

To: Members of the Performance
Scrutiny Committee

Date: 22 January 2016

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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, 28 JANUARY 2016** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

AGENDA

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

1 APOLOGIES

2 DECLARATION OF INTEREST (Pages 5 - 6)

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

3 ELECTION OF VICE-CHAIR

To appoint a Vice-Chair of the Committee for the remainder of the 2015/16 municipal year.

4 URGENT MATTERS

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.

5 MINUTES OF THE LAST MEETING (Pages 7 - 18)

To receive the minutes of the Performance Scrutiny Committee meeting held on 10 December 2015 (copy enclosed).

6 PRIMARY SCHOOL TRANSPORT (Pages 19 - 26)

To consider a report by the Head of Education (copy enclosed) providing clarification on the policy relating to Primary School Transport.

9.40 a.m. – 10.15 a.m.

7 KS4 AND POST 16 EXAMINATION RESULTS (Pages 27 - 34)

To consider a joint report by the Education Manager and GwE Senior Challenge Advisor (copy enclosed) detailing the verified performance of Denbighshire schools external examination results at Key Stage 4 and Post 16 together with an analysis of results against benchmarked information and performance against other local authorities.

10.15 a.m. – 10.45 a.m.

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**8 SCHOOL GOVERNORS AND SCHOOL GOVERNING BODIES** (Pages 35 - 40)

To consider a report by the Head of Education (copy attached) detailing the role and responsibilities of school governors and school governing bodies.

**11.00 a.m. – 11.30 a.m.**

**9 YOUR VOICE REPORT - QUARTER 2 2015/16** (Pages 41 - 54)

To consider a report by the Principal Manager – Business Support (copy enclosed) providing an overview of compliments, suggestions and complaints received under the Council's customer feedback policy 'Your Voice' during Quarter 2 2015/16.

**11.30 a.m. – 12 noon**

**10 SCRUTINY WORK PROGRAMME** (Pages 55 - 76)

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

**12.00 – 12.15 p.m.**

**11 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

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

**12.15 p.m.**

**MEMBERSHIP**

## **Councillors**

Barry Mellor (Chair)

Meirick Davies

Richard Davies

Colin Hughes

Geraint Lloyd-Williams

Peter Owen

Dewi Owens

Arwel Roberts

Gareth Sandilands

## **Voting Co-opted Members for Education (Agenda Item Nos. 6, 7 & 8 only)**

Gill Greenland

Debra Houghton

Dr. D. Marjoram

John Piper

Gareth Williams

## **COPIES TO:**

All Councillors for information

Press and Libraries

Town and Community Councils

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## LOCAL GOVERNMENT ACT 2000

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### Code of Conduct for Members

### DISCLOSURE AND REGISTRATION OF INTERESTS

I, *(name)*

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

**Denbighshire County Council**

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

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)\**

Signed

Date

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

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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, 10 December 2015 at 9.30 am.

### PRESENT

Councillors Meirick Davies, Richard Davies, Colin Hughes, Geraint Lloyd-Williams and Gareth Sandilands

Lead Members attendance requested by the Committee: - Councillors H.C. Irving and J. Thompson-Hill.

Councillor J.M. McLellan attended as an observer.

### ALSO PRESENT

Chief Executive (MM), Corporate Director: Communities (NS), Strategic Planning Team Manager (LG), Principal Manager – Business Support (TW), Principal Librarian (AJ), Customer Service Business Partner (FA), Wales Audit Office Representative (SC) CSSIW Regional Director (VP), Scrutiny Co-ordinator (RE) and Administrative Officer (CIW).

In the absence of the Chair Councillor G. Sandilands was appointed as Chair for the meeting.

Members present were advised that quorum requirements were not met at the commencement of the meeting. However, at least one other Member had confirmed his intention to attend the meeting and was therefore expected to arrive. Members therefore agreed to proceed with the agenda business informally until another member arrived and the quorum requirements were met.

Quorum requirements were met midway through business item number 5 and therefore the minutes of the previous meeting were approved following conclusion of business item 5.

### 1 APOLOGIES

Apologies for absence were received from Councillors Peter Owen, Dewi Owens, Arwel Roberts and David Simmons.

### 2 DECLARATION OF INTERESTS

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

### 3 URGENT MATTERS AS AGREED BY THE CHAIR

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

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

The Minutes of a meeting of the Performance Scrutiny Committee held on Thursday, 24<sup>th</sup> September, 2015 were submitted.

4. Provisional Examination Results - The Scrutiny Coordinator confirmed that, as agreed at the previous meeting, an information report on the retention and progression of Denbighshire Sixth Forms had been circulated to Members of the Committee.

In reply to a question from Councillor M.LI. Davies, the Scrutiny Coordinator explained that the Monitoring Officer had confirmed that the relevant Regulations did not permit, Committee Members who chaired meetings in the absence of the Chair of a Committee, to be eligible for payment of an allowance for undertaking such duties.

The Scrutiny Co-ordinator informed members that Councillor Arwel Roberts had chaired the above meeting in the absence of the chair and that this should have been reflected in the minutes.

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

#### **5 CSSIW ANNUAL PERFORMANCE EVALUATION 2014/15**

A copy of a report by the Principal Manager: Business Support, Community Support Services (PM: BS - CSS) had been circulated with the papers for the meeting.

The Corporate Director: Communities (CDC) introduced the report and explained that the evaluation was based on a wide-range of evidence from the Council, regulators and service users. On the whole the Regulator's evaluation of the Council's Social Care Services was a positive one, with just a few areas for improvement identified. The main areas on which the Care and Social Services Inspectorate Wales (CSSIW) would be regularly liaising with the Council on during the current year with a view to ensuring they would be strengthened or progressed were:-

- The changes to the senior management infrastructure for the delivery of social care and their impact upon children and adults;
- Protection of Vulnerable Adults (PoVA) – improving the timeliness and engagement of PoVA and undertaking a review of threshold levels
- Quality monitoring of all domiciliary care providers (including obtaining service users' views and experiences of the services); and
- Integrated partnership working with the Betsi Cadwaladr University Health Board (BCUHB)



The CSSIW's Regional Director for North Wales outlined to the Committee the main points highlighted in the Regulator's report. In addition to the areas listed above which required strengthening she advised that:-

- A recent Wales Audit Office (WAO) national study had concluded that greater use of Telecare and assistive technology was needed across Wales, therefore the Regulators would be monitoring the situation across the country;
- With respect to the need to improve the quality monitoring of domiciliary care providers, the Council would need to have regard to a national report due to be published in the spring of 2016 when developing this aspect of its work;
- The 38% increase in the uptake of direct payments for people with learning disabilities or mental health needs was commendable;
- Profiling of people with mental health was an area for improvement across the North Wales region. Clarity was required around the identification, assessment and commissioning of services;
- Denbighshire had an exceptionally high number of people with learning disabilities, often with complex needs, from outside the county living within its boundaries. They mainly resided in accommodation run by independent providers, a number of which had been established following the closure of the former North Wales Hospital. As a number of the residents were from outside Denbighshire there was a risk that they were not at present known to either health or social care services, but there was likely to come a time when they would need to access primary health and social care services and require the protection of the Council's safeguarding services. There was therefore a need for the Council and its partners to assess potential future pressures on their services;
- The Council's prevention and early intervention approach through various teams working within the Children and Family Services had resulted in a significant drop in referrals and re-referrals to the Service. Nevertheless there was a need to track and monitor outcomes for children and families signposted to other services;
- As the non-contributory respite care for children with disabilities had now ended there would be a need to monitor whether some families were opting out of receiving respite care on financial grounds, and the consequential impact that was having on the entire family;
- There would also be a need to monitor access and outcomes for children and families who were currently not meeting the threshold to directly access support from Children's Services – the new National Outcomes Framework (currently being piloted by Denbighshire) would assist with this aspect;
- Whilst there were improvements with respect to services offered to Looked After Children (LAC) more work was required with respect to ensuring regular health and dental checks for LAC and in relation to forward planning and outcomes for young people leaving care.;
- The National Outcomes Framework pilot in the county seemed to be working well; and
- The Regulator was satisfied with the leadership and the governance of social care services in the county – it was of the view that the service challenge process and scrutiny of the service provision was robust

Responding to Members questions officers and the CSSIW's Regional Director advised that:-

- Large clusters of independent care provision for people with intensive/complex needs learning disabilities were not in-keeping with the intended ethos of the closure of the former mental health institutions;
- The provisions of the Social Services and Well-being (Wales) Act 2014, when they come into force in April 2016, would strengthen powers relating to information sharing;
- There was a need to put the SPoA Service on a more secure financial funding, it was currently heavily dependent upon grant funding. There was also a need to grow the service to include more partners/stakeholders, currently it was Health, Social Care and the voluntary sector that were involved in the service. One potential future partner could be the Police Service;
- the Council took its responsibilities with respect to safeguarding both children and adults extremely seriously. One of the objectives of the current re-structure of the Community Support Services was to strengthen aspects of safeguarding. In addition a peer review had been undertaken with Conwy County Borough Council and measures identified as part of the findings of that review would be embedded in the service, as would the findings of the WG's Operation Jasmine Review. Designated Lead Managers had also been subject to specialist confidence building training and the new post of Safeguarding Team Manager would be crucial in taking a professional lead in the area of safeguarding;
- Part 6 of the Social Services and Well-being (Wales) Act 2014 should help with regards to securing better educational outcomes and forward planning for LAC, as would the policy change around 'When I'm Ready'. However, Denbighshire already had a similar policy with respect to determining the most appropriate time for a young person to leave care, called 'Staying Put', this would require some refinement to bring it in line with the new legislation. A LAC nurse had been appointed during 2014/15 and this had improved performance with respect to ensuring that LAC were registered with a GP and Dentist;
- Denbighshire was the first local authority in North Wales to establish a SPoA Team. This joint team between Health, Social Services and the voluntary sector has a 'What Matters' conversation with individuals and their families/carers to establish the type of support required and to signpost them to other relevant services or organisations. A formal evaluation of the SPoA Service had been undertaken recently and it had concluded that it was a good, valuable service which benefitted residents. The service conformed with the requirements of the new Social Services and Well-being (Wales) Act 2014 requirements. Good working relationships already existed between social care staff and district nurses and work was currently underway with a view to fostering similar relationships with third sector staff and therapists. This would help identify any service gaps;

Discussion took place around the value of 15 minute 'check calls' to service-users in their own homes. It was emphasised that there was no expectation for those who undertook these calls to administer care. However, when commissioning care packages the Council had to have regard to the individual service users' views on the type of care they required. The national study into domiciliary care which was currently underway would look at all aspects of domiciliary care e.g. length of calls, travelling time between calls, continuity of care/carers etc. When determining the

future domiciliary care contracts and the monitoring of those contracts the Council would need to have regard to the findings of the national study.

The Committee was advised that Partnerships Scrutiny Committee had already scheduled into its forward work programme for February 2016 a report examining PoVA matters and a report on the 'Independence of Older People'. It was:-

**RESOLVED** – *that, subject to the above observations and the fact that Partnerships Scrutiny Committee had already scheduled reports on aspects of the areas identified for improvement in its forward work programme, to receive the CSSIW's Annual Evaluation and Review of Denbighshire's Social Services for 2014/15, and the Council's associated Action Plan.*

## **6 CORPORATE PLAN - QUARTER 2 2015/16**

The Lead Member for Finance, Corporate Plan and Performance introducing the Quarter 2 2015/16 report (previously circulated) on the Council's performance in delivering its Corporate Plan:-

- advised that the indicators which relied on either the residents or business surveys, were historical in nature and would be updated next quarter with the most recent data.
- highlighted the key areas of performance listed in the report and advised that the Council was proposing to delete performance indicator (PI) QSCC013ai – 'the percentage of open cases on the child protection register who have an allocated social worker' as it was no longer a statutory indicator and officers had agreed that it was not a meaningful PI for measuring intended outcomes. They felt that the intended outcomes could be better managed and achieved in other operational ways;
- whilst corporate sickness absence levels were continuing to improve this area remained a priority for improvement;
- the decrease in the number of staff who had received a performance appraisal was at least in part attributable to the i-Trent recording software system. The Lead Member and officers were monitoring this aspect closely;
- the Council's inability to provide information for carbon emissions at present was due to an issue relating to its energy provider's billing system. This problem was not unique to Denbighshire, a high number of local authorities were affected and the company was working on solutions to rectify the problem. However, the Council was due to change its energy provider from April 2016 and the new provider could provide all the required information in due course;
- none of the Council's Corporate Projects were registering a 'red' status.

Responding to members' questions the Lead Member and officers confirmed that:-

- the decision to change energy provider from April 2016 had been taken on commercial grounds;
- both littering and dog fouling could only be measured for performance purposes within 30 mile per hour (mph) zones. However there were methods of tracking such activity outside 30mph areas;

- officers from all Council departments were now familiar and confident in using the Verto system for the purpose of recording performance and project related information;
- they were confident that the actual number of performance appraisals undertaken across the Council was likely to be in the high eighty percent range. With a view to obtaining a correct assessment of the Council's performance in this area the Chief Executive had asked all Heads of Service to check that they had inputted all the required information into the i-Trent system. He had also asked the Head of Legal, HR and Democratic Services to review the system in order to determine the cause of the reporting problem;
- the Tackling Poverty Working Group had commenced its study. It was an ambitious Group and would soon have a number of PIs which could be scrutinised;
- scrutiny had no powers to compel the Council's energy provider to attend a meeting to discuss its inability to provide carbon emissions information. It could however, if it wished, invite them to attend.

The Scrutiny Co-ordinator undertook to check on whether proposed by-laws relating to banning dogs from school pitches and other playing fields had ever been adopted. Members and officers were reminded that, if they thought any of the areas listed in the Corporate Plan merited detailed scrutiny, they should complete a 'scrutiny proposal form' and submit it to the Scrutiny Co-ordinator for consideration by the Scrutiny Chairs and Vice-Chairs Group. The Committee:-

**RESOLVED** - *subject to the above observations, to receive the report on the Council's performance in delivering its Corporate Plan in a bid to improve outcomes for residents.*

## **7 CORPORATE RISK REGISTER**

A copy of a report by the Strategic Planning Team Manager (SPTM) which detailed the October, 2015 formal revision of the Corporate Risk Register (CRR), had been circulated with the agenda.

A formally updated version of the CRR had been agreed at Cabinet Briefing in October, and presented to the Corporate Governance Committee on the 18<sup>th</sup> November. The current report presented the opportunity for Performance Scrutiny Committee to comment on the formal revision.

Introducing the report the Lead Member for Finance, Corporate Plan and Performance made particular reference to the following revisions to the CRR:-

- DCC007 – the risk that critical or confidential information is lost or disclosed: due to the introduction of a number of risk reduction actions, the introduction of the information security policy and e-learning package it was now felt that this risk could be managed at a service level. Therefore it would be deleted from the CRR;
- DCC013 – the wording for this risk had been changed to 'the risk of significant liabilities resulting from external models of delivery' to encompass the variety of service delivery models either in operation or being explored. Until the Framework for Governance Arrangements was fully implemented and embedded the residual risk score would remain the same;

- DCC021 - the residual risk score for 'the risk that effective partnerships and interfaces between Betsi Cadwaladr University Health Board (BCUHB) and Denbighshire County Council (DCC) do not develop, leading to significant misalignment between the strategic and operational direction of BCUHB and DCC' had been increased to reflect the serious concerns the Council had for this particular area, despite the fact that a number of control measures had been put in place;
- A new risk had been entered on to the register – DCC030 'the risk that appropriate capacity and skills to sustain service and corporate performance is not available'. This risk related to succession planning work which was currently underway. Some control measures were already in place and others were planned with a view to managing this risk; and
- There was also another emerging risk, this related to Protection of Vulnerable Adults (PoVA) arrangements which had been raised by the CSSIW. Scoping work was currently underway on this risk and therefore more detailed information on it and the measures to manage it would feature in the next version of the CRR.

Responding to Members' questions the Lead Member and officers:-

- Advised that with respect to risk DCC016 'the risk that the impact of welfare reforms is more significant than anticipated by the council' and in particular the risk associated with closure of the Welfare Rights Unit and the transfer of its work to an external provider, the Cutting Our Cloth Task and Finish Group had recently reviewed this cut and concluded that the new service provided by the Citizens Advice Bureau (CAB) was working well and delivering as expected. Assurances were also given by the Scrutiny Co-ordinator that the Task and Finish Group would be continuing to monitor the situation and was scheduled to examine the service delivery against the service level agreement (SLA) again in the summer of 2016.
- Requested that as some members had raised concerns at the meeting with respect to the CAB's capacity to deliver the welfare advice service at present due to pressures, it would be useful if those members could detail their concerns to senior officers at the Council to enable them to be investigated, as the Task and finish Group had found no evidence of any detrimental effect on residents following the transfer of the service to an external provider;
- Explained that the additional funding recently announced by the Welsh Government (WG) to Health Boards in Wales was specifically for the Intermediate Care Fund (ICF). Across Wales an additional £30m, to top the fund up to £50m, would be channelled through the regional Health and Social Care Partnership Boards from April 2016 for the purpose of delivering integrated health and social care services. Each local authority's Director of Social Services served on their area's Health and Social Care Partnership Board; and
- gave a detailed explanation of the Deprivation of Liberty Safeguards (DoLS) Supreme Court judgement and its implications for the Council.

The Committee:-

**RESOLVED** – *subject to the above observations to note the changes made to the Corporate Risk Register, the reasons for the changes, and to receive the revised Register.*

## 8 LIBRARY SERVICES

A copy of a joint report by the Principal Librarian (PL) and the Customer Service Business Partner (CSBP), which outlined the Library Service's performance against the Welsh Government's Framework of Public Library Standards 2014-17, and seeking the Committee to consider this in the context of Denbighshire's new Face to Face Customer Service Delivery Framework, had been circulated with the papers for the meeting.

Details of the statutory duties of Library Authorities in Wales had had been outlined in the report, particular reference being made to the requirements of the Public Libraries and Museums Act 1964. The Frameworks of Welsh Public Library Standards enabled MALD (Museums Archives and Libraries Division of Welsh Government, previously CyMAL) to measure and assess how Authorities were fulfilling their statutory duties. The Fifth Framework had been launched on the 1<sup>st</sup> May, 2014.

The Lead Member for Customers and Communities introduced the report on the WG's Assessment of the Library Service's performance for 2014/15, which also informed members of the work undertaken and planned with a view to developing libraries into community hubs. The Principal Librarian detailed the report's contents with respect to the Library Service's performance against WG standards, whilst the Customer Service Business Partner explained the work in relation to developing libraries into community hubs and the Framework associated with that work.

Members were advised that:-

- 17 out of the 18 Core Entitlements in the Frameworks of Welsh Public Library Standards had been met, the only one not achieved related to the availability of the Service's Strategy and Vision. This had not been met because the Service, as part of the Freedoms and Flexibilities process had been restructuring. This final core entitlement would be met by March 2016 as the vision would be available in bilingual format on-line and printed by then;
- With respect to the Quality Indicators (QI) contained in the Standards Framework, and listed in the report, the Council had only partially met the QI relating to access to up-to-date reading materials and would not be meeting it in the current year either. The Council was not unduly worried about this as book loans across the county was high, which in itself was an indicator that the Service was purchasing what readers wanted to read;
- The QI relating to appropriate spend on reading materials had also only been partially met – this was due to the County taking the approach to give priority to purchasing books for children. The Council was spending above the WG target on children's books with a view to improving basic reading and literacy skills, and was pursuing this approach during the current year. Officials had met with the WG's Deputy Minister for Culture, Sport and Tourism to emphasise this approach;
- Another QI which had only been partially met was the one relating to staffing levels and qualifications – this would be looked at again in the light of the staffing restructure to see what could be met in relation to the QI; and

- The new Framework should help the Council to achieve quality indicators relating to web pages and customer take-up of ICT services.

Responding to members' questions the Lead Member and officers advised that:-

- The fund for purchasing reading materials for 2014/15 was £160K;
- The new Museums, Archives and Libraries Division (MALD) Framework was rather prescriptive and focussed too much on inputs rather than on outputs, outcomes and benefits for citizens, which was what Denbighshire's Library Service wanted to concentrate on;
- Meetings had been held with both the WG's Deputy Minister for Culture, Sport and Tourism and the Director of MALD with respect to the prescriptive nature of the Framework Standards, and both had indicated their full support to Denbighshire for its approach to widening the range of services offered within libraries and turning them into community hubs;
- The WG could not withhold funding to the library service on the basis that it was not meeting all required indicators, if the Service could prove that it was delivering services which residents wanted and valued;
- They were confident that Wi-fi would be available in all of the county's libraries by the end of March 2016. Officers had also asked that the Service be included as part of the Nova Wi-fi pilot;
- Officers from the Library Service met on a regular basis with Education Service staff, they would also in the near future be meeting with Youth Service staff, with a view to supporting post 16 and Not in Education, Employment or Training (NEET) initiatives;
- Under the 'Face to Face Customer Service Framework' the Council was aiming to provide consistent service delivery to all its customers, via their preferred service delivery method e.g. face to face, telephone, electronic, self-service;
- The staffing re-structure, recruitment of other staff combined with a focussed training programme would ensure that all staff were equipped with the necessary skills to deliver all services available at the 'hubs';
- Staff 'floor-walked' on a regular basis to ensure that customers were not waiting long for assistance;
- Following the recent refurbishment of Rhyl Library there was now a Police desk at the Library and two members of the Revenues and Benefits staff were located there working in partnership with the Job Centre assisting people to apply for the new Universal Credit on-line. The CAB was also holding periodic surgeries at the Library;
- In Rhuddlan work was underway with the Town Council with a view to replicating a similar model to the one in Rhyl, but with more of a community hub emphasis i.e. permitting local groups to meet in the library building;
- In Denbigh discussions were taking place with Communities First officers with a view to them utilising the Library building, this would enable the Council to apply for specific grants available to Communities First organisations for modifying the building. Despite the fact that the actual Library building was outside the Communities First area in the town, the organisation was of the view that it was the most appropriate building in the area to deliver their services;

- For the purpose of future proofing the service each location was being assessed based on its capacity and potential uses in order to optimise their utilisation.

Members congratulated the Service on their performance and on its vision for the future, which was particularly heartening at a time when a number of local authorities were discussing closing a number of their libraries.

**RESOLVED** – *that, subject to the above observations, to receive the Welsh Government’s Assessment of the Library Service’s 2014/15 performance, support Denbighshire’s response and approach to delivering the services particularly in the context of the new Customer Service Delivery Framework, and endorse the Council’s customer focused approach to delivering services to the community.*

## 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.

A copy of the ‘Member’s proposal form’ had been included in Appendix 2. The Cabinet Forward Work Programme had been included as Appendix 3, and a table summarising recent Committee resolutions and advising on progress with their implementation, had been attached at Appendix 4.

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

**28<sup>th</sup> January, 2016:** at the request of the Scrutiny Chairs and Vice Chairs Group, following their meeting held on the 15<sup>th</sup> October, 2015, the Committee agreed to include a business item in the forward work programme on the Primary School Transport Policy.

The Committee agreed that Lead Members Councillors E.W. Williams and H.C. Irving be invited to attend the meeting.

**14<sup>th</sup> July, 2016:** following the receipt of a request from the Scrutiny Chairs and Vice Chairs Group, emanating from their meeting held on the 3<sup>rd</sup> December 2015, Members agreed that a business item be included in the forward work programme with a view to monitoring the Local Housing Strategy, particular reference being made to Theme 2 which incorporated Affordable Housing.

The Committee’s representative on the Corporate Equalities Group (CEG), Councillor C. Hughes, had recently requested that a new Member be appointed as the Committee’s representative. Councillor Hughes had indicated that he was willing to be the Committee’s substitute representative on the CEG. A copy of the Group’s terms of reference had been included as Appendix 5.

As the Committee was unable nominate a representative Councillor Hughes agreed to continue in post, with Councillor G.Lloyd-Williams as a substitute, until a greater



compliment of Committee Members were in attendance and the Committee was in a better position to nominate a new representative.

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

## **10 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

The Committee were informed by Councillor M.LI. Davies that he had attended the Planning and Public Protection Service Challenge meeting, held on the 25<sup>th</sup> November, 2015. Councillor Davies advised that a representative from National Resources Wales (NRW) was present at the meeting. He proceeded to provide a brief summary of the following business items which had been considered at the meeting:-

- Planning charges
- Dangerous buildings
- CCTV
- Public Realm issues

The Scrutiny Coordinator informed Members that the Partnerships Scrutiny Committee would be considering a business item relating to CCTV at its meeting in January, 2016.

**RESOLVED** – *that the report be received and noted.*

Meeting ended at 12.55 p.m.

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**Report to:** Performance Scrutiny Committee

**Date of Meeting:** 28<sup>th</sup> January 2016

**Lead Member / Officer:** Lead Member for Education/Head of Education

**Report Author:** Head of Education

**Title:** Primary School Transport

## 1. What is the report about?

1.1 To provide clarification on the policy relating to Primary School Transport.

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

2.1 In view of a recent assessment of School Transport in the Rhuddlan and Dyserth area, and walk to school routes from Rhuddlan, Education Support was requested to provide clarification regarding Primary School Transport.

## 3. What are the Recommendations?

3.1 That Members consider the information provided herein and support the fair and consistent application of the policy.

## 4. Report details

### 4.1 Background

4.1.1 At the Freedom & Flexibilities Workshop on 17th June 2014 Elected Members gave approval to undertake a review of the existing School Transport policy. This process resulted in a revised Policy which was implemented from September 2015. The changes to the Policy were limited to the provision for Secondary school transport only.

4.1.2 As part of this process Education Support and the Passenger Transport section were instructed to ensure that the policy was consistently applied.

### 4.2 Legislative Background to the School Transport Policy

4.2.1 The Learner Travel (Wales) Measure 2008 provides the legislative basis for providing schools with transport. Within this Measure Local Authorities are required to provide free school transport to the nearest suitable school for:

- Primary School pupils if they live more than 2 miles away from a school; or
- Secondary School pupils if they live more than 3 miles away from school.

4.2.2 If pupils live under these distances then under Legislation they are reasonably expected to walk to school, providing there is a safe walk route available to them. If a safe walk route is not available then the Local Authority will provide free school transport to their nearest suitable school.

4.2.3 If parents express a preference for admission to a school which is not their nearest suitable school then the Local Authority will not provide free transport; however, parents may pay for concessionary seats on transport provided (within the Authority's closed school contracts); if seats are available.

4.2.4 On a discretionary basis the Local Authority will also provide free school transport to nearest Welsh medium school or Faith based school if this is a parental preference.

#### **4.3 Assessment of Transport Services to Ysgol Dewi Sant**

4.3.1 An example of how the Policy is being consistently applied is shown in this recent assessment of transport from the Dyserth and Rhuddlan areas to Ysgol Dewi Sant.

4.3.2 Denbighshire Passenger Transport section arranges all the Authority's school transport. They are required to ensure that the services provided are efficient, cost effective, risk assessed and relevant for the numbers of pupils transported.

4.3.3 In regard to transport from Dyserth and Rhuddlan to Ysgol Dewi Sant, transport had been provided for primary learners who live more than two miles from their nearest suitable school; however, it is noted that no one in Rhuddlan attending Ysgol Dewi Sant falls within this category.

4.3.4 This existing service was therefore provided free for those who qualify and the operator made a nominal charge for those who wish to use the service as they live closer than 2 miles.

4.3.5 From the regular assessments undertaken by Passenger Transport, it became apparent that the number of qualifying students on this service had significantly reduced over recent years and it was now carrying just three learners plus a passenger assistant.

4.3.6 In applying the Policy correctly regarding 'nearest suitable school', it is noted that the numbers on this service from Dyserth had reduced since Ysgol y Llys is their nearest Welsh Medium primary school and not Ysgol Dewi Sant.

4.3.7 In terms of ensuring policy equity and consistency, and also in terms of costs it was difficult to justify a bus service when so few were entitled to use it. Making these changes therefore gave opportunity to review this service. The current service was costing £26,600 p.a. and by changing it to a taxi service for the three who qualify (who live beyond Rhuddlan) the Authority can save up to £21,000 p.a. which, over a five year contract term, equates to over £100,000.

4.3.8 It is recognised that parents in this area may not be satisfied with the changes made, and have raised concerns that the service will not carry a Passenger Assistant; however, other options have been explored with the school and the local bus service providers, but these have been unsuccessful. Assessments have also been undertaken on potential walk routes to school from the Rhuddlan area to ensure a safe walking route is available.

#### **4.4 Assessment of the School Walk Routes in Rhuddlan**

4.4.1 As Rhuddlan is within the 2 miles distance to Ysgol Dewi Sant, Education Support had been asked questions by Local Councillors regarding the potential walk route to school to ensure it is safe. If there was a safe walk route which could be defined then this would assist the families in this area who may have been impacted by the changes to the service mentioned.

- 4.4.2 Previous assessment of the whole route between the centre of Rhuddlan and Ysgol Dewi Sant / Rhyl High School had indicated that the only part of the route that could give potential concern is the crossing of A547 at Bryn Cwybr. On previous visits in 2013 the traffic flow was such that it was deemed safe because there were adequate gaps in traffic to allow pedestrians to cross without undue delays.
- 4.4.3 Previous assessments were conducted by Denbighshire's Safer Roads Officer and the School (Transport) Support Officer and the route was also walked with Cllr A. Roberts and Town Councillor Mr A. Smith in October 2013.
- 4.4.4 A re-assessment of this walk route was required to be undertaken following significant changes in on-site vehicular movements. In the intervening period between 2013 and October 2015 highway remedial works had been undertaken on the bridge in Rhuddlan. The works included the signalisation of Rhuddlan Bridge, in order to maintain its structural integrity. Following the aforementioned works, this has had a significant impact on vehicular flows using the A548 between Bryn Cwybr roundabout and the roundabout at the top of Rhuddlan known locally as 'Golf Club Roundabout'.
- 4.4.5 Therefore 3 site assessment visits were made on 4<sup>th</sup>, 7<sup>th</sup> and 10<sup>th</sup> December 2015 to re-examine this walk route. Assessments were carried out by the School (Transport) Support Officer, accompanied by the School Support Manager or the Road Safety Engineer. Traffic volumes were recorded and the available number of adequate gaps in the traffic for pedestrians to safely cross the road were counted. This assessment followed the Guidance provided by Welsh Government in the Learner Travel Operational Guidance, June 2014.
- 4.4.6 Traffic flows were found to be very variable across different days, but on 10<sup>th</sup> December 2015 the traffic flows were such that there was a significant build-up of slow moving traffic leaving Rhuddlan and heading towards the Bryn Cwybr roundabout. Traffic on this one carriageway would make it difficult for pedestrians to see and safely assess when it was suitable to cross the two lanes of traffic.
- 4.4.7 Denbighshire's Safer Roads Officer also assessed the area near to the current pedestrian / cycle crossing at Bryn Cwybr to determine whether there was adequate space to alter the crossing to improve it. It was concluded that there would be sufficient space to create a central refuge of adequate dimension for pedestrians or cyclists to safely wait until a suitable gap in one lane of traffic allowed them to cross. This assessment also followed Highways Guidance regarding the appropriate size, design and correct positioning of the central refuge.
- 4.4.8 A meeting at site was held on 15<sup>th</sup> December 2015 with Denbighshire's Safer Roads Officer, the School (Transport) Support Officer, Cllr A. Roberts, Cllr A. Davies & the Head Teacher of Dewi Sant. Cllr J. Chamberlain Jones had wished to attend but was otherwise engaged. On site Denbighshire's Safer Roads Officer and the School (Transport) Support Officer confirmed that the route was not presently available as a walking route and that free transport would be available for all eligible pupils until such time as the improvements were completed.

4.4.9 All parties at this meeting indicated they were satisfied and agreed with the outcome of the assessment. The Authority will also work with schools in the New Year to help encourage parents and children to walk to school or cycle, once the route is available. Consideration will also be given to creating a walking bus and this suggestion was positively received by the Head Teacher of Dewi Sant. The Authority will also publicise the safe walking route once available, to discourage pupils and parents from crossing further up at the Cwybr roundabout.

4.4.10 Free transport was arranged and this started from 5<sup>th</sup> January 2016 for eligible learners living in Rhuddlan and attending Rhyl schools. Parents of all eligible pupils were contacted by email or letter offering them the opportunity to apply for this free transport from 5th January 2016. To date 22 pupils have taken up the offer and all but 1 of these are attending Ysgol Dewi Sant. The other 1 is at Blessed Edward Jones.

4.4.11 Preparations are proceeding to make the improvements to the crossing and the route will then be re-assessed. If the walking route is available as a safe route after this assessment then transport will cease, with minimum 2 weeks' notice to parents. It is expected that work will be completed around Easter 2016. A map of the junction in question is shown in Appendix 1.

4.4.12 The correct application of the Policy in regard to the Rhuddlan and Dyserth example highlights the issues involved in adhering to the 'nearest suitable school' policy, and the resolution processes which the Authority follows.

4.4.13 It is also noted that no specific changes are coming into force from January 2016 as suggested, and the application of 'nearest suitable school' and the assessments by Public Transport are part of the normal processes in place.

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

The services described herein are all in support of the priority of "Improving Education".

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

Remedial measures to the junction are anticipated at no more than £30,000 against substantive full term contract costs of £26,600 p.a.

**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.**

The original EqIA undertaken on the Policy revision demonstrated that no group is disproportionately disadvantaged as a result of these changes. This report was provided at the Full Council meeting on Sept 11th 2014.

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

Consultation was undertaken with the Local Councillors, the School and parents.

**9. Chief Finance Officer Statement**

Elected Members agreed to review the Transport Policy at the Freedoms and Flexibilities Members Workshop held in June 2014. It was explained that as the service is currently overspending the review would aim to make savings in order to help bring the service into a break-even position.

- 10. What risks are there and is there anything we can do to reduce them?**  
Possible adverse publicity in the removal of the service and in adverse public comments and complaints. The Council would respond as required whilst ensuring that the Policy is being correctly applied.

- 11. Power to make the Decision**  
The Learner Travel (Wales) Measure 2008

Scrutiny's powers with respect to this matter are outlined in Article 6.3.2(c) and 6.3.3(ch) of the Council's Constitution.

### **Appendix 1**

See attached PDF map

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**Report to:** Performance Scrutiny Committee

**Date of Meeting:** 28 January 2016

**Lead Member / Officer:** Lead Member for Education/Head of Education

**Report Author:** Education Manager and GwE Senior Challenge Advisor

**Title:** KS4 and Post 16 Examination Results

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

The verified performance of Denbighshire schools external examinations results at Key Stage 4 and post 16. The report also provides analysis of results against benchmarked information and performance against other local authorities.

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

To provide information regarding the performance of Denbighshire schools, teacher assessments and external examinations.

**3. What are the Recommendations?**

That members review and comment on the performance of schools against previous performance and the external benchmarks that are currently available, and identify any potential areas for improvement.

**4. Key Stage 4 and Post 16 Results**

The Level 2 Threshold including English / Welsh and Mathematics and the Capped Point Score continued to increase in 2015, however all other KS4 indicators declined in 2015.

|                     | <b>DCC 2013</b> | <b>DCC 2014</b> | <b>DCC 2015</b> | <b>Wales '15</b> |
|---------------------|-----------------|-----------------|-----------------|------------------|
|                     | <b>%</b>        | <b>Rank</b>     | <b>%</b>        | <b>Rank</b>      |
| Level 1             | 93.6            | 11              | 95.2            | 11               |
| Level 2             | 85.7            | 2               | 88.8            | 2                |
| Level 2 in E/W&M    | 53.4            | 12              | 55.6            | 10               |
| CSI                 | 49              | 14              | 54              | 10               |
| Wider Points Score  | 553.2           | 4               | 563             | 5                |
| Capped Points Score | 345.3           | 7               | 352             | 5                |

It is accepted that entitlement to FSM is an appropriate measure of deprivation, Denbighshire's performance within the region should be ranked 6th or higher i.e. equal higher than the free school meals position. It should be noted that in all KS4 measures, Denbighshire LA's rank within the region is 4<sup>th</sup> or higher

#### 4.1 Level 2 including English / Welsh & Mathematics

One of the key performance indicators at the end of key stage 4 is the Level 2 Threshold including English/Welsh and mathematics (L2+) which is the number of pupils gaining 5 GCSE A\*-C's or vocational equivalents and GCSE English/Welsh and mathematics A\*-C's grades.

The percentage of pupils achieving the Level 2 inc. English/Welsh & Maths is 56.1% in 2015, which is 0.5% higher than 2014 and 2.7% higher than 2013. This is 1.9% (58%) below the Welsh average and places the LA 14th in Wales in 2015. This is one place below the LA's free school meal position. The All Wales Core Data Set value added data which compares LA's contextually places the LA 8th in Wales in 2015.

The Level 2 Threshold inc. English/Welsh & Maths increased in Ysgol Dinas Bran and Prestatyn High School. Denbigh High maintained their 2014 results while all other Denbighshire secondary schools saw decreases in their L2+ results. Ysgol Dinas Bran was in the 1st quartile based on Free School Meal benchmarking, while Blessed Edward Jones Catholic High School are in the 4<sup>th</sup> quartile.

|                       | 2013 | 2014 | 2015 | Diff. 2014-15 | Quartiles |
|-----------------------|------|------|------|---------------|-----------|
| St Brigid's           | 71   | 78   | 70   | -8            | 2         |
| Denbigh High School   | 51   | 58   | 58   | 0             | 3         |
| Ysgol Dinas Bran      | 56   | 60   | 69   | +9            | 1         |
| Prestatyn High School | 46   | 51   | 58   | +7            | 2         |
| Blessed Edward Jones  | 44   | 39   | 33   | -6            | 4         |
| Rhyl High School      | 51   | 45   | 39   | -6            | 3         |
| Ysgol Brynhyfryd      | 68   | 69   | 68   | -1            | 3         |
| Ysgol Glan Clwyd      | 66   | 70   | 66   | -4            | 3         |

|              | 2015  | FSM Position |
|--------------|-------|--------------|
| Gwynedd      | 63.3% | 1            |
| Flintshire   | 60.6% | 2            |
| Anglesey     | 56.9% | 5            |
| Denbighshire | 56.1% | 6            |
| Conwy        | 53.9% | 4            |
| Wrexham      | 52.1% | 3            |

The total percentage of pupils gaining the Level 1 Threshold of GCSE 5A\*-G or vocational equivalents in Denbighshire this year is 94.9% in 2015 which is 0.3% below 2014. However, this is 0.9% higher than the Welsh average.

#### 4.2 The Level 2 Threshold (5 GCSE 5A\*-C or vocational equivalents)

The Level 2 Threshold is the number of pupils gaining 5 GCSE A\*-C's or vocational equivalents. The percentage of pupils achieving the Level 2 Threshold is 86.0% which is 2.8% lower than last year. This places Denbighshire LA 10th in Wales in 2015 which is three places above the LA's free school meal position. The All Wales Core Data VA Set places the LA 14<sup>th</sup> in Wales in 2015.

Three schools improved in 2015, St Brigid's (90%), Ysgol Dinas Bran (100%), Ysgol Glan Clwyd (98%). Three schools dipped significantly; Denbigh High School (-14%), Ysgol Brynhyfryd (-7%) and Rhyl High School (-6%). Three schools were in the top benchmarked quartile based on free school meals; Ysgol Dinas Bran, Prestatyn High and Ysgol Glan Clwyd. Three schools were in the bottom quartile based on their free school meals; Denbigh High, Blessed Edward Jones Catholic High School and Ysgol Brynhyfryd.

|                          | 2013 | 2014 | 2015 | Diff. 2014-15 | Quartiles |
|--------------------------|------|------|------|---------------|-----------|
| St Brigid's              | 89   | 88   | 93   | +5            | 2         |
| Denbigh High School      | 71   | 84   | 70   | -14           | 4         |
| Ysgol Dinas Bran         | 99   | 99   | 100  | +1            | 1         |
| Prestatyn High School    | 93   | 97   | 95   | -2            | 1         |
| Blessed Edward Jones CHS | 69   | 72   | 71   | -1            | 4         |
| Rhyl High School         | 91   | 95   | 89   | -6            | 2         |
| Ysgol Brynhyfryd         | 92   | 92   | 85   | -7            | 4         |
| Ysgol Glan Clwyd         | 97   | 97   | 98   | +1            | 1         |

|              | 2015  | FSM Position |
|--------------|-------|--------------|
| Gwynedd      | 88.9% | 1            |
| Denbighshire | 86.0% | 6            |
| Conwy        | 83.6% | 4            |
| Flintshire   | 83.2% | 2            |
| Anglesey     | 83.1% | 5            |
| Wrexham      | 71.9% | 3            |

Pupils from Ysgol Plas Brondryffyn sit examinations when they are ready, which means that few pupils gain a GCSE qualification at the age of 15 so miss the Welsh Government performance indicator. This year 3 pupils achieved a grade C GCSE in a core subject and all pupils entered for a GCSE passed. All pupils who could access Entry Level qualifications in core subjects were successful.

For the second year running 100% of year 11 pupils at Ysgol Tir Morfa have successfully gained a recognised qualification /accreditation at Entry Level.

All pupils this year gained at least one entry level qualification at Level 3.

8 out of 9 looked after children (LAC) gained at least a Level 1 qualification and three pupils gaining the Level 2 Threshold including English and Maths. All pupils except for one gained at least a Level 1 GCSE grade in English or Welsh and Maths. The majority of LAC pupils also gained a range of vocational qualifications at Level 2.

#### 4.3 Secondary Categorisation

Categorisation is used by the Welsh Government as a way of using national data on school performance in context to group schools according to where they are on their improvement journey relative to other schools in Wales. National Categorisation replaces School Banding. Category 1 schools show good overall performance and

progress and those in Category 4 show weak performance and progress relative to other schools.

|                          | 2012 | 2013 | 2014 | 2015 |
|--------------------------|------|------|------|------|
| St Brigid's              | 2    | 2    | 1    | 1    |
| Denbigh High School      | 3    | 3    | 2    | 3    |
| Ysgol Dinas Bran         | 1    | 2    | 2    | 1    |
| Prestatyn High School    | 2    | 3    | 3    | 2    |
| Blessed Edward Jones CHS | 3    | 3    | 3    | 3    |
| Rhyl High School         | 2    | 1    | 2    | 3    |
| Ysgol Brynhyfryd         | 2    | 3    | 2    | 2    |
| Ysgol Glan Clwyd         | 2    | 2    | 1    | 2    |

There are no Denbighshire schools placed in the 4<sup>th</sup> National data categorisation category. Two schools are in the first National data categorisation category; St Brigid's and Ysgol Dinas Bran.

#### 4.4 Level 3 threshold results (A Level and vocational equivalent)

The performance indicator for post 16 is the Level 3 threshold which equates to 2 A Levels or vocational equivalents. The percentage of candidates achieving the Level 3 Threshold decreased slightly to 97.7% this year from 98% in 2014.

This is slightly above the Welsh average of 97.0%% and places Denbighshire 10<sup>th</sup> in Wales. 'A Level' results have declined slightly this year in secondary schools. The Average Wider Points score for students has declined this year from 691.4 in 2014 to 687.2 in 2015, this ranks Denbighshire 19<sup>th</sup> in Wales.

In addition to the A Level results, 98.3% students were awarded the Welsh Baccalaureate Qualification's Advanced Diploma in 2015; this is a 0.7% decrease on 2014. The performance of students in the Rhyl 6th has improved this year with 97.2% students gaining the Level 3 Threshold and 100% achieved the Welsh Baccalaureate Qualification's Advanced Diploma. The Rhyl 6th results are not included in the local authority averages.

#### 4.5 Attendance in Secondary Schools

Attendance averages have a direct impact on school categorisation. The percentage attendance for Denbighshire secondary schools remained static in 2014 at 93%. This is below the Welsh average of 93.8% and places Denbighshire 21<sup>st</sup> when compared to other Local Authorities.

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

This report contributes to the Corporate Priority of improving performance in education and the quality of our school buildings. Members need to be aware of the performance of schools and the LA against national benchmarks.

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

N/A

**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**

Boys and girls perform slightly below the Welsh average for the Level 2 inc. E/W&M, however the gap between boys and girls performance is in line with the Welsh average. Pupils on free school meals achieved 29.89% for the Level 2 Inc, an increase of 4% from 2014. This is below the Welsh average of 31.27%.

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

N/A

**9. Chief Finance Officer Statement**

N/A

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

The LA and GwE will continue to challenge Headteachers and managers in schools to ensure that schools are taking appropriate action to improve standards.

To reduce any risks to school support and challenge in Denbighshire schools, Education Officers within the Authority monitor and assess the quality of the regional education service (GwE) . A copy of the Denbighshire appendix of the GwE Business Plan can be seen (Appendix 1).

Ensuring improvement in external examination results.

Ensure continued improvement against the reduction in 14-19 Learning Pathways Grant and ESF Potential funding after 2014.

**11. Power to make the Decision**

Scrutiny's powers with respect to reviewing performance and policy objectives are outlined in Article 6.3.4(b) of the Council's Constitution.

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## Appendix 1

| GwE Aims<br>DCC Aims                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Core GwE BP Offer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | DCC Priorities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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| <p>Raise standards of T&amp;L for all Learners across the Region consistently for all key stages</p> <p>To improve the quality of Leadership and its impact on improving outcomes across the consortium.</p> <p>Developing a self-improving system.</p> <p><b>-Standards of attainment are maintained and improved in line with challenging but achievable targets.</b></p> <p><b>-The levels of progress made by students remains at least as expected or better.</b></p> <p><b>-No school is placed in an Estyn statutory category. --The attainment of the lowest performing groups improves and the gap in performance between different groups of learners narrows.</b></p> | <p>To continue with all areas included in P1 of the regional Business Plan.</p> <p>To continue with strategies to raise standards in Foundation Phase, Key Stage 2 and Key Stage 3 as noted in P1.1 and P1.2 of the business plan.</p> <p>To continue to robustly intervene in all amber and red schools (see separate hub action plan for these)</p> <p>To ensure appropriate support and challenge in all yellow and green schools (see separate hub action plan for these)</p> <p>To continue with all areas of P2 and P3 in the GwE business plan with appropriate response to DCC needs.</p> <p>Ensure all schools comply with statutory requirements.</p> | <p>To raise attainment for all learners in the core performance indicators in the Primary sector and KS3 with a particular focus on:-</p> <ul style="list-style-type: none"> <li>- Boys performance</li> <li>- FSM / non FSM</li> <li>- Performance of boys in Cymraeg</li> <li>- KS2 performance</li> <li>- FPh in LCE and MD</li> <li>- Performance of More Able Pupils in all Key Stages.</li> </ul> <p>To raise attainment for all learners at KS4; TL2+, TL2, L1 and CSI. With particular focus on:-</p> <ul style="list-style-type: none"> <li>- Boys performance</li> <li>- FSM / non FSM</li> <li>- A-A*</li> <li>- Boys performance in Cymraeg</li> </ul> <p>All schools currently in ESTYN category to be removed within specified time-frame and no further schools to be placed in statutory category.</p> <p>To ensure that all schools placed in a red and amber categories make the required improvement in the specified time-frame.</p> <p>Ensure that all schools are prepared for and effectively deliver new course specifications with a particular focus on core subject areas.</p> <p>Ensure target setting process and tracking is accurate.</p> <p>All learners in Denbighshire have access to good quality teaching.</p> <p>Ensure all schools comply with statutory requirements</p> | <p>Ensure that the Denbighshire / Conwy hub 'Raising Standards' model is being implemented in all schools and that appropriate bespoke intervention is delivered. Robust analysis of Denbighshire Literacy and Numeracy data to identify common areas of need and address as necessary.</p> <p>As well as KS2 and KS3, develop GwE / LA assessment and moderation procedures for Foundation Phase.</p> <p>Additional support for New and Acting Head teachers in the LA.</p> <p>Bespoke training, support and monitoring for core subject middle leaders to ensure effective delivery of current and new curriculum through:-</p> <ul style="list-style-type: none"> <li>o GwE to collate intelligence to identify these for Denbighshire</li> <li>o Coaching and mentoring for identified individual heads of departments and teaching staff.</li> <li>o ensuring study skills and revision classes are taking place as support for cohorts of pupils</li> <li>o ensuring that additional teaching resource are working with identified small cohorts of learners who are struggling with key subjects.</li> <li>o Improving attainment planning in identified schools.</li> <li>o Access to outstanding practice to work with individual departments.</li> <li>o Analysis of examination questions to understand areas of underperformance.</li> <li>o Development of English, Maths and Science forums for Heads of Departments.</li> <li>o Ensuring read across exercises take place at all key stages.</li> </ul> <p>Liaise closely with Denbighshire HR with regard to persistent teacher underperformance.</p> <p>Rigour and consistency in checking standards of work and ensuring consistency in quality feedback to learners.</p> <p>Ensure that there are rigorous monitoring systems in place to provide evidence that schools are on target to deliver agreed outcomes.</p> | <p><b>Improved attainment Foundation Phase I</b><br/>87.6% 2015 to <b>85.5%</b> 2016</p> <p><b>Key Stage 2 CSI</b><br/>87.9% 2015 to <b>89%</b> 2016</p> <p><b>Key Stage 3 CSI</b><br/>84.1% 2015 to <b>86%</b> 2016</p> <p><b>Key Stage 4</b><br/>TL2+,<br/>55.8% 2015 to <b>60.8%</b> 2016</p> <p>TL2<br/>87.2% 2015 to <b>89%</b> 2016</p> <p>TL1<br/>94.6% 2015 to <b>95.1%</b> 2016</p> <p><b>CSI</b><br/>51.6% 2015 to <b>57%</b> 2016</p> <p><b>Literacy and Numeracy National Tests results aligned to End of Key stage assessments.</b></p> <p><b>All pupils making the expected level of progress in the Literacy and Numeracy national test (progress measure over 1000)</b></p> <p><b>Two Red and Eleven Amber school to move to yellow within expected time-scale.</b></p> <p><b>No unsatisfactory lessons observed by ESTYN.</b></p> |

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**Report to:** Performance Scrutiny Committee

**Date of Meeting:** 28<sup>th</sup> January 2016

**Lead Member / Officer:** Lead Member for Education/ Head of Education

**Report Author:** Head of Education

**Title:** School Governors and School Governing Bodies

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

- 1.1 To provide details on the role and responsibilities of school governors and school governing bodies, including the support and training available to them from the Local Authority, GwE and other organisations.

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

- 2.1 Better outcomes for learners through ensuring that governors and governing bodies fulfil their roles effectively via the provision of consistent support and challenge to schools.

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

- 3.1 That Members consider the additional information provided herein and comment on the support and training provided to Governors to assist them to support and challenge schools.

## 4. **Report details**

- 4.1 The report provides the following details:

- Governors and Governing Bodies – Roles, Responsibilities and Accountability
- Local Authority Support and Training for Governors
- The Role of other Organisations in the Training of Governors

### 4.2 **Governors and Governing Bodies – Roles, Responsibilities and Accountability**

The Governors Wales handbook provides full details on 'What Exactly Do Governors Do' ([www.governorswales.org.uk/handbook](http://www.governorswales.org.uk/handbook)). This defines the roles of governors and the governing body and their areas of accountability. Governors Wales is a service provided by Welsh Government for the support and training of governors in Schools. Their website contains extensive information and guidance for all aspects of governance in schools. Denbighshire works closely with Governors Wales and our neighbouring North Wales Authorities to ensure support and training is delivered to a high standard. A summary of these definitions and the role and responsibilities is shown in Appendix 1.

### 4.3 **Local Authority Support and Training for Governors**

Denbighshire's Education Support department provides a wide range of support and guidance to governors and governing bodies, including arranging their statutory training. These duties include:

- Coordinating and monitoring delivery of governor training throughout the year.

- Working with Governors Wales and other North Wales authorities to develop training, knowledge sharing etc.
- Ensuring adherence to relevant legislation and challenging governing bodies as required.
- Providing the most current guidance.
- Developing governor recruitment campaigns and working towards placing applicants based on their skills, location etc.
- Managing and arranging Denbighshire's Governors Association.
- Monitoring vacancies within governing bodies.
- Reporting on governance arrangements in schools.
- Providing funding for clerking arrangements.

#### 4.3.1 Training Provided

Under The Government of Maintained Schools (Training Requirements for Governors) (Wales) Regulations 2013, all new Governors within their first year of their appointment are required to undertake mandatory training covering **Induction** and **Understanding School Performance Data**. Similarly new clerks for the governing body are mandated to attend the **Role of Clerk** training; new chairs of governors are also mandated to attend training on the **Role of Chair** within 6 months of becoming the new chair. Vice chairs are also encouraged to attend these as well. This training is arranged throughout the year and for 2015/16 recent dates for training were as follows:

- **ROLE OF THE CLERK TO GOVERNORS** - 20th Oct 2015 County Hall , Ruthin  
Facilitated by Governors Wales
- **ROLE OF THE CHAIR TO GOVERNORS** - 3rd November 2015, Ruthin  
Facilitated by Governors Wales (with another session available in Wrexham)
- **UNDERSTANDING SCHOOL PERFORMANCE DATA** - 6th Nov 2015, Ruthin  
Facilitated by Julian Molloy (other sessions also available in Wrexham and Flintshire)
- **INDUCTION FOR NEW GOVERNORS** - 17th Nov 2015 County Hall, Ruthin  
Facilitated by Governors Wales

These face to face sessions are usually delivered at evening sessions but this training is also available online. The online e-modules have been developed in partnership with the other North Wales Authorities and Powys, and with Governors Wales. They have been designed by Cynnal who were contracted to develop these units on our behalf. Other areas of online training are in development and these will be rolled out in the coming year.

Education Support also arrange other relevant training for governors each year, and for 2015/16 this included training delivered by the Information Commissioner's Office (ICO), and a planned session with North Wales Police delivering their 'PREVENT' Safeguarding Training and e-Safety training for governors.

- **INFORMATION RIGHTS: DATA PROTECTION & FREEDOM OF INFORMATION**  
10th November 2015, Ruthin and facilitated by the ICO
- **E-SAFETY TRAINING FOR GOVERNORS** – January 29<sup>th</sup> 2016, Ruthin  
Facilitated by Education Support

- **‘PREVENT’ – SAFEGUARDING CONFERENCE** - 22<sup>nd</sup> March 2016 at Connah’s Quay  
Facilitated by North Wales Police

Education Support monitors attendance of governors at the statutory training sessions and completion of the online training to ensure that governing bodies are compliant. This includes challenging, as required, to ensure adherence to the legislative requirements. Any information held by the Authority regarding governance in school is also shared with Estyn during school inspections.

As the legislation requirement only relates to the training of governors in post after 2011, Denbighshire actively encourages training to be viewed as a refresher opportunity for which existing governors should also regularly attend every few years.

#### 4.3.2 Skills Auditing

Through Denbighshire’s Governors Association, and with the assistance of Governors Wales, the concept of ‘Skills Auditing’ has been introduced and shared with all governing bodies. This provides a structure which governing bodies can use to assess the skills of their governors to ensure they have all the necessary skill sets required.

If they identify a need through this process then they can fill these gaps by advertising for any vacancies, or co-opting those with the skills required onto the governing body. Education Support also assists in this process through recruitment campaigns and helping identify and placing governors at schools.

#### 4.3.3 Other Training Provided by the Local Authority

There are a number of other areas of training which the Local Authority provides, apart from that arranged by Education Support. Annually safeguarding training is delivered to governors so they are aware of the relevant legislation and guidance. The governor responsible for Safeguarding at school must also undertake the enhanced online training annually (provided through Educare). This is the same training which the authority arranges for all Teachers to undertake.

There are many other areas of support provided to Schools by the local authority, such as HR, Legal, Finance etc. Many of these areas are covered by Service Level Agreements (SLAs) with the school, and from time to time training for governors on relevant issues will be arranged as required. Similarly if individual schools are dealing with certain issues, for example recruitment, disciplinary etc., then the Local Authority is available to guide governors through these processes.

#### 4.4 The Role of other Organisations in the Training of Governors

**Governors Wales** – Local Authorities work closely with Governors Wales to deliver training and guidance on all aspects of school governance. Their website is freely available to the public and provides an extensive resource for governors to use. They are also available by phone to provide guidance as required on any school specific issues.

**Governor Support Officer (GSO) Group & GwE** – Across North Wales there is a consortia of local authorities who attend the **Governor Support Officers Group**;

which is also attended by Governors Wales and GwE. GwEs role in this process is to improve the effectiveness of governance and management across all schools, and they coordinate with local authorities to bring this about. They also have a challenge role in ensuring that governance arrangements are appropriate and effective, as well as identifying best practice.

#### **4.5 Summary**

Denbighshire and its partners provide the support and training outlined here so that its governors and governing bodies are able to deliver the best outcomes for the schools they serve. The training currently delivered and the new areas of training in development will ensure that they are effective in the roles they fulfil.

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

The services described herein are all in support of the priority of “Improving Education”.

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

These services are already in place. This report is providing clarification on existing services.

There are costs associated with delivery of face to face training through Governors Wales which is currently £200 per session plus expenses for the facilitator.

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

Not applicable.

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

Not applicable.

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

Not applicable.

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

As these service areas relate to ‘better outcomes for learners through ensuring that governors and governing bodies fulfil their roles effectively via the provision of consistent support and challenge to schools’, ensuring these services are maintained is critical to the effectiveness of school governing bodies and attainment in school.

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

These services and the training to governors is provided by the Local Authority: The Government of Maintained Schools (Training Requirements for Governors) (Wales) Regulations 2013

Scrutiny’s powers with respect to performance monitoring are detailed in Article 6.3.4(b) of the Council’s Constitution.

Contact Officer:  
Education Planning and Resource Manager  
Tel: 01824 712633

A **Governor** is someone who volunteers their time to represent those people with key interests in the school, including parents, staff, the local community and the local authority. They are part of the team which accepts responsibility for everything the school does. They act as a critical friend who supports the school but also challenges and asks questions about how the school operates and the standards it achieves. Governors are expected to work with the head teacher and staff to make sure that school provides successful teaching and learning environments for children, and to raise standards.

**Governing Bodies** exist so that schools are publicly accountable to parents, the local authority and local communities for what the school does, for the results they achieve and for the way in which the resources in the school are managed and allocated. In summary the role of governors and governing bodies is to:

- Agree the aims and values of the school
- Agree policies relating to the aim, purposes and practices of the school
- Influence and approve School Development / School Improvement Plans and approve and monitor the allocation and expenditure of the budgets of the school
- Make sure the national curriculum is taught and there is sufficient staff to teach it
- Monitor and review their school progress
- Ensure individual pupils' needs are met, including additional needs
- Recruitment and selection of school staff
- Provide parents with information about the school
- Produce action plans for improvement following school inspections
- Establish and maintain positive links with local business community and the wider community
- Support the day-to-day operational decisions taken by the head teacher
- Challenging the school as a critical friend
- Promote effectiveness of the governing body

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**Report to:** Performance Scrutiny Committee

**Date of Meeting:** 28<sup>th</sup> January 2016

**Lead Member/Officer:** Lead Member for Customers and Libraries  
Principal Manager – Business Support

**Report Author:** Corporate Complaints Officer

**Title:** Your Voice report – Q2 2015/16

## 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 Q2 2015/16.

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

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

The corporate complaints function has recently transferred to the Customer Connections Team in social services. One of the main conditions of the transfer was that we improve on learning from complaints. Future reports will have a greater focus on this and will contain specific examples of how services have learned from complaints.

## 3. What are the Recommendations?

That the Committee note the content of this report and, if appropriate, identify any areas that require further scrutiny.

## 4. Report details

Headlines for Q2 (please see appendix 1 for further detail):

- The council received 121 complaints during Q2 (13% more than Q1).
- The council received 89 compliments during Q2 (down 12% compared to Q1).
- The council received 13 suggestions during Q2 (down 28% compared to Q1).

### Performance – Quarter 2 2015/16

- 92% (101/110) of stage 1 complaints were responded to within the 'Your Voice' timescale (10 working days). This does not meet the corporate target of 95%.
- Chart 1, appendix 1, shows a four year trend of performance in relation to stage 1 complaints. Although performance at Q2 this year is below target, it is higher

than at the same point in 2014/15, and is also higher than the previous two quarters.

- 80% (12/15) of stage 2 complaints were responded to within the 'Your Voice' timescale (20 working days). This does not meet the corporate target of 95%.
- Chart 2, appendix 1 shows a four year trend of performance in relation to stage 2 complaints. Although performance at Q2 this year is below target, it is higher than at the same point in 2014/15. Performance during the past 12 months has fluctuated more than in previous years.
- 96% (106/110) of complaints were successfully dealt with at stage 1, e.g. they did not escalate to stage 2 of the procedure.
- Three service areas are highlighted as having RED status for stage 1 complaints (table 1, appendix 1). RED status means less than 90% of stage 1 complaints were dealt with within the timescale of 10 working days.
  - **Education:** 1 of 4 complaints exceeded timescale. Due to the complexity of the complaint it was not possible to meet within the timescale. The situation is ongoing and is being supported by senior officers.
  - **Highways & Environmental Services:** 5 of 41 complaints exceeded timescale:
    1. The complaint, as received, gave no details of where or when the alleged incident happened and it took several days for the officer to establish contact with the complainant to get this information. Once the information was received, the complaint was dealt with within the ten day timescale.
    2. An officer visited the complainant within the target date and addressed the complaint, but the formal response went out six days after the deadline.
    3. This was a shared complaint between Highways & Education. Matters in early September regarding all transport to all Coleg Cambria sites were complicated and clouded by an apparent change of policy at the college itself, plus our own policy change. The service needed to await a meeting with the college itself to understand its position before deciding an appropriate response. The service kept in contact with the complainant throughout.
    4. This was another complex, multi-service complaint involving several service requests and complaints. There was a co-ordinated response, but the target was missed by approximately two months.
    5. The officer telephoned the complainant on numerous occasions but was unsuccessful. He eventually spoke to complainant one day past the target date to advise that the works had been completed.
  - **Finance & Assets:** 3 of 14 complaints exceeded timescale and all related to housing issues. A new Head of Service has since been appointed, and has redefined internal processes. Complaints are now coordinated by a single

officer and signed off by the Head of Service. Subsequent complaints have all been dealt within timescale.

- Three service areas are highlighted as having RED status for stage 2 complaints (table 2, appendix 1). RED status means less than 90% of stage 2 complaints were dealt with within the timescale of 20 working days.
  - **Education:** 1 of 2 complaints exceeded timescale. Complaint initially rejected as vexatious, there was some debate with the Ombudsman's office who eventually referred it back to the council for consideration. The matter was ultimately referred to the Chief Executive for decision.
  - **Community Support Services:** 1 of 1 complaint exceeded timescale. This complaint comes under Community Support Services because this service is now responsible for managing the corporate complaints process. This relates to the above complaint, with one element relating to the council's decision to initially reject the complaint as vexatious.
  - **Planning and Public Protection:** 1 of 5 complaints exceeded timescale. Extra time was required to investigate the sensitive issue of whether the officer's conduct was appropriate and to closely review the video footage of the incident taken from the body camera and to interview officers.
- Timescale performance in social services remains consistent, with 100% of complaints dealt with within the prescribed timescales.
- Following the transfer of the Corporate Complaints Officer to Community Support Services, we are currently looking to see whether it's possible to create a single complaints process for the council, instead of having two separate processes. We anticipate that a new Customer Relationship Management (CRM) system will be introduced by 1<sup>st</sup> April 2016, and this will enable us to progress this work to develop a single process for all complaints, using the new CRM system.

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

The Your Voice scheme directly contributes to the corporate priority of: *Modernising the Council*.

## **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.**

This is a performance report and no decision is being sought to make any changes that would impact on staff or the community. Therefore an EqIA is not required for this report.

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

Monthly reporting to the Senior Leadership Team.

**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

## Your Voice information

### 1 Your Voice reporting periods

The following periods are used for reporting data:

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

### 2 Complaint response timescales

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

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

### 3 Your Voice performance measures

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

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

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

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

Table 1: Overall complaint response times for stage 1 complaints

| Service                              | Quarter 1 - Stage 1 |        |          | Quarter 2 - Stage 1 |        |          |            |        |
|--------------------------------------|---------------------|--------|----------|---------------------|--------|----------|------------|--------|
|                                      | Rec'd               | Within | %        | Rec'd               | Within | %        | Prev Qtr % | Change |
| Business Improvement & Modernisation | 0                   | 0      | -        | 0                   | 0      | -        | -          | -      |
| Legal, HR and Democratic Services    | 3                   | 1      | 33% (R)  | 0                   | 0      | -        | 33%        | -      |
| Customers and Education Support      | 6                   | 6      | 100% (G) | 7                   | 7      | 100% (G) | 100%       | 0%     |
| Revenues and Benefits                | 7                   | 7      | 100% (G) | 3                   | 3      | 100% (G) | 100%       | 0%     |
| CES Commissioned Service             | 0                   | 0      | -        | 0                   | 0      | -        | -          | -      |
| Education                            | 3                   | 3      | 100% (G) | 4                   | 3      | 75% (R)  | 100%       | -25%   |
| Highways & Environmental Services    | 34                  | 26     | 76% (R)  | 41                  | 36     | 88% (R)  | 76%        | 11%    |
| Finance and Assets                   | 12                  | 10     | 83% (R)  | 14                  | 11     | 79% (R)  | 83%        | -5%    |
| Economic & Business Development      | 0                   | 0      | -        | 0                   | 0      | -        | -          | -      |
| Planning and Public Protection       | 20                  | 20     | 100% (G) | 31                  | 31     | 100% (G) | 100%       | 0%     |
| Communication, Marketing and Leisure | 11                  | 11     | 100% (G) | 9                   | 9      | 100% (G) | 100%       | 0%     |
| Community Support Services           | 4                   | 2      | 50% (R)  | 1                   | 1      | 100% (G) | 50%        | -50%   |
| Corporate Total                      | 100                 | 86     | 86% (R)  | 110                 | 101    | 92% (A)  | 86%        | 5%     |

Chart 1: Stage 1 complaint response times – 4 year analysis

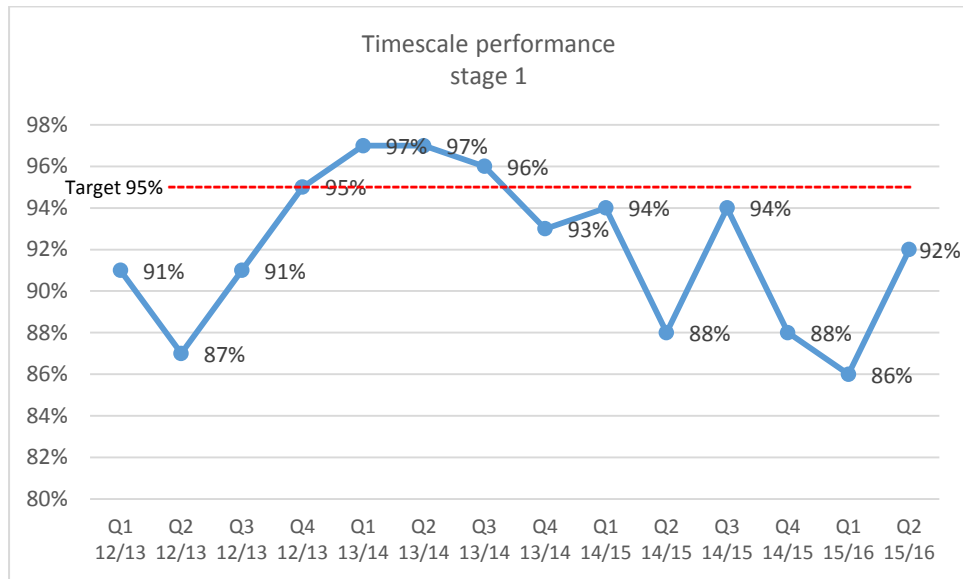
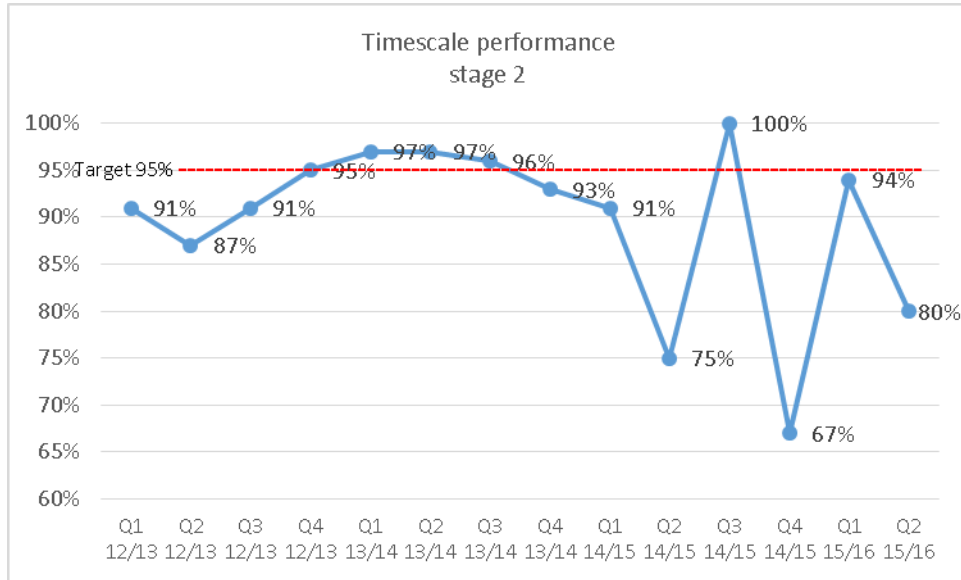


Table 2: Overall complaint response times for stage 2 complaints

| Service                              | Quarter 1 - Stage 2 |        |          | Quarter 2 - Stage 2 |        |          |            |        |
|--------------------------------------|---------------------|--------|----------|---------------------|--------|----------|------------|--------|
|                                      | Rec'd               | Within | %        | Rec'd               | Within | %        | Prev Qtr % | Change |
| Business Improvement & Modernisation | 0                   | 0      | -        | 0                   | 0      | -        | -          | -      |
| Legal, HR and Democratic Services    | 0                   | 0      | -        | 0                   | 0      | -        | -          | -      |
| Customers and Education Support      | 1                   | 1      | 100% (G) | 2                   | 2      | 100% (G) | 100%       | 0%     |
| Revenues and Benefits                | 3                   | 3      | 100% (G) | 2                   | 2      | 100% (G) | 100%       | 0%     |
| CES Commissioned Service             | 0                   | 0      | -        | 0                   | 0      | -        | -          | -      |
| Education                            | 4                   | 4      | 100% (G) | 2                   | 1      | 50% (R)  | 100%       | -50%   |
| Highways & Environmental Services    | 3                   | 2      | 67% (R)  | 1                   | 1      | 100% (G) | 67%        | 33%    |
| Finance and Assets                   | 0                   | 0      | -        | 2                   | 2      | 100% (G) | -          | -      |
| Economic & Business Development      | 0                   | 0      | -        | 0                   | 0      | -        | -          | -      |
| Planning and Public Protection       | 5                   | 5      | 100% (G) | 5                   | 4      | 80% (R)  | 100%       | -20%   |
| Communication, Marketing and Leisure | 0                   | 0      | -        | 0                   | 0      | -        | -          | -      |
| Community Support Services           | 1                   | 1      | 100% (G) | 1                   | 0      | 0% (R)   | 100%       | -100%  |
| Corporate Total                      | 17                  | 16     | 94% (A)  | 15                  | 12     | 80% (R)  | 94%        | -14%   |



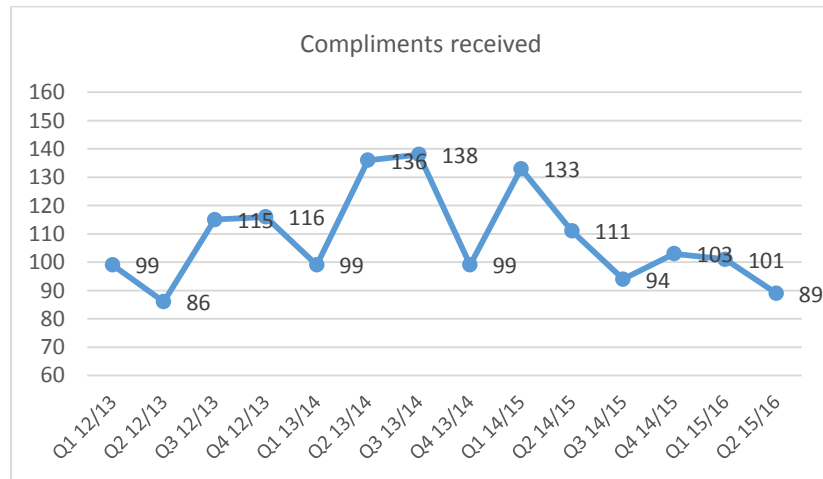
Chart 2: Stage 2 complaint response times – 4 year analysis



**Table 3: Compliments received**

| Service Area                           | Q1         | Q2        | Q3 | Q4 |
|----------------------------------------|------------|-----------|----|----|
| Business Improvement and Modernisation | 0          | 1         |    |    |
| Legal and Democratic Services          | 0          | 1         |    |    |
| Customers and Education Support        | 11         | 11        |    |    |
| Revenues and Benefits                  | 3          | 0         |    |    |
| Education                              | 1          | 0         |    |    |
| Highways and Environmental Services    | 43         | 39        |    |    |
| Finance and Assets                     | 14         | 13        |    |    |
| Economic and Business Development      | 0          | 0         |    |    |
| Planning and Public Protection         | 3          | 9         |    |    |
| Communication, Marketing and Leisure   | 24         | 13        |    |    |
| Community Support Services             | 2          | 2         |    |    |
|                                        | <b>101</b> | <b>89</b> |    |    |

**Chart 3: Compliments received – 4 year analysis**

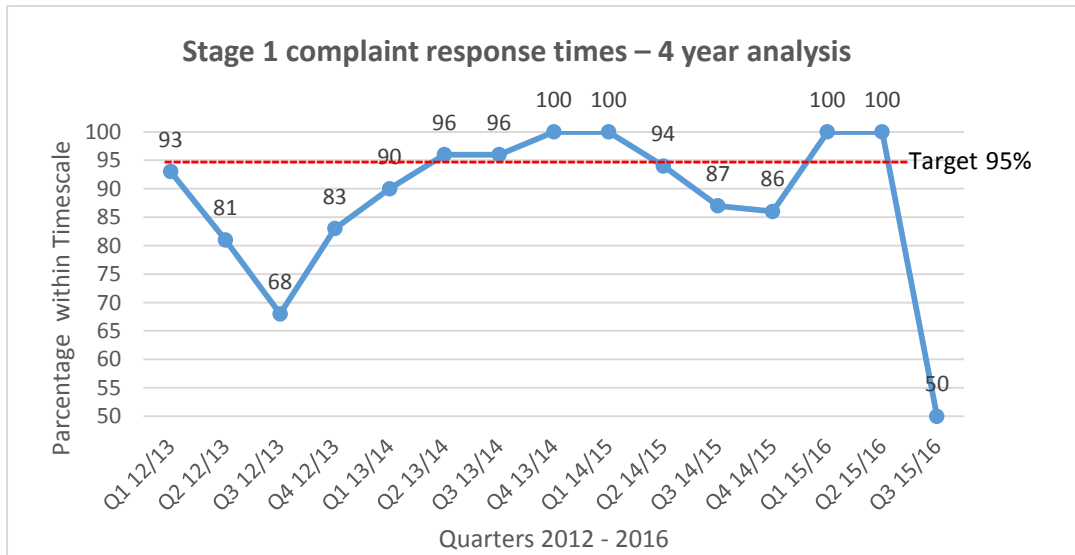


Social Services' data is reported separately as the process and timescales are different

**Table 4: Social Services complaint response times for stage 1 complaints**

| Complaints dealt with on time % Stage 1 |              |              |             |              |
|-----------------------------------------|--------------|--------------|-------------|--------------|
|                                         | Q1           | Q2           | Q3          | Q4           |
| 2012/13                                 | 26/28 (93%)  | 26/32 (81%)  | 15/22 (68%) | 20/24 (83%)  |
| 2013/14                                 | 19/21 (90%)  | 25/26 (96%)  | 22/23 (96%) | 13/13 (100%) |
| 2014/15                                 | 20/20 (100%) | 17/18 (94%)  | 13/15 (87%) | 12/14 (86%)  |
| 2015/16                                 | 10/10 (100%) | 11/11 (100%) | 1/2 (50%)   |              |

**Chart 4: Social Services complaint response times for stage 1 complaints – 4 year analysis**



**Table 5: Social Services complaint response times for stage 2 complaints**

| Complaints dealt with on time % Stage 2 |            |            |            |            |
|-----------------------------------------|------------|------------|------------|------------|
|                                         | Q1         | Q2         | Q3         | Q4         |
| 2012/13                                 | 0/2 (0%)   | 4/4 (100%) | 2/2 (100%) | 0/0 (100%) |
| 2013/14                                 | 5/5 (100%) | 4/4 (100%) | 4/4 (100%) | 1/1 (100%) |
| 2014/15                                 | 1/1 (100%) | 1/1 (100%) | 2/2 (100%) | 1/3 (33%)  |
| 2015/16                                 | 1/1 (100%) | 2/2 (100%) | 1/1 (100%) |            |

Chart 5: Social Services complaint response times for stage 2 complaints – 4 year analysis

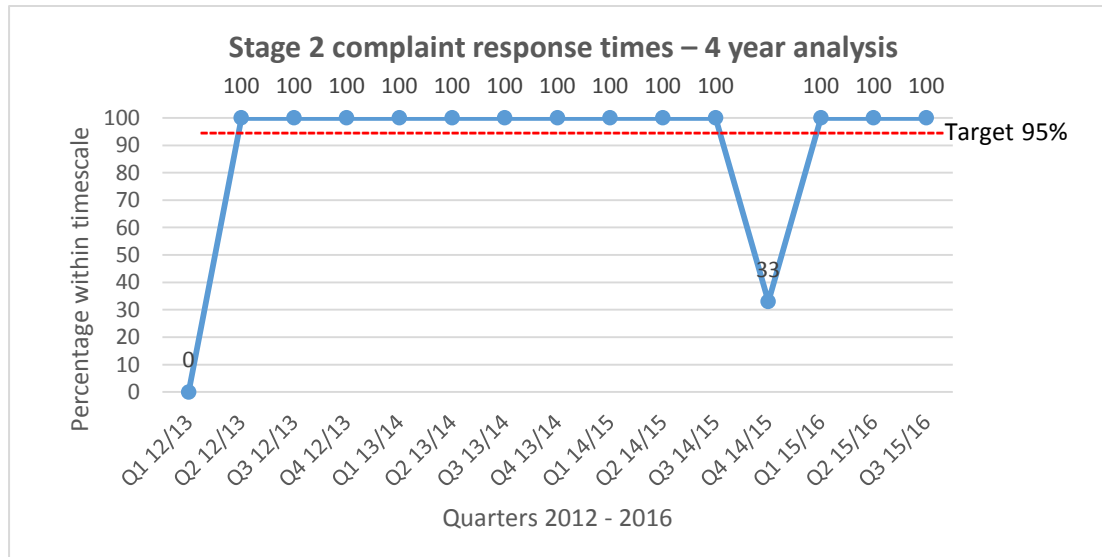
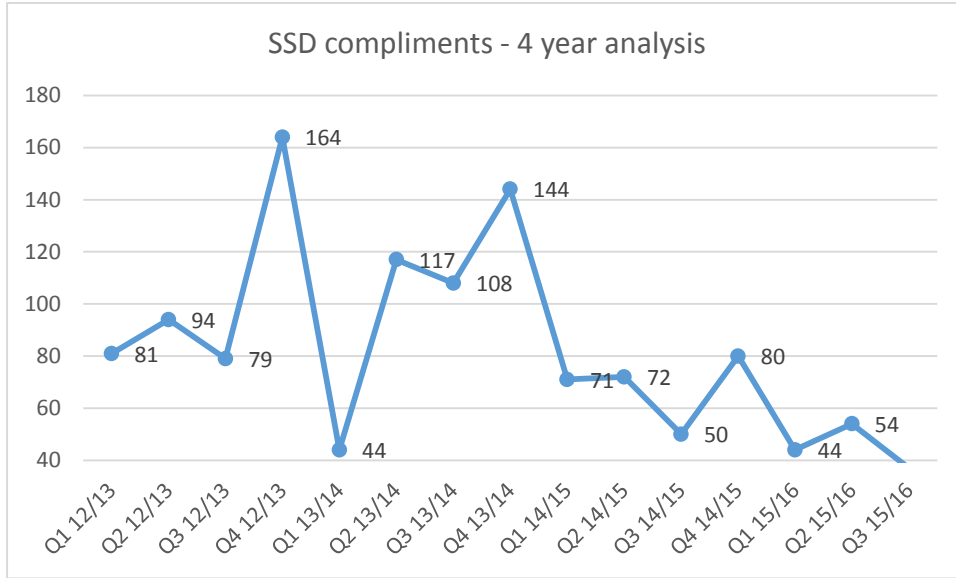


Table 5: Social Services compliments received – 4 year analysis



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|                         |                                       |
|-------------------------|---------------------------------------|
| <b>Report to:</b>       | <b>Performance Scrutiny Committee</b> |
| <b>Date of Meeting:</b> | <b>28 January 2016</b>                |
| <b>Lead Officer:</b>    | <b>Scrutiny Co-ordinator</b>          |
| <b>Report Author:</b>   | <b>Scrutiny Co-ordinator</b>          |
| <b>Title:</b>           | <b>Scrutiny Work Programme</b>        |

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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:

- 3.1 considers the information provided and approves, revises or amends its forward work programme as it deems appropriate; and
- 3.2 appoints a representative to serve on the Corporate Equalities Group.

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

#### 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. Corporate Equalities Group**

Each scrutiny committee has a representative that serves on the above Group. Councillor Colin Hughes was this Committee's representative. He has recently requested that a new member be appointed as the Committee's representative. Councillor Hughes is willing to be the substitute representative on the CEG. A copy of the Group's terms of reference can be found at Appendix 5. The Committee is asked to appoint a representative to serve on the Corporate Equalities Group.

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

- 6.1 Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group's next meeting is scheduled to be held on 21 January 2016. Any matters raised at that meeting that affect this Committee will be reported verbally at the meeting on 28 January 2016.

### **7. 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.

### **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 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.

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

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.

### **11. 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.

## **12. 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                           |
|----------------------------------|---------------------------------------------------------------------------|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----------------------------------------|
| 17 March<br>Verito Presentation? | <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                          |
|                                  | <b>Cllr. Bobby Feeley &amp; Cllr. Win Mullen-James (Chair of T&amp;F)</b> | 2. Future of Adult Provider Services              | To consider the findings of the Task and Finish Group following the consultation exercise on the future of the services                                                                                                                                                                                                                                                                                                                                           | The formulation of recommendations to Cabinet with respect to the future delivery of adult social care provider services | Phil Gilroy/Holly Evans               | July 2015 (rescheduled September 2015) |
|                                  | <b>Cllr. Hugh Irving</b>                                                  | 3. Your Voice' complaints performance (Q 4) (tbc) | To scrutinise Services' performance in complying with the Council's complaints. The report to include:<br>(i) 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; and<br>(ii) how services encourage feedback and use it to redesign or change the | Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.     | Tony Ward/Clare O'Gorman/Meinir Blunt | February 2013                          |

| Meeting  | Lead Member(s)                          | Item (description / title)                                     | Purpose of report                                                                                                                                                      | Expected Outcomes                                                                                                                                                                                                                                                                            | Author                                | Date Entered  |
|----------|-----------------------------------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------|
|          |                                         |                                                                | way they deliver services                                                                                                                                              |                                                                                                                                                                                                                                                                                              |                                       |               |
| 28 April |                                         |                                                                |                                                                                                                                                                        |                                                                                                                                                                                                                                                                                              |                                       |               |
| 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/Liz Grieve                 | 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><br>(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     |
|          | <b>Cllr. Hugh Irving</b>                | 4 Your Voice' complaints performance (Q 4)                     | To scrutinise Services' performance in complying with the Council's                                                                                                    | Identification of areas of poor performance with a view to the                                                                                                                                                                                                                               | Tony Ward/Clare O'Gorman/Meinir Blunt | February 2013 |

| Meeting                                             | Lead Member(s)                                              | Item (description / title)                                                      | Purpose of report                                                                                                                                                                                                                                                                                                                                                                                                       | Expected Outcomes                                                                                       | Author                                | Date Entered           |
|-----------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------|
|                                                     |                                                             |                                                                                 | complaints. The report to include:<br>(i) 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; and<br>(ii) how services encourage feedback and use it to redesign or change the way they deliver services | development of recommendations to address weaknesses.                                                   |                                       |                        |
| 14 July                                             | <b>Cllr. Barbara Smith/David Smith/Julian Thompson-Hill</b> | 1. Creating a supply of affordable homes                                        | To examine progress in delivering theme 2 of the Local Housing Strategy                                                                                                                                                                                                                                                                                                                                                 | To support the delivery of the corporate priority relating to 'ensuring access to good quality housing' | Graham Boase/Jamie Groves             | By SCVCG December 2015 |
| 29 September<br>(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 2015         |
|                                                     | <b>Cllr. Hugh Irving</b>                                    | 2. Your Voice' complaints performance (Q 1) including social                    | To scrutinise Services' performance in complying with the Council's complaints. The report to                                                                                                                                                                                                                                                                                                                           | Identification of areas of poor performance with a view to the development of                           | Tony Ward/Clare O'Gorman/Meinir Blunt | September 2015         |

| Meeting                                             | Lead Member(s)                    | Item (description / title)                                                      | Purpose of report                                                                                                                                                                                                                                                                                                                                                                             | Expected Outcomes                                                                                     | Author                              | Date Entered   |
|-----------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------|----------------|
|                                                     |                                   | services annual complaints report                                               | include:<br>(i) 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; and<br>(ii) how services encourage feedback and use it to redesign or change the way they deliver services | recommendations to address weaknesses.                                                                |                                     |                |
| 8 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 | December 2015  |
| January 2017<br>(GwE representatives to be invited) | <b>Cllr. Eryl Williams</b>        | 1. Verified External Examinations and Teacher Assessments<br><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 pupils.<br><br>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 2015 |



**Future Issues**

| Item (description / title)                                                                                                                                                                                       | Purpose of report                                                                                                                                       | Expected Outcomes                                                                                                                                                                                                             | Author                | Date Entered |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------|
| Impact of Budgetary Cuts on the Deliverability of the Corporate Plan and the Council's performance in delivering services (late 2015 and periodically thereafter)<br><br><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<br><b>[Education]</b><br><br><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   |
|                                                                                                                                                                                                                  |                                                                                                                                                         |                                                                                                                                                                                                                               |                       |              |

Page 64

**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/Meinir Blunt | June 2014    |
| <b>Corporate Plan (Q1 &amp; Q3) 2015/16</b><br><br><b>March &amp; September 2016</b> | 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 | Alan Smith/Liz Grieve                     | May 2014     |



|               |  |            |  |  |
|---------------|--|------------|--|--|
| [Information] |  | Agreements |  |  |
|---------------|--|------------|--|--|

**Note for officers – Committee Report Deadlines**

| Meeting  | Deadline       | Meeting  | Deadline        | Meeting | Deadline      |
|----------|----------------|----------|-----------------|---------|---------------|
| 17 March | <b>3 March</b> | 28 April | <b>14 April</b> | 9 June  | <b>26 May</b> |

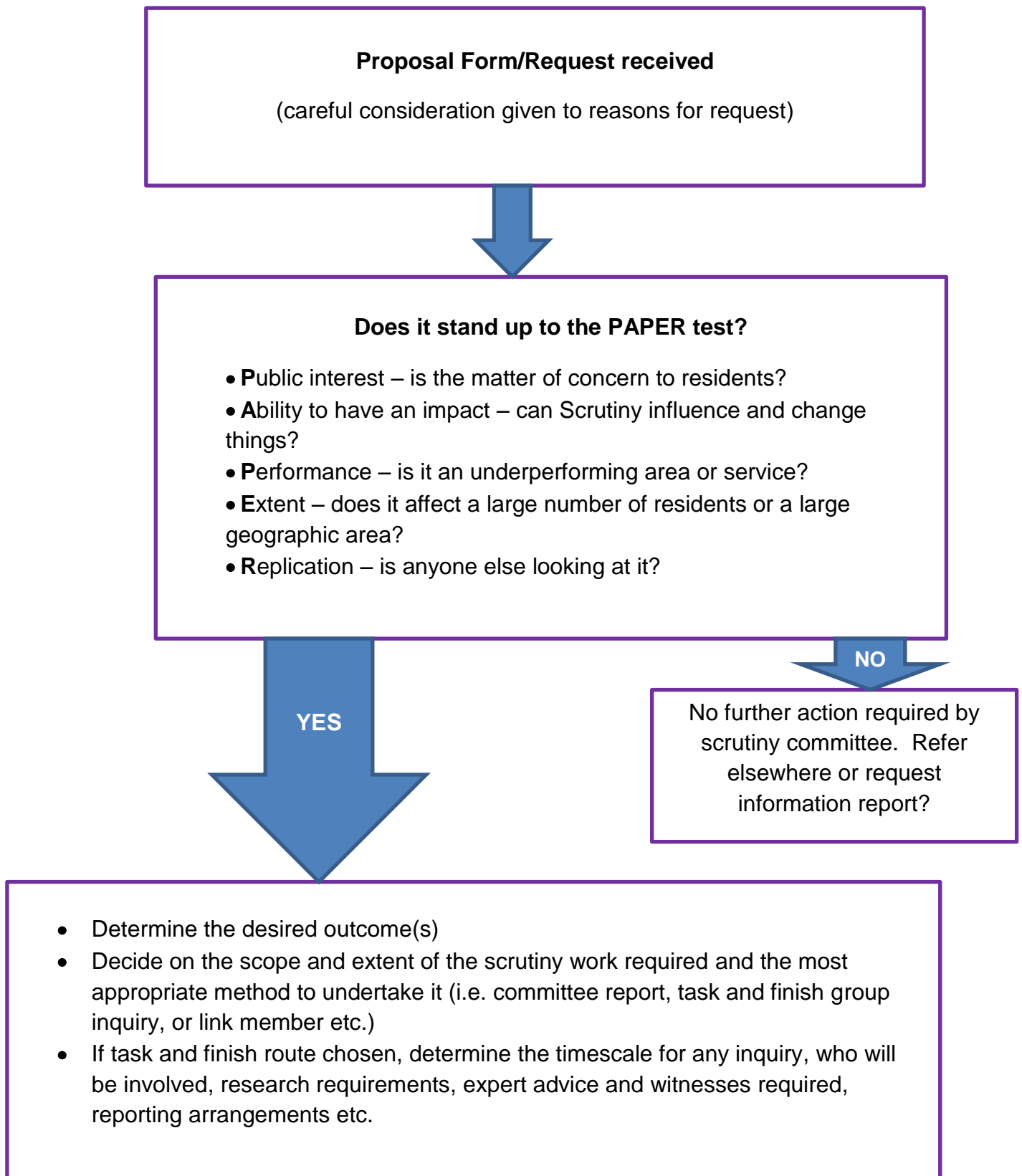
Performance Scrutiny Work Programme.doc

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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><br>(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><br>(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><br>(if 'yes' please state which priority/priorities)                                                                 | <b>YES/NO</b> |
| <b>To your knowledge is anyone else looking at this matter?</b><br>(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                                  |
|-------------|----------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------------|
| 16 February | 1                          | Finance Report                                                   | To update Cabinet on the current financial position of the Council                                                           | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh                           |
|             | 2                          | Ruthin Primary Proposals - Ysgol Llanbedr                        | To consider the objections received for the closure of Ysgol Llanbedr, and whether to approve implementation of the proposal | Yes                                | Councillor Eryl Williams / James Curran                                   |
|             | 3                          | Capital Programme                                                | To agree the Capital Programme                                                                                               | Yes                                | Councillor Julian Thompson-Hill / Richard Weigh / Richard Humphreys       |
|             | 4                          | Former North Wales Hospital, Denbigh - Compulsory Purchase Order | Authorisation to take possession of the site                                                                                 | Yes                                | Councillor David Smith / Graham Boase / Gareth Roberts                    |
|             | 5                          | Rhyl Waterfront Development Project                              | To approve the Umbrella Regeneration Agreement                                                                               | Yes                                | Cllrs Hugh Evans & Julian Thompson-Hill / Rebecca Maxwell / Richard Weigh |
|             | 6                          | Denbighshire Gypsy and Travellers Accommodation Needs Assessment | To approve the needs assessment for submission to Welsh Government                                                           | Yes                                | Cllr Hugh Irving / Angela Loftus                                          |

Cabinet Forward Work Plan

| Meeting         | Item (description / title) |                                               | Purpose of report                                                                                              | Cabinet Decision required (yes/no) | Author – Lead member and contact officer                |
|-----------------|----------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------|
|                 | 7                          | Officers Scheme of Delegation                 | To approve amendments to the scheme                                                                            | Yes                                | Cllr Barbara Smith/Gary Williams/Lisa Jones             |
|                 | 8                          | Award of Contract for Residual Waste Disposal | To award waste disposal contracts.                                                                             | Yes                                | Cllr David Smith / Steve Parker / Jim Espley            |
|                 | 9                          | HRA Rent Settings                             | To formally set housing rents and approve the Housing Revenue Account Capital and Revenue Budgets for 2016/17. | Yes                                | Cllr Julian Thompson-Hill / Jamie Groves / Geoff Davies |
|                 | 10                         | Items from Scrutiny Committees                | To consider any issues raised by Scrutiny for Cabinet's attention                                              | Tbc                                | Scrutiny Coordinator                                    |
|                 |                            |                                               |                                                                                                                |                                    |                                                         |
| <b>29 March</b> | 1                          | Finance Report                                | To update Cabinet on the current financial position of the Council                                             | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh         |
|                 | 2                          | Corporate Plan Performance Report 2015/16 Q3  | To consider progress against the Corporate Plan                                                                | Tbc                                | Cllr Julian Thompson-Hill / Liz Grieve                  |
|                 | 3                          | Corporate Plan Projects – Progress Report     | To consider progress made on projects in the Corporate Plan                                                    | Tbc                                | Cllr Julian Thompson-Hill / Liz Grieve / Sian Owen      |
|                 | 4                          | Items from Scrutiny Committees                | To consider any issues raised by Scrutiny for                                                                  | Tbc                                | Scrutiny Coordinator                                    |

Cabinet Forward Work Plan

| Meeting         |   | Item (description / title)        | Purpose of report                                                  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer        |
|-----------------|---|-----------------------------------|--------------------------------------------------------------------|------------------------------------|-------------------------------------------------|
|                 |   |                                   | Cabinet's attention                                                |                                    |                                                 |
| <b>26 April</b> | 1 | Finance Report                    | To update Cabinet on the current financial position of the Council | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|                 | 2 | Future of Adult Provider Services | To consider the future of adult provider services.                 | Yes                                | Cllr Bobby Feeley / Phil Gilroy / Holly Evans   |
|                 | 3 | Items from Scrutiny Committees    | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                            |
| <b>24 May</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>28 June</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                            |

Cabinet Forward Work Plan

| Meeting        | Item (description / title) |                                | Purpose of report                                                  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer        |
|----------------|----------------------------|--------------------------------|--------------------------------------------------------------------|------------------------------------|-------------------------------------------------|
|                |                            |                                |                                                                    |                                    |                                                 |
| <b>26 July</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                            |

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>February</i> | <b><i>2 February</i></b> | <i>March</i>   | <b><i>15 March</i></b> | <i>April</i>   | <b><i>12 April</i></b> |

Updated 15/01/16 - KEJ

Cabinet Forward Work Programme.doc



## Progress with Committee Resolutions

| Date of Meeting  | Item number and title                          | Resolution                                                                                                                                                                                                                                                                                                                                                                      | Progress                                                                             |
|------------------|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 10 December 2015 | 5. CSSIW ANNUAL PERFORMANCE EVALUATION 2014/15 | <i><b>RESOLVED</b> – that, subject to the above observations and the fact that Partnerships Scrutiny Committee had already scheduled reports on aspects of the areas identified for improvement in its forward work programme, to receive the CSSIW’s Annual Evaluation and Review of Denbighshire’s Social Services for 2014/15, and the Council’s associated Action Plan.</i> | Lead Member and officers informed of the Committee’s observations and recommendation |
|                  | 6. CORPORATE PLAN – QUARTER 2 2015/16          | <i><b>RESOLVED</b> - subject to the above observations, to receive the report on the Council’s performance in delivering its Corporate Plan in a bid to improve outcomes for residents.</i>                                                                                                                                                                                     | Lead Member and officers informed of the Committee’s observations and recommendation |
|                  | 7. CORPORATE RISK REGISTER                     | <i><b>RESOLVED</b> – subject to the above observations to note the changes made to the Corporate Risk Register, the reasons for the changes, and to receive the revised Register.</i>                                                                                                                                                                                           | Lead Member and officers informed of the Committee’s observations and recommendation |
|                  | 8. LIBRARY SERVICES                            | <i><b>RESOLVED</b> – that, subject to the above observations, to receive the Welsh Government’s Assessment of the Library Service’s 2014/15 performance, support Denbighshire’s response and approach to delivering the services particularly in the context of the new Customer Service Delivery Framework, and endorse the Council’s</i>                                      | Lead Member and officers informed of the Committee’s observations and recommendation |

|  |  |                                                                           |  |
|--|--|---------------------------------------------------------------------------|--|
|  |  | <i>customer focused approach to delivering services to the community.</i> |  |
|--|--|---------------------------------------------------------------------------|--|

## Terms of Reference – Corporate Equality Group

### Aim

The Corporate Equality Group (CEG) has responsibility for ensuring that the Council demonstrates fairness in its deliver of services and its employment practices. It will work to develop a culture in which all individuals are treated with dignity and respect, and offensive and discriminatory behaviour and harassment are not tolerated. The CEG is not a decision making body, but can refer issues to others (e.g. Scrutiny, Cabinet, Council, CET, SLT etc) when decisions are required.

Specifically, the CEG will:

- ⇒ Give strategic direction to equality related activities within the council.
- ⇒ Work to embed equality and diversity into all the functions of the council.
- ⇒ Ensure that the council effectively undertakes equality impact assessment of proposals and decisions which may impact on its staff and/or communities.
- ⇒ Ensure that a robust Strategic Equality Plan is in place to enable the council to meet its general and specific duties under the Equality Act 2010.
- ⇒ Monitor and scrutinise delivery of the council's Strategic Equality Plan.
- ⇒ Consider and scrutinise an annual report in relation to the delivery of the council's Strategic Equality Plan.
- ⇒ Drive improvements in delivering equality outcomes through an annual self-assessment process.
- ⇒ Act as a link with SLT to promote effective communication of relevant discussions and proposals from either forum.
- ⇒ Monitor Members and staff training and development programmes in relation to equality and diversity.
- ⇒ Ensure the full engagement and involvement of all staff, Elected Members and service users in equality and diversity issues.
- ⇒ Monitor incidences of prejudice in the community in relation to its activities and provision of services.

## **Membership**

The CEG will consist of:

- ⇒ Lead Member for Equalities: Cllr Hugh Evans (Chair)
- ⇒ Representative from Performance Scrutiny: Cllr Colin Hughes
  - ⇒ Substitute: Cllr Geraint Lloyd-Williams
- ⇒ Representative from Partnerships Scrutiny: Cllr Bill Tasker
  - ⇒ Substitute: Cllr Dewi Owens
- ⇒ Representative from Communities Scrutiny: Cllr Win Mullen-James
  - ⇒ Substitute: Cllr Huw O Williams
- ⇒ Representative from Corporate Governance Committee: Cllr Martyn Holland
  - ⇒ Substitute: Cllr Stuart Davies
- ⇒ 2 representatives from SLT: Mohammed Mehmet & Gary Williams
  - ⇒ Substitutes: Peter McHugh & Leighton Rees
- ⇒ Corporate Improvement Team: Keith Amos
- ⇒ Corporate Equality Officer: Karen Beattie
- ⇒ Other people may be invited to attend from time to time, e.g. representatives from specific council services, or union representatives.

Each member of the CEG will need to understand, and be fully committed to, the values of equality & diversity. CEG members will be expected to act as advocates for equality and diversity in all council-related business. CEG members will also be expected to undertake equality and diversity training.

Members of the CEG will be responsible for approaching their nominated substitute(s) if they are unable to attend a particular meeting. Nominated substitutes must also demonstrate the same commitment to equality and diversity as members of the CEG (as described above).

## **Administration**

CEG will meet quarterly, and meetings will be planned in advance for each financial year. Meeting dates will be in the Council diary.

Notes of actions agreed will be taken, rather than minutes.

No more than 4 agenda items for each CEG meeting.

All reports to be submitted to Isabel Williams, 2 weeks prior to each CEG meeting.