money.				✓						Quarterly							
Emotional Health and Well-being Group (currently under review)	To develop appropriate plans and service delivery mechanisms so that children can improve and maintain their emotional health and well-being.				✓													
Enhanced Care Project Implementation Group (Regional)	Intervention programme to develop teamwork and staff engagement leading to job satisfaction, increased patient safety, improved quality of care, and greater patient satisfaction.						✓											
ESF Projects (e.g. FIAP Board, WDP Board (Conwy led), PEP Project Board)	<i>Information on these are shown separately</i>				✓				✓		6 weekly		Cathy Curtis-Nelson				ESF	
Families First programme	Innovative approaches to providing support services to vulnerable families and to combat child poverty now and in the future.	✓		✓		✓						Jan Jukes-Hughes			<a href="#">North Wales Vulnerable Families Needs Analysis Final 10 11 14.doc</a>	DSPB	WG	

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Families First Regional Learning Sets	Encourages the development and dissemination of learning and best practice at local, regional, and national levels. All local authorities must actively participate in learning sets, identify learning, and apply knowledge and experience gained.						✓								<a href="#">Information Items re landscape\North Wales Vulnerable Families Needs Analysis Final 10</a>				
Financial Inclusion and Anti-Poverty Project (Conwy & Denbighshire) (current project due to cease December 2014)	To develop partnership working and improve people's access to the financial services, advice and support they need, ultimately reducing poverty. The project will deliver financial inclusion awareness sessions to over 1,000 frontline workers, giving them essential skills, knowledge and tools to support, signpost and refer effectively around financial inclusion. This project is due to cease December 2014.								✓			Dr Beverley Moore							Funding due to cease December 2014.
Fit for Wales Steering Group (Rhyl City Strategy)	To help those at greatest disadvantage in the labour market to overcome barriers and develop potential in work and learning. Support the health and well-being of local employees and employers via the Fit for Work Service.	✓		✓		✓													
Flood Health and Welfare Sub Group	Ensuring that flood victims are appropriately supported.				✓														
Flying Start Strategic Group	Provide support for 0-4 year old children and their families (including ante-natal) in the most deprived areas of Rhyl, Denbigh & Prestatyn.	✓		✓		✓					6 weekly			<a href="#">ToR Flying Start STRATEGIC GROUP 20.02.14 v2.docx</a>	<a href="#">Flying Start Delivery Plan Denbighshire - 2014-15.doc v3.doc</a>				
GWE (Regional School Effectiveness & Improvement Service for North Wales)	Create capacity to enable education authorities to fulfil their worth, whilst respecting local culture, language, and accountability. Promote the regional business plan which focuses on formal and informal collaboration. Collaborative collectively with WG to promote its priorities in order to secure general ownership of the regional or local implementation.						✓												
Health & Social Care Support Worker Partnership Management Group	To improve the quality and management of social services provision through a planned approach to training. There is a specific objective to increase the proportion of staff with the qualifications, skills and knowledge they need for the work they do.				✓	✓						Cathy Curtis-Nelson (Chair)					BCUHB and Las		
Health and Social Care Board	To identify priorities and ensure flexible strategies are put in place to meet the demands and adhere to legislation. Share good practice, develop clear reporting and monitoring systems.	✓				✓													
Inspiring Action Dementia Project (Regional)	£550,000 over three years to implement a project that aims to improve services for people with dementia in North Wales by commissioning new models of service, improve quality, enhancing environments, and skills development.						✓												
Integrated Community Service Delivery Planning Group (SS & BCUHB)					✓	✓													
Joint Bibliographic Services and Shared Library Management Systems										✓									
Joint Strategic Procurement Service (Collaborative procurement service)	Denbighshire, Flint, Gwynedd				✓	✓													
Learning Disabilities - LA leads meeting	Forum for sharing good practice and to work collaboratively on issues such as CHC, Mental Health Measures specifically in relation to LD. Links into Partnership meeting and useful forum for LA specific issues.				✓						Bi-monthly		Alaw Pierce						
Learning Disabilities Strategic Planning Group	To provide an inclusive multi-agency approach to service planning for adults with a learning disability. Essential for multi agency planning and ensuring stakeholders are on board with developments.	✓				✓					Monthly		Alaw Pierce						
Locality Leadership Teams (Health & Social Care)	To enable multi-agency staff from the Locality to work in partnership as an integrated team to plan, deliver and monitor the best possible locality health and social care services for residents.				✓														
Mental Health Collaborative meeting	Forum to progress the collaborative agenda in mental health.				✓		✓				Monthly		Alaw Pierce	<a href="#">DMHGP Revised ToFR June</a>					
Mental Health Planning Group	The focus of the group had for many years been adults of working age with mental health needs. Recent changes to mental health legislation has removed the up to 65 years limit and in certain instances relative to diagnosis this older group are included in the work of the county mental health team and therefore within the remit of the mental health planning group. With this in mind the original group has in the last few months reviewed its position and work is now taking place to revise ToRs/ Priorities/ Work Programme.				✓		✓					Michelle Davidson-Beck		<a href="#">Information items re landscape\TOR MARAC Steering Group 2012.doc</a>	<a href="#">Information Items re landscape\MARAC action plan.docx</a>				
Mersey Dee Alliance	<a href="#">Cheshire West and Chester Council</a> , <a href="#">Flintshire County Council</a> , <a href="#">Merseytravel</a> , <a href="#">Wrexham County Borough Council</a> , <a href="#">Denbighshire County Council</a> , <a href="#">Glyndwr University</a> , <a href="#">University of Chester</a> , <a href="#">Wirral Metropolitan Borough Council</a> , <a href="#">TAITH – North East Wales Regional Transport Consortia</a> , <a href="#">Welsh Government</a>						✓		✓	✓		Cheshire West and Chester Council is the Accountable Body for the Partnership.							
Multi Agency Risk Assessment Conference (MARAC) - working with NW Police	Part of a coordinated community response to domestic abuse. Share information to increase the safety, health and well-being of victims/survivors - adults and their children; Determine whether the alleged perpetrator poses a significant risk to any particular individual or to the general community; Construct jointly and implement a risk management plan that provides professional support to all those at risk and that reduces the risk of harm; Reduce repeat victimisation; Improve agency accountability; and Improve support for staff involved in high-risk domestic abuse cases.	✓				✓													
North Denbighshire Communities First Advisory Group	To help communities bring about changes that increase their chance of accessing education and employment and improving their levels of health.					✓													
North Denbighshire Community Hospital Project Board	Delivering on integration in new Community Hospital.					✓					Monthly		Gwynfor Griffiths						

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North East Wales Biodiversity Network (NEWBN)	Denbighshire Biodiversity Partnership in 2009 joined Conwy, Flintshire and Wrexham to form the NEWBN. It is coordinated by biodiversity officers who sit within each local authority. The broad aim of the network is to conserve, protect, and enhance biodiversity for current and future generations.	✓					✓							<a href="#">ToR North Denb LLT Sept 12.pdf</a>					
North Denbighshire Locality Leadership Team	Delivering on integration in new Community Hospitals. Enables multi agency staff from the locality to work in partnership as an integrated team to plan, deliver and monitor the best possible locality health and social care service.						✓				Monthly	Chris Stockton, BCU Lead and Co Chair	Phil Gilroy						
North Wales Ageing Well Network (Membership includes all 6 local authorities of North Wales, colleges, Health, Red Cross, RNIB, Care and Repair, housing associations, Care Forum Wales).	The purpose of the Network is to develop a regional collaborative approach to supporting the population outcome of 'People in North Wales Age Well into their Retirement'. This approach will be framed by the National Ageing Well Programme, led by the Commissioner for Older People in Wales. The Network will be aware of, and engage with, all other relevant regional and national programmes of work relating to healthy ageing, including the Older People's Strategy for Wales, local Health, Social Care and Wellbeing Plans, County Fora, and the Regional Collaboration unit agenda under the Sustainable Social Services Programme. The Network will proactively seek collaborative funding opportunities to support the delivery of identified objectives and priorities.	✓					✓				Quarterly	Each County will take its turn to host and chair (and minute) the meetings.	Susan Cunnington, Sandra Jones	Draft T of R available upon request.	An evidence-based action plan will be developed for the North Wales work, and will focus on a small number of priorities to be taken forward systematically across all sectors. This plan will be agreed by all Network members, representing their geographical and organisational bodies.	The group will report to the office of the Commissioner for Older People, following each meeting (or to the North Wales Social Services Improvement Collaborative – NWSSIC - a joint LA and BCUHB Strategic Group, supported by the North Wales Collaboration Unit) To be confirmed.			
NW Best Interest Assessors & Supervisory Bodies	To regularly consider the activity of BIAs' practice developments and amendments to legislation re MCA and DoLS. To provide peer support and share best practice.						✓												
NW Carers Lead Strategic Group (Young Carers Sub Group/BCUHB Carers Strategies (Wales) Measure Project Board	Work in partnership to prepare, publish and implement a local Information and Consultation Strategy for carers. Monitor the requirements of the carer measure.						✓												
NW Carers Strategy Group	To ensure key policy developments, legislation and regulations in policy areas including benefits, health and social care services, employment and equality are implemented, maintained, and monitored.						✓												
NW Community Safety Chief Officer Strategic Group							✓												
NW Commissioning Hub Management Board	Achieve value for money by monitoring and improving quality. Commissioning low volume high cost residential placements & commissioning alternative community based placements.						✓					Vicky Poole, Manager							
NW Community Cohesion Board	To co-ordinate and facilitate a shared understanding of regional community cohesion issues; and to develop and deliver appropriate action plans through thematic task and finish groups.						✓												
NW Dementia Strategy Group	Works closely with a range of partners who strive to improve the quality of services for people with dementia.						✓												
NW Dignity in Care and Equality	To monitor and develop the community action, promote dignity and care, raise people's awareness of what dignity means when receiving a service.						✓												
NW Family Support Group	To work with Partners to reduce the number of families living in workless households and upskill them to enable them to get into employment			✓	✓		✓						Jan Jukes-Hughes		<a href="#">North Wales Family Support Group Regional Priorities.docx</a>				
NW Economic Ambition Board	To establish North Wales as a confident and outward looking region with a diverse and high value economy, providing a range of quality, sustainable employment opportunities for its people.						✓					Rebecca Maxwell / Chair Cllr Hugh Evans							
NW Health & Social Care Board	Developing integrated services across the Council and BCUHB, in particular across adult services and ensuring successful roll out of Enhanced Care Service in 5 Denbighshire and other initiatives arising from healthcare in N Wales in changing Ensuring capital primary care developments in Rhyl and Llangollen are delivered with social care involvement ensuring increased range of services are delivered in localities health and social care workers community equipment stores.						✓												
NW Health and Third Sector Compact	Agreement between the government and the voluntary and community sector (independent voluntary organisations, charities, community groups, etc.) and health, which outlines a way of working that improves their relationship for mutual advantage.						✓												
NW Integrated Services Board							✓				Bi-monthly								
NW Learning Disabilities Collaboration	Creating services that value and include every child, young person, or adult with a learning disability.						✓												
NW Learning Disabilities Partnership	Forum with multi-disciplinary and multi-agency input at senior level to address key service issues and oversee the development and implementation of service developments across N Wales. Essential to collaborative agenda in relation to LD services.						✓												
NW Mental Health Forum	To help and provide support in relation to mental health issues. Advocating a comprehensive approach to mental health care.						✓												
NW Older People's National Service Framework (NSF) Group	To look at the development and production of NSFs. To advise on implementation issues.						✓												
NW Public Sector Equalities Network (NWPSEN)							✓						Keith Amos						



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NW Regional Safer Communities Board	Responding to local needs and making the best use of effective local services to respond to changing demands and priorities, monitoring implementation of new legislation and the wider commissioning context.						✓				Monthly/6 weekly Conwy		Phil Gilroy						
NW Regional Collaborative Committee	Makes recommendations to the Welsh Government on Supporting People spending for the six local authorities across North Wales: Conwy, Denbighshire, Flintshire, Wrexham, Anglesey and Gwynedd. North Wales is one of six RCC's across Wales.						✓												
NW Regional Domiciliary Care Group	To consider improvements to the way in which we commission domiciliary care across North Wales. Supported by Regional Collaboration Fund.						✓												
NW Regional Equalities Network							✓						Keith Amos						
NW Region for the Area Planning Board	The Area Planning Board encourages and supports partnerships – statutory, independent and voluntary to work together to have the right services in place to tackle substance misuse in our communities, assisted by the APB outcome based commissioning strategy. The purpose of the North Wales Area Planning Board Delivery Group is to oversee and manage the delivery of the APB work programme; including, but not limited to, the assessment of need; planning, design and development of services; commissioning; performance management; quality assurance, and governance. The group brings together all those who have the capacity to contribute to or advise on, the delivery of these functions.						✓					Helen Wyn Jones, Substance Misuse Coordinator, North Wales Area Planning Board. Tel 01248 752 891							
NW Regional Leadership Board	Provide strategic leadership to: Promote more efficient and effective public services; Strengthen relationships across public services in the region, through sharing information, promoting more effective partnership working between public services and regionalising; Influencing the Welsh Assembly Government and UK Government on issues of regional concern; Identifying and seeking solutions to issues of regional concern. Recent examples include a desire to improve employment opportunities and the public's perception of joint working .						✓				Monthly		Alaw Pierce						
North Wales Regional Working Group							✓												
NW Resettlement Group	Sub-group of the NW LD Partnership undertaking specific piece of work in relation to repatriation of individuals placed outside N Wales.						✓												
NW Sexual Health Group	To develop a coordinated and efficient delivery sexual health service to the whole community.						✓												
NW Safeguard Children's Board	Provides regional strategic direction for the prevention of abuse and neglect of children and the protection of children who have been abused or neglected, safeguarding children and young people across North Wales						✓							<a href="#">NWSCB ToR 281114 .docx</a>		LSB Welsh Government			
NW Social Care in Partnership (SCIP)	Promotes a collaborative approach to business development, education and training within the Social Care Sector in Wales. Addresses the challenges of workforce recruitment, and retention and development of staff. This is done at a regional level by facilitating partnerships between organisations ranging from care sector employers, to further education. Help to implement national initiatives at a regional level.						✓												
NW Social Services Improvement Collaborative (NWSSIC)	Responding to the vision set out in Sustainable Social Services: A Framework for Action and the measures in the forthcoming Social Services and Wellbeing (Wales) Bill.						✓												
NW Strategic MAPPA (Multi-agency Public Protection Arrangements)	Process through which the Police, Probation and Prison Service work together with other agencies to manage the risks posed by violent and sexual offenders living in the community.						✓												
NW Strategic Telecare & Telehealth Partnership Board	Monitors contacts, shares best practice, sets code of practice.						✓												
NW Supporting People Information Network	To improve the lives of children, young people and families facing disadvantage and inequality by working together to design, commission and promote effective, efficient, holistic, integrated and preventative family support approaches across North Wales.						✓												
NW Talk to Me Group	Collaborative working to raise awareness of suicide and self-harm and help people understand that it is often preventable.						✓						Carol Evans	Due Jan 2015	Revision due Jan 2015 when WG launch revised "Talk To Me" Strategy				
NW Tobacco Control Alliance	The Alliance has been formed to provide strategic leadership in tobacco control and to maintain the commitment towards achieving a smoke free North Wales. To develop and deliver an action plan to take forward the tobacco control agenda. Strengthen collaborative working.						✓					Chair: P Higgs.							
NW Waste Partnership	Regional coordination. Making available data and any analysis regarding all waste. Providing information on existing waste management arrangements. Providing planning information relating to existing and potential proposed waste facilities. Agreeing future waste forecasts/projections and future waste management options.						✓					Steve Parker							
NW Regional Family Support Group	To improve the lives of children, young people and families facing disadvantage and inequality by working together to design, commission and promote effective, efficient, holistic, integrated and preventative family support approaches across North Wales.	✓					✓					Rhian Allen							

Name of Partnership	Purpose	WBP	DSPB	CYPFP	Service delivery	Local (Denbighshire)	Regional	National	C&D	F&D	Frequency of meetings	Lead Officer and / or contact for the Partnership	DCC attendee (where appropriate)	Terms of Reference	Action Plan	Monitoring Board / Group	Funded by	Date Information updated (PCT Use only)
Older People's Reference Group	Develop approaches that promote a positive image of older people. Enhance activities and schemes to ensure participation in developments that affect them (social, economic, environmental). Improve intergenerational relationships.	✓		✓		✓								Due for revision by Jan 2015				
Parenting Operational Group	To develop and promote a range of resources and opportunities, to monitor the work and training programmes. To collate emerging issues and feedback to relevant management teams to support future service development.						✓											
Regional Emergency Planning Service, North Wales Councils (formerly Flintshire & Denbighshire Emergency Planning Service)		✓							✓		quarterly		Ann Hughes-Jones					
Progressive Engagement Pathways Project (Conwy & Denbighshire)	The aim of the project is to increase collaborative working, smarter commissioning and strategic coordination of NEET provision across Conwy and Denbighshire and decrease unnecessary duplication of services and increase the number of engaged 19+ young people.						✓											
Regional Care Fees group	To agree a regional fee process and approach to fee increases for care homes and also considering domiciliary fees.						✓				Not sure		Ann Hughes-Jones and/or Susan P Cunnington					
Regional CCTV Collaboration	Achieve (a) recurrent annual cash saving efficiencies; (b) operational / performance improvements; (c) more resilience.						✓											
Regional Dementia Task Group	To agree a regional service specification for specialist EMI care home provision in North Wales. BUT it has been decided to split this into 4 different project groups: Project Group 1: Commissioning and New Models of Service. Project Group 2: Improving Quality (to include the work on the service specification currently under development). Project Group 3: Enhanced Environments. Project Group 4: Skills Development.						✓						Ann Hughes-Jones and/or Emily Jones-Taylor					
Regional Flying Start Partnership	To improve the lives of children, young people and families facing disadvantage and inequality by working together to design, commission and promote effective, efficient, holistic, integrated and preventative family support approaches across North Wales.						✓											
Regional Quality Assurance Monitoring	To agree a regional approach to monitoring the quality of care home provision.						✓											
Residual Waste North Wales Collaboration						✓					Quarterly							
Rhyl City Strategy (Rhyl Going Forward Programme)	Creating an attractive neighbourhood. An improved tourism/leisure offer that attracts more visitors. A good range of shops and services in a high quality environment. Improving housing, open spaces and facilities.												Celia Jones, Chair					
Screening and Allocation Panels for each of 3 Extra Care Housing Schemes	Screening panel agrees eligibility to be considered for ECH and allocations panel allocates any vacant properties to the applicant whose needs are considered to be the highest priority taking into consideration the existing balance of needs within the scheme at the time of the vacancy.						✓											
Single Access Route to Housing (SARTH)	A group of housing providers working in Denbighshire, Conwy, and Flintshire wanting to make it simpler for people to apply for housing and providing a better service for anyone looking for a new home. (Each provider has separate housing register & policy).				✓													
Social Services and Health Programme Board	Responding to develop sustainable social services with a framework for action whilst meeting the requirements of the Social services and Wellbeing (Wales) Bill. Being the accountable body for a range of services/functions delegated by the Regional leadership board.						✓						Nicola Stubbins, Director					
Specialist Planning Services (NW Directorates of Environment)	All North Wales LAs from directorates of Environment. Minerals and Waste (led by Flintshire), Ecology and Biodiversity (led by Gwynedd), Landscape and Trees (led by Anglesey) and Built Conservation (led by Wrexham).						✓						Graham Boase					
SPoA Regional Partnership	The purpose of the Group is provide strategic direction to support the delivery of regionally planned and locally provided Single Points of Access to community health and social care services across North Wales by April 2016. The group will support the Programme Manager and locally employed Project Managers to plan, implement and deliver Single Points of Access in line with the Regional Collaboration Fund Bid approved in April 2013.						✓				Monthly		Katie Newe					
Supporting People North Wales Regional Collaborative Committee	This meets the requirements set down in the Supporting People Programme Guidance and it is anticipated a memorandum of understanding will underpin this groups purpose.	✓		✓		✓												
Supporting People Planning Group	To network with all Denbighshire support providers and share good practice. To be involved in sharing information so as to influence planning in relation to accommodation supported living, floating support and housing schemes etc. To be a link to the Supporting People team to receive and share relevant policy and practice issues.						✓				Quarterly							
Taith Regional Transport Consortium (due to cease December 2014)	Joint committee of the six north Wales county authorities for the purpose of developing and implementing actions and strategies for transport in north Wales.	✓				✓					Quarterly		Hywyn Williams David Davies		<a href="#">Feb14 DVSC lead.docx</a>			
Third Sector Liaison Group	The group seeks to maintain and oversee the development of a strong working relationship between the Third Sector and the Council to benefit the people of Denbighshire.							✓										
Trunk Road Agency (8 Local Authorities)	Due for review 2015.							✓										
Wales Penalty Processing Partnership (10 Local Authorities, does not include Conwy)	To process penalty charges for all LA Members.							✓					Peter Cawsey (WPPP Manager)					
Wales Purchasing Consortium (19 Local Authorities, does not include Conwy)		✓		✓		✓												

Name of Partnership	Purpose	WBP	DSPB	CYPFP	Service delivery	Local (Denbighshire)	Regional	National	C&D	F&D	Frequency of meetings	Lead Officer and / or contact for the Partnership	DCC attendee (where appropriate)	Terms of Reference	Action Plan	Monitoring Board / Group	Funded by	Date Information updated (PCT Use only)
Youth Engagement Progression Strategic Group	To undertake evaluation of the youth engagement and progression framework to ensure its effectiveness in the implementation of the plan both at national and local level. To monitor the work of the commissioned independent research. This will help to ensure lessons from the evaluation will be used to improve the implementation of the plan throughout its life. To support and evaluation services commissioned and how it will link into any LA planned evaluations.																	

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### Progress report December 2014

#### 1. Purpose of report

The purpose of this report is to highlight progress made in a structured and systematic mapping of children and young people provisions. The exercise is still underway and the report highlights progress made to date.

This is a 'ground up' approach to mapping and assessment of available provision in communities which will inform better planning in order to 'plug gaps' and reduce duplications.

Although this is an important exercise, the strategic importance of this has become more emphasised as a result of financial restrictions placed on public funding generally, with less resources being available moving forward.

This work will therefore influence the Freedom and Flexibility approaches, 'cutting our cloth' and shaping provision and services that are 'good enough'

#### 2. Methodology

A framework has been created in order to assess all provisions. This is based on key functions that relate to young people services and youth work. The Estyn inspection framework was used to inform the structure of the framework tool.

The tool was piloted and adjustments made in 2013 and in 2014 the process went live. In ideal circumstances the group are asked to meet with a youth worker to discuss the purpose and process and fill in the tool together. This produces the best results as there is consensus and clarity in determining the assessment criteria and reinforcing that what is important is to highlight the context of the provision.

The interaction between the youth worker and group leads has an added value of building on current relationships and activity of mutual interest and in addition to establish new connections where groups are relatively new to the workers.

The data collected is processed through CML and this report highlights the latest outcomes.

#### 3. Scope of provisions

The scope of the mapping exercise has developed and broadened. To begin with the focus was narrow to look at 'youth Work' groups. (such as youth service, uniformed youth groups, voluntary youth clubs) however it became clear that activity through other types of provision (eg sports, leisure, performing arts) were important in order to capture the extent of the 'offer' to young people in the community – from whatever source)

## **Denbighshire Community Mapping Exercise: 2014-15**

In broadening the scope it's acknowledged that the 'task' is a large and ambitious one – but the right challenge to tackle.

Through building up a unique picture of provision in this way – it's possible that community provisions can be supported to deliver activity in ways that add value to young people's experiences and thus create a better impact. This is not to say that the exercise is about reshaping provisions to meet agendas that are unhelpful to them – but to better engage and support provisions where appropriate to develop their offer – in partnership.

Equally the exercise will help determine if provision is unnecessarily duplicated. It's accepted that some duplication may be appropriate in order to reinforce particular impact / learning / support but it may be that duplication is not appropriate and resources could be redirected in other ways to better effect.

There are at least 1000 groups to be mapped. This is based on an annual exercise to establish a groups and societies database and additional information on sports clubs. Some groups known to the youth workers in the localities are not included in the clubs and societies lists and there is some duplication that is being worked on too.

Groups can stop operating and new ones are formed and it can take some time to capture these changes. The challenge is to create a definitive picture of groups that exist and to know what groups offer against the framework.

### **4. Mapping team**

The mapping team is an operational group that are involved in mapping provisions. This includes the 4 community youth workers and the FIS Outreach worker. In addition there is a small contribution from the Partnership and Communities team as part of their planned rural access project looking at 7 rural communities.

As the scope of the work became clear (i.e. over 1000 groups) it also became clear that the work will be delivered according to the capacity of the team – and that a longer timescale for completion is inevitably required

Moving forward it's clear that the function of the group needs to be continued and that time prioritised with the role of community youth worker and also to involve others in order to 'speed up' the process.

The outcomes from this will contribute to informing the Youth Service Specification review.

### **5. FIS Data Base**

In order to make the information on provisions accessible to the community, where groups agree this information is placed on the FIS database. The website has a search function so that members of the community can see via a google map what provisions are in their communities.

# Denbighshire Community Mapping Exercise: 2014-15

## 6. Outcomes

### Context

- **169** community provisions have been mapped using the tool at Appendix 1
- The exercise does not 'score' community groups activity – as the nature of delivery depends on the context of activity
- Each provision indicator shows a pattern of the nature of activity in each locality. This is useful as it shows where there is either 'more' or 'less' provision in that area
- 'Groups' are those that offer specific 'youth Group' activity and also those that children and young people do attend – but is not necessarily a 'Youth Group'
- The graphs below highlight provision in terms of:

Tier 1 Local Authority led

Tier 2 Key Partners of the Local Authority

Tier 3 Community / voluntary

### Participation

- Not all provisions are happy about providing details of their activity.
- Some see the information as 'commercially sensitive' and have declined to contribute. Thus a complete full picture may not be possible – however the majority of provisions are happy to participate.
- Some provisions have found it difficult to return data for various reasons, creating a bigger time pressure on engaging those provisions for the data.
- The process works best when the leader of the provision meets with the youth worker to complete the framework tool as a joint exercise.

### Standardisation

- The tool has been used by a small number of officers from the Youth Service, FIS and the Communities and Partnership team
- The analysis discussions have highlighted the need to have a standardisation meeting in order to scrutinise and challenge the use and outcomes of the tool – in order that there is consistency in its use
- Standardisation will be important in moving forward to ensure that robust information is available for decisions regarding allocation of resources (such as the Youth Service alignment in particular communities from 2015 onwards)

# Denbighshire Community Mapping Exercise: 2014-15

## Shape of Provision

- The exercise has given an opportunity to understand what the Youth service, the urdd and community groups working with young people offer against a standardised framework.
- Analysing the outcomes ought to be considered across communities / localities. The outcomes are indicative of community based provision.
- Ensuring the community have access to all community group information through the FIS website / data base will allow communities to take advantage of local resources (expertise as well as practical implications)

## 7. Recommendations for 2015.

- Define the volume of work vs capacity available to project completion dates for 1000 groups and agree priority groups to be mapped.
- Continue to map community groups in order to gain a greater insight into the local children and youth offer through 2015.
- Implement standardisation activity through the mapping operational group meetings
- Test the FIS database for being 'fit for purpose' and identify improvements needed (if any)
- Ensure the information of groups are linked to FIS if this continues to be the method of data storage / communication.
- Link the current indicative outcomes to the strategic mapping report by Head of Education
- Consider how the project can be extended further through partners undertaking activity and maintaining appropriate 'standardisation' then - train partners / staff to undertake Mapping and Assessment – in order to complete project earlier.
- Cross reference groups 'mapped' with clubs and societies database / spreadsheets in order to identify further groups



# Denbighshire Community Mapping Exercise: 2014-15

## 8. Indicative Headline Findings to Date

### Snapshot analysis of data

- 1. Participation** – ranges from sessions are managed by the adults with some limited involvement of young people in expressing their views about the planning of the sessions to young people have an active and ongoing involvement in how their sessions are planned, delivered and reviewed levels of participation tend to be good across all sectors. Involving children and young people appropriately with a potential for the LA YS to support community based provision where this is desirable by the groups.
- 2. Keeping young people safe** – Community groups generally have policies and procedures in place and all adults aware of issues and how to report concerns. Relevant DBS checks carried out and in place. Further work in this area could involve promoting the safeguarding agenda – as with the Urdd and Youth Service.
- 3. Non Formal learning** ranges from awareness of learning is acknowledged through verbal discussion to being recorded and celebrated and recognized by external bodies. The Urdd are starting to use the YS recording process that may support further recognition of non-formal learning.
- 4. Formal learning** ranges from a good awareness of formal learning process but none in place to Young people's achievements are accredited by a standardised process of external verification by an awarding body. There may be accreditation opportunities missed in community and youth groups – where young people would like to engage in these. This could be usefully explored further to determine if support is required in order to enhance young people's experiences of out of school community based learning.
- 5. Reading Writing and numeracy** ranges from some knowledge of basic skill levels through incidental contact, activities, discussions etc.to basic skills levels identified through targeted projects / activities and young people advised re specialist services. There is a continuum of activity from very informal support to more targeted support. Further consideration of what might be 'an appropriate' response in communities may help with basic skills needs in some identified areas and with some target groups. It is evident though that informal use of basic skills is supported through everyday interaction across community and youth work groups.
- 6. Welsh Language and Culture** Ranges from a clear recognition of issues related to Welsh language and culture within adults and some strategies in place in terms of programme to a high level of awareness amongst adults and young people and strategies and responses in place. The Urdd are a clear lead in this area of activity and the partnership with the Youth service (and Menter Iaith) contributes to this. Further work could be considered within each session in terms of bilingual responses.
- 7. Equality Diversity and inclusion** ranges from recognition of issues related to EDI within some adults to a clear recognition of issues related to EDI within adults and young people and planned strategies in place. Further work in this area is desirable in order to understand levels of access for CYP with disabilities.

## Denbighshire Community Mapping Exercise: 2014-15

- 8. Volunteer and staff support** ranges from agreed formal process of one to one support but not documented and a formal programme of regular training to regular documented 1-1 support and a formal programme of review to evaluate effectiveness and impact.
- 9. Info and communication technology ranges from** ICT resources available but no planned use. No safeguarding policies / procedures in place to planned use of ICT within sessions to aid learning. Safeguarding policies / procedures in place. This is an interesting area – given the digital age and requirements alongside young people’s use of ICT in daily communication and access information through this medium. This is an area for further examination.
- 10. Review and evaluation** Ranges from formal recorded reviews of sessions by adults to formal evaluation including feedback from young people.

### Contributions of data received from:

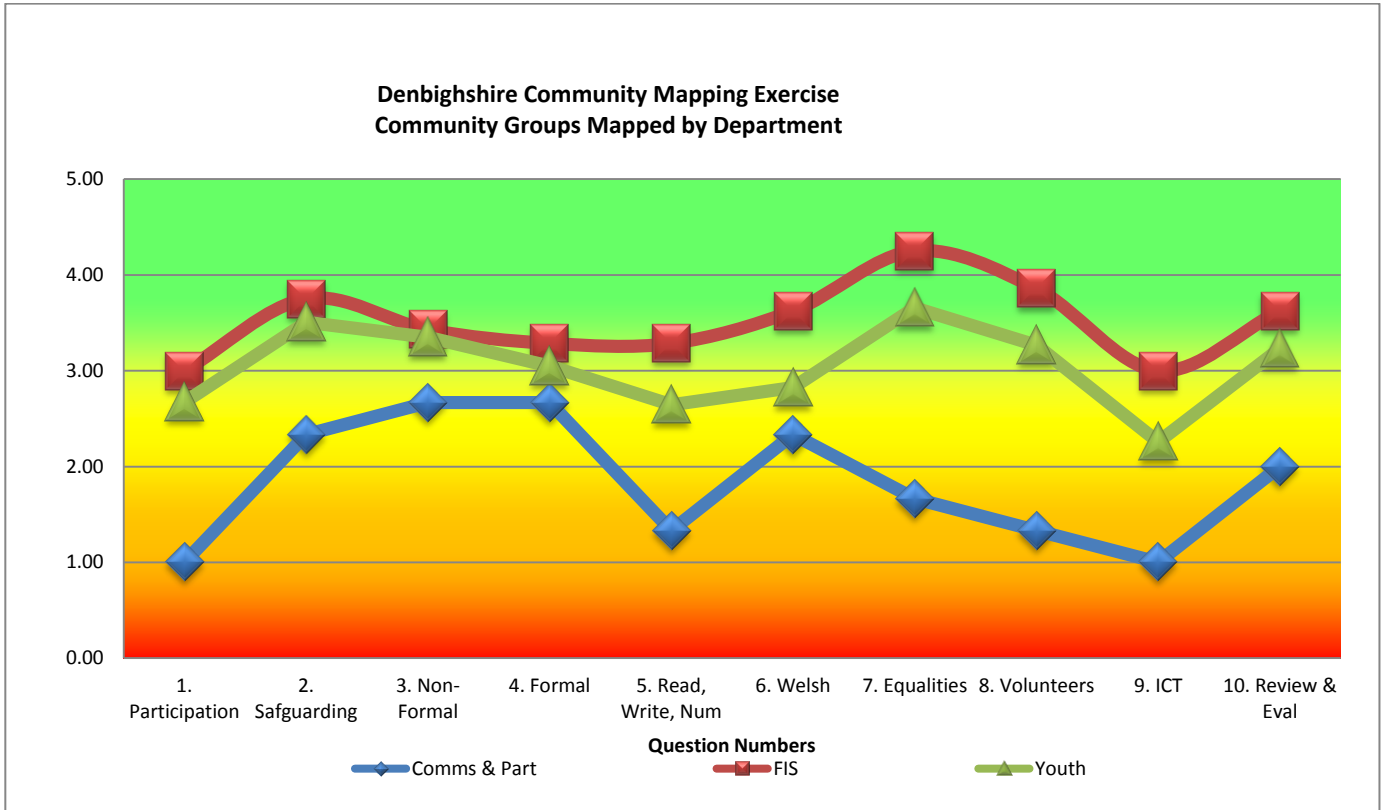
Locality	Family Information Service	Youth Service	Partnerships & Communities
Authority Wide	1	1	
Dee Valley		32	1
Denbigh	2	22	
Mobile Bus		10	
Prestatyn		27	
Rhyl	3	23	
Ruthin	1	33	2
St Asaph	2	9	
<b>Grand Total</b>	<b>9</b>	<b>157</b>	<b>3</b>

Of the 169 groups / sessions mapped, **120** are classed as ‘Community Groups’. These have been completed by the following departments:

Locality	Family Information Service	Youth	Partnerships & Communities
Authority Wide	1		
Dee Valley		26	1
Denbigh	2	14	
Prestatyn		21	
Rhyl	3	19	
Ruthin	1	23	2
St Asaph	2	5	
<b>Grand Total</b>	<b>9</b>	<b>108</b>	<b>3</b>

## Denbighshire Community Mapping Exercise: 2014-15

The graph below illustrates the average score on the mapping matrix for these organisations, broken down by which department completed the mapping exercise:

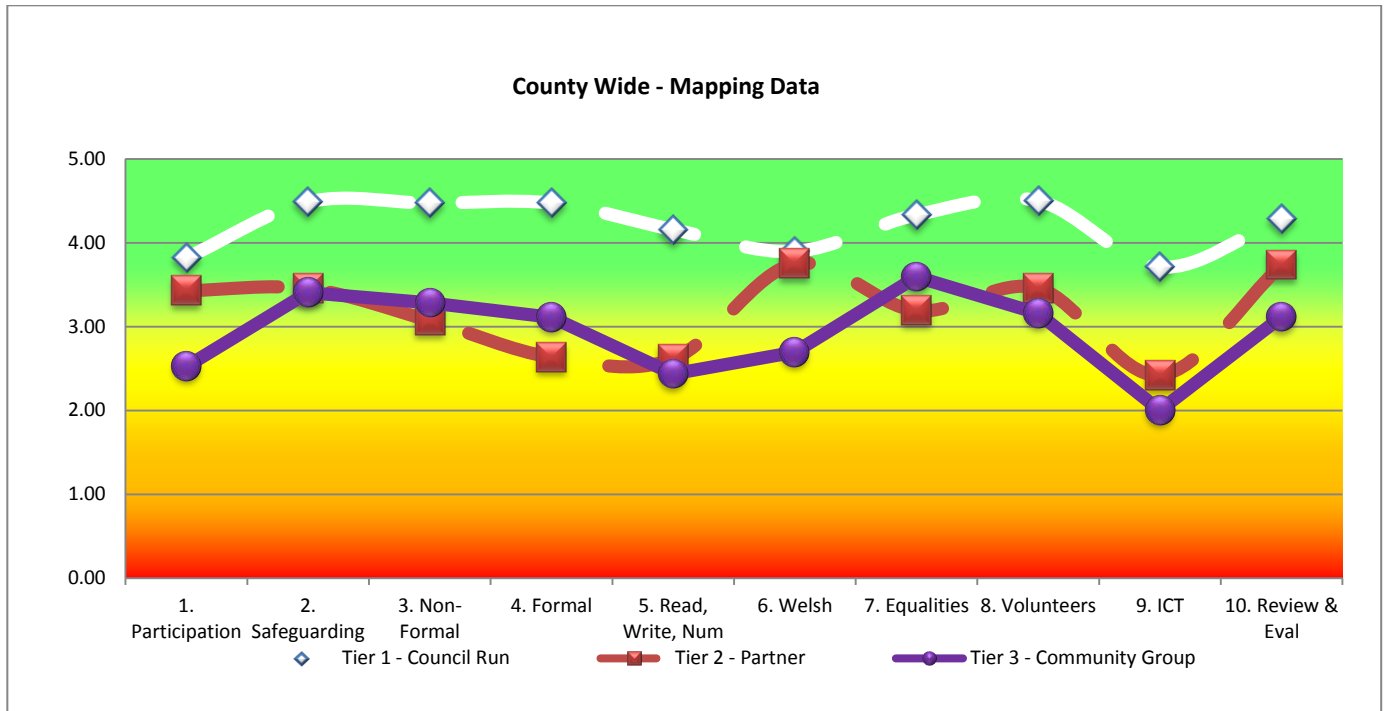


Moving on from this, the mapping data has been broken down on a locality basis, attempting to show how the community groups within each locality are positioned based on their completion of the mapping matrix tool. This has been compared to the current youth service provisions offered, and also to the current partnership work undertaken with the URDD.

*(Please note – as Denbigh and St Asaph have only had 1 and 3 mapping forms complete for community groups respectively, it's felt this doesn't provide a clear overview of the area, and therefore graphs for these two localities haven't been included)*

# Denbighshire Community Mapping Exercise: 2014-15

## County Wide (Overall)



### Key Points:

**Tier 1** sessions generally rate at the top end of the mapping tool (which is a youth work based tool), with only question 9 causing a slight dip in the average rating.

**Tier 2** sessions perform strongly in the Welsh Language area of the tool (question 6), volunteering and review and evaluation areas, although it should be noted they rate below tier 3 groups on questions 3, 4, and 7. The data collected so far would appear to suggest the sessions provided by Tier 1 and Tier 2 groups complement each other well.

**Tier 3** sessions appear to hover around mid-range activity which seems to run parallel with the tier 1 activities.

Lowest scores all round appear in the ICT provision area of the form (9).

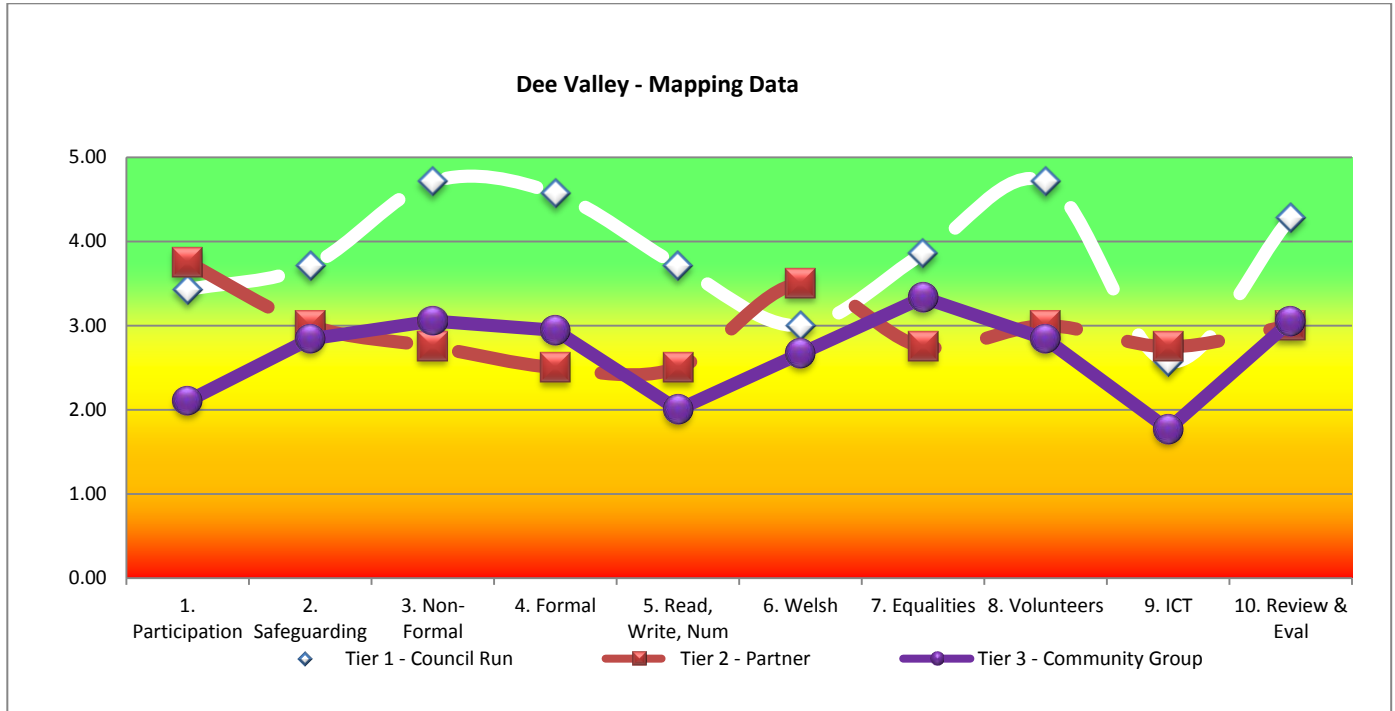
## Denbighshire Community Mapping Exercise: 2014-15

Table of Club Types Mapped:

Type	Count
Advice & Support	12
Advice & Support - Family	1
Child / Youth Group	1
Child / Youth Group - Afterschool Club	1
Child / Youth Group - Culture	1
Child / Youth Group - Uniform	1
Child / Youth Group - Young Carers	1
Child Group - Culture	7
Child Group - Uniform	5
Church	5
Church / Youth Group	1
Cinema & Arts	1
Culture	2
DofE - College	1
DofE - School	1
Education Support	1
Educational / Training Provider	4
Environmental Group	2
Health Support	1
Holiday Provision	1
Leisure Centres	3
Library	2
Performing Arts	4
PLAY	1
Pre-School Support	2
Rotary Club	1
Sports Club	36
Sports Club - Outdoor	2
Sports Club - Outdoor (Disabled)	1
Volunteering Group	1
Youth Group	28
Youth Group - Arts & Crafts	1
Youth Group - Autism	1
Youth Group - Church	1
Youth Group - Culture	15
Youth Group - Environment	2
Youth Group - Mobile	10
Youth Group - Uniform	8
<b>Grand Total</b>	<b>169</b>

# Denbighshire Community Mapping Exercise: 2014-15

## Dee Valley



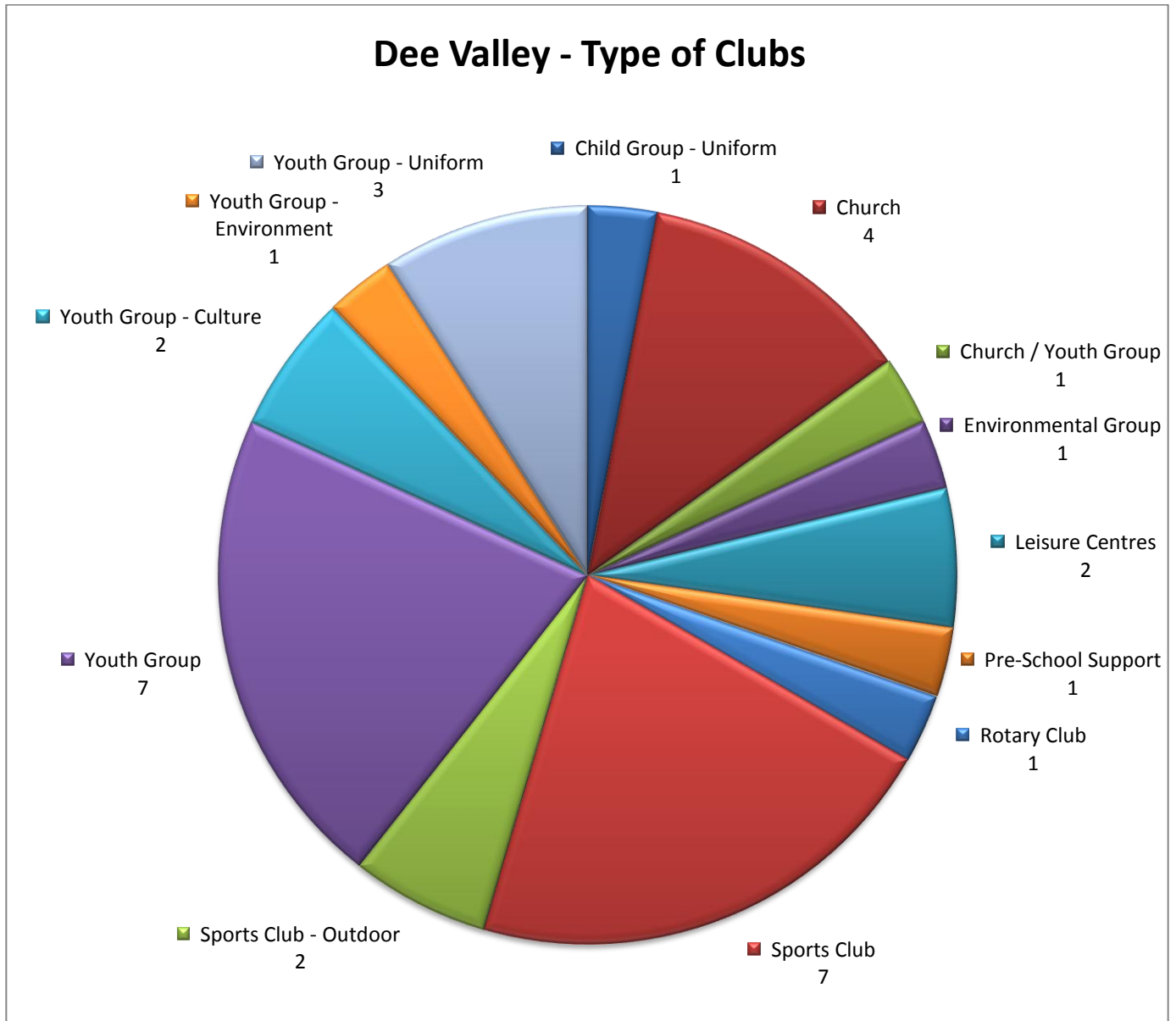
### Groups mapped:

Tier	Name of Org
Tier 1	Corwen Juniors Session
Tier 1	Corwen Leisure Centre
Tier 1	Corwen Seniors Session
Tier 1	Llangollen Juniors Session
Tier 1	Llangollen Leisure Centre
Tier 1	Llangollen Seniors Session
Tier 1	School Youth Work Group
Tier 2	Bryneglwys Youth Club
Tier 2	Llysfasi College Young Farmers
Tier 2	Melin Y Wig Youth Club
Tier 2	URDD Ysgol Dinas Bran - Lunch Time Club
Tier 3	1st Corwen (Glyndwr) Scout Group
Tier 3	Andrew Sully - Vicar
Tier 3	Army Cadets
Tier 3	Brownies
Tier 3	Bryneglwys Gardening Club

Tier	Name of Org
Tier 3	Corwen Football Club
Tier 3	Corwen Sharks
Tier 3	Groundwork North Wales
Tier 3	Llangollen Canoe Club
Tier 3	Llangollen Football Club
Tier 3	Llangollen Gymnastics Club
Tier 3	Llangollen Mountain Biking Club
Tier 3	Llangollen Pre School Playgroup
Tier 3	Llangollen Rotary Club
Tier 3	Llangollen Rugby Club
Tier 3	Llangollen Scouts Club
Tier 3	Llantysilio Church
Tier 3	St Johns Church, Llangollen
Tier 3	Trefor Chaperly
Tier 3	Vale of Llangollen Golf Club
Tier 3	Welsh Presbyterian Chapel

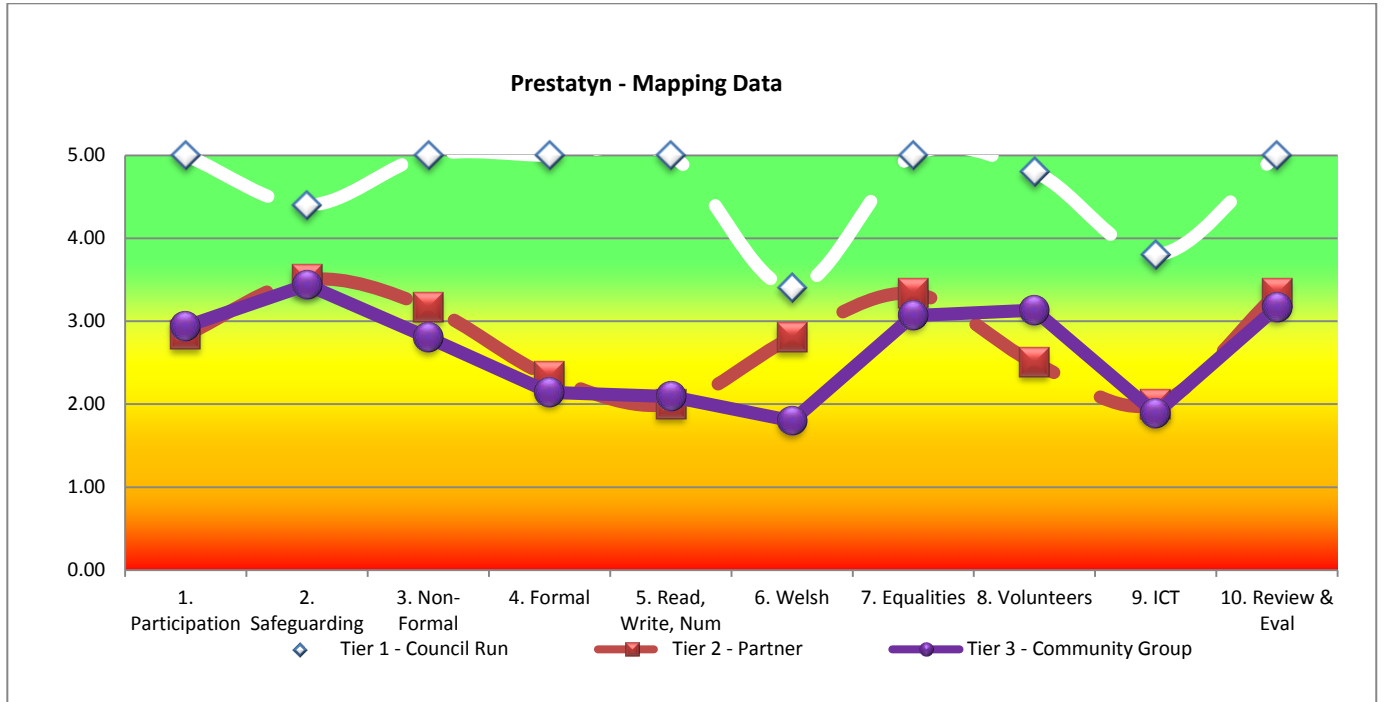
## Denbighshire Community Mapping Exercise: 2014-15

The following chart illustrates the 'type' of activity in each locality. The charts need to be treated with some caution as further clarification of age profiles in some groups is required. Further exploration of how far groups are open access or restricted to target groups or specialist group / activity also needs to be undertaken. However it does offer an indication at this stage.



# Denbighshire Community Mapping Exercise: 2014-15

## Prestatyn



### Groups mapped:

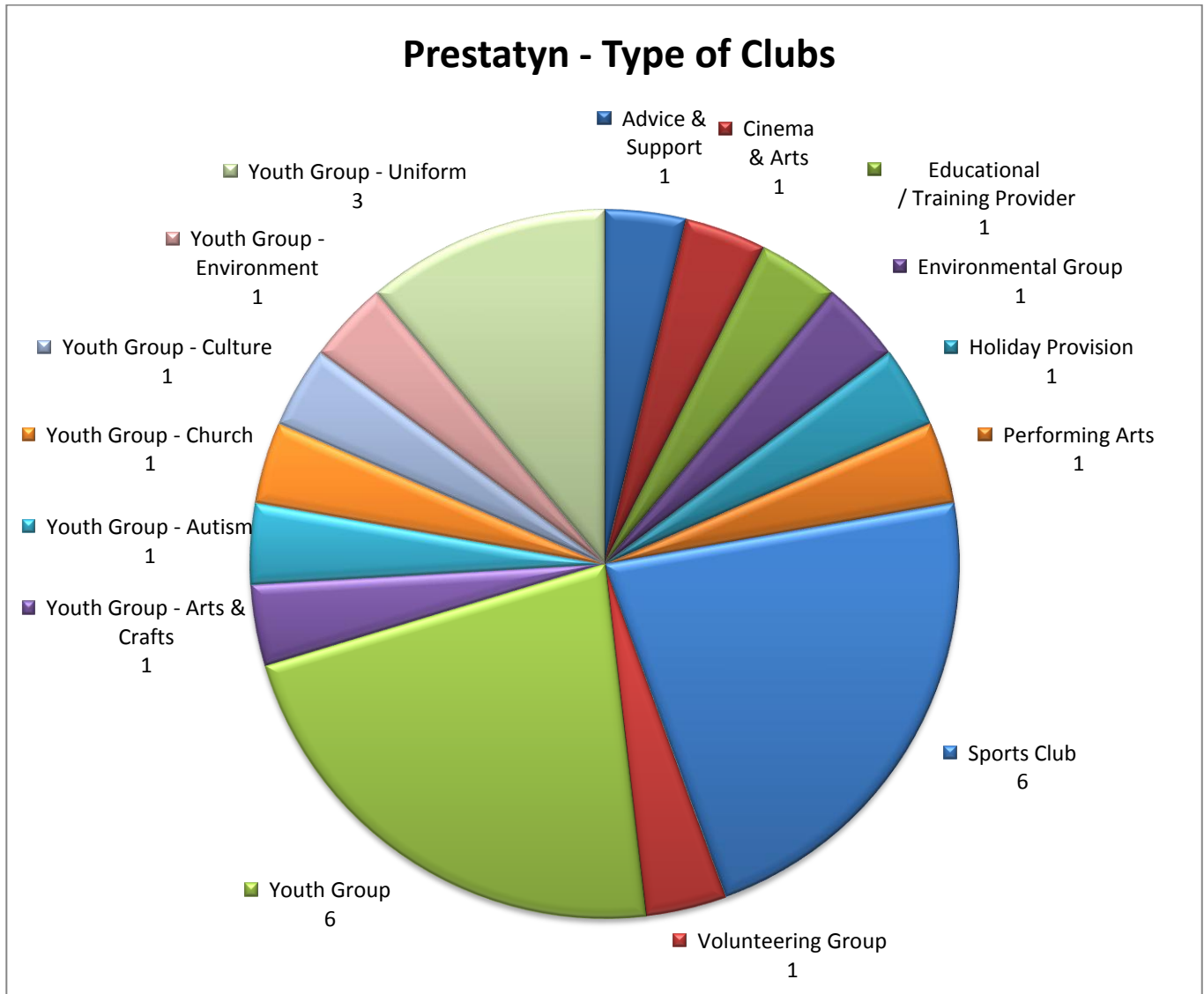
Tier	Name of Org
Tier 1	Dyserth Youth Project
Tier 1	Prestatyn Youth Centre After School Session
Tier 1	Prestatyn Youth Centre D of E Award
Tier 1	Prestatyn Youth Centre Junior Session
Tier 1	Prestatyn Youth Centre Senior Session
Tier 2	Grwp Llandrillo Menai
Tier 2	ISPY
Tier 2	Millenium Volunteers
Tier 2	Prestatyn & District Environment Group
Tier 2	Prestatyn Town Council
Tier 2	URDD - Prestatyn High After School Club
Tier 3	3rd Prestatyn Scouts
Tier 3	Buddies Cyfeillion
Tier 3	Calvary Church - Elavate Youth Group

Tier	Name of Org
Tier 3	Gail Astles Prestatyn
Tier 3	Gronant Bowman
Tier 3	Meliden Guides
Tier 3	Prestatyn Air Cadets
Tier 3	Prestatyn Arts and Crafts Club
Tier 3	Prestatyn Atheletic Junior FC
Tier 3	Prestatyn Football Club
Tier 3	Prestatyn Football Club
Tier 3	Prestatyn Storm Netball Club
Tier 3	Prestatyn Tennis Club
Tier 3	Prestatyn Town Council - Allotment Club
Tier 3	Scala Cinema + Arts Centre
Tier 3	Young Dragons



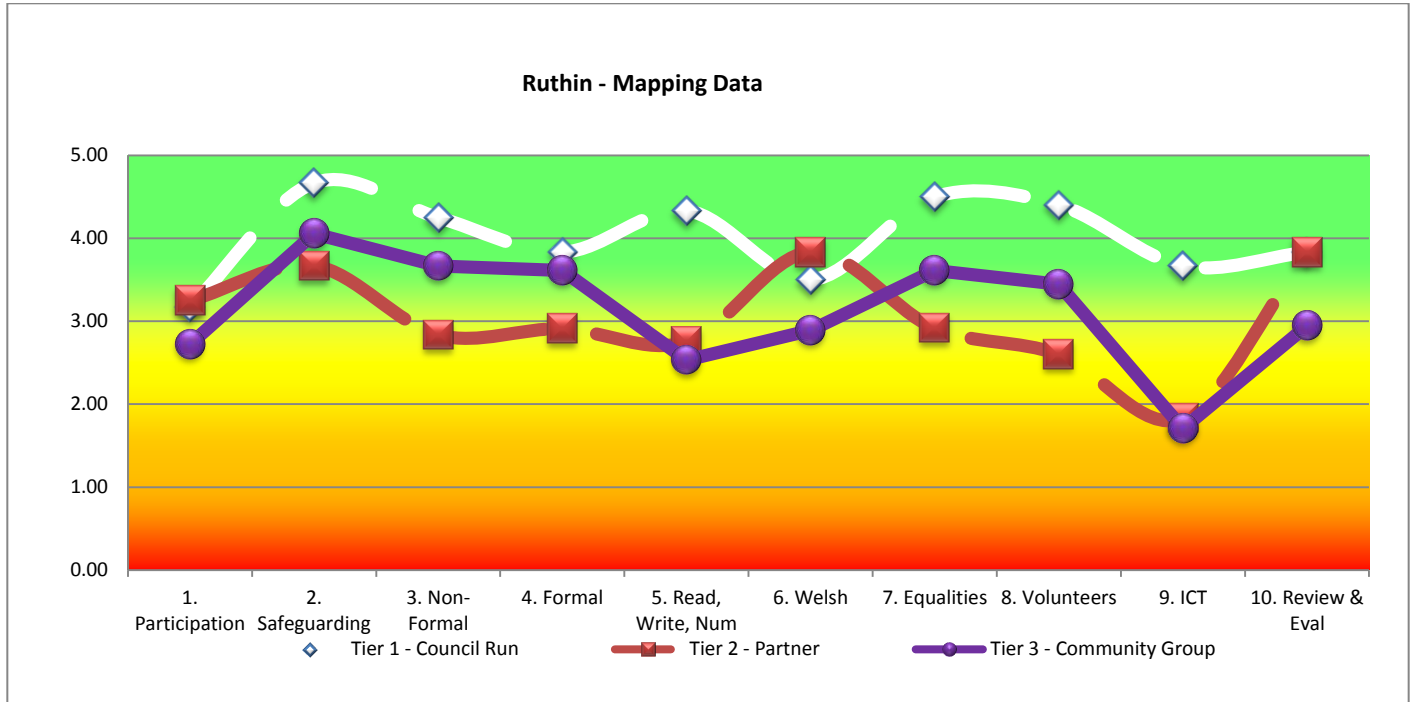
## Denbighshire Community Mapping Exercise: 2014-15

The following chart illustrates the 'type' of activity in each locality. The charts need to be treated with some caution as further clarification of age profiles in some groups is required. Further exploration of how far groups are open access or restricted to target groups or specialist group / activity also needs to be undertaken. However it does offer an indication at this stage.



# Denbighshire Community Mapping Exercise: 2014-15

## Ruthin



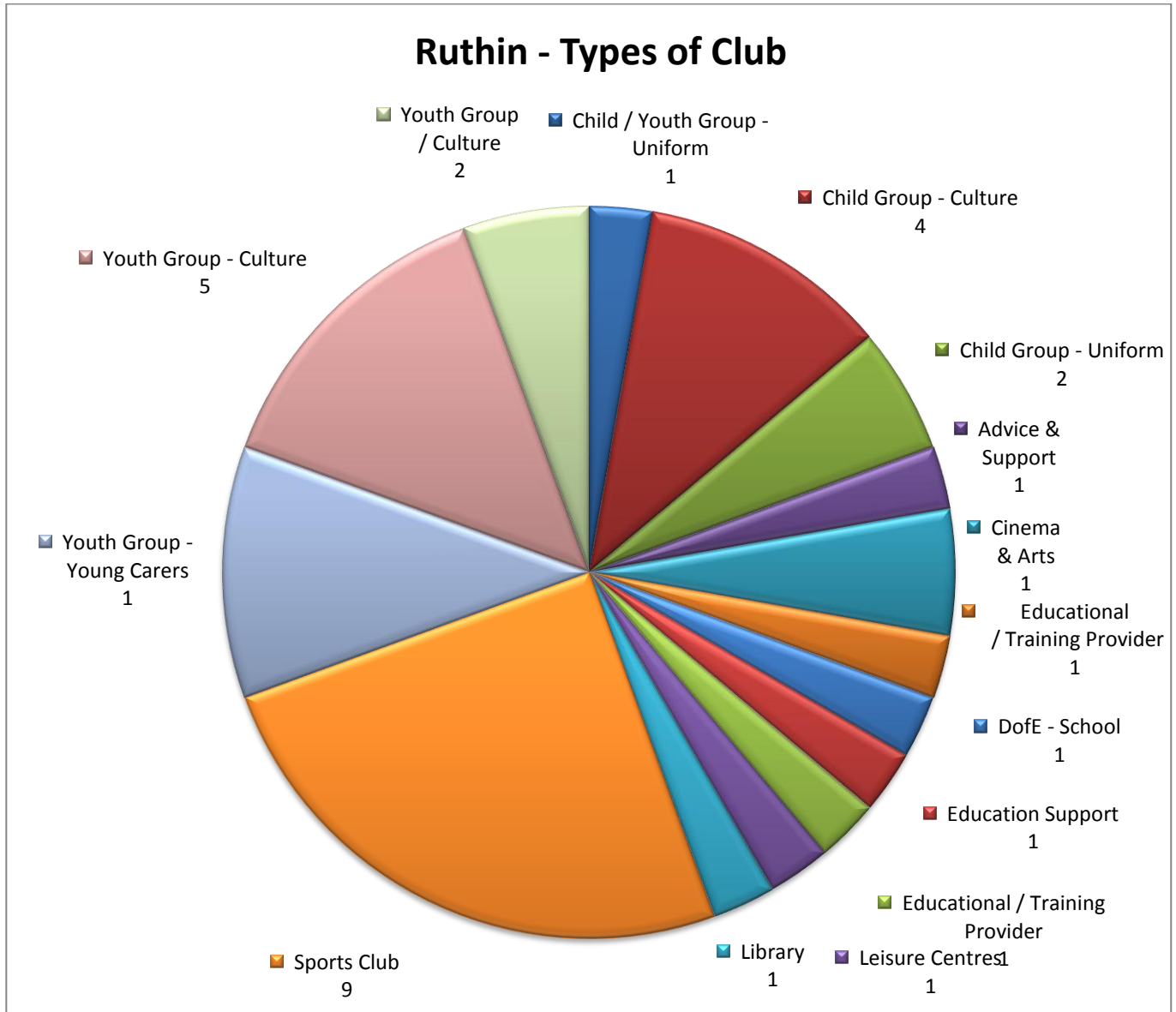
### Groups mapped:

Tier	Name of Org
Tier 1	Behaviour Support Service
Tier 1	D of E Group
Tier 1	Open Access
Tier 1	Ruthin Leisure Centre
Tier 1	Ruthin Library
Tier 1	School Youth Work Group
Tier 2	Adrabn Camddwr
Tier 2	Adran Pwllglas
Tier 2	Adran Rhuthun
Tier 2	Clwb Perfformio Rhuthun
Tier 2	Llanarmon Yn Ial Youth Club
Tier 2	Llysfasi College DofE
Tier 2	Ruthin School DofE
Tier 2	URDD
Tier 2	URDD - Ruthin Leisure Centre Football Club
Tier 2	URDD - Ruthin Youth Centre
Tier 2	URDD - Ysgol Pen Barras Gymnastics Club
Tier 2	Young Farmers

Tier	Name of Org
Tier 3	1st Ruthin Explorers
Tier 3	1st Ruthin Scouts
Tier 3	Beavers
Tier 3	Brownies
Tier 3	Capel Y Tabernacl, Rhuthun
Tier 3	Clwb Criced Rhuthun
Tier 3	Cor Dewi Sant
Tier 3	Cor Dewi Sant (Llanarmon Yn Ial Choir)
Tier 3	Cubs
Tier 3	Llanarmon Karate Club
Tier 3	Llanferres Badminton Club
Tier 3	Ruthin Gymnastic Club
Tier 3	Ruthin Hockey Club
Tier 3	Ruthin Netball Group
Tier 3	Ruthin Town Football Club
Tier 3	Ruthin Tristars
Tier 3	Ruthun Rugbi
Tier 3	St Johns

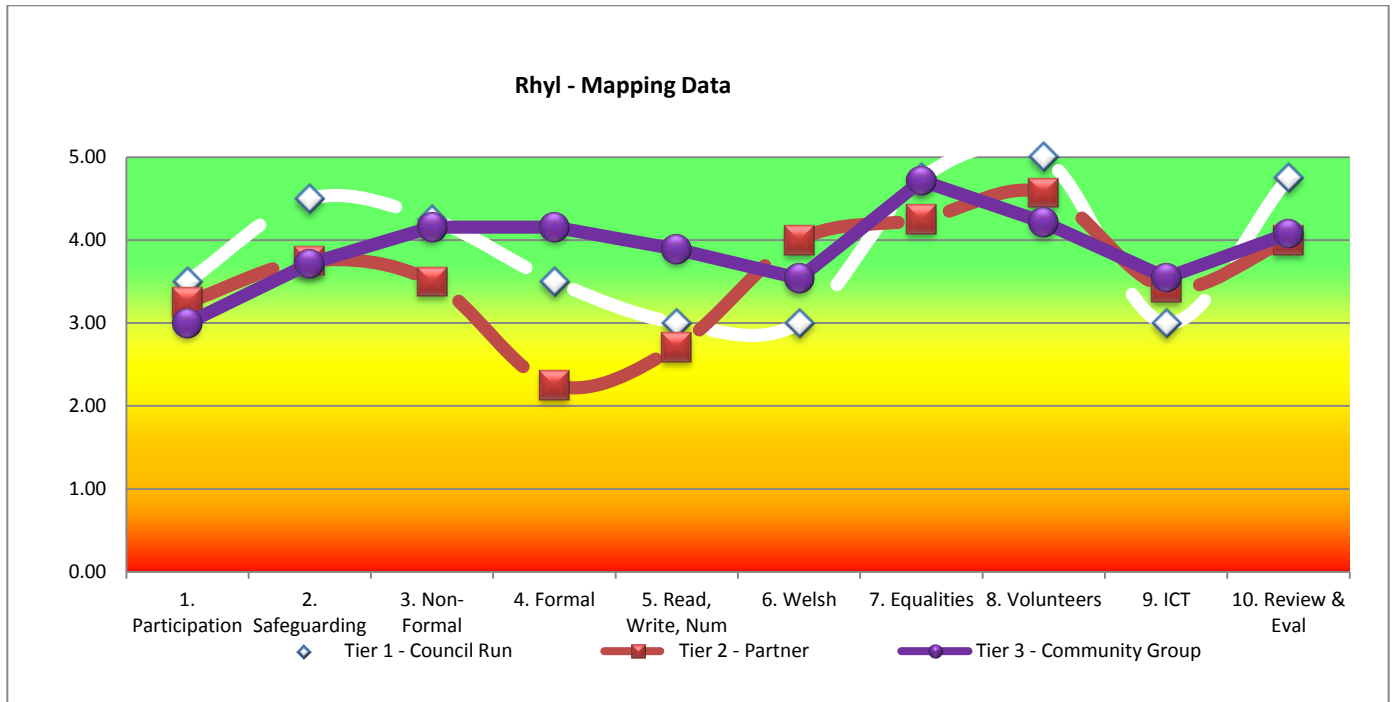
## Denbighshire Community Mapping Exercise: 2014-15

The following chart illustrates the 'type' of activity in each locality. The charts need to be treated with some caution as further clarification of age profiles in some groups is required. Further exploration of how far groups are open access or restricted to target groups or specialist group / activity also needs to be undertaken. However it does offer an indication at this stage.



# Denbighshire Community Mapping Exercise: 2014-15

## Rhyl



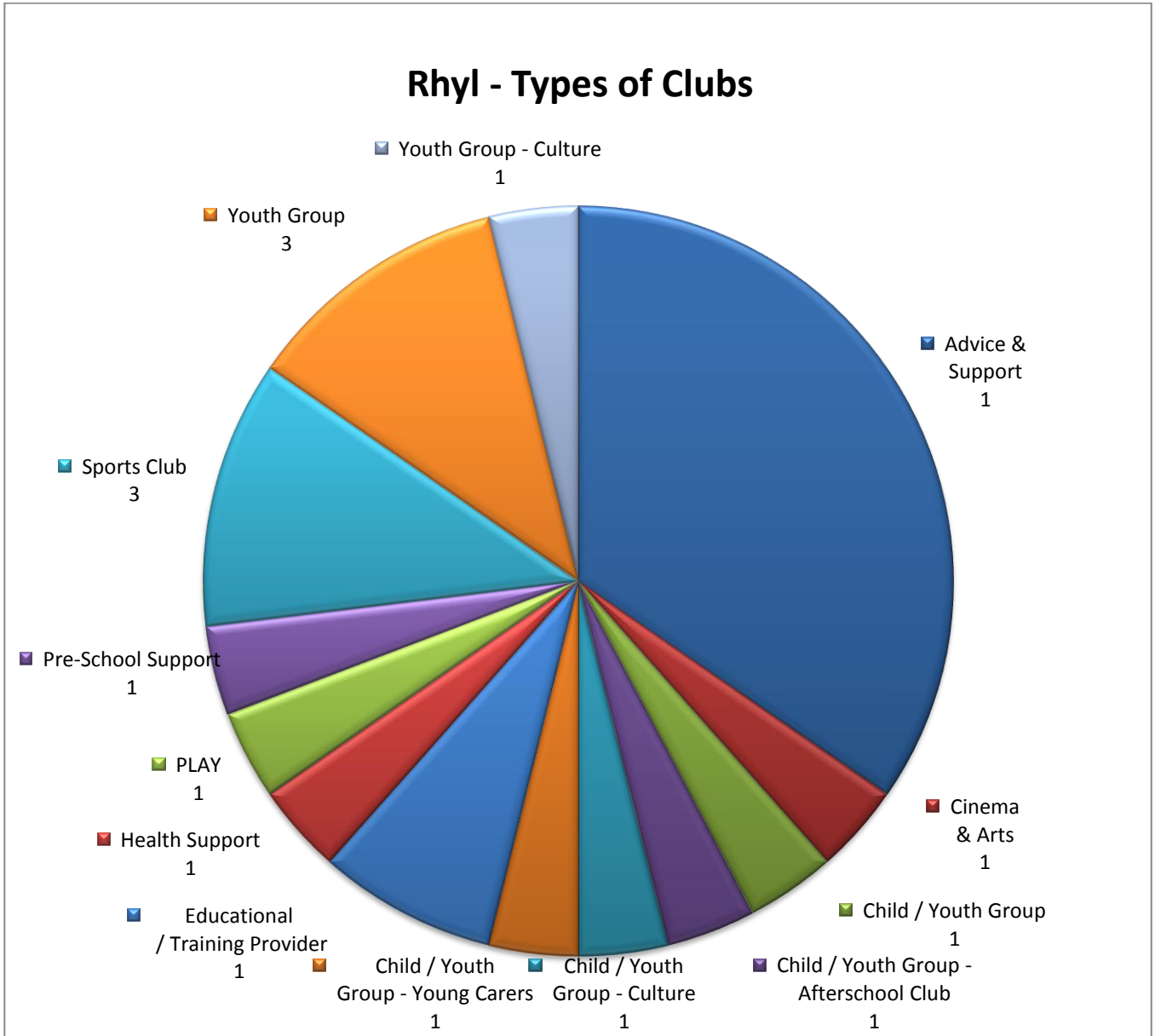
### Groups mapped:

Tier	Name of Org
Tier 1	DCC Leisure - Street Games
Tier 1	Football League
Tier 1	Open Access
Tier 1	Rhyl D of E
Tier 2	Careers Wales
Tier 2	Coleg Llandrillo
Tier 2	Cyfle Barnardos Cymru
Tier 2	Cyfle Barnardos Cymru
Tier 2	Families First
Tier 2	Family Support Hafan Cymru
Tier 2	North Denbighshire Communities First
Tier 2	URDD - Coleg Cambria Evening Club
Tier 3	A4E

Tier	Name of Org
Tier 3	Benefit Advice Service
Tier 3	British Kung Fu Association
Tier 3	Clwb Ieuentid Cymraeg
Tier 3	G2G Communities CIC
Tier 3	Grays Gymnastic Club
Tier 3	Health - Midwifery
Tier 3	North Wales Women's Centre
Tier 3	Princes Trust
Tier 3	RAPA
Tier 3	Rhyl City Strategy
Tier 3	Rhyl FC In The Community
Tier 3	Shelter Cymru
Tier 3	WCD Young Carers

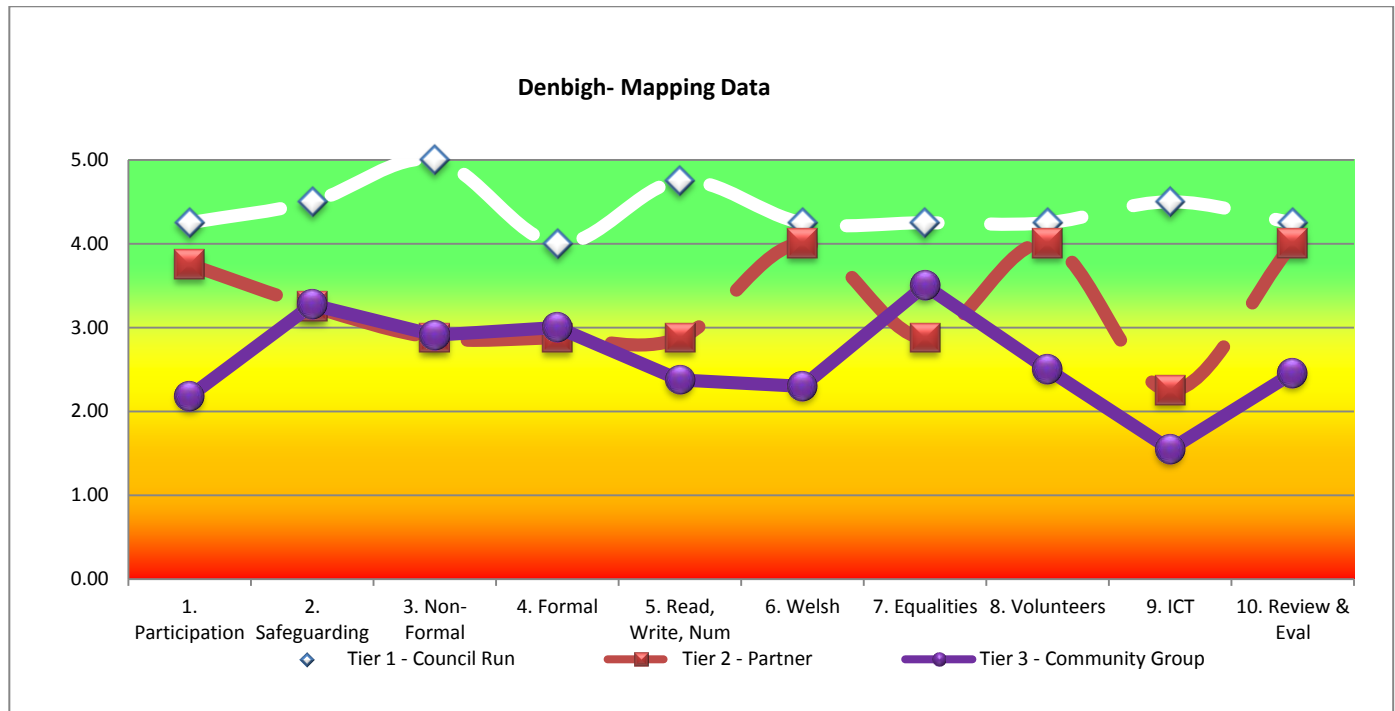
## Denbighshire Community Mapping Exercise: 2014-15

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# Denbighshire Community Mapping Exercise: 2014-15

## Denbigh



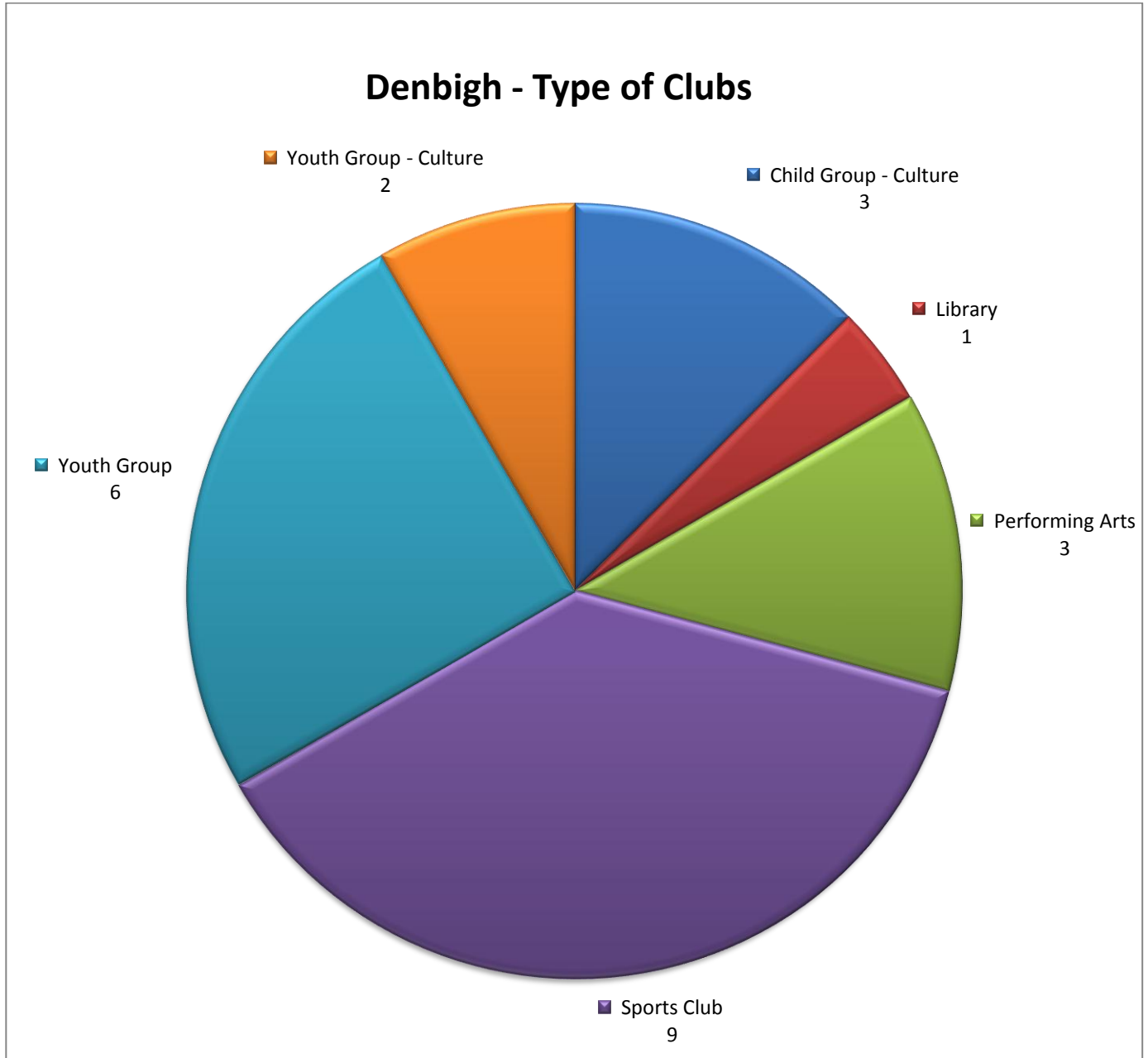
## Groups Mapped

Tier	Name of Org
Tier 1	Denbigh Library
Tier 1	Denbigh Youth Centre - D of E Award
Tier 1	Denbigh Youth Centre - Junior Session
Tier 1	Denbigh Youth Centre - Senior Session
Tier 2	Adran Dinbych
Tier 2	Clwb Dawns Dinbych
Tier 2	Clwb Pel Droed
Tier 2	Clwb Perfformio Dinbych
Tier 2	Denbigh Hwb
Tier 2	Denbigh Youth Project
Tier 2	Denbigh Youth Project
Tier 2	Llandyrnog Youth Group

Tier	Name of Org
Tier 3	Denbigh Cricket Club
Tier 3	Denbigh Golf Club
Tier 3	Denbigh Gymnastic Club
Tier 3	Denbigh Tennis Club
Tier 3	Denbigh Town FC
Tier 3	Denbigh Town FC Under 18s
Tier 3	Elite Martial Arts
Tier 3	Phoenix Players
Tier 3	Shine Independent Musical Theatre Academy
Tier 3	The Rock Project
Tier 3	Trampolining Club

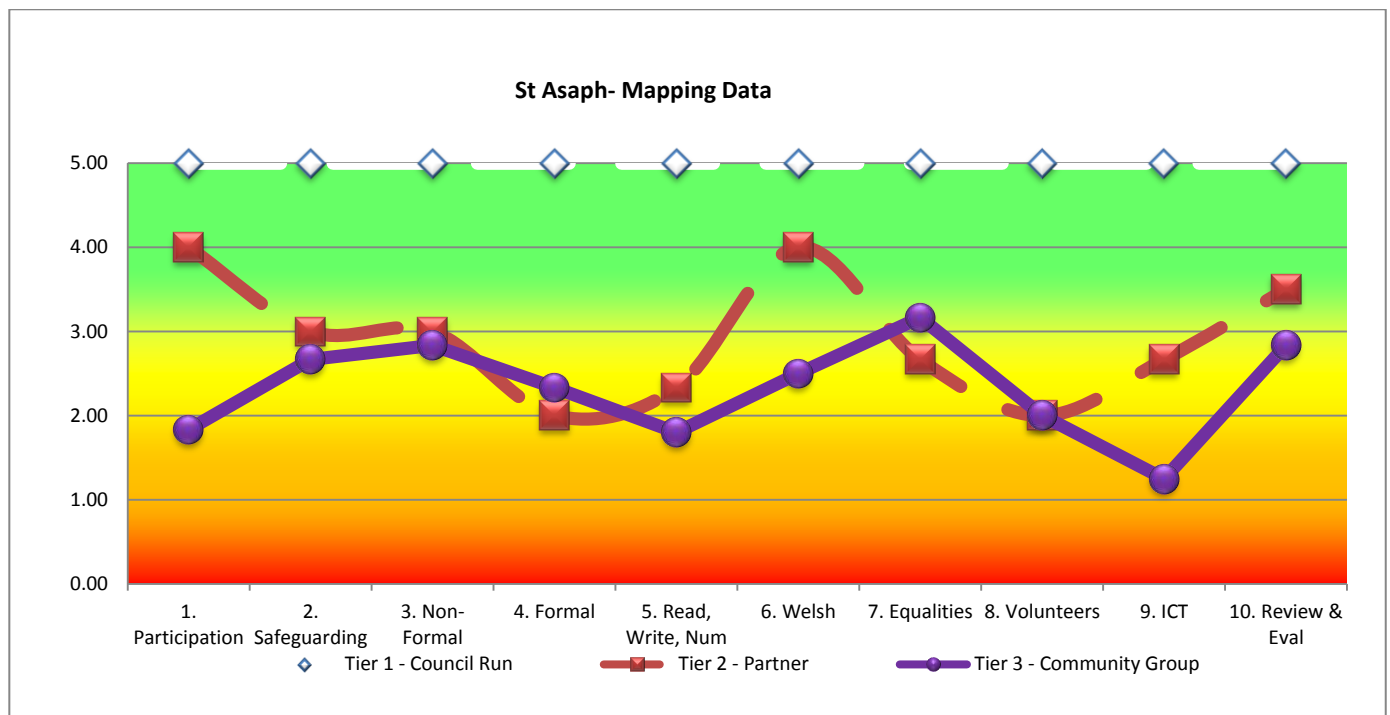
## Denbighshire Community Mapping Exercise: 2014-15

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# Denbighshire Community Mapping Exercise: 2014-15

## St Asaph



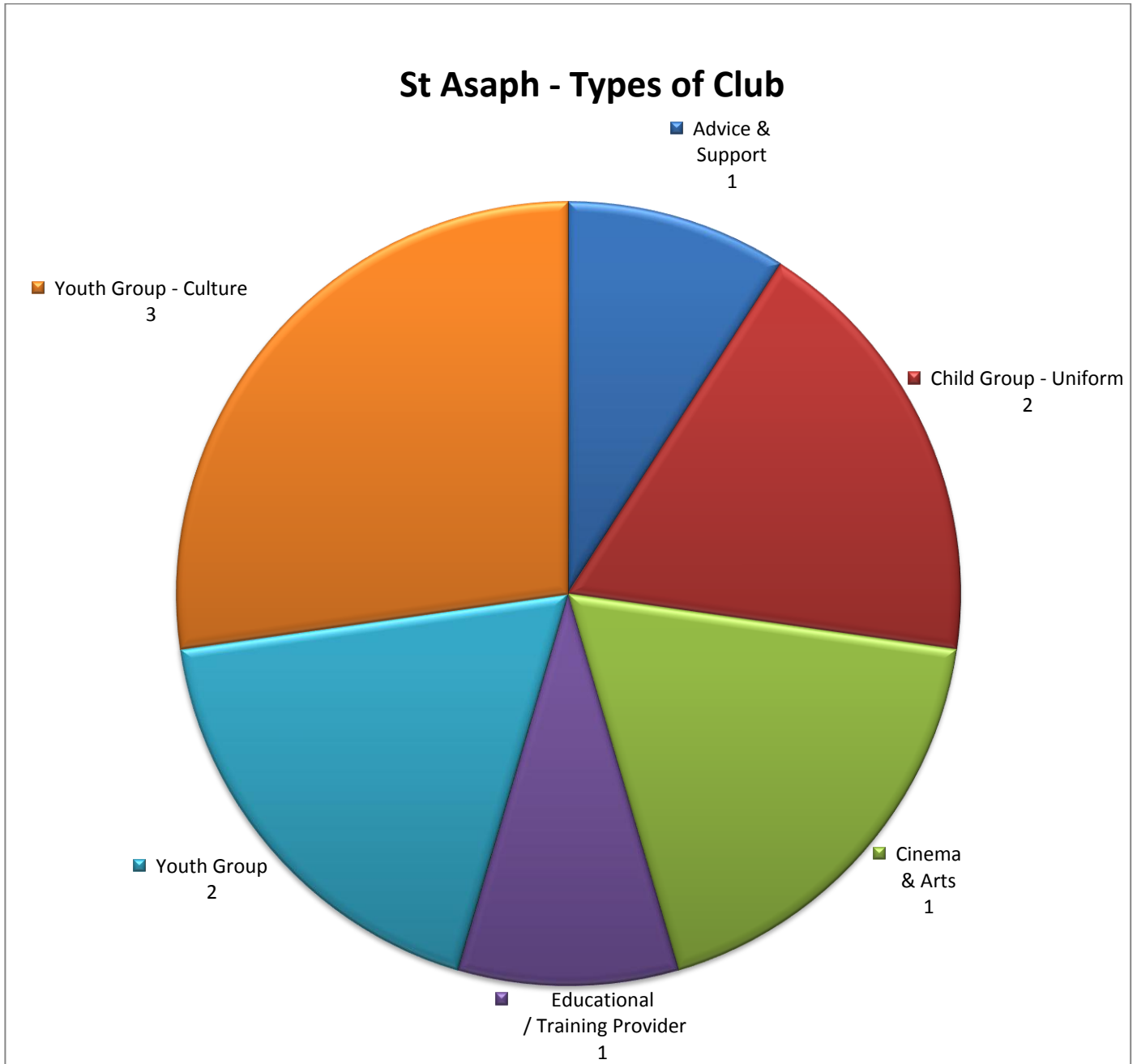
## Groups Mapped

Tier	Name of Org
Tier 1	St Asaph - Junior Session
Tier 1	St Asaph - Senior Session
Tier 2	Clwb Amser Cinio
Tier 2	URDD
Tier 2	URDD
Tier 3	Beavers
Tier 3	CADMHAS – Young People’s Advocate
Tier 3	Cubs
Tier 3	St Asaph City Bowling Club
Tier 3	St Asaph Driving Range
Tier 3	St Asaph Riding Disabled Group



## Denbighshire Community Mapping Exercise: 2014-15

The following chart illustrates the 'type' of activity in each locality. The charts need to be treated with some caution as further clarification of age profiles in some groups is required. Further exploration of how far groups are open access or restricted to target groups or specialist group / activity also needs to be undertaken. However it does offer an indication at this stage.



# Denbighshire Community Mapping Exercise: 2014-15

## Appendix 1

### Partnership Group Mapping

Name of organisation:		Date Completed:								
Delivery address:		Contact name:								
		Total membership	0-10		11-19		20-25		25+	
		Av attendance per session (11-25)								
Contact Tel No		Email								
Main activities provided and frequency (e.g. weekly etc)								Funding end date		
								Insurance* Y/N		
								On FIS database?		
Do you operate services across the County?								Are you registered with a disability?		

**Areas of focus – please circle one box (A to E) in each row (1 to 9) based on the one that most closely matches what you do. S = ✓ for advice/support**

	A	B	C	D	E	S
<b>1. Young peoples' participation</b>	Sessions are totally managed by the adults with no involvement of young people in the organisation of the sessions	Sessions are managed by the adults with some limited involvement of young people in expressing their views about the planning of the sessions	Sessions are managed by the adults with regular involvement of young people in expressing their views about the planning of the sessions and session reviews	Young people have an active and ongoing involvement in how their sessions are planned, delivered and reviewed	Young people have an active and ongoing involvement in how their sessions are planned, delivered and reviewed including often leading on sessions.	
<b>2. Keeping young people safe *</b>	No knowledge of Safeguarding nor any	Policies and procedures in place	Policies and procedures in place	As in C plus young people aware of	Adults and young people actively	

## Denbighshire Community Mapping Exercise: 2014-15

	policies or procedures in place. No CRBs carried out for any adults	but limited knowledge of these within adults and young people. Relevant CRB checks carried out and in place.	and all adults aware of issues and how to report concerns. Relevant CRB checks carried out and in place.	issues and how to report concerns.	involved in promoting safeguarding agenda via a range of initiatives and programmes.
<b>3. Non – Formal Learning-</b> structured learning that does not typically lead to accredited qualifications	No process to record any learning that may take place in any session/activity	Awareness of learning is acknowledged through verbal discussion.	Group/Individual learning outcomes are recorded.	Planned learning outcomes and achievements are recognised by internal processes (certs/awards etc)	Planned learning outcomes are recorded as part of a learning programme. Achievements are recognised by external bodies
<b>4. Formal learning</b> - structured learning leading to accredited qualifications	No formal learning processes taking place.	Awareness of formal learning process but none in place.	Young people take part in a planned programme of learning	Young people's achievements are recognised through a planned programme of learning with a progression pathway.	Young people's achievements are accredited by a standardised process of external verification by an awarding body.
<b>5. Reading, writing and numeracy</b>	No knowledge or awareness of basic skills levels within regular members	Some knowledge of basic skill levels through incidental contact, activities, discussions etc.	Basic skills needs within membership identified through targeted projects / activities	Basic skills levels identified through targeted projects / activities and young people advised re specialist services	Ongoing process of assessment (formal or informal), signposting and follow through support within activities and other agreed strategies
<b>6. Welsh language and culture</b> (Non Welsh speaking groups)	No recognition of issues related to Welsh language and culture within adults or young people	Some recognition of issues related to Welsh language and culture within adult team	Clear recognition of issues related to Welsh language and culture within adults and some strategies in place in terms of programme	High level of awareness amongst adults and young people and strategies and responses in place.	As D plus encouraged on a daily basis within context of their cultural background, their community and their preferences
<b>7. Equality, diversity and inclusion (EDI)</b>	No knowledge or recognition of issues related to EDI within adults or young people	Recognition of issues related to EDI within some adults	Clear recognition of issues related to EDI within adults and planned strategies in	Clear recognition of issues related to EDI within adults and young people and	High level of awareness amongst young people and staff and jointly

## Denbighshire Community Mapping Exercise: 2014-15

			place in response	planned strategies in place	owned/delivered strategies and responses in place.	
<b>8. Volunteer and staff support *</b>	No processes of adult support or training in place at a formal or informal level	Informal conversations with adults about their work. Occasional training takes place	Agreed formal process of one to one support but not documented. Formal programme of regular training	Formal documented one to one support and ongoing programme of training	As in D together with formal programme of review to evaluate effectiveness and impact	
<b>9. Info and Communication Technology</b>	No ICT resources	ICT resources available but no planned use. No safeguarding policies / procedures in place	Planned use of ICT within sessions to aid learning. Safeguarding policies / proc in place	Non accredited progs of learning on use of ICT and other accredited learning through ICT. Pol/proc in place	Accredited programmes of learning on use of ICT and other accredited learning through ICT. Pol/proc in place	
<b>10. Review and evaluation</b>	No review of activities / sessions in terms of 'quality' and effectiveness	Informal discussions amongst adults about quality and effectiveness	Formal recorded reviews of sessions by adults	As in C but with formal evaluation including feedback from young people	As in D but with other types of external evaluation such as peer observation etc.	
Comments: Page 54						

Completed by (org)..... Supported by .....

## Appendix 3

### Denbighshire Resource Mapping – Activity Profile Guidance - To be read in conjunction with the Activity Profile checklist

#### Common Questions and Answers

##### What is it?

The Activity Profile helps Denbighshire County Council and its partners (Children and Young People's Partnership – CYPSP) know who is providing services to young people in the County and a little bit more about what they focus on during their sessions (Area of Focus).

##### What is it for?

It is intended to assist the Partnership in planning for services in the future. For example, if there are a lot of services providing similar things within the same area, the Partnership will know they do not need to plan for additional similar services in that area. However, if we discover there is a big gap in an area, we can plan for that and try and support services to develop.

##### How were the Areas of Focus chosen?

Areas such as 'Participation' and 'Learning' were chosen after consultation by partner organisations, based on knowledge about the sorts of things that are important for young people and their development. They are areas that the Partnership think are important and areas that are looked at by the Welsh Government and inspectorates. There are other areas that are important too, but the areas listed are the priorities.

##### What if we don't do any of these things?

You might be simply offering young people a place to meet together and socialise in a safe place – that is important and valuable, it would not be seen as 'inadequate' in any way because you were not contributing to some of the listed Areas of Focus.

Again however, if the Partnership knows what you are doing, it helps us to plan for other services in your area that do provide some of the areas of focus listed.

##### Why aren't other important areas covered such as health and wellbeing?

We are aware that organisations are providing a whole range of activities and services to young people. These might be focused on health and wellbeing (e.g. exercise, diet etc) or other areas such as advice and counselling. These areas will be listed in the 'main activities provided' section at the beginning of the Activity Profile sheet.

The 'Areas of Focus' cover elements that could be applicable to any activity or session – e.g. the promotion of 'Welsh language and culture' or 'participation' could apply to any activity.

### **Where do I return this form and information and what happens to it?**

Please return the form to Heather Morris, Family Information Service (FIS), Denbighshire County Council, The Old Gaol, 46 Clwyd Street , Ruthin, LL15 1HP. Somebody will then contact you to discuss the information you have provided and see if you want to be listed on the FIS website.

### **How to complete the form**

#### **1. Name of organisation**

The name of the organisation or group that runs the service/activity. If this is not an organisation or group and just one person enter that person's name

#### **2. Date completed**

Date this form was completed

#### **3. Delivery Address**

The address where the activities are held. If more than one address could you please complete a form for each address

#### **4. Contact name**

Name of main contact person for the service/activity

#### **5. Total membership**

The approximate number of people in each age group who attend your sessions on a regular basis. If you have an actual membership the approximate numbers of members within each age group. We do not need exact numbers unless these are easily accessible.

#### **6. Average attendance per session (11-25)**

The approximate number of young people aged 11-25 who typically attend sessions/activities.

#### **7. Contact tel no**

The contact telephone number of the 'Contact name' on the form.

#### **8. Email**

The email address of the person named as the 'Contact name' on the form or, if they don't have one, of somebody else within the organisation / group.

#### **9. Main activities**

The main activities that are supported and how often they take place. Activities might include sports, social, hobbies, support etc. Record on an additional blank sheet if more space is required.

**10. Funding end date**

If you have grant funding the date that this expires. If you have funding from a number of sources the date your main funding expires.

**11. Insurance**

Do you have public liability insurance to cover your activities? If you use somebody else's building they will usually provide this.

**12. On FIS database?**

Are you already listed on the Denbighshire Family Information Service (FIS) website at [www.fisdenbighshire.co.uk](http://www.fisdenbighshire.co.uk)?

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<b>Report to:</b>	<b>Performance Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>26<sup>th</sup> February 2015</b>
<b>Lead Member/Officer:</b>	<b>Lead Member for Finance and Assets Head of Finance and Assets</b>
<b>Report Author:</b>	<b>Valuation and Estates Manager</b>
<b>Title:</b>	<b>Long Term Strategy for the Agricultural Estate</b>

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

The report provides information on the proposed strategy for the Agricultural Estate from 2015 onwards.

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

Following concerns raised via Performance Scrutiny Committee in March 2014, and June 2014, it was resolved that the existing Agricultural Estate Strategy (as adopted in 2010) was no longer representative of the Council's current position in terms of existing and future financial constraints. Consequently, Performance Scrutiny established a deadline of February 2015 for an agreed new strategy to be taken through the decision making process and approved prior to April 2015.

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

Performance Scrutiny is asked to consider the future strategy of the Agricultural Estate and to comment as appropriate.

## **4. Report details.**

4.1. The Agricultural Estate represents a substantial capital resource which must be seen to work both for the Council and its tenants. The Council no longer has the resources to support the Agricultural Estate in its current form.

4.2. The future strategy for the estate has been considered together with input from the Council's Agricultural Estate Working Group. This Group comprises members of the Council. The proposed strategy which also includes information about the estate is attached at Appendix 1.

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

5.1 The generation of capital receipts will assist the Council to deliver projects which support all Corporate Priorities and support the efficiencies agenda.

5.2. The removal of onerous maintenance and management liabilities will ensure greater efficiency of Council resources and will mitigate the impact of cuts in other corporate areas.

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

Management costs will be contained within existing Revenue budgets. Any costs in respect of disposals will be met through receipts gained.

### **Additional Resources needed**

ICT - Not applicable

Legal - There is potentially an increased workload for the Legal Department, but additional costs can be met from capital receipts achieved from disposals.

Biodiversity - Not applicable at the moment and each disposal would be assessed individually at that point.

Effects on the environment - Not applicable at the moment and each disposal would be assessed individually at that point.

## **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.**

Each disposal will be assessed individually and the EqIA will be undertaken at that point.

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

8.1. The Council's Agricultural Estate Working Group has been involved from the outset in the development of the strategy. Four meetings have been held with the Group since June 2014 to consider the Strategy culminating in the support by the Group to this proposed strategy at the Group's last meeting on the 18<sup>th</sup> December 2014.

8.2. The Council's agricultural tenants were contacted by letter during August 2014 to advise them that the estate would need to be reviewed as would all other Council services.

8.3. The Council's agricultural tenants were again contacted by letter on the 6<sup>th</sup> January 2015 and given an opportunity to respond to the proposals. Any responses were asked to be received by the 23<sup>rd</sup> January 2015. To date, there are known to be 12 tenants who would be interested in being able to purchase either the whole or part of their holdings.

8.4. All members of the Council were contacted by email and given an opportunity to respond to the proposals. Cllr: Bobby Feeley responded stating her support to the proposals as outlined.

8.5 Other interested stakeholders, (the Farming Unions, the Clwyd Federation of Young Farmers Clubs, the Tenant Farmers Association, and the Country Land and

Business Association were contacted by letter and given an opportunity to respond to the proposals. Again, any responses were asked to be received by the 23<sup>rd</sup> January 2015. No responses were initially received and therefore this group of stakeholders were contacted again by a second letter. The Tenant Farmers Association subsequently made contact to request another copy of the original letter. They have now responded and a copy of their response dated 6<sup>th</sup> February 2015 is attached at Appendix 2. The points that have been raised in their letter have been considered as part of the background process in the development of the proposed strategy.

8.6. A copy of the letter sent to all tenants, members and the above named stakeholders is attached at Appendix 3.

## **9. Chief Finance Officer Statement**

Revenue costs must be contained within existing budgets. The value and timing of capital receipts will be uncertain and this must be factored into financial planning assumptions.

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

10.1. Rationalisation of the estate will result in loss of revenue income, however as highlighted in the rationale in the proposed strategy at Appendix 1, agricultural investments do not provide a high rate of return. Unless the Council is prepared to accept this and the need to invest a large proportion of the income into maintenance and improvements, the farm estate will continue to decline and leave the Council exposed to increasing liabilities. The only alternative is to realise the capital value of the investment (i.e. dispose of holdings when the opportunity arises)

10.2. There is a risk that a farm could be sold on for alternative development purposes once in private ownership. Covenants restricting land use and overage provisions can be incorporated into any disposals as mitigation, although regard must be had to the effect this may have on receipts.

## **11. Power to make the Decision**

11.1 S123 of the Local Government Act 1972 gives the power to dispose of land.

11.2 Articles 6.1 and 6.3.3(a) of the Council's Constitution outlines Scrutiny's powers with respect to this matter.

### **Contact Officer:**

Valuation and Estates Officer  
Tel: 01824 706789

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**DENBIGHSHIRE COUNTY COUNCIL**  
**AGRICULTURAL ESTATE**  
**STRATEGY PROPOSALS**

## 1. BACKGROUND

**1.1.** The Agricultural Estate comprises approximately 1,053 hectares, (2600 acres) of land. The estate is a mixture of dairy and stock farms with bare land grazing and some woodland. Appendix 1 provides details of the holdings and bare land and their location

**1.2.** The holdings are let via either Full Agricultural Tenancy agreements subject to the Agricultural Holdings Act 1986, or Farm Business Tenancy agreements subject to the Agricultural Tenancies Act 1995. The two Acts are subject to different statutory provisions and place different responsibilities on the Landlord and Tenant.

**Table 1: Summary of Lettings (Holdings and bare land)**

<b>Numbers:</b>	<b>AHA(a)</b>	<b>FBT(b)</b>	<b>TOTAL</b>
<b>Farms</b>	9	14	23
<b>Land</b>		15	15
<b>TOTAL</b>	9	29	38

*a) Agricultural Holdings Act. b) Farm Business Tenancy.*

**1.3.** The annual income generated from the estate is in the region of £230,000 but this revenue is bolstered each year by miscellaneous ad hoc income. An annual revenue budget of around £130,000 is provided from the gross income to cover repairs & maintenance, salaries and other sundry costs. Historically the repairs & maintenance budget has been insufficient to cover the yearly calls on a reactive maintenance basis. In addition, the nature of the Agricultural Holdings Act tenancies places additional burdens on the estate. Capital investment requirements for the estate for the next three years are estimated to be in excess of £1million but are £1.5 to £2 million if looking at a period of over 3 years.

**1.4.** An in depth review of the agricultural estate was undertaken in 2010.

The Councils agricultural estate team, together with the agricultural estates working group in conjunction with Bruton Knowles, considered the following options:

- Retention in broadly the current format,
- Outright disposal of the estate as an investment in whole or in lots.
- Progressive disposal particularly as vacant possession becomes available.
- Progressive rationalisation into a more viable and sustainable estate. This would involve the disposal of some units and the investment of capital funds into other units.

**1.5.** The option adopted at the time was progressive rationalisation. It was considered to be the only policy option which could deliver a more viable and sustainable estate by targeting investment into certain holdings and disposing of other holdings. This review was for a five year timescale and that period is therefore coming to its conclusion. It is anticipated that all the actions resulting from the 2010/2011 review will be completed and in place by spring 2015.

**1.6.** Notwithstanding the above and following concerns raised by the Performance Scrutiny Committee in March 2014, it was decided that in view of the change in the current financial reality for public authorities as compared to that which existed in 2010/11, the agricultural estate strategy was no longer representative of the Council's current position in terms of existing financial constraints.

## **2. RATIONALE**

**2.1.** Local authority agricultural estates (also known as County Council Smallholdings) were created over a century ago in 1908 by legislation intended to create opportunities to provide land for new entrants into food production and agriculture.

**2.2.** Technological advances and improved mechanisation in agriculture has resulted in the increase in the average size of farms. Fixed costs have to be spread on larger areas in order for farms to become more viable and to enable them to compete in an increasingly challenging industry. Local Authority farms have followed this trend.

**2.3.** In addition to the above, agricultural tenancy legislation means that there is limited tenancy turnover. Holdings initially let as starter holdings may still be occupied under the same tenancy a generation later. In Denbighshire, a smallholding was last re-let some 10 years ago.

**2.4.** Denbighshire's agricultural holdings no longer provide the opportunity for new entrants into the farming industry. As mentioned above, the level of investment now required for new entrants in terms of the machinery and infrastructure needed in order to establish a sustainable farming operation -which can survive in the context of the modern farming industry- is far in excess of the traditional 20 acre starter farm model. Together with the number of long term tenancies still in operation, opportunities for new entrants are extremely limited.

**2.5.** Agricultural estates are non-statutory otherwise known as discretionary services.

**2.6.** The investment value of Denbighshire County Councils estate is estimated to be in the region of £22.5 million. The rate of return for the estate is therefore less than 1%.

**2.7.** Investors in agricultural property will traditionally accept a low rate of return for various reasons such as: - Capital growth with the value of agricultural land generally increasing (in real terms) over time, many investors may prefer capital gain as opposed to income as this can be tax efficient, there are tax reliefs available on the sale of agricultural land (e.g. roll over relief), for inheritance tax- agricultural land & buildings can qualify for agricultural tax relief, and some investors will traditionally have an investment strategy of buying land.

**2.8.** Other than the benefit of capital growth, none of the above investment advantages will apply to local authorities and capital growth will only provide a benefit to the Council if the investment is sold at a time when land prices are high and when money is required to fund services.

**2.9.** For this reason, agricultural property is considered to be a poor investment for the Council to hold especially when considering that providing smallholdings for new starters is not a statutory responsibility for the Council and also bearing in mind the limited (if any) opportunities that exist for new entrants.

**2.10.** In view of the above, the Council has started discussions with a local college with regard to facilitating a process that enables interested new entrants to the farming industry to gain experience of a practical nature through assistance provided by the Council.

### **3. PROCESS**

**3.1.** The future strategy for the estate has been considered in light of the above rationale together with input from the Councils agricultural estate working group. This group comprises of members of the Council.

**3.2.** Interested stakeholders (Farming Unions, Clwyd Federation of Young Farmers Club, Tenant Farmers Association, Country Land and Business Association, all tenants, and all Members) have been consulted regarding the proposed strategy.

### **4. PROPOSED STRATEGY**

**4.1.** Discussions and negotiations regarding tenancies and farm rationalisations which are still ongoing from the Bruton Knowles review will be completed. (Unless it is the wish of the tenant not to proceed)

**4.2.** With regard to holdings where a tenancy is coming to an end, the existing tenant will be given the option- where appropriate - to purchase the freehold of the farm or parts thereof. Where this is the case, any remaining land forming part of the holding will be offered on a short term tenancy to the existing tenant on the understanding that they are expected to either purchase or relinquish this land when the tenancy expires. Where a tenant declines to purchase the holding in these circumstances, the tenancy will not be renewed and the farm will be placed on the open market.

**4.3.** Where new requests are received from a tenant for the succession of tenancy to a son or daughter - which has not been previously agreed under the Bruton Knowles review, discussions will commence with the tenant - where appropriate - regarding the sale to the tenant of part or whole of the holding. Where the offer of a sale to the tenant is declined, the succession tenancy will be declined. If the freehold purchase does not proceed as anticipated, the tenancy will not be renewed and the farm will then be placed upon the open market.

**4.4.** Existing tenants occupying holdings under long term tenancies will - where appropriate -be offered the option of purchasing all or part of the freehold of their holdings as in the above, taking into consideration the value of the existing lease and any investment made by the tenant in the holding.

**4.5.** Opportunities may arise on an ad hoc basis where a tenant may express his interest in purchasing part or whole of the holding. Such discussions may take place during rent review discussions or during other discussions relating to the management of the holding. Such potential disposal opportunities which arise from unforeseen occurrences will be taken as and when they arise. Strategic sites will be identified and dealt with on an individual basis.

**4.6.** Disposals will in the main be subject to covenants restricting the use of the land for agricultural purposes and/or overage agreements in respect of any increased values obtained through alternative use and/or retention of rights across any disposed land (as far as this can be done legally to protect the rights of the Council and its future needs).

**4.7.** In all cases, the scheme of delegation and democratic process of the Council at the time will be adhered to in the making of decisions affecting the estate.

## **5. CONCLUSION**

**5.1.** The Agricultural Estate represents a substantial capital resource which must be seen to work both for the Council and its tenants. The Council no longer has the resources to support the agricultural estate in its current form.

**5.2.** Without taking action now to address these issues, the condition of the estate will deteriorate further resulting in a likely decrease in the value of the built element of the estate. Doing nothing is not an option. There are financial, legal and reputational risks to the Council in not addressing the issue.

**5.3.** The holdings and bare land currently owned by the Council will remain as farmed units even if they are sold by the Council.

**5.4.** The Council's agricultural estate is not meeting its objective of providing land for new entrants into food production and agriculture.

**5.5.** Existing tenants who have the opportunity to purchase their holdings will have better access to funds to further invest and improve their holdings.

**5.6.** Improved opportunities for new entrants to farming can be provided by the Council working with local colleges to facilitate more practical solutions to training requirements.



## APPENDIX 1

<b>FARMS WITHIN DENBIGHSHIRE COUNTY COUNCIL</b>		
<b>1</b>	<b>Plas Coch</b>	<b>Rhuallt</b>
<b>1a</b>	<b>Bareland at Pant Ifan Newydd</b>	<b>Rhuallt</b>
<b>2</b>	<b>Bodynys</b>	<b>Rhewl</b>
<b>3</b>	<b>Bryn Gwyn</b>	<b>Rhuddlan</b>
<b>4</b>	<b>Bryn Llwyn</b>	<b>Gwaenysgor</b>
<b>5</b>	<b>Caerfamaeth</b>	<b>Llanbedr DC</b>
<b>6</b>	<b>Corwen Estates</b>	<b>Corwen</b>
<b>7</b>	<b>Denbigh Estates</b>	<b>Denbigh</b>
<b>8</b>	<b>Detached Land at Ruthin</b>	<b>Ruthin</b>
<b>9</b>	<b>Efail Y Waen</b>	<b>Bodfari</b>
<b>10</b>	<b>Glasdir</b>	<b>Ruthin</b>
<b>11</b>	<b>Green Gates</b>	<b>St Asaph</b>
<b>12</b>	<b>Land at Rhuddlan - Tirionfa</b>	<b>Rhuddlan</b>
<b>13</b>	<b>Lletty farm</b>	<b>Llangynhafal</b>
<b>14</b>	<b>Maesglas</b>	<b>Efenechtyd</b>
<b>15</b>	<b>MaesyGroes</b>	<b>Henllan</b>
<b>16</b>	<b>Meadowbrook and Morfa Lodge</b>	<b>Rhuddlan</b>
<b>17</b>	<b>Pant y Ffynnon</b>	<b>Glyndyfrdwy</b>
<b>18</b>	<b>Pentrefelin Ucha</b>	<b>Llandyrnog</b>
<b>19</b>	<b>Pydew</b>	<b>Meliden</b>
<b>20</b>	<b>Ty Cerrig</b>	<b>Melin Y Wig</b>
<b>21</b>	<b>Ty Coch</b>	<b>Llangynhafal</b>
<b>22</b>	<b>Tyn y Caeau</b>	<b>Llangynhafal</b>
<b>23</b>	<b>Ty'n y Celyn</b>	<b>Llanbedr DC</b>



gwd/1415  
06 February 2015



Gerald Thomas MRICS  
Valuation and Estates Manager  
Denbighshire County Council  
Caledfryn  
Smithfield Road  
Denbighshire  
LL16 3RJ

Dear Mr Thomas

### **Denbighshire County Council – Agricultural Estate**

Thank you for your letter of 02 February and responding to my subsequent email from today to which you attached a copy of your original letter of 6 January 2015. I hope that in the circumstances there will still be time for the County Council to take into consideration the views of the Tenant Farmers Association as set out below.

The Tenant Farmers Association acknowledges the difficult financial circumstances that many local authorities, including Denbighshire, face at the current time and that there is therefore a need to ensure that the local authority has at its disposal sufficient financial resources to meet its frontline services and that, as a result, all services need to be reviewed.

The TFA would argue that the County Council should view its farms' estate as an income earning asset. With sound asset management it is possible for the county council to see a net contribution to its annual income through the management of its rural estate. This income will not only arise in the form of rent but also from disposals of land for development or marriage value at many times the land's agricultural value. Of course to achieve this there needs to be a sound asset management plan drawn up and for there to be strategic thinking about particular sites on the estate which could attract significant value at disposal due to their development potential. The TFA believes that this route should be fully explored before the Council considers its proposed policy of disposal over time.

The TFA contends that a policy of disposal as and when existing tenancies come to an end is short sighted. Whilst it could provide additional financial resources for the local authority to meet its demand for frontline, statutory services at this stage, this will be on a once and for all basis. When the local authority is in need of resources in the future for hospitals, care homes, schools and the like, it will not have these assets available to sell at that time. That is why the TFA believes there is need for the local authority to make a proper assessment of the potential net present value to the local authority of retaining the assets and making them work more effectively as income earning assets into the future as opposed to what

might be gained from a progressive sell-off. From the correspondence seen, we do not believe that such a comparative net present value approach has been taken and it is therefore impossible to judge whether or not the decision to progressively sell the estate achieves best value for Council tax payers. The TFA believes that county council has a statutory responsibility to ensure the best value is attained and that can only be assessed on the basis of a comparative net present value calculation.

In this respect, I attach some guidance which has been prepared by the Tenancy Reform Industry group (and is due to be published shortly) which I hope will be of assistance to the local authority.

Whilst very much a second-best option, notwithstanding the TFA's views, should the local authority decide that disposal is the best approach, then we would wish existing tenants to have first refusal on purchasing the freehold of their Holdings and that there in put over the years into those farms should be recognised in the price they are asked to pay for acquiring the freehold of those units. It is stressed however that this is very much a second-best option as the TFA believes that the Holdings should be retained by the local authority.

Ownership of County farms will also assist the local authority in meeting its wider objectives in relation to countryside and environmental issues, access to the countryside, learning outside the classroom, planning policies, greenbelt management and assisting in the management of flood risk. These benefits were the focus of a report entitled: "The Importance of County Farms to the Rural Economy" prepared by Sir Don (now Lord) Curry. A copy of that report is submitted as part of our input to the County Council's Review and we would ask that the wider benefits to which it refers are also considered alongside the other, perhaps more tangible, benefits referred to above.

Of course, the TFA also believes that county council smallholdings continue to contribute to the farming ladder both in providing opportunities for individuals to be farmers in their own account and to progress within the industry. Notwithstanding the comments made in your letter about the concentration of occupation, it is the county council smallholding estates nationally and in England that most new entrants gain entry to the sector.

In conclusion therefore the TFA would argue that the county council turns away from its proposed approach and looks to put in place a proper asset management plan which will deliver best value to Council Tax payers through identification of blocks of land with development opportunity whilst at the same time continuing to acquire wider community, environmental and social benefits through the ownership and management of the farms.

Yours sincerely



**George Dunn BA MSc FRAgS  
Chief Executive**

<u>Eich cyf / Your ref</u>	
<u>Ein cyf / Our ref</u>	GRT
<u>Dyddiad / Date</u>	6 January 2015
<u>Rhif union / Direct dial</u>	01824 70 6791

Dear Sirs

### DENBIGHSHIRE COUNTY COUNCIL – AGRICULTURAL ESTATE

You may recall that Denbighshire County Council undertook a review of its Agricultural Estate in 2010 /2011. A policy of managed rationalization was adopted where the Council would target investment into certain holdings and would dispose of other holdings. This review was for a five year timescale and that period is therefore coming to its conclusion. It is anticipated that all the actions resulting from the 2010/2011 review will be completed and in place by spring 2015.

As background information, the agricultural estate currently comprises approximately 1,053 hectares, (2600 acres) of land. The estate is a mixture of dairy and stock farms with bare land grazing and some woodland. The holdings are let via either Full Agricultural Tenancy agreements subject to the Agricultural Holdings Act 1986, or Farm Business Tenancy agreements subject to the Agricultural Tenancies Act 1995. The two Acts are subject to different statutory provisions and place different responsibilities on the Landlord and Tenant

Notwithstanding that the 2010 review is now in its final stages, concerns were raised by the Councils' performance scrutiny committee in March 2014 which concluded that in view of the change in the financial position of public authorities as compared to that which existed in 2010/11, the agricultural estate strategy is no longer representative of the Council's current position in terms of existing financial constraints. Performance scrutiny established a deadline of February 2015 for an agreed new strategy to be taken through the decision making process and approved prior to April 2015.

Local Authority agricultural estates (also known as County Council smallholdings) were created over a century ago by legislation intended to create opportunities to provide land for new entrants into agriculture.

Improved mechanization in agriculture has resulted in the increase in the average size of farms. Fixed costs have to be spread on larger areas in order for farms to become more viable and to enable them to compete in an increasingly challenging industry. Local Authority farms have followed this trend. Together with the number of long term tenancies still in operation, opportunities for new entrants are extremely limited. Denbighshire's agricultural holdings are therefore no longer providing opportunities for new entrants into the farming industry. Local Authorities offer a wide range of services, many are statutory but others, like the agricultural estates are non-statutory otherwise known as discretionary services.

The Council's Agricultural Estate team together with the Agricultural Estate Working Group has therefore been working on a new strategy to take effect from 2015 onwards. The strategy needs to reflect the current reality for public authorities in Wales.

The following outlines the main proposals in the strategy:-

Existing tenants of tenancies coming to an end will be given the option, where appropriate, to purchase the whole or part of the freehold of the holding prior to the Council disposing the holding on the open market.

Any tenants who make new requests for another succeeding tenancy to a son or daughter and this has not been previously raised under the Bruton Knowles review, will be given an opportunity, where appropriate, to discuss with the Council, their purchase of part or the whole of the holding. If a freehold purchase does not proceed as anticipated, the tenancy will not be renewed and the farm will then be placed upon the open market.

Existing tenants occupying holdings' under long term tenancies will, where appropriate, be offered the option of purchasing all or part of the freehold of their holdings as in the above, taking into consideration the value of the existing lease and any investment made by the tenant in the holding.

Opportunities may arise on an ad hoc basis where a tenant may express his interest in purchasing part or whole of the holding. Such discussions may take place during rent review discussions or during other discussions relating to the management of the holding. Such potential disposal opportunities which arise from unforeseen occurrences will be taken as and when they arise. Strategic sites will be identified and dealt with on an individual basis.

Disposals will in the main be subject to covenants restricting the use of the land for agricultural purposes and/or overage agreements in respect of any increased values obtained through alternative use and/or retention of rights across any disposed land (as far as this can be done legally to protect the rights of the Council and its future needs).

In all cases, the scheme of delegation and democratic process of the Council at the time will be adhered to in the making of decisions affecting the estate.

It would not be appropriate to consult on how the strategy will affect the future of individual holdings nor will the Council be in a position to consult on any detailed financial projections. The officers in the Agricultural estates team will however be in touch with all the individual tenants to discuss how the proposed strategy will affect them individually.

Should you have any comments on these proposals, we would be pleased to hear from you by Friday 23<sup>rd</sup> January 2015 so that the proposals can be put to the Council.

Yours faithfully,



**Gerald Thomas MRICS**  
**Valuation and Estates Manager –**  
**Valuation & Estates**

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<b>Report To:</b>	<b>Performance Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>26<sup>th</sup> February 2015</b>
<b>Lead Member/Officer:</b>	<b>Lead Member for Customers and Communities Head of Customers and Education Support</b>
<b>Report Author:</b>	<b>Corporate Complaints Officer</b>
<b>Title:</b>	<b>Your Voice report – Q3 2014/15</b>

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

The report provides an overview of compliments, suggestions and complaints received by Denbighshire County Council under the council's customer feedback policy 'Your Voice' during Q3 2014/15 (appendix 1).

At the request of the Committee, the report also contains specific reference to the eleven stage 1 complaints that exceeded timescale during Q2 (appendix 2).

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

To provide the Committee with information regarding performance issues and to make recommendations to address these accordingly.

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

That the Committee comments on the performance of services and if appropriate identifies areas for future scrutiny.

## **4. Report details**

Headlines for Q3 (please see appendix 1 for further detail).

- The council received 99 complaints.
- Complaints against Communication, Marketing and Leisure increased by 120%; 11 in Q3 compared to 5 in Q2.
- Complaints against Environmental Services also increased by 44%; 23 in Q3 compared to 16 in Q2.
- Complaints against Highways and Infrastructure increased for the third consecutive quarter; 19 in Q1, 21 in Q2 and 29 in Q3.
- The council received 94 compliments during Q3.
- The council received 40 suggestions during Q3.

## Performance – Q3

- 94% (90/96) of stage 1 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
- 100% (10/10) of stage 2 complaints were responded to within the 'Your Voice' timescales. This exceeds the corporate target of 95%.
- 93% (89/96) of complaints were successfully dealt with at stage 1.
- 2 service areas are highlighted as having RED status; Finance and Assets, and Housing and Community Development. Planning and Public Protection has an AMBER status.

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

The Your Voice scheme directly contributes to the corporate aim of:  
*An excellent council, close to the community.*

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

All costs relating to customer feedback are absorbed within existing budgets.

### 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.

Not applicable.

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

Monthly reporting to the Senior Leadership Team. Quarterly reporting to Performance Scrutiny Committee. Annual reporting to Corporate Governance Committee.

### 9. Chief Finance Officer Statement

There are no obvious financial implications arising from the report.

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

By not dealing with complaints effectively, the reputation of the Council may suffer.

### 11. Power to make the Decision

Articles 6.1 and 6.3.4(b) of the Council's Constitution outlines the Committee's powers with respect to complaints and services' performance.

**Contact Officer:** Corporate Complaints Officer Tel: 01824 706169



**Your Voice information**

**1 Your Voice reporting periods**

The following periods are used for reporting data:

- Quarter 1: 1-Apr to 30-Jun
- Quarter 2: 1-Jul to 30-Sep
- Quarter 3: 1-Oct to 31-Dec
- Quarter 4: 1-Jan to 31-Mar

**2 Complaint response timescales**

The ‘Your Voice’ feedback policy states that the following timescales should be adhered to when responding to complaints:

- Stage 1: **10** working days
- Stage 2: **20** working days

**3 Your Voice performance measures**

A traffic light system is used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

<b>Red</b>	less than 90% of complaints responded to within timescale
<b>Amber</b>	when more than 90% but less than 95% of complaints responded to within timescale
<b>Green</b>	more than 95% of complaints responded to within timescale

To assist with identifying whether a service area’s performance has changed from the previous period(s), the following key has been developed:

<b>Green</b>	Improvement in performance
<b>Red</b>	Decline in performance
<b>White</b>	No change in performance
-	No data for period for comparison

Table 1: Overall complaint response times for stage 1 complaints

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1					Quarter 3 - Stage 1				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	1	1	100%	-	-
Legal and Democratic Services	0	0	-	2	2	100%	-	-	0	0	-	100%	-
Customers and Education Support	6	6	100%	5	5	100%	100%	0%	1	1	100%	100%	0%
Education	0	0	-	2	2	100%	-	-	0	0	-	100%	-
Environment	30	29	97%	16	15	94%	97%	-3%	23	22	96%	94%	2%
Finance and Assets	15	13	87%	4	3	75%	87%	-12%	6	4	67%	75%	-8%
Housing and Community Development	23	22	96%	10	8	80%	96%	-16%	8	7	88%	80%	8%
Planning and Public Protection	27	27	100%	22	19	86%	100%	-14%	17	16	94%	86%	8%
Highways and Infrastructure	19	14	74%	21	19	90%	74%	17%	29	28	97%	90%	6%
Communication, Marketing and Leisure	20	20	100%	5	5	100%	100%	0%	11	11	100%	100%	0%
HR	0	0	-	2	0	0%	-	-	0	0	-	0%	-
Corporate Total	140	131	94%	89	78	88%	94%	-6%	96	90	94%	88%	6%

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Table 2: Overall complaint response times for stage 2 complaints

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2					Quarter 3 - Stage 2				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	0	0	-	-	-
Legal and Democratic Services	1	0	0%	0	0	-	0%	-	0	0	-	-	-
Customers and Education Support	0	0	-	1	1	100%	-	-	0	0	-	100%	-
Education	0	0	-	1	0	0%	-	-	0	0	-	0%	-
Environment	0	0	-	0	0	-	-	-	1	1	100%	-	-
Finance and Assets	3	3	100%	1	1	100%	100%	0%	0	0	-	100%	-
Housing and Community Development	1	1	100%	0	0	-	100%	-	1	1	100%	-	-
Planning and Public Protection	5	5	100%	1	1	100%	100%	0%	4	4	100%	100%	0%
Highways and Infrastructure	1	1	100%	3	2	67%	100%	-33%	4	4	100%	67%	33%
Communication, Marketing and Leisure	0	0	-	1	1	100%	-	-	0	0	-	100%	-
HR	0	0	-	0	0	-	-	-	0	0	-	-	-
Corporate Total	11	10	91%	8	6	75%	91%	-16%	10	10	100%	75%	25%

**Table 3: Compliments received**

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	5	1	2	
Legal and Democratic Services	0	0	0	
Customers and Education Support	10	8	7	
Education	0	0	1	
Environment	44	44	47	
Finance and Assets	0	1	3	
Housing and Community Development	27	15	3	
Planning and Public Protection	3	7	5	
Highways and Infrastructure	15	16	12	
Communication, Marketing and Leisure	29	19	14	
<b>133</b>	<b>111</b>	<b>94</b>		

**Table 4: Social Services complaint response times**

Social Services data is now reported separately as the process and timescales are different

OPEN and CLOSED Complaints SUMMARY																								
Month	Adult & Business Services					Corporate - Adults					% within time, where ended	Approaches to the Ombudsman	Children & Family Services					Corporate - Children					% within time, where ended	Approaches to the Ombudsman
	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn			No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn		
April	1	1				0					100%	1	1	1							100%	0		
May	0	0				0					100%	0	4	4							100%	0		
June	4	4				2	2				100%	0	8	8							100%	0		
July	5	4			1	0	0				100%	1	3	3							100%	0		
August	3	3				0					100%	0	2	2							100%	1		
September	6	5	1			0					83%	0	3	3							100%	0		
October	1	1				0					100%	0	6	4	2						67%	0		
November	2	2				0					100%	0	3	3							100%	0		
December	3	3				0					100%	0	1	1							100%	0		
January																								
February																								
March																								
<b>Total</b>	<b>25</b>	<b>23</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>96%</b>	<b>2</b>	<b>31</b>	<b>29</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>94%</b>	<b>1</b>

**Table 5: Social Services compliments received**

PRAISE summary						
	Adult & business services	Corporate Adults	Children & family Services	Corporate Children	Social Services General	Total
April	10	1	1	0	0	12
May	23	1	3	0	0	27
June	26	0	6	0	0	32
July	22	1	5	0	0	28
August	19	1	4	0	0	24
September	25	0	3	0	0	28
October	14	0	1	0	0	15
November	9	0	4	0	0	13
December	14	0	5	0	0	19
January						0
February						0
March						0
<b>Total</b>	<b>162</b>	<b>4</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>198</b>

### Specific performance issues identified by the Committee

In order to facilitate effective scrutiny of performance in complying with the council's complaints process, the Committee regularly receive performance reports. Areas of poor performance are identified and services requested to provide additional information.

During Q2 the Committee identified eleven stage 1 complaints that exceeded timescale. At the request of the Committee, the following analysis has been completed:

**Resolved:** *subject to the observations made:*

*(i) to accept the reasons given for the delay in dealing with specific complaints and otherwise note the performance in dealing with other complaints under the 'Your Voice' Complaints Procedure; and*

*(ii) request that future performance monitoring reports include a comprehensive explanation on why targets have not been met when dealing with specific complaints, the reasons for non-compliance, measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe*

Ref. no.	Department	Summary of complaint	Reason target not met	Action taken to rectify failure	Outcome
416574	Legal, HR & Democratic Services (HR)	Job application hand delivered to County Hall. Not received by HR so applicant not considered for role. When this was followed-up with HR, applicant found the officer to be rude and unhelpful.	Manager on annual leave for 3 weeks.	Book in reception in County Hall now so that a receipt can be given when someone hands in anything for HR (however, this isn't failsafe as some people put post through letter box or leave letter on reception, and if staff are busy with another customer, they may not have completed the receipt book).	Manager spoke to HR officer for background to conversation. Letter sent to customer to explain situation.
420672	Legal, HR & Democratic	Ex-employee had not received copy of exit	Manager on long term sickness and then the	Due to the nature of the matter, it was not	Notes prepared and given to customer.

	Services (HR)	interview despite pursuing on several occasions.	other employee in HR was off on leave and then sick leave. Customer informed of delays.	feasible for anyone to deal with it in the officer's absence.	
415931	Highways and Environmental Services (highway operations)	Submitted plans for Phase 1 Townsend to Pentre Llanrhaeder were different to those that we published during consultation phase. Objection letters not submitted to Committee. Poor communication from officers.	Target date was missed because it took longer than anticipated to compile a response because information was required from a variety of sources to cover the many issues raised in the complaint.	Start preparation of responses as early as possible to allow sufficient time to reply. Request time extension if required.	Detailed response setting our position sent. Planning application resubmitted with additional information and customer feedback.
416328	Highways and Environmental Services (fleet services)	Inappropriate parking of council vehicle and poor response following reporting concerns.	According to email records, the complainant received timely email responses from both the Traffic Team and the Facilities Management team.	Ensure all responses are sent to correct email addresses and are copied to the Complaints Team.	Staff formally notified not to park in this place again.
418462	Highways and Environmental Services (enforcement and waste)	Excess waste repeatedly not taken by crew.	The written response time was slower than usual due to being short staffed during the school holiday period.	Within the section we stagger holidays so that time when both the responsible officers are both absent is minimised. However, during school holidays it is not practicable to avoid this altogether.	Customer advised to familiarize themselves with what can and can't be recycled. Advised not to use sacks in the black bin to save space.
418188	Finance &	Complaint from Member.	Complaint received just	Unforeseen case	All points of the complaint were

	Assets (agricultural estates)	Tenants not having formal agreements, not receiving tenancies after assurances, length of time for decision making.	prior to school holiday period. The complaint was case specific and case officer was on leave. HoS requested extension of time which was granted but response from case officer to HoS coincided with HoS leave which delayed the final response.	specific complaints during periods of increased leave activity will always be difficult to manage. The number of complaints received annually is very low for the service which minimises the risk of recurrence. Property Manager to monitor in future.	responded to and previously agreed action plan had already been implemented. No further complaint from Member.
419774	Planning and Public Protection (community safety enforcement)	Issuing of FPN. Inflexible and surly staff.	The response was 1 day late due to awaiting further information to fully investigate the complaint.	No action necessary as we had contacted the complainant to request further information in order to respond fully and investigate.	Complaint not upheld. The officer's evidence is clear and the cigarette was seen to fall to the ground. The complainant did deliberately leave it and only when the officer pointed out the facts did she suggest that she would pick it up.
425616	Protection (community safety enforcement)	Issuing of FPN. Intimidating staff.	Late due to lead officer being off sick.	A system has been put in place to ensure if the lead officer is unable to respond on time (i.e. off sick) the complaint is referred to line manager so a response can be sent in time.	Complaint not upheld. Evidence from the body camera footage shows the officer behaved politely and respectfully throughout the incident.
422001	Planning and Public Protection (Development)	Concerns over how her complaint has been handled.	In order to provide a comprehensive response to the complaint the line	1 day late.	Complaint upheld and apology given.

	Management)		<p>manager considered it was appropriate to discuss the matter with the relevant case officer. The case officer was on leave and returned the day after the deadline for a response. The line manager took the decision not to respond until the case officer returned, which meant the response would be a day late, but this was balanced against the fact it would be a full and comprehensive response. The Head of Service supported this pragmatic approach even though it would mean that the performance statistic for the service would drop, but that actually a better customer service had been provided.</p>		
415976	Housing and Community Development (repairs and	Complaint from Member. Failure to provide bilingual service.	Contracts manager for contractor was on a/l. Extension was authorised by HoS but	To ensure CRM system and customer are updated.	Contractor replied that the bilingual service was in place and could be requested in accordance to our policy and

	maintenance)	Complaint lodged against contactor providing gas appliance servicing.	system and customer not updated.		procedures.
422069	Housing and Community Development (community housing)	Failure of officer to identify themselves. Manner in which home visit was conducted.	Logged on system but service not notified. 5 days lost as a result. Response was late due to member of staff on a/l, services stretched and unable to contact complainant.	Service has since improved response times. The team is now fully staffed.	Neighbourhood team leader visited complainant, spoke to complainant, follow up letter sent.



**Report To:** Performance Scrutiny Committee

**Date of Meeting:** 26<sup>th</sup> February 2015

**Lead Member / Officer:** Lead Member for Customers and Communities  
Head of Customers and Education Support

**Report Author:** Corporate Complaints Officer

**Title:** Councillor Enquiries

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## 1. What is the report about?

This report contains information about requests for service made by individual Elected Members via the CRM system, specifically focussing on the action and response of the service involved.

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

Members of the Committee reported that they had experienced unsatisfactory responses to their service requests. Specific examples were provided by members of the Committee to enable further analysis. Examination of this evidence may help the Committee identify any trends and suggest improvements.

## 3. What are the Recommendations?

That the Committee identify areas of concern and make recommendations to address these accordingly.

## 4. Report details

Several members of the Committee stated they had experienced unsatisfactory responses from services in response to requests for service. Three members of the Committee provided examples which included target dates exceeded and services failing to respond or update the Elected Member.

The analysis considered the three CRM accounts and examined all services requests dating back to 01.04.14. Initial analysis confirms a number of requests for service exceeded timescales and there is evidence of Elected Members having to contact services for updates (see appendix 1).

To improve the situation, the Corporate Complaints Officer will work initially with the Highways Team to understand why this is happening and improve the responses to Elected Members. In the future, the Digital Choice project will also go some way to address this issue. The new system will enable services to receive, update and complete requests while out in the field using mobile technology, making it easier and quicker for all.

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

The changes will support to the corporate 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?**

Not applicable.

**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.**

Not applicable.

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

Not applicable.

**9. Chief Finance Officer Statement**

Not applicable.

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

By not dealing with service requests effectively, the reputation of the Council may suffer.

**11. Power to make the Decision**

Articles 6.1 and 6.3.4(b) of the Council's Constitution outlines the Committee's powers with respect to complaints and service's performance.

**Contact Officer:**  
Corporate Complaints Officer  
Tel: 01824 706169

## Specific performance issues identified by the Committee

Reporting period 01.04.14 – 29.01.15

Councillor	Number of queries logged	Responded to: On time	Late	Outstanding	Outstanding and late	Detail of action not on CRM
Bill Cowie	39	25	Highways x8 Housing x1 Planning x1	0	Highways x2	Highways x1
Meirick Davies	38	13	Highways x14 Housing x3 CML x2 Planning x2	Housing x1	CML x1 Highways x1 Planning x1	Highways x1
Dewi Owens	25	17	Planning x3 Highways x2 Housing x2	Highways x1	0	0

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<b>Report To:</b>	<b>Performance Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>26<sup>th</sup> February 2015</b>
<b>Lead Member/Officer:</b>	<b>Lead Member for Social Care/ Director of Social Services</b>
<b>Report Author:</b>	<b>Principal Manager: Business Support</b>
<b>Title:</b>	<b>Update on challenges highlighted in Director of Social Services Annual Performance Report 2013-14</b>

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

This report provides an update on the challenges identified in the Director of Social Services Annual Performance Report for 2013-14, and highlights the progress we have made in addressing those challenges during 2014-15.

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

To enable Members to scrutinise the performance of Social Services to see whether sufficient progress is being made to address the identified challenges.

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

It is recommended that Members discuss the report and highlight any areas where additional scrutiny is required.

## **4. Report details.**

Each year, the Director of Social Services is required to publish an annual report of performance for the financial year that has just ended. The latest annual report (for 2013-14) was published at the end of June 2014.

In that report, a number of specific challenges were identified that we would need to focus on during 2014/15. These challenges are highlighted below, and details of how we are responding to these challenges are attached at Appendix I. A more detailed analysis of our response to these challenges will be presented in the Annual Performance Report for 2014/15.

- A. We need to ensure all carers are offered a review or assessment of their needs
- B. We need to continue to increase the use of Direct Payments and Individual Service Funds to give people more freedom to choose the services that meet their assessed needs and who provides them
- C. We need to continue improving attendance at work

- D. We need to continue to increase the completion of statutory visits to looked after children within timescales
- E. We need to continue to improve educational and health outcomes for looked after children
- F. Responding to the challenges raised by the Supreme Court deprivation of liberty ruling from March 2014
- G. Maintaining stable placements for children and young people, and minimising the number of moves they experience (whilst recognising that this is not always possible).

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

The Director of Social Services Annual Report specifically relates to our contribution to the delivery of the following two corporate priorities:

- Vulnerable people are protected and are able to live as independently as possible; and
- Modernising the council to deliver efficiencies and improve services for our customers.

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

The work necessary to address the challenges identified in the Director of Social Services Annual Report is being delivered within existing budgets. There are no specific implications for other services.

**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.**

This report does not require an Equality Impact Assessment (EqIA). It provides an update on social services performance during 2014/15, and the report itself has no potential impact on people sharing protected characteristics.

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

No consultation has been necessary to produce this report, except for discussions with the two services in question.

**9. Chief Finance Officer Statement**

The cost of addressing the issues in report must be contained within existing resources.

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

There is a detailed risk register for Adult & Business Service and for Children & Family Services. As this is a report about Social Services in Denbighshire, any risks associated with the issues covered by this report (and actions to mitigate and manage them) are captured in the service risk registers.

**11. Power to make the Decision**

Statutory Guidance on the Role and Accountabilities of the Director of Social Services issued under Section 7 of Local Authority Social Services Act 1970.

Article 6.3.4(b) sets out scrutiny's powers with respect to performance monitoring and policy objectives.

**Contact Officer:** Principal Manager: Business Support Tel: 07825 451448

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**A. We need to ensure all carers are offered a review or assessment of their needs**

Increasing the proportion of carers (of adults) who are offered an assessment or review of their needs in their own right was identified by the service as a priority for improvement for 2014/15. Performance for this measure was at 89.4% during 2013/14, and improvement was required. We strongly believe that this was mainly a recording issue, and we have been working hard to address this. Progress has been made during 2014-15, with performance at the end of Quarter 3 standing at 93.7%. This also means that the number of carers who were offered an assessment has also increased from 1152 at Quarter 3 last year to 1205 at Quarter 3 this year, an increase of 53, or 5%. Despite this increase, we still think that there is room for further improvement, and feel that performance should be at or around 100%. This therefore remains an issue that is discussed regularly with Team Managers to ensure that officers record this activity properly on PARIS.

The number of carers (of adults) who have had an assessment or review of their needs has also increased during 2014/15, from 358 at Quarter 3 last year to 385 at Quarter 3 this year, which is an increase of 27, or 8%. The number of carers who were provided with a service has also increased during 2014/15, from 352 at Quarter 3 last year to 370 at Quarter 3 this year, which is an increase of 18, or 5%.

The Young Carers service has arrangements in place to offer all identified young carers an assessment, and they also review all support to young carers.

**B. We need to continue to increase the use of Direct Payments and Individual Service Funds to give people more freedom to choose the services that meet their assessed needs and who provides them**

This is an again an area that was identified as a priority for improvement by Adult & Business Services. Take-up has increased during 2014/15, although not substantially. At the end of Quarter 3 this year, the number of direct payments during the year so far was up to 145, compared to 106 at the same point last year. Clearly there is more room for improvement here, and a Commissioning Officer is currently developing an action plan to improve take-up of Direct Payments, Individual Service Funds etc., which will be brought to the Adult & Business Services Leadership Team on 3<sup>rd</sup> March 2015 for discussion before being adopted and implemented. There are many issues to resolve, including the fact that staff often feel that it's too difficult for service users to manage a direct payment, especially the complex requirements around employing personal assistants. During 2014/15, training sessions have been held for operational teams and quarterly Steering Groups meetings have been held to promote take-up.

The use of Direct Payments is also being considered by Children & Family Services as part of a broader piece of work to review and re-design the delivery of assessment based services for disabled children. Currently there are 30 Direct Payments in Children & Family Services, through the Intensive Family Support Service (IFSS).

**C. We need to continue improving attendance at work**

Both services have been focussing heavily on this during 2014/15, and have been assisted by the implementation of the new corporate attendance at work procedures.

Sickness absence for Adult & Business Services at the end of Quarter 3 this year stands at 7.79 days per full-time equivalent (FTE) employee. This compares to 9.92 days per FTE employee at the end of Quarter 3 last year. Although 7.79 days per FTE employee is still unacceptable, it represents a 21.5% reduction in sickness absence during the past 12 months.

Sickness absence for Children & Family Services at the end of Quarter 3 this year stands at 7.35 days per full-time equivalent (FTE) employee. This compares to 11.47 days per FTE employee at the end of Quarter 3 last year. Again, although 7.35 days per FTE employee is still unacceptable, it represents a 36% reduction in sickness absence during the past 12 months.

**D. We need to continue to increase the completion of statutory visits to looked after children within timescales**

Our performance was at 89% at the end of 2013/14. Performance at the end of Quarter 3 this year was 87.7%, compared to 88.3% at the end of Quarter 3 last year. This is therefore an area where we have been unable to improve during 2014/15. Although the position has improved in recent years (performance on statutory visits in 2011/12 was 83.7%), we have struggled to push it higher. Most of the children are visited much more frequently than that, but it does not always contain all the required elements to be considered a statutory visit.

We continually monitor this indicator (on a monthly basis) and subsequently challenge practice. There can be various reasons why deadlines are missed, some of these are acceptable and some are not, and there are no indicators of worker related patterns in the missed events. We continue to point out to workers the requirements for compliance and highlight patterns of performance. Whilst this has significantly improved performance, it is still not at a level we are satisfied with and therefore remains as a key area for improvement for the service.

**E. We need to continue to improve educational and health outcomes for looked after children**

There has been an overall improvement in the indicators relating to educational outcomes for looked after children during 2014/15.

The percentage (17.2%) of children looked after who have experienced one or more changes of school which were not due to transitional arrangements, is higher this year (at 17.2%). However, this relates to 17 children, and 16 of the 17 were for positive reasons, such as: moving back with parents; an adoption placement; long-term foster placement, etc.

The percentage of children looked after with a Personal Education Plan within 20 school days of entering care or joining a new school was 22.2% (8 out of 36) at the end of 2013/14. At the end of Quarter 3 this year, we were at 100%, (37 out of 37).

At Quarter 3 this year, 87.5% of looked after children eligible for assessment at the end of Key Stage 2 had achieved the Core Subject Indicator, as determined by Teacher Assessment. This is a very small cohort of Children, and 87.5% represents 7 out of 8 children. The one child who did not achieve the Core Subject Indicator had a Statement of Special Education Need. The comparable figure at Quarter 3 last year was 40% (2 out of 5), so the position has improved.

The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher, has also improved. This year it stands at 50% (4 out of 8), compared to 20% (2 out of 10) last year. Of the 4 children who did not achieve the Core Subject Indicator this year, 2 had a Statement of Special Education Need, and 2 were "Action Plus", meaning that they were all receiving additional support.

The average external qualifications point score for 16 year old looked after children (in any local authority maintained learning setting) was 164 at end of last year. At Quarter 3 this year the figure had improved substantially to 438.5. This shouldn't now change for 2014/15 because it is an annual measure. There are only 4 children in this cohort this year, and all did very well.

The picture in terms of health outcomes for looked after children during 2014/15 is mixed.

The percentage of looked after children who have had their teeth checked by a dentist during the year was 28.6% at Quarter 3, and we expect it to be around 55%-60% (similar to last year) by the end of the year. This is partly a recording issue as it is often difficult to obtain the necessary evidence of the date the visit took place in order to record it on PARIS.

The percentage of health assessments for Looked after Children due in the year that have been undertaken was at 48.7% at the end of Quarter 3, compared to 38.4% at end of last year. There has been an improvement in this area, but clearly there is room for further improvement. We are therefore currently looking into this in more detail to understand the barriers to improving this further.

The percentage of placements started during the year where the child is registered with a provider of general medical services within 10 working days of the start of the placement stands at 93.3% at Quarter 3 this year, which is an improvement compared to 91.8% at Quarter 3 last year.

#### **F. Responding to the challenges raised by the Supreme Court deprivation of liberty (DoLS) ruling from March 2014**

A Supreme Court Judgement in March 2014 revised the test in relation to a deprivation of liberty for the purposes of Article 5 of the European Convention on Human Rights. The court ruled that all people who lack the capacity to make decisions about their care and residence, and lack the option to leave their care setting, are deprived of their liberty. The court also ruled that the person's compliance or lack of objection to their placement, the purpose of it or the extent to which it enables them to live a relatively normal life for someone with their level of disability are irrelevant to whether they are deprived of their liberty. This means that

many people are likely to have been deprived of their liberty unlawfully and without safeguards in settings including care homes and supported living placements. This ruling has sparked a considerable increase in DoLS case numbers nationally regarding care home placements, and also applications to the Court of Protection to authorise deprivations of liberty in supported living.

In Denbighshire it is expected that the number of applications will increase to approximately 450 in 2014/15, from an average of 15 annual applications in previous years. 222 requests for a Standard Authorisation have been received to date. It is important to note that this figure changes on a daily basis as requests are received. 33 assessments have been completed and 33 Standard Authorisations granted. Each application has been risk assessed and a priority order for undertaking the assessments has been developed in line with practice nationally.

We have also undertaken an exercise to identify individuals living in community living projects who are likely to be deprived of their liberty in accordance with the revised test. There are at least 50, and these will require applications to the Court of Protection. 2 applications are in the process of being made to the Court as a way of testing the process as it is clear that the impact on the Court of Protection due to this increase means that applications may take some time to be heard. Prior to the Judgement there were 4 trained best interest assessors available within adult services to carry out these assessments. We have since trained a further 7 practitioners, and another 3 are currently undertaking training. Arrangements are also in place for the capacity in the role of the Supervisory Body (a Local Authority responsibility) to be increased.

It should be noted that each assessment carries a cost, in time and money, and we are still awaiting guidance from Welsh Government on their view of how this should be applied in Wales.

**G. Maintaining stable placements for children and young people, and minimising the number of moves they experience (whilst recognising that this is not always possible).**

The percentage of children looked who have had three or more placements during the year stood at 7.6% at the end of Quarter 3 this year, compared to 6.7% at the end of Quarter 3 last year. 7.6% represents 12 out of 159 children, which is slightly higher than this time last year (which was 11 out of 165 children).

We monitor placement moves closely, and they can often be for positive reasons, for example returning to the family, adoption, etc. Where there is a concern about movements, these are considered at the Placement and Change Panel to make sure we maximise stability. Our performance is about in line with the all Wales benchmark of 10%.

**Report to:** Performance Scrutiny Committee

**Date of Meeting:** 26 February 2015

**Report Author:** Scrutiny Coordinator

**Title:** Scrutiny Work Programme

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**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 In recent years the Welsh Government (WG) and the Wales Audit Office (WAO) have highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents and service-users. Going forward scrutiny will be expected to engage better and more frequently with the public with a view to securing better decisions

which ultimately lead to better outcomes for citizens. In future the WAO will measure scrutiny's effectiveness in fulfilling these expectations.

4.5 Having regard to the national vision for scrutiny whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) recently recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:

- budget savings;
- achievement of the Corporate Plan Objectives (with particular emphasis on the their deliverability during a period of financial austerity);
- any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority (based on the PAPER test criteria – see reverse side of the 'Member Proposal Form' at Appendix 2) and;
- Urgent, unforeseen or high priority issues

#### Scrutiny Proposal Forms

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. No officer proposal forms have been received for consideration at the current meeting.

4.7 With a view to making better use of scrutiny's time by focussing committees' resources on detailed examination of subjects, adding value through the decision-making process and securing better outcomes for residents, the SCVCG recently decided that members, as well as officers, should complete 'scrutiny proposal forms' outlining the reasons why they think a particular subject would benefit from scrutiny's input. A copy of the 'member's proposal form' can be seen at Appendix 2. The reverse side of this form contains a flowchart listing questions which members should consider when proposing an item for scrutiny, and which committees should ask when determining a topic's suitability for inclusion on a scrutiny forward work programme. If, having followed this process, a topic is not deemed suitable for formal examination by a scrutiny committee, alternative channels for sharing the information or examining the matter can be considered e.g. the provision of an 'information report', or if the matter is of a very local nature examination by the relevant Member Area Group (MAG). In future no items will be included on a forward work programme without a 'scrutiny proposal form' being completed and accepted for inclusion by

the Committee or the SCVCG. Assistance with their completion will be available from the Scrutiny Co-ordinator.

#### Cabinet Forward Work Programme

- 4.8 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

- 4.9 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**

- 5.1 Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group is scheduled to hold its next meeting on 19 February, any items raised at that meeting which will impact on this Committee's work will be reported verbally at the meeting on 26 February.

- 5.2 One of the items scheduled for discussion at the SCVCG meeting on 19 February is the Welsh Government's recent White Paper *Devolution, Democracy and Delivery – Reforming Local Government: Power: Power to Local People*. The link below should take members to the WG's website where the White Paper can be found:

<http://wales.gov.uk/consultations/localgovernment/power-to-local-people/?lang=en>

Chapter 8 of the White Paper, 'Strengthening the Role of Review', sets out the Welsh Government's proposals for scrutiny.

### **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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Email: [dcc\\_admin@denbighshire.gov.uk](mailto:dcc_admin@denbighshire.gov.uk)



**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
16 April	<b>Cllr. Barbara Smith</b>	1. <i>Corporate Risk Register</i>	<i>To consider the latest version of the Council's Corporate Risk Register</i>	<i>Effective monitoring and management of identified risk to reduce risks to residents and the Authority</i>	<i>Alan Smith/Nicola Kneale</i>	<i>November 2014</i>
11 June	<b>Cllr. Hugh Irving</b>	1 Your Voice' complaints performance (Q 4)	To scrutinise Services' performance in complying with the Council's complaints. The report to include a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Clare O'Gorman	February 2013
	<b>Cllr. Julian Thompson-Hill</b>	2. 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	May 2014
	<b>Cllr. Bobby Feeley (required)</b>	3. Draft Director of Social Services Annual Report for 2014/15	To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2014/15 and clearly articulates future	Identification of any specific performance issues which require further scrutiny by the committee in future	Tony Ward	June 2014

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			plans.			
	<b>Cllr. Barbara Smith</b>	4 Corporate Plan (Q3 & 4) 2014/15	To monitor the Council's progress in delivering the Corporate Plan 2012-17 (with particular emphasis on the delivery of the Outcome Agreements)	Ensuring that the Council meets its targets, its Outcome Agreements, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements	Alan Smith/Nicola Kneale	May 2014
16 July						
24 September	<b>Cllr. Barbara Smith</b>	1. Annual Performance Review 2014/15	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/Keith Amos	September 2014
	<b>Cllr. Eryl Williams</b>	2. Provisional External Examinations and Teacher Assessments <b>[Education]</b>	To review the performance of schools and that of looked after children	Scrutiny of performance leading to recommendations for improvement	Karen Evans/Julian Molloy	September 2014
	<b>Cllr. Hugh Irving</b>	3 Your Voice' complaints performance (Q 1)	To scrutinise Services' performance in complying with the Council's complaints. The report to include a comprehensive explanation on why targets have not been	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Clare O'Gorman	February 2013

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe			
10 December	<b>Cllr. Barbara Smith</b>	1. Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Nicola Kneale	November 2014
	<b>Cllr. Hugh Irving</b>	2. Your Voice' complaints performance (Q 2)	To scrutinise Services' performance in complying with the Council's complaints. The report to include a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Clare O'Gorman	February 2013
	<b>Cllr. Huw LI Jones</b>	3. Library Services	To consider CyMAL's Annual Assessment on the County's Library Service's performance for 2014/15 under the Fifth Framework for Library Service and progress to date in developing the County's libraries into community hubs	Determination whether the County's libraries provide a valuable service for the communities they serve, realise value for money and can be developed into multi-disciplinary community hubs which	Arwyn Jones/Roger Ellerton/Jamie Groves/Jackie Walley	January 2015

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
				deliver a wide range of services that enhance the health and well-being of residents		
	<b>Cllr. Barbara Smith</b>	4 Corporate Plan (Q1 & 2) 2015/16	To monitor the Council's progress in delivering the Corporate Plan 2012-17 (with particular emphasis on the delivery of the Outcome Agreements)	Ensuring that the Council meets its targets, its Outcome Agreements, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements	Alan Smith/Nicola Kneale	May 2014
28 January 2016	<b>Cllr. Hugh Irving</b>	1 'Your Voice' complaints performance (Q 3)	To scrutinise Services' performance in complying with the Council's complaints. The report to include a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Clare O'Gorman	February 2013
	<b>Cllr. Eryl Williams</b> <i>(representative from GwE also</i>	2. Verified External Examinations and Teacher Assessments <b>[Education]</b>	To review the performance of schools and that of looked after children; and GwE's impact on the educational attainment of the County's	Scrutiny of performance leading to recommendations for improvement	Julian Molloy	September 2014

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	<i>to attend)</i>		powers.  The report to incorporate GwE's Annual report and information on the 5 year trend in relation to educational attainment in Denbighshire			
17 March	<b>Cllr. Barbara Smith</b>	1. Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Nicola Kneale	November 2014
28 April	<b>Cllr. Hugh Irving</b>	1 Your Voice' complaints performance (Q 4)	To scrutinise Services' performance in complying with the Council's complaints. The report to include a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Clare O'Gorman	February 2013
9 June	<b>Cllr. Barbara Smith</b>	1 Corporate Plan (Q3 & 4) 2015/16	To monitor the Council's progress in delivering the Corporate Plan 2012-17 (with particular emphasis on the delivery of the Outcome Agreements)	Ensuring that the Council meets its targets, its Outcome Agreements, delivers its Corporate Plan and the Council's services in line with its aspirations and	Alan Smith/Nicola Kneale	May 2014

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
				to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements		
14 July						
29 September						
8 December						

**Future Issues**

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Impact of Budgetary Cuts on the Deliverability of the Corporate Plan and the Council's performance in delivering services (late 2015 and periodically thereafter)  [Task & Finish Group]	To detail the impact of present and projected budgetary cuts on the deliverability of the Corporate Plan 2012-17; and the Council's overall performance	An evaluation of the Plan's deliverability, the anticipated impact of the cuts on the Council's performance versus the actual outcome to inform the planning of a communication strategy to inform residents and stakeholders	Task and Finish Group	October 2014

**Information/Consultation Reports**

Date	Item (description / title)	Purpose of report	Author	Date Entered
Monthly	Your Voice Complaints Procedure	Details of number of complaints received and dealt	Jackie	June 2014

<b>Information Bulletin</b>		with for each Service via the 'Your Voice procedure to inform the information required in the quarterly reports to the Committee	Walley/Clare O'Gorman	
<b>Available during the spring term 2015</b> [Information] [Education]	Use of Supply Teachers <b>[Education – to be shared with coopted members]</b>	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
16 April	<b>2 April</b>	<i>11 June</i>	<b>28 May</b>	<i>16 July</i>	<b>2 July</b>

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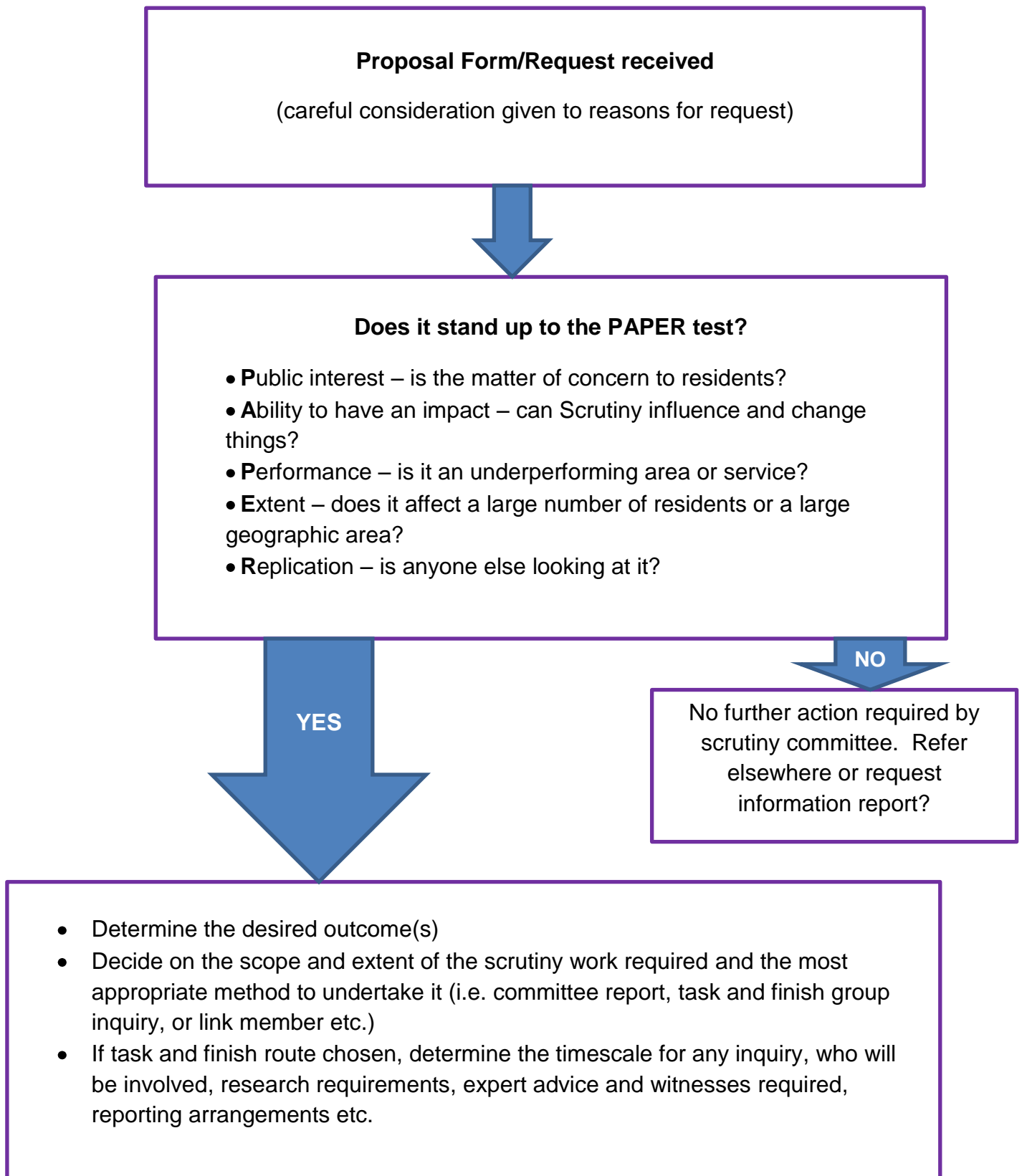
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<b>Member Proposal Form for Scrutiny Forward Work Programme</b>	
<b>NAME OF SCRUTINY COMMITTEE</b>	
<b>TIMESCALE FOR CONSIDERATION</b>	
<b>TOPIC</b>	
<b>What needs to be scrutinised (and why)?</b>	
<b>Is the matter one of concern to residents/local businesses?</b>	<b>YES/NO</b>
<b>Can Scrutiny influence and change things?</b> (if 'yes' please state how you think scrutiny can influence or change things)	<b>YES/NO</b>
<b>Does the matter relate to an underperforming service or area?</b>	<b>YES/NO</b>
<b>Does the matter affect a large number of residents or a large geographical area of the County</b> (if 'yes' please give an indication of the size of the affected group or area)	<b>YES/NO</b>
<b>Is the matter linked to the Council's Corporate priorities</b> (if 'yes' please state which priority/priorities)	<b>YES/NO</b>
<b>To your knowledge is anyone else looking at this matter?</b> (If 'yes', please say who is looking at it)	<b>YES/NO</b>
<b>If the topic is accepted for scrutiny who would you want to invite to attend e.g. Lead Member, officers, external experts, service-users?</b>	
<b>Name of Councillor/Co-opted Member</b>	
<b>Date</b>	

## Consideration of a topic's suitability for scrutiny



Cabinet Forward Work Plan

Appendix 3

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
24 March	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Paul McGrady
	2	Affordable Housing Task and Finish Group	To consider the findings of the Affordable Housing Task and Finish Group	Tbc	Cllr David Smith / Graham Boase
	3	Business Rates Write Offs	To seek approval for uncollectible Business Rates Debts to be written off	Yes	Cllr Julian Thompson-Hill / Rod Urquhart
	4	HB/CTRS Telephone Recording Policy	Tbc	Tbc	Cllr Julian Thompson_hill / Rod Urquhart
	5	Council Tax/Business Rates Telephone Recording Policy	Tbc	Tbc	Cllr Julian Thompson_hill / Rod Urquhart
	6	Discretionary Housing Payments (DHP) Policy 2015/16 onwards	Tbc	Tbc	Cllr Julian Thompson_hill / Rod Urquhart
	7	Ysgol Esgob Morgan - School Organisation Proposal	To consider any objections received following the publication of the statutory notice and to consider	Yes	Cllr Eryl Williams / Jackie Walley

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			whether to approve the implementation of the proposal.		
	8	Ysgol Glan Clwyd - 21st Century Schools Project	To support the Final Business Case for the Ysgol Glan Clwyd extension and refurbishment project as part of the 21st Century Schools and to consider recommending its approval to Council	Yes	Councillor Eryl Williams / Jackie Walley
	9	GwE Governance Arrangements	To consider a report recommending changes to the membership of the GwE Joint Committee in response to the adoption of the National Model for Regional Joint Working	Yes	Cllr Eryl Williams / Karen Evans
	10	Long Term Strategy for the Agricultural Estate	To seek Cabinet's approval to adopting a new long term strategy for the Agricultural Estate	Yes	Cllr Julian Thompson-Hill / David Lorey / Gerald Thomas / Mair Jones
	11	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

Cabinet Forward Work Plan

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
<b>28 April</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet’s attention	Tbc	Scrutiny Coordinator
<b>26 May</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Paul McGrady
	2	Ruthin Primary Proposals	To consider the formal consultation reports following the publication of proposals for the amalgamation of Ysgol Llanfair DC and Ysgol Pentrecelyn and the closure of Ysgol Rhewl and to consider whether to publish the relevant statutory notices.	Yes	Councillor Eryl Williams / Jackie Walley
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet’s attention	Tbc	Scrutiny Coordinator
<b>June</b>	1	Finance Report	To update Cabinet on the	Tbc	Councillor Julian

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		Thompson-Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>July</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Paul McGrady
	2	The Future of In-house Care Services	To consider the results of the consultation with existing users of in-house care services	Yes	Councillor Bobby Feeley / Phil Gilroy
	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>	<b><i>Deadline</i></b>	<i>Meeting</i>	<b><i>Deadline</i></b>	<i>Meeting</i>	<b><i>Deadline</i></b>
<i>March</i>	<b><i>10 March</i></b>	<i>April</i>	<b><i>14 April</i></b>	<i>May</i>	<b><i>11 May</i></b>

## Cabinet Forward Work Plan

Updated 17/02/15 - KEJ

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## Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
15 January 2015	5. Verified External Examinations and Teacher Assessments	<p><b>RESOLVED</b> that, subject to the above observations:</p> <p>(i) to endorse the performance of schools against previous performance and the external benchmarks currently available</p> <p>(ii) that a letter be sent to the Head of Education at the Welsh Government conveying the Committee's views that steps should be taken nationally to report annually, in a valid and appropriate way, on the achievements and educational attainment of pupils in special schools.</p> <p>(iii) that the Committee considers including in its Forward Work Programme, work in relation to:</p> <p>a. increasing the number of pupils achieving A* and A grades at Level 2 (GCSE) and Level 3 (A Level and Vocational Equivalent), including increasing the wider points score, through Local Education Authority and GwE support</p> <p>b. examining and monitoring the effectiveness of the support given to both Rhyl secondary schools to improve their Level 2 attainment levels and to continually sustain improvement at those schools</p> <p>c. examining and monitoring the effectiveness of the support provided to Prestatyn High School to improve its Level 2 and Level 3 attainment levels and to continually</p>	<p>Copy of letter sent awaited.</p> <p>The Scrutiny Chairs and Vice-Chairs Group (SCVCG) was due to consider the requests listed in (iii) (a) to (f) at its meeting on 19 February. The outcomes of the discussions will be reported to the Committee at the meeting on 26 February.</p>

		<p><i>sustain improvement at that school</i></p> <p>d. <i>examining and monitoring the effectiveness of the support provided to Ysgol Brynhyfryd with a view to it regaining its previous Level 2 and Level 3 attainment levels and further improving towards being an excellent school</i></p> <p>e. <i>examine and monitor the Level 3 educational achievements of Rhyl Sixth students to determine whether their educational outcomes are being met to a satisfactory standard which supports them on their chosen educational/career paths</i></p> <p>f. <i>examining ways of how the Council can work with the Welsh Government in a bid to widen the recognition given by higher education establishments to the Welsh Baccalaureate qualification.</i></p>	
	<b>6. Not in Education or Employment or Training (NEET)</b>	<b>RESOLVED</b> <i>that, subject to the above observations, it was satisfied with the measures being taken to address and reduce the number of NEET individuals in the county and to ensure that every student in the county was supported to realise his or her potential.</i>	Officers advised of the Committee's resolution
	<b>7. Performance in relation to meeting the new Library Performance Standards</b>	<b>Resolved :</b> <i>(i) subject to the above observations on the requirements of the Fifth Framework of Library Standard to receive the Library Service's estimated performance for 2014-17;</i> <i>(ii) to schedule into its forward work programme for October 2015 CyMAL's Annual Assessment based on the Library Service's 2014-15 performance; and</i> <i>(iii) that the report in October 2015 also include a progress report on the development of libraries into community hubs.</i>	Report scheduled into the forward work programme for December 2015 (first available meeting after October)

	<b>8. Street Naming Policy</b>	<b>Resolved :</b> <i>(i) subject to clarification on the above points to receive and note the progress with the implementation of the policy; and (ii) subject to the availability of resources to promote the street naming and numbering policy</i>	Clarification awaited on the points raised
	<b>9. Corporate Plan (Q1 and Q2) 2014/15</b>	<b>Resolved</b> <i>that subject to the above observations, to receive the report, and that information on the Welsh Government's decision with respect to the awarding of the Outcome Agreements for 2013/14 be circulated to Committee members when available.</i>	At the time of writing this report the Welsh Government's decision with respect to the awarding of Outcome Agreements monies for 2013/14 was still awaited

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