

To: Members of the Performance
Scrutiny Committee

Date: 22 September 2017

Direct Dial: 01824 712554

e-mail: democratic@denbighshire.gov.uk

Dear Councillor

You are invited to attend a meeting of the **PERFORMANCE SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 28 SEPTEMBER 2017** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

AGENDA

1 APOLOGIES

2 DECLARATION OF INTERESTS (Pages 5 - 6)

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

3 URGENT MATTERS AS AGREED BY THE CHAIR

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

4 MINUTES OF THE LAST MEETING (Pages 7 - 12)

To receive the minutes of the Performance Scrutiny Committee meeting held on 13 July 2017 (copy attached)

9.35am – 9.40am

5 TEACHER ASSESSMENTS AND PROVISIONAL EXAMINATION RESULTS (Pages 13 - 38)

To consider a joint report by the Principal Education Manager and GwE's Secondary and Primary Leads (copy attached) which details Denbighshire's final teacher assessments and provisional external examination results at Key Stage 4 and post 16, including benchmarked information and performance against other local authorities for teacher assessments. The report also seeks members' observations on the County's performance and to identify potential areas for improvements.

9.45am – 10.15am

6 THE NEW GWE CHALLENGE AND SUPPORT PROGRAMME (Pages 39 - 48)

To consider a joint report by the Principal Education Manager and GwE's Secondary Lead (copy attached) which provides information and seeks observations on the revised structure and working practices to support school improvement across North Wales, including Denbighshire's schools.

10.15am – 10.45am

BREAK

10.45am – 11am

7 'YOUR VOICE' COMPLAINTS REPORT PERFORMANCE (Pages 49 - 88)

To consider the following reports from the Statutory and Corporate Complaints Officer (copies attached) which seek members' observations on Services' performance in complying with the Council's corporate complaints procedure 'Your Voice' and to identify any areas that may benefit from further scrutiny.

- (i) 'Your Voice' report – Quarter 4 2016/17
- (ii) 'Your Voice' report – Quarter 1 2017/18

11am – 11.30am

8 SCRUTINY WORK PROGRAMME (Pages 89 - 118)

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

11.30am – 12pm

9 FEEDBACK FROM COMMITTEE REPRESENTATIVES

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

12pm – 12.15pm

MEMBERSHIP

Councillors

Councillor Huw Jones (Chair)

Councillor Hugh Irving (Vice-Chair)

Ellie Chard

Bob Murray

Ann Davies

Peter Scott

Martyn Holland

Eryl Williams

Geraint Lloyd-Williams

Voting Co-opted Members for Education (Agenda Item Nos. 5 and 6 only)

Kathleen Jones

Gareth Williams

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DEDDF LLYWODRAETH LEOL 2000

Cod Ymddygiad Aelodau

DATGELU A CHOFRESTRU BUDDIANNAU

Rwyf i,
(enw)

*Aelod /Aelod cyfetholedig o
(*dileuer un)

Cyngor Sir Ddinbych

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

Dyddiad Datgelu:

Pwyllgor (nodwch):

Agenda eitem

Pwnc:

Natur y Buddiant:

(Gweler y nodyn isod)*

Llofnod

Dyddiad

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

Code of Conduct for Members

DISCLOSURE AND REGISTRATION OF INTERESTS

I, *(name)*

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

Denbighshire County Council

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

*(*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)**

Signed

Date

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

PERFORMANCE SCRUTINY COMMITTEE

Minutes of a meeting of the Performance Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 13 July 2017 at 11.15 am.

PRESENT

Councillors Ellie Chard, Ann Davies, Martyn Holland, Hugh Irving, Huw Jones (Chair), Geraint Lloyd-Williams, Bob Murray and Peter Scott

Cabinet Members – Councillor Julian Thompson-Hill and Councillor Richard Mainon attended at the Committee's invitation for items relating to their portfolio.

Observers – Councillor Huw Williams

ALSO PRESENT

Chief Executive (MM), Strategic Planning Team Manager (NK), Scrutiny Co-ordinator (RE) and Committee Administrator (SJ).

1 APOLOGIES

No apologies were received.

2 DECLARATION OF INTERESTS

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

3 APPOINTMENT OF VICE-CHAIR

Nominations were sought for a Member to serve as the Committee's Vice Chair for the 2017/18 municipal year. Councillor Martyn Holland nominated Councillor Hugh Irving, seconded by Councillor Ann Davies. No other nominations were received and it was therefore;

RESOLVED that Councillor Hugh Irving be appointed as the Performance Scrutiny Committee's Vice Chair for the 2017/18 municipal year.

4 URGENT MATTERS AS AGREED BY THE CHAIR

No urgent matters received.

5 MINUTES OF THE LAST MEETING

The minutes of the meeting of the Performance Scrutiny Committee held on 16 March 2017 were submitted.

RESOLVED that the minutes of the meeting held on the 16 March 2017 be received and approved as a correct record.

6 CORPORATE RISK REGISTER

In introducing the report (previously circulated) the Lead Member for Finance, Performance and Strategic Assets gave a brief overview of the risk register methodology and the relationship between individual service risk registers and the corporate risk register, including the process for escalating a risk from the service register to the corporate register and the de-escalation process. He explained that the Corporate Risk Register was revised on a twice yearly basis by Cabinet and the Corporate Executive Team (CET) prior to being presented to scrutiny for observations. During his introduction the Lead Member highlighted the main changes made to the register as listed in Appendix 1 to the report, explaining the reasons behind the amendments.

Responding to members' questions the Lead Member and the Strategic Planning Manager advised that:

- they supported the decision to remove risk DCC032 relating to local government reorganisation as the Welsh Government's (WG) Cabinet Secretary for Finance and Local Government had made it clear that he would not be looking to change local government geographical boundaries within the foreseeable future, but would rather be looking to councils to work together in specified areas to deliver services on a regional basis. With the development of regional services new risks associated with them may be identified and appear on the corporate risk register in due course;
- DCC011 - the need to have contingency and resilience plans in place in the event of disasters, be they natural disasters or otherwise, had come to the forefront in recent weeks in the wake of terrorist attacks in the UK and the Grenfell Towers fire. The Council did have such plans and these would be tested in the near future in the form of a resilience and business continuity exercise. The proposed exercise would test the resilience of all aspects of the Council's infrastructure to deal with a disaster situation and the subsequent recovery;
- as part of the Council's contingency planning work officers were currently undertaking a checking exercise to ensure that the Council was fully aware of all individuals residing in its housing stock properties;
- the Council's IT Service had successfully responded to the recent cyber-attack on the National Health Service's (NHS) computer system;
- all CET members and a number of Senior Leadership Team (SLT) members were trained to 'gold command' emergency planning level standard, with middle managers having attained 'silver command' competencies;
- North Wales had a joint regional Emergency Planning Service to respond to sudden disasters. All local authorities, emergency services and the health service worked closely with this regional service;
- In view of the recent announcement that the Council's Corporate Director: Economy and Public Realm would be leaving the authority in the near future the Council's capacity and skills as outlined in risk DCC030 would be tested during the forthcoming months; and
- Building resilient communities to mitigate the risks identified in relation to DCC033, '*the risk that the cost of care will outstrip the Council's resource*', would take time. In the meantime mitigating actions, including supporting

independence and developing extra-care housing were being delivered. Due to the time required to deliver objectives relating to this the risk score associated with it had not been downgraded.

Members stressed the importance of ensuring that business continuity and resilience information was easily accessible to all staff at all times, and that staff members were regularly advised on where the information could be found, particularly in the event of an emergency.

In response to points raised during the discussion the Lead Member and officers undertook to:

- ensure that the next review report contained coloured charts for all 'corporate risks' as no illustration had been included for at least one 'risk' (DCC016) in the current version; and
- seek assurances from the North Wales Emergency Planning Service that in addition to having plans in place for local authorities, emergency services and voluntary services within the North Wales region to work together in emergency situations, that they also had plans in place to call on assistance from other regions in Wales, the North West and West Midlands areas of England, if required.

At the conclusion of the discussion the Committee:

Resolved: - subject to the above observations and the provision of the requested information, to note the deletions, additions and amendments to the Corporate Risk Register.

7 CORPORATE PLAN (Q4)

Introducing the report (previously circulated) to the Committee the Lead Member for Finance, Performance and Assets advised that the report was now a historical report as the term of the Corporate Plan had ended with the term of the previous Council. A summary of the Plan's delivery during its final year had been reported to County Council in May 2017. A member workshop had been held recently to formulate the new Council's corporate priorities and the draft new Corporate Plan for the Council term 2017-2022 would be presented to County Council for approval during the autumn. During his introduction the Lead Member advised that it was pleasing to report that all outcomes in the 2012-17 Corporate Plan had been delivered to at least an acceptable level. He explained that the Council had set itself a very ambitious target for education indicators, it had set itself an excellence threshold and aimed to be best in Wales. Nevertheless, achieving this was not wholly within its control as school improvement work was now within the control of GwE. Denbighshire was also performing well in areas such as the condition of its roads, clean and tidy streets and the protection of vulnerable adults (POVA).

Responding to members' questions the Lead Member and officers:

- advised that some of the performance measures used to measure the Council's performance were national indicators, others were comparisons with similar local authorities known as 'family group' comparisons, and other

- performance conclusions were based on independent monitoring undertaken by external organisations such as ‘Keep Wales Tidy’;
- clarified the definitions ‘deficit school places’ and ‘surplus school places’, emphasising that generally there were insufficient school places in the north of the county and empty school places in south Denbighshire;
 - confirmed that the performance indicators (PIs) relating to cleanliness did not include weeds. Neither did it include alleys or walkways, which were areas that seemed to have problems with litter and dog fouling;
 - that whilst GwE was responsible for delivering school improvement services across North Wales, Head teachers and governing bodies should also be held accountable for their own school’s overall performance. The School Standards Monitoring Group (SSMG) was due to be re-established in the near future. However, if Scrutiny wished, it could request individual Head teachers and Chairs of Governing Bodies to attend scrutiny to answer questions about their schools performance;
 - confirmed that they would enquire whether the Council’s request to suspend ‘The Right to Buy Scheme’ in relation to its housing stock to Welsh Government (WG) had been granted and whether the new Service Manager for the Intake and Intervention Service had been appointed and had taken up post; and
 - confirmed that a report would be presented to County Council in the autumn on ‘Long term empty properties and second home taxation’, which could potentially help to bring empty homes back into use and ease housing pressures.

Members raised concerns in relation to problems which had recently come to light with the performance of the Council’s weed spraying contractor and enquired whether the tendering and procurement process for this contract had been adequately robust. The Scrutiny Co-ordinator agreed to request further information from relevant officers with regards to this matter.

Concerns were also raised by members on the number of good teachers across the county which had taken up posts with GwE under secondment arrangements. They felt that this had a detrimental effect on individual schools’ performance and on the county’s overall performance in the field of education. The Chief Executive advised members that it was school governing bodies who granted permission to teachers to take up secondment opportunities not the County Council, therefore they had a duty to ensure that sufficient resources were in place to mitigate against the loss of experienced teachers and ensure that pupils’ education and overall attainment were not in any way compromised. School governing bodies should be held to account for their decisions.

At the conclusion of the discussion the Committee:

Resolved: subject to enquiries being made in relation to the matters listed above, to receive the report on the Council’s final overall performance in delivering its Corporate Plan 2012-17.

8 YOUR VOICE' COMPLAINTS PERFORMANCE (Q4)

Due to the unplanned absence of the relevant officer the Committee deferred the presentation of this report until September's meeting. However, a number of queries were raised which the Scrutiny Co-ordinator agreed to follow-up with relevant officers, these being:

- the general trend over recent years for the number of complaints received to peak during Q1 of every year;
- the feasibility of including Ember Dashboard customer satisfaction/public opinion information in future quarterly 'Your Voice' reports to the Committee

The Vice-Chair requested the Committee to robustly challenge the data in the Your Voice reports and use it as a basis for developing its forward work programme with a view to further improve service delivery and outcomes for residents. It was:

Resolved: - *subject to the above queries being followed-up, to defer the presentation of the Your Voice Quarter 4 2016/17 report until the Committee's meeting on 28 September 2017.*

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 which 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 SC requested that any proposals be submitted to herself. The Cabinet Forward Work Programme had been included as Appendix 3, information and a table illustrating Service Challenge Groups was included as Appendix 4. The SC informed members that, for each of the 9 Service Challenge group's, a representative from Performance Scrutiny was sought to serve on the groups. In addition a representative was sought to serve on the Strategic Investment Group (SIG). Following discussions the Committee appointed the following:

Service:	Performance
Education and Children's Services – Karen Evans	Cllr. Ellie Chard
Community Support Services – Phil Gilroy	Cllr. Ann Davies
Legal, HR & Democratic Services – Gary Williams	tba
Business Improvement & Modernisation – Alan Smith	tba
Customers, Communications, & Marketing – Liz Grieve	Cllr. Hugh Irving
Facilities, Assets & Housing – Jamie Groves	Cllr. Geraint Lloyd-Williams

Finance – Richard Weigh	Cllr. Peter Scott
Highways & Environmental Services – Tony Ward	Cllr. Martyn Holland
Planning & Public Protection – Graham Boase	Cllr. Bob Murray (tbc)

Strategic Investment Group	Cllr. Huw Jones
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Members' requested that information be provided to them, ahead of September's meeting on:

- the percentage of teaching assistants across the County which were being utilised as teachers to cover staff shortages;
- absenteeism rates (both authorised and unauthorised) for each individual primary and secondary school in the county during the 2015/15 and 2016/17 academic years; and
- the role of local education authority (LEA) governors on school governing bodies

Resolved:

- (i) that, following consideration of Denbighshire pupils' provisional external examination results and teacher assessments report and other associated education related matters at the Committee's September meeting, consideration is given to inviting head teachers and chairs of governing bodies to future committee meetings to discuss their plans to improve outcomes; and***
- (ii) if the Council had been granted permission to suspend its 'Right to Buy' scheme, that a report on the impact and effectiveness of this decision on the availability of properties within the Council's housing stock be presented to the Committee in twelve months' time***

10 FEEDBACK FROM COMMITTEE REPRESENTATIVES

No relevant meetings had been held since the Committee's last meeting for members to feedback to the Committee on the discussions.

The meeting concluded at 13:00 pm.

Report to:	Performance Scrutiny Committee
Date of Meeting:	28 September 2017
Lead Member/Officer:	Lead Member for Education & Head of Education and Children's Services
Report Author:	Principal Education Manager & GwE Secondary & Primary Leads
Title:	Teacher assessments and provisional examination results

1. What is the report about?

The final teacher assessments and provisional 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 for teacher assessments.

2. What is the reason for making this report?

To provide information regarding the performance of Denbighshire schools teacher assessments and external examinations. All results at Key Stage 4 are provisional, verified results will be available in November and benchmarked data in December.

3. What are the Recommendations?

- 3.1 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.
- 3.2 That the Committee confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix 6) as part of its consideration.

4. Foundation Phase Teacher Assessments

The current assessment model has been in operation since 2012 for pupils aged 7 years, they are assessed in literacy and mathematical development as well as personal and social development. And are expected to achieve a minimum of Level 5 outcome. In 2017 85.3% of pupils attained the Foundation Phase Indicator (FPI). This was 1.7% short of the school's target and 2.2% lower than the attainment in 2016. It is the first decline in performance for six years. This ranks Denbighshire 20th out of the 22 local authorities in Wales, which is lower than expected in relation to their free school meal ranking of 14th, and 5th which is one place above expected position of 6th of the local authorities in the North Wales region.

All Foundation Phase measures, with the exception of Welsh at the expected level and PSD at the higher level, are below the 2016 attainment. This ranks Denbighshire below expectation in all areas except higher level PSD, where it ranks 6th out of 22.

29 pupils who were not identified on the additional learning needs (ALN) register did not attain the Foundation Phase Indicator. In addition 50 pupils were classified as English as an additional language (EAL) also did not attain the CSI.

4.2 Key Stage 2 Teacher Assessments

At the end of KS2 primary phase education (year 6) pupils are expected to achieve a Teacher Assessment Level 4 in English or Cymraeg, mathematics and science. Performance in key stage 2 continues a three-year trend of improvement increasing from 87.9% in 2015 to 88.9%. This is 1.1% below the school's target and ranks Denbighshire 17th in relation to their free school meal ranking out of 22 local authorities in Wales, and 5th one place above expected position of 6th of the local authorities in the region. 6 pupils who were not identified on the ALN register did not attain the CS and 37 are EAL pupils also did not attain the CSI.

4.3 Key Stage 3 Teacher Assessments

At the end of KS3 (Year 9) pupils are expected to achieve a Teacher Assessment Level 5 in English or Cymraeg, mathematics and science.

In 2017, at 85.6% the Core Subject indicator (CSI) performance was 0.8% lower than 2016, the first decrease in 8 years. In comparison Denbighshire is placed 18th when compared to other LA's in Wales. 33 pupils who were not identified on the ALN register and did not attain the CSI and 46 pupils are EAL pupils also did not attain the CSI.

4.4 Unverified GCSE including English/ Cymraeg and Maths (Level 2+)

In Summer 2017, pupils sat English or Cymraeg language GCSE, along with maths and numeracy GCSEs with a pupil's best maths or numeracy grade counting towards the Level 2+ (5 A*-C including English or Cymraeg and maths / numeracy). Previously both English and Cymraeg literature counted towards the English element of this indicator and only one mathematics GCSE. The new GCSE qualifications are significantly different to the previous qualifications, the new syllabus and grades cannot be prepared previous years.

Provisional performance in the Level 2+ Threshold including English / Cymraeg and Mathematics has dipped nationally and regionally. However the dip of -9.3% in Denbighshire is higher than the North Wales average (-6.4) and as a result was the largest % decrease regionally. 49.4% L2+ places Denbighshire in 5th position regionally. In line with the national picture performance in Denbighshire has shown a decrease.

Provisional Denbighshire 2017 Results for Level 2 English or Welsh & Maths

	%	Target	Diff	National Classification 2016-17
Rhyl High School	38.1	48.1	-10.0	Yellow
Prestatyn High School	51.7	65.4	-13.7	Amber
Ysgol Glan Clwyd	63.3	72.4	-9.1	Yellow
Denbigh High School	43.8	60.4	-16.7	Amber
Ysgol Dinas Bran	54.2	72.2	-18.0	Green
Ysgol Brynhyfryd *	74.3	79.4	-5.1	Yellow
Blessed Edward Jones	19.5	49.4	-29.9	Red
St Brigid's School	73.1	96.2	-23.1	Yellow
Special Schools/**PRU	0.0	0	0.0	
EOTAS***	0.0	0	0.0	
Total	49.4	0	0.0	

* Highest performing school in North Wales.

Pupil Referral Unit (PRU) 14 pupils / **Educated other than in school (EOTAS) 51 pupils

In 2017 Ysgol Brynhyfryd are 1st and St. Brigid's 3rd and in the region and in the 0 to 10% free school meal group (FSM) regionally, Ysgol Glan Clwyd is below the 0 to 10% group average regionally. Ysgol Dinas Bran results are significantly below the school's target and the average for the region. Prestatyn High School is slightly above 15-20% FSM group average and Denbigh High School is significantly below the 15-20% FSM group average. Rhyl High School results are below their target and have declined however the school is 1st in the over 30% FSM group in the region. Blessed Edward Jones CHS results are significant below similar schools.

The performance of pupils who are in receipt of free school meals (eFSM) has declined and is the lowest in the region at 16.2%, this is significantly below other LA's

4.5 Level 2 Threshold

The number of pupils gaining 5A*-A increased slightly to 13.7 (+0.2%) which places the LA 3rd out of 6 in North Wales (5th last year).

This year the provisional Level 2 thresholds (5 A*-C GCSE's or vocational equivalents) decreased significantly from 83.7% (2016) to 65.7%. In 2017 the Welsh Government placed a 40% cap on the number of BTEC and other vocational qualifications counting towards L2 Threshold this has impacted negatively on results this year. The North Wales average for 2017 is 66.6% a 15% decrease from last year. The Level 1 Threshold (5 A*-G GCSE's or vocational equivalents) saw a 3.9% decrease, only 89.8% of pupils gained Level 1 Threshold, the lowest in the region.

(Appendix 4b)

4.6 Looked After Children (LAC)

In 2017 there were 16 children in local authority care in year 11, 10 of these achieved formal qualifications including 5 who gained the L1 Threshold and 1 who achieved the L2+. Most of those who did not achieve a formal qualification were in secure accommodation or had significant health issues.

All children except those in secure accommodation have places in college or 6th form.

4.7 Special School and Educated other than at school (EOTAS)

All Ysgol Tir Morfa pupils gained accreditation in nationally recognised qualifications and awards. KS4 pupils gained 67 WJEC Entry level qualifications from Levels 1 to 3. All 7 post 16 learners gained WJEC Entry level qualifications from Levels 1 to 3 as well. Pupils from Ysgol Plas Brondyffryn sit examinations when they are ready, which means few pupils gain a GCSE qualification at the age of 15 so miss the Welsh Government performance indicator. 65 Denbighshire pupils were either PRU or EOTAS, approaching 7.5% of all pupils. Most pupils gained at least one recognised external qualification either at Ysgol Plas Cefndy, further education colleges or external providers.

4.8 Unverified Level 3 threshold results (A level)

The performance indicator for post 16 is the Level 3 threshold which equates to 2 A levels or vocational equivalents. This indicator has increased from 97.1% to 98.5% in 2017. The number of learners gaining A*-A has increased from 18.6% in 2016 to 22.7% in 2017, this places the LA second in North Wales. 83.3% of students gained the new Welsh Bacc Advanced in 2017. Rhyl 6th results will be available in the January report.

Currently only WJEC A Level results have been collated. Welsh Bacc and vocational courses contribute towards Level 3 threshold. (Appendix 5)

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 Well-being Impact Assessment?

This year's teacher assessments and examination results are below expected levels which negatively impacts on young people's chances of gaining the skills and further qualifications needed to meet theirs and Denbighshire's aspirations. (See Appendix 6)

8. What are the main conclusions of the Well-being Impact Assessment (WIA) undertaken on the decision?

The gap at the Foundation Phase between boys and girls performance narrowed from 6.7% in 2017 to 3.3% this year. However the gap in boys and girls has increased at KS2 and 3, Key Stage 4 data is not available until November.

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

N/A

10. Chief Finance Officer Statement

N/A

11. 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 continually challenge and assess the quality of the regional school improvement service (GwE). Ensuring improvement in external examination results.

Ensure continued improvement against the reduction in Education Improvement Grant and TRAC European project.

12. Power to make the Decision

Scrutiny's powers with respect to reviewing performance and policy objectives are outlined in Section 7 of the Council's Constitution.

Contact Officer:

Principal Education Manager

Tel: 07771 838202

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Cyfnod Sylfaen - Haf 2017 - Dadansoddiad o Ddeiliant 5 ac uwch a Dangosydd Deiliant y cyfnod Sylfaen

Foundation Phase - Summer 2017 - Analysis of Outcome 5 and above and the Foundation Phase Outcome Indicator

Appendix 1

		PSD		LCW		LCE		MDT		FP Outcome Indicator						
		Outcome 5+	TOTAL	Outcome 5+	TOTAL	Outcome 5+	TOTAL	Outcome 5+	TOTAL	Pupils		Total				
2011	Ysgol Hiraddug	28	93.3%	30	0	0	27	90.0%	30	26	86.7%	30	26	86.7%	30	
2037	Ysgol y Castell	19	95.0%	20	0	0	18	90.0%	20	17	85.0%	20	17	85.0%	20	
2038	Christ Church C P School	53	93.0%	57	0	0	49	86.0%	57	49	86.0%	57	49	86.0%	57	
2039	Ysgol Llywelyn	86	96.6%	89	0	0	76	85.4%	89	77	86.5%	89	76	85.4%	89	
2057	Ysgol y Faenol	17	89.5%	19	0	0	16	84.2%	19	17	89.5%	19	16	84.2%	19	
2059	Ysgol Penmorfa	54	98.2%	55	0	0	50	90.9%	55	53	96.4%	55	50	90.9%	55	
2060	Ysgol Emmanuel	56	93.3%	60	0	0	52	86.7%	60	52	86.7%	60	51	85.0%	60	
2066	Ysgol Dewi Sant	68	95.8%	71	63	88.7%	71	0	0	66	93.0%	71	62	87.3%	71	
2067	Ysgol Melyd	14	77.8%	18	0	0	14	77.8%	18	15	83.3%	18	13	72.2%	18	
2070	Ysgol Bodfari	4	100.0%	4	0	0	4	100.0%	4	4	100.0%	4	4	100.0%	4	
2072	Ysgol Bryn Hedydd	61	98.4%	62	0	0	59	95.2%	62	58	93.5%	62	58	93.5%	62	
2124	Ysgol Cefn Meiriadog	11	100.0%	11	0	0	10	90.9%	11	11	100.0%	11	10	90.9%	11	
2127	Ysgol Henllan	6	100.0%	6	6	100.0%	6	0	0	6	100.0%	6	6	100.0%	6	
2134	Ysgol Twm o'r Nant	35	100.0%	35	34	97.1%	35	0	0	31	88.6%	35	31	88.6%	35	
2135	Ysgol Bryn Clwyd	0		0	0		0	0	0	0		0	0		0	
2136	Ysgol y Parc	41	100.0%	41	0	0	41	100.0%	41	41	100.0%	41	41	100.0%	41	
2164	Ysgol Gellifor	10	100.0%	10	0	0	10	100.0%	10	10	100.0%	10	10	100.0%	10	
2168	Ysgol Pentrecelyn	2	100.0%	2	2	100.0%	2	0	0	2	100.0%	2	2	100.0%	2	
2169	Ysgol Rhewl	0		0	0		0	0	0	0		0	0		0	
2214	Ysgol Betws Gwerfil Goch	5	100.0%	5	5	100.0%	5	0	0	5	100.0%	5	5	100.0%	5	
2215	Ysgol Carrog	8	88.9%	9	0	0	6	66.7%	9	6	66.7%	9	6	66.7%	9	
2216	Ysgol Caer Drewyn	18	100.0%	18	0	0	14	77.8%	18	14	77.8%	18	13	72.2%	18	
2219	Ysgol Bro Elwern	4	80.0%	5	2	40.0%	5	0	0	3	60.0%	5	2	40.0%	5	
2227	Ysgol y Llys	47	97.9%	48	42	87.5%	48	0	0	43	89.6%	48	42	87.5%	48	
2234	Ysgol Bryn Collen	19	90.5%	21	0	0	18	85.7%	21	18	85.7%	21	18	85.7%	21	
2255	Rhos Street C P School	17	100.0%	17	0	0	15	88.2%	17	15	88.2%	17	15	88.2%	17	
2256	Ysgol Pen Barras	34	94.4%	36	32	88.9%	36	0	0	31	86.1%	36	29	80.6%	36	
2261	Ysgol Bro Cinmeirch	9	100.0%	9	9	100.0%	9	0	0	9	100.0%	9	9	100.0%	9	
2262	Ysgol Bro Famau	11	100.0%	11	0	0	10	90.9%	11	11	100.0%	11	10	90.9%	11	
2263	Ysgol y Gwernant	20	95.2%	21	20	95.2%	21	0	0	20	95.2%	21	20	95.2%	21	
2264	Ysgol Clawdd Offa	48	96.0%	50	0	0	46	92.0%	50	46	92.0%	50	43	86.0%	50	
2265	Bodnant Community School	52	92.9%	56	0	0	48	85.7%	56	50	89.3%	56	47	83.9%	56	
2266	Ysgol Pendref	17	85.0%	20	0	0	16	80.0%	20	16	80.0%	20	16	80.0%	20	
2267	Ysgol Bro Dyfrdwy	20	100.0%	20	18	90.0%	20	0	0	18	90.0%	20	17	85.0%	20	
2268	Ysgol Carreg Emlyn	10	100.0%	10	9	90.0%	10	0	0	9	90.0%	10	8	80.0%	10	
3020	Ysgol Tremeirchion	12	100.0%	12	11	91.7%	12	0	0	11	91.7%	12	10	83.3%	12	
3024	St Asaph VP Infants School	25	100.0%	25	0	0	22	88.0%	25	22	88.0%	25	22	88.0%	25	
3044	Ysgol Llanbedr DC	7	100.0%	7	0	0	7	100.0%	7	7	100.0%	7	7	100.0%	7	
3045	Ysgol Llanfair DC	11	84.6%	13	9	100.0%	9	1	25.0%	4	10	76.9%	13	10	76.9%	13
3050	Ysgol Borthyn	19	86.4%	22	0	0	16	72.7%	22	14	63.6%	22	14	63.6%	22	
3057	Ysgol Pant Pastynog	10	100.0%	10	9	90.0%	10	0	0	10	100.0%	10	9	90.0%	10	
3061	Ysgol Dyffryn Ial	3	60.0%	5	0	0	4	80.0%	5	5	100.0%	5	3	60.0%	5	
3315	Ysgol Mair	43	91.5%	47	0	0	37	78.7%	47	43	91.5%	47	37	78.7%	47	
3316	Ysgol Trefnant	12	92.3%	13	0	0	12	92.3%	13	11	84.6%	13	10	76.9%	13	
5901	St Brigid's School	12	100.0%	12	0	0	12	100.0%	12	12	100.0%	12	12	100.0%	12	
7000	Tir Morfa	0	0.0%	1	0	0	0	0.0%	1	0	0.0%	1	0	0.0%	1	
7010	Plas Bron Dyffryn	0	0.0%	9	0	0	0	0.0%	9	1	11.1%	9	0	0.0%	9	
Sir Ddinbych/Denbighshire		1058	94.3%	1122	271	90.6%	299	710	86.3%	823	995	88.7%	1122	956	85.2%	1122

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Appendix 1a

Performance of pupils entitled to free school meals and of boys and girls.

Foundation Phase Teacher Assessments

77.1% of pupil's entitled to free school meals (eFSM) attained the FPI. This is a 2.5% increase on 2016 performance and a 5.7% decrease in the variance between the FSM and non FSM pupils. This is a three-year trend of improvement and is the best in the region. The gap between girls' and boys' performance reduced by 3.3%, from -10% in 2016 to -6.7%.

All Foundation Phase measures, with the exception of Welsh at the expected level and PSD at the higher level, are below the 2016 attainment. This ranks Denbighshire below expectation in all areas except higher level PSD, where it ranks 6th out of 22.

This is a 2.5% increase on 2016 performance and a 5.7% decrease in the variance between the FSM and non FSM pupils. This is a three-year trend of improvement and is the best in the region. The gap between girls' and boys' performance reduced by 3.3%, from -10% in 2016 to -6.7%.

Key Stage 2 Teacher Assessments

There is an increase of 1.8% from 79% to 80.8% of pupil's eFSM attaining the CSI and a decrease of 1.9% in the variance between the attainment of the eFSM and non eFSM pupils. This ranks Denbighshire 3rd in the region for eFSM attainment, and 6th for non FSM, as expected. The gap between the performance of girls and boys continued to increase, widening by 0.9% and placing Denbighshire 6th in the region.

Performance in all key stage 2 subjects, both at the expected and higher level, improved on the previous year. This ranks Denbighshire at or above expectation in Welsh, mathematics and science at the expected level and science at the higher level. 6 pupils who were not identified on the ALN register did not attain the CSI.

Performance in all key stage 2 subjects, both at the expected and higher level, improved on the previous year. This ranks Denbighshire at or above expectation in Welsh, mathematics and science at the expected level and science at the higher level.

Key Stage 3 Teacher Assessments

English L5+ 90% is an increase of 0.5% however 1.6% below the GwE average, and 17th compared to other LA's, a fall of 4 places. Mathematics L5+ has fallen 0.2% at 90.7% and ranked 8th and 1.2% below regional average. Science has remained constant regarding rank at 12th with a 0.7% increase. Welsh L5+ increased by 0.1%.

The percentage of pupils achieving at level 6 and above at key stage 3 improved in English again this year (following a 5.9% increase in 2016) , an increase of 3% to 57.7% and remained in 14th position, Mathematics rose by 3.7% and rose two places to 11th. Science increased by 4.3% and a place to 13th. Welsh L6+ saw a significant increase of 13.5% and increased its position from 16th to 12th.

The performance of eFSM pupils on the CSI indicator saw a slight decrease of 0.7% however the variance between non FSM/FSM decreased slightly from -18.1% to 17.4%.

Key Stage 4

The new Capped 9 indicator which takes into account the best score for English or Welsh, Maths, Maths Numeracy and Science and the best 4 scores in other subjects, which can include the equivalent of 2 GCSE BTEC vocational qualifications, is the 2nd lowest in the North Wales region.

Performance of boys and girls will be available in November 2017.

The performance of pupils who are in receipt of free school meals (eFSM) is at 16.2% which is significantly below the Welsh Government 3 year average floor target of 36%. Only one North Wales authority achieved the target.

In 2017 Ysgol Glan Clwyd (80% 5 learners) was the only school to exceed the target, Rhyl High School 14.3%, Prestatyn High School 23.5%, Denbigh High School 12.5%, Ysgol Dinas Bran 21.1%, Ysgol Brynhyfryd 20% and Blessed Edward Jones 5.9% were all below the target for this year.

In preparation for 2018 where only Science GCSE will count towards performance indicators most pupils this year were entered for GCSE Science rather than BTEC Vocational Science.

School targets and expected 3rd projected outcomes Spring 17

School	2017%	2016%	+/- 17-16	2017 Target %	% Projection 3 Spring Term	+/- Target	+/- Proj 3
Rhyl High School	38.1	53.6	-15.5	48.1	42.5	-10	-4.4
Prestatyn High school	51.9	54.2	-2.3	65.4	53.8	-13.5	-1.9
Ysgol Uwhradd Glan Clwyd	63.3	70.4	-7.1	72.4	72.2	-9.1	-8.9
Denbigh High School	43.8	55.8	-12	60.4	58.3	-16.6	-14.5
Ysgol Dinas Bran	53.6	69.7	-16.1	72.2	65.4	-18.6	-11.8
Ysgol Brynhyfryd	74.3	78.8	-4.5	79.4	76	-5.1	-1.7
Blessed Edward Jones CHS	19.8	40.8	-21	49.4	39.5	-29.6	-19.7
St Brigid's School	73.1	83.3	-10.2	96.2	76.9	-23.1	-3.8
Special / EOTAS*	0	0	0	0	0	0	0

Secondary schools GCSE core subject results A*- C

	%Level 2, 2017
Welsh 1 st Language	78.9%
English	58.5%
Mathematics	53.1%
Mathematics Numeracy	55.2%
Science	65.6%

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Cynnod Allweddol 2 - Hâf 2017 - Dadansoddiad o Ddangosydd Pynciau Craidd Lefel 4 ac uwch
Key Stage 2 - Summer 2017 - Analysis of Level 4 and above and the Core Subject Indicator

Appendix 2

		Saesneg		English		Mathemateg		Maths		Gwyddoniaeth		Science		Cymraeg		Cymraeg Ail		Welsh 2nd		Core Subject Indicator		Yr 6 SEN Register		
		Level 4+	#DIV/0!	TOTAL	Level 4+	#DIV/0!	TOTAL	Level 4+	#DIV/0!	TOTAL	Level 4+	#DIV/0!	TOTAL	Level 4+	#DIV/0!	TOTAL	Level 4+	#DIV/0!	TOTAL	Level 4+	#DIV/0!	TOTAL	Level 4+	#DIV/0!
1100	Ysgol Plas Cefndy	0		0		0		0		0		0		0		0		0		0		0		0
2011	Ysgol Hiraddug	29	96.7%	30	29	96.7%	30	29	96.7%	30	29	96.7%	30			27	90.0%	30	29	96.7%	30	7	23.3%	30
2037	Ysgol y Castell	28	96.6%	29	27	93.1%	29	28	96.6%	29	28	96.6%	29			28	96.6%	29	27	93.1%	29	6	20.7%	29
2038	Christ Church C P School	43	89.6%	48	43	89.6%	48	42	87.5%	48	42	87.5%	48			28	58.3%	48	42	87.5%	48	28	58.3%	48
2039	Ysgol Llywelyn	57	91.9%	62	59	95.2%	62	58	93.5%	62	58	93.5%	62			52	83.9%	62	57	91.9%	62	23	37.1%	62
2057	Ysgol y Faenol	19	100.0%	19	19	100.0%	19	19	100.0%	19	19	100.0%	19			17	89.5%	19	19	100.0%	19	2	10.5%	19
2059	Ysgol Penmorfa	45	86.5%	52	46	88.5%	52	47	90.4%	52	47	90.4%	52			33	63.5%	52	44	84.6%	52	16	30.8%	52
2060	Ysgol Emmanuel	51	92.7%	55	49	89.1%	55	51	92.7%	55	51	92.7%	55			40	72.7%	55	48	87.3%	55	39	70.9%	55
2066	Ysgol Dewi Sant	61	83.6%	73	63	86.3%	73	62	84.9%	73	60	82.2%	73			0		60	82.2%	73	23	31.5%	73	
2067	Ysgol Melyd	10	58.8%	17	13	76.5%	17	14	82.4%	17	14	82.4%	17			11	64.7%	17	10	58.8%	17	7	41.2%	17
2070	Ysgol Bodfari	3	75.0%	4	3	75.0%	4	3	75.0%	4	3	75.0%	4			3	75.0%	4	3	75.0%	4	1	25.0%	4
2072	Ysgol Bryn Hedydd	55	93.2%	59	57	96.6%	59	58	98.3%	59	58	98.3%	59			55	93.2%	59	55	93.2%	59	11	18.6%	59
3062	Ysgol Esgob Morgan	29	96.7%	30	28	93.3%	30	29	96.7%	30	29	96.7%	30			24	80.0%	30	28	93.3%	30	6	20.0%	30
2124	Ysgol Cefn Meiriadog	9	90.0%	10	9	90.0%	10	9	90.0%	10	9	90.0%	10			9	90.0%	10	9	90.0%	10	3	30.0%	10
2125	Ysgol Frongoch	43	93.5%	46	42	91.3%	46	45	97.8%	46	45	97.8%	46			43	93.5%	46	41	89.1%	46	4	8.7%	46
2127	Ysgol Henllan	5	100.0%	5	5	100.0%	5	5	100.0%	5	5	100.0%	5			5	100.0%	5	5	100.0%	5	1	20.0%	5
2134	Ysgol Twm o'r Nant	35	100.0%	35	35	100.0%	35	35	100.0%	35	35	100.0%	35			35	100.0%	35	35	100.0%	35	4	11.4%	35
2135	Ysgol Bryn Clwyd	6	100.0%	6	6	100.0%	6	6	100.0%	6	6	100.0%	6			6	100.0%	6	6	100.0%	6	3	50.0%	6
2164	Ysgol Gellifor	8	88.9%	9	9	100.0%	9	9	100.0%	9	9	100.0%	9			7	77.8%	9	8	88.9%	9	0	0.0%	9
2168	Ysgol Pentrecelyn	1	100.0%	1	1	100.0%	1	1	100.0%	1	1	100.0%	1			1	100.0%	1	1	100.0%	1	0	0.0%	1
2169	Ysgol Rhewl	7	100.0%	7	7	100.0%	7	7	100.0%	7	7	100.0%	7			7	100.0%	7	7	100.0%	7	0	0.0%	7
2214	Ysgol Betws Gwerfil Goch	5	100.0%	5	5	100.0%	5	5	100.0%	5	5	100.0%	5			4	100.0%	5	5	100.0%	5	0	0.0%	5
2215	Ysgol Carrog	2	100.0%	2	2	100.0%	2	2	100.0%	2	2	100.0%	2			1	50.0%	2	2	100.0%	2	0	0.0%	2
2216	Ysgol Caer Drewyn	11	78.6%	14	12	85.7%	14	10	71.4%	14	10	71.4%	14			10	71.4%	14	10	71.4%	14	7	50.0%	14
2219	Ysgol Bro Elwern	3	100.0%	3	3	100.0%	3	3	100.0%	3	3	100.0%	3			3	100.0%	3	3	100.0%	3	0	0.0%	3
2227	Ysgol y Llys	33	89.2%	37	33	89.2%	37	35	94.6%	37	33	89.2%	37			37	100.0%	37	32	86.5%	37	12	32.4%	37
2234	Ysgol Bryn Collen	23	95.8%	24	22	91.7%	24	22	91.7%	24	22	91.7%	24			22	91.7%	24	22	91.7%	24	7	29.2%	24
2255	Rhos Street C P School	29	100.0%	29	29	100.0%	29	29	100.0%	29	29	100.0%	29			25	86.2%	29	29	100.0%	29	1	3.4%	29
2256	Ysgol Pen Barras	39	100.0%	39	39	100.0%	39	39	100.0%	39	39	100.0%	39			39	100.0%	39	39	100.0%	39	7	17.9%	39
2261	Ysgol Bro Cinmeirch	10	100.0%	10	10	100.0%	10	10	100.0%	10	10	100.0%	10			10	100.0%	10	10	100.0%	10	0	0.0%	10
2262	Ysgol Bro Famau	9	90.0%	10	10	100.0%	10	9	90.0%	10	9	90.0%	10			9	90.0%	10	9	90.0%	10	3	30.0%	10
2263	Ysgol y Gwernant	16	88.9%	18	16	88.9%	18	17	94.4%	18	16	88.9%	18			18	100.0%	18	16	88.9%	18	3	16.7%	18
2264	Ysgol Clawdd Offa	49	89.1%	55	50	90.9%	55	50	90.9%	55	50	90.9%	55			48	87.3%	55	47	85.5%	55	13	23.6%	55
2265	Bodnant Community School	58	98.3%	59	55	93.2%	59	59	100.0%	59	59	100.0%	59			54	91.5%	59	55	93.2%	59	19	32.2%	59
2266	Ysgol Pendref	16	80.0%	20	17	85.0%	20	18	90.0%	20	18	90.0%	20			15	75.0%	20	15	75.0%	20	8	40.0%	20
2267	Ysgol Bro Dyfrdwy	15	93.8%	16	15	93.8%	16	15	93.8%	16	15	93.8%	16			16	100.0%	16	15	93.8%	16	1	6.3%	16
2268	Ysgol Carreg Emlyn	8	80.0%	10	9	90.0%	10	9	90.0%	10	9	90.0%	10			10	100.0%	10	9	90.0%	10	2	20.0%	10
3020	Ysgol Tremeirchion	7	100.0%	7	7	100.0%	7	7	100.0%	7	7	100.0%	7			7	100.0%	7	7	100.0%	7	1	14.3%	7
3044	Ysgol Llanbedr	4	100.0%	4	4	100.0%	4	4	100.0%	4	4	100.0%	4			4	100.0%	4	4	100.0%	4	2	50.0%	4
3045	Ysgol Llanfair D C	11	100.0%	11	11	100.0%	11	11	100.0%	11	11	100.0%	11			9	100.0%	11	11	100.0%	11	1	9.1%	11
3050	Ysgol Borthyn	11	78.6%	14	14	100.0%	14	14	100.0%	14	14	100.0%	14			11	78.6%	14	11	78.6%	14	11	78.6%	14
3316	Ysgol Trefnant	14	100.0%	14	14	100.0%	14	14	100.0%	14	14	100.0%	14			12	85.7%	14	14	100.0%	14	5	35.7%	14
3057	Ysgol Pantpastynog	10	100.0%	10	10	100.0%	10	10	100.0%	10	10	100.0%	10			10	100.0%	10	10	100.0%	10	3	30.0%	10
3061	Ysgol Dyffryn Ial	5	83.3%	6	6	100.0%	6	5	83.3%	6	5	83.3%	6			4	66.7%	6	5	83.3%	6	3	50.0%	6
3315	Ysgol Mair	24	88.9%	27	25	92.6%	27	25	92.6%	27	25	92.6%	27			20	74.1%	27	24	88.9%	27	4	14.8%	27
5901	St Brigids School	26	92.9%	28	27	96.4%	28	26	92.9%	28	26	92.9%	28			26	92.9%	28	26	92.9%	28	12	42.9%	28
7000	Tir Morfa	0	0.0%	28	0	0.0%	9	0	0.0%	9	0	0.0%	9			0		0	0.0%	9	9	100.0%	9	9
7010	Plas Bron Dyffryn	0	0.0%	6	0	0.0%	6	0	0.0%	6	0	0.0%	6			0		0	0.0%	6	6	100.0%	6	6

Sir Ddinbych/Denbighshire	982	89.0%	1103	995	91.8%	1084	1005	92.7%	1084	256	92.4%	277	653	82.6%	791	964	88.9%	1084	324	29.9%	1084
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Cyfnod Allweddol 3 - Pynciau Craidd - 2017
Key Stage 3 - Core Subjects - 2017 - Teacher Assessments
Level 5+ / Level 5+

Appendix 3

	PUPIL	Saesneg/English			Mathemateg/Maths			Gwyddoniaeth/Science			Cymraeg/Welsh		DPC/CSI			Yr 9 SEN (A+P+S)				
		%	Level 5+	TOTAL	Level 5+	TOTAL	Level 5+	TOTAL	Level 5+	TOTAL	Level 5+	TOTAL	With CSI	TOTAL	SEN	TOTAL				
5901	St Brigid's School	1.8	54	98.2%	55	54	98.2%	55	54	98.2%	55			0	53	96.4%	55	13	23.6%	55
4026	Denbigh High School	0.9	84	80.8%	104	93	92.1%	101	97	95.1%	102			0	86	81.1%	106	30	28.8%	104
4027	Ysgol Dinas Bran	0.6	164	94.8%	173	165	95.4%	173	171	98.8%	173	18	81.8%	22	161	93.1%	173	58	33.5%	173
4014	Prestatyn High School	0.4	212	91.4%	232	213	91.4%	233	219	94.8%	231			0	199	86.1%	231	53	22.8%	232
4601	Bl. Edward Jones High School	1.6	48	76.2%	63	51	81.0%	63	53	84.1%	63			0	42	66.7%	63	30	47.6%	63
4003	Rhyl High School	0.6	154	93.3%	165	144	87.3%	165	149	90.9%	164			0	135	81.8%	165	48	29.1%	165
4031	Ysgol Brynhyfryd	0.6	153	94.4%	162	155	95.7%	162	160	98.8%	162	48	94.1%	51	150	92.6%	162	32	19.8%	162
4020	Ysgol Glan Clwyd	0.7	147	96.1%	153	149	96.1%	155	154	98.7%	156	142	93.4%	152	142	93.4%	152	40	26.1%	153
7008	Tir Morfa	6.3	0	0.0%	16	0	0.0%	16	0	0.0%	16	0		0	0	0.0%	16	15	93.8%	16
7018	Plas Brondyffryn	11.1	1	11.1%	9	1	11.1%	9	2	22.2%	9	0		0	0	0.0%	9	9	100.0%	9
1108	Plas Cefndy	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0		0	0	0.0%	0	0	0.0%	0

Sir Dinbych/Denbighshire 2016
Cymru / Wales 2015

1017	89.8%	1132	1026	90.6%	1132	1061	93.7%	1132	208	92.4%	225	967	85.4%	1132	328	29.0%	1132
89.2%		90.1%		92.8%		92.0%		85.9%									

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Appendix 4

Provisional Key Stage 4 Exam Results 2017

Thresholds & Core Subjects

School	PLASC	School	Main Indicators														Core Subjects										
			L1 (5A*-G)			L2 (5A*-C)			L2+ (5A*-C+)			Diff L2+	CSI			AWPS	Capped 9	English (A*-C)		Cymraeg (A*-C)			Maths (A*-C)		Science (A*-C)		
			No.	%	2016	No.	%	2016	No.	%	2016	2016-2017	No.	%	2016			No.	%	Cohort	No.	%	No.	%	No.	%	
4003	Rhyl High School	134	134	127	94.8	98.6	81	60.4	92.1	51	38.1	53.6	-15.5	50	37.3	52.9		313.7	57	42.5			-	58	43.3	100	74.6
4014	Prestatyn High School	240	240	231	96.3	98.8	162	67.5	90.0	124	51.7	52.7	-1.0		0.0	48.8		350.3	162	67.5			-	142	59.2	165	68.8
4020	Ysgol Glan Clwyd	158	158	157	99.4	100	118	74.7	95.1	100	63.3	69.7	-6.4	0	0.0	62		368.9	118	74.7	157	120	76.4331	95	60.1	93	58.9
4026	Denbigh High School	96	96	93	96.9	98.8	64	66.7	66.3	42	43.8	54.7	-11.0	42	43.8	55.8		340.7	59	61.5			-	39	40.6	78	81.3
4027	Ysgol Dinas Bran	153	153	153	100.0	100	122	79.7	97.0	82	53.6	69.7	-16.1	81	52.9	66.7		369	91	59.5	19	15	78.9	95	62.1	113	73.9
4031	Ysgol Brynhyfryd	175	175	173	98.9	99.4	156	89.1	97.4	130	74.3	78.2	-3.9	129	73.7	76.3		404	139	79.4	69	60	87.0	132	75.4	152	86.9
4601	Blessed Edward Jones HS	87	87	73	83.9	90.8	23	26.4	52.6	17	19.5	42.1	-22.6	17	19.5	40.8		244.4	22	25.3			-	29	33.3	28	32.2
5901	St Brigid's School	52	52	52	100.0	98.1	49	94.2	96.3	38	73.1	85.2	-12.1	36	69.2	85.2		392.2	44	84.6			-	38	73.1	46	88.5
7000	Tir Morfa	13	13		0.0	0		0.0	0.0		0.0		0.0		0.0	0							-		0.0		0.0
7010	Plas Brondyffryn	8	8	2	25.0	57.1		0.0	0.0		0.0		0.0		0.0	0							-		0.0		0.0
1100	Plas Cefndy	13	13		0.0	0		0.0	0.0		0.0		0.0		0.0								-		0.0		0.0
LA Total		1129	1129	1061	94.0	94.9	775	68.6	86.0	584	51.7	56.1	-4.4	355	31.4	51.9	0	352.434	692	61.3	245	195	79.6	628	55.6	775	68.6
LA Total (excl 34 EOTAS)		1095			96.9%		775	70.8%		584	53.3%				32.4%												
Wales						94.4			84.1			57.9				54.8											

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Thresholds & Grades

School		PLASC	No. entered 2+	Main Indicator		A-Level Grade													Vocational Awards					Welsh Baccalaureate - Year 13 ONLY			
Number	Name	Pupils aged 17	No. entered 2+	L3 2017 (2 A*-E)		2016 L3	A*	A	B	C	D	E	U	X	% A*	%A	% A*-A	%A*-C	%A*-E	Distinction *	Distinction	Merit	Pass	Other	Advanced	Advanced	Advanced
				No.	%		%	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	%	%	%	%	%	No.	No.	No.	No.	No.
4014	Prestatyn High School	143	124	120	96.8	99.3	4	30	56	81	51	15	9	0	1.6	12.2	13.8	69.5	96.3	71		16	3		8	8	100.0%
4020	Ysgol Glan Clwyd	93	88	86	97.7	97.3	9	31	48	64	43	15	3	0	4.2	14.6	18.8	71.4	98.6		4	6	11		72	53	73.6%
4026	Denbigh High School	36	36	36	100.0	95.7	2	20	28	22	18	3	1	0	2.1	21.3	23.4	76.6	98.9	10	4	1	1		6	4	66.7%
4027	Ysgol Dinas Bran	62	49	49	100.0	89.7	14	15	30	29	10	7	2	0	13.1	14.0	27.1	82.2	98.1		1	9	20		15	11	73.3%
4031	Ysgol Brynhyfryd	72	72	72	100.0	97.6	18	42	52	53	24	8	0	0	9.1	21.3	30.5	83.8	100.0	5		1			55	54	98.2%
5901	St Brigid's School	42	41	41	100.0	100.0	11	20	35	30	11	8	0	0	9.6	17.4	27.0	83.5	100.0		3	0	0		0	0	-
LA Total		448	410	404	98.5%	97.1	58	158	249	279	157	56	15	-	6.0	16.3	22.2	76.5	98.5	86	12	33	35	-	156	130	83.3%

Key Stage 5 Exam Results 2016 - ALL SCHOOLS SUMMARY

2017		A-Level Grade												
School		2016 L3	A*	A	B	C	D	E	U	% A*	%A	% A*-A	%A*-C	%A*-E
Number	Name	%	No.	No.	No.	No.	No.	No.	No.	%	%	%	%	%
4014	Prestatyn High School	96.8	4	30	56	81	51	15	9	1.6	12.2	13.8	69.5	96.3
4020	Ysgol Glan Clwyd	97.7	9	31	48	64	43	15	3	4.2	14.6	18.8	71.4	98.6
4026	Denbigh High School	100.0	2	20	28	22	18	3	1	2.1	21.3	23.4	76.6	98.9
4027	Ysgol Dinas Bran	100.0	14	15	30	29	10	7	2	13.1	14.0	27.1	82.2	98.1
4031	Ysgol Brynhyfryd	100.0	18	42	52	53	24	8	0	9.1	21.3	30.5	83.8	100.0
5901	St Brigid's School	100.0	11	20	35	30	11	8	0	9.6	17.4	27.0	83.5	100.0

LA Total	98.5%	58	158	249	279	157	56	15	6.0	16.3	22.2	76.5	98.5
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WALES									8.3		25		97.7
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2016		A-Level Grade												
School		2016 L3	A*	A	B	C	D	E	U	% A*	%A	% A*-A	%A*-C	%A*-E
Number	Name	%	No.	No.	No.	No.	No.	No.	No.	%	%	%	%	%
4014	Prestatyn High School	100.0	3	23	54	93	78	45	22	0.9	7.2	8.2	54.4	93.1
4020	Ysgol Glan Clwyd	96.6	8	19	53	57	33	12	3	4.3	10.3	14.6	74.1	98.4
4026	Denbigh High School	95.6	0	8	35	21	22	8	2	0.0	8.3	8.3	66.7	97.9
4027	Ysgol Dinas Bran	95.0	5	33	55	51	26	10	5	2.7	17.8	20.5	77.8	97.3
4031	Ysgol Brynhyfryd	96.7	19	55	77	49	23	1	1	8.4	24.4	32.9	88.9	99.6
5901	St Brigid's School	92.6	4	11	30	31	8	6	0	4.4	12.2	16.7	84.4	100.0

LA Total	97.1	54	108	238	218	124	63	8	6.6	13.3	19.9	76.0	99.0
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Teacher Assessments and provisional examination results 2017

Wellbeing Impact Assessment Report

This report summarises the likely impact of a proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

Assessment Number:	293
Brief description:	Teacher Assessments and provisional examination results September 2017
Date Completed:	14/09/2017 13:30:44 Version: 2
Completed by:	Julian Molloy
Responsible Service:	Education & Children Services
Localities affected by the proposal:	Whole County,

IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

Score for the sustainability of the approach

Could you do more to make your approach more sustainable?

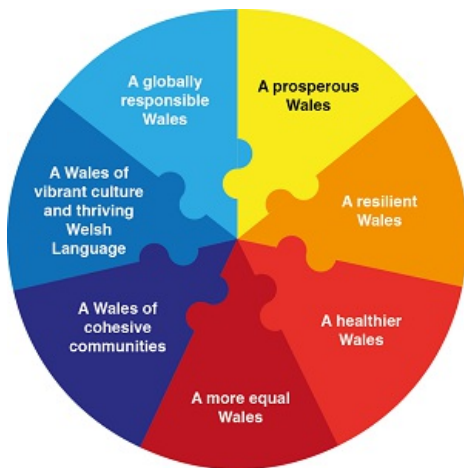


(2 out of 4 stars)

Actual score : 11 / 24.

Summary of impact

Wellbeing Goals



A globally responsible Wales	A prosperous Denbighshire	Negative
A Wales of vibrant culture and thriving Welsh Language	A resilient Denbighshire	
A Wales of cohesive communities	A healthier Denbighshire	Positive
A more equal Wales	A more equal Denbighshire	Neutral
A healthier Wales	A Denbighshire of cohesive communities	Neutral
A resilient Wales	A Denbighshire of vibrant culture and thriving Welsh language	Positive
	A globally responsible Denbighshire	

Main conclusions

After 5 years of improving teacher assessments and examination results, the decline in results this year will impact negatively on young people progressing to higher education and high quality employment in Denbighshire.

THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

A prosperous Denbighshire

Overall Impact	Negative
Justification for impact	This years teacher assessments and examination results are below expected levels which negatively impacts on young people chances of gaining the skills and further qualifications needed to meet their's and Denbighshire's aspirations.

Positive consequences identified:

Children leave schools with the skills and qualifications to successfully contribute to the economy of Denbighshire
Children leave schools with the skills and qualifications to access high quality employment opportunities in Denbighshire
Children leave schools with the skills and qualifications to successfully progress to further education or employment..

Unintended negative consequences identified:

Children leave schools without the skills and qualifications to successfully contribute to the economy of Denbighshire
Children leave schools without the skills and qualifications to successfully progress to further education or employment..

Mitigating actions:

Work with and closely monitor GwE and schools to measure progress and performance

A resilient Denbighshire

Overall Impact	
Justification for impact	

Positive consequences identified:

Unintended negative consequences identified:

Mitigating actions:

A healthier Denbighshire

Overall Impact	Positive
Justification for impact	Estyn inspection report indicate that most Denbighshire schools provide good support for their pupils that contributes to their learning.

Positive consequences identified:

Skills learnt in schools to identify and prepare healthy meals
 Skills learnt in schools to participate and enjoy leisure opportunities
 Continued access to education and employment at an appropriate level
 Good schools provide appropriate access to health services

Unintended negative consequences identified:

Poor attendance or engagement at school many not provide the skills to identify and prepare healthy meals
 Poor attendance or engagement at school many not provide the skills to to participate and enjoy leisure opportunities
 Not have the skills and qualifications to lead a fulfilling life.
 Some schools don't always provide appropriate access to health services

Mitigating actions:

Support schools through healthy schools initiatives, school sports opportunities and closely monitor progress

A more equal Denbighshire

Overall Impact	Neutral
Justification for impact	The performance of FSM pupils was below regional standards and likely to be below national expectations

Positive consequences identified:

Use of grants and initiatives to support FSM and vulnerable children, examples of successful interventions in most schools
 Working with health and Children's Services to support vulnerable children and their families.
 Use of grants and initiatives to support FSM and vulnerable children, examples of successful interventions in most schools that lead to successful outcomes.

Unintended negative consequences identified:

Underachievement of many FSM and vulnerable pupils and risk of becoming NEET.

Mitigating actions:

Work with GwE and schools to closely monitor FSM pupils progress and the effective use of the PDG.

A Denbighshire of cohesive communities

Overall Impact	Neutral
Justification for impact	

Positive consequences identified:

Young people with skills and qualification are more likely to make a positive contribution to their communities,
 Young people with skills and qualification are more likely to make a positive contribution to their communities,

Unintended negative consequences identified:

Young people without skills and qualification are more likely to make a negative impact on their communities,
 Young people without skills and qualification are more likely to make a negative impact on their communities,

Mitigating actions:

Work with GwE and schools to closely monitor FSM pupils progress and the effective use of the PDG.

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact	Positive
Justification for impact	Expansion of Welsh medium schools has led to more pupils learning Welsh and will lead to more pupils achieving higher level qualifications

Positive consequences identified:

Young people with Welsh language skills and qualification are likely to use the language socially and in work. Welsh medium schools are focusing on encouraging pupils to use Welsh outside 6th classroom
 The recent expansion of Welsh medium schools has led to more pupils learning Welsh and will lead to more pupils achieving higher level qualifications
 Schools teach children about the culture and heritage of Wales. Most children have access to a wide range of activities by the Urdd.

Unintended negative consequences identified:

The format of many qualifications in Welsh can have a negative impact on pupils attitude to using Welsh.
 Children not accessing activities by the Urdd. for various reasons

Mitigating actions:

The new curriculum and qualifications will support the development of Welsh language skills for all pupils

A globally responsible Denbighshire

Overall Impact	
Justification for impact	

Positive consequences identified:

Unintended negative consequences identified:

A need to achieve higher PISA scores to attract more inward investment into Denbighshire

Mitigating actions:

Report to:	Performance Scrutiny Committee
Date of Meeting:	28 September 2017
Lead Member/Officer:	Lead Member for Education & Head of Education and Children's Services
Report Author:	Principal Education Manager & GwE Secondary Lead
Title:	The new GwE Challenge and Support Programme

1. What is the report about?

The new GwE challenge and support model for Denbighshire schools and revised structure.

2. What is the reason for making this report?

To provide members with information regarding the revised structure and working practices to support school improvement across North Wales including Denbighshire schools.

3. What are the Recommendations?

- 3.1 That members review and comment on the revised structure and working practices to support school improvement in Denbighshire schools.
- 3.2 That the Committee confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix1) as part of its consideration.

4. The new GwE Challenge and Support Programme

The GwE Challenge and Support Programme has taken full account of Welsh Government's guidelines as outlined in the guidance document 'National Model for Regional Working' (November 2015). However, between 2013 and 2016 the pattern of improvement across the region has been inconsistent, and concerns remain over the performance and inspection profile of a significant percentage of schools in the secondary sector. During 2015-16, the support programme for both sectors was revised and whilst this led to improvements in the resilience and quality of leadership and teaching and learning experiences in the primary sector, little impact was seen on standards and outcomes in a significant number of secondary schools.

KS4 regional performance data, along with findings from formal and informal discussions with Challenge Advisers, the GwE SLT and senior leaders in schools and authorities across the region, clearly highlighted the need to review the implementation model and urgently establish an alternative method for supporting, challenging and securing accountability on all levels.

The GwE vision statement referred to 'outstanding schools naturally collaborating and jointly identifying direction for improvement which will deliver excellent standards and wellbeing for their pupils'.

GwE expectations in going forward include:

- ensuring a high quality and consistent approach to all secondary schools across the region.
- ensuring that all link advisors have successful experience of senior leadership.
- improving processes within the regional service for business planning, quality assurance, accountability and line management of advisers.
- improving the quality of leadership and management at all levels in schools.
- improving the quality of teaching, provision and assessment.
- eradicating in-school variation.
- raising standards in Key Stage 3, 4 and 5.
- ensuring that pupil learning and wellbeing is at least good in all schools.
- ensuring that all 6 Local Authorities perform well in relation to their FSM rankings and expected benchmarks in Key Stage 3 and 4 [for Flintshire this would mean performing amongst the top 6 authorities in Wales].
- ensuring that no school be placed in an Estyn statutory category.
- ensuring that achievement of FSM and More Able and Talented pupils is addressed as priorities in each school.
- ensuring that Successful Futures is in place in all schools.

4.1 The Revised Secondary Model

To address the underperformance of secondary schools across the region a revised model for supporting secondary school has been established and agreed with local authorities and headteachers and will be fully operational from September 2017.

The new model will include:

- a) implementing a service and individual performance management model and significantly strengthening the business planning systems and processes. From September 2017 Level 2 and Level 3 detailed Business Plans will clearly demonstrate how we address our 6 key priorities :
- b) Standards – to ensure the highest standards at all key stages and that all learners make appropriate progress in literacy and numeracy from one key stage to another. That all learners achieve qualifications relevant to their ability and potential and are working towards being bilingual by the age of sixteen.
- c) Curriculum and assessment – to ensure that all schools deliver an engaging curriculum which responds to the statutory requirements of the national curriculum. Ensure that all learners are supported to achieve qualifications which enable them to be ambitious capable learners that reach their potential. Ensure all schools have robust assessment processes in place with strong targeting, tracking and intervention procedures.
- d) Leadership – to ensure that all leaders have a clear educational vision and can plan strategically to achieve this. Ensure that all learning organisations have the leadership capacity at all levels to inspire, coach, support, share practice and collaborate at all levels to ensure all learners’ achieve their potential. Ensure that the principles of distributive leaderships are embedded in all learning organisations across the region.
- e) Wellbeing – create the conditions to ensure that learners develop as healthy, resilient and globally responsible individuals and provide an inclusive, aspirational education system, committed to tackling inequality so that young people achieve their full potential.
- f) Teaching – to ensure that all teachers and support staff are equipped to have a clear understanding of what constitutes effective teaching, based on reliable evidence. In addition, the ability to deliver a range of approaches, effectively matching the needs of the learners with the context, to ensure positive impact on learning and achievement is paramount.
- g) Business – to ensure that GwE has strong governance and effective business and operational support that provides value for money.

- in collaboration with the authorities, establishing regional and local standards and quality boards. The local boards will report to the Education Department's Management Team on progress and will respond to any inquiries arising from scrutiny carried out by elected members. The outcomes of local scrutiny in the 6 authorities will then be cascaded to the GwE Joint Committee, who will consider action and progress on a regional level.
- appointing a Senior Secondary Lead with the necessary experience to lead the team.
- appointing two Core Leads for each authority [primary/secondary]. Core Leads will work in tandem with local authority officers to quality assure the support programme and will regularly report on progress and on any further action required where progress in individual schools is a cause for concern. Ensuring that the authority has early access to quality information about the progress of its schools will be paramount to their work. The appointments will also further improve the accountability to local scrutiny. All Core Leads will be line managed by the Senior Secondary Lead and will meet on a monthly basis to update on progress.
- ensuring that all Core Leads and Link Supporting Improvement have relevant, recent and successful experience of senior leadership. From September onwards, the work of the secondary team will be constructed from advisers employed by the service on a full/part-time basis; contributions by Education Officers from the authorities; provisionally seconded members of school leaders; and commissioned independent. The model will also include a pathfinder project where a Lead School is commissioned to arrange and provide the support package for another school or other schools in the Amber/Red categories [for 2017-18 this will not apply to any Denbighshire schools].
- establishing a distributed leadership model within the secondary team, where all members take lead responsibility for planning, delivering and monitoring progress on specific aspects or areas for improvement. The areas identified for development in 2017-18 include : senior and middle leadership; curriculum planning; assessment, tracking and intervention; teaching and learning; role of the governing body; ALN and inclusion; welfare, behaviour and attendance; A Level; Digital Competency; raising standards in English, Welsh, Maths and Science [including literacy and numeracy] and the Welsh BAQ.
- ensuring more effective deployment of Subject Advisers to facilitate and lead networks, to challenge and support underperforming departments and offer support for literacy and numeracy development.
- ensuring that all schools receive a GwE Support Programme to underpin their own Improvement Plan. All support plans will clearly define the nature and intensity of the assistance and support to be provided over the year.
- increasing the monitoring and accountability of Supporting Improvement Advisers who work with Amber/Red schools to ensure appropriate pace of progress.
- working with the local authorities to establish accelerated improvement standards boards in all statutory category or high risk schools to monitor progress towards expected outcomes. Membership will include the Headteacher, the link GwE adviser, the Education Officer and representation from the Governing Body. Progress reports will be presented to local and regional boards.
- continuing to build capacity for a sustainable self-improving system. We will continue to develop senior and middle leaders from schools across the regional so that they can be effectively deployed and utilised for fixed-periods to work intensively with coasting and under-performing schools.

- encouraging and facilitating research and evaluation to develop effective practice. more effectively matching national initiatives to the needs of schools and groups of schools. During 2017-18 we will be working closely with Bangor University to evaluate the effectiveness and impact of the revised model.

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

This report contributes to the Corporate Priority of improving performance in schools. Members need to be aware of the role and performance of GwE in improving the performance of Denbighshire schools.

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

N/A

7. What are the main conclusions of the Well-being Impact Assessment?

An impact assessment will be carried out after the publication of the verified examination results.

8. What are the main conclusions of the Wellbeing Impact Assessment (WIA) undertaken on the decision?

N/A

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

N/A

10. Chief Finance Officer Statement

N/A

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

The risk that schools and LA are underperforming compared to similar schools across Wales.

That the Estyn school inspection profile is not top ten performing.

The LA will closely monitor the work of GwE to ensure that GwE is meeting the objectives of local authority and the effectiveness of Denbighshire schools.

12. Power to make the Decision

Scrutiny's powers with respect to reviewing performance and policy objectives are outlined in Section 7 of the Council's Constitution.

Contact Officer:

Principal Education Manager

Tel: 07771 838202

The new GwE Challenge and Support programme

Wellbeing Impact Assessment Report

This report summarises the likely impact of a proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

Assessment Number:	294
Brief description:	The new GwE challenge and support model for Denbighshire schools revised structure.
Date Completed:	15/09/2017 11:29:47 Version: 1
Completed by:	Julian Molloy
Responsible Service:	Education & Children Services
Localities affected by the proposal:	Whole County,

IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

Score for the sustainability of the approach

Could you do more to make your approach more sustainable?

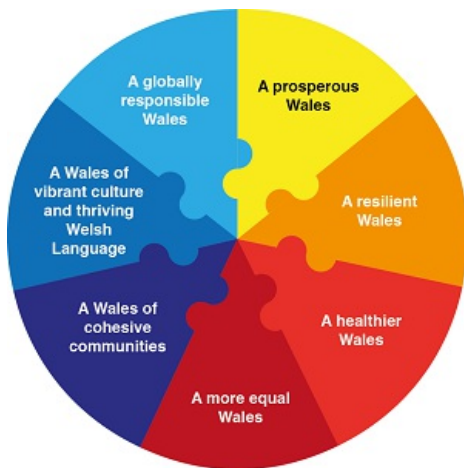


(2 out of 4 stars)

Actual score : 11 / 24.

Summary of impact

Wellbeing Goals



A prosperous Denbighshire	Neutral
A resilient Denbighshire	Neutral
A healthier Denbighshire	Positive
A more equal Denbighshire	Neutral
A Denbighshire of cohesive communities	Neutral
A Denbighshire of vibrant culture and thriving Welsh language	Positive
A globally responsible Denbighshire	Neutral

Main conclusions

The GwE school improvement service impacts on a prosperity, health, equality and the Welsh language within Denbighshire. KS4 regional performance data, along with findings from formal and informal discussions with Challenge advisers, the GwE SLT and senior leaders in schools and authorities across the region, clearly highlighted the need to review the implementation model and urgently establish an alternative method for supporting, challenging and securing accountability on all levels. A more effective challenge and support programme would support and improve accountability on all levels.

THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

A prosperous Denbighshire

Overall Impact	Neutral
Justification for impact	KS4 regional performance data, along with findings from formal and informal discussions with Challenge advisers, the GwE SLT and senior leaders in schools and authorities across the region, clearly highlighted the need to review the implementation model and urgently establish an alternative method for supporting, challenging and securing accountability on all levels. A more effective challenge and support programme would support and improve accountability on all levels.

Positive consequences identified:

Children leave schools with the skills and qualifications to successfully contribute to the economy of Denbighshire.

Children leave schools with the skills and qualifications to access high quality employment opportunities in Denbighshire.

Children leave schools with the skills and qualifications to successfully progress to further education or employment.

Unintended negative consequences identified:

Children leave schools without the skills and qualifications to access high quality employment opportunities in Denbighshire.

Children leave schools without the skills and qualifications to successfully progress to further education or employment.

Mitigating actions:

Work with and closely monitor GwE and schools to measure progress and performance.

A resilient Denbighshire

Overall Impact	Neutral
Justification for impact	This report is neutral with regards to environmental impact.

Positive consequences identified:

N/A

Unintended negative consequences identified:

N/A

Mitigating actions:

A healthier Denbighshire

Overall Impact	Positive
Justification for impact	Estyn inspection report indicate that most Denbighshire schools provide good support for their pupils that contributes to their learning.

Positive consequences identified:

Skills learnt in schools to identify and prepare healthy meals.
 Skills learnt in schools to participate and enjoy leisure opportunities.
 Continued access to education and employment at an appropriate level.
 Good schools provide appropriate access to health services.

Unintended negative consequences identified:

Poor attendance or engagement at school may not provide the skills to identify and prepare healthy meals.
 Poor attendance or engagement at school may not provide the skills to participate and enjoy leisure opportunities.
 Not having the skills and qualifications to lead a fulfilling life.
 Some schools don't always provide appropriate access to health services.

Mitigating actions:

Support schools through healthy schools initiatives, school sports opportunities and closely monitor progress.

A more equal Denbighshire

Overall Impact	Neutral
Justification for impact	Successful interventions exist in most schools but the current performance of FSM pupils was below regional standards.

Positive consequences identified:

Examples of successful interventions in most schools in the use of grants and initiatives to support young people with protected characteristics.
 Working with health and Children's Services to support vulnerable children and their families.
 Use of grants and initiatives to support FSM and vulnerable children, examples of successful interventions in most schools that lead to successful outcomes.

Unintended negative consequences identified:

Underachievement of many FSM and vulnerable pupils and risk of becoming NEET.

Mitigating actions:

Work with GwE and schools to closely monitor FSM pupils progress and the effective use of the PDG.

A Denbighshire of cohesive communities

Overall Impact	Neutral
Justification for impact	The new challenge and support model will not directly impact community cohesion.

Positive consequences identified:

Young people with skills and qualifications are more likely to make a positive contribution to their communities.

Unintended negative consequences identified:

Young people without the skills and qualifications are less likely to make a positive contribution to their communities.

Mitigating actions:

Work with GwE and schools to closely monitor pupils progress.

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact	Positive
Justification for impact	The new challenge and support programme will support the development of Welsh Language skills for all pupils.

Positive consequences identified:

Young people with Welsh language skills and qualification are likely to use the language socially and in work. Welsh medium schools are focusing on encouraging pupils to use Welsh outside the classroom.

The recent expansion of Welsh medium schools has led to more pupils learning Welsh and will lead to more people achieving higher level qualifications.

Unintended negative consequences identified:

Mitigating actions:

N/A

A globally responsible Denbighshire

Overall Impact	Neutral
Justification for impact	GwE is an established regional school improvement service. This report details the new support model and revised structure.

Positive consequences identified:

Unintended negative consequences identified:

Mitigating actions:

N/A

Report to:	Performance Scrutiny Committee
Date of Meeting:	28 September 2017
Lead Member/Officer:	Head of Community Support Services
Report Author:	Statutory and Corporate Complaints Officer
Title:	Your Voice report – Q4 2016/17

1. What is the report about?

The report provides an overview of compliments, suggestions and complaints received by Denbighshire County Council under the council's customer feedback policy 'Your Voice' during Q4 2016/17. The report also includes Social Services complaints received under the statutory complaints procedure.

2. What is the reason for making this report?

To enable the Committee to fulfil its scrutiny role in relation to the council's performance in dealing with customer feedback.

To provide the Committee with information regarding specific examples where council services have been learning from complaints.

3. What are the Recommendations?

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

4. Report details

4.1 Headlines for Q4 (please see appendix 1 for further detail):

- The council received 104 complaints during Q4 (10% [11] fewer than the previous quarter).
- The council received 144 compliments during Q4 (9% [12] more than the previous quarter).
- The council received 28 suggestions during Q4 (75% [12] more than the previous quarter).

4.2 Complaints regarding commissioned services (please see appendix 1 for further detail):

During Q4:

- 3 *stage 1* complaints were received regarding services provided by Civica (compared to 10 in Q1).
- 20 *stage 1* complaints were received regarding services provided by Kingdom Security (compared to 25 in Q1). This accounts for 63% of complaints received for Planning and Public Protection during Q4.
- There were no *stage 2* complaints received regarding services provided by Civica.

- There were no *stage 2* complaints received regarding services provided by Kingdom Security.

4.3 Performance – Q4 2016/17

- 91% (91/100) of stage 1 complaints were responded to within timescales. This does not meet the corporate target of 95%.
- Chart 1 in appendix 1 provides a four year trend of performance in relation to responding to stage 1 complaints. In four years, the corporate target was only met in four quarters. However, as previously discussed with the committee, the corporate targets are purposely very ambitious, and to meet the targets would represent a position of “excellence”.
- 100% (4/4) of stage 2 complaints were responded to within timescale. This does meet the corporate target of 95%.
- Chart 2 in appendix 1 provides a four year trend of performance in relation to responding to stage 2 complaints. In four years, the corporate target was achieved in seven quarters.

4.4 Stage 1 complaints

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. Further detail regarding the complaints where timescales were exceeded for those services are provided below:

4.4.1 Revenues and Benefits (Civica)

1. **Complaint Outcome:** Not Upheld

Summary of complaint: Alleged that final notice had been sent out in error for amount that had already paid.

Reason for being late: This issue required further information from the complainant in order to resolve, once information required was received the matter was resolved fully.

4.4.2 Education

1. **Complaint Outcome:** Not Upheld

Summary of complaint: The complainant alleged that he has had many enquiries ignored by the service regarding the educational needs of his child.

Reason for being late: Meeting arranged to discuss complaint with complainant. Further issues were raised at the meeting and required additional investigation leading to timescale being exceeded. Complainant updated throughout.

2. **Complaint Outcome:** Not Upheld

Summary of complaint: Complainant alleged that information requested regarding a sewage solution for the proposed new building for Ysgol Carreg Emlyn in Clocaenog was ignored by service.

Reason for being late: Complex complaint regarding sewage solution for the proposed new building for Ysgol Carreg Emlyn in Clocaenog. DCC officers have been working with complainant, representatives of NRW and Dŵr Cymru to seek a working solution for many months. A coordinated response to the complaint was provided but this did ultimately result in a delay.

4.4.3 Highways & Environmental Services

1. Complaint Outcome: Not upheld

Summary of complaint: Issue with refuse collection, alleged that bins are regularly missed.

Reason for being late: Capacity issue in team delayed initial conversation. Complaint was not substantiated as complainant reported issue has now been resolved.

2. Complaint Outcome: Not upheld

Summary of complaint: Recycling centre staff removed personal item from boot.

Reason for being late: Capacity issue in team delayed initial conversation. Complaint was not substantiated.

3. Complaint Outcome: Not upheld

Summary of complaint: Damage to property caused by bin lorry

Reason for being late: To investigate the complaint the RCV hard drive needed to be taken out of the vehicle and hooked up to the viewing software. There was a delay in getting access to the vehicle which caused the response target to be missed.

4.5 Outcomes Q4 2016-17

Upheld: 24 % (25 complaints)

Upheld in part: 19% (20 complaints)

Not Upheld: 57% (59 complaints)

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 Well-being Impact Assessment?

This is a performance report and no decision is being sought to make any changes that would impact on staff or the community. Therefore a Well-being Impact Assessment 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

Sections 7.3 and 7.4.2(b) of the Council's Constitution outlines the Committee's remit and powers with respect of Services' performance.

Contact Officer:

Statutory and Corporate Complaints Officer

Tel: 01824 706597

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

Please note: Community Support Services and Children and Family Services adhere to statutory timescales, which differ slightly from corporate.

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:

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

Table 1: Overall complaint response times for stage 1 complaints – Q4

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1			Quarter 3 - Stage 1			Quarter 4 - Stage 1		
	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-	0	0	-	0	0	-
Legal, HR and Democratic Services	0	0	-	0	0	-	2	1	50%	0	0	-
Customers	8	7	88%	5	5	100%	5	3	60%	5	5	100%
Revs and Bens (Civica)	6	3	50%	10	10	100%	4	4	100%	3	2	67%
Education	2	2	100%	1	1	100%	2	2	100%	6	4	67%
Highways & Environmental Services	36	34	94%	27	23	85%	35	34	97%	23	20	87%
Facilities, Assets and Housing	24	24	100%	19	19	100%	19	19	100%	17	17	100%
Planning and Public Protection	42	34	81%	35	34	97%	28	24	86%	32	29	91%
Community Support Services	3	3	100%	2	2	100%	0	0	-	1	1	100%
COMMUNITY SUPPORT SERVICES	10	10	100%	9	9	100%	10	10	100%	5	5	100%
CHILDREN AND FAMILY SERVICES	6	4	67%	6	4	67%	5	2	40%	8	8	100%
Corporate Total	137	121	88%	114	107	94%	110	99	90%	100	91	91%

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

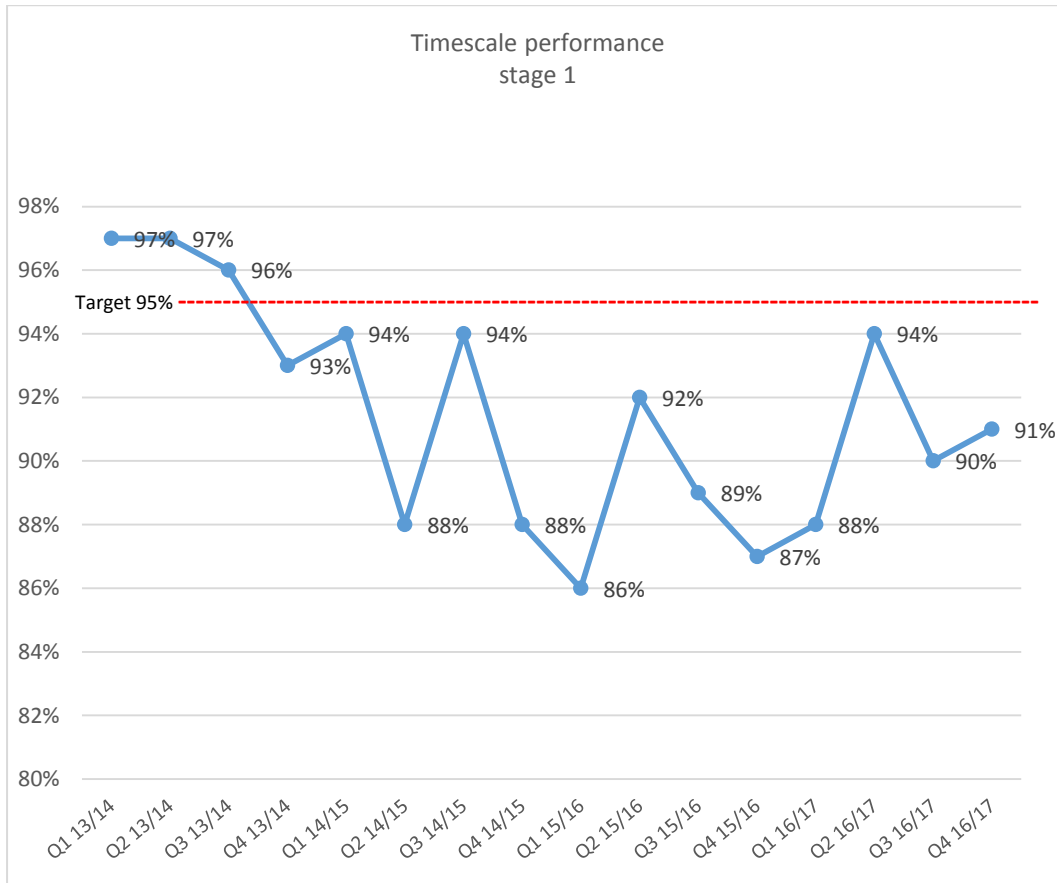


Table 2: Overall complaint response times for stage 2 complaints – Q4

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2			Quarter 3 - Stage 2			Quarter 4 - Stage 2		
	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-	0	0	-	0	0	-
Legal, HR and Democratic Services	0	0	-	0	0	-	0	0	-	0	0	-
Customers	0	0	-	0	0	-	0	0	-	0	0	-
Revs and Bens (Civica)	2	2	100%	1	1	100%	0	0	-	0	0	-
Education	2	2	100%	1	1	100%	2	2	100%	0	0	-
Highways & Environmental Services	0	0	-	1	1	100%	1	0	0%	0	0	-
Facilities, Assets and Housing	0	0	-	2	2	100%	0	0	-	0	0	-
Planning and Public Protection	8	7	88%	5	5	100%	1	0	0%	0	0	-
Community Support Services	2	2	100%	1	1	100%	0	0	-	0	0	-
COMMUNITY SUPPORT SERVICES	1	1	100%	2	2	100%	1	1	100%	2	2	100%
CHILDREN AND FAMILY SERVICES	0	0	-	1	1	100%	0	0	-	2	2	100%
Corporate Total	15	14	93%	14	14	100%	5	3	60%	4	4	100%

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

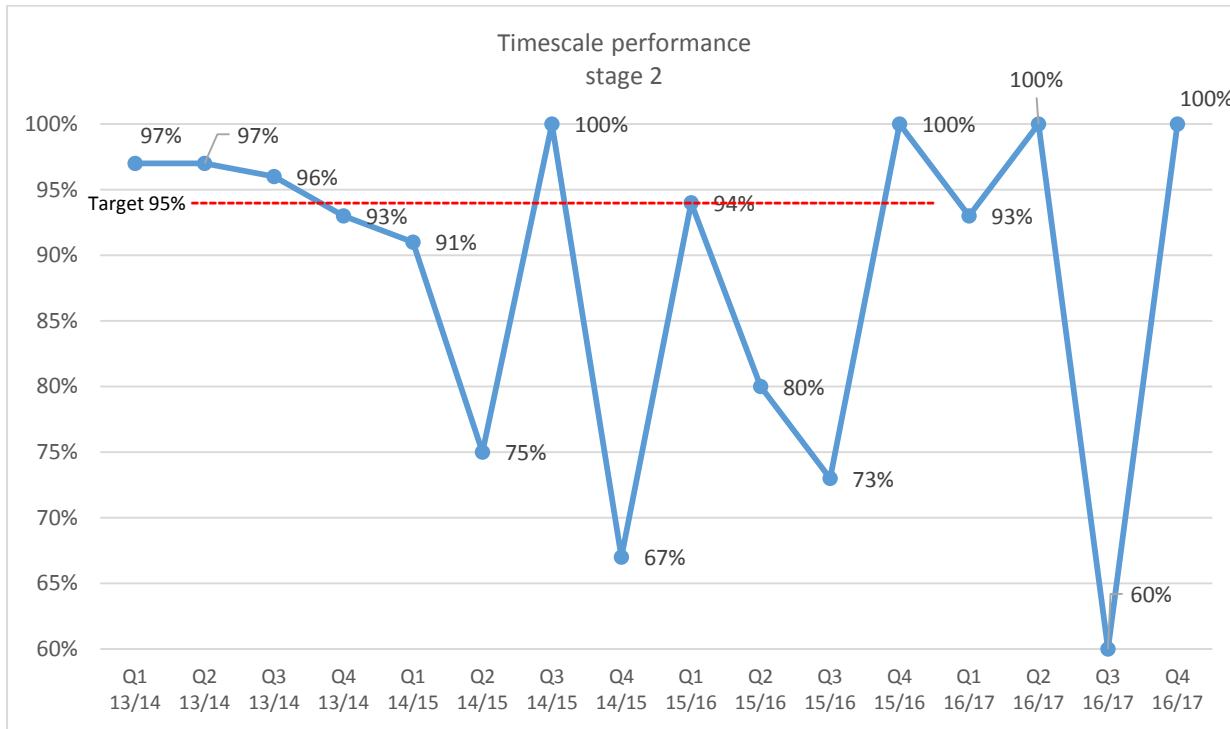


Chart 3: Total number of complaints received – 4 year analysis

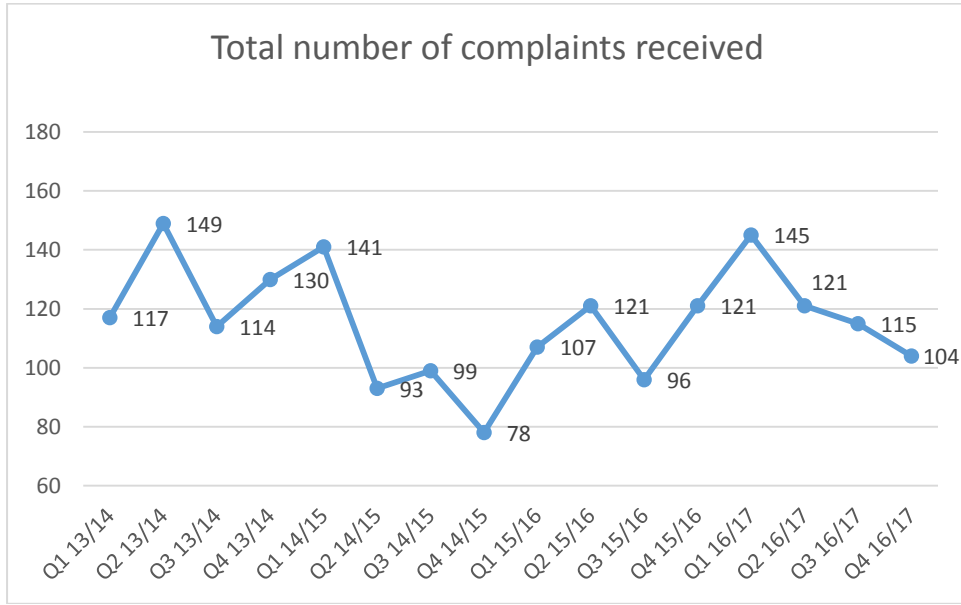
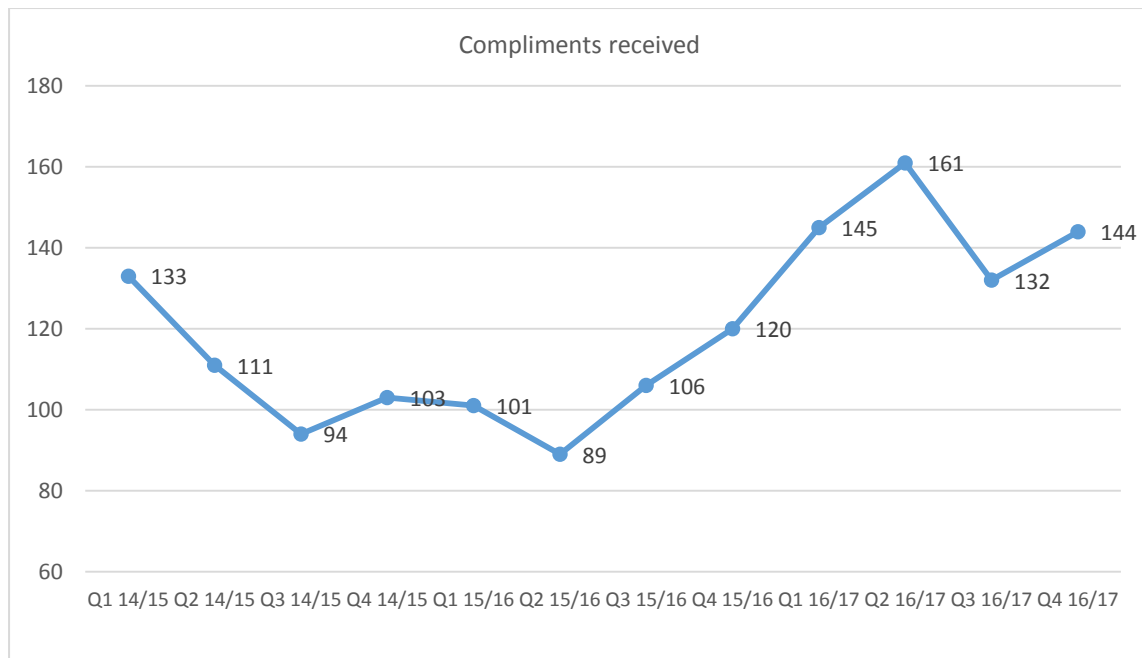


Table 5: Compliments received during Q4

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	0	1	0	0
Legal, HR and Democratic Services	1	0	0	0
Customers	16	39	12	8
Revenues and Benefits	0	0	0	0
Education and Children’s Services	2	1	14	22
Highways and Environmental Services	50	42	39	47
Facilities, Assets and Housing	55	22	39	26
Planning and Public Protection	7	16	10	11
Community Support Services	14	40	18	30
	145	161	132	144

Chart 4: Compliments received – 4 year analysis



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Report to: Performance Scrutiny Committee

Date of Meeting: 28 September 2017

Lead Member/Officer: Lead Member for Developing Community
Infrastructure/Team Manager Business Support

Report Author: Statutory and Corporate Complaints Officer

Title: Your Voice report – Q1 2017/18

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 Q1 2017/18. The report also includes Social Services complaints received under the statutory complaints procedure.

2. What is the reason for making this report?

To enable the Committee to fulfil its scrutiny role in relation to the council's performance in dealing with customer feedback and to provide the Committee with information regarding specific examples where council services have been learning from complaints.

3. What are the Recommendations?

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

4. Report details

4.1 Headlines for Q1 (please see appendix 1 for further detail):

- The council received 100 complaints during Q1 (4% [4] fewer than the previous quarter).
- The council received 106 compliments during Q1 (27% [38] less than the previous quarter).
- The council received 19 suggestions during Q1 (33% [9] less than the previous quarter).

4.2 Complaints regarding commissioned services (please see appendix 1 for further detail):

During Q1:

- 1 *stage 1* complaint was received regarding services provided by Civica (compared to 3 in Q4 2016/17).
- 17 *stage 1* complaints were received regarding services provided by Kingdom Security (compared to 19 in Q4 2016/17). This accounts for 56% of complaints received for Planning and Public Protection during Q1.
- There were no *stage 2* complaints received regarding services provided by Civica.
- There were no *stage 2* complaints received regarding services provided by Kingdom Security.

4.3 Performance – Q1 2017/18

- 96% (96/100) of stage 1 complaints were responded to within timescales. This meets the corporate target of 95%.
- Chart 1 in appendix 1 provides a four year trend of performance in relation to responding to stage 1 complaints. As previously discussed with the committee, the corporate targets are purposely very ambitious, and to meet the targets would represent a position of “excellence”.
- 87% (7/8) of stage 2 complaints were responded to within timescale. This does meet the corporate target of 95%.
- Chart 2 in appendix 1 provides a four year trend of performance in relation to responding to stage 2 complaints. In four years, the corporate target was achieved in seven quarters.

4.4 Stage 1 complaints

Two service areas are highlighted as having RED status for stage 1 complaints (table 1, appendix 1). RED status applies where less than 90% of stage 1 complaints were dealt with within the timescale of 10 working days. Further detail regarding the complaints where timescales were exceeded for those services are provided below:

4.4.1 Library Service

Complaint Outcome: Partly upheld

Summary of complaint: Lady was asked to leave the library during lunch hour.

Reason for being late: The complaint was dealt with but the lady’s grandmother consequently put in the same complaint again and there was confusion as to whether or not it had been dealt with as the officer dealing with it only worked 3 days a week.

4.4.2 Community Support Services

Complaint Outcome: Partly upheld

Summary of complaint: A complaint regarding the service given to a family member

Reason for being late: Clerical error, response letter sent out late despite being prepared on time.

4.4.3 Planning and Public Protection

Complaint outcome: Upheld

Summary of complaint: Complaint about parking machine and a loss of money.

Reason for being late: Administration error in dealing with complaint in time.

4.4.4 Highways & Environmental Services

Complaint outcome: Upheld.

Summary of complaint: Contractors blocking access to driveways

Reason for being late: Officer dealing with the complaint erred on timescale.

4.5 Outcomes Q1 2017/18

Upheld: 27% (27 complaints)

Upheld in part: 18% (18 complaints)

Not Upheld: 55% (55 complaints)

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 Well-being Impact Assessment?**

This is a performance report and no decision is being sought to make any changes that would impact on staff or the community. Therefore a Well-being Impact Assessment 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

Sections 7.3 and 7.4.2(b) of the Council's Constitution outlines the Committee's remit and powers with respect of Services' performance.

Contact Officer:

Statutory and Corporate Complaints Officer

Tel: 01824 706409.

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

Please note: Community Support Services and Children and Family Services adhere to statutory timescales, which differ slightly from corporate.

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:

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

Table 1: Overall complaint response times for stage 1 complaints – Q1

Service	Quarter 1 - Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	3	3	100%
Customers	5	4	80%
Revs and Bens (Civica)	1	1	100%
Education	0	0	-
Highways & Environmental Services	31	30	97%
Facilities, Assets and Housing	19	19	100%
Planning and Public Protection	30	29	97%
Community Support Services – Corporate	0	0	-
COMMUNITY SUPPORT SERVICES - Statutory	4	3	75%
CHILDREN AND FAMILY SERVICES - Statutory	7	7	100%
Corporate Total	100	96	96%

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

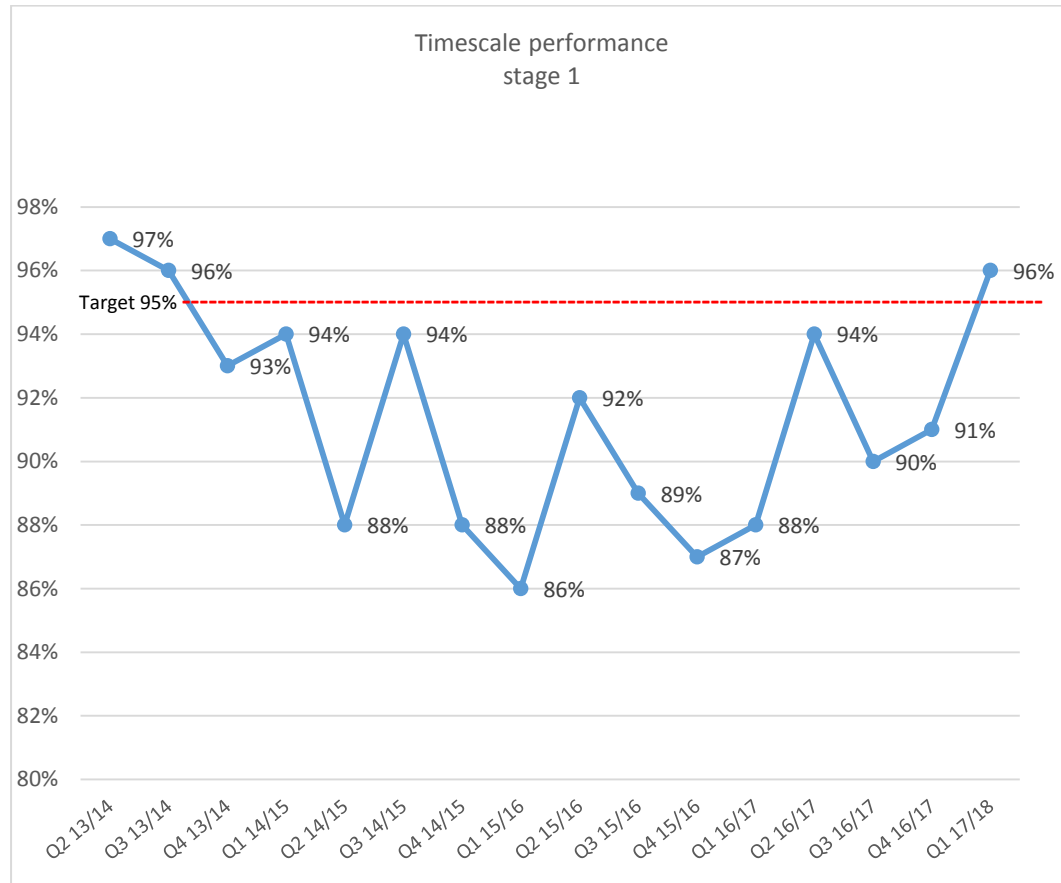


Table 2: Overall complaint response times for stage 2 complaints – Q1

Service	Quarter 1 - Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	1	1	100%
Customers	0	0	-
Revs and Bens (Civica)	0	0	-
Education	3	2	67%
Highways & Environmental Services	0	0	-
Facilities, Assets and Housing	1	1	100%
Planning and Public Protection	3	3	100%
Community Support Services - Corporate	0	0	-
COMMUNITY SUPPORT SERVICES - Statutory	0	0	-
CHILDREN AND FAMILY SERVICES - Statutory	0	0	-
Corporate Total	8	7	88%

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

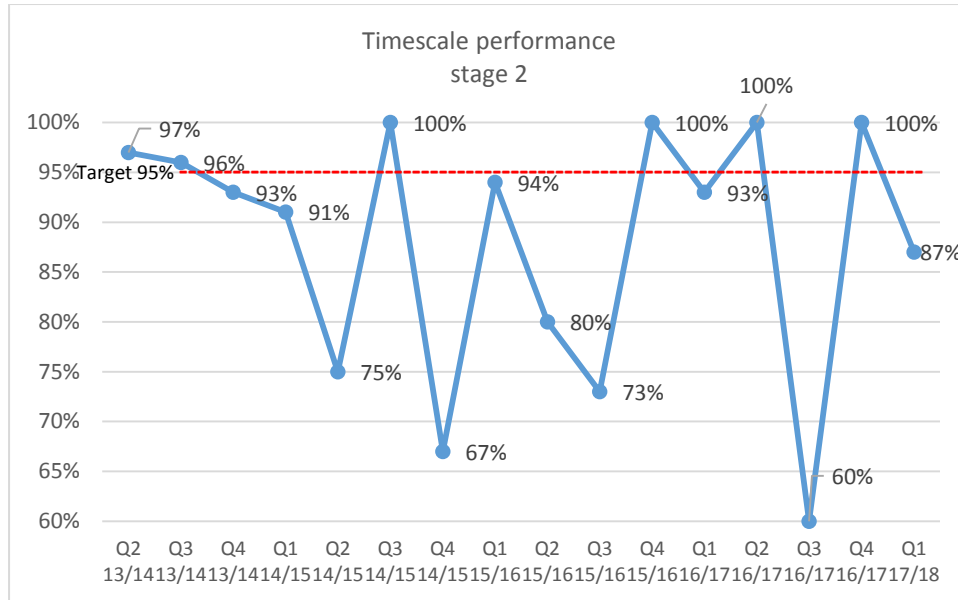


Chart 3: Total number of complaints received – 4 year analysis

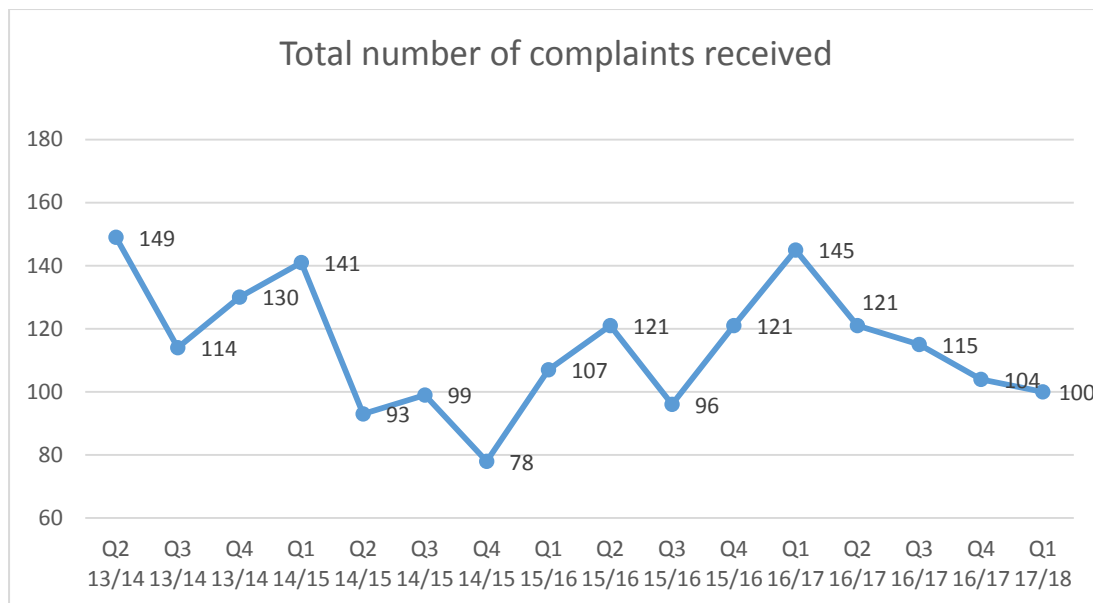
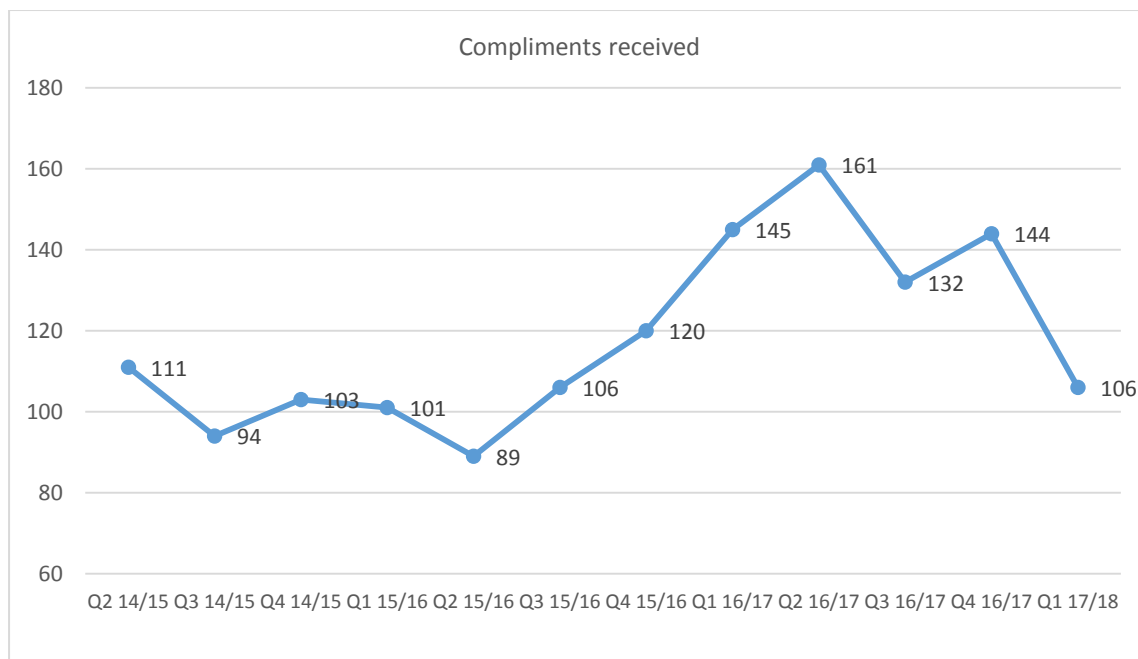


Table 5: Compliments received during Q1

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	1			
Legal HR and Democratic Services	1			
Customers	23			
Revenues and Benefits	0			
Education and Childrens Services	1			
Highways and Environmental Services	20			
Facilities Assets and Housing	30			
Planning and Public Protection	16			
Community Support Services	14			
	106			

Chart 4: Compliments received – 4 year analysis



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Report To: Performance Scrutiny Committee

Date of Meeting: 28 September 2017

Lead Member / Officer: Service Manager, Communities and Business

Report Author: Statutory and Corporate Complaints Officer

Title: Your Voice report – Q1 2017/18

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 Q1 2017/18. The report also includes Social Services complaints received under the statutory complaints procedure.

2. What is the reason for making this report?

To enable the Committee to fulfil its scrutiny role in relation to the council's performance in dealing with customer feedback.

To provide the Committee with information regarding specific examples where council services have been learning from complaints.

3. What are the Recommendations?

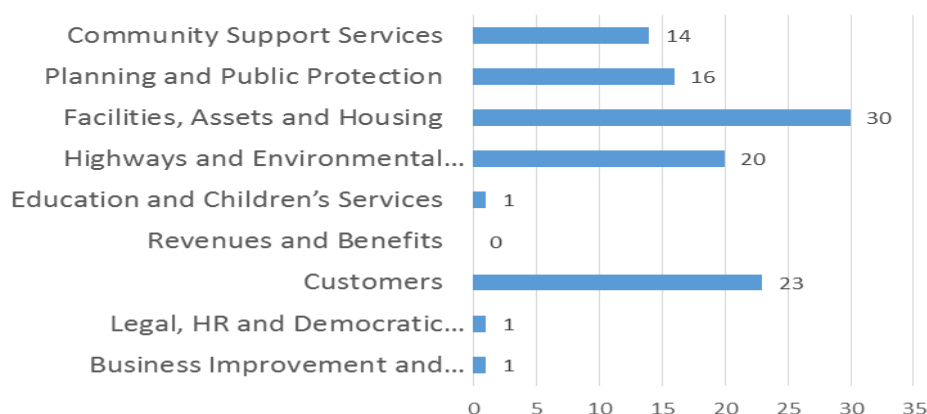
That the Committee considers the content of this report and, if appropriate, identify any areas that require further scrutiny.

4. Report details

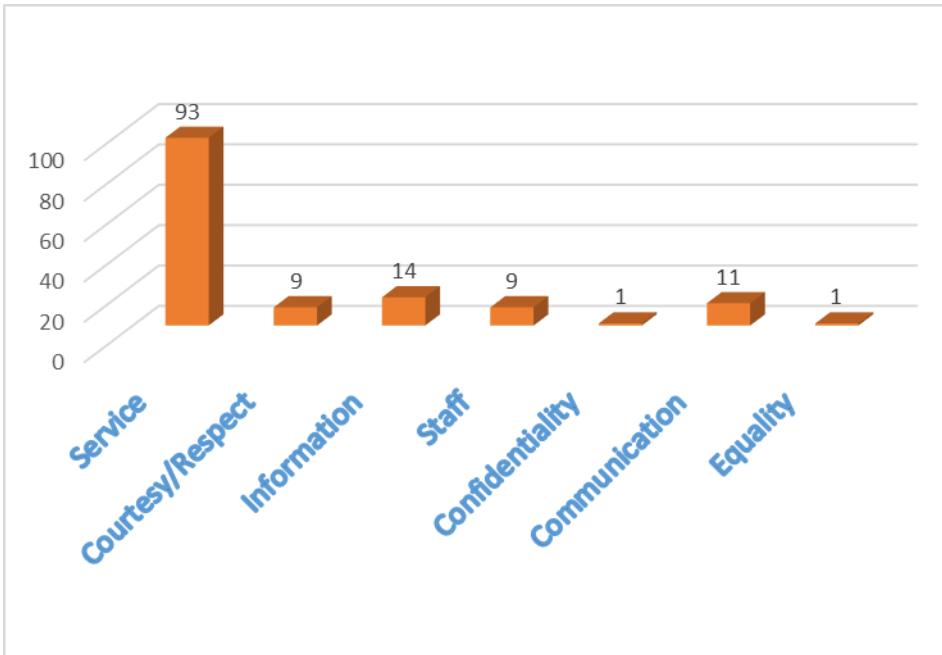
4.1 Headlines for Q1 (please see appendix 1 for further detail):

- The council received 100 complaints during Q1 (4% [4] fewer than the previous quarter).
- The council received 106 compliments during Q1 (27% [38] less than the previous quarter).

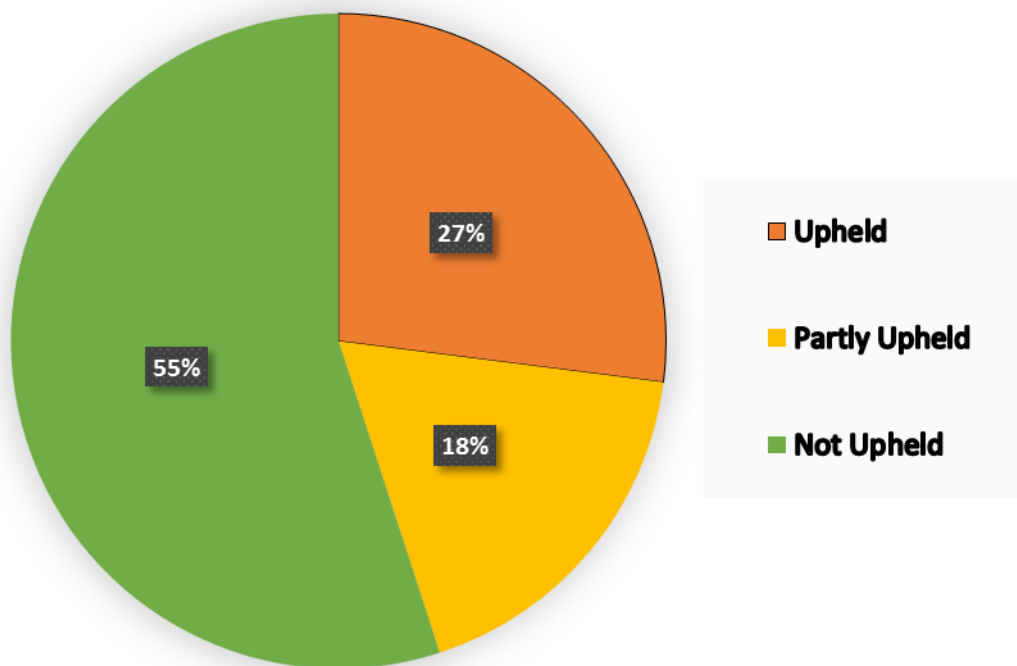
4.2 Compliments



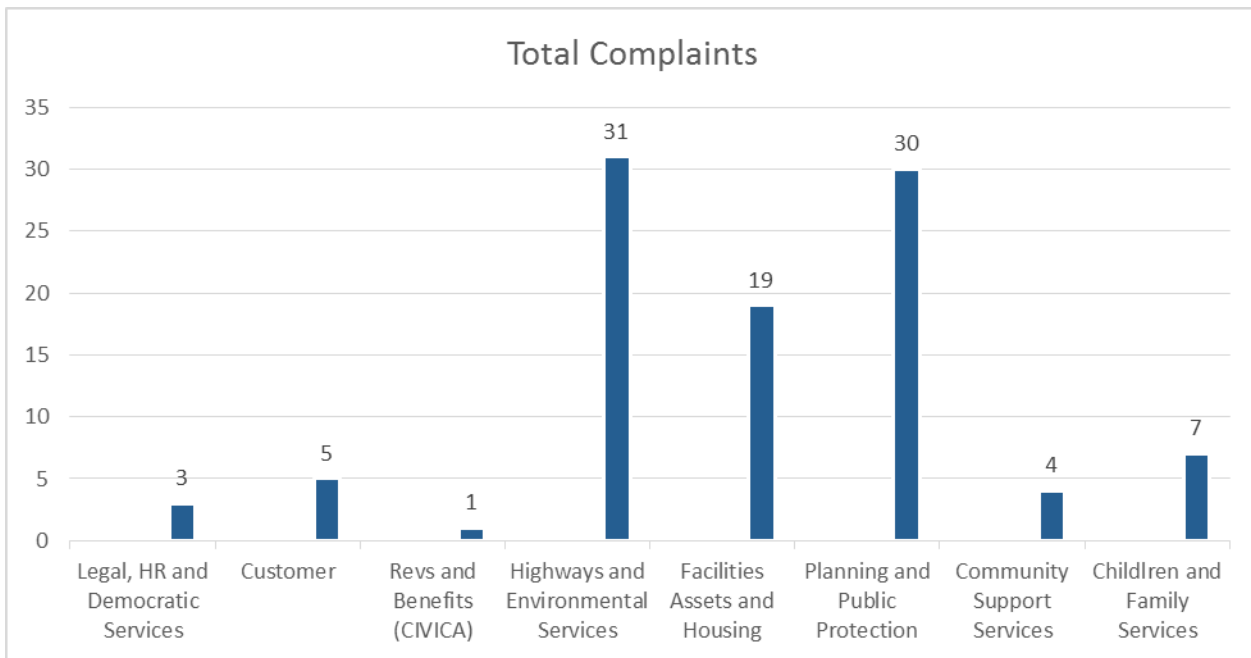
4.3 Complaints and corporate values.



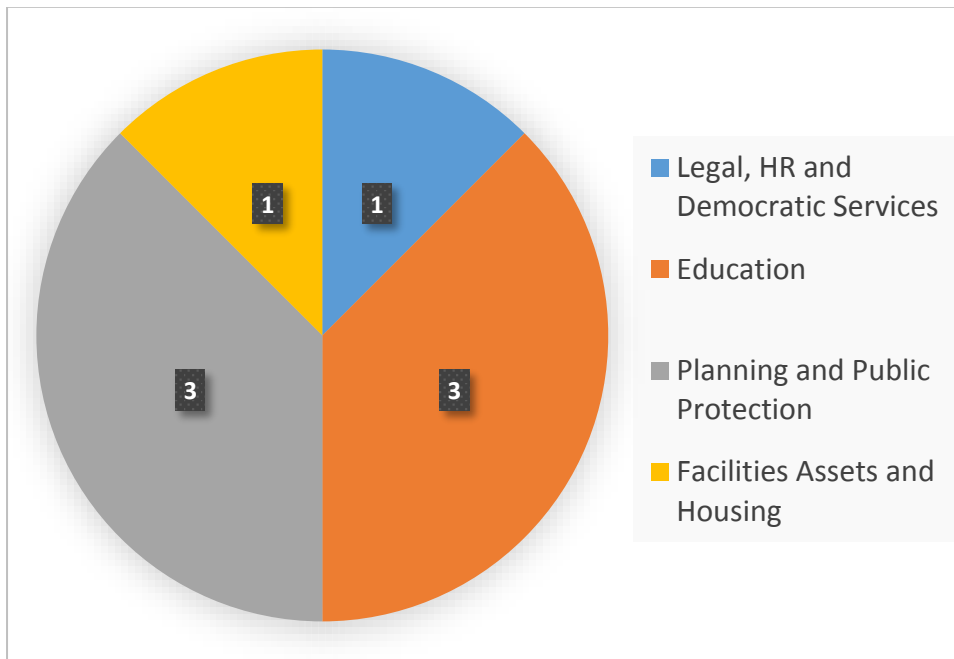
4.4 Stage 1 Complaints Outcomes



4.4 Complaints Per Service



4.6 Stage 2 Complaints



4.7 Complaints Regarding Commissioned Services

1 stage 1 complaint was received regarding services provided by Civica (compared to 3 in Q4 2016/17).

17 stage 1 complaints were received regarding services provided by Kingdom Security (compared to 19 in Q4 2016/17). This accounts for 56% of complaints received for Planning and Public Protection during Q1.

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 Well-being Impact Assessment?

This is a performance report and no decision is being sought to make any changes that would impact on staff or the community. Therefore a Well-being Impact Assessment 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

Sections 7.3 and 7.4.2(b) of the Council's Constitution outlines the Committee's remit and powers with respect of Services' performance.

Contact Officer:

Statutory and Corporate Complaints Officer

Tel: 01824 706409.

Report to: Performance Scrutiny Committee

Date of Meeting: 28th September 2017

Lead Member / Officer: Head of Community Support Services

Report Author: Service Improvement Manager,
Customers, Communications and Marketing

Title: Customer Dashboard Report – September 2016 to August 2017

1. What is the report about?

The report provides an overview of customer effort and satisfaction results for Denbighshire County Council, as a result of customer feedback following their contact with the Council between September 2016 and August 2017. The report also includes examples of call-back reports and verbatim provided by the customer about the quality of service received.

2. What is the reason for making this report?

To enable the Committee to fulfil its scrutiny role in relation to the council's performance in customer satisfaction and dealing with customer feedback.

To provide the Committee with information regarding specific examples where customers have offered suggestions for improvements to council services.

3. What are the Recommendations?

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

4. Report details

Background

Further to our previous report to Scrutiny 16th March 2017, Customers, Communications & Marketing Service have now completed a 12 month period of an independent analysis of our customers' satisfaction, through the use of a survey delivered by an external supplier, Ember Services Ltd.

The Customer Contact Centre had over 165,000 conversations with citizens during the survey period being reported on, and is the largest touch-point the Council has with end users of Council services. By seeking customer views immediately after they have contacted the Council we have been able to gain more timely feedback on their experience.

The survey is text based and is sent to a random sample of callers' mobile phones, in their preferred language, within 24 hours of them having called the Contact Centre. Frequent callers only receive one request every 6 weeks. Within the text message is a link to a website (optimised for mobile use) – see *appendix 1* for a copy of the initial text and survey questions.

The survey results provide Denbighshire with an monthly overall Customer Effort score (which demonstrates how much effort customers have to go to, to transact with the Council

– the lower the score the less effort is required – please see *appendix 2* for monthly results from September 2016 to August 2017).

The practical actions required to improve our services come from the analysis of customer comments (verbatim) and further feedback during the customer call-backs. The sentiment of each comment and any reason for dissatisfaction is established and highlights those areas for improvement and what is required to be done to improve – please see *appendix 4* for an example of a call-back report.

In addition, the customer service agents in our Customer Contact Centre use the data to reflect on their own performance and improve where necessary.

In March 2017, this service was extended to SPOA and will soon be further extended across all key customer facing telephone services within Denbighshire.

A public facing dashboard has recently been launched and can be viewed on our website – please see *appendix 5* for an example

4.1 Headlines

Survey Statistics

Total surveys sent to date	19700	Total Verbatims received	1716
Total received to date	2052	Verbatim %	84%
Response rate	10%	No of calls / transaction to date	1.78

4.2 Performance

Customer Effort Results:

Best performing month	February 2017	31.8%
Poorest performing	May 2017	41.5%

Customer Satisfaction:

Best Performing month	January 2017	78.4%
Poorest performing month	September 2016	69.9%

How easy was it to resolve your enquiry?

Best performing month	January 2017	76.2%
Poorest performing month	September 2016	67.9%

How easy was it to get through to us?

Best performing month	January 2017	80.7%
Poorest performing month	August 2017	70.7%

See *appendix 3* for other performance results

4.3 Highlights

“I had a prompt answer to having my furniture removed today. Problem solved with no fuss“
“I was on the phone less than a few minutes, the lady I spoke to was pleasant and told me the answer to my query quickly. “
“Very helpful and polite. Spoke to lady about school transfer and she was very helpful and phoned me back within mins“

Lowlights

“Phoned about a dead rat on pavement yesterday morning it wasn't picked up till mid-morning today.”

“Hole in the pavement and still waiting for it to be fixed 2 weeks on it's a tripping hazard! “
“It took approx. 10minutes to get through by phone but when speaking to someone she helped”

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

The Customer Effort and Satisfaction Dashboard directly contributes to the corporate priority of: Modernising the Council and improving services for customers.

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

Monthly fee of £1,950 for 12 months part funded by the Modernisation Board. Services will be supported to make use of the call-back report to help them identify best practice and areas for improvement in their service delivery.

7. What are the main conclusions of the Well-being Impact Assessment?

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

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

Briefings to the Senior Leadership Team together with a presentation from the supplier.

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?

N/A

11. Power to make the Decision

Sections 7.3 and 7.4.2(b) of the Council's Constitution outlines the Committee's remit and powers with respect of Services' performance.

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Customer Dashboard - Appendices

1 Initial Survey text and questions

You recently contacted Denbighshire County Council. Please can we ask for 30 seconds of your time to answer a few short questions

What was the reason for your phone call? Choose an option

Request a service
Request for information
Book an appointment
Pay a bill / fine
Other (Please tell us more)
Start Survey

Did you try and use our website to resolve your query before calling?

Is this the first time you have contacted the Council about this query?
If No, how many times?

How easy was it to get through to talk to someone about your query?
Very difficult / Very easy

How would you rate our advisor's willingness to help?
Very unhelpful / Very Helpful

How easy was it to get your query resolved?
Very difficult / Very Easy

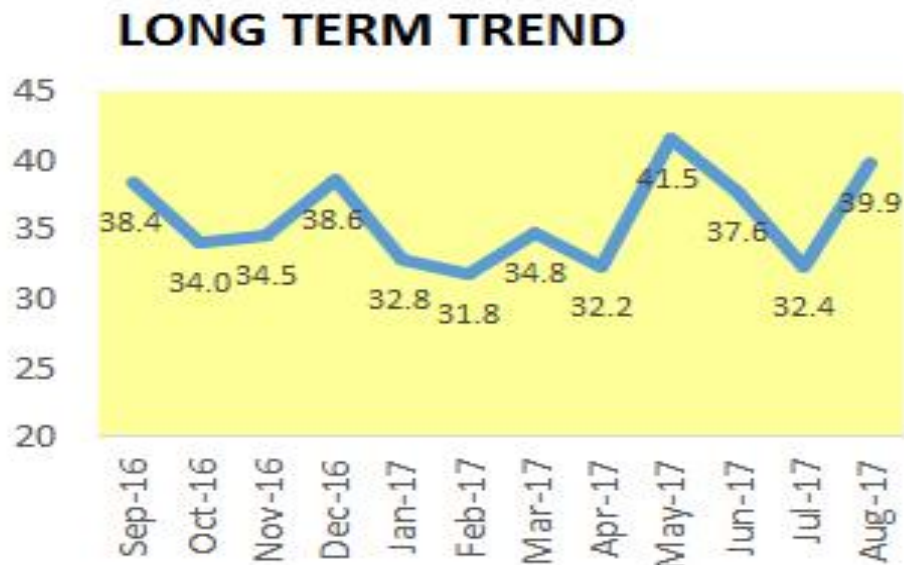
How satisfied are you with your overall experience of speaking with us?
Very dissatisfied / Very Satisfied

Please tell us why you have scored us this way.

What outcome did you expect when you contacted us about this service?

Response Received
Thank you for taking the time to complete our survey. Your comments will help Denbighshire County Council improve the service we provide to you.

2 Customer Dashboard – Customer Effort Results



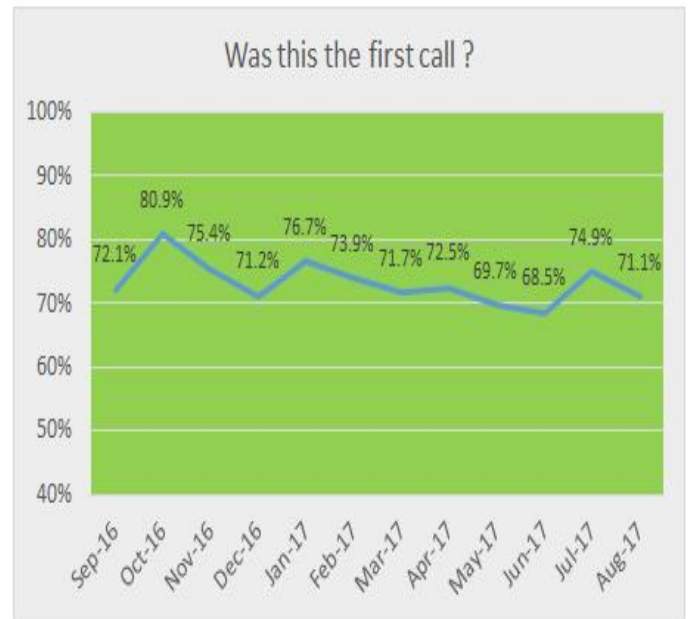
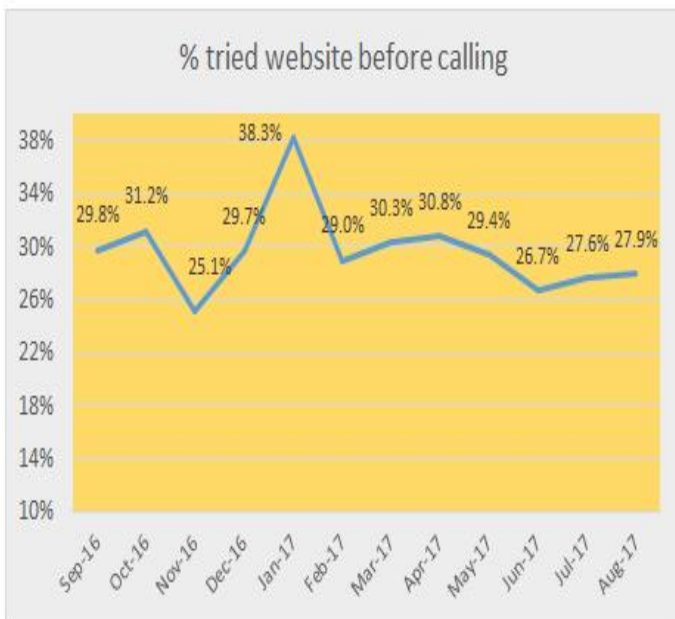
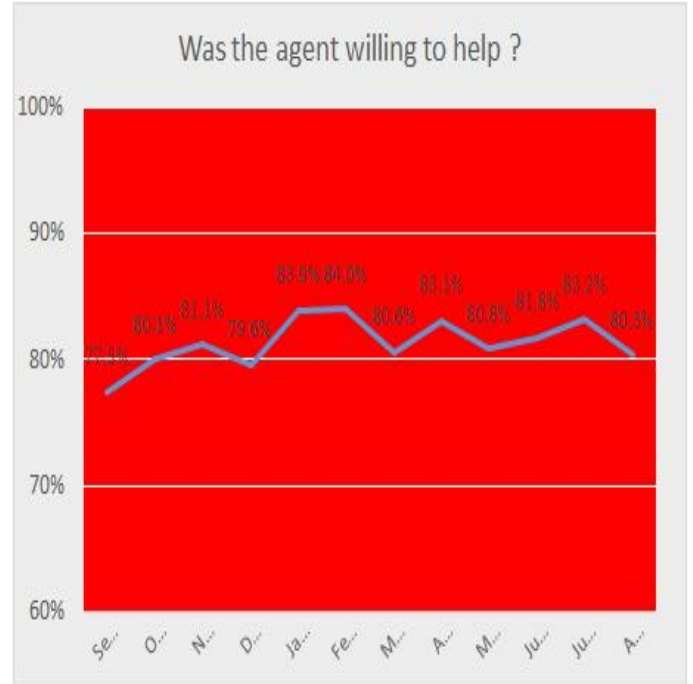
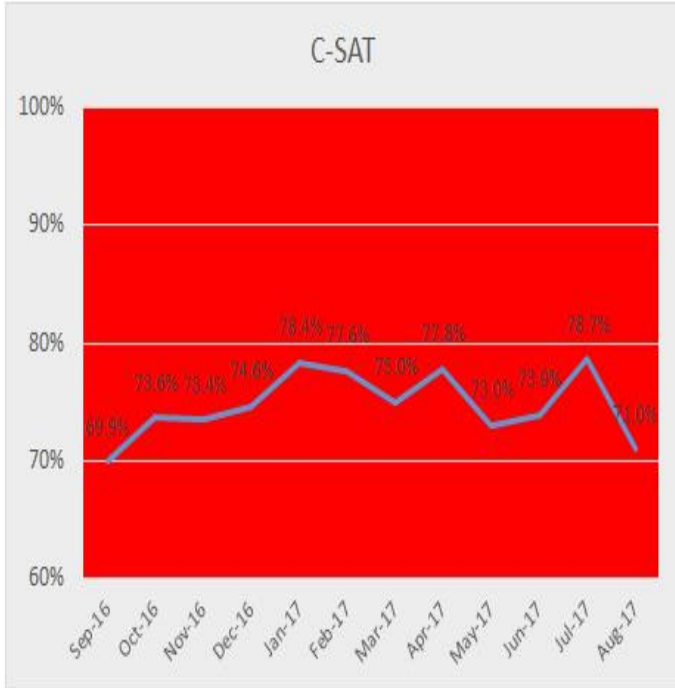
Customer Effort is a composite score out of 100 and represents how much effort customers have to go to to transact with the council. The lower the score the less effort is required.

It is calculated from the following three components:

- 1) the weighted average of all the survey results;*
- 2) the proportion of customers that did not have their expectation met; and*
- 3) the average negative sentiment*

3 Customer Dashboard – detailed results

Survey Results



4 Customer Dashboard – Weekly callback reports

Contact mobile number	Timestamp	Reason for call	Verbatim	Expectation	Call back reason	Expectation reason code
07787790055	25/08/2017 09:43	other	Not had any response to my call yet	To hear from health environment	2. H&S	Advice
07807888248	25/08/2017 12:57	0	I called as there was a large dead seagull on the path near the traffic light. i called on a Friday and it was the air show weekend. i was concerned due to there being lots of children around that weekend.. i was told they don't deal with things like that but they will note it ...on Tuesday i was walking to work and it was still there at this point it had been there for 5 days .. i just didn't understand why the council would not want to move it ..even more so at it was the bank holiday weekend and we would have had an awful lot of people around for the air show	For someone to remove the dead seagull	2. H&S	Resolution to problem
07490433384	25/08/2017 08:41	Request for information	I rang and was told that I would be put through to department I needed to speak to only to have an answering service tell me that the office was shut. The person I first spoke to should have known this. Bad service	Better than what I got. I like to speak to a person not machines.	3. Political	Immediate resolution
07587925957	25/08/2017 10:43	other	I was moved 2 different departments an not once was I given an apology for all the hassle. then found out it was an overpayment from when I worked with the council but because I moved address I didn't receive any letters appart from one. The lady I spoke 2 was rather rude an asked me when i can pay it so I explained I don't get wages till and of month an she said well ring us back then get it paid an I'll sort it out x I was made 2 feel like the whole situation was my fault when it was the council's fault for apparently overpaying when I gave plenty of notice an worked my notice only 2 have a letter a year later saying they overpayed me. I'm so annoyed by this.	I at least expected an apology for all the messing around.	3. Political	More empathy
07919035008	25/08/2017 16:22	other	Very rude and unhelpful	Not impressed being called at approx 4.20 pm on a Friday before bank holiday	3. Political	0

07989385824	29/08/2017 11:50	other	Without hesitation the lady said she would sort me a new bin. What concerns me is that I have a feeling that this is not the first time this has happened. I, personally, think that the bin men should be disciplined for being so reckless with Council property.	I expected that I would have more of a problem getting a replacement bin.	3. Political	0
07827972495	29/08/2017 14:17	Request for information	The reason for my call was to find out about council tax relief, to hear the advisor refer to my query as one related to someone with MENTAL HEALTH and in need of benefit relief was disgusting. I look after my dad who has dementia which is not a mental problem, these advisers need training correctly on what is mental health!	A better quality of service and understanding	3. Political	More empathy
07568051602	30/08/2017 11:43	Pay a bill or fine	I dropped a cigarette and picked it up yet still fine me Â£75	Just to pay the fine	3. Political	0
07854712021	22/08/2017 09:00	other	I wanted to talk to the parking authority personnel but was required to lodge my complaint with whoever it was that answered the phone. I never made it to the parking authority & as such some of my questions/concerns went unanswered.	Some sort of action against people illegally parking in a residents permit parking area. There was a response but it took over 24hrs.	4. Need info	0
07752039023	24/08/2017 11:49	other	The situation has not been resolved, but at least now it will be considered	That an engineer would visit, see the poor condition of the road, and ensure the work will be done	4. Need info	Resolution to problem
07821127855	24/08/2017 12:41	other	I made 2 complaints online with 1 response stating someone would contact they did not I rang eventually and was actually logged	A positive one	6. Tried website first	Immediate resolution

5 Customer Dashboard – Public Facing Information (denbighshire.gov.uk)

Skip to content

Contact us Emergencies Cymraeg



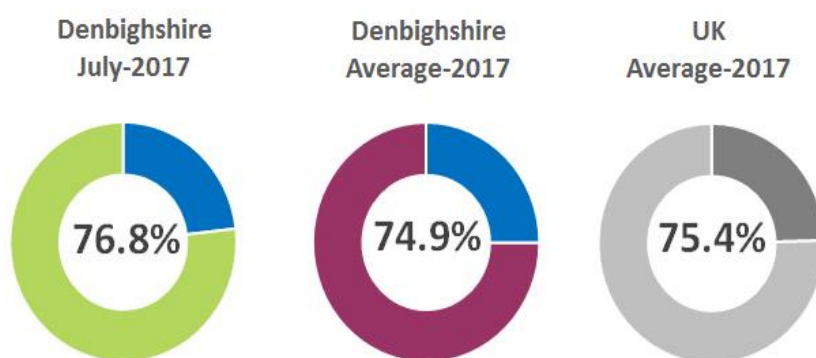
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Your Council > Complaints, compliments and feedback > Customer Satisfaction - Results

Customer Satisfaction - Results

Your Council
Complaints, compliments and feedback
Compliments and feedback
Customer Satisfaction - Results
Making a complaint about the council



If you have recently contacted the council by telephone you may have been asked by text message to take part in our customer survey. We have received over 2,000 responses since September 2016 and we read every one in order to understand what we are doing well and not so well.

The types of improvements we have made so far based on your feedback include:

- Proactively contacting customers with call backs to help with more complex requests
- Improve Customer Service Staff skills when dealing with telephone contact
- Adding more services to the website so customers do not need to telephone

Some of the feedback received so far include:



"I had a prompt answer to having my furniture removed today. Problem solved with no fuss."

I was on the phone less than a few minutes, the lady I spoke to was pleasant and told me the answer to my query quickly."

"Very helpful and polite spoken to lady about school transfer and she was very helpful and phoned me back within mins."



"Phoned about a dead rat on pavement yesterday morning it wasn't picked up till mid morning today."

"Hole in the pavement and still waiting for it to be fixed 2 weeks on its a tripping hazard!"

"It took approx 10 minutes to get through by phone but when speaking to someone she helped."

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Report to:	Performance Scrutiny Committee
Date of Meeting:	28 September 2017
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:

- 3.1 considers the information provided and approves, revises or amends its forward work programme as it deems appropriate; and
- 3.2 appoints representatives to serve on the two remaining Service Challenge Groups.

4. Report details

- 4.1 Section 7 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, as well as the rules of procedure and debate.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must set, and regularly 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. From now on 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. 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) 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 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). No items should 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.

Pupil progress from Year 10 to Key Stage (KS) 4

- 4.8 The above report was scheduled for presentation to the Committee's current meeting. However, as sufficient verified data is not yet available, the Chair has permitted for the report's presentation to be deferred until the meeting on 1 February 2018, by when validated information will be available. The report will therefore be

presented at the same meeting at which the verified external examination data will be considered (see Appendix 1).

Cabinet Forward Work Programme

- 4.9 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

- 4.10 A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 4 to this report.

5. Scrutiny Chairs and Vice-Chairs Group

- 5.1 Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group held its first meeting during the new Council's term of office on the 20 July 2017. At that meeting, in response to officer requests, the Group asked that Performance Scrutiny Committee include on its forward work programme consideration of the findings of the Wales Audit Office's (WAO) national study on Waste Management in Wales and a report on 'Developing a Highway Maintenance Strategy'. Presentation of both reports has provisionally been scheduled into the Committee's forward work programme for the meeting on 7 December 2017 (see Appendix 1).
- 5.2 The next Scrutiny Chairs and Vice-Chairs Group meeting is scheduled for 12 October 2017.

6. Appointments to Council Boards and Groups

- 6.1 The Council operates various Boards and Groups to oversee specific areas of work or services' performance. Membership of these boards/groups include both councillors and officers. Councillor representatives on them are either by virtue of their Cabinet position or by appointment by the committees on which they serve. At its July 2017 meeting the Committee appointed representatives to some of these positions, but as the full membership of the Committee was not known at that time it deferred appointing to all the groups until a future meeting.
- 6.2 The Committee is therefore asked to appoint to all vacant positions on the following Groups:
- Legal, HR and Democratic Services
 - Business Improvement and Modernisation

More information on these Group's Terms of Reference can be found at Appendix 5a and a full list of Scrutiny Committee representatives on these groups can be found at Appendix 5b.

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 Well-being Impact Assessment? The completed Well-being Impact Assessment report can be downloaded from the [website](#) and should be attached as an appendix to the report

A Well-being Impact Assessment has not been undertaken in relation to the purpose or contents of this report. However, Scrutiny's through it work in examining service delivery, policies, procedures and proposals will consider their impact or potential impact on the sustainable development principle and the well-being goals stipulated in the Well-being of Future Generations (Wales) Act 2015.

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

Section 7.11 of the Council's Constitution stipulates that scrutiny committees and/or the Scrutiny Chairs and Vice-Chairs Group will be responsible for setting their own work programmes, taking into account the wishes of Members of the Committee who are not members of the largest political group on the Council.

Contact Officer:

Scrutiny Coordinator

Tel No: (01824) 712554

e-mail: rhian.evans@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
7 December	Cllr. Julian Thompson-Hill	1 Corporate Plan (Q2) 2012-17	To monitor the Council’s progress in delivering the Corporate Plan 2012-17	Ensuring that the Council meets its targets to deliver its Corporate Plan and the Council’s services in line with its aspirations and to the satisfaction of local residents	Alan Smith/Nicola Kneale/Heidi Gray	June 2017
	Cllr. Richard Mainon	2 Your Voice’ complaints performance (Q 2) to include social services complaints and quarterly public opinion/satisfaction information	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; (ii) how services encourage feedback and use it to redesign or change the way they deliver services; and (iii) details of complaints which have been upheld or partially upheld and the lessons learnt from them; and (iv) information on customer satisfaction/public opinion on services collated via the Ember dashboard	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Ben Chandler/Ann Lloyd/Phil Gilroy/Liz Grieve/Ffion Angharad	July 2017

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	Cllr. Brian Jones	3. National Report on Waste Management in Wales	To consider the findings of the Wales Audit Office's (WAO) national study on waste management and the associated recommendations	To consider how Denbighshire will respond to the national recommendations in relation to waste management	Tony Ward/Jim Espley	By SCVCG July 2017
	Cllr. Brian Jones	4. Developing a Highway Maintenance Strategy	To consider and discuss the proposals to undertake a four year rolling programme of highways works	Formulation of recommendations on how to realise maximum benefit from the available budget whilst addressing identified risks and complying with statutory responsibilities	Tim Towers/Tony Ward	By SCVCG July 2017
1 February 2018 (GwE representatives to be invited)	Cllr. Huw Hilditch Roberts	1. Verified External Examinations [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	Karen Evans/Julian Molloy	July 2016
	Cllr. Huw Hilditch Roberts	2. Pupil progress from Year 10 to KS4 [Education]	To consider the findings of the study undertaken on Year 10 pupils from choice of subjects to attainment (including projected grades, intervention/support provided and final attainment)	Ensure that all pupils are supported to achieve their full potential	Julian Molloy/Karen Evans/GwE	January 2017 (deferred September 2017)
	Cllr. Julian Thompson-Hill	3. 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

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	Cllr. Richard Mainon	4. Your Voice' complaints performance (Q 3) to include social services complaints and quarterly public opinion/satisfaction information	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; (ii) how services encourage feedback and use it to redesign or change the way they deliver services; and (iii) details of complaints which have been upheld or partially upheld and the lessons learnt from them; and (iv) information on customer satisfaction/public opinion on services collated via the Ember dashboard	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Ben Chandler/Ann Lloyd/Phil Gilroy/Liz Grieve/Ffion Angharad	July 2017
15 March	Cllr. Richard Mainon	1. Library Service Standards 2016/17	To detail the Council's performance in delivering the 6 th performance framework and the progress made in developing libraries as community hubs	Identification of any slippages in performance or delays in progressing the development of community hubs with a view to recommending solutions in a bid to modernise the Council and improve outcomes for residents	Liz Grieve/Principal Librarian	March 2017

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	Cllr. Richard Mainon	2. Customer Effort Dashboard	To monitor the progress achieved in relation to developing the Customer Effort Dashboard	Improve resident accessibility to the Council's enquiries service, assisting them to easily access required services and consequent improving the customer satisfaction experience of the Council	Liz Grieve/Ffion Angharad	March 2017
26 April						
7 June	Cllr. Bobby Feeley	1. Draft Director of Social Services Annual Report for 2017/18	To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2016/17 and clearly articulates future plans	Identification of any specific performance issues which require further scrutiny by the committee in future	Nicola Stubbins/Mark Southworth	April 2017
	Cllr. Richard Mainon	3 Your Voice' complaints performance (Q 4) to include social services complaints and quarterly public opinion/satisfaction information	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; (ii) how services encourage feedback and use it to redesign or change the way they deliver services; and (iii) details of complaints which have been upheld or partially	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Ben Chandler/Ann Lloyd/Phil Gilroy/Liz Grieve/Ffion Angharad	July 2017

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			upheld and the lessons learnt from them; and (iv) information on customer satisfaction/public opinion on services collated via the Ember dashboard			
19 July	Cllr. Julian Thompson -Hill	1. Corporate Plan (Q2) 2017/2022	To monitor the Council's progress in delivering the Corporate Plan 2017-22	Ensuring that the Council meets its targets to deliver its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents	Alan Smith/Nicola Kneale/Heidi Gray	June 2017
	Cllr. Tony Thomas	2 Impact of the Suspension of the 'Right to Buy' Scheme	To evaluate the impact and effectiveness of the Council's application to suspend the 'Right to Buy' Scheme on the availability of properties within the Authority's housing stock	Improved capacity within the Council's housing stock to increase availability to meet local need and improve residents lives through the availability of high quality housing	Jamie Groves/Geoff Davies	July 2017
27 September	Cllr. Huw Hilditch-Roberts	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	July 2017
29 November						
Jan 2019	Cllr. Huw Hilditch Roberts	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	Scrutiny of performance leading to recommendations for improvement	Karen Evans/Julian Molloy	July 2017

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			the 5 year trend in relation to educational attainment in Denbighshire			

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
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
(Following local authority elections – winter 2017/18) Update on options appraisals for In-house care services. (Dolwen & Hafan Dêg) [WIA required]	To consider the results of the analysis undertaken with respect to potential options for future provision of the services	Formulation of recommendations with respect to the future provision of the services for submission to Cabinet	Phil Gilroy	June 2016

Information/Consultation Reports

Date	Item (description / title)	Purpose of report	Author	Date Entered
September 2017 & March 2018 [Information]	Corporate Plan (Q1) 2016/17 Corporate Plan (Q3) 2017/22	Ensuring that the Council meets its targets and delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents	Alan Smith/Nicola Kneale/Heidi Gray	June 2017

	To monitor the Council's progress in delivering the Corporate Plan			
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Note for officers – Committee Report Deadlines

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
7 December 2017	23 November 2017	1 February 2018	18 January 2018	15 March	1 March

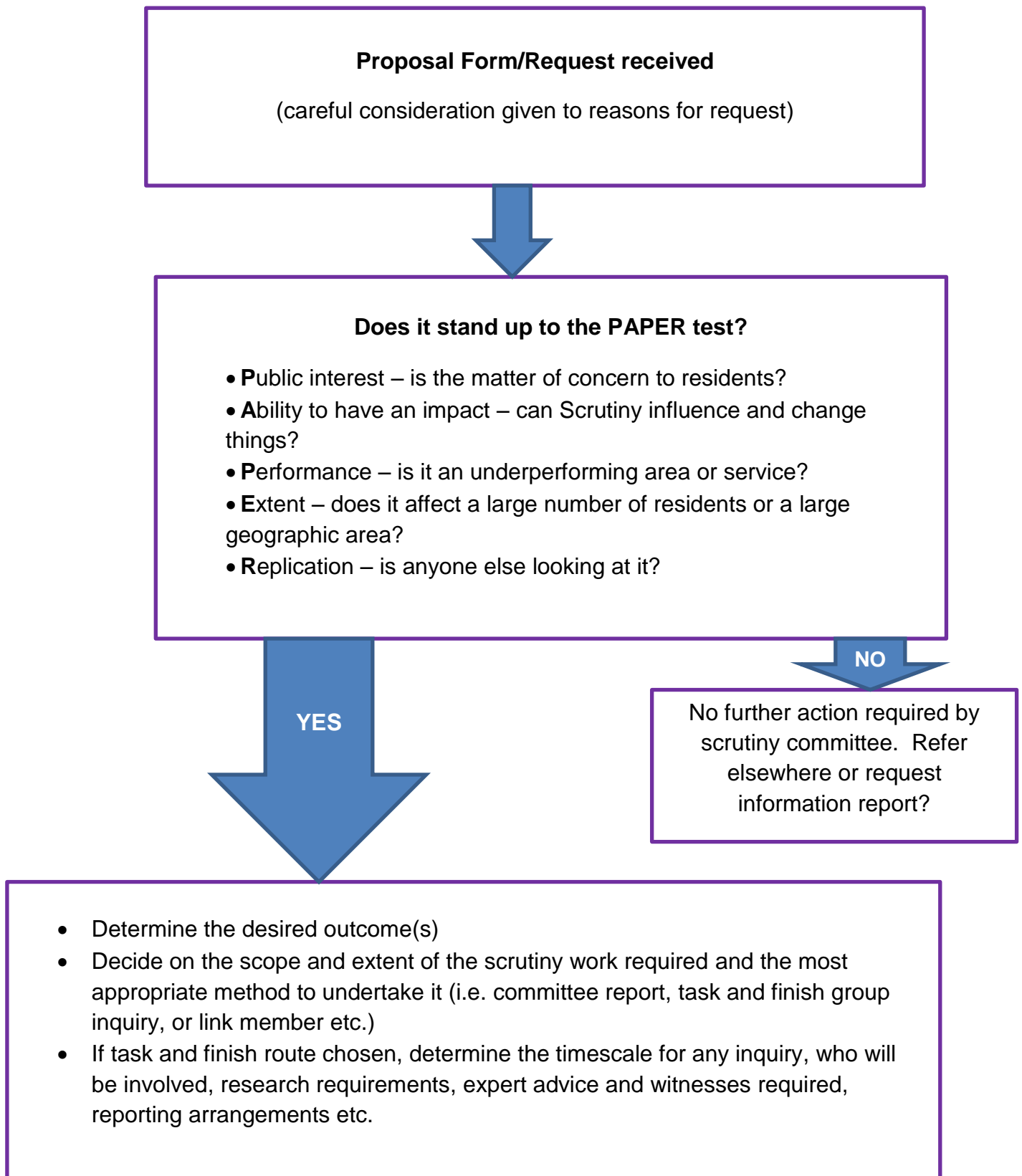
Performance Scrutiny Work Programme.doc

Updated 14/09/2017 RhE

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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

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
24 Oct	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
21 Nov	1	Eisteddfod yr Urdd	To agree investment in the county's presence on the Eisteddfod Maes	Yes	Councillor Richard Mainon / Gareth Watson
	2	Rhyl Town Centre Masterplan	For Cabinet to agree the broad principles within the Masterplan as a means of bidding for WG Regeneration funding 2018/19 and beyond	Yes	Councillor Hugh Evans / Graham Boase
	3	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	4	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
12 Dec	1	DCC Homelessness Strategy 2017-21	To approve the Homelessness Strategy	Yes	Councillor Bobby Feeley / Liana Duffy
	2	Supporting People/Homelessness Prevention Plan 2018/19	To approve the annual plan.	Yes	Councillor Bobby Feeley / Liana Duffy
	3	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
23 Jan	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
27 Feb	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
20 Mar	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		Tbc	Scrutiny Coordinator
24 Apr	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
22 May	1	Rhyl and Prestatyn Business Improvement Districts	To consider the full business case relating to the establishment of business improvement districts	Yes	Councillor Hugh Evans / Mike Horrocks
	2	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

Cabinet Forward Work Plan

Note for officers – Cabinet Report Deadlines

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>September</i>	<i>12 September</i>	<i>October</i>	<i>10 October</i>	<i>November</i>	<i>7 November</i>

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Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
13 July 2017	6. CORPORATE RISK REGISTER	<u>Resolved:</u> - subject to the above observations and the provision of the requested information, to note the deletions, additions and amendments to the Corporate Risk Register.	Lead Member and relevant officers informed of the Committee's recommendations
	7. CORPORATE PLAN (Q4)	<u>Resolved:</u> subject to enquiries being made in relation to the matters listed above, to receive the report on the Council's final overall performance in delivering its Corporate Plan 2012-17.	Lead Member and relevant officers informed of the Committee's recommendations. An update on the listed matters will be reported to Committee members ahead of the meeting on 28 September
	8. 'YOUR VOICE' COMPLAINTS (Q4)	<u>Resolved:</u> - subject to the above queries being followed-up, to defer the presentation of the Your Voice Quarter 4 2016/17 report until the Committee's meeting on 28 September 2017.	The report is presented to the Committee at the current meeting along with the Quarter 1 2017/18 report and the 'Customer Dashboard Report'
	9. SCRUTINY WORK PROGRAMME	<u>Resolved:</u> (i) that, following consideration of Denbighshire pupils' provisional external examination results and teacher assessments report and other associated education related matters at the Committee's September meeting, consideration is given to inviting head teachers and chairs of governing bodies to future committee meetings to discuss their plans to improve outcomes; and	(i) The Committee will receive the provisional examination results report at its meeting on 28 September 2017 and should therefore consider if it wishes to proceed to invite headteachers and chairs of governors of specific schools to scrutiny to discuss their plans to improve outcomes; and

		<i>(ii) if the Council had been granted permission to suspend its 'Right to Buy' scheme, that a report on the impact and effectiveness of this decision on the availability of properties within the Council's housing stock be presented to the Committee in twelve months' time</i>	(ii)The Council was granted permission to suspend its 'Right to Buy' scheme, therefore the requested report will be presented to the Committee at its meeting in July 2017 (see Appendix 1)
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Service Challenge

Each service participates in an annual Service Performance Challenge. To support the discussions, three months before the meeting a service would begin preparation of their paperwork. There are limits placed here on what is submitted to retain focus. Generally a service will produce a Self-Assessment and update their Service Risk Register. Corporately, a performance report on their Service Plan is produced; a comparative performance report; a needs and demands report; and a business performance report. Progress on actions from the last challenge are also included, but these will generally be reported on in the Service Plan Performance Report if they are long-term.

A month before the Challenge all the paperwork is submitted and circulated. Shortly after, the Challenge panel will meet for an hour to agree the Lines of Inquiry – the key discussion areas around which questions can be asked. The panel generally is made up of service Link Members from each scrutiny committee (Communities, Partnerships and Performance); the relevant Cabinet Lead Member(s) and Cabinet Lead Member for Performance; Wales Audit Office Lead Performance Officer (and other regulatory representatives where applicable); all Corporate Directors; and chaired by the Chief Executive. The Leader and Section 151 Officer are also invited. The Head of Service does not attend this meeting.

Once the Lines of Inquiry have been agreed, these are shared with the Head of Service (along with a briefing on some of the questions they might be asked). The paperwork is updated finally and circulated again.

Approximately two weeks later, the Challenge takes place (with the Head of Service present this time), and only actions are recorded. These are circulated to the Head of Service and Chief Executive for approval, then saved within Verto with the papers, and added to the Service Plan for quarterly reporting.

Service Challenge Programme 2017-18

Service / Function	Paper deadline (1 month before)	“Lines of Inquiry” meeting (2 weeks before)	Meeting papers published (1 week before)	Challenge Meeting
Customers, Communications & Marketing	August 17	Sept 13 12noon – 1.00pm	Sept 18	September 25 1.00pm – 4.00pm
Business Improvement & Modernisation	September 29	October 17 3.00pm – 4.00pm	October 19	October 26 2.00pm – 5.00pm
Planning & Public Protection	October 20	November 14 11.00am – 12.00am	November 16	November 23 9.30am – 12.30pm
Community Support Services	November 17	November 28 3.00pm – 4.00pm	December 6	December 19 2.00pm – 5.00pm
Facilities, Assets & Housing	December 15	January 11 2.00pm – 3.00pm	January 16	January 25 2.00pm – 5.00pm
Education and Children’s Services	January 26	February 13 2.00pm – 3.00pm	February 15	February 22 2.00pm – 5.00pm
Finance	February 22	March 8 2.00pm – 3.00pm	March 15	March 22 2.00pm – 5.00pm
Legal, HR & Democratic Services	March 22	April 10 2.00pm – 3.00pm	April 12	April 19 2.00pm – 5.00pm

Highways & Environmental Services

April 27

May 15 2.00pm -
3.00pm

May 17

May 24 2.00pm -
5.00pm

For any further information about the programme, please contact the Strategic Planning & Performance team on x6591

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Service:	Communities	Partnerships	Performance
Education and Children's Services – Karen Evans	Cllr. Tina Jones	Cllr. Rhys Thomas	Cllr. Ellie Chard
Community Support Services – Phil Gilroy	Cllr. Rachel Flynn	Cllr. Jeanette Chamberlain-Jones	Cllr. Ann Davies
Legal, HR & Democratic Services – Gary Williams	Cllr. Anton Sampson	Cllr. Emrys Wynne	<i>tba</i>
Business Improvement & Modernisation – Alan Smith	Cllr. Andrew Thomas	Cllr. Mervyn Mile	<i>tba</i>
Customers, Communications, & Marketing – Liz Grieve	Cllr. Glenn Swingler	Cllr. Jeanette Chamberlain-Jones	Cllr. Hugh Irving
Facilities, Assets & Housing – Jamie Groves	Cllr. Graham Timms	Cllr. Emrys Wynne	Cllr. Geraint Lloyd-Williams
Finance – Richard Weigh	Cllr. Arwel Roberts (sub Cllr. Cheryl Williams)	Cllr. Andrew Thomas	Cllr. Peter Scott
Highways & Environmental Services – Tony Ward	Cllr. Brian Blakeley	Cllr. Gareth Davies	Cllr. Martyn Holland
Planning & Public Protection – Graham Boase	Cllr. Huw O Williams	Cllr. Christine Marston	<i>Cllr. Bob Murray (tbc)</i>
Strategic Investment Group	Cllr. Huw O Williams	Cllr. Jeanette Chamberlain-Jones	Cllr. Huw LI Jones

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