

To: Members of the Performance  
Scrutiny Committee

Date: 10 July 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, 16 JULY 2015** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

**NOTE FOR COMMITTEE MEMBERS - Please note that a training session will be held on the VERTO system at 9.00 a.m.**

Yours sincerely

G. Williams  
Head of Legal, HR and Democratic Services

## **AGENDA**

### **1 APOLOGIES**

### **2 DECLARATION OF INTERESTS**

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

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

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

**4 MINUTES OF THE LAST MEETING** (Pages 5 - 24)

To receive the minutes of the Performance Scrutiny Committee meetings held on the:-

- (i) 11<sup>th</sup> June, 2015 (copy attached).
- (ii) 22<sup>nd</sup> June, 2015 (copy attached).

**5 THE FUTURE OF IN-HOUSE ADULT SOCIAL CARE** (Pages 25 - 78)

To consider a report by the Head of Community Support Services (copy enclosed) which details the recommendations of the Task and Finish Group.

**9.35 a.m. – 10.25 a.m.**

**Comfort Break**

**6 CORPORATE HEALTH AND SAFETY ANNUAL REPORT** (Pages 79 - 100)

To consider a report by the Corporate Health and Safety Manager (copy enclosed) which provides an update on Health and Safety management within DCC as seen from the perspective of the Corporate H&S team.

**10.40 a.m. – 11.10 a.m.**

**7 YOUR VOICE COMPLAINTS REPORT - Q4** (Pages 101 - 110)

To consider a report by the Corporate Complaints Officer (copy enclosed) which provides an overview of compliments, suggestions and complaints received by Denbighshire under the Council's Customer Feedback Policy 'Your Voice' during Q4 2014/15.

**11.10 a.m. – 11.40 a.m.**

**8 SCRUTINY WORK PROGRAMME** (Pages 111 - 126)

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

**11.40 a.m. - 11.55 a.m.**

**9 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

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

## **MEMBERSHIP**

### **Councillors**

Councillor David Simmons (Chair)

Meirick Davies  
Huw Hilditch-Roberts  
Colin Hughes  
Geraint Lloyd-Williams  
Peter Owen

Councillor Richard Davies (Vice-Chair)

Dewi Owens  
Merfyn Parry  
Arwel Roberts  
Gareth Sandilands

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## PERFORMANCE SCRUTINY COMMITTEE

Minutes of a meeting of the Performance Scrutiny Committee held in Council Chamber, Russell House, Rhyl on Thursday, 11 June 2015 at 9.30 am.

### PRESENT

Councillors Meirick Davies, Richard Davies, Huw Hilditch-Roberts, Peter Owen, Arwel Roberts and Gareth Sandilands

Co-opted Members – J Piper and G Williams

Lead Member for Education – Councillor Eryl Williams and the Lead Member for Social Services – Councillor Bobby Feeley (for business item number 6).

### ALSO PRESENT

Chief Executive (MM), Director of Social Services (NS), Head of Education (KE), Strategic Planning Team manager (LG) Programme Manager, Modernising Education (JC), Democratic Services Manager (SP), Scrutiny Co-ordinator (RE) and Committee Administrator (SLW)

The Chair welcomed everyone to the meeting and especially to the new Co-opted Member, John Piper and Councillor Huw Hilditch-Roberts as a new member of the Performance Scrutiny Committee.

### 1 APOLOGIES

Apologies for absence were received from Councillors Gill Greenland, Debra Houghton, Colin Hughes, Geraint Lloyd-Williams, Dr. D. Marjoram and Dewi Owens.

Apologies for absence were also received from Co-opted Members G. Greenland, D. Houghton and Dr D. Marjoram

### 2 DECLARATIONS OF INTEREST

Councillors Meirick Lloyd Davies, Arwel Roberts, Huw Hilditch-Roberts and David Simmons declared a personal interest in the call-in items.

Co-optee Members John Piper and Gareth Williams declared a personal interest in the call-in items.

### 3 ELECTION OF VICE-CHAIR

It was agreed by Committee Members to defer the election of Vice-Chair to the Special Performance Scrutiny Committee meeting taking place on 22 June 2015.

**RESOLVED** that the election of Vice-Chair be deferred to 22 June 2015.

#### 4 URGENT MATTERS AS AGREED BY THE CHAIR

The Chair advised that decisions taken by Cabinet at its meeting on 2 June 2015 to approve the publication of a statutory notice to close Ysgol Llanfair Dyffryn Clwyd (Llanfair DC) and Ysgol Pentrecelyn had been called in for review. Also the decision taken to approve the publication of a statutory notice to close Ysgol Rhewl had been called in for review. Consequently, in order to comply with the Council's Call-In Procedure Rules, which stipulated that a scrutiny committee had to consider a called-in decision within five working days, he had agreed to consider the matters as urgent items of business on the current meeting's agenda. All Committee members, including co-opted members had been furnished with copies of the reports and appendices considered by Cabinet at its meeting on 2 June 2015.

As Cabinet's decision of 2 June 2015 related to the Council's education provision, the Authority's statutory education co-opted Members on Scrutiny were permitted to participate fully in the consideration of the 'Called-In' decisions as full voting Members of the Committee.

#### **Call-in of the decision to publish statutory notices for the Proposed Closure of Ysgol Llanfair DC and Ysgol Pentrecelyn.**

Denbighshire's Cabinet at its meeting on 2 June 2015 approved the following recommendation:

*“(a) to note the findings of the formal consultation for the closure of Ysgol Llanfair DC and Ysgol Pentrecelyn and the opening of a new area school on the two existing sites;  
(b) to approve the publication of a statutory notice for Denbighshire County Council to close Ysgol Llanfair DC and Ysgol Pentrecelyn on 31 August 2016; and the Church in Wales to establish a new Voluntary Controlled Area School on the existing sites from 1 September 2016, and  
(c) to note the option for parents to apply to send their children to Ysgol Pen Barras as an alternative school should they wish their children to remain within a Category 1 school.”*

The above decision was published on the Council's website on 3 June 2015 and in accordance with the Council's Call-In Procedure Rules, the decision was not implemented immediately enabling non-Cabinet members to call-in the decision for examination, if they felt it merited scrutiny.

A "Notice of Call-In" form, signed by the required number of non-Cabinet Councillors, was received on 5 June 2015.

The grounds for the call-in decision were:

- (i) Lack of explanation what Category 1 and Category 2 meant;
  - (ii) Were the guidelines followed for the closure of rural schools?;
  - (iii) Was the correct data given regarding the schools – pupil data numbers?;
- and

- (iv) The process was not followed correctly against local and national priorities.

Performance Scrutiny Committee Members were requested to determine, based on the information presented to them, whether the Committee believed that Cabinet should review its original decision, and if so, on what grounds.

Councillor Arwel Roberts introduced the call-in request and began the debate by outlining the four points which were the grounds for the call-in.

The Lead Member for Education and officers in attendance responded to the points raised and to Committee Members' questions as follows:

- (i) The Council categorised its education provision in line with the Welsh Assembly Government's Information Document Number 023/2007, issued in October 2007. Every Council in Wales had been expected to adhere to the guidelines when categorising their education provision.

Category 1 primary schools were Welsh medium schools. The curriculum delivery, assessments, and day to day communication language with the pupils was Welsh. It was expected that pupils would easily transfer to Welsh medium secondary provision at the end of Key Stage (KS) 2. Pupils would also have reached a standard in English equivalent to pupils in predominantly English medium schools.

Category 2 primary schools were dual stream primary schools. The schools provided Welsh medium and English medium provision side by side. Dependent upon parental choice, the curriculum was delivered through either the medium of Welsh or English. The expectation for Category 2 schools was that pupils in the Welsh stream would be able to transfer to Welsh medium secondary provision, the same as Category 1 schools. The English stream would be able to transfer to an English medium secondary provision the same as pupils from a Category 5 primary school.

The Lead Member for Education, Councillor Eryl Williams read an extract from the draft minutes of the Cabinet meeting, held on 2 June, to evidence that a full and comprehensive explanation had been given on the categorisation of primary education provision.

The categorisation terminology in primary and secondary schools was different and this had the potential to cause confusion. Category 2 in the primary sector were dual stream schools, whilst Category 2 in the secondary sector were known as bilingual schools.

The Welsh Government (WG) was keen for Wales to be a bilingual country in the long-term, therefore, all schools were expected to deliver an element of Welsh language education. All Councils were obliged to have a Welsh in Education Strategic Plan (WESP).

Denbighshire County Council had been committed to improve its school pupils' proficiency in both Welsh and English. The Council's Welsh in Education Strategic Group (WESG) which monitored the delivery of the WESP also had a role in ensuring that all schools moved along the language continuum to deliver more elements of the curriculum through the medium of Welsh.

- (ii) The code followed for the reorganisation of educational provision was the WG's School Organisation Code, Statutory Code number 0006/2013, issued July 2013. This Code had been followed in the case of Ysgol Llanfair DC and Ysgol Pentrecelyn.

The Code required that a Community Impact Assessment (CIA) be undertaken with respect to any closure proposals. A CIA had been undertaken with respect to the Ysgol Llanfair DC and Ysgol Pentrecelyn proposal.

The proposals relating to both schools were part of the wider review of primary education provision within the Ruthin area. The proposal put forward had been identified as the best solution for the delivery of education in the Llanfair DC and Pentrecelyn areas as it delivered a community school which would provide education to pupils in their parents' choice of language. It would also provide the area with a new school facility in due course.

As Ysgol Llanfair DC had a Welsh medium stream, this delivered the curriculum the same as a Category 1 school. The designation of the new school as a Category 2 school was deemed appropriate as it would meet the offer currently provided by both Ysgol Pentrecelyn and Ysgol Llanfair DC pupils. The educational offer, therefore, met the needs of both sets of pupils to an equivalent standard – which was what the Code required.

- (iii) The data provided as part of the consultation on the proposals for a new area school was the WG's Pupil Level Annual School Census (April 2014). This was the recognised data source used for school reorganisation projects and was used as the basis for the entire Ruthin Area Review.

The exact transfer numbers from Ysgol Pentrecelyn to the new area school were not yet known, these would become clearer once the statutory notices were published. However, if parents chose to send their children to a Category 1 school instead of to the new area school, free home to school transport would only be provided to the nearest suitable school.

A contingency 10% surplus places would be built into the planning specification for a new facility for Ysgol Pen Barras in Ruthin with a view to accommodating future pressures.



Population fluctuations would have an impact on all future school provision. Due to the uncertain nature associated with this aspect, it could not be factored into any projected figures.

The data on which the proposals were based had recently been reviewed by an independent officer, who had confirmed its validity.

- (iv) The process followed, with respect to the proposals, complied with the WG's School Organisation Code (July 2013) and its guidance on Defining Schools according to Welsh medium provision (October 2007)

The aim of the Ruthin area review, of which this proposal was an element, was to contribute towards the delivery of the Council's corporate priority of "improving performance in education and the quality of school buildings".

Additional points raised were as follows:

- It had been confirmed that within Denbighshire there were Category 1, Category 2, and other categories of voluntary controlled primary schools;
- The majority of objections to the Ysgol Llanfair DC and Ysgol Pentrecelyn proposals were on the grounds of language categorisation. Very few objections had been received with respect to its proposed voluntary controlled status;
- The Committee asked officers to make enquiries as to whether the schools could be categorised similar to the Gwynedd Council model of "bilingual" schools rather than the Welsh medium provision categorisation currently used which seemed to cause confusion;
- The objective of the WG's National Policy and Action Plan "Iaith Pawb" was to sustain and increase the number of people in the country who could speak Welsh. The Council's WESP and education policy complied with the WG's vision.

At this juncture, the Chair gave representatives from both Ysgol Llanfair DC and Ysgol Pentrecelyn the opportunity to address the meeting. The following points were raised:

- (i) Geraint Lewis Jones, Chair of Governors, Ysgol Llanfair DC addressed the Committee as follows:
- a. The parents of the school were not confused by the Category 1 and Category 2 definitions.
  - b. Categorisation had not been a recent phenomenon. The Governing Body had been approached on numerous occasions with a request to change the categorisation from 2 to 1, but this had been turned down each time as it had been felt that the school would lose pupils.
  - c. The school had a Welsh speaking staff recruitment policy. The social language of the school was Welsh and the teachers communicated with the children in Welsh.

- d. The school's aim had been to ensure they had the highest possible numbers of Welsh speakers at the age of 11. Consequently, the Category 2 model worked well for Ysgol Llanfair DC.
- (ii) Menna Jones, on behalf of Ysgol Pentrecelyn, addressed the Committee as follows:
- a. Concerns had been raised with respect to the loss of a Category 1 rural school.
  - b. Concerns had also been raised with respect to the review of the "N" stream (considered suitable for pupils who had learnt Welsh as a second language and who, by the end of KS2, had a good understanding of the language) at Ysgol Brynhyfryd from September 2015, and the impact of this on its feeder schools.

Summing up the signatories request to call-in the original Cabinet decision, Councillor Arwel Roberts registered his disappointment that, under school reorganisation proposals, Category 2 provision was deemed to be on a par with Category 1 provision. He was of the view that it should be reviewed by the WG.

At the conclusion of the discussion, the Committee, having received assurances that the impact on pupils choosing to leave either school would be closely monitored and the impact of Ysgol Pentrecelyn's closure on the other two Category 1 schools in the area was manageable, by a majority concluded that the matter did not merit being referred back to Cabinet for reconsideration. However, the Committee asked officers to explore the possibilities for the Council to designate schools a "bilingual" schools rather than be constrained by the WG guidelines on categorisation according to Welsh medium provision. The Committee:

***RESOLVED*** - *that having considered the reasons given for requesting a review of Cabinet's decision, and the information provided at the meeting, that there was not sufficient evidence to ask Cabinet to reconsider its decision of 2 June 2015 in relation to Ysgol Llanfair Dyffryn Clwyd and Ysgol Pentrecelyn.*

**Call-in of the decision to publish the statutory notice for the Proposed Closure of Ysgol Rhewl.**

Denbighshire's Cabinet at its meeting on 2 June 2015 approved the following recommendation:

*"(a) to note the findings of the formal consultation for the closure of Ysgol Rhewl, and  
(b) to approve the publication of a statutory notice to close Ysgol Rhewl on 31 August 2017 with pupils transferring to Ysgol Pen Barras or Rhos Street School to coincide with the opening of the new school buildings."*

The above decision was published on the Council's website on 3 June 2015 and in accordance with the Council's Call-In Procedure, the decision was not implemented immediately enabling non-Cabinet members to call-in the decision for examination, if they felt it merited scrutiny.

A “Notice of Call-In” form, signed by the required number of non-Cabinet Councillors, was received on 8 June 2015.

The grounds for the call-in decision were:

- (i) That the impact on the Welsh language at the school as well as in the county, raised in the consultation, were not addressed by Cabinet;
- (ii) The loss of bilingual provision in Rhewl was at odds with the Council’s own Welsh in Education Strategic Plan (WESP);
- (iii) The capacity of the Glasdir site to accommodate all pupils subject to the Ruthin area review, and road safety and traffic management issues; and
- (iv) That the consultation process did not include the proposal of alternative arrangements and discussion on such proposals this did not take place and Cabinet did not respond to this at their meeting on 2 June 2015.

Councillor Merfyn Parry introduced the call-in request and began the debate by outlining the above points as the grounds for the call-in.

Councillor Parry elaborated the points as follows:

- The parents of pupils at Ysgol Rhewl felt their choice of school was being compromised. The only dual stream school available to them would be Ysgol Llanfair DC, but free transport would not be provided to this school. It had been acknowledged that in recent years, Ysgol Rhewl had not been delivering the education provision in line with its Category 2 designation. However, this had been addressed with two pupils expected to be assessed through the medium of Welsh this year.
- Parents’ concerns for the children’s safety had been emphasised due to pupils from Rhewl having to walk to the new schools on the Glasdir site along an extremely busy road with a number of industrial units and the livestock market along one side of it, with another site on the route already earmarked for industrial development. Despite the industrial nature of this route it was currently classed as a ‘non-hazardous’ route.
- Councillor Parry was seeking the Scrutiny Committee to recommend to Cabinet that the decision to publish a statutory notice to close the school on 31 August 2017 be put on hold pending further clarification on the capacity of the Glasdir site to accommodate all pupils affected by the Ruthin area review, road safety and traffic management issues and to give Ysgol Rhewl sufficient time to deliver as expected against its Category 2 designation.

The Lead Member for Education and officers in attendance responded to the points raised and to Committee Members’ questions as follows:

- (i) The current catchment area for the school had been illustrated in a map presented to Cabinet on 2 June. The map illustrated that a number of pupils at the school travelled from both the northern and southern parts of the county. If the school were to close, it was likely that a number of the pupils would not transfer to either the English or Welsh language

provision on the Glasdir site as it would not be deemed to be their nearest suitable school.

With respect to increasing the use of Welsh at all of the county's schools and supporting them along the language continuum, Members were advised that the Welsh in Education Strategic Group (WESG) was currently charged with progressing this aspect of the work.

- (ii) It had been emphasised there were no concerns regarding the quality of education provision at Ysgol Rhewl. However, there had been concerns with respect to the curriculum delivery not being in line with the school's Category 2 designation. This was currently being addressed.

It had been confirmed that issues relating to Ysgol Rhewl's language categorisation had been flagged up at a Communities Scrutiny Committee meeting in March 2015, during the discussion on a report on the "language categorisation of all Denbighshire schools". As a result, the WESG were supporting the school and monitoring its progress.

Whilst acknowledging that the proposal being put forward for Ysgol Rhewl did not provide a "like for like" offer for the pupils or parents, it was in line with the requirements of the WG's School Organisation Code (July 2013) as the alternative "proposals should ensure that the balance of school provision reflects the balance of demand" and would provide "at least equivalent standards and opportunities for progression in their current language medium". The Council had, therefore, been of the view, that the proposals being put forward for Ysgol Rhewl did reflect the current balance of demand at Rhewl.

- (iii) The increase in the school traffic to the proposed new schools on the Glasdir site would automatically trigger a road safety assessment. This would also form part of the planning application process prior to planning consent being given.

The Highways Service had registered some initial concerns in relation to the volume and safety of traffic for the proposed new site and a consultant had been appointed to undertake a feasibility study as part of the compilation of the planning application.

- (iv) The alternative proposals put forward had been considered as part of the consultation process and the Council's response to them had been outlined within the appendix of the Consultation Report to Cabinet of 2 June 2015.

The new schools to be built on the Glasdir site would be designed to accommodate an additional 10% capacity to that of the actual pupil numbers. This would be to conform with BB99 guidance on school buildings and playing fields with a view to protecting future needs.

The new schools would have a one and a one and a half form intake. This safeguard, in conjunction with the rest of the Ruthin area review, would be adequate to reduce the number of surplus school places within certain schools to a manageable level, whilst at the same time ensuring that the educational offer of choice would be available to all children in the area within a reasonable travelling distance of their home. The Council's Schools Admission Policy would help manage availability and accessibility of school places across the county.

At this juncture, the Chair gave the Chair of Governors of Ysgol Rhewl, the opportunity to address the meeting. The following points were raised:

- Ysgol Rhewl had been rated as “good” by Estyn. The Welsh language provision at the school had moved forward and the plans for further development in this area were available for all to see.
- The Governing Body felt that closing the school would equate to losing an opportunity to move the Welsh language forward in Denbighshire. This was particularly concerning remembering the conclusions of a recent Council commissioned study on the future of the language within the county.
- Ysgol Rhewl had been working closely with Ysgol Brynhyfryd to meet their requirements for delivering bilingual education and supporting pupils to access secondary education in the language of their choice.
- Parents of pupils at Ysgol Rhewl had serious concerns with regards to the volume of traffic using the road between Rhewl and Ruthin.

Summing up the signatories request to call-in the original Cabinet decision, both the Chair of Governors and the lead signatory to the call-in request, Councillor Merfyn Parry, stated that they felt the decision to close Ysgol Rhewl was premature and the loss of a dual stream primary school would be detrimental to the local area, and to the county as a whole. 23 new affordable family homes were planned to be built in Rhewl and the potential effects of this increase in population had not, in residents' opinion, been fully considered as part of the consultation exercise.

Officers confirmed that if the decision to close Ysgol Rhewl were to be put on hold, it did have the potential to stall other proposals not yet implemented as part of the Ruthin area review, as each part of the review was dependent on other elements being delivered.

Officers offered to provide a session on safe routes to schools to all stakeholders, including children and parents to alleviate any fears which they may have.

At the conclusion of the discussion, the Committee acknowledged that in determining not to seek Cabinet to review its decision to close Ysgol Rhewl, there were challenges for members and officers of the Council to ensure that the new educational provision did deliver its expected outcomes. There would be a need for the Council to take all necessary actions to mitigate against the risk of the loss of Welsh language skills and to ensure that pupils from Ysgol Rhewl and the area in general were not in any way disadvantaged due to the future non-availability of a Category 2 school. The Committee:

**RESOLVED** - that having considered the reasons given for requesting a review of Cabinet's decision and the information provided at the meeting, determined that there was not sufficient evidence to ask Cabinet to consider its decision of 2 June to publish a statutory notice to close Ysgol Rhewl, but to recommend to Cabinet that:

- (a) It should instruct officers during the consultation period following the publication of the statutory notices to undertake work to assess and mitigate the effects of the loss of Welsh language provision on the community and to ensure that the loss of a dual stream school would not disadvantage the area's pupils in future;
- (b) Further work to be undertaken with pupils, parents, staff and other stakeholders of Ysgol Rhewl to address their concerns relating to the capacity of the Glasdir site, the transport management of the new school site and road safety concerns between Rhewl and Glasdir; and
- (c) That the findings of the work outlined in (a) and (b) above is reported to Cabinet in the autumn of 2015 when presenting the objections report in response to the publication of the statutory notice.

During the discussion on the call-ins a request was made for guidance on whether in future a Cabinet member who was part of the decision-making body could be given a dispensation by the Standards Committee from having a prejudicial interest if he/she was a ward member for area the decision affects to permit them to attend the call-in meeting. Members queried whether it would be possible to grant a general dispensation for such matters or would each individual need to apply for such a dispensation on a subject by subject basis. The Democratic Services Manager agreed to raise the matter with the Monitoring Officer.

**At this juncture (1.25 p.m.) there was a 10 minute break.**

**Meeting reconvened at 1.35 p.m.**

## **5 MINUTES OF THE LAST MEETING**

The minutes of a meeting of the Performance Scrutiny Committee held on 16 April 2015 were submitted.

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

## **6 DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2014/15**

The Lead Member for Social Care, Adult and Children's Services, Councillor Bobby Feeley, introduced the Director of Social Services Annual Report (previously circulated).

The Director of Social Services (DofSS) advised that whilst the County's social care services were improving there was always room for further improvement. Amongst

the challenges that lay ahead would be the enactment of the Social Services and Wellbeing (Wales) Act 2014, which would come into full effect in April 2016.

In response to Members' questions the DofSS:

- Advised that the challenges for the forthcoming year were detailed within the report.
- Outlined the Service's commitment to residents and service users wishing to communicate through the medium of Welsh. The Council's Welsh language portfolio holder, Councillor Huw LI Jones, attended the Service's Welsh Language Monitoring Group and Councillor Arwel Roberts would be in attendance in the near future. The Group monitored the Service's compliance with the "Mwy Na Geiriau – More Than Words" Action Plan.
- Detailed the quality monitoring process to ensure services commissioned met the service users and the Council's needs, and the changes to the complaints process aimed at expediting the resolution of complaints.
- Explained that Direct Payments were paid into the service user's account of choice to permit them to pay for their care. The account could be a Post Office, bank, building society or credit union account.
- Denbighshire performed well with regards to "delayed transfer of care" indicator. There had been some issues with delayed transfers of care in the south of the county, which were in the main due to the rural nature of the area. The problems were more prevalent when two carers were required to be in attendance at the same time. The Council and the Health Service were working closely to resolve this issue.
- Risks related to the amalgamation of the Education and Children's Services under one Head of Service were being managed well, and elected members were being regularly briefed on the progress of the project.
- The potential closure of residential care homes had been identified as a challenge in last year's plan, these were currently being worked through. The Lead Member for Social Care had emphasised the need for elected members to communicate clearly to residents the reasons behind the proposals to allay their concerns with respect to proposed future changes to service delivery.
- Gave an explanation of what was classed as a "move" for a child in care. These had included positive moves e.g. back to parents, discharge from hospital or adoption. Consequently the statistics relating to this particular performance indicator (PI) had the potential not to give the full picture. The Council had been chosen as one of the pilot authorities for trialling "outcome" measures for looked after children. The purpose of this pilot was to devise a meaningful data set for looked after children which would assist authorities to improve services to them.
- Despite registering a high rate of sickness absence in comparison to other council services, the Social Services Department's performance was improving and compared well against the Wales and UK average for Social Services.
- Briefed members on developments relating to the Betsi Cadwaladr University Health Board (BCUHB) following the Minister for Health and Social Services' recent announcement that the Board would be placed in special measures.

The Lead Member for Social Care would be attending a meeting that afternoon with the newly appointed Accountable Officer at the Board, Mr Simon Dean. The DofSS and Chief Executive would meet the Accountable Officer the following week. The Chair of BCUHB had given assurances that it would be “business as usual” and, as a result, the Council was confident that plans already in the pipeline would be delivered. The Lead Member and officers would seek assurances that capital programmes previously announced i.e. The Royal Alexandra Hospital project, would be delivered and that other ongoing funding streams and projects and the Intermediate Care Fund would continue.

Following a discussion, the Committee:

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

- (a) To receive the report and endorse it as a clear account of performance in 2014/15.
- (b) That the Services’ performance in delivering their services and in addressing the challenges identified for 2015 be closely monitored via the Service Challenge Process, with any areas of concern being escalated to the Committee’s attention, and
- (c) That the Lead Member for Social Care and the Director of Social Services keep members fully informed on developments relating to the Betsi Cadwaladr University Health Board and their impact on residents and Council services.

## **7 CORPORATE PLAN PERFORMANCE - QUARTER 4 2014/15**

The Strategic Planning Team Manager (SPTM) presented the Corporate Plan – Quarter 4 Report 2014/15 (previously circulated) which detailed the progress made with the delivery of the Corporate Plan and outcome agreements as at the end of Quarter 4 in the 2014/2015 financial year. Regular reporting was an essential monitoring requirement of the Corporate Plan to ensure that the Council exercised its duty to improve.

During discussion the following points were raised:

- (i) No damage had been caused to the Pont y Ddraig in Rhyl following a car being driven over it. A structural inspection had taken place to assess any damage.
- (ii) The Modernising Education Programme would be expected to deliver a reduction in the number of mobile classrooms used in both primary and secondary sector. Progress in delivering the Programme and improving secondary school attendance would be monitored via the Service Challenge process.

**RESOLVED** that subject to the above, to receive the report, and that the Annual Performance Report be utilised to identify areas for detailed scrutiny with a view to improving outcomes for citizens and facilitating the Council to deliver its Corporate Plan.



## **8 YOUR VOICE REPORT - Q4 2014/15**

It was agreed the Your Voice Report – Q4 2014/15 would be deferred to the 16 July 2015 Performance Scrutiny Committee meeting.

**RESOLVED** that the “Your Voice” Report – Q4 2014/15 be deferred to 16 July 2015 Performance Scrutiny Committee meeting.

## **9 SCRUTINY WORK PROGRAMME**

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

**RESOLVED** – that, the Work Programme as set out in Appendix 1 to the report be approved.

## **10 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

None.

The meeting concluded at 2.30 p.m.

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## PERFORMANCE SCRUTINY COMMITTEE

Minutes of a meeting of the Performance Scrutiny Committee held in Council Chamber, Russell House, Rhyl on Monday, 22 June 2015 at 9.30 am.

### PRESENT

Councillors Meirick Davies, Richard Davies, Huw Hilditch-Roberts, Geraint Lloyd-Williams, Merfyn Parry, Gareth Sandilands and David Simmons (Chair)

### ALSO PRESENT

Councillor Bobby Feeley - Lead Member for Social Care (Adults and Children Services) Chief Executive (MM); Corporate Director: Communities (NS); Head of Community Support Services (PG); Service Manager: Specialist Services (AP) and Scrutiny Co-ordinator (RhE)

#### 1 APOLOGIES

Apologies for absence were received from Councillors Colin Hughes, Dewi Owens and Arwel Roberts.

#### 2 DECLARATION OF INTERESTS

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

#### 3 ELECTION OF VICE-CHAIR

Nominations were sought for a member to serve as the Committee's Vice-Chair for the 2015/16 municipal year. Councillor Richard Davies was nominated and seconded. No other nominations were received and it was therefore:

***Resolved: - that Councillor Richard Davies be appointed as the Committee's Vice-Chair for the 2015/16 municipal year.***

#### 4 URGENT MATTERS AS AGREED BY THE CHAIR

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

#### 5 FUTURE PROVISION FOR SERVICE USERS FROM ABERWHEELER NURSERIES

The Head of Community Support Services introduced his report, a copy of which had been circulated ahead of the meeting. He outlined the background to the decision taken in December 2014 to decommission the work opportunities services

currently provided by an agency at Aberwheeler Nurseries, and to seek alternative services for service-users elsewhere in the county.

Details of the membership of the work opportunities task and finish group tasked with examining the work opportunities service provided by the Council for people with learning disabilities, the Welsh Government's (WG) vision for modern social care services, and budgetary pressures were contained within the report.

There were currently 27 individuals attending Aberwheeler Nurseries, the majority of whom attended other work opportunities services on certain days of the week. Of these 27 individuals 21 had either agreed to increase the number of days they attended their other placement(s) or found alternative placements, whilst six were currently attending taster sessions at alternative services before they decided on what best met their needs. There was only one service-user who was not engaging with the process at present. That service-user had not attended Aberwheeler Nurseries on a regular basis.

In response to members' questions the Lead Member and officers advised that:

- Six service-users were due to be transferred to the Woodland Skills Centre at Bodfari, a number of these individuals had indicated their preference to stay together and work alongside each other. This preference had been respected;
- The present garden control service, which provided work opportunities for 7 individuals would be transferred to the Botanical Gardens in Rhyl. Transferring to the Botanical Gardens would also cut down on travel arrangements for the majority of these service-users;
- Support staff at all the alternative work opportunities locations would be employed staff and not volunteers. They would also be Disclosure and Barring Service (DBS) checked;
- Illustrative costs per head for the alternative services were set out in the report and these were considerably lower than the costs of the services currently procured from the staffing agency at Aberwheeler Nurseries;
- The solutions arranged for individual service-users were considered as medium to long-term arrangements, subject to their needs not changing and the provider's compliance with contract requirements e.g. quality, performance and costs. However, there could not be a cast iron guarantee that things would not change in the long-term due to budget constraints or future government policies;
- If, at any time, the service-user or their family/carers were unhappy with the service provided they could ask to move to an alternative work opportunities facility;
- The service at Aberwheeler was a commissioned service, it was not run by the Council itself. Consequently, the power to terminate the contract with the provider and source alternative services elsewhere for the service-user was delegated to the Head of Community Support Services as per the Council's Scheme of Delegation to Officers;
- Once the decision had been taken and communicated to the agency concerned the Social Services Department's Complex Needs Team had, at the earliest available opportunity, started working with service-users, families

and carers to find alternative suitable services for them. The main focus of this work was to secure the best possible outcomes for the service-users and ensure that they were happy in their new environment;

- Cynnig, the agency operating Aberwheeler Nurseries, had been informed of the Council's intention to terminate the contract with effect from 30 June 2015 in early January 2015. It was the agency's responsibility to inform its staff of the changes from thereon;
- With respect to the impact from the closure of Aberwheeler Nurseries on service-users, a negative impact had only been assessed in two cases. The Complex Needs Team were working with these individuals, families and carers with a view to mitigating the negative impact;
- It was confirmed that no individual should suffer financial hardship due to the change in provision;
- Care packages for all individuals were monitored, evaluated and reviewed on a regular basis – this was a statutory requirement. Nevertheless, in the case of former Aberwheeler Nurseries service-users, monitoring visits to them in their new placements would take place every other month to ensure that they were settling down and that the placement met their individual needs;
- Service-users utilising Learning Disabilities work opportunities did sometimes change their placements by individual choice;
- It was confirmed that suitably qualified professionals from within the Complex Needs Team had undertaken the impact assessments on each individual service-user affected by the decommissioning of services at Aberwheeler;
- Members identified the need to improve communication, particularly with local members, as that would help quell anxieties amongst service-users and families and dispel unfounded rumours in communities in relation to service changes such as this particular one;
- To facilitate the relocation of the garden control service to the Botanical Gardens in Rhyl the Council had invested money in installing electrical equipment at the site, on the basis that it was seen as at least a medium term investment. Nevertheless, no absolute guarantee could be given in the current public services financial climate that changes would not happen in the future;
- Whilst the cost of the care and experiences provided to service-users was important, the quality of the service provided and their associated outcomes for the service-user were the overriding determinants of the service's value for money. The main determinant being each individual's quality of life;
- Each individual service-user's review had not been undertaken in isolation. As well as the service-user's input being considered the views of the service provider, service-user's family and carers had been considered when determining the most suitable alternative work opportunity placement for the service-user. Each service-user had been given an opportunity to try a range of alternative placements before they were asked to choose their preference(s). In some cases an external advocate had been engaged with a view to ensuring an independent assessment;
- Those individuals with complex needs requiring one to one support at Aberwheeler Nurseries would continue to receive that at their new placement if required;

- The needs assessment process for a person with learning disabilities was a statutory process which the Council was legally obliged to follow. Denbighshire was currently participating in a WG pilot to develop an effective method for measuring outcomes;
- additional assurances on the quality of the alternative placements were available in the form of the regulator, the Care and Social Services Inspectorate Wales', reports on those services;
- the Council had made every effort in recent years to make Aberwheeler a viable entity, but this had proved extremely difficult;
- parents/carers were given the opportunity to visit work opportunities establishments to see for themselves the work, care and supervision available. However, not all parents/carers accepted the invitations;
- only one complaint had been received from a service-user/service-user's family/carer with respect to the changes to the service provision. That particular complaint had been dealt with and resolved to the service-user and family/carer's satisfaction. The majority of the other complaints received with respect to the closure of Aberwheeler Nurseries had been submitted by Nurseries staff or members of the public;
- the Council was currently assisting with clearing up the former Nurseries site to ensure that it was handed back to the owner in a clean and tidy state to ensure that it did not become an 'eyesore site'

The Chair permitted members of the public in attendance to ask questions. In response to these questions the Lead Member for Social Care and officers:

- confirmed that the Council had not consulted directly with employees at Aberwheeler regarding its proposals to decommission the service as the staff were not County Council staff, they were employed by Cynnig and any consultations with the employees would have been the responsibility of Cynnig;
- advised that they were not aware of any safety concerns relating to the Woodlands Skills Centre, as all alternative services for Aberwheeler service-users had been risk assessed. The Woodland Skills Centre was also used by Education and therefore would be subject to regular risk and DBS assessments by that Service. The Corporate Director: Communities undertook to check again in relation to this matter;
- advised that a service-user centred approach had been adopted for undertaking the assessment of Aberwheeler service-users' future needs. This had involved the parent(s)/carer(s) and had been extended to assess their wider social care needs. Each individual service user, family/carer had been made aware of the availability of the independent advocacy service and to their right to utilise it;
- confirmed that there were national rules which governed commissioned services – Aberwheeler Nurseries was a commissioned service – and as such decisions with respect to the commissioning/de-commissioning of such services were required to be taken by a suitably qualified professional;
- confirmed that the Learning Disabilities Forum had been kept informed of developments with respect to Aberwheeler Nurseries throughout the process. Representatives from the Forum served on the Work Opportunities

Task and Finish Group which had undertaken the review of Aberwheeler Nurseries as part of the wider review of Work Opportunities for people with learning difficulties across the county. Mencap, who served on the Forum, had initiated and facilitated the 'World Café' event at which future delivery of work opportunities services had been discussed with a wide range of stakeholders.

Officers acknowledged points made by members of the public present that sometimes families or carers were reticent of complaining about services provided to vulnerable people, as they were afraid that the service-users may receive an even worse level of service, or have the service withdrawn, as a result. It was on this basis that the 'Save Aberwheeler' Facebook site had been established in a bid to get the less vocal voices heard, as families and carers were often exhausted and did not feel able to complain. Social media was an effective and accessible tool for members of the public to voice their concerns or air their complaints.

Officers emphasised that all complaints were dealt with on a confidential basis. If complaints were not forthcoming it would fetter the Council's ability to know about the problems in order to try and address them and improve services. There were a number of ways in which complaints or concerns could be raised i.e. either directly with the Council, via the Complex Needs Team's Carers Champions or through independent organisations such as the North East Wales Carers Information Service (NEWCIS). Each individual complaint would be dealt with and a response would be sent to the complainant

At the conclusion of the discussion members acknowledged that there were lessons to be learnt from the process of decommissioning services at Aberwheeler Nurseries. Communication was key to all aspects of the Council's work. Effective and timely communication with local members and stakeholders could alleviate concerns and dispel myths. The articulation of concerns based on facts was very important as concerns raised based on hearsay or half facts had the potential to create false perceptions and exacerbate anxieties, particularly amongst vulnerable residents. It was important that the right messages were communicated to the right people at the right time, particularly when they involved emotive issues. Consequently it was:

**Resolved:** - *subject to the information provided and the above observations –*

- (a) to note the generally positive outcomes for the individuals involved;*
- (b) that a report be presented to the Committee in the autumn of 2015 detailing the conclusions of the review into former Aberwheeler Nurseries service-user's satisfaction with their new work opportunities' placement(s), the outcomes for them and their families/carers;*
- (c) that the report detail the lessons learned by the Council during and after the decommissioning work; and*
- (d) that the findings of the most recent CSSIW inspection reports on those work opportunities establishments also be included in the report (if recent*

*regulator's reports were not yet available for those establishments then an indication of when they are expected to be available be included)*

Meeting concluded at 11:10am



<b>Report to:</b>	<b>Performance Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>16 July 2015</b>
<b>Lead Member/Officer:</b>	<b>Chair: In-house Social Care Task and Finish Group/ Head of Community Support Services</b>
<b>Report Author:</b>	<b>Head of Community Support Services</b>
<b>Title:</b>	<b>The Future of In-house Care Services</b>

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

This report from the Task & Finish Group provides Members with the results from the first stage of the consultation process regarding in-house social care services, i.e. the information gathered from reviews of individuals and families who use the services. The report also includes recommendations to Cabinet for formal consultation with all stakeholders, including the public.

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

To enable Scrutiny Committee Members to comment on the information gathered and subsequent recommendations by the Task & Finish Group on the options to present to Cabinet for formal consultation with all stakeholders.

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

That Members consider the report and supporting documentation and comment on the set of options to recommend to Cabinet.

## **4. Report details.**

4.1 On 20 March 2014, Performance Scrutiny Committee agreed that a Members' Task & Finish group be established to "examine value for money options for delivering high quality social care services in the County".

4.2 The Group developed an options appraisal for each of the in-house services which was discussed by Performance Scrutiny on 2 October 2014 and Cabinet on 16 December 2014, who agreed that:

- (a) in accordance with the appropriate statutory framework, there be consultation with each individual service user and their family in respect of the proposals referred to in the report to include an assessment of their needs and the availability of suitable alternative provision to meet those needs;
- (b) there be a wider public consultation exercise on the future modernisation of social services;
- (c) a report/reports on the results of the consultations referred to in (a) and (b) above be presented to the Task and Finish Group prior to it being presented to Cabinet with an options appraisal for each of the services, and
- (d) Cabinet confirms that no individual service user will be moved unless suitable alternative provision is identified.

4.3 In January 2015, CET agreed the methodology for assessing the needs of individuals and gathering their views on the future of the service as well as the terms of reference and timescales for the consultation. However, advice was received from the Consultation Institute regarding the methodology and this clarified that the first stage, i.e. assessing the needs of individuals, was actually an information gathering exercise in order

to inform proper consultation, with the terms of reference for the second stage to be agreed by Cabinet based on that information.

4.4 Members will note that the suggestions from the Task & Finish Group below clearly demonstrate that the assessments and views of individuals and families have been taken into account (see Appendix 1 for feedback report) in offering solutions that focus on modernising service delivery through meeting the expectations of Welsh Government and the wider population on what modern care and support looks like, at the same time as focusing resources towards the areas of highest demand while also delivering the savings required.

4.5 The results from the information gathering are as follows:

#### 4.5.1 Hafan Deg, Rhyl

The assessors looked at a range of criteria for the 24 individuals who currently attend Hafan Deg between 1 and 3 days per week and found that most individuals require medium or high level support. The report is attached at Appendix 2.

Locally, there is a range of existing community alternatives which are already used by a few of the individuals as well as a number of residential care homes that offer day care, albeit on an ad hoc basis at present. While most individuals expressed a view that they would not want to use other services, alternatives are available which would meet their needs. It would also be possible to contract for a bespoke service that would enable those individuals who require that level of care to continue to meet their friends together.

**The suggestion for Hafan Deg is to enter into a partnership with an external organisation and transfer the building to them, commissioning a day care service within the building and, in addition, enabling 3<sup>rd</sup> sector agencies to provide early intervention activities for older people that reduce social isolation, support independence and promote resilience.**

This would enable the building to continue to be used for the benefit of older people in Rhyl, including those with low level needs who currently attend, while supporting the principle of promoting independence and enabling the existing group of service users to continue to attend together, with the same staff group. There would be a revenue saving of £100k on the current running costs.

#### 4.5.2 Dolwen, Denbigh

The assessors looked at a range of criteria for the 22 individuals currently placed in this 30 bed standard residential care home, including Welsh language, available alternatives and relationship with local community. The report, which showed that most people would be impacted to some degree if moved, can be found at Appendix 3.

There are 13 vacant standard residential beds in a reasonable distance from Dolwen and there are no vacant Elderly Mental Health (EMH) or nursing beds.

**The suggestion for Dolwen is to enter into a partnership with an external organisation and transfer the whole service to them, while registering for EMH care.**

This would ensure that individuals living there could continue to do so, supported by the same staff as they currently are and accessing the local community as much as they do now. There would be a revenue saving of £200k on the cost of the existing 22 individuals and £75K on maintenance costs as the new provider would be commissioned using standard rates. However, this means that it is unlikely that there would be a capital receipt as the new provider would need to spend a lot of money to ensure the building meets minimum standards. It would also develop a level of EMH provision in the area, a growing

area of demand. Plans for the development of Extra Care Housing within the town will continue.

#### 4.5.3 Awelon, Ruthin

The assessors looked at a range of criteria for the 20 individuals currently placed in this 26 bed standard residential care home, including Welsh language, available alternatives and relationship with local community. The report, which found that most people would be impacted to some degree if moved, is attached at Appendix 4.

There are 8 vacant nursing beds and 8 vacant standard residential care beds in a reasonable distance from Awelon.

**The suggestion for Awelon is to stop new admissions and work with the individuals and their families at their own pace to move them to suitable alternatives as appropriate and to enter into a partnership with the owner of Llys Awelon to develop additional Extra Care apartments on the site.**

This would ensure that individuals living there have plenty of time to find appropriate alternative provision and that the demand for additional Extra Care in Ruthin (currently 50 people waiting) can be met. There would be a requirement on the landlord to ensure that the community activities currently provided at Canolfan Awelon would continue. There would be a revenue saving of £300k on the cost of the 20 individuals as well as a £165k maintenance cost.

#### 4.5.4 Cysgod y Gaer, Corwen

The assessors looked at a range of criteria for the 11 individuals currently placed in this 23 bed standard residential care home, including Welsh language, available alternatives and relationship with local community. The report, which found that most people would be impacted to some degree if moved, can be found at Appendix 5.

There are no alternative residential services to Cysgod y Gaer in a reasonable distance.

**The suggestion for Cysgod y Gaer is to enter into a partnership with relevant stakeholders (including BCU and the 3<sup>rd</sup> sector) to develop the site into a 'support hub' offering both residential and extra care type facilities as well as an outreach domiciliary care and support service to the tenants of local Sheltered Housing Schemes and the wider population of Corwen and the surrounding area.**

This would ensure that the individuals living in Cysgod y Gaer currently can continue to do so but also develops services that support independence and improved outcomes for others in the local area. While this would result in no immediate saving it would bring together elements of external domiciliary care with residential services, creating a holistic support offer to a low demand area much more cost effectively. This may result in savings on the current costs of external domiciliary care.

#### 4.5.5 Extra Care Schemes (Prestatyn, Rhyl and Ruthin)

The 3 Extra Care Schemes are owned by Housing Associations and individual tenants pay their rent and management costs directly to them. Each scheme also has an on-site domiciliary care team staffed by Council employees.

Conversations have taken place with those tenants who receive domiciliary care to gather their views on transferring the domiciliary care staff to external agencies. The general feedback is that, if this ensures that the provision of care by individual staff members is continuous and provides no disruption to individuals' care and support, then most individuals would be comfortable with that.

**The suggestion for all 3 schemes is to tender for a care provider for each of them and enter formal consultation with the staff involved regarding transfer of employment. This does not require a formal public consultation as it involves only a change in provider, not the service.**

This has the benefit of ensuring continuity of care for individuals and, allowing for higher than usual agency costs to allow for existing terms and conditions, it is still feasible that savings of £80k will be made.

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

The provision of modern social services such as Extra Care Housing supports the priority to enable people to live as independently as possible.

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

The total amount of the savings identified in the suggestions above equate to £680k over 2 years.

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

A full Equality Impact Assessment can only be completed during the formal consultation. However, the information gathering exercise has shown that there would be a negative impact on many older individuals should they need to move from their current services.

However, modern alternative services would more than mitigate against any potential negative impact on population groups with protected characteristics.

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

The review of services was requested by Performance Scrutiny and was undertaken by a Member Task & Finish Group.

Discussions have taken place with service users and families and the results of this can be found in Appendix 1.

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

The options contained in this report form part of the agreed Council's Freedom and Flexibilities Budget Savings Proposals for the 2016/17 financial year. Failure to progress the proposals may mean that the potential savings earmarked will not be realised and will therefore need to be substituted by alternative proposals.

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

There are risks to the required savings should the above options not be finally enacted.

There is also a risk of judicial review if changes are made without adequate consultation. This can be mitigated using the support of the Consultation Institute to conduct a thorough consultation, should Cabinet agree to this.

There are also risks to vulnerable individuals' health and wellbeing in the event of a move from their existing services.

Finally, there are risks to the future provision of modern services that support independence if these actions are not taken.

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

Article 6.3.2(b) outlines scrutiny's powers with respect to making reports and/or recommendations to Council and/or Cabinet in connection with the discharge of any functions.

### **Contact Officer:**

Head of Community Support Services

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**COMMENTS FROM RESIDENTIAL CARE HOME'S & DAY CENTRE'S**  
**RESIDENTS/FRIENDS/FAMILY/ADVOCATES**

Between March – May, residents and their family, friends and advocates were given the opportunity to give us feedback on their views as to the future of these services. Whilst there was some confusion in their interpretation of the sliding scale numerical key, in which 1 indicated strong agreement and 5 strong disagreement, (with 6 as 'don't know'), some clear themes were evident in the comments they offer. Details of all comments follow but the key messages, which come across strongly can be summarised as:

- All services and the staff who work in them are hugely valued by all who use them, their friends and families. (This has come across in every piece of feedback received and is replicated in the feedback thus far from tenants in extra care housing).
- There is a perception that the quality of care provided by DCC staff will not be equalled elsewhere and that a move/change would be detrimental to service users.
- Nevertheless there is agreement amongst many respondents, that if the same staff continued to be employed and residents did not have to move, it would be far preferable to alternative as long as standards of care are kept to the current high standards.
- The fact that the majority of staff working in the residential care homes are Welsh speakers and respectful of Welsh culture is very important and highly valued.
- Homes were often chosen because of the ease with which friends and family can and do visit, whether or not they are able to drive. Many residents and their families predict that this would not be the case with an alternative home and thus fear that residents would become lonely and isolated elsewhere.
- Loneliness and isolation is cited in many responses, in relation to both day care and residential services. Many service users have forged important friendships with fellow residents and day centre users and are loathe to lose touch with the informal but important support they provide.
- Mention is made many times about the importance of day care to carers to offer some respite to carers to catch up with jobs and have time to themselves as well as the stimulation and company provided to the service user
- Many respondents talked about the particular challenges of change for those with a degree of dementia or mental health difficulties. For this client group, a change in familiar staff and surroundings would be particularly distressing and detrimental to their health and wellbeing. Similar concerns were expressed for the oldest and most frail residents, particularly those who are over 100 years old.
- Many residents are living in the town where they have lived/worked for most of their lifetime, attending (and in some cases preaching in) church, chapel, attending clubs and societies and often bumping into familiar faces when out and about. This is very important to their sense of identity and place in society. They are also often seen by the family doctor who in many cases they have used and trusted for decades.

- Some expressed concern that alternative providers have a higher staff turnover and use more relief staff including those from other countries whose English/Welsh is poor.
- Many people believe that there simply is no alternative. This is expressed most vehemently in relation to Cysgod y Gaer.
- Significant concerns were expressed by family members who wanted reassurance that if there is a change, that they will be given details of any financial implications and a list of alternative service they could access well in advance of any changes.

#### **Suggestions offered included:**

- Working more closely with the health board to support residents with health needs and encouraging hospitals to refer to assist with bed blocking problems and to provide step up/step down facilities.
- 1 person suggested combining the homes and having 1 large one rather than 3 small ones, however this is contrary to many messages.
- Enabling the business to become self - supporting and not reliant on local government funding. One idea was to use the facilities at Awelon to provide services for the local community, for example in the late afternoon and evening the lounge, dining room and kitchens are not used. The hair dressing facilities are only used twice a week, in a building that is fully DDI approved. The respondent asks if these excellent facilities not be made available to the wider community.
- Further promotion of the respite and day care services thus ensuring no vacancies.
- One suggested: *'...If payments were taken directly from allowances, it would encourage more people to use the service. Many assume they are paying from their own pockets. Maybe funding could then become less of an issue.'*
- Another person asked (in relation to Dolwen) : *'Why is it not possible for the disabled and autistic of all ages i.e. 16yrs-over 55 as it would benefit considerably for all and make financial sense.'*
- In view of Cysgod y Gaer's geographical location and demographic make-up, one suggested that consideration should be given to developing mixed provision on this site - day care, respite, nursing, residential including extra care. Many mentioned the lack of services in the area and need for flexibility
- Partnership arrangements between the local authorities were regarded as essential. Some asked what is the reason for refusing applicants from out of county when Gwynedd and Conwy boundaries are so near? Neighbouring villages which are in Gwynedd and Conwy are still considered to be part of the general local community where people know each other.



## AWELON

- 1) The closure of Awelon is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently reside in Awelon

### **AWELON – All strongly disagreed with the proposal. Responses are as follows:**

- *If I was to move elsewhere my friends would be unable to visit me and I would not know where I was. (entered 1 but presumably meant 5)*
- *The first letter you wrote on this subject (dated 09/02/2015) stated that the closure of Awelon was consequent on the reduced budget. I do not believe closing Awelon saves money. Unless this results in lower wages and lowering care for the residents. The second letter (see the front of this form) states that the closure is a rationalisation due to vacant beds. Why is it that Glan Clwyd hospital has a "bed blocking" problem if there are vacant beds? (5)*
- *Awelon Care Home is in the centre of town and all the elderly friends of my mother-in-law can walk to visit her which they do on a daily basis and could not do if she is stuck outside Ruthin. Awelon has become her home and the thought of being evicted is causing her great distress (5)*
- *I walk to visit my mother every day as do her elderly friends. To move her would isolate her.(5)*
- *This is my home. ALL my friends and family live within walking distance and visit every day.(5)*
- *My mother has been a resident of Awelon for a few years and feels safe and secure there. She has got to know and trust the staff, is very happy with the care she is given and knows there is always someone at the end of the 'bell' should she need them. She is very elderly and we feel as a family any changes .e. a move to another care home would be detrimental to her wellbeing.(5)*
- *As I myself a resident at Awelon I would be extremely upset if it was to close. I am settled here, enjoy my life here in a safe, warm, clean, caring and friendly environment. Awelon's location for me is perfect as I see family and friends regularly, they can visit anytime taking me out walking around Ruthin where I see things familiar faces and I often bump into other people I know.(5)*
- *Any agreement to allow purchase or to lease the management of Awelon by organisations other than Denbighshire County Council amounts to a repudiation of the responsibility as a last resort that is devolved by law upon local councils. Many of the resident clients are in a state of forgetfulness and confusion, with limited capabilities in the areas of physical self-care and mental cognition. Many do not have the financial means to buy care in the private sector and therefore rely on this council provision, which in my view could not be bettered outside the present set up. In an area where profit and time are the main concerns, the undoubted quality of love and care that they now receive would deteriorate. At a time when we face a rise in the numbers of elderly people needing this service it is folly to close what few places are already in existence for any scheme that offers only a short period of relief to a burgeoning problem.(5)*
- *See articulate attached comments in full from the daughter of one of the current residents who used to live there (5)*

- *I agree that for some people there are alternative ways of meeting needs however, for my relative I strongly believe this is not the case. My relative has severe mobility issues and is wheelchair dependant. The location of Awelon enables him to maintain some independence but more so his well-being as he is able to go out to town; attend to his business in the bank/post office as needed. The location of Awelon also enables frequent visits from family and friends also important to his well-being as well as him being able to go to the chapel at Llys Awelon - as a previous 'blaenor' in his local chapel this is very important to my relative. There is no other residential facility in Ruthin that would be suitable and enable my relative to maintain his contacts. An option to re-consider may well be Llys Awelon (5)*
- *To keep residents in their own environment. Ongoing test for my brother to establish suitable accommodation. D is very happy and told the social worker over the moon. Not right to move clients out of their future environment. (5)*
- *The provision of care at Awelon is excellent and meets the resident's needs now. The fact that there are 4 residents over 100 years old shows this. To move or disrupt these people at their time of life would not be fair on them or the staff who have cared for them.(5)*
- *Of course there are alternative ways to meet the needs of residents. But try putting yourself in the position of a 97 year old with Parkinson's disease. 1) forced to leave after 9 years what she fully expected to be her permanent and final home, in which she is fully happy. Asked to leave all her friends - both residents and staff for somewhere undoubtedly more remote from her closest family. I do not think it is being over dramatic to say that she is unlikely to survive the upset. I think she deserves better than that. Further, there are a good many elderly residents of Trem y Foel (and elsewhere, I am sure) who have felt reassured by the existence of Awelon for when they are no longer able to cope alone. With an increasing elderly population , to close Awelon seems irresponsible.(5)*
- *1) The closure and any attempt to move me at this stage in my life would have a catastrophic effect on my well-being. 2) Because of my mental health issues (as well as physical), it has taken me a long time to feel safe and at home here. I now consider this my home and I don't want to move again in my lifetime. (5)*
- *Awelon is more than a care home. My mothers' visits to the day care centre provided her with a much needed social life outside her home. It also provided me as her carer a break and enabled me to keep her bungalow clean. I cannot be the only carer in that position. The social aspect is vitally important, especially for those whose mobility problems make it difficult to get out and about. Awelon is a great asset to the elderly members of the community. My mother died in Awelon three weeks ago. Thanks to the compassion and excellence of the staff there, she was able to die peacefully in the place she called home, looked after by people she knew well and liked. A far better death than in a hospital ward where (judging by previous experience) she would have been far less of a person with far less individual attention. Also, what would happen to the people in Llys Awelon, who were promised food in Awelon, and the loss of the facilities?(5)*
- *Awelon has been at the heart of the community in Ruthin and its surrounding area since 1970. It provides a welcoming and homely environment to me and my fellow*

residents. I cannot fault the care I receive and the staff (mostly Welsh speaking), are caring, and nothing is too much trouble for them. Awelon was my first and only choice. Other residential homes were considered, but Awelon provides a much higher standard of all-round care. I wish to remain in Awelon in Ruthin as I have lived here for almost 50 years. My friends and former neighbours are here and as many don't drive, they would not be able to visit me if I moved away to a different area. I do not require nursing care but I need 24hr care as I am prone to falls. (5)

- I can't see that there are alternative ways to meet my mother's needs. Awelon was her 1st and only choice. There are no suitable alternatives for her in Ruthin. She wishes to remain in a Welsh speaking community, with Welsh speaking staff to care for her. She also wishes to remain in Awelon, so that her friends & family can visit.(5)
- Prior to my mother coming to live at Awelon she was in sheltered accommodation in Corwen, trying to be independent and living alone with a care package in place. The care package consisted of four visits a day, helping her dress, wash, preparing food and helping her back to bed in the evening. This form of care did not stop her being alone for long periods of time, particularly at night. On several occasions, during the night she fell, whilst trying to deal with her personal needs, despite having care line in place she remained on the floor for several hours which resulted in hospitalisation - on more than one occasion these admissions to hospital lasted for many weeks. Since my mother has resided at Awelon, which is now for a period of just short of 12 months, she had only had one hospital admission and that was only for a couple of days. One example of how the care at Awelon has improved my mother's wellbeing and overall health.(5)
- Awelon has been a local authority home for over 40 years. It has a solid reputation especially in the local community. Both individuals and their families choose Awelon over and above other residential homes for these reasons. The staff team and management of the home excel in the care and support they provide, Awelon is truly a home from home. My relative always maintained that when the time came that they needed care Awelon was the only home they would choose and for that reason as family we do not want Awelon to close or its excellent team to change.(5)
- Awelon is very important to the Welsh people in this area. Mr B has lived with his family on the outskirts of Ruthin his whole life and likes to communicate in his language of Welsh. Mr B likes to chat and hear about old times in the neighbourhood with people of the same background.(5)
- There is no similar care provision in the town of Ruthin apart from extra care. My roots are all in Ruthin including my friends, acquaintances, bank and post office where I go with my family to socialise. For example my family take me to the auction and to the craft centre. Because I am a wheelchair user a home outside Ruthin would make it difficult for me to continue to do this. This would have a very negative effect on my life and wellbeing. My two daughters work in Ruthin and they can come and see me regularly because I am in Ruthin. I have my newspaper delivered to Awelon this is important to me. I also use the chapel in Awelon. As a former elder this is important to me and keeps me part of Welsh culture. When I got my motorised wheelchair I could go outside around the town like I used to when I had my mobility scooter. Moving from Ruthin would prevent me from doing this.(5)

- *After retiring I moved to Ruthin over 40 years ago. I have made lots of friends in the area, joined the bowling club and I go to chapel. They look after me here no complaints at all about the place. Most of the staff speak Welsh and that is a big help to me. My friends and family come to visit me often. Because I am close to 103 and having to move from the area I would lose my friends and it would be more difficult for my family to look after me. (5)*
- *My uncle MD is nearly 103 his has lived in Ruthin for over 40 years and he knows a lot of people in the area. My uncle has lived in Awelon for 3 years and is very happy being looked after. He never complains and only praises the place. He was a member of the bowling club and also the chapel so he gets a lot of visitors calling to see him and it is convenient for the family to visit too. The vast majority of the staff speak Welsh and this is a big help to him. If he had to move to a different area he wouldn't know anyone and there would be more barriers to visit and also his friends wouldn't be able to visit him.*
- *There is no other suitable accommodation or care for my husband in Ruthin. I would not be able to visit him if he was outside Ruthin due to my age and my own decreasing mobility. At Awelon he still lives in the community he has lived in for over 60 years, friends (who are all over 80) can visit and he also sees his vicar who visits the home. The lack of regular public transport means I would not be able to visit elsewhere. My husband needs constant care and is not mobile at all - he often has to use a wheelchair. He has difficulty dressing himself and cannot get to bed on his own. He is unable to sort out which tablets he should be taking and when. He often has difficulty feeding himself. At Awelon both he and I know a lot of the carers which is a great comfort. The only other option would be for him to be in hospital.*

2) **If a person or organisation wished to purchase or take over the responsibility for running Awelon, would that be an option you would agree with?** (2 '1's, 8 '2's, 2 '3', 1 '4', 1 'don't know), most '5's)

- *If I was to move elsewhere my friends would be unable to visit me and I would not know where I was. (4)*
- *Why should you want to do this? Are the current staff incompetent? Not in my opinion. The council has the benefit of bulk purchasing e.g. for food, maintenance and energy across its whole remit, including schools. How can any outside agency beat this? The only way an outside agency can run the home cheaper than the council is to reduce staff hours and wages! Both would lead to poorer care. (5)*
- *If conditions in the home remain the same, with the same staff and no additional costs then I would agree (5)*
- *Would agree if conditions, staff and costs remain exactly the same (5)*
- *Would agree if present staff are still employed and there is no change to conditions or costs.(5)*
- *Am neutral because of course it would depend on the level of care any other body would offer. If they could offer the same care and put the residents before profit that maybe something we would agree with (3)*

- *My relative is my mother who is now in her 106th year. Born 10th Jan 1910. While she is still responsive, her memory has become unreliable and concentration powers diminished. She also has considerable mobility and continence difficulties. Being unable to walk or propel herself in a wheelchair she has to rely on the staff to move her about the home. I was present at the assessment carried out on 26/02/2015. This showed a marked deterioration from the last assessment carried out in October of last year. Nevertheless she has good relations with the staff whose care and attention is vital to her well-being. I visit Awelon at fortnightly intervals and have every admiration for the staff who are always caring and considerate. Any move at the moment would, I am sure, result in shock and destabilisation of my mother's condition.(5)*
- *We would prefer that Awelon stays as it is for all the resident's sakes and their families. But if this was the other option to keep Awelon open, we would as a family be extremely happy. (1)*
- *As long as it was guaranteed that my relative's care would be to the standard it is now; if staff received appropriate training as they do now as LA employees and he was able to have care by a mix of Welsh and English speaking carers. An option would be to partner with say Health Board to offer step up/down facilities - a provision that is not available in this area which would maintain bed usage and be able to accommodate current residents (2)*
- *As long as the care is the same principal staffing levels and the costs of care do not increase unduly. Not capable of looking after himself (2)*
- *Awelon is a well-run and caring place. This is due in no small part by the consistency in staff who are well trained. Another person or organisation taking over Awelon may not provide this stability to staff or residents.(5)*
- *If you mean that a private firm should take over the running of Awelon then I could not disagree more strongly. Neither G nor I nor anyone else in the family has ever had a word of complaint to make about her treatment in Awelon. Quite the opposite - we have nothing but praise for the staff. Compare that to the stream of media reports about treatment in private homes, where care comes a distinct second to profit. The thought horrifies me. If that were the only option I would have to consider bringing G to our home and try our best to make her comfortable here. It is not a very practical option but at least we would know she was safe.(5)*
- *This would be good in that it would avoid me having to move home. BUT ONLY if the SAME standards and culture are maintained. Staff have and make time for us as individuals as well as a community and I know this is not always the case in other care homes. (2)*
- *It is the staff at Awelon who make it such a special place, and I would be concerned that the high standards would not be maintained except by an owner with a proven track record. Also, where would people go who were too frail to be moved? (2)*
- *It is with distress that I learn that Awelon could be closing. Certainly over the past 20 years I've had members of my family attending Awelon - Long and short term, always with the best of care by all members of staff. My concern is for a dear family friend I've known all my life and she's certainly in need of 24hr care. This she has*

received at Awelon. The staff are all aware of her needs and give her the best of attention always. She knows her carers and puts her trust in them. I do worry how she would respond to change at her great age. I understand that no definitive decision has been made, so I sincerely hope a way will be found to keep Awelon open for the current residents and for the future use of people of Ruthin and surrounding areas. I trust that a lot more thought will be given and made on the views of the local residents. More importantly the adverse effect a move could have on the present residents of Awelon. (5)

- It is hard to predict whether the excellent level of care I currently receive in Awelon would continue should it be sold to the private care sector. I would hope that the current members of care staff would remain and that the same high standard of care would continue, but who knows? This could not be guaranteed. A profit driven organisation would do things differently, and perhaps there would be a higher turn over of staff? (3)
- It is difficult to say. Yes, my mother wishes to remain in Awelon. However, if a private organisation takes it over, things may not change for the better. Would the current high standard of care be maintained? The whole ethos of the place would change? Would the current, very competent staff remain? Would there be a high turn-over of staff? Private care facilities are prone to close with little notice, as soon as they become unprofitable! (6)
- If this was the only option to keep Awelon open we would agree as the community of Ruthin would miss this vital asset and the residents of Awelon need their home. I do believe the council should make every effort to keep Awelon. (2)
- The location is important to me. This would be dependent on the standard of care and the ability to have care through the medium of Welsh.(2)
- It would be better not to move from the area. I was declined because my care needs were too high to meet extra care plan.(2)
- This would keep my uncle in the area in which he has lived for over 40 years and also keep him in touch with friends and family. My uncle doesn't have any children so he depends more on family. (2)
- If Awelon was run by a private organisation, I feel this would cause great anxiety not only for my husband but also me. I feel it would not be subject to the same standards of care and is likely to have fewer carers and therefore a higher staff to patient ratio. It could close without any consultation. It is likely to be even more expensive.(5)

3) Thinking back to when you or the person/people you represent first moved into Awelon, if ECH had been available, would you have considered that as an alternative to a care home:

If you think that there is another option or alternative which the Council should consider, please use the box below. (some gave no number, most gave 5, 3 '4's 2 '2's and a 1)

- I see no alternative to the council continuing to maintain Awelon (4)

- *Of course all options were considered, however at the time my mother moved to Awelon, Extra Care Housing would have been inappropriate. I believe there is no alternative to the council continuing to run this home. (1)*
- *There is no alternative (5)*
- *Extra Care Housing is not suitable - No alternative(5)*
- *I need more care - There is no alternative (5)*
- *My mother was in warden controlled sheltered housing before going into Awelon. She had carers attending daily. The warden (on site) was stopped and mum felt isolated especially at weekends. She wanted to go into Awelon having had my dad there for respite many years ago she knew how good it was. For her there was no other option. We, her children, are OAP's ourselves and have various ailments which make it difficult to look after her on a regular basis. Awelon is the best care home in the area and we hope it remains so. (5)*
- *There is no alternative option regarding the closure of Awelon. There is nowhere else in Denbighshire where I can be cared for with my illness (vascular dementia). (no number).*
- *I think that the council should consider that the provision already made is better than any of the options given. It retains both control over conditions and a measure of lawful accountability to the public. If improvements can be made they should be out in situ now and not waste valuable money trying to change a system that will be needed much more in the future. (5)*
- *Maybe if the local Heads of Denbighshire County Council and AM Members refused this year's pay rises and insisted that the monies they didn't receive in pay rises or extras..... and would prefer that the money went back into the funds to help keep Awelon and the other care homes open for the residents, future and present. This would surely be a better solution to this ludicrous idea that Ruthin would be a better place without Awelon. (no number).*
- *This was considered but at the time this wasn't appropriate but may well need to be considered again. As mentioned previously offer other facilities from Awelon to maintain the provision i.e. step up/down reablement, nursing beds (there are never beds available for discharge from YGC to the community hospital) use the facility as a community well-being hub, respite. There are many options if the LA partner with others (no number)*
- *No other option as long as the needs are there for the clients (4)*
- *For a start, stop wasting money on that waste of space called a craft centre. I do not know of any local who can understand why so much was spent on that in the first place or of what use it is to anyone. You could even consider selling the site to Tesco for a petrol station which at least would have the merit of being something useful (5)*
- *NO - it is really critical that the local authority retains some care homes for older people that it can manage and run to high standards and set an example as well as provide a home for some of its older members. (5)*
- *In principle a great idea. Sadly by the time Llys Awelon was ready my mother was unable to care for herself. Had she been in there, it would have meant that we would still have been responsible for cleaning, washing, finances etc. All of which can be problematic. Also, no matter how many alarms were there, my mother would never use them. The advantage of a care home was that someone would always hear her cries for help. Would this kind of help give people the same social life? I wish I could think of an alternative. My preferred option would be to keep Awelon as it is, or put it in new ownership with the retention of the staff. (2)*

- *This type of care is not suitable for all and would not have met my needs. The council should look at other non-essential services when considering cuts, theatres, cinemas etc. The residential homes it currently runs are essential to the counties they serve. With the increase in the population of people aged 65+, I think the council is being very short-sighted. Not all people can be cared for in their own homes or in extra care housing. This type of care is unsuitable for me. I need 24hr care and I am prone to falls. Being left on my own overnight would be dangerous/hazardous for me.(5)*
- *Nor suitable for my mother, as she needs 24hr assistance. Make cuts to non-essential services, such as leisure and cultural services. Education and social services should be protected. Rationalise the number of leisure centres, art galleries and small libraries. Is the home library service essential? My mother is an avid reader but she could survive without books. She can't survive without the good standard of care provided by social services and particularly Awelon Care Centre. It has been at the heart of the community of Ruthin for over 40 years. Throughout the UK, the population is ageing. There will be more of a demand for places like Awelon in the future. Extra care housing/homecare is not suitable for everyone. A decision to cease funding for the services provided by Awelon, Dolwen and CYG will have far reaching consequences. It will also adversely affect future generations of Denbighshire residents.(5)*
- *As previously stated my mother moved to Awelon from sheltered housing which no longer met her needs. My mother now needs 24/7 care and would not survive back in the community. We do not feel there is any alternative other than to keep Awelon open. Prior to my mother moving to Awelon we investigated every alternative in the Denbighshire area and whilst all met the minimum standards of care required, and many at substantial cost, only Awelon provided friendly, dedicated and efficient care that elderly people deserve and are entitled to. Some suggestions: A) Perhaps the funding position should be readdressed to enable the business to become self-supporting and not reliant on local government funding. b) One idea could be to use the facilities at Awelon to provide services for the local community, for example in the late afternoon and evening the lounge, dining room and kitchens are not used. The hair dressing facilities are only used twice a week, in a building that is fully DDI approved, could these excellent facilities not be made available to the wider community? c) Is the respite and day care that is provided at Awelon fully promoted within the area.(5)*
- *We have tried this over a number of years and the help we received enabled my husband to remain at home for around 10 years. Sadly my husband's health has deteriorated to the extent that he needs full time care 24/7 and I can't provide that due to my age and own health issues.(5)*
- *Yes, however, extra care did not provide the level of support that is required for my relative that Awelon does. I believe that the council should strive to keep Awelon open and celebrate this excellent council resource.(2)*
- *He came from a care home to Awelon. Think more about the lives of the dear old people not money. They are mothers and fathers to someone, sisters and brothers. Try to find someone to buy the place and run it as it is now. Closing Awelon would be a very silly thing to do destroying people's lives. We need to think of a way to keep Awelon alive. (no number)*
- *I did consider this but at the time being in a flat on my own was not suitable. Rather than moving from Ruthin I would consider this. The council should consider working with the*



*Health Board to create a joint provision to include current residents and people who need respite but are not sick enough to go the Glan Clwyd Hospital.(no number)*

- *I don't want to go back to Trostant or Llanrhaeadr Hall as I wasn't happy there at all. (no number)*
- *An application was made for one of the houses at Llys Awelon and had an opportunity to go and view it in Aug 2011 but in Oct 2011 we had a letter notifying us that my uncle's care needs were too high to meet extra care housing facility. Before moving to Awelon he was sent to Trostant Ruthin 14/03/11 to 30/03/11 and then to Llanrhaeadr Hall 30/03/11 to 18/02/12. He was not at all happy and complained each time I visited. He was sent by Social Services. Julia Edwards and the family were not contacted at all even though he was paying for it all himself. (4)*

### **DOLWEN (residential)**

1. **The closure of Dolwen is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently reside in Dolwen (All 5s)**
  - *I strongly disagree with this option because all the residents of Dolwen, including my very frail 94 year old mother would be unable to survive with any alternative option than the full time care they currently receive. I do not feel that the claim made on your covering letter that people at Dolwen have been telling you that they prefer to live in their own homes is true as my mother only went to Dolwen on medical advice when she was unable to live independently in her own home. I am sure that is the case for all the other residents too from what I can see myself when I visit and after talking to staff here. Her health and mobility issues mean that unfortunately there is no way she would ever be able to live in her own home again whether she wished to or not. I am pleased that you state that nobody will be required to move from Dolwen unless their needs can be appropriately met elsewhere as I feel that any move would adversely affect my mother's health and well-being and would result in her needs not being met*
  - *F is very settled on Dolwen and has only just had to deal with a move from Grove Hall where she lived for many years*
  - *Where will these clients live as some need more care than others?*
  - *I have been in Dolwen for a few years and it has become my home, if I had to move away from Denbigh my family will not be able to visit me very often. I'm feeling very upset about it*
  - *I don't think there is a home in or near Denbigh that can take my aunt with the care she needs, then to visit her will be a problem. To close Dolwen will be a big loss to the elderly it's such a good home*
  - *Dolwen has good support for me. Good friendly atmosphere. My visitors are always made welcome at all time. The food is excellent and all the staff are excellent*

- *My aunt retired to Denbigh and lived in a bungalow for twenty years before going into Dolwen. It was her choice to go to Dolwen so that friends and relations can visit. If it was closed some would not be able to travel to see her. We are all living older and longer and will need somewhere to go when we are unable to cope. Dolwen is Welsh speaking and provided work for the local community and the residents are well looked after.*
- *Dolwen was chosen because it was convenient for relatives and friends living close by to be able to visit regularly. It is a happy, friendly and homely environment where the residents are well cared for. It is also a Welsh speaking home. If she were to be moved we would not be able to visit as often if it is to a residential home outside of Denbigh. We also have to remember elderly people do not like change they get used to being with the same residents, they get to know each other and split them up and this will upset them. Visitors are made very welcome at all times.*
- *My mother is a long term resident of Dolwen, she suffers with dementia. I would be extremely concerned the effects of a move would have on her physical and mental health. Familiarity with her environment is an essential part of her wellbeing and ability to function on a day to day level. The distress caused by a move and unfamiliar environment for a person suffering with dementia can be catastrophic and one I am not prepared to put my mother through.*
- *The residents of Dolwen are extremely vulnerable and are unable to look after themselves hence why they have been assessed before arriving to the home. These residents are Welsh speaking along with the staff and this could be detrimental to the resident's health and wellbeing.*
- *The quality of care received at Dolwen is second to none in the Denbigh area. The ability to speak Welsh is of great importance to many Dolwen residents as this is their first language. At a time in the life of many of the residents, communication is of paramount importance.*
- *My mother is a long standing resident of Dolwen. She is ninety four and extremely frail. It is in large measure due to the professional care of the staff that she continues to enjoy life. The threat of closure is extremely worrying. The disturbance to the vulnerable residents would very likely to be fatal for many. The vast majority who live in independent sector homes do not receive the standard of care provided at Dolwen. The claim that people have a preference for living in their own homes or supported housing does not ring true. Neither does the claim of vacant beds and reduced demand for residential care. The only reason for the recent reduced waiting list at Dolwen was due to the instruction to halt admissions. In common with many others, my mother lived at home with supported care long beyond the point when it would have been better to enter into residential care. Therefore, I think it is disingenuous to claim a widespread preference for supported living in their own homes. It is usually only when this becomes impossible that the reluctant decision is made to go into a residential home. The assurance that nobody will be required to move from Dolwen unless their needs can be met elsewhere does not reassure anyone. Who will decide on the "appropriateness"? For these reasons we are very worried and strongly opposed to the possible closure of Dolwen.*

- *My mother has settled in Dolwen very well. She gets along with all the other residents. Having lived in Denbigh all of her life she would find it difficult to have to move elsewhere.*
- *I am appalled that the council should even be thinking of closing Dolwen. My aunty has been a resident there for the past 2 years and is very happy there. The staff there are very good and it is very important that they are Welsh speaking as it is the first language of my aunty. Her family and friends live close by and this is very comforting for her knowing this. She is a lovely but frail old lady in her 90's now and for her to move now would be extremely distressing for her. I hope common sense will prevail.*
- *Dolwen is the only home which provides Welsh speaking whose residents use Welsh as their first language.*
- *I strongly disagree with the closure of Dolwen. As many of the residents are first language Welsh and feel there will be many difficulties maintaining this if they are moved elsewhere. For some at this stage of their lives the move alone will cause great stress to themselves and their families and adjusting to a different language and culture (which we should be trying to maintain) is simply unfair.*
- *We strongly disagree with the removal of the service from the locality. The elderly and vulnerable need this local provision. The staff have knowledge of the residents and their backgrounds, their families and the local area. The service provides employment for ancillary and care staff. Client choice should come first, and the service provided at Dolwen caters very adequately for their needs. If payments were taken directly from allowances, it would encourage more people to use the service. Many assume they are paying from their own pockets. Maybe funding could then become less of an issue. The care of our senior citizens in their own area should be paramount to our social care service, people are living far longer. There is no substitute. Please hear our plea.*
- *Following the death of her husband in 1982, Nan was unable to cope for herself, so in 1983 she came to live with us. We cared for her until 2009 when she was admitted to Dolwen. Nan is of a nervous disposition and with her medical needs, the 26 years of providing 24/7 care was very demanding. Nan came to reside at Dolwen in early stages. Firstly she attended Denbigh Infirmary Day Unit and was then transferred to Dolwen Day centre where she got to know many of the carers and residents before becoming a resident herself. Nan has been very happy at Dolwen and has received excellent care and much friendly support. If the worst happened and Dolwen was to close we would be unable to resolve the situation. My husband and I would not be able to give 24/7 care to her. I am in my mid 70's with a weak heart (following a heart attack 12 years ago). My husband is now 80 and has limited energy. Physically it is impossible for her to reside here as her bedroom and sitting room are upstairs - she can no longer cope with stairs. Financially it would be impossible for us to consider anywhere other than Dolwen. She has been there well over 6 years - most of the time she has paid the full charge which has now exhausted her savings and alternative accommodation would cost the full commercial rate. If Nan had to be transferred from Dolwen she would be devastated and unable to cope with new surroundings, and unless several of the existing staff moved she would be completely*

lost. She will soon be 104 years and we implore you to find a solution to let Dolwen Day Centre continue. It is run very efficiently and in a most caring way and the carers and staff are excellent.

- Dolwen has served the community for many years. It has provided a safe 'haven' for the elderly of Denbigh and surrounding area in order to live out and enjoy their latter years. Furthermore, there is a day centre at Dolwen which is an important facility and asset. The elderly make friendships there which could be lost due to closure.
- The residents of Dolwen consider Dolwen their home - a comfortable home and they enjoy the company and close Welsh society that's there. The Denbigh Community is so close to Dolwen. It is not possible to find an alternative way in our opinion
- The resident that I represent/support attends CYG weekly. Because I am a carer 24/7 this facility enables me to have a couple of hours to do the food shopping and such things. Without this I wouldn't be able to look after him at home as effectively.
- There isn't another home in Denbighshire that is 100% Welsh speaking or as good or clean.
- I can't look after myself at home this is why I have come to Dolwen. The staff look after me fantastically and speak Welsh so I can understand everyone. I am not very good at speaking English. I have lived in the area all my life and know a lot of the residents and I am very happy here.
- My relation has been in Dolwen for many years now and is completely settled. Their first language is Welsh and they can hear it spoken throughout the day in Dolwen. There is a real Welsh homely atmosphere. Members of the Welsh community visit to chat and entertain. They will break their hearts if they have to move. They pay the full amount for their place and they hope to be here for the rest of their life if possible. They are in their 90's and they really hope that their final days are at Dolwen.
- My husband has been cared for with such excellence at Dolwen. I don't feel he would receive such care in the private sector. He is always spotlessly clean (despite his double incontinence) and completely odourless which is, in itself, an achievement. I am too ill and disabled to care for him at home and our house is not suitable.
- There remains a need for residential council led homes in the county. Firstly, these homes are monitored for standards of care, be this from the care staff provide to residents, to the overall environment of the building itself. Residential homes should be available for all county residents within their own environment when such a need occurs. Yes, its good to keep people at home, however, with an ever ageing population - which will continue to grow, a time comes in most people's lives from the age of 85+ that one cannot guarantee that being at home is the safest environment for them to be. As residents who pay rates in the county all ones working life - having such a facility local is the least I expect.
- Due to an ageing population there is a need for council residential homes, people who need this service want be near to their relatives and friends so as not to be isolated and able to speak their language (i.e. Welsh). They have usually been living within the county paying rates etc. It is the least they could expect to be within their own community!

- *It is essential that these homes are kept. The generation here worked since they were very young 14 yrs. old, many of them did the work of the men during the 2nd world war and in their hour of need are being thrown out of their "Home". This isn't going to be good for their minds and when they are in their 90's it is important that they can speak their mother tongue - Welsh - and stay within their community in order for family and friends to visit because these are also older and infirm*
2. **If a person or organisation wished to purchase or take over the responsibility for running Dolwen, would that be an option you would agree with?**
- *If the organisation run Dolwen on the same care principal they have now (2)*
  - *If the company who took over were a reliable company and willing to employ the current staff(2)*
  - *The nature of who owns Dolwen does not particularly matter to me as long as any new owner would guarantee to maintain the excellent standard of care that is currently provided. I would prefer things to stay as they are as that way more assured that the care level will be kept as it is now and my mother's well-being would not suffer any disruption that a change of ownership would probably bring. (3)*
  - *Dolwen should not be closed. This is where I am very happy.(5)*
  - *If it was sold to a private sector then standards would fall in order to make more money. And the residents of Dolwen would suffer. The council should have an obligation to provide care for the elderly of Denbigh which Dolwen is doing and doing very well. (4)*
  - *I would not agree with that option, whoever took it over would want it to make a profit. The standards at Dolwen are excellent, clean, good food, resident well cared for and staff are excellent with the care they provide and friendly. Having been to see other homes, Dolwen was far better and a much happier atmosphere and environment for the residents.(5)*
  - *I would agree as long as the standard of care was not reduced in any way and I would also prefer the staffing to remain the same. A change of staffing can also cause distress, familiar faces are essential for my mother, she has built up a good relationship with the staff at Dolwen who she trusts.(2)*
  - *The residents have a good relationship with the staff who some have worked for over 30 years plus. If this is done the residents will have new faces (who are not as experienced as the staff at Dolwen today) which could confuse their situation even more and again is detrimental to the residential health and wellbeing.(5)*
  - *It would be an option if the quality of care is not diminished. If the staff levels and nationality of the staff were the same. The introduction of foreign staff (cheaper labour) with the inability to speak Welsh would be unacceptable.(3)*
  - *I would agree with this if it meant the home would be kept open and the same staff would remain. Also that the council could inspect the property at least twice a year to know the same standard of hygiene and care was being carried out.(2)*
  - *Yes, any organisation which can see the need for the access of Welsh to be spoken primarily would be coming from the local area(1)*
  - *As long as the running of Dolwen is kept fairly similar to as is now and any disruption to the residents kept to a minimum it seems the best option by far.(2)*

- *If Dolwen was sold or responsibility transferred, it would be preferable to closure, as to be removed to another area would be confusing and detrimental to the clientele, both in the residential and day care facility. Out of locality brings problems for residents and their families. Travel is often difficult for the aged and disabled. Many private sector homes do not provide transport for day care. There is peace of mind in emergency situations that Dolwen is nearby for carers and family. Many may not drive. Family doctors are available with knowledge of their patients. Denbigh Infirmary is across the road. Community benefits include visits by local schools, local organisations, councillors etc. These people know most clients personally which creates stimulation and opportunities for conversation. Dolwen is a local care facility and in our opinion should be allowed to remain so.(1)*
- *Only as a last resort to prevent closure. Dolwen should remain within the ownership of DCC, Once it's gone it's gone! (2)*
- *This would be preferable to closure. You would also need to ensure that the homely and Welsh atmosphere would be kept.(2)*
- *It depends if everything can be kept the same especially the staff.(6)*
- *The staff are especially good at looking after me and know everything about me and my family. Also I understand everything in my life and how I have come to be here. If I have to move I wouldn't be able to look after myself as well as the staff at Dolwen.(5)*
- *If I have to. If you can ensure that the new owner keeps the homely Welsh atmosphere that is there now I would be happy for my relation to stay there.(2)*
- *Selling to outside organisations means that have to make profit and this will come before resident's care quite often. I have seen examples in my working career across North Wales, visiting clients in private homes, where their living accommodation did leave much to be desired, given the high fees being charged.(5)*
- *It depends on who takes over. Are the staff going to be staying, will it still be Welsh in its ethos, and will it be run as it is at the moment? Or are they out to make as much money as they can out of the elderly like so many other homes the length and breadth of the country. What is going to happen to these people when their money runs out? At the moment your council has taken over their home and if these people ask for ???? (crogbri) for care there won't be any left and what then?(6)*

3) **Thinking back to when you or the person/people you represent first moved into Dolwen, if ECH had been available, would you have considered that as an alternative to a care home:**

**If you think that there is another option or alternative which the Council should consider, please use the box below.**

- *What other option is there for these clients (5)*
- *Preferable that Dolwen remains open and ran by local authority (5)*
- *Because we tried our best to support our mother with help from social services in her own home for two years, but became impossible due to the deterioration of her illness - Alzheimer's and her general health. Sell the 3 homes and build one new home to accommodate the current clients plus any future clients, a central location in the South of the county. Saving would also be made of staffing costs.(5)*

- *Even if extra care Housing had been available when my mother first moved to Dolwen it would not have been a viable option for her. She already had carer visits three times a day and it was adjudged by the doctors after she fell again that she should not be left unattended at any time and needed constant 24hr care for the rest of her life. (5)*
- *No as this was not suitable for me. Dolwen should be kept open (5)*
- *Because it would not have been suitable. She was unable to cope for herself in the bungalow. Dolwen should be kept open. I can't understand why something like Dolwen should even be considered for closure, I've never heard a bad word said about Dolwen and the residents get to know each other and the staff and it's like one big happy family(5)*
- *The extra care housing, if there had been one in Denbigh, would not have been suitable. It would have been similar to living in her bungalow, and I feel she would become isolated as she does need bit of encouragement to join in activities and outings. In the extra care housing, it is up to the residents themselves to organise these. I think the council should be looking after the elderly by keeping Dolwen open. The council should be ashamed of themselves to even consider closing Dolwen because there may be a time when they will be looking for a residential home for themselves and a convenient place for their relatives and friends to visit them.(5)*
- *My grandmother needs around the clock care by doing this it could be a set back and also she is happy in the company of other residents and is not alone at any time which is a great comfort and reassurance for her and our family. These residents are all from the Denbigh area and to move them to an alternative place of home is NOT an option as they are familiar to their surroundings and all residents speak to each other about their past and have an understanding as the area is known to them.(5)*
- *The situation with my parent meant there was no alternative than an admission into full time care. I think without this it would no longer be alive. The attention to detail the staff provide at Dolwen have improved my parent's life quality beyond measure.(5)*
- *At the time my mother moved into Dolwen she did not feel safe in her own home and putting extra help would not have helped her (5)*
- *Combine 3 into 1 with one side Welsh speaking and the other English. Financially leave well alone.*
- *There is no alternative to local provision by local staff who have, over the yards created "home" for the aged and vulnerable and who have become dependent on the excellent service that has always been provided there. The inability to fund this would be shameful. It would be disgraceful to close down such an invaluable service. We sincerely hope a solution can be found and that the closure NEVER happens.*
- *This is a hypothetical question. DCC should wait until the outcome of the election. A new government may provide extra funding to keep Dolwen open. Denbigh Town Council is opposed to the closure. DCC should make cuts in Chief Executives salary, NO to pay rise. Also cuts in cabinet members pay and county councillors pay. Finally I believe the care of the elderly and vulnerable should be kept in house. As before we had a proud reputation and a good record for the care of the elderly and we need to continue so.(5)*
- *This would not be possible. Require assistance to get up and move around. We beg the council to exercise restraint - things are going to change under the new government perhaps. Wouldn't it be better to keep your assets and focus on running it more professionally.*

- *Look more at wasting money like high wages, planting trees on the High Street in Rhyll!! Consultation and so on.(5)*
- *I enjoy the company at Dolwen and my family and friends can come to visit me often and the staff here welcome them whatever time, day or night. I don't feel lonely here. I am very happy in Dolwen, everything is clean and the food is fantastic. I like speaking to the residents and staff about my life and they are knowledgeable about the area so it is easy to communicate with people in Dolwen. Through communicating in the medium of Welsh helps me to understand everything that is happening at Dolwen(5)*
- *Our relative couldn't cope at extra care housing. I strongly believe there is a duty on the council to ensure there is at least one home with a Welsh atmosphere and language in Denbighshire. It is a Welsh area both in language and culture and this is promoted in Dolwen. I looked around before deciding that Dolwen was the suitable for my relative. Our elderly people have the right to spend their final years in a Welsh language/Welsh culture atmosphere in their own country where possible. I appeal to you as a council to consider carefully every step you can before deciding to close this unique home. Is there a chance for you to put on hold such a critical decision so quickly, given that the political climate/financial is likely to change.*
- *My relative was no longer able to care for herself, was no longer safe to be at home without 24hr supervision and the cost of providing such care where one has to have someone sleep in 7 nights a week is beyond most people financial ability. We have a duty of care for our elderly I suggest strongly that you live up to your responsibility and keep Dolwen open for the thousands of local people who contribute via taxes and rates to maintain this facility for future generations to come. It is your responsibility and closing it or selling it should go out to public vote before you proceed further.(5)*
- *My aunt was no longer able to look after herself so had to go into a care home, the most important thing when considering where was: cost and Welsh speaking staff. Dolwen provides both. So I think the county needs to be able to offer this to its residents, people who have supported it for many years!(5)*
- *My sister in law is no longer able to look after herself, she was unable to walk because something had happened to her feet. I had looked after her for 8 years but following her falling more than once I took her to the hospital and then to the home which provides excellent care to her. She needs two members of staff to lift her using the hoist, she is a permanent wheelchair user. The nurse from hospital comes to treat her legs three time a week and another one comes to maintain her catheter. This service is very important to her.(5)*

#### DOLWEN DAY CARE

- 1) **The closure of Dolwen is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently use Dolwen**
  - *It's a valued service which I don't want to lose as it provides me with an opportunity to go out, meet new friends and enjoy the stimulation of activities. This service has enhanced my life and also enables my carer to have some quality of life to enjoy doing things he required to do for himself.(5)*
  - *Please state what alternative ways have been highlighted. Transport to venue who will fund? Cost to user? Private owner or Council funded. Overseen by Social*



*Services? Choice of days of attendance by users. Who decides if it's a suitable alternative - as officers have no experience of use/services. Have council considered the social interaction and community aspect for users and national survey results regarding depression loneliness of single persons living alone.(5)*

- *Not in the Denbigh area. I have heard there is a day centre opportunity in St Asaph, but I want to stay with Dolwen (1?)*
- *Before my days at the day centre I spend all week at home with just my carer. Since day centre, I meet people my age and talk about old days etc. I feel the centre helps me and other people mix plus it gives carers a day off.(5)*
- *If there are always alternative ways to meet the needs of the elderly. However, in the case of my mother who is very disabled, partially sighted, severely deaf with very limited mobility, day care is vital for her well-being. It allows her to socialise with people her age. It stimulates her mind with quizzes and games and finally gives me two days a week break from caring full time for mum.(4)*

**2) If a person or organisation wished to purchase or take over the responsibility for running Dolwen, would that be an option you would agree with?**

- *If an organisation purchased the service and it didn't change what I presently receive I would be happy to give the service a trial period. Without knowing who or what is being offered makes it difficult to make a decision. I do not want to lose the services I presently receive as it would have an impact on mine and my carers life.(2)*
- *Private sector charges would be too high. Assessment of venues cause for concern. Are private sector employees for day care assessed to same level as Council employees? Ratio of staff to clients would this be assessed to council requirements? National media have highlighted many cases during the past year which is a cause for concern.(5)*
- *I don't care who takes it on as long as it keeps going so my wife can go there. She likes going there 3 days a week, she wishes she could go every day to Dolwen Day Centre (1)*
- *I agree as long as prices are the same plus the staff were the nurses who are there now. As when like me you get old you don't like change(2)*
- *I would only agree to some other organisation taking over Dolwen if continuity of care would continue. It would be important to my 90 year old mother that: 1) the same staff would be employed. 2) the same residents would attend. 3) The quality of the food would not diminish. 4) The same high quality of care would be given. Adjusting to a new environment is difficult for the elderly. Also developing new friendships is difficult and building trusting new relationships with staff is not easy.(2)*
- *Attending centre gives us the opportunity to converse freely with all who attend centre including staff. Why is it not possible for the disabled and autistic of all ages i.e. 16yrs-over 55 as it would benefit considerably for all and make financial sense. To close it would be wrong for every reason. All*

*alternative flats etc. would not be suitable as that are not staffed to give medical service or trained for 24 hrs use and needs.*

3) Thinking back to when you or the person/people you represent first moved into Dolwen, if ECH had been available, would you have considered that as an alternative to a care home. If you think that there is another option or alternative which the Council should consider, please use the box below.

- *If there is a financial change when or if the service is to be changed it would be advisable to share the information with me prior to any changes being made. If changes go ahead will I receive a list of alternative service I could access?*
- *No option in Denbigh. I like Dolwen and don't want day centre in St Asaph because I would lose touch with my friends - and in any case it would mean my husband (who needs the break) would have 1 hour a day less of a break, because transport to Denbigh is 30 minutes each way.*

#### **HAFAN DEG DAY CARE**

1) The closure of Hafan Deg is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently use the centre.

- *It would be a great loss to those attending Hafan Deg. Speaking on behalf of my husband - I know it would be very confusing for him to leave familiar surroundings - friends and staff. I have peace of mind knowing he is well cared for and enjoys attending. It has also provided me with much needed respite. (5)*
- *I have been attending Hafan Deg for 13 or 14 years. I pay to go and would miss it greatly - I do not want to go anywhere else and I will not go anywhere else - I've made many friends there and would miss them greatly - so please do not close Hafan Deg. I think I pay enough to help keep Hafan Deg open.*
- *My husband goes here, I am ill as well and this is my only respite he couldn't go anywhere by himself as he has had a stroke and can't go to toilet by himself so if it closes I would be looking for respite as I can't cope.(5)*
- *The proximity of Hafan deg to residents in the Rhyl/Rhuddlan area is very important to users of this service. It would not be easy to travel longer distances to another centre.(5)*
- *The closure of this centre will certainly compromise the health and welfare of the clients that attend. In particular my husband already struggles when anything changes in his life. He becomes agitated and seriously disorientated. This centre has now become a part of his life and after taking a very long time to settle he is now orientated and feels safe.(5)*
- *It took me a very long time to get my mum to go here as she hides away a lot as she is very shy when she goes anywhere, so when I did get her here it took her a bit to settle in but I seen her happy in a long time (5)*

- *I strongly disagree of this centre closing, as I have been going there for over 11 years and made lots of friends and the staff and look at them as my family. If there is a day I do not attend I really miss it as I suffer depression and get very lonely sitting at home on my own as I can not get out a lot on my own this is why I look forward to going. Please don't close it down. (5)*
- *Elderly people need somewhere to go and meet other people, especially those who live on their own, this pending closure owing to financial cuts, will hit the most vulnerable in our society, namely the old, infirm, and those less able. It will also affect myself, I rely on Hafan Deg day centre for my lip reading classes, I have been retired for the last ten years, and owing to my profound deafness - my only socialising is my lip reading class without which I would be house bound. I hope you will rethink this proposal of closing down this day centre which is a lifeline as I have aforesaid to the most vulnerable in our society, such as those in my predicament that life has dealt so cruelly. Every generation goes through this phase of getting old, which brings omits own maladies, and I wish those in authority who have thought up this closure scheme, would stop and think of the distress and confusion that it will bring the elderly people that attend this and other council run day centres. It in some cases affect their partners, and families who need respite as well as bringing hardship to the staff of the centre. Please think again! These centres and other buildings of care were seen by progressive thinkers who placed the needs of elderly as paramount in a civilised society. As these threats of closure will turn good deeds into draconian measures, sending the welfare of the elderly and vulnerable back centuries. It is times like these that fat cats in government and local government stop lining their own pockets, and take a pay cut, which would hopefully safeguard the services to the elderly and vulnerable(5)*
- *Hafan Deg have good craft facilities, day trips, lunches out, staff take me to medical appts, staff help with my financial difficulties (5)*
- *I enjoy company, carrying out little jobs in the workshop. I would prefer it to stay open for as long as we can but I understand if the funding runs out. Too many clubs have closed down.(4)*

**2) If a person or organisation wished to purchase or take over the responsibility for running Hafan Deg, would that be an option you would agree with?**

- *It has been suggested an alternative might be St Asaph. I would only agree if transport would be provided as I am not happy driving in the winter months.(4)*
- *If whoever took over Hafan Deg kept the staff, who are really great and kept the place running more as it is now. I would miss it greatly it gets me from the flat being picked up and brought back. I pay £188 more a month some don't pay; why? I do not want to go anywhere else. Keep Hafan Deg OPEN I and the rest of us so keep Hafan Deg open. We are happy at Hafan Deg. Hafan Deg OPEN - Please we love it and staff (2?)*

- *This would be acceptable if all remained the same, but a change in the provision structure and staff would impact seriously on my husband and I believe all who attend. This is not just about looking at ensuring people's needs can be met. The nature of the illness is about feeling secure and safe in the environment that they have come to know, staff and structure. Obviously needs also are a priority but I don't think anyone is looking at a holistic approach. (2)*
- *I agree as long as the conditions are the same as Hafan Deg day Centre I would not like a private firm to take over. (2)*
- *I think if you close this place it will be a big mistake as all the old people really look forward to going there. Some go there because they have no family to even call around to see them from day to day.(3)*
- *So long as Hafan Deg stays open I really don't mind who runs it as all the people who go here are so lovely and it's like home from home.(2)*
- *As long as the same level of support and activities carry on, and the same staff (1)*
- *If it continues to run as it does now(1)*
- *So long as Hafan Deg stays open I really don't mind who runs it as all the people who go here are so lovely and its like home from home. (5?)*
- 

**3) If you think that there is another option or alternative which the Council should consider, please indicate.**

- *There will be no other option for my mum as she finds it very hard to meet new people at her age. She has been going for over 11 years now and she looks forward to getting up and going. When I first told her to go she was "like no way am I going there" and now is and when she can not go she misses it i.e. when she is ill or it is closed for bank holidays. Please keep this place open as you have a lot of people going there and they will be upset if it closes.*
- *No there is no other option for me as I am very shy when having to meet new people as it took me a long time to settle into Hafan Deg Day Centre and I feel at my age 75years old I don't think I can do this all over again, so if it does close my life will be sitting at home 7 days a week and this is not something I want to do.*
- *Reconsider closure plans, improving funding for craft activities*

## CYSGOD Y GAER

### 1) The closure of CyG is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently use the centre.

- *My dad has been with the residents of Cysgod y Gaer for almost 10 years and his care has been faultless for the entire time. He has my mum and several friends that are reasonably local to CYG but all of which have poor or diminishing mobility and who would find it difficult to visit if he were somewhere other than Corwen. I stay with my mum and if the home were to shut this would also affect the convenience to see him. There are few homes that would also be able to cater for his needs as he is not ill enough to warrant a nursing home but does require care over and above the usual level.(5)*
- *DCC should be ashamed of themselves to think about closing CYG. We the residents pay our way here don't we, and we have paid rates all our lives on our homes.(5)*
- *Please do not close CYG as it is a very popular residential place. The staff at CYG are second to none very kind, very thoughtful and loyal to all the residents.(5)*
- *We are related to GW and DR. We are sisters and also pensioners whose birthplace is also Betws GG and empathise greatly with G's wish to remain within a Welsh community. We currently live in Ruthin which is about 12 miles from Corwen and as we both still drive makes visiting relatively easy at the moment. if, however, G is moved out further afield, the situation could be very different. We would also be very concerned if she is moved to a home where there is little or no bilingual provision and feel that this would be a contravention of her human rights. There is a risk that moving G could affect her health leading to long term stay in hospital if there is nowhere suitable for her to go. G's sister would also be affected. She may not be able to visit her sister as often (currently twice a week as she uses a local bus service enabling twice weekly visits to CYG)*
- *The council is wrong. There is a need for a facility like CYG, because some people will need residential care, 24hr supervision, and more help than one carer visiting can provide. The people in CYG may have been supported at home until they had to move in. The alternative accommodation is either in Llangollen, Ruthin or Denbigh outside the community.(5)*
- *Before my parents became permanent residents at CYG my mother had a care package at home but my father refused to have a care package. They drank heavily and would often leave the key in the lock so care staff could not get in. They didn't eat even though hot meals were being delivered and hadn't got dressed for months on end! Even with care package in place my parents were living in squalor. They were both admitted to hospital before they went to CYG for respite. It was then decided that they were not able to look after themselves. It has been a year and the difference in their health is very much improved. They now eat 3 meals a day. They have both put on weight and look healthy. They are able to talk to other people whereas at home there were isolated. They take their medication. It has also taken the worry away as I know they are well looked after and have 24hr care. At home the phone would often not be put*

*down properly and so I couldn't check if they were ok. Going home is not an option for my parents and I live too far away.(4)*

- I strongly disagree with this statement. I believe that CYG is the only care home in the area and that there are no alternative options for the residents, unless the residents are uprooted and placed in care homes miles away. This will have a big impact on the residents, who are all elderly. Some have families and some do not.(5)*
- I feel that there is no suitable accommodation in the local area as I visited the local options and feel that this would cause extreme distress. The out of area options are not suitable and would cause a huge amount of problems. The care at CYG is exceptional and cannot see this happening elsewhere(5)*
- As a family we are very concerned about DCC's intention to close CYG in Corwen. Even though there is consultation around the future of the home, isn't it true that the decision to close has already been made and this letter is just a formality?(5)*
- I strongly agree that they should not close CYG. I will be 91 this year and I have been very happy since coming here in Dec 2009. So I am against moving out of my environment to an area that is totally strange to me. Welsh is my first language. Most of the staff and residents at CYG are Welsh speakers. I would not be happy moving to a home where the majority are not Welsh(5)*
- You should not close CYG. I am the sister in my 80's of G and I still live in Betws GG, my birthplace which is 6-7 miles away. At the moment I can utilise the bus service which take me from door to door to see my sister. This bus service is extremely convenient to someone my age. Also I enjoy having dinner with my sister when I visit her twice a week. If they close CYG and G has to move to somewhere else this will make it much harder for me to visit her regularly.(5)*

**2) If a person or organisation wished to purchase or take over the responsibility for running CyG, would that be an option you would agree with?**

- This would only be a suitable option if the person or organisation who took over the responsibility were to provide and maintain the existing level of care without any disruption to my dad's current care.(2)*
- As long as the staff here presently would be employed at this residential home care, why don't you come here yourselves DCC and see the staff at their work. The staff at CYG are second to none.(2)*
- Only if they would consult the relatives and keep all the present staff(2)*
- We would be more than happy for another organisation to take over CYG if it means that G can stay. In view of its geographical location and demographic make up, consideration should be given to developing mixed provision on this site - day care, respite, nursing, residential including extra care. The local community needs these essential health and social care facilities. If an extra care facility (or supported housing) was available when G moved in Dec 2009 this would have been deemed more suitable at the time. She had no choice but to go into a residential home if she wished to remain within her local community. Partnership arrangements between the local authorities is essential. What is the*

*reason for refusing applicants from out of county when Gwynedd and Conwy boundaries are so near? Neighbouring villages which are in Gwynedd and Conwy are still considered to be part of the general local community where people know each other. It is a great pity that provision at CYG has been scaled down over the years and that no permanent residents are accepted any more.(2)*

- *There is a real need for standards in the care home sector to be maintained and set an example and standard to aspire to. A commercial organisation would need to make a profit margin and push up costs for the council. It would not be accountable to the local people. It seems wrong to upset a successful home. (5)*
- *This would depend upon whether is remained affordable(3)*

**3) If you think that there is another option or alternative which the Council should consider, please indicate.**

- *I have thought long and hard about whether there are any alternatives for dad and don't believe that there are. Many of the private homes are far away and would make it difficult for him to maintain his existing visitors. The move from his current home may have a huge negative impact on his existing poor health. Many of the alternative homes may not be able to cater for my dad's needs. The staff are so familiar to my dad I just can't imagine that the upheaval of not just moving but losing the carers who have become like his family.(4)*
- *There is no alternative and I wish DCC will have in time visit CYG and see how tis care home is thriving.(5)*
- *The council should think ahead that some of the councillors might need a home or residential place to go when they can't look after themselves, think ahead DCC(5)*
- *By the time my relative moved in, she needed medication administered up to 6 times a day and two people to assist her when seeing to everyday needs. Extra care housing would not have worked. The council must recognise that CYG serves a rural area, with elderly people living in homes often affected by severe weather. It needs to be sees as a resource, for a variety of care. For example, my relative was able to be looked after there in Feb 2014 when gales destroyed power lines and phone lines, meaning some elderly people could not use stair lifts etc. It should be recognised as a care centre, providing daily services eg. baths, meals, day centre social activities. It also relieves local hospital beds with the re-enablement unit.(5)*
- *There is no other option far as I'm concerned. Uprooting residents once they are settled I feel would be detrimental to their health. Also my parents did not cope at home with a care package, carline and meals on wheels so it is certainly not an option for them to go home.(4)*
- *I really don't think that the council should consider closing down CYG. As I mentioned on the previous page, the closure would have a huge impact on the residents and the families of the residents that includes my sister PG and I. We live in London and Leicester, respectively. Our parents were alcoholics when were unable to look after themselves. They were also in debt, unable to pay for*

*heating, they didn't eat properly and their home was a health hazard - rotting food caused mice. They would fall over and end up in hospital. In September 2013, we started to have carers go in and see my parents three times a day to wash and dress them (my mother in particular, needs assistance with this) Meals on wheels were also provided for my parents. We found that things didn't improve. Even though we took out power of attorney for health and finances, began to take control and try to reduce the alcohol intake, my parents were still not coping. In April 2014 my mother got pneumonia and spent 3 weeks in hospital. My father struggled on his own but got through it with visits from us. Two days after my mother come from hospital my father was taken ill with cellulitis and spent 6 weeks in hospital. The day he went to hospital my mother moved to CYG. My father joined her. Since they have lived there we have noted a huge difference in their well-being and mental and physical state.(5)*

- *There is no other alternative locally and why upset what is an excellent run ship. The care of the patient is paramount, not figures!! (5)*

#### **Cysgod y Gaer day care**

- 1) **The closure of CyG is the Council's preferred option. The Council believes that there are alternative ways to meet the needs of the people who currently use the centre.**
  - *The resident that I represent/support attends CYG weekly. Because I am a carer 24/7 this facility enables me to have a couple of hours to do the food shopping and such things. Without this I wouldn't be able to look after him at home as effectively.(5)*
- 2) **If you think that there is another option or alternative which the Council should consider, please indicate.**
  - *There is strong a need for day services for residents of the Cerrigydrudion area for carers to have respite for a couple of hours. It is a 24/7 job.(5)*



## HAFAN DEG DAY CENTRE, RHYL

### Summary

Hafan Deg is a local authority day care centre situated in Rhyl. There is a large population of over 65s in this area and along the Northern coastal towns (See appendix 1)

Hafan Deg is situated amongst a sheltered housing scheme and is used by the wider community for various groups throughout the week including The Deaf Club and Lip reading classes. Hafan Deg has a range of facilities, many of which have been wound down over the years such as the laundry and adapted bath. It provides hot meals and there is a smaller kitchen off the main lounge that would be suitable for a reablement type focus. There is an arts and crafts room that is used by day centre attendees and other groups.

Hafan Deg offers full day day care (Approx 10-3pm) on 3 days a week. One day is for 6 week reablement however this service is not well used.

24 Service users currently attend Hafan Deg between 1 and 3 days per week.

Only one service user uses Welsh as their 1<sup>st</sup> language. All were assessed as part of the review. One new service user has just started and assessments being carried out for 3 further service users to attend. 8 service users have dementia, 2 have mental health issues/learning disabilities.

Of the 24 assessed, 18 were opposed to moving to alternative provision. The 6 service users who said they were prepared to try alternative provision, 3 stated "*...Only if my friends from here also went*"

Other reasons given for being willing to consider alternatives include:

- Pays privately for day care in a residential home which offer longer hours to give husband a longer break.
- Able to access the community by self and does so already
- Willing to adapt if an alternative were comparable to Hafan Deg (i.e include transport, hot meals, entertainment, trips)

Service users and families gave one or more reasons why they wanted to remain attending Hafan Deg.

The main objections given by service users at Hafan Deg to the idea of ceasing to attend were

- loss of established friendships within the centre,
- need to give their carers a break and
- the support they received from staff.

We explored alternatives in the area and outside. There are 2 groups, the 'Get Together Club' at Wellington Road community centre and the 'Cozy club' on Wednesdays at Fforddlas community centre both 1-4pm and offering similar services. These include occasional outings but mainly chat and bingo. There are a number of other groups around Rhyl and Prestatyn which may be suitable for some service users who are more mobile and do not need assistance with personal care such as an art group, tai chi, singing for the brain but these tend to only be for an hour or two.

One concern in relation to an alternative was a comment made that they had to have locks put on the toilet doors because they found 3 drug addicts passed out on the floor. The code for the door is written on the wall in the building which had no form of security during my visit.

The only alternative for service users with personal care needs (column 3 below) is full day day care within a care home which many offer, some only on a temporary basis, at a cost of £50-£65 per day without transport.

I have broken down service users into

- those who would be able to access the community with little or no support,
- those that could access the community but will require frequent monitoring due to POVA, require escort due to variety of reasons or a small degree of personal care assistance and
- those who would be unable to access community without considerable 1:1 support due to personal care needs/MH etc (See Appendix 2)

Can access community with little or no support	Can access community but require monitoring, escort or degree of personal care	Cannot access community unaided
E A	H G	H W
C T	E A	K R
A S	B W	C F
C N	C V	M W
M W	G M	F G
	A E	A E
	M H	D C
		R T
		W S
		M H
		E F
		D W

\*Red = Dementia/MH/LD

#### Notes

- 5 service users in column 1. They have been attending Hafan Deg for several years prior to the change in criteria. Of these, 2 attend the get together club, they are all able to access the community with little or no support.
- From column 2, 7 service users could access the community & alternatives with support however further risks remain. One service user is prone to depression and had attempted suicide prior to attending Hafan Deg. Another service user attends to give himself and his wife a break, his wife has substantial needs of her own and tends to go back to bed for a rest however he has minor personal care needs that may not be appropriately assisted in low level alternatives.

- The majority of service users, 12, are in column 3 and require substantial assistance with personal care or have dementia, mental health or learning disabilities that require specialist support that would not be met in community settings without trained staff.

## **Conclusion**

Hafan Deg is providing a much needed service but to only a minority of service users. The centre has much more potential to develop given the facilities within the building. The current model of day care is outdated however there is a foundation on which to build. There is a need for carer support however this could be better given a longer day but fewer sessions?

Activities need to be more structured and planned with information regularly given to frontline staff such as social workers, CCO's and health colleagues so they are aware of the facilities and to be able to inform service users who may benefit from the services and activities offered to increase the referral rate.

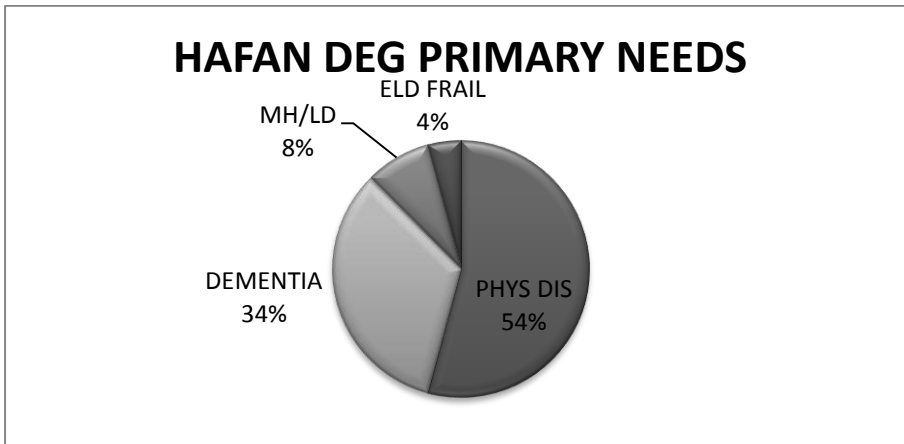
Service users need to be taking a more active role and lead in the service to discourage dependency and promote independence and value, given longer days to provide a meaningful break to carers who perhaps also work.

## **Considerations**

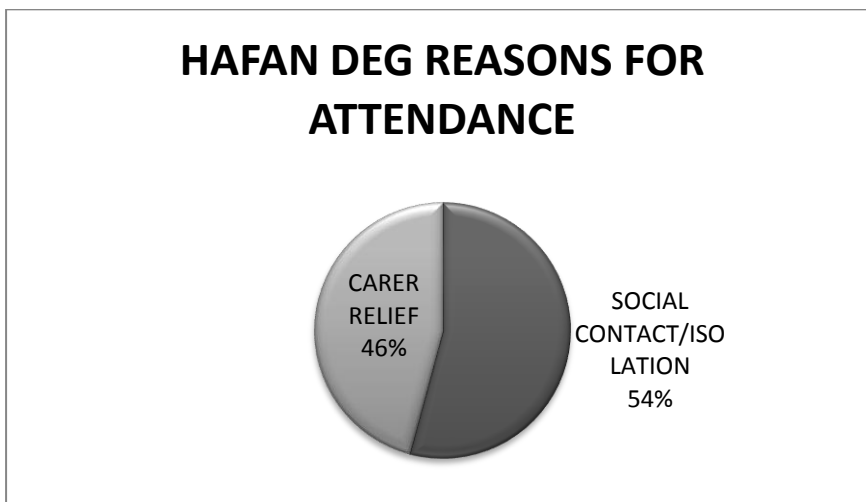
In the view of the externally engaged social workers it would be useful to consider the following proposals in order to make better use of Hafan Deg:

- Develop a robust programme of activity and events with measurable outcomes and goals to instill achievement, morale and value to service users and staff.
- Develop clear care plans which are reviewed regularly in conjunction with the service users and their families with focus on objectives and achievable goals.
- Develop key relationships with the wider community such as with local colleges or work experience, for example to teach IT skills. This could also be used to formulate "The book of Life" a project by Bangor University.
- Further develop relationships with the wider community to encourage confidence, social interaction and develop value to reduce dependency on statutory services. Encourage service users to mix on a regular basis so they develop less dependency on one small group.
- Be more focussed on aims in terms of activity such as activities that promote mobility on specific days perhaps linking in with health colleagues.
- Explore more input from Mental Health resources such as Singing for the Brain by the Alzheimers society.

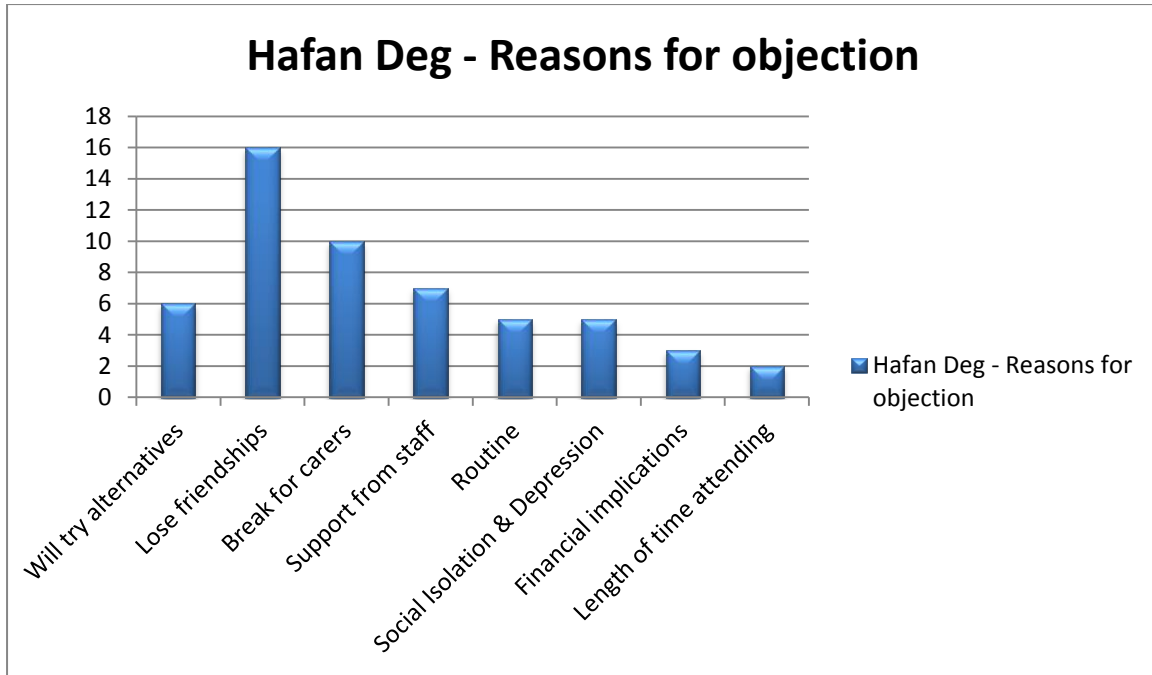
**APPENDICES:**



The majority of service users have a primary physical disability. This can range from restricted to very limited mobility. 34% have dementia, one service user is under 60 and has a rarer form of dementia (Picks Disease).



13 service users live alone in a variety of settings. 11 service users live with family who provide minimal to substantial support. Of these, 6 would meet the FACS criteria for 24 hour care without support from their families being available.



The main objections for Service Users at Hafan Deg to the prospect of closure was loss of established friendships within the centre, giving their carers a break and the support they received from staff.

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## DOLWEN, DENBIGH

Dolwen is a 30 bed, Local Authority residential care home for older people situated in the heart of Denbigh (See Appendix 1 for demographic statistics)

There are currently 22 permanent residents at Dolwen. Of these, 13 use Welsh as their first language (59%).

It was opened in 1966, and the manager is Nest Vaughan-Evans. Bed capacity is 29 for residential service users, and 1 bed is given to planned respite/emergency short term placements which is frequently used. A reablement service has been introduced at Dolwen. The intention was for service users to be admitted, for up to 6 weeks, to give them a period of occupational and physio therapies, as appropriate, before returning to their own homes. We are advised that there have been 16 service users going through this facility – an average of just 5 admissions in 3 years. There is a sense expressed that this service is not well promoted.

Of the respite admissions mentioned above, since April 2013, approximately 40% were emergency or urgent admissions as a result of unplanned events such as family/practical crisis, marriage breakdown, (one instance of a) bomb scare, carer breakdown, carer illness.

During the St Asaph floods of 2012, Dolwen Care Centre (both residential and day care) provided a wide range of immediate assistance during this major emergency. Vehicles and trained DCC drivers were made available and were able to transport affected local residents throughout the day. Emergency respite beds were made available for three vulnerable people living in the community at short notice. Dolwen also provided other items needed urgently including blankets, incontinence pads, kettles etc.

Additionally, Dolwen staff have previously arranged events designed to connect with the local community, such as strawberry teas and coffee mornings. Dolwen have their own League of Friends supporters.

We met with 19 service users and their families or representative at Dolwen. Of these, 15 residents/family were opposed to closure for a variety of reasons. Some gave more than one reason (See Appendix 2). 3 service users have not been assessed as they have been unwell, 1 has not met with the assessors yet although contact has been made via skype with the family and 1 was unable to give her views due to her condition.

The reasons for objecting to closure, as listed in the appendix, show that the location of Dolwen was the main reason with access for visitors and Welsh language also being a priority.

We looked at alternative venues that could meet the needs of residents within a reasonable distance (around 7 miles) and their current bed vacancies for general residential care. The data shows 13 available General Residential beds in a reasonable radius of Dolwen Care Home. Within the actual community of Denbigh there are only 3 vacancies (in Vale View). The structure of this building does not lend itself to service users who are less mobile. The Appendix shows a summary of appropriate alternative provisions around Denbigh.

We looked at the impact an enforced move would have on service users within the care of Dolwen and have summarised below. An enforced move due to closure would have a moderate impact on most of the current service users. Those for whom it would have a severe detrimental impact have physical or mental health problems that would impact greatly on them due to the way they are managed by staff who, due to familiarity and skill, have been able to manage their more extensive needs. We have included 2 case studies in relation to the impact on service users.

## DOLWEN

Move with little impact		Move with moderate impact		Move with severe impact	
Name	Language	Name	Language	Name	Language
K D	English	E H	Welsh	O R	Welsh
E K	English	D B	English	G W	English
		M E	Welsh	A S	English
		J W	Welsh	D J	Welsh
		F M	English		
		D G	English		
		B R	Welsh		
		C L	Welsh		
		V W	English		
		K K	Welsh		
		M W	Welsh		
		H R	Welsh		

Discussions with staff at Dolwen have highlighted a number of service users have also previously had to move onto alternative accommodation such as EMI Residential and Nursing care. Indeed the service user whose family initially started the petition to save Dolwen Care Home has also had to move onto alternative accommodation as Dolwen is not registered for EMI care. You will note from the Appendix that at the time of the sample there were no EMI Residential beds in the vicinity.

### Conclusion

There is insufficient alternative provision in the private sector within the area of Denbigh. This will impact on service user's access to their own communities and to friends and the wider community and may be open to challenge under Article 8 HRA1998.

There are no current vacancies for EMI Residential service users within the area.

*"...there is evidence of a rising problem with dementia across the country. In Denbighshire the number of people, aged 65+, experiencing dementia is projected to increase by 100 between 2014 and 2017"* <http://wellbeingplandenbighshire.org.uk/needs-assessment/wellbeing-and-independence/demography/>

Service users of Dolwen have had to move onto private sector dementia care. Most, if not all of these homes have received non-compliance notices from CSSIW in the past 2 years.

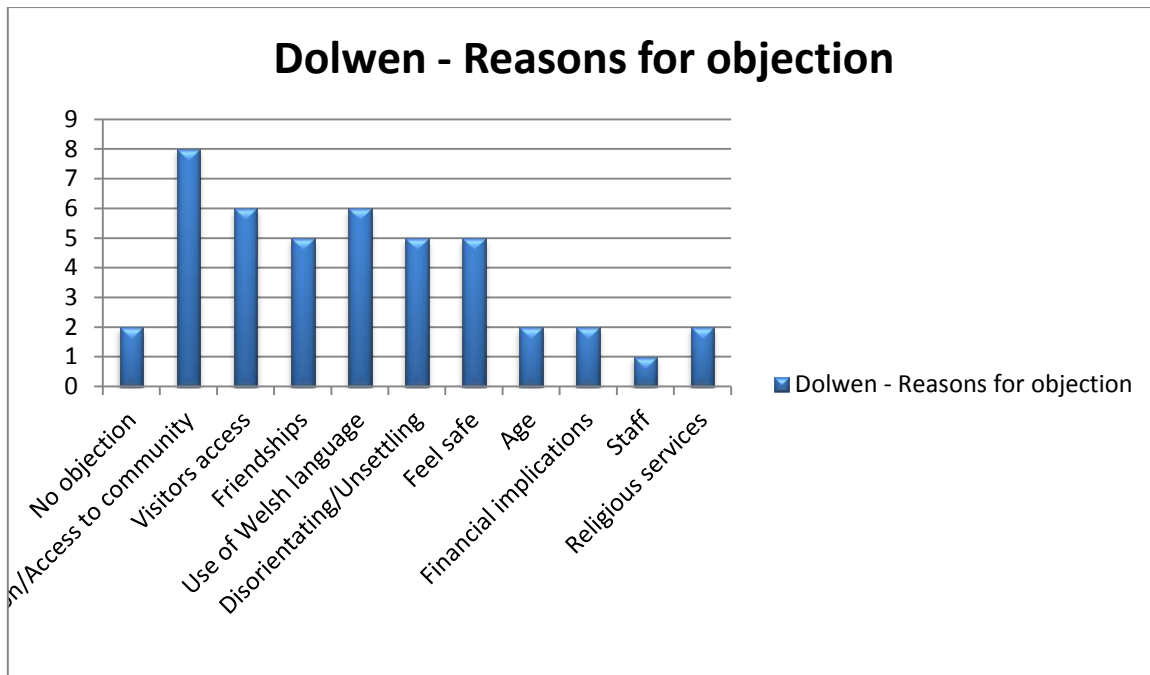
There is no suitable extra-care facility within the area for a longer term focus on meeting the needs of a growing population of older people.

### Considerations

There is a clear need for general residential and EMI residential care within the local community of Denbigh. There is not enough in the locality to provide placements for residents currently in Dolwen particularly when one factors in the use of emergency admissions, respite and other provision at Dolwen.

There is no extra care facility in Denbigh. Extra care facilities can be extensive and provide support from minimal up to nursing care depending on the facility. This may be a long term option.





For residents at Dolwen, the main objections to the idea of moving was based on location, access to the wider community, access of visitors and many did not feel the Welsh language was widely used in the private sector. Of the 2 holding no objection, 1 was not meeting the FACS criteria and wanted to return to community (Referral made) and 1 family wanted their relative moved closer to them should Dolwen close.

### ALTERNATIVE PROVISIONS IN DENBIGH AREA

#### VALE VIEW

A small home registered to receive up to 10 standard residential care service users. It is situated on a busy, narrow road on the way into Denbigh town. Parking is very limited. There is no lift – something which does not lend itself to service users who have limited mobility. A recent CSSIW review (January 2015) records no non-compliance issues.

#### LLANRHAEDER HALL

Llanrhaeder Hall is situated off the A525 road near to the village of Llanrhaeder. The speed limit reduces from 60 to 40mph about 50 yards before the turn off. The nearest bus stop is at the garage 600 yards away however some bus drivers will stop opposite the entrance on request. Any visitor arriving on public transport would need to cross that road at least once – a potential risk especially to elderly visitors, particularly on dark winter nights which may impact on residents visits.

There is a long, uneven driveway leading to the old manor house type building with EMI residential on one wing and general residential on another. In discussion with the manager, she indicated the EMI unit rarely has vacancies and often a waiting list and just occasional vacancies for general residential. For service users whose visitors drive it is an option however they have very few Welsh speaking staff.

The last CSSIW review listed took place November 2013. Concerns were raised giving rise to 2 non-compliance orders. One related to staff training, and the other to service user plan inconsistencies.

## MAES ELWY

Is a dual registered, general residential and general nursing establishment in St Asaph. They currently have 5 vacancies which are flexible (Can be residential or nursing). It is situated 4.5 miles from Dolwen however is in a different town which is a concern to service users. It would be suitable for an alternative particularly for those residents whom have a higher level of health needs and may require nursing care in the future. It is also the only nursing home in the near vicinity.

## THE OLD DEANERY

The Old Deanery is situated next to a very busy and fast moving roundabout in St Asaph, however there is a crossing at the traffic lights approximately 200 yards away with access to bus stops and a large Co-op across the road. As with Maes Elwy it could be a viable alternative to service users whose family drive as it is also on one of the main routes into Denbigh from the A55. There is a direct bus link from Denbigh to outside the building for non-driving visitors.

### ALTERNATIVE PROVISION – DOLWEN\*

HOME	DISTANCE FROM DOLWEN	RES	EMI RES	NURSING	EMI NURSING
Llys Meddyg	0.4m				18 (1)
Plas Eleri	1m				34 (1)
Llanrhaeder Hall	2.7m	23 (2)	13 (0)		
Vale View	0.5m	10 (3)			
Bryn Derwen	6.4m		20 (0)		
Maes Elwy (Dual)	4.5m	Flexi (5)		29 only take 28	
The Old Deanery	6.7m	28 (3)			
TOTAL		13			

Brackets denotes actual current vacancies

\*Data compiled 30<sup>th</sup> April 2015

## CASE STUDIES

### MOVE WITH SEVERE IMPACT

GW is 103 years old and has been resident at Dolwen since 2009. Prior to this she lived with her daughter for 25 years. She had provided an increasing amount of support however due to her own medical emergency she was unable to continue with this support. GW had previously attended day care at Dolwen so a move to the home was the natural step. She settled well and is familiar with staff and residents alike. There is evidence on file which notes that GW became withdrawn and depressed when a resident she had developed a close friendship with had to move.

GW has a number of health issues and takes medication. Staff are aware of her needs and respond quickly to any changes. She clearly meets the FACS criteria for 24 hour care and is appropriately placed. Her daughter is in her 70's and her son in law is 80. They have their own health and mobility needs and would find visiting an alternative venue further away difficult. The only alternative within

Denbigh would not be suitable as GW has mobility problems and a history of falls (See Vale View appendix 4)

Due to GW's previous reactions to losing a friend in Dolwen a move would significantly impact her mental health state. Her family would find it difficult to travel further afield due to their own medical needs. Her advanced age may also need to be considered.

### **MOVE WITH MODERATE IMPACT**

CL has lived in Dolwen since 2013. Previously she had a care package of support at home however was having a number of falls, UTI's which caused extreme confusion, and hospital admissions. Extra care and reablement options were explored at the time but were deemed unsuitable. Since being in Dolwen, CL has settled well and there has been a significant reduction in UTI's as staff are able to identify the symptoms and treatment is given at a much earlier stage. There has also been a significant reduction in falls and hospital admissions.

Her 1<sup>st</sup> language is Welsh which was a consideration when selecting Dolwen as well as the location as she has lived in Denbigh for over 60 years. She had also previously attended the day centre at Dolwen so it was a natural choice.

Family commented that the placement has changed their life as well as their mothers. They feel able to relax and know she is being taken care of and CL has gained weight now she is eating an appropriate diet.

In terms of impact, she does have friends locally who pop in to see her who do not drive. Family visit often and take her for trips in the local community. A viable alternative would be Vale View however if she was unable to secure a placement here and had to move to any other alternative, then the impact would be far greater.

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## AWELON, RUTHIN

Awelon is a 26 capacity, Local Authority residential care home for older people, situated in the heart of Ruthin, Denbighshire. It currently has 20 residents of whom 10 use Welsh as their first language. It has been serving the people of the local community since 1972. The manager is Vivienne Barlow. Services provided at Awelon, in addition to residential placement, are planned and emergency respite care and a focused outcome reablement service. As regards the respite admissions, since January 2014, we are advised that there have been 18 planned and 10 emergency admissions for a variety of reasons.

Awelon used to have a well-attended day centre, which began a phasing out process some 2 years ago, following which an outcome focused respite programme was introduced. This allowed service users to be admitted for up to 6 weeks, on a reablement type programme. We were advised, as with Dolwen, that the take up of this service has been lower than was hoped for.

Residents are encouraged to participate in joint activities with residents of the adjoining Extra Supportive Living complex (Llys Awelon) who also attend Awelon for hot meals and socialisation. There are plenty of activities available and several residents still access the local community with support as time allows.

Awelon appears well supported by District Nursing and GP services. They have a higher number of very dependent older residents than in the other 2 local authority homes however the residents' needs are being met well. Although the needs of several of these service users are met, they receive such a high level of support that alternative comparable placements are unlikely to accept them as new residents. This was confirmed in a discussion with the manager of Llanrhaeder Hall who advised they already had several of their own and would not have the resources to accept people with high dependency residential needs.

We met with 20 service users and their families or representatives at Awelon. Of these, 20 residents/family were opposed to closure for a variety of reasons, some gave more than one reason (See Appendix 2). 1 service user did not want to move but would consider an alternative placement if they had to. The reasons for objecting to closure, as listed in appendix 2, show that the location of Awelon and their access to the wider community was the main reason with access for visitors, relationship with staff and concerns regarding age and frailty also being a priority.

We looked at alternative venues that could meet the needs of residents within a reasonable distance (around 10 miles) and their current bed vacancies for general residential care (See Appendix 3) The data shows 8 available General Residential beds in a reasonable (Around 10 mile) radius of Awelon Care Home. Within the actual community of Ruthin there are only 3 vacancies (Trosnant) who currently have only female residents but there is a strong emphasis on the use of Welsh language.

We looked at the impact an enforced move would have on service users within the care of Awelon and have summarised below. An enforced move due to closure would mostly have a moderate impact on the current service users. It should be noted there appears to be a higher proportion of residents who have high dependency needs and many are in advanced years (90+) which would also need to be considered. For some in the severe impact group it would be extremely unwise to move at this stage due to their physical frailty.

## Awelon

Move with little impact		Move with moderate impact		Move with severe impact	
Name	Language	Name	Language	Name	Language
		EW	WELSH	NE	WELSH
		SD	WELSH	RC	ENGLISH
		BP	ENGLISH	SE	WELSH
		DJ	WELSH	GM	WELSH
		WN	ENGLISH	DF	ENGLISH
		CJ	WELSH	JE	ENGLISH
		GB	WELSH	SR	ENGLISH
		RR	ENGLISH	JW	ENGLISH
		AH	NK		
		EG	WELSH		
		CE	ENGLISH		
		MD	WELSH		

*NB: This is merely a guide*

### Conclusion

There is clearly not enough alternative provision in the private sector within the area of Ruthin. Should service users have to move further afield due to the lack of local provision, this will impact on service users access to their own communities and access of friends and the wider community to them and may be open to challenge under Article 8 HRA1998.

There is a lack of suitable and quality Nursing care in the area, general residential care is also very limited and would be unlikely to accept the more dependent service users from Awelon.

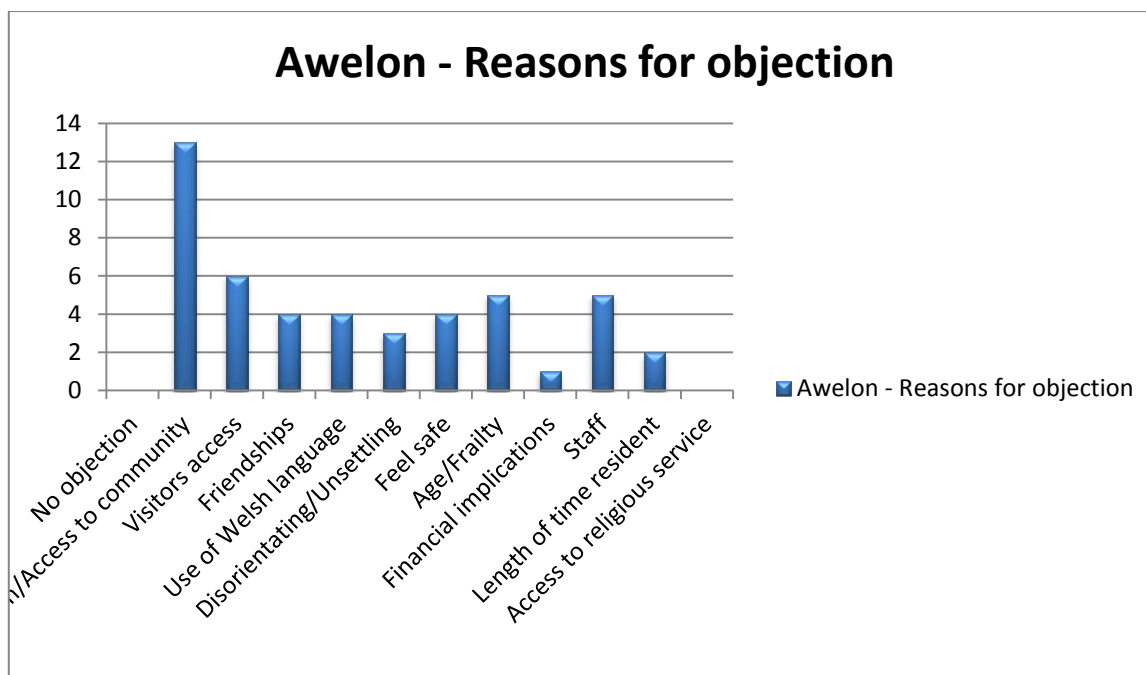
### Considerations

There is a clear need for quality nursing care within the local community of Ruthin. There is not enough suitable general residential vacancies to meet the needs of the service users in Awelon should they be required to move at this stage.

In other areas we have worked, Intermediate care has been a priority and many local authority care homes became intermediate care hubs. Consideration could be given to this around this area.

There are not enough general residential placements in the locality to provide placements for residents currently in Awelon, particularly when one factors in the use of emergency admissions, respite and other such uses Awelon currently provides.

There are a number of very elderly and very frail residents in Awelon that would be unwise to consider moving until their needs could no longer be met and they required 24 hour nursing care.



The main objections for residents at Awelon was location and the access to the wider community, access of visitors, relationship with staff and concerns regarding age and frailty.

### ALTERNATIVE PROVISIONS IN RUTHIN AREA

#### **Trosnant**

Trosnant is a small registered general residential home, with up to 12 residential beds and presently mostly female residents. This home is on a main road through Ruthin town. Parking space is limited. The most recent CSSIW was carried out January 2014 & there were no non-compliance orders raised, however, the report did highlight the prominence of the Welsh language, and made a recommendation for more attention to be made with regards to activity plans for individual residents. It would be a viable alternative to some residents of Awelon.

#### **Llanrhaeder Hall**

Llandhaeder Hall is a dual registered EMI & General residential home situated off the A525 road near to the village of Llanrhaeder. The road has a speed limit which reduces from 60 to 40mph about 50 yards before the turn off. The nearest bus stop is at the garage 600 yards away however some bus drivers will stop opposite the entrance on request. Any visitor arriving on public transport would need to cross that road at least once – a potential risk especially to elderly visitors, particularly on dark winter nights. This might impact on residents visits.

There is a long, uneven driveway leading to the old manor house type building with EMI residential on one wing and general residential on another. In discussion with the manager, she indicated the EMI unit rarely has vacancies, often a waiting list and just occasional vacancies for general residential needs.

For service users with visitors who drive it is an option. However they have very few Welsh speaking staff.

The last CSSIW review listed took place November 2013, where concerns were raised giving rise to 2 non-compliance orders. One related to staff training, the other inconsistencies in service user plans.

### Plas Gwyn

Plas Gwyn is a 30 capacity General Nursing Home in the Northern end of Ruthin. The home is situated in a very rural location and does not own any transport so consequently access to the wider community is greatly limited for service users.

Recent CSSIW inspection highlighted ongoing non-compliance with recruitment and retention and no registered manager in post since Sept 2014. There were serious concerns around the robustness of the recruitment process which has the potential to place service users at risk, such as no DBS checks being carried out on some staff or evidence of RGN's PIN. One assessor called to arrange a visit and was informed there was no manager and the owner was away on holiday just prior to Easter. A Non Compliance order from CSSIW states they must have a registered manager in post by 28/2/15, however clearly that wasn't the case (Information passed to Alan Roberts)

### Valley Lodge

Valley Lodge is a 35 capacity EMI dual registered Residential and Nursing home sited near to Mold in a rural area and is sister home to Llanrhaeder Hall. There have been issues of non-compliance over the recruitment of a suitable manager but this is in process.

Like Llanrhaeder Hall, the home has a variety of pets and a full time activities co-ordinator and does have its own transport. They also have a purpose built day care centre on site. This home would be suitable for residents who have EMI needs at Awelon however consideration would need to be given to its location and access for visitors who do not drive or have their own transport.

Appendix 4

### ALTERNATIVE PROVISION - AWELON

HOME	DISTANCE FROM AWELON (Miles)	RES	EMI RES	NURSING	EMI NURSING
Plas Gwyn	2.5			30(8)	
Trosnant	0.3	12(3)			
Llanrhaeder Hall	5.1	23 (2)	13 (0)		
Valley Lodge	5.4		13(0)	21(0)	
Vale View	7.9	10 (3)			
TOTAL		8		8	

Brackets denotes actual current vacancies

\*Data compiled 30<sup>th</sup> April 2015



## Awelon CASE STUDIES

### **MOVE WITH SEVERE IMPACT**

NE is 104 years old and has lived at Awelon since she was 98. Prior to this she lived alone, was very independent and outgoing, driving and going on trips but had an accident, tripped over a kerb and sustained an injury which eventually led to her admission to 24 hour care.

She is now very frail, requires 2 carers for all interventions and the use of a hoist, needs help with feeding and is totally dependent on staff for all aspects of daily living. District Nurses provide a complimentary service. They visit monthly for a wellbeing check, give advice to staff and check progress notes or do more as often required such as if she has any wounds that require dressing. Her needs are largely anticipated by staff who are familiar with her and maintain a regular regime to help prevent deterioration.

Due to her overall frailty it would be very unwise to consider moving ME unless her needs could no longer be met in Awelon.

It is also very unlikely another general residential home would accept ME due to her high levels of need.

### **MOVE WITH MODERATE IMPACT**

BP is 98 years old and has lived at Awelon since early 2013. She has lived in the Ruthin area for 20 years. She has a number of physical health problems and a recent fractured hip which has reduced her mobility. She has bouts of depression and low mood.

In terms of alternatives, BP would potentially lose contact with her local visitors if she lived anywhere other than Awelon, with the exception of Trosnant. This would be a suitable alternative to maintain her community contact and lessen the impact. A move further afield, for instance to Llanrhader Hall, would be unacceptable to her and impractical due to its access problems.

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### CYSGOD Y GAER, CORWEN

Cysgod y Gaer is a 23 bed, Local Authority residential care home for older people. This includes 6 beds given over to a reablement service for individuals requiring physio and occupational therapy input; generally such individuals come from the hospital setting, with the goal of a return home. The home was opened in 1970. The manager is Sian Owen.

Of the 3 local authority establishments, Cysgod y Gaer is the more remote in setting, and seems to offer the most services to its users and community. Standard residential placement and respite care (emergency and planned) are available. There remains an active day centre facility, which provides bathing facilities and support to those who would otherwise struggle in their own homes, whilst good nutritious meals are assured. The reablement beds appear to be well used, ensuring blocked hospital beds are avoided (from all Denbighshire hospitals).

Cysgod y Gaer has been able to assist isolated members of the community in the past, during times of severe difficulties – for example when individuals have found themselves without services or utilities due to severe winter weather. There are also occasional events which interact with the community such as raffles and concerts/choirs on site. They also provide hot meals which are collected by some local residents who are not able to manage their own.

There are currently 11 service users in permanent placement at Cysgod Y Gaer. Of these, 6 use Welsh as their 1<sup>st</sup> language. Two service users are due to be assessed when family are visiting and another 1 was not suitable for assessment at the time and have ongoing issues.

Of those currently assessed, all except 1 objected, see the appendix for breakdown of reasons. The main reasons for objecting were based on location and the access to the wider community, access of visitors, friendships within the home and length of time they have been resident.

Of the 1 holding no objection, the recommendation was to refer for reassessment as they may be more suited to Extra care.

We looked at alternative venues that could meet the needs of residents within a reasonable distance (around 10 miles) and their current bed vacancies for general residential care. There are no independent sector 24 hour care options within Denbighshire, of any registration in the immediate area of Corwen. The nearest towns having such options are Llangollen and Ruthin.

The only alternative in Llangollen is dual registered and they stated they have a preference for CHC funded service users to the assessor. This is sited in a rural location which would not be easily accessible to people without transport.

We looked at the impact an enforced move would have on service users within the care of Cysgod y Gaer and have summarised below. An enforced move due to closure would have a moderate impact on most of the current service users. Most of the service users were from the immediate Corwen area or surrounding villages/hamlets. The main impact would be on the access of friends and visitors. Although service user could move to alternative sites, the longer term implications in terms of the access to their community and visitors could have a pronounced detrimental effect on many residents.

We have included 2 case studies in relation to the impact on service users in the appendix.

## CYSGOD Y GAER

Move with little impact		Move with moderate impact		Move with severe impact	
Name	Language	Name	Language	Name	Language
NN	ENGLISH	MB	WELSH	DJ	WELSH
		GW	WELSH	AB	ENGLISH
		MH	WELSH		
		GJ	WELSH		
		GW	WELSH		

*NB: This is merely a guide*

In addition to the permanent residents, there are 5 service users that attend day care services. Of these, all were assessed and all objected to the closure. All of these were also Welsh 1<sup>st</sup> language and most attended for carer relief with carers providing a very high level of day to day support.

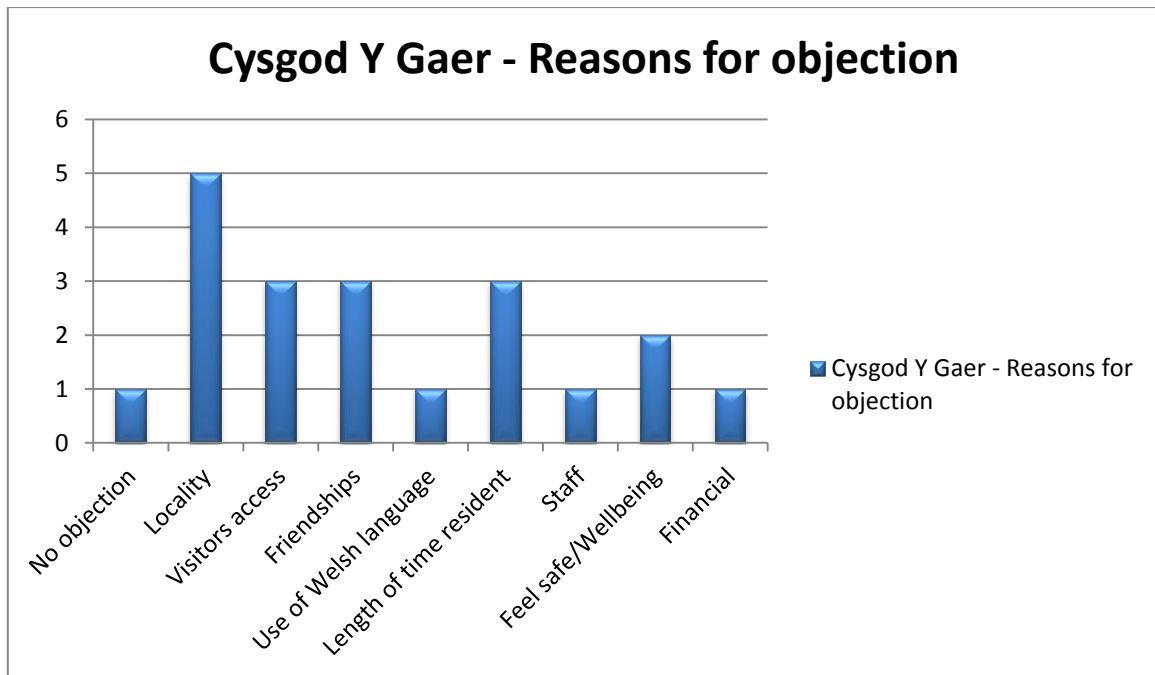
### **Conclusion**

There is no alternative provision in the private sector within the area of Corwen or surrounding villages. Should service users have to move further afield due to the lack of local provision, this will impact on service users access to their own communities and access of friends and the wider community to them and may be open to challenge under Article 8 HRA1998.

There is a lack of suitable Nursing care in the area, the only alternative is in Llangollen. Service users in Cysgod Y Gaer are supported very well by District Nursing services and local GPs.

### **Considerations**

There is a clear need for general residential care to service Corwen and the outlying villages. Although Cysgod y Gaer is not at maximum capacity currently there is no alternative suitable for the current or future residents from the area.



The main objections for residents at Cysgod Y Gaer was location and the access to the wider community, access of visitors, friendships within the home and length of time they have been resident. Of the 1 holding no objection, the recommendation was to refer for reassessment as they may be more suited to extra care provision.

### Cysgod y Gaer CASE STUDY

#### **MOVE WITH SEVERE IMPACT**

Mrs J is an 87 year old who has been resident at Cysgod y Gaer (CyG) since 6 September 2010. Mrs J was born 3 miles from Corwen and has lived all her life in that area. Prior to admission, she was living for a while with a sister in law, though now her present level of assessed needs are outside the ability of family to meet, even with a substantial care package.

Mrs J has full mental capacity to make her own decisions and plans with regards to her future. Her medical history includes angina, periodic urinary tract infections, diet controlled diabetes, thyroid issues, arthritis, bi-lateral leg oedema (indicative of heart problems), and leg ulcers. Her leg ulcers are regularly monitored (and redressed as needed) by a District Nurse, she mobilises with the use of a wheeled zimmer frame (wheelchair for anything other than short distances) and requires carer assistance with bathing/showering, dressing of lower half of her body.

Her first language is Welsh and an interpreter was needed to assist with the assessment. She is recorded as having periodic episodes of anxiety and depression. She has made friends with both staff members and other residents, and has family and (outside) friends including chapel goers visiting, all of whom would find it greatly restrictive for visiting, if Mrs J was to move out of the Corwen area. It is felt that the impact on her would be highly likely

to affect her health and wellbeing. If CyG were to close, then a move away from Corwen would be inevitable.

### **MOVE WITH MODERATE IMPACT**

Mr H is a 75 year old gentleman who has been resident at Cysgod y Gaer (CyG) sine 27 April 2009. Prior to this, he was living on his own in Corwen, where he has resided since birth. He has 2 brothers and 2 sisters, and 4 grown up children, all of whom live in Corwen. Welsh is his first language.

Mr Hs medical history included alcoholism and depression, he also has hip and back arthritis, tablet and diet controlled diabetes and anaemia. In 2013, he had a significant heart attack. Prior to admission, he was self-neglecting particularly with regards to personal care and activities of daily living. Since admission, it is recorded that his physical and medical conditions have greatly improved, his confidence and self-esteem risen significantly, his alcohol intake no longer presents difficulties or concerns and (given prompting) he is independent with all aspects of personal care and hygiene.

Should CyG close, and Mr H be obliged to move, then he might lose something of his Welsh language communications (which mean a lot to him), his family members would not be able to continue visiting as they have, and he would find himself out of the area in which he has lived all his life.

<b>Report to:</b>	<b>Performance Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>16 July 2015</b>
<b>Lead Member/Officer:</b>	<b>Lead Member for Finance, Corporate Plan and Performance/ Corporate Director: Economic and Community Ambition</b>
<b>Report Author:</b>	<b>Corporate Health and Safety Manager</b>
<b>Title:</b>	<b>Corporate Health and Safety Annual Report</b>

## 1. What is the report about?

This report provides an update on Health and Safety management within DCC as seen from the perspective of the Corporate H&S team.

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

To provide information regarding an annual update on H&S management in DCC

## 3. What are the Recommendations?

That the Committee reviews the report and comments on the activities and observations of the CH&S team.

## 4. Report details

### 4.1. Summary

4.1.1 CH&S team activities take us into many DCC operational workplaces where we continue to see improvements in H&S awareness and management. When weaknesses, gaps or problems are identified in management systems or processes we provide the necessary support, guidance and training to the extent of our available resources.

4.1.2 HSE feedback suggests that they see DCC safety management in a positive light however a single significant failing has the potential to change how we are perceived by the regulator and could tarnish the credibility of DCC. So despite us being in a generally positive position we must not become complacent and we must continue to drive and support the H&S improvement process.

4.1.3 The raw data for accidents\incidents for April 2014 to March 2015 indicates that the number of incidents is showing a decrease from 2013\2014. This decrease reflects the advice we provide to schools as the single largest contributor to the numbers and we have to be aware that the potential for under-reporting is ever present. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) incidents have also decreased partly due to the reporting requirements of RIDDOR being changed late in 2013

- Total number of incidents 2013\2014 = 1741 2014\2015 = 1440
- RIDDOR level incidents 2013\2014 = 21 2014\2015 = 9

4.1.4 During the period we had one significant incident that instigated a full HSE investigation. A domestic waste collection operative was badly injured when he became entangled in the bin lifting machinery of the vehicle. The HSE investigation concluded that the DCC safety management system was adequate, the cause of the incident was put down to human factors. No action was taken against DCC and we received positive feedback from the investigating officer. The injured person has instigated litigation proceedings which are being handled by our insurers.

4.1.5 The CH&S team have delivered a large number of training courses and carried out numerous on site monitoring activities.

4.1.6 Fire safety management consumes about 20% of the time available to the team. All known properties have been subject to a Fire assessment and the continuing reviews are supported by property services and often audited by the North Wales Fire and Rescue Service (NWFRS) with whom a good working relationship has developed.

4.1.7 Driver training and development consumes about 20% of the time available to the team. Plant equipment, minibuses, general driving, certificate of professional competence (CPC) are the core elements delivered.

4.1.8 Although an annual work plan is developed for the team a significant proportion of our work continues to be reactive where we respond to incidents and requests for support. This is an important element of what we do and utilises around 25% of our time available.

#### 4.2. Training 2013 \ 2014

4.2.1 All current CH&S team members have attained a "Preparing to Teach in Lifelong Learning" (PTLLS) qualification to support the credibility of our extensive training provision. In the past year we have delivered

- Risk assessment and general H&S awareness
- Managing safely in DCC. (A two day course)
- H&S awareness. The principles and practice of safety management
- Risk assessment. A one day practical workshop
- Driver Certificate of Professional Competence (CPC) for professional drivers
- Fire safety awareness.
- Manual Handling of objects.
- Care home safety management.
- Lone working safety management principles
- Hazardous substances, confined spaces, construction safety, short courses

4.2.2 A significant amount of driving advice and driver training is carried out by our Road Risk advisor. The main focus of this support is fleet drivers however support is offered wherever it is requested.

- Plant equipment (tractor, ATV, Telescopic Handler, Forklift, HIAB) = 42
- D1 (minibus) Assessments and tests = 48
- Driving Assessments various vehicles other than minibus = 26
- General Driving visits = 17
- Drivers CPC = 5

Totals



- H&S training courses = 52
- Fire safety training = 13
- Driver training course = 138

#### 4.3. Monitoring by CH&S

4.3.1 Monitoring of safety systems in workplaces is frequently carried out by the CH&S team as part of planned systems assessments. Below are some examples of monitoring activities carried out by the CH&S team in 2014 \ 2015

- Control of Legionella bacteria in water systems in social housing
- Property Services “control of Legionella bacteria in water systems”
- Cefndy Healthcare general factory safety arrangements
- Lone worker systems in Social Services.
- Highways major project group
- Streetscene (in progress)
- Ysgol Tir Morfa
- Fleet depot – (Refer to Appendix 3 for ongoing issue with Plastecowood)
- School D&T workshops
- School safety tour processes
- Monitoring activities = circa 48

4.3.2 Monitoring at the corporate level is only one element of the monitoring process. Senior managers and line managers are advised that they must continue to monitor activities under their control.

#### 4.4. Fire safety

Fire risk assessments (FRAs) are carried out and reviewed internally on all DCC facilities. A flexible program of FRA reviews is in place. The flexibility of the program enables us to respond reactively to requests from the regulator or other sources. Feedback from the Fire Service as the regulator continues to be positive. 31 fire assessment reviews have been carried out with the NWFRS carrying out 8 audits resulting in 6 deficiency notices which were rapidly dealt with resulting in no further action.

#### 4.5. HSE

We have had a number of queries from the HSE.

- Gas safety maintenance
- Injury to a secondary school pupil using a wood lathe
- We have recently been asked by the HSE to provide Flintshire C.C. with copies of the safety systems used in our waste collection business as they regard our systems as displaying the use of best practice.

#### 4.6. Coroner

We responded to a coroner request to look at Prestatyn promenade following a fall that resulted in a fatality. Development of the response required a border to border safety tour and was cleared by our own legal and insurance departments before being released. Report attached as appendix 2

#### 4.7. Rhyl Yacht Club – Quay Wall & Boat Yard

Concerns about the structural integrity of the quay wall and boat yard have been raised and DCC as the landlord has responded accordingly. See Appendix 4 for the briefing note sent to Council

#### 4.8. Staff Protection Register (SPR)

This is a process for enabling the flagging up of individuals or addresses where there is considered to be a significant H&S threat to DCC workers. The intranet based SPR has been running for 18 months. This system and supporting process is compliant with data protection legislation. The system is a useful resource that is available via the intranet to all DCC employees

#### 4.9. Schools

Schools are able to use their remote management structures and delegated budgets in a way that reduces centralised influence. We attempt to mitigate the risks to people in schools and to DCC corporately by providing a range of training courses, guidance documents, personal support and site visits.

#### 4.10. CH&S Team structure

The team structure is currently:

- 1 x Team manager, 1 x Senior Advisor, 1 x Advisor, 1 x Road Risk Advisor, 1 x Administration officer (part time - 22 hours)

#### 4.11. Accident / Incident Reporting

The DCC electronic accident and incident reporting form is accessed via the intranet. The process is managed by the CH&S team, all data is stored electronically in the EDRMS system. A summary of reported incidents appears in Appendix 1. All RIDDOR level incidents are fully investigated by the CH&S team. Lesser incidents are investigated to a level deemed necessary by the team

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

The information contributes to the knowledge and understanding of the Council about the arrangements in place for the management of Health and Safety.

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

There is no additional cost identified with the information. The CH&S team support all services within DCC

### **7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision?**

This report is an information update on existing activities and has no adverse equality impact. See Appendix 5.

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

Consultation has been carried out with the Lead Councillor for H&S, lead officer for H&S and Head of Service

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

This is an update report and has no additional financial impact.

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

This report indicates the council's progress on managing H&S risk

**11. Power to make the Decision**

The Health and Safety at Work etc. Act 1974, Section 2 requires amongst other things the sharing of H&S related information and a review of H&S measures.

Article 6.1 and 6.3.4(b) outline scrutiny's powers with respect to Health and Safety and performance monitoring.

**Contact Officer:**

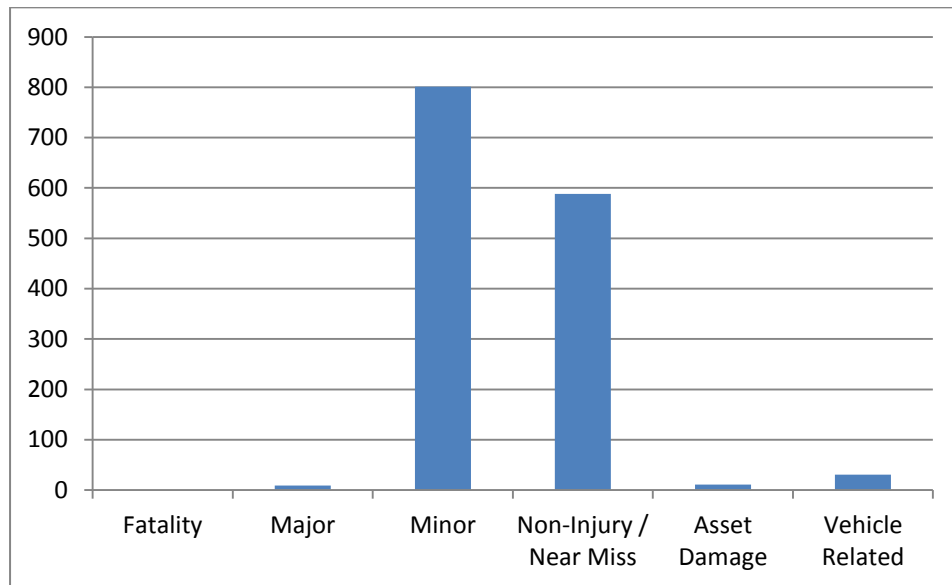
Corporate Health and Safety Manager

Tel: 01824 712541

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## Appendix 1

Accident /Incident stats for the period 01/04/2014 to 31/03/2015



Type	Accidents / Incidents
Fatality	0
Major	9
Minor	801
Non-Injury / Near Miss	588
Asset Damage	11
Vehicle Related	31
<b>TOTAL</b>	<b>1440</b>

Accident /Incident stats total for the period 01/04/2013 to 31/03/2014 = 1741  
2014/15 has seen a reduction of 301 reported Accidents / Incidents to CH&S

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Mr John Gittins  
H.M. Senior Coroner for North Wales (East and Central)

Dear Mr Gittins.

**Re: Response from Denbighshire County Council (DCC) to Regulation 28 report regarding the death of Mr. [REDACTED]**

The tragic incident appears to have occurred by Mr. [REDACTED] falling over the low wave wall that separates this section of the coastal path from the promenade.

According to our records, the coastal defences at Prestatyn were first constructed in the early 1950's however the defences we see today that include the promenade, the wave wall at the rear of the promenade, the access ramps and the steps down to beach were built in 1971 and have remained largely unaltered since then.

We have checked our records and have not found anything that suggests that a similar incident has occurred previously. From our search we have found six records for the last ten years which include three tripping incidents - none of which were in the location of the Beaches hotel, two for trips in potholes on the promenade and the other for any injury caused by a member of the public walking into the new art work at the Nova centre.

The promenade and its environs is a managed coastal area which has a level of risk associated with it. As a responsible organisation we manage this risk. Our risk management processes are based on the Health and Safety Executive's (HSE) principles and as such we recognise that the risk is calculated subjectively using the potential severity of an incident and the likelihood of such an incident occurring.

The HSE produced a document in 2001 called "Reducing risks, protecting people", in this publication the HSE describe a "Tolerability of Risk Framework" (ToR) for assessing the level of risk of death. The frame work separates the risk level into three regions which are: the unacceptable region, tolerable region and broadly acceptable region. For the risk level to fall within the broadly acceptable region the risk of death needs to be 1:1,000,000 or greater. Using conservative estimates of footfall on the Prestatyn promenade during the past 43 years and the knowledge of the recent tragedy we have assessed the ratio at greater than 1:1,053,500 which places the risk in the broadly acceptable region. Our assumptions for this assessment are attached as Appendix 1.

Because the overall risk is considered to fall within the broadly acceptable region DCC feels that any measures it puts in place to further reduce the risk must be carefully considered i.e. installing railings in selected areas may cause visitors to believe that where railings are absent no risk exists. We therefore feel that the installation of additional railings has to be assessed during the boundary to boundary inspection identified as one of our proposed actions.

In section 5 of the regulation 28 report it is identified that the area was not lit. The County Council does not have a duty to light highways and footpaths but has the discretion to do so. Fitting luminaires in this exposed vicinity is not considered to be reasonably practicable as the installation and maintenance costs would far outweigh any long term benefit to the public

In section 5 of the regulation 28 report it is identified that the wall could reasonably be considered to be a tripping hazard. The wall height on the path side is 520 mm high which equates to knee height for a person of six feet tall. It should be highlighted at this time that low walls are not that unusual in public places including coastal areas.

To help maintain facilities at an acceptable standard DCC carries out routine safety tours of the coastal areas under its control, issues identified during the tours are passed to the relevant section for remedial action to be carried out.

#### **Actions taken**

- Record search for incident data
- Visit to area of the incident by DCC Corporate Health and Safety. During this visit a number of issues were identified that have been risk assessed with recommendations being made to the responsible engineers. It should be noted that none of the issues relate directly to incident
- Confirm that routine monitoring is in place
- Calculation of risk level using the ToR framework

#### **Proposed actions**

- Engineers to review the prioritised actions identified in the risk assessment and carry out remedial actions as funding permits. Open timescale as none of the issues identified are considered to pose imminent danger
- Carry out a joint boundary to boundary inspection of the DCC coastal areas by the responsible engineers and Corporate Health and Safety by the end of 2014



Appendix 1 (to Coroner response)

**Footfall assumption used to calculate risk**

- 1971 to 2014 = 43 years
- Conservative estimate of the footfall in the area during the main holiday period of six weeks is 200 individuals per day
- Conservative estimate of the footfall in the area during the remainder of the year is 50 individuals per day

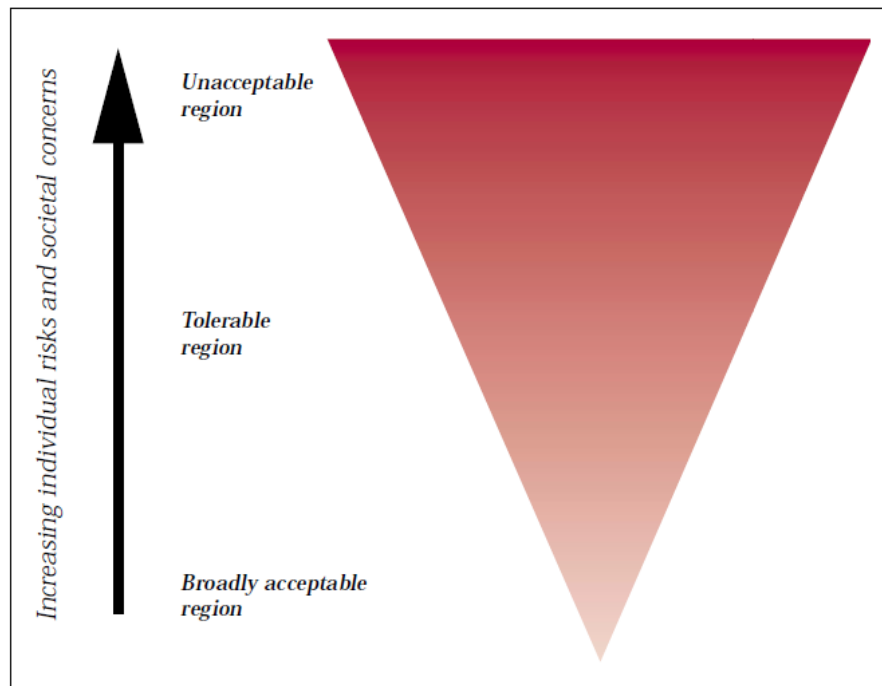
**Calculation**

A) 200 individuals, 7 days\ week for 6 weeks\ year for 43 years

Plus

B) 50 individuals, 7 days\ week for 46 weeks\ year for 43 years

$$(200 \times 7 \times 6 \times 43) + (50 \times 7 \times 46 \times 43) = 1,053,500$$



**HSE framework for the tolerability of risk**

***Boundary between the 'broadly acceptable' and 'tolerable' regions for risk entailing fatalities***

- 130** HSE believes that an individual risk of death of one in a million per annum for both workers and the public corresponds to a very low level of risk and should be used as a guideline for the boundary between the broadly acceptable and tolerable regions. As is very apparent from Tables 1-4 at Appendix 4, we live in an environment of appreciable risks of various kinds which contribute to a background level of risk – typically a risk of death of one in a hundred per year averaged over a lifetime. A residual risk of one in a million per year is extremely small when compared to this background level of risk. Indeed many activities which people are prepared to accept in their daily lives for the benefits they bring, for example, using gas and electricity, or engaging in air travel, entail or exceed such levels of residual risk.

**From “Reducing risks, Protecting people” (HSE 2001)**

Report date: 1<sup>st</sup> August 2013  
Site visit dates: 8<sup>th</sup> July to 1<sup>st</sup> August

### Fleet Depot – Reports of unpleasant odours

**Visits by:**

Richard Williams (RW) - Corporate Health & Safety

**Background:**

Over the past few months there have been numerous reports from the staff at the Fleet Depot of unpleasant odours that are apparently coming from the recycling plant next to the site called Plastecowood.

Some improvements have been made by Plastecowood to try and reduce the odours emitted into the air via the exhausting stack, through liaising with the Denbighshire County Council (DCC) public protection department.

Testing of the emissions have been carried out by an analyst sourced by Plastecowood and we are advised by the Public Protection team that there are no concerns from this, and no safe levels are being exceeded.

Following a meeting with the Public protection team dated 05/07/2013; it was agreed that numerous site visits would be undertaken by myself to monitor the situation with regard to the odours that have been around the Fleet depot.

- The times of attending have been varied between the hours of 7am and 5pm, to try and experience all times of the working day, and have varied in the length of time around other work commitments.
- On at least three occasions when possible, the fleet depot has been used as my place of work for longer periods, in an attempt to experience the severity of the reported odours.
- Where we have been contacted by the staff at the depot of the bad odours, we have tried to respond by visiting the site where possible.
- The initial plan was to carry this out over a two week period, however, in that time the odours were not severe in my opinion and it was decided to extend this period due to this.

**Observations:**

- For the first two weeks or so there were either no odours present, or a faint background odour, that I can only describe as being a hot, drying smell during various visits.
- On the 11<sup>th</sup> July, it was mentioned to me by a staff member at parking services that the odour had been very strong early that morning and all the roller shutter doors were open at the Plastecowood site at the time.
- One staff member from the fleet side has expressed their concern of the odours entering through the office window, whilst they have been open during

the hot weather. This issue was also reported to me on one occasion by the parking services, office staff members.

- On 16<sup>th</sup> July, I was based at the depot for the whole morning, and the odour was reported as being extremely strong. The workshop supervisor came and made me aware of this and ongoing outside, it had dispersed.
- On 25<sup>th</sup> July, a call was received from the depot that the odours were extremely strong. Gerry Lapington and I attended the site within 45 minutes of receiving the call. On arrival the odour was that of a different nature and could be described by ourselves as a burnt biscuit smell. It was also noted that alarms appeared to be sounding from the recycling plant next door to the depot. The individual who had reported this, advised us that the odour had reduced since our arrival and whilst it was at its worst, it had made him feel lightheaded and dizzy. The incident with the alarms sounding at the same time of the bad odour was raised with the public protection team to follow up.
- On 30<sup>th</sup> July, calls were received regarding the odours being extremely unpleasant again. Due to me being located in Bodelwyddan on this day, I was able to attend the site within 5 minutes and meet with the two members of staff who had witnessed the odour whilst working outside of the workshops. The staff member advised me that he had again felt lightheaded, dizzy and his asthma had been aggravated by the odour. I was unable to stay on site for long due to other commitments, and there was only a faint odour in the time I was present. This was then reported to the Public Protection team, requesting that a member from their team should visit the site.
- On 31<sup>st</sup> July, messages were again received from the Fleet depot staff of extremely strong odours but due to other commitments, we were unable to attend the site.
- Due to the reports of the odour being strong in the early morning time recently, on the 1<sup>st</sup> August I attended the site, just after 7am and experienced the same strong burnt biscuit odour that the staff have been reporting. Jason Ballard was also present on site at this time. Four Fleet Depot staff members were also on site, and they all expressed their concerns to us once again.

Throughout the monitoring process, I attempted to put my previous association with Plastecowood's Maintenance Engineer to our advantage. This relationship enabled more open communication between us, as we tried to establish a pattern to the complaints, but none were identified.

### **Conclusions:**

The odour appears to be that of a transient type, and will vary with intensity from a very faint background odour to a very strong odour.

In my opinion, it appears that over the last week, there has been a change in pattern, and the odour has changed and become more severe.

It is also apparent that some staff are affected by the odours more than others, however, more staff have reported concerns this week.

The Corporate Health & Safety department has no jurisdiction over Plastecowood, and we are only able to support DCC staff in the Fleet Depot where possible. Some recommendations have been made below.

**Recommended actions:**

- It is recommended that Independent air monitoring at the Fleet Depot is carried out.

Priority	<b>High</b>	
Timescale		<b>ASAP</b>
Action owner		Public Protection Department

- It is recommended that Public protection continue to investigate the reports of the odours.

Priority	<b>High</b>	
Timescale		<b>ASAP</b>
Action owner		Public Protection Department

- It is recommended that Public protection communicate to Fleet depot Staff, what they are doing to remedy the situation. This should include any Air monitoring findings.

Priority	<b>High</b>	
Timescale		<b>ASAP</b>
Action owner		Public Protection Department

Richard Williams  
Corporate Health and Safety

Uwch Ymgynghorydd Iechyd a Diogelwch Corfforaethol  
Corporate Health and Safety  
**Date:** 01/08/2013

**This ongoing issue is being handled by the Pollution Control Officers of planning and public protection**

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## Briefing Note

### Rhyl Yacht Club (RYC) – Quay Wall & Boat Yard

- RYC occupy a site on the west side of Rhyl harbour between the Blue Bridge & the new footbridge. RYC have been on this site for over 40 years
- At some stage (possibly the 1980's) RYC brought in material to raise the ground level & constructed a boat yard & retaining (Quay) wall alongside the harbour. The wall was not built to a specific design standard or height and reclaimed road kerbs were subsequently added to raise the height due to "overtopping" during tidal events. RYC claim that all materials including the reclaimed groynes, road kerbs and backfill were supplied free of charge by Rhyl Town Council to enable the wall to be built
- In 2007 DCC entered into negotiations for the grant of a new lease and requested a survey to confirm the structural integrity of the wall. RYC provided a document headed "Statement of Structural Integrity" based on a crane lifting plan and this was accepted by DCC. The document does not reference the condition of the wall but that the crane should be kept 3 meters from the wall. The document identifies the area for boat storage and the number of boats to be stored. DCC granted the new lease and thus at this juncture accepted the condition of the wall and use of the boat yard for storage.
- RYC currently have a 25 year lease expiring in 2033. RYC are responsible for all repairs and insurance
- Between 2008 and 2012 meetings were held to discuss the future of the harbour and the proposed developments. Initially it was proposed that the wall should be replaced and at one stage it was proposed RYC would share the new Harbour Masters office. Both these proposals were subsequently dismissed on cost grounds.
- From 2012 RYC raised concerns regarding the wall at the Harbour Forum and it was agreed that the Project Manager would inspect the wall. This inspection did not take place as it was not funded by the Rhyl Harbour Scheme.
- 17 April 2014 RYC notified the Council that the boat yard & quay wall appeared to have been damaged by a tidal surge; in the letter RYC state that the club has no responsibility for "civil works of this nature". During this surge 3 boats stored on the quay wall broke loose.
- The Council's insurance would not cover damage to works of this nature. (RYC arrange their own insurance cover)
- The Council has reserved its position as to whether RYC are liable under the full repairing & insuring lease.
- In October 2014 the Council obtained a visual survey & subsequently a ground penetrating radar survey.

- 14 April 2015 Council officers met with RYC officials and explained that there appeared to be a serious problem which may cost more than £1 million.
- 5 May 2015 Council officers met and agreed that the area must be cordoned off pending a further survey
- Letter dated 13 May 2015 to RYC detailing action required to safeguard the area pending a further survey of the site.

**Added June 2015**

A risk assessment and action plan is now in place. The process is being led by Jamie Groves



## Appendix 5

Performance Scrutiny  
16.07.2015

Equality Impact Assessment

# H&S performance scrutiny report

**Contact:** Gerry Lapington, Environment Services,  
CH&S

**Updated:** 01.07.2015

## 1. What type of proposal / decision is being assessed?

Other

## 2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

To provide end of year update information to the Performance Scrutiny committee on H&S management in DCC

## 3. Does this proposal / decision require an equality impact assessment? If no, please explain why.

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

No

This report is an annual update report on existing activities

## 4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

*(Please refer to section 1 in the toolkit for guidance)*

No assessment needed

## 5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

*(Please refer to section 1 in the toolkit for a description of the protected characteristics)*

<Please summarise any likely positive impact and identify which protected characteristics will benefit>

6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

<Please summarise any disproportionate negative impact and identify which protected characteristics will be affected>
---

7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.

<Please Select>	<If yes, please provide detail>
-----------------	---------------------------------

8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?

<Please Select>	<If yes please complete the table below. If no, please explain here>
-----------------	--

Action(s)	Owner	By when?
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
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## 9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

Review Date:	16.04.15
--------------	----------

Name of Lead Officer for Equality Impact Assessment	Date
Gerry Lapington	01.07.15

**Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.**

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<b>Report to:</b>	<b>Performance Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>16 July 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 – Q4 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 Q4 2014/15 (appendix 1).

As the Committee has not requested analysis of specific service areas, this is not included, as in previous reports.

## **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 Q4 (please see appendix 1 for further detail).**

- The council received 78 complaints in Q4, bringing the annual total to 411 – a decrease of 19% compared to the previous year.
- Complaints against Environmental Services decreased by 39%; 14 in Q4 compared to 23 in Q3.
- Complaints against Highways and Infrastructure decreased for the first time this year. Down 48%; 15 in Q4 compared to 29 in Q3.
- Stage 2 complaints for Planning & Public Protection increased by 75%; from 4 in Q3 to 7 in Q4.
- The council received 103 compliments during Q4.

- The council received 16 suggestions during Q4.

#### **Performance – Q4**

- 88% (66/75) of stage 1 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
- 67% (6/9) of stage 2 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
- 92% (69/75) of complaints were successfully dealt with at stage 1.
- Four service areas are highlighted as having RED status; Customers and Education Support, Environment, Planning and Public Protection (stage 2) and Highways and Infrastructure (stage 2).
- Three service areas are highlighted as having AMBER status; Housing and Community Development, Planning and Public Protection and Highways and Infrastructure.

#### **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 service's performance.

### **Contact Officer:**

Corporate Complaints Officer

Tel: 01824 706169

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## 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 by quarter

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1					Quarter 3 - Stage 1					Quarter 4 - Stage 1				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	1	1	100%	-	-	0	0	-	100%	-
Legal and Democratic Services	0	0	-	2	2	100%	-	-	0	0	-	100%	-	0	0	-	-	-
Customers and Education Support	6	6	100%	5	5	100%	100%	0%	1	1	100%	100%	0%	6	4	67%	100%	-33%
Education	0	0	-	2	2	100%	-	-	0	0	-	100%	-	1	1	100%	-	-
Environment	30	29	97%	16	15	94%	97%	-3%	23	22	96%	94%	2%	14	10	71%	96%	-24%
Finance and Assets	15	13	87%	4	3	75%	87%	-12%	6	4	67%	75%	-8%	3	3	100%	67%	33%
Housing and Community Development	23	22	96%	10	8	80%	96%	-16%	8	7	88%	80%	8%	11	10	91%	88%	3%
Planning and Public Protection	27	27	100%	22	19	86%	100%	-14%	17	16	94%	86%	8%	16	15	94%	94%	0%
Highways and Infrastructure	19	14	74%	21	19	90%	74%	17%	29	28	97%	90%	6%	15	14	93%	97%	-3%
Communication, Marketing and Leisure	20	20	100%	5	5	100%	100%	0%	11	11	100%	100%	0%	9	9	100%	100%	0%
HR	0	0	-	2	0	0%	-	-	0	0	-	0%	-	0	0	-	-	-
Corporate Total	140	131	94%	89	78	88%	94%	-6%	96	90	94%	88%	6%	75	66	88%	94%	-6%

Table 2: Overall complaint response times for stage 2 complaints by quarter

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2					Quarter 3 - Stage 2					Quarter 4 - Stage 2				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	0	0	-	-	-	0	0	-	-	-
Legal and Democratic Services	1	0	0%	0	0	-	0%	-	0	0	-	-	-	0	0	-	-	-
Customers and Education Support	0	0	-	1	1	100%	-	-	0	0	-	100%	-	0	0	-	-	-
Education	0	0	-	1	0	0%	-	-	0	0	-	0%	-	0	0	-	-	-
Environment	0	0	-	0	0	-	-	-	1	1	100%	-	-	1	1	100%	100%	0%
Finance and Assets	3	3	100%	1	1	100%	100%	0%	0	0	-	100%	-	0	0	-	-	-
Housing and Community Development	1	1	100%	0	0	-	100%	-	1	1	100%	-	-	0	0	-	100%	-
Planning and Public Protection	5	5	100%	1	1	100%	100%	0%	4	4	100%	100%	0%	7	5	71%	100%	-29%
Highways and Infrastructure	1	1	100%	3	2	67%	100%	-33%	4	4	100%	67%	33%	1	0	0%	100%	-100%
Communication, Marketing and Leisure	0	0	-	1	1	100%	-	-	0	0	-	100%	-	0	0	-	-	-
HR	0	0	-	0	0	-	-	-	0	0	-	-	-	0	0	-	-	-
Corporate Total	11	10	91%	8	6	75%	91%	-16%	10	10	100%	75%	25%	9	6	67%	100%	-33%

Table 3: Overall complaint response times for 2014/15

Service	Total Stage 1			Total Stage 2		
	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	1	1	100%	0	0	-
Legal and Democratic Services	2	2	100%	1	0	0%
Customers and Education Support	18	16	89%	1	1	100%
Education	3	3	100%	1	0	0%
Environment	83	76	92%	2	2	100%
Finance and Assets	28	23	82%	4	4	100%
Housing and Community Development	52	47	90%	2	2	100%
Planning and Public Protection	82	77	94%	17	15	88%
Highways and Infrastructure	84	75	89%	9	7	78%
Communication, Marketing and Leisure	45	45	100%	1	1	100%
HR	2	0	0%	0	0	-
Corporate Total	400	365	91%	38	32	84%

Table 4: Compliments received

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	5	1	2	3
Legal and Democratic Services	0	0	0	0
Customers and Education Support	10	8	7	11
Education	0	0	1	0
Environment	44	44	47	41
Finance and Assets	0	1	3	0
Housing and Community Development	27	15	3	14
Planning and Public Protection	3	7	5	0
Highways and Infrastructure	15	16	12	21
Communication, Marketing and Leisure	29	19	14	13
	<b>133</b>	<b>111</b>	<b>94</b>	<b>103</b>

Table 5: 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			0					100%	0	
May	0	0				0					100%	0	4	4			0					100%	0	
June	4	4				2	2				100%	0	8	8			0					100%	0	
July	5	4				0	0				100%	1	3	3			0					100%	0	
August	3	3				0					100%	0	2	2			0					100%	1	
September	6	5	1			0					83%	0	3	3			0					100%	0	
October	1	1				0					100%	0	6	4	2		0					67%	0	
November	2	2				0					100%	0	3	3			0					100%	0	
December	3	3				0					100%	0	1	1			0					100%	0	
January	5	4	1			0					80%	0	3	3			0					100%	0	
February	1	1				0					100%	0	1			1	0						0	
March	4	3		1		0					100%	0	3		1	2	0					0%	1	
Total	35	31	2	1	1	2	2	0	0	0	94%	2	38	32	3	1	0	0	0	0	0	91%	2	

Table 6: 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	25	0	2	0	0	27
February	14	0	7	0	0	21
March	8	0	12	1	0	21
<b>Total</b>	<b>209</b>	<b>4</b>	<b>53</b>	<b>1</b>	<b>0</b>	<b>267</b>

**Report to:** Performance Scrutiny Committee

**Date of Meeting:** 16 July 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) has 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 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

#### 4.6 Scrutiny Proposal Forms

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 has 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 is 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**

Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group's first meeting of the new municipal year is scheduled to be held on 23 July.

### **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 to deliver its corporate priorities, improve outcomes for residents whilst also managing austere budget cuts.

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

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

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

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

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

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

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

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

**11. Power to make the decision**

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

**Contact Officer:**

Scrutiny Coordinator

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

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
24 September  Representatives from GwE to be in attendance for all education items on the business agenda	<b>Cllr. Eryl Williams</b>	1. 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. Eryl Williams</b>	2. Increasing A* and A grade attainment at Level 2 and 3 (including vocational equivalent) <b>[Education]</b>	To evaluate the effectiveness of the support provided by the County and GwE in improving the number of A* and A grade passes at all levels, increasing the wider points score and the impact of the Welsh Baccalaureate on educational attainment	Identification of further measures to improve attainment levels and points score in order to support the County's pupils and students to realise their full potential and access the education/career pathway of their choice (including linking to the Oxbridge Hub initiative)	Chief Executive of GwE/Karen Evans/Julian Molloy	SCVCG February 2015
	<b>Cllr. Eryl Williams</b>	3. Effectiveness of current support offered to schools within the County identified as requiring additional input <b>[Education]</b>	To monitor the effectiveness of the County and GwE support provided to Rhyl, Blessed Edward Jones and Prestatyn High Schools to improve Level 2 and Level 3 (incl. vocational) grades, and Ysgol Brynhyfryd to regain its Level 2 and 3 (incl. vocational) grades and	Identification of the long-term sustainability for continued improvement at all four schools both with, and without, the additional support with a view to ensuring that all pupils/students achieve their full potential and access their chosen education/career pathways	Chief Executive of GwE/Karen Evans/Julian Molloy	SCVCG February 2015

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			continue on its journey towards excellence			
	<b>Cllr. Eryl Williams</b>	4. Rhyl Sixth <b>[Education]</b>	To examine and monitor the Level 3 educational achievements (both academic and vocational) of Rhyl Sixth students	(i) An assessment of whether the Rhyl Sixth is realising the Council's vision for the establishment and whether students are realising their full potential and accessing their chosen education/career pathways; and (ii) Identification of areas in which the Council may be able to support and work with the College to deliver common aims	Principal of Rhyl College/Karen Evans/John Gambles	SCVCG February 2015
	<b>Cllr. Hugh Irving</b>	5. 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 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
10 December	<b>Cllr. Julian Thompson-Hill</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/Liz Grieve/Nicola Kneale	November 2014

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	<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. Hugh Irving</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 deliver a wide range of services that enhance the health and well-being of residents	Arwyn Jones/Roger Ellerton/Jamie Groves/Jackie Walley	January 2015
	<b>Cllr. Julian Thompson-Hill</b>	4 Corporate Plan (Q2) 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
	<b>Cllr. Bobby</b>	5. Work	To outline the:	Ensure that the Council has met	Alaw	June 2015

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	<b>Feeley</b>	Opportunities Review – post Aberwheeler Nurseries	(a) findings of the review into former Aberwheeler Nurseries service-user’s satisfaction with their new work opportunities’ placement(s), the outcomes for them and their families/carers; (b) the lessons learned by the Council during and after the decommissioning work; and (c) the findings of the most recent CSSIW inspection reports on those work opportunities establishments (if recent regulator’s reports were not yet available for those establishments then an indication of when they are expected to be available be included)	its statutory duties with respect to protecting vulnerable people, realised positive outcomes for them, and identify good practices for any future service decommissioning/commissioning exercise	Pierce/Phil Gilroy	
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	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
			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			
	<b>Cllr. Eryl Williams</b> <i>(representative from GwE also to attend)</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 powers.  The report to incorporate GwE's Annual report and information on the 5 year trend in relation to educational attainment in Denbighshire	Scrutiny of performance leading to recommendations for improvement	Julian Molloy	September 2014
17 March	<b>Cllr. Julian Thompson-Hill</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	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			
9 June	<b>Cllr. Julian Thompson-Hill</b>	1	Corporate Plan (Q4) 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
	<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</b> (required)	3.	Draft Director of Social Services Annual Report for 2015/16	To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2015/16 and clearly articulates future plans.	Identification of any specific performance issues which require further scrutiny by the committee in future	Tony Ward	June 2014
14 July							

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
29 September  (GwE representatives to be invited)	<b>Cllr. Eryl Williams</b>	1. 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
8 December						
January 2017  (GwE representatives to be invited)	<b>Cllr. Eryl Williams</b>	1. 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 powers.  The report to incorporate GwE's Annual report and information on the 5 year trend in relation to educational attainment in Denbighshire	Scrutiny of performance leading to recommendations for improvement	Julian Molloy	September 2014

**Future Issues**

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
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Impact of Budgetary Cuts on the Deliverability of the Corporate Plan and the Council's performance in delivering services (late 2015 and periodically thereafter)  <b>[Task &amp; Finish Group]</b>	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
Implementation of the Donaldson Report 'Successful Futures' – Independent Review of Curriculum and Assessment Arrangements in Wales <b>[Education]</b>  <b>Check legislative timetable October 2015</b>	To consider and monitor the plans to implement the agreed measures adopted by WG following the consultation on the review's findings	Better outcomes for learners to equip them with jobs market skills	Karen Evans	April 2015

**Information/Consultation Reports**

Date	Item (description / title)	Purpose of report	Author	Date Entered
<b>Monthly Information Bulletin</b>	Your Voice Complaints Procedure	Details of number of complaints received and dealt with for each Service via the 'Your Voice' procedure to inform the information required in the quarterly reports to the Committee	Jackie Walley/Clare O'Gorman	June 2014
<b>Corporate Plan (Q1 &amp; Q3) 2015/16</b>  <b>September 2015 &amp; March 2016</b>  [Information]	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

**Note for officers – Committee Report Deadlines**

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
24 September	<b>10 September</b>	10 December	<b>26 November</b>	28 January 2016	<b>14 January 2016</b>



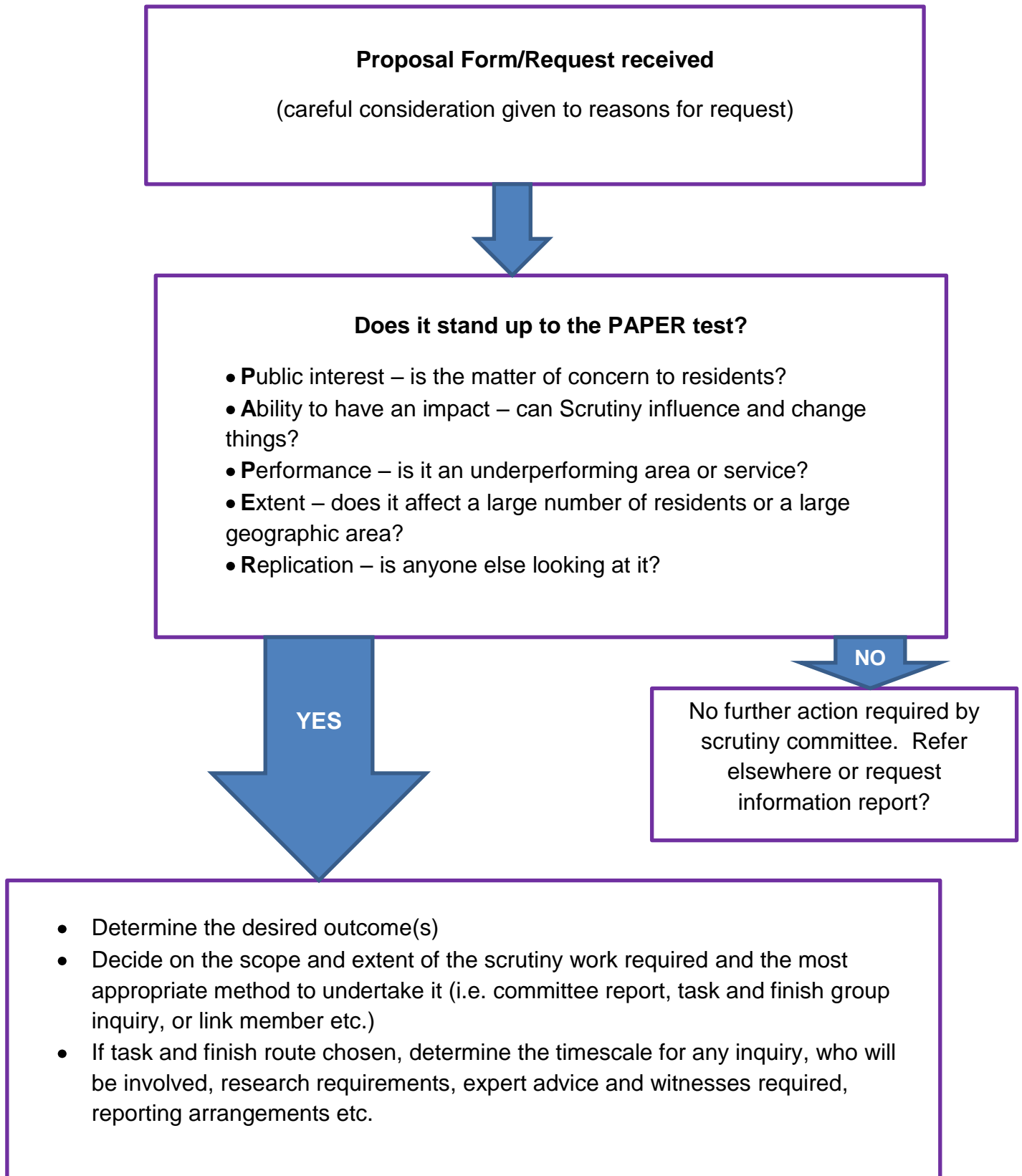
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<b>Member Proposal Form for Scrutiny Forward Work Programme</b>	
<b>NAME OF SCRUTINY COMMITTEE</b>	
<b>TIMESCALE FOR CONSIDERATION</b>	
<b>TOPIC</b>	
<b>What needs to be scrutinised (and why)?</b>	
<b>Is the matter one of concern to residents/local 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
<b>28 July</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	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	Car Park Charges	To give members the opportunity to decide which car park charging regime they would like to see implemented across the county.	Tbc	Councillor David Smith / Steve Parker / Mike Jones
	4	Business Rates Write Offs	To seek approval for uncollectible Business Rates Debts to be written off	Yes	Cllr Julian Thompson-Hill / Rod Urquhart
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>29 September</b>	1	Finance Report	To update Cabinet on the current financial position of	Tbc	Councillor Julian Thompson-Hill /

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			the Council		Richard Weigh
	2	Ruthin Primary Proposals – Ysgol Rhewl	To consider the objections received for the closure of Ysgol Rhewl and whether to approve implementation of the proposal	Yes	Councillor Eryl Williams / Jackie Walley
	3	Ruthin Primary Proposals – Ysgol Llanfair DC and Ysgol Pentrecelyn	To consider the objections received for the closure of Ysgol Llanfair DC and Ysgol Pentrecelyn and the opening of a new area school to serve the area of Llanfair DC and Pentrecelyn, and whether to approve implementation of the proposal	Yes	Councillor Eryl Williams / Jackie Walley
	4	Ruthin Primary Proposals – Ysgol Llanbedr	To consider the formal consultation report following the publication of proposals for the closure of Ysgol Llanbedr and to consider whether to publish the relevant statutory notice	Yes	Councillor Eryl Williams / Jackie Walley
	5	Ysgol Glan Clwyd (Part II report)	To seek authority to award the construction contract for the extension and	Yes	Councillor 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
			refurbishment works at Ysgol Glan Clwyd		
	6	Corporate Plan Performance Report 2015/16 Q1	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	7	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>27 October</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>24 November</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>15 December</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh

Cabinet Forward Work Plan

Meeting	Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	2 Corporate Plan Performance Report 2015/16 Q2	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	3 Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

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>July</i>	<b><i>14 July</i></b>	<i>September</i>	<b><i>15 September</i></b>	<i>October</i>	<b><i>13 October</i></b>

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## Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
11 June 2015	4. URGENT MATTERS – CALL IN OF CABINET DECISIONS RELATING TO YSGOL LLANFAIR DYFFRYN CLWYD AND PENTRECELYN	<i>RESOLVED - that having considered the reasons given for requesting a review of Cabinet's decision, and the information provided at the meeting, that there was not sufficient evidence to ask Cabinet to reconsider its decision of 2 June 2015 in relation to Ysgol Llanfair Dyffryn Clwyd and Ysgol Pentrecelyn.</i>	The Committee's recommendations were reported to Cabinet at its meeting on 30 June 2015 – report can be seen by following the link below:  <a href="http://mgintranet/ieListDocuments.aspx?Clid=281&amp;MId=5140&amp;Ver=4&amp;LLL=0">http://mgintranet/ieListDocuments.aspx?Clid=281&amp;MId=5140&amp;Ver=4&amp;LLL=0</a>
	4. URGENT MATTERS – CALL IN OF CABINET DECISIONS RELATING TO YSGOL RHEWL	<i>RESOLVED - that having considered the reasons given for requesting a review of Cabinet's decision and the information provided at the meeting, determined that there was not sufficient evidence to ask Cabinet to consider its decision of 2 June to publish a statutory notice to close Ysgol Rhewl, but to recommend to Cabinet that:</i>  <i>(a) It should instruct officers during the consultation period following the publication of the statutory notices to undertake work to assess and mitigate the effects of the loss of</i>	The Committee's recommendations were reported to Cabinet at its meeting on 30 June 2015. Cabinet endorsed the Committee's recommendations with respect to some additional work being carried out during the statutory notice period. The report and Cabinet decision can be seen by following the link below:  <a href="http://mgintranet/ieListDocuments.aspx?Clid=281&amp;MId=5140&amp;Ver=4&amp;LLL=0">http://mgintranet/ieListDocuments.aspx?Clid=281&amp;MId=5140&amp;Ver=4&amp;LLL=0</a>

		<p><i>Welsh language provision on the community and to ensure that the loss of a dual stream school would not disadvantage the area's pupils in future;</i></p> <p><i>(b) Further work to be undertaken with pupils, parents, staff and other stakeholders of Ysgol Rhewl to address their concerns relating to the capacity of the Glasdir site, the transport management of the new school site and road safety concerns between Rhewl and Glasdir; and</i></p> <p><i>(c) That the findings of the work outlined in (a) and (b) above is reported to Cabinet in the autumn of 2015 when presenting the objections report in response to the publication of the statutory notice.</i></p>	
	<p><b>6. DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2014/15</b></p>	<p><b>RESOLVED</b> that subject to the above observations:</p> <p><i>(a) To receive the report and endorse it as a clear account of performance in 2014/15.</i></p> <p><i>(b) That the Services' performance in delivering their services and in addressing the challenges identified for 2015 be closely monitored via the Service Challenge Process, with any areas of concern being escalated to the Committee's attention, and</i></p> <p><i>(c) That the Lead Member for Social Care and the Director of Social Services keep members fully informed on developments</i></p>	<p>Recommendation communicated to Lead Member and officers</p>

		<i>relating to the Betsi Cadwaladr University Health Board and their impact on residents and Council services.</i>	
	<b>7. CORPORATE PLAN PERFORMANCE REPORT Q4 2014/15</b>	<b>RESOLVED</b> that subject to the above, to receive the report, and that the Annual Performance Report be utilised to identify areas for detailed scrutiny with a view to improving outcomes for citizens and facilitating the Council to deliver its Corporate Plan.	Recommendation communicated to Lead Member and officers
<b>SPECIAL MEETING 22 JUNE 2015</b>	<b>5. FUTURE PROVISION FOR SERVICE USERS FROM ABERWHEELER NURSERIES</b>	<p><b>Resolved:</b> - <i>subject to the information provided and the above observations –</i></p> <p><i>(a) to note the generally positive outcomes for the individuals involved;</i></p> <p><i>(b) that a report be presented to the Committee in the autumn of 2015 detailing the conclusions of the review into former Aberwheeler Nurseries service-user's satisfaction with their new work opportunities' placement(s), the outcomes for them and their families/carers;</i></p> <p><i>(c) that the report detail the lessons learned by the Council during and after the decommissioning work; and</i></p> <p><i>(d) that the findings of the most recent CSSIW</i></p>	<p>Recommendation communicated to Lead Member and officers</p> <p>See Appendix 1 - report scheduled for presentation on 10 December 2015</p>

		<i>inspection reports on those work opportunities establishments also be included in the report (if recent regulator's reports were not yet available for those establishments then an indication of when they are expected to be available be included)</i>	
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