

To: Members of the Performance
Scrutiny Committee

Date: 22 April 2016

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Dear Councillor

You are invited to attend a meeting of the **PERFORMANCE SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 28 APRIL 2016** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

PLEASE NOTE - There is a pre-meeting for Committee Members only at 9.00 a.m.

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

AGENDA

1 APOLOGIES

2 DECLARATION OF INTERESTS

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

3 URGENT MATTERS AS AGREED BY THE CHAIR

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

4 MINUTES OF THE LAST MEETING (Pages 3 - 10)

To receive the minutes of the Performance Scrutiny Committee meeting held on the 17th March, 2016 (copy enclosed).

5 SUPERFAST CYMRU ROLLOUT IN DENBIGHSHIRE

A discussion with representatives from BT on the progress to date with rollout of the Superfast Cymru in the county, future rollout plans, service limitations or problems identified during the rollout, and other initiatives available to improve connectivity for businesses and households unable to benefit from the Superfast Cymru programme.

6 SCRUTINY WORK PROGRAMME

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.

7 FEEDBACK FROM COMMITTEE REPRESENTATIVES

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

MEMBERSHIP

Councillors

Councillor Barry Mellor (Chair)

Raymond Bartley

Meirick Davies

Huw Hilditch-Roberts

Colin Hughes

Geraint Lloyd-Williams

Dewi Owens

Arwel Roberts

Gareth Sandilands

Joe Welch

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PERFORMANCE SCRUTINY COMMITTEE

Minutes of a meeting of the Performance Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 17th March 2016 at 9.30 am.

PRESENT

Councillors Meirick Davies, Colin Hughes, Barry Mellor (Chair), Arwel Roberts and Gareth Sandilands.

Lead Members attendance requested by the Committee:- Councillors Hugh Carson Irving and Julian Thompson-Hill.

Councillor Raymond Bartley attended as an observer.

ALSO PRESENT

Chief Executive (MM), Head of Business, Improvement and Modernisation (AS), Principal Manager – Business Support (TW), Scrutiny Co-ordinator (RE) and Administrative Officer (CIW).

The Chair referred to the recent sad death of Councillor Peter Owen, and he and the Committee acknowledged the work he had undertaken for the Committee.

1 APOLOGIES

Apologies for absence were received from Councillors Richard Davies, Geraint Lloyd-Williams and Dewi Owens.

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, 28th January, 2016 were submitted.

Matters arising:-

6. Primary School Transport – Councillor Arwel Roberts enquired on the current position with respect to the school transport provision for children from Rhuddlan

attending Ysgol Dewi Sant, Rhyl. His concerns related to the fact that free transport was due to be withdrawn at the end of the spring term and that parents were still awaiting notification on whether they would be entitled to transport, either free or concessionary, from the beginning of the summer term. He was also concerned that he as one of the local members was not being kept informed of matters relating to this issue and that, despite cross-party support for his recommendation at the last meeting that the Council use its discretionary power to arrange concessionary travel for the pupils, nothing seemed to be happening.

The Scrutiny Co-ordinator assured Members that the recommendation approved at the last meeting had been forwarded to the Head of Education who would in due course, upon the completion of the road safety work on the route and once the road safety assessment had been undertaken on the 'new' route, consider the assessment's findings and the Committee's recommendation in relation to this matter. If, following that process, the route was deemed safe and parents still had concerns on its safety, they had the right of appeal to the Head of Service.

Councillor Roberts indicated that he wished scrutiny to look at the matter again. The Scrutiny Co-ordinator requested that he complete a 'scrutiny proposal form' to enable the Scrutiny Chairs and Vice-Chairs Group to consider his request. The Chief Executive suggested that scrutiny may wish, if the route was deemed safe, to consider the effectiveness of the new arrangements in due course.

The Chief Executive advised that in response to Members' concerns at the last meeting about this particular route he had asked that an independent road safety assessment be commissioned to ensure that the Council's assessment were correct. He assured Councillor Roberts and the Committee that local Elected Members would be advised of the outcome of the road safety assessment and any associated decision before parents. He also undertook to investigate the claim that officers had not been willing in this case to share information with local members, and report back to members on the issue. He assured members that as a matter of courtesy officers would usually keep local members informed on matters in their wards.

Responding to an enquiry on the secondary school transport matter that had been referred by parents for Judicial Review, the Chief Executive advised that the Council had decided to settle this matter out of court with the family concerned. He emphasised that it was not in the Council's interest to make children walk dangerous routes and school transport routes were reviewed on a regular basis as and when new factors impacted on the routes. He also drew Members' attention to the fact that the Scheme of Delegation to Officers would be reviewed next year and advised Members that they should examine it closely to ensure that they were satisfied with the powers delegated to officers.

Following further discussion, it was:-

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

A copy of a report by the Head of Business, Improvement and Modernisation (HBIM), which provides an update on the delivery of the Corporate Plan 2012-17 as at the end of quarter 3 of 2015/16, had been circulated with the papers for the meeting.

The Lead Member for Finance, Corporate Plan and Performance introducing the report outlined the key performance summary and stressed:-

- the importance of the Council's performance in meeting its Outcome Agreements with the Welsh Government (WG);
- that the Council still considered improving corporate sickness absence levels as a priority for improvement, hence the reason for setting such an ambitious target. Whilst the target had not been met the Council still compared favourably with other Welsh authorities and would continue to strive for improvement;
- the information on carbon emissions should be available in the near future. As the Council was due to switch its energy supplier in April 2016 this would not be a problem in the future as the new supplier had undertaken to routinely provide the information. Denbighshire was not unique in not being able to report carbon emissions information at present, it affected the majority of Welsh local authorities;
- the number of staff receiving performance appraisal reports had now reached 90%

Responding to Members' concerns in relation to economic growth and development the Lead Member for Finance, Corporate Plan and Performance and officers advised that:-

- the new Procurement Strategy and revised Contract Procedure Rules (CPRs) approved by Council recently should support economic development. The Procurement Board would be monitoring the implementation of the Strategy and new CPRs. In addition it would be ensuring that officers in different services as well as suppliers would receive appropriate training to deliver the Strategy and support economic growth;
- economic growth was one of the Council's top priorities. Whilst there was now a smaller team of officers responsible for economic development corporately, this was a very strong team who were there to support other officers within the Council's various services to deliver the economic development priority. Businesses within the county were now far more positive about the Council's prospects of delivering economic growth. Substantial investment was taking place across the county, approximately £200m in total, through the building of new school buildings, improvements to libraries etc.;
- there was a need to celebrate the achievements and investments by the Council and businesses realised to date, in Rhyl and across the county, including the high survival rate for new businesses in Denbighshire;
- whilst the local authority had a role to play in economic development it was only one of a number of organisation who could influence this area, others such as WG, higher education and businesses had as much of a role to play as Councils if the ambition was to be fully realised;
- the Council could support economic development locally, but it could not control the local economy. There were certain areas of the county which required a

collaborative approach from a number of public and private organisations in order to improve skills and income levels with a view to stimulating the local economy and prosperity

- reference was made to Rhuddlan as an example of where small businesses seemed to flourish, with retail premises lying empty being a rare occurrence

Members raised concerns with respect to performance in the following areas:-

- the perceived lack of WG support for St. Asaph Business Park and availability of business units for new businesses to move to once they had established themselves and were ready to grow. A number of home-grown businesses had been lost from Denbighshire because of the shortage of suitable premises;
- council housing – the period of time that houses lie empty due to refurbishment requirements before they are re-let;
- the development of affordable housing;
- prioritising highways maintenance work; and
- education – pupils' educational performance since GwE had taken over responsibility for school improvement and the number of pupils excluded from the county's schools

Responding to the above the Lead Member and officers advised that:-

- if Members had specific concerns about performance in specific areas they could follow the process established by the Scrutiny Chairs and Vice-Chairs Group (SCVCG) to call Lead Members and officers in to discuss those concerns;
- the Committee would during the summer of 2016 commence monitoring the progress made in delivering Theme 2 of the Council's Housing Strategy, which related to creating a supply of affordable houses;
- with respect to highways maintenance works the Council, like many other local authorities, faced a backlog of expensive work which would probably cost in the region of £25m to rectify satisfactorily and could at present only commit circa £1m annually towards that work. The work therefore had to be prioritised on a risk basis;
- GwE was more than aware that the Council was not satisfied with the service they had provided to the county to date, whilst pupils' performance in the county had not slipped since GwE had taken over the school improvement function their performance had not kept a pace with other local authorities. The support given by GwE to the primary sector had been well received and successful, this was not the case in the secondary sector and it was this sector that had suffered. Whilst there was a correlation between economic deprivation and pupils' performance this was not the only factor that affected performance, and Denbighshire on the whole was an affluent area therefore educational attainment should be higher.

At the conclusion of the discussion Members:-

RESOLVED – that, subject to the above observations, and the completion of 'scrutiny proposal forms' on the areas of most concern highlighted above, to receive

the information provided on the Council's performance in delivering its Corporate Plan up to and including the end of Quarter 3 2015/16.

6 YOUR VOICE' REPORT - QUARTER 3 2015/16

A copy of a report by the Corporate Complaints Officer (CCO), which provided an overview of compliments, suggestions and complaints received by Denbighshire County Council under the council's customer feedback policy 'Your Voice' during Q3 2015/16, had been circulated with the agenda.

The Lead Member for Customers and Libraries introduced the report on the Council's performance in dealing with customer feedback during the third quarter of the 2015/16 year. He advised that the number of complaints during the third quarter were down in comparison to quarter 2, whilst the number of compliments had increased. Over the last four years there had been a downward trend in the number of complaints received. Whilst the way in which complaints were now recorded may partly account for this downward trend, fewer actual complaints had also been received.

The Principal Manager: Business Support advised that during the last four years the average number of complaints per quarter had been between 80 and 150. He advised that it would be worth undertaking some additional analysis if complaints in any quarter rose above 150, as it may indicate an underlying problem which required addressing.

The Council had set itself an extremely ambitious target of dealing with 95% of complaints within 10 working days of their receipt, this target was proving to be a challenging one to meet, but officers felt that this was appropriate in order to raise standards and expectations. He advised that, in line with the Committee's request, paragraph 4.4 of the report included information about the process of dealing with complaints in respect of commissioned services.

It was anticipated that future quarterly performance reports would details complaints made in respect of commissioned services separately. Responding to Members' questions the Lead Member and officers advised that:-

- If an individual challenged the validity of a fixed penalty notice (FPN) or appealed against its issue that would not be counted as a complaint;
- Comparing the number of complaints and compliments received against the numbers recorded by other local authorities had limited value, as each local authority had different recording methods, it was far better to examine best practice in dealing with complaints and how to use them to improve service delivery in future;
- Only a very small minority of complaints were deemed to be vexatious complaints. However, due to their complex nature and the seniority of individuals sometimes cited in these complaints some complaints did take longer to investigate and often take up significant resources to bring to a conclusion; and
- The number of complaints listed in the report against each service area varied due to the size and nature of each service i.e. Highways and Environmental Services was one very large public facing service, which due to its size and the

types of services it provided was expected to receive one of the highest number of complaints in comparison to other services which had a more internal focus.

Following detailed discussion it was:-

RESOLVED – that subject to the above observations to receive the report on the Council's performance during Quarter 3 of 2015/16 in dealing with complaints and compliments in accordance with its 'Your Voice' Complaints Procedure.

7 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 Scrutiny Coordinator explained that in future no items would 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 was available from the Scrutiny Co-ordinator.

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:-

12th April, 2016 (Special Meeting):-

- The Chair emphasised the importance of the meeting which had been convened to consider the Future of Adult Provider Services, and the findings of the Task and Finish Group in respect of In House Adult Social Care. The SC explained that she would liaise with Members of the Committee to seek confirmation regarding their availability to attend the meeting. Councillor C. Hughes explained that at the present time he was unable to provide confirmation of his availability to attend the meeting due to work commitments.

28th April, 2016:-

- The Committee agreed to a pre-meeting briefing for all Committee Members, prior their meeting with BT and WG officials in respect of the Broadband Rollout in Denbighshire. The pre-meeting would provide Members with the opportunity to identify areas of questioning which they wished to focus on during the meeting. Members requested that the public meeting start time be rescheduled from 9.30 a.m. to 10.00 a.m. and that the pre-meeting briefing start at 9.00 a.m.

The Chief Executive outlined his concerns regarding how the Broadband Rollout had been progressed in Denbighshire. He felt that details should be requested

specifying which areas had been completed, future plans and respective timescales.

In reply to concerns expressed by Members, the SC confirmed that the Democratic Services Manager would be progressing the appointment of Members to the Membership vacancies on the Committee. Councillor J.R. Bartley explained that he would be prepared to submit his name to his Group Leader for one of the vacancies. In response to a suggestion that substitute Members be utilised, the SC explained that the Constitution was currently under review.

The Scrutiny Chairs and Vice-Chairs Group had met on the 3rd march, 2016 and no matters were referred to the Committee.

The SC requested that Members complete and submit the Self Evaluation Questionnaire Forms which had recently circulated. The importance of completing the forms was emphasised as the Council would, later in the year, be subject to a Corporate Assessment.

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

8 FEEDBACK FROM COMMITTEE REPRESENTATIVES

RESOLVED – *No reports were received.*

Meeting ended at 11.45 a.m.

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Report to:	Performance Scrutiny Committee
Date of Meeting:	28 April 2016
Lead Officer:	Scrutiny Co-ordinator
Report Author:	Scrutiny Co-ordinator
Title:	Scrutiny Work Programme

1. What is the report about?

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

2. What is the reason for making this report?

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

3. What are the Recommendations?

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

4. Report details

- 4.1 Article 6 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, whilst the rules of procedure for scrutiny committees are laid out in Part 4 of the Constitution.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must prepare and keep under review a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 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. Scrutiny Chairs and Vice-Chairs Group

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

6. Appointment of Vice-Chair

Article 4.5.1 of the Council's Constitution stipulates that scrutiny committees shall appoint a vice-chair on an annual basis, whilst Article 4.5.2 of the Constitution states that candidates for the role of Vice-Chair shall provide a written statement of how they meet the requirements in the role description (Appendix 5) and how they see the committee operating. These statements will be made available to committee members prior to electing a Vice Chair. As the Committee's next meeting is scheduled for 9 June 2016, which is after Annual Council, the Committee will be asked to appoint a Vice-Chair for the remainder of the Council term at that meeting. Committee members who wish to be considered for this role are asked to forward their statements/CVs to the Scrutiny Co-ordinator by 1 June 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

Tel No: (01824) 712554

Email: dcc_admin@denbighshire.gov.uk

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

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
9 June	Cllr. Julian Thompson-Hill	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
	Cllr. Julian Thompson-Hill	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
	Cllr. Bobby Feeley (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
	Cllr. Hugh Irving	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: (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 (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	Cllr. Barbara Smith/David Smith/Julian Thompson-Hill	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/Angela Loftus	By SCVCG December 2015
	Cllr. Julian Thompson-Hill	2.	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
29 September (GwE representatives)	Cllr. Eryl Williams	1.	Provisional External Examinations and Teacher Assessments [Education]	To review the performance of schools and that of looked after children	Scrutiny of performance leading to recommendations for improvement	Karen Evans/Julian Molloy	September 2015

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
to be invited)						
	Cllr. Hugh Irving	2 Your Voice' complaints performance (Q 1) including social services annual complaints report	To scrutinise Services' performance in complying with the Council's complaints. The report to include: (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 (ii) how services encourage feedback and use it to redesign or change the way they deliver services	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Tony Ward/Clare O'Gorman/Meinir Blunt	September 2015
8 December	Cllr. Julian Thompson-Hill	1 Corporate Plan (Q2) 2016/17	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	April 2016

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
				Agreements		
26 January 2017 (GwE representatives to be invited)	Cllr. Eryl Williams	1. Verified External Examinations and Teacher Assessments [Education]	To review the performance of schools and that of looked after children; and GwE's impact on the educational attainment of the County's pupils. 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
16 March	Cllr. Julian Thompson-Hill	1. Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith//Nicola Kneale	December 2015
27 April						
8 June	Cllr. Julian Thompson-Hill	1 Corporate Plan (Q4) 2016/17	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	Alan Smith	April 2016

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
				available through meeting its Outcome Agreements		
13 July						
28 September						
7 December						

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Impact of Budgetary Cuts on the Deliverability of the Corporate Plan and the Council's performance in delivering services (periodically) [Task & Finish Group]	To detail the impact of present and projected budgetary cuts on the deliverability of the Corporate Plan 2012-17; and the Council's overall performance	An evaluation of the Plan's deliverability, the anticipated impact of the cuts on the Council's performance versus the actual outcome to inform the planning of a communication strategy to inform residents and stakeholders	Task and Finish Group	October 2014
Implementation of the Donaldson Report 'Successful Futures' – Independent Review of Curriculum and Assessment Arrangements in Wales [Education] Dependent upon the legislative timetable	To consider and monitor the plans to implement the agreed measures adopted by WG following the consultation on the review's findings	Better outcomes for learners to equip them with jobs market skills	Karen Evans	April 2015

Information/Consultation Reports

Date	Item (description / title)	Purpose of report	Author	Date Entered
Monthly Information Bulletin	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
Corporate Plan (Q1 & Q3) 2016/17 September 2016 & March 2017 [Information]	To monitor the Council’s progress in delivering the Corporate Plan 2012-17	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	April 2016

Note for officers – Committee Report Deadlines

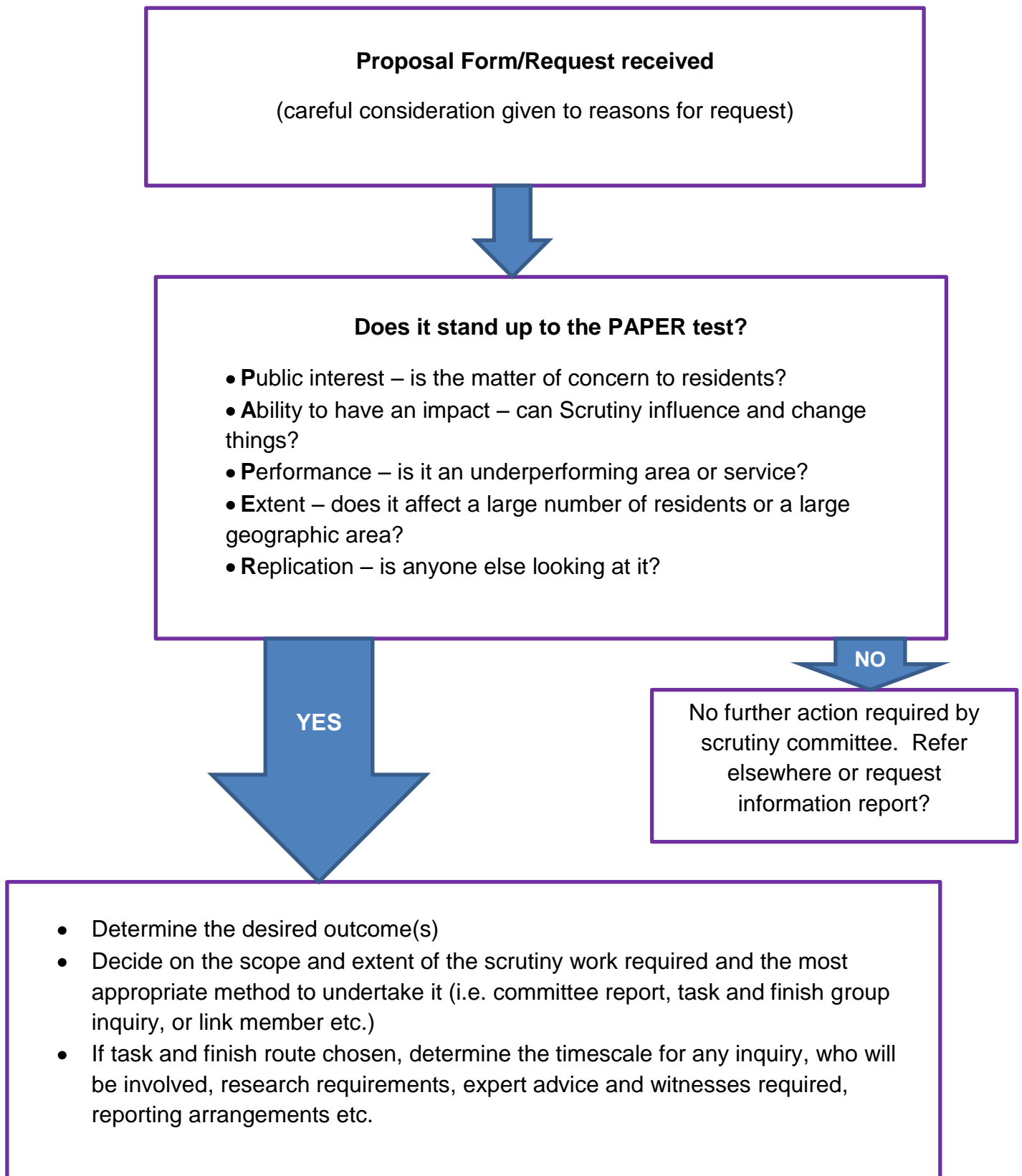
Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
9 June	26 May	14 July	30 June	29 September	15 September

Performance Scrutiny Work Programme.doc

Updated 18/04/2016 RhE

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

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
26 April	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Adult Social Care Charging Policy Arrangements	To consider the report with a view to agreeing the amendments to the policy for consultation with Service Users	Yes	Cllr Bobby Feeley / Phil Gilroy
	3	Members Involvement in Appeals	To consider members involvement in appeals	Yes	Cllr Barbara Smith / Andrea Malam
	4	Officers Scheme of Delegation	To approve amendments to the scheme	Yes	Cllr Barbara Smith/Gary Williams/Lisa Jones
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet’s attention	Tbc	Scrutiny Coordinator
24 May	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

Cabinet Forward Work Plan

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
					Evans
	3	Former North Wales Hospital, Denbigh - Compulsory Purchase Order	Authorisation to take possession of the site	Yes	Councillor David Smith / Graham Boase / Gareth Roberts
	4	Reactive Maintenance Framework	To approve the maintenance framework	Yes	Councillor Julian Thompson Hill / Elaine Rizzi
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
28 June	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 Q4	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
26 July	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	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		

Note for officers – Cabinet Report Deadlines

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
<i>April</i>	12 April	<i>May</i>	10 May	<i>June</i>	14 June

Updated 06/04/16 - KEJ

Cabinet Forward Work Programme.doc

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Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
17 March 2016	5. CORPORATE PLAN – QUARTER 3 2015/16	<i>RESOLVED – that, subject to the above observations, and the completion of ‘scrutiny proposal forms’ on the areas of most concern highlighted above, to receive the information provided on the Council’s performance in delivering its Corporate Plan up to and including the end of Quarter 3 2015/16.</i>	Scrutiny proposal forms were completed with respect to the areas of concern highlighted and the Scrutiny Chairs and Vice-Chairs Group will consider the requests at its meeting on 21 April. The Group’s decision with respect to each topic will be reported verbally to the Committee at its meeting on 28 April 2016
	6. YOUR VOICE REPORT Q3 2015/16	<i>RESOLVED – that subject to the above observations to receive the report on the Council’s performance during Quarter 3 of 2015/16 in dealing with complaints and compliments in accordance with its ‘Your Voice’ Complaints Procedure.</i>	Lead Members and officers informed of the Committee’s observations.

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Role Description Scrutiny Chair/Vice-Chair

1. PRINCIPAL ACCOUNTABILITIES

- To Full Council

2. PURPOSE OF ROLE

- Providing leadership and direction
- To participate fully in the activities of the Scrutiny Committee, the development and delivery of its work programme and any associated task and finish groups.
- To assist in the development and monitor impact of Council policy
- To hold the executive to account, monitoring performance and service delivery and challenge decisions through the call in arrangements where appropriate.
- To develop a forward work programme of the committee.
- To report on progress against the work programme to Council, and others as appropriate
- To provide confident and effective management of meetings to facilitate inclusivity, participation and clear decision making ensuring that meeting objectives are met, and the code of conduct, standing orders and other constitutional requirements are adhered to.
- To act as a focus for liaison between the council, community and external bodies in relation to the scrutiny function.
- To encourage effective contributions from all committee members in both committee and task and finish groups
- To assess individual and collective performance within the committee and liaise with the relevant Group Leader to progress training and development opportunities.
- Fulfil the accountabilities of the elected member role.

3. VALUES and EXPECTATIONS

- To be committed to the values of Denbighshire County Council and the following values in public office:
 - Pride
 - Integrity
 - Respect
 - Unity
- Attend all relevant meetings
- Carry out business electronically i.e. meetings and communication, wherever possible
- To attend mandatory training as specified in the code of conduct and the constitution.
- To participate in an annual development review to continually improve the performance of the member and the Council.
- To explain and account for personal performance as a County Councillor on a regular basis, particularly through the publication of an Annual Report on the Council's web site.

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