

To: Members of the Performance
Scrutiny Committee

Date: 1 June 2018

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Dear Councillor

You are invited to attend a meeting of the **PERFORMANCE SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 7 JUNE 2018** in **COUNCIL CHAMBER, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

PLEASE NOTE THAT THERE IS A BRIEFING FOR ALL ELECTED MEMBERS AT 9.15 A.M. IMMEDIATELY PRIOR TO THE MEETING

AGENDA

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

1 APOLOGIES

2 DECLARATION OF INTERESTS (Pages 3 - 4)

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

3 APPOINTMENT OF VICE-CHAIR (Pages 5 - 6)

To elect the Committee's Vice-Chair for the municipal year 2018/19 (see attached copy of the role description for Scrutiny Member and Chair/Vice-Chair)

4 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.

5 MINUTES OF THE LAST MEETING (Pages 7 - 16)

To receive the minutes of the Performance Scrutiny Committee meeting held on 26 April 2018 (copy enclosed).

10:00am – 10:05am

6 USE OF KINGDOM SECURITY LTD FOR THE ENFORCEMENT OF ENVIRONMENTAL CRIME (Pages 17 - 26)

To consider a report from the Head of Planning and Public Protection (copy enclosed) outlining how the Council manages its contract for environmental crime enforcement work with Kingdom Security Limited and to seek the Committee to make recommendations to Cabinet in relation to the future provision of those services

10:05am – 11:05am

~~~ BREAK 11:05pm - 11:15pm ~~~

7 'YOUR VOICE' COMPLAINTS PERFORMANCE (Q4) (Pages 27 - 38)

To consider a report by the Statutory and Corporate Complaints Officer (copy enclosed) which seeks the Committee to fulfil its role in relation to scrutinising the Council's performance in dealing and learning from complaints.

11:15pm – 11:45pm

8 SCRUTINY WORK PROGRAMME (Pages 39 - 56)

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

9 FEEDBACK FROM COMMITTEE REPRESENTATIVES

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

MEMBERSHIP

Councillors

Councillor Huw Jones (Chair)

Councillor Hugh Irving

Ellie Chard

Bob Murray

Ann Davies

Arwel Roberts

Martyn Holland

David Williams

Geraint Lloyd-Williams

COPIES TO:

All Councillors for information

Press and Libraries

Town and Community Councils

LOCAL GOVERNMENT ACT 2000

Code of Conduct for Members

DISCLOSURE AND REGISTRATION OF INTERESTS

I, *(name)*

a *member/co-opted member of

*(*please delete as appropriate)*

Denbighshire County Council

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

*(*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)**

Signed

Date

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

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- (vi) **Role:** **Scrutiny Member/Chair**
Salary: Band 3 (Chair only)

Please note: items highlighted are specific to the role of Chair

1. PRINCIPAL ACCOUNTABILITIES

- To Full Council

2. PURPOSE OF ROLE

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

3. VALUES and EXPECTATIONS

- To be committed to the values of Denbighshire County Council and the following values in public office:
 - Pride
 - Integrity
 - Respect
 - Unity
 - Attend all relevant meetings
 - Carry out business electronically i.e. meetings and communication, wherever possible
 - To attend mandatory training as specified in the code of conduct and the constitution.
 - To participate in an annual development review to continually improve the performance of the member and the Council.

- To explain and account for personal performance as a County Councillor on a regular basis, particularly through the publication of an Annual Report on the Council's web site.

PERFORMANCE SCRUTINY COMMITTEE

Minutes of a meeting of the Performance Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 26 April 2018 at 10.00 am.

PRESENT

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

Co-opted Members Kathleen Jones, David Lloyd and Gareth Williams were in attendance for business items 5 and 6 and the update on Denbigh College

ALSO PRESENT

Councillors Huw Hilditch-Roberts (Lead Member for Education, Children and Young People) and Julian Thompson-Hill (Lead Member for Finance, Performance and Assets) attended at the Committee's request for business item 5, 6 and 7 respectively).

Chief Executive (JG), Head of Education & Children Services (KE), Senior School Improvement Officer – Secondary (JM), Strategic Planning Team Manager (NK) and Strategic Planning & Performance Officer (EH)

1 APOLOGIES

Apologies were received from Councillor David Williams and Co-opted Member Mike Hall

2 DECLARATION OF INTERESTS

Declarations of a personal interest were submitted by Councillors:

- Ellie Chard – Governor Ysgol Tir Morfa and Ysgol Mair
- Martyn Holland – Governor Ysgol Bro Famau
- Huw Jones – Governor of Ysgol Caer Drewyn and Ysgol Carrog
- Arwel Roberts – Governor Ysgol Y Castell and Ysgol Dewi Sant
- Peter Scott – Governor Ysgol Brynhyfryd and St Asaph VP School and
- Graham Timms – Governor Ysgol Dinas Bran

3 URGENT MATTERS AS AGREED BY THE CHAIR

No urgent matters were raised.

At this juncture the chair welcomed the Council's new Chief Executive to her first meeting of the Committee. He wished her well in her new role with the Council. The Chief Executive responded stating that she was looking forward to the new role and thanked councillors and staff for the warm welcome to the Council.

4 MINUTES OF THE LAST MEETING

The minutes of the meeting of the Performance Scrutiny Committee held on 15 March 2018 were submitted.

RESOLVED that the minutes of the Performance Scrutiny Committee meeting held on 15 March 2018 be received and approved as a correct record.

5 PUPIL PROGRESS FROM YEAR 10 TO YEAR 11 (KS4)

In welcoming the Lead Member for Education, Children and Young People, the Head of Education and Children's Services and the Senior School Improvement Officer – Secondary to the meeting to present the first report, the Committee congratulated them on their hard work which had resulted in Estyn, following its recent inspection, judging the Service to be achieving good outcomes, delivering quality education services and to have excellent leadership and management. The leadership qualities of the Head of Education and Children's Services had been cited as "highly effective and exemplary", members congratulated her and asked her to convey their congratulation to all staff within the Service.

The Lead Member for Education, Children and Young People introduced the report (previously circulated) which sought the Committee to consider the findings of the study undertaken on Year 10 pupils from choice of subjects to attainment. During his introduction the Lead Member informed the Committee that the Council's Corporate Plan for 2017-2022 included an ambition to see every child that was achieving the expected standard at the end of primary school, achieving as a minimum 5 GCSEs A* - C (including English or Welsh and Maths) by the end of secondary school. Estyn had referred to this ambition in its recent report.

The Head of Service advised that the Council acknowledged that a deficit in attainment existed between Key Stage (KS) 2 and KS4, with performance dipping significantly in the region of 20% to 25% between both key stages. Officers had devised a number of intervention measures to support pupils transferring from primary to secondary schools in a bid to make sure that they did not become excluded or disengaged with the education process and consequently under achieve, as this could impact on their life outcomes. Listed in the report were the different types of support and intervention measures available to pupils. A number of intervention measures could be triggered if a pupil was beginning to disengage with the education system i.e. by the use of the TRAC system. This system would identify the most appropriate type of support for a pupil on an individual basis, including the most effective educational environment required to support their

learning to ensure the pupil thrived and achieved their potential. However, it was important to realise that not all pupils would achieve the Level 2 inclusive threshold at KS4, nevertheless the aim was to ensure that they would achieve to the best of their ability.

Denbighshire tracked each individual pupil from the day they entered the County's education system until the day they left. Whilst the local authority knew its pupils and their needs very well, it probably needed to evidence its processes and the extent of its knowledge better. Appendix 1 to the report contained an example of a tracking matrix used to monitor the progress of pupils identified as having special educational needs (SEN), or who qualified for free school meals (FSMs), had English as an additional language (EAL), or were regarded as transient pupils. This matrix profiled each pupil who may require additional support. The use of this matrix ensured that all factors were taken into account when determining the type of additional support they required. When determining the type and level of any additional support required officers would also have regard to a pupil's attendance record, behaviour and any school exclusions imposed.

Whilst accountability measures were due to change again during the 2018/19 academic year which would further complicate the process of identifying support needs, every effort was being made to develop a system that would identify all pupils requiring support to enable appropriate intervention strategies to be put in place.

Responding to members' questions the Lead Member, Head of Service and Senior School Improvement Officer – Secondary advised that:

- The matrix document had been developed to be used by all school based education staff, both primary and secondary sector i.e. Headteacher, Head of Year, Head of Department, Education Service officers including the Head of Education and Children's Services. School based staff used it to determine and put in place appropriate intervention measures. GwE also held similar information and the Education Service at their regular meetings with GwE would triangulate the evidence held and challenge any support they provided to ensure it was appropriate for each pupil based on their individual profiles. The Head of Service illustrated an example of how support had been identified and put in place for an individual pupil using the profile built up on the matrix;
- Officers acknowledged that the transition between primary and secondary education was more challenging for some pupils than others, resulting in some who performed well at primary level not performing as expected following transition. However, due to the amount of data the Service had on each pupil they could identify pupils who struggled following transition early on to enable sufficient intervention and support to be put in place to ensure that they would achieve their full potential by the end of their period of statutory education;
- information was held on which primary school a pupil had attended prior to entering the secondary sector, therefore officers could identify any developing patterns or trends of under achievement. However, none of the

county's primary schools were subject to any Estyn measures, they were all performing well;

- since the introduction of KS3 the curriculum had not been revised. This had been recognised nationally as a problem and work was underway to revise its contents to better suit future needs;
- If anomalies came to light between teacher assessments and national test results Education officers would examine such anomalies to ensure that the teacher assessment process was robust and challenging. Any anomalies would also be discussed with GwE at the fortnightly meetings held between Education Service staff and GwE officers;
- one trend identified under the individual pupil profiling process used by the county was that pupils who performed well in maths and sciences generally tended not to perform as well in English or Welsh language, and vice-versa;
- the fact that English or Welsh literature examination results no longer counted towards attaining the KS4 Level 2 inclusive threshold was proving to be a challenge;
- pupils who transferred from English-medium primary education to Welsh-medium secondary education were introduced to the language and terminology via the immersion provision. Their progress was tracked on a regular basis via the database;
- Ysgol Brynhyfryd had developed a very sophisticated tracking database for its pupils, which seemed to be extremely effective. Other schools within the county were now adopting elements of this system and adapting them to suit their data analysis needs; and
- if officers suspected that a school was presenting inaccurate or invalidated data they would be robustly challenged by the Head of Education and Children's Services

Responding to members' concerns on whether the Council had set itself up to fail due to the extent of its ambition in respect of the pupil achievement element of the corporate priority relating to young people in its Corporate Plan, the Head of Service advised that the aim was to make sure that the county's pupils achieved to the best of their ability within an imperfect system.

Members thanked the Lead Member and officers for the report and explanations, and:

Resolved: subject to the above observations and reassurances given that the Committee was confident that all pupils were supported to achieve their full potential at Key Stage 4

6 BEHAVIOUR MANAGEMENT IN DENBIGHSHIRE SCHOOLS

Introducing the report and appendices (previously circulated) which summarised the trends in permanent and fixed term exclusions the Lead Member for Education, Children and Young People advised that the report had been requested by a member who had concerns about the number of fixed term exclusions of five days or less within the county's schools. During his introduction the Lead Member advised that whilst Estyn, as part of its recent inspection of the Council's Education Service, had examined this particular area it had not made any specific

recommendations in relation to school exclusion rates or policy. The Lead Member emphasised that the Council had an ambition and a policy to keep children in school and to support them through their education. Permanent exclusion from school was the very last resort, when all other interventions had failed, short –term exclusions were therefore high in a bid to address problems escalating to a need to permanently exclude a pupil, as permanent exclusion was likely to result in the pupil becoming ‘not in education, employment or training’ (NEET), disengaged, under or not achieving and therefore impacting on his/her eventual life outcomes.

The Head of Education and Children’s Services advised that:

- the rate of fixed-term exclusions was higher in secondary schools than in primary schools;
- fixed-term exclusion rates were higher in primary schools located in areas of deprivation in comparison to other primary schools;
- the County’s Education Service made sure that all exclusions, both fixed term and permanent, complied with the relevant legislation. Consequently schools were not permitted to send pupils home to ‘cool off’ etc. as they had a statutory duty of care towards the child and to ensure his/her safety;
- officers were confident that the figures reported were accurate; correct data was key to enable the Service to provide the appropriate intervention and support needed;
- the challenge for the Service lay with the complex behaviours displayed by some pupils in certain schools, generally linked to adverse childhood experiences (ACE). There was therefore a need to examine each individual child’s background in order to understand what triggered their behaviour; and
- in a number of cases a short-term exclusion period of one to two days was sufficient reprimand without recourse to further expulsion

Responding to members’ questions the Lead Member, Head of Education and Children’s Services and Senior School Improvement Officer – Secondary:

- advised that all pupils were tracked throughout their education journey in Denbighshire, be they in mainstream or special schools;
- pupils identified with special educational needs (SEN), additional learning needs (ALN) etc. would be provided with appropriate support to meet their needs. If their behaviour became more challenging the Education Department would work with the schools to support them, including through transition from primary to secondary education and further education if required. Officers outlined the process followed in devising appropriate intervention to meet an individual pupil’s needs;
- advised that one of the reasons behind the increase in the number of fixed-term exclusions of 5 days or less during 2015/16 was that one high school had a change of headteacher, with the new headteacher being less tolerant of bad behaviour;
- confirmed that the County had not changed its School Behaviour Management Policy in recent years. As a service the Education Service’s responsibility was to ensure that individual schools were following the correct procedures and implementing appropriate intervention measures to support the pupil concerned to achieve their potential whilst avoiding disruption to other pupils’ education;

- acknowledged that whilst the number of fixed-term exclusions of 5 days or less in the county did seem consistently higher than other North Wales local authorities they were satisfied that the measure was being used effectively for the purpose of ensuring that appropriate intervention measures were put in place to avoid further exclusion and reduce the likelihood of the pupil becoming NEET. Work was underway at present with schools in a bid to reduce the number of fixed-term exclusions through the provision of behavioural support services on site at the schools. A list of alternative solutions to fixed-term exclusions was included in the report. Denbighshire had a good track record of managing learners who were at risk of becoming disengaged, and was keen for its reputation in this area to be further enhanced;
- advised that a significant amount of training had been undertaken with school-based staff on identifying special and additional needs in pupils e.g. autism and dyslexia. Ysgol Plas Brondyffryn offered an outreach service to mainstream schools with respect of supporting pupils with autism. The Service promoted to schools the opportunity for them to undertake the Autism Accreditation programme, at the conclusion of which they could be awarded the Autism kite mark which would show that they were autism-friendly establishments. The Service also liaised with specialist support groups in relation to pupils' needs, this work was key to understating the needs of people supporting pupils with autism. In addition, the Service worked closely with the Child and Adolescent Mental Health Service (CAMHS). However it would not wait for an official diagnosis before putting support and intervention measures in place for pupils displaying mental health, autism or dyslexia behaviour. Interventions would be put in place at the earliest opportunity and could be reviewed following receipt of the CAMHS diagnosis;
- informed members that the Service also endeavoured to reduce class sizes in schools with a view to creating a positive and supporting learning environment;
- acknowledged that whilst an increase from circa 30 to 70 pupils per 1,000 pupils in the number of fixed-term exclusions of 5 days or less within a period of 3 to 4 years seemed extremely high, it was important to understand that in recent years the county's schools had been dealing with some very complex behavioural problems which required some considerable amount of intervention. There was always an underlying reason which led to pupils displaying challenging behaviour in school;
- advised that the bringing together of the Education Service and Children's Services under a single head of service had helped schools and Education Service staff to access specialist support services earlier and to ensure that sufficient support was available for individual pupils both at school and at home; and
- offered members to visit both the Ysgol Plas Cefndy, the Pupil Referral Unit (PRU), n Rhyl and the Stepping Stones facility in Ruthin to see the work undertaken there

At the conclusion of the discussion the Committee acknowledged that the county's approach towards reporting school exclusion data was accurate and honest. Members agreed that exclusion should be considered as a last resort, when all else

failed. The provision of restorative interventions with a view to improving behaviour and engagement and avoiding slippages was key in order to avoid further costs to society in future. Members:

Resolved: subject to the above observations –

- (i) to support the Council's approach towards behaviour management in the county's schools;***
- (ii) to request that an 'Information Report' be prepared and circulated to members following the publication of the 2016-17 data on school exclusions in Wales, detailing the school exclusion figures for Denbighshire, including details for each individual school in the county and the reasons why pupils had been excluded; and***
- (iii) that a visit be arranged for Committee members and co-opted members to Ysgol Plas Cefndy and the Stepping Stones facility***

Prior to leaving the meeting the Head of Education and Children's Services briefed members on the outcomes of a meeting she had attended with representatives from Grŵp Llandrillo Menai on their proposed future arrangements for students following the Group's recent announcement that their facility at Denbigh would close.

Members were advised that:

- the Council had been given assurances that the courses currently provided at Denbigh College would be available to current students at the Group's other sites;
- the majority of students currently attending the Denbigh site lived in the north of the county;
- the Group was currently exploring options for re-structuring its provision in a bid to save on costs, Denbigh College had the fewest number of students of all its sites. The number of courses available there were limited, this coupled with the number of students accessing the courses being low made its future unviable;
- the Group planned to deliver some courses in Denbigh in future, these would be delivered at 'Yr Hwb'
- the Group was continuing work with a view to securing the future of the building; and
- the Council would continue to work with the Group in relation to post 16 transition provision and opportunities to fill the deficit provision for Ysgol Plas Brondyffryn students following the College's closure.

The Head of Service confirmed that, in term of mainstream provision, the Council was satisfied with the provision the Group was proposing to provide in future.

7 CORPORATE RISK REGISTER REVIEW, MARCH 2018

The Lead Member for Finance, Performance and Assets introduced the report and appendices (previously circulated) which presented to the Committee the formally updated version of the Council's Risk Register for consideration. As part of his introduction the Lead Member highlighted the main changes to the risk register as outlined in Appendix 1 to the report. At the conclusion of his introduction he

explained that the risk associated with local government re-organisation had been removed from the register recently. However, following the recent announcement that local government reform was again being considered the risk may appear again when the Committee next considered the Risk Register report. With respect of the new risk relating to the return on investment for Denbighshire from the Regional Growth Deal, he explained that this was a very new and unknown risk at present, hence the reason why its inherent and residual risk scores were identical at present. It was anticipated that as the project progressed the residual risk score would reduce. The residual risk score relating to the Council being able to deliver a balanced budget had increased. The decision to increase the residual risk score was based on the fact that going forward the actions needed to secure the delivery of balanced budgets would require some extremely difficult and unpopular decisions to be taken, which would attract unfavourable media coverage and had the potential to damage the Council's reputation.

Responding to members' questions the Lead Member for Finance, Performance and Assets and the Strategic Planning Team Manager:

- confirmed that for ease of reference in future they would provide the summary document of the main changes in a format which would group together risks which were in the same category i.e. new, removed, changed, no changes, with the covering report highlighting the pertinent changes;
- confirmed that issues of risk which were probably of more interest to the public i.e. highway condition, cemeteries etc. would be included in the Service Risk Registers. These registers fed into the more strategic Corporate Risk Register. Risks identified in Services Plans would be managed as part of the process to deliver the Council's Corporate Plan; and
- confirmed that future versions of the register would include the names of relevant Lead Members and risk owners rather than noted 'to be confirmed' (TBC).

At the conclusion of the discussion the Committee:

Resolved: subject to the above observations being actioned to confirm the deletions, additions and amendments to the Corporate Risk Register

8 SCRUTINY WORK PROGRAMME

The Scrutiny Co-ordinator (SC) presented the report (previously circulated) seeking Members' review of the Committee's work programme and providing an update on relevant issues.

Members enquired whether a representative from Kingdom would be in attendance when the Committee would be examining the company's performance in delivering enforcement action on the Council's behalf at its next meeting on 7th June. The Scrutiny Co-ordinator undertook to ask officers to invite the most appropriate senior officer from the company to attend.

The SC informed members that the National Report on Waste Management, due to be presented to the Committee at its June meeting had been rescheduled to the autumn as the report was yet to be published. The Committee:

RESOLVED that subject to the above observations and amendments, the Forward Work Programme be approved.

9 FEEDBACK FROM COMMITTEE REPRESENTATIVES

Councillor Arwel Roberts and Councillor Geraint Lloyd-Williams both praised a recent service challenge meeting which they had attended. Members asked that the latest list of scrutiny committee representatives on Service Challenge Groups be circulated to them.

Meeting concluded 12:42pm

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Report to: Performance Scrutiny Committee

Date of Meeting: 7th June 2018

Lead Member/Officer: Lead Member for Housing, Regulation and Environment

Report Author: Head of Planning and Public Protection

Title: An update report on the use of Kingdom Security Ltd for the enforcement of environmental crime

1. What is the report about?

- 1.1 The report is intended to provide Members with an update on the environmental crime enforcement activities of the Council which is contracted to Kingdom Security Ltd. It outlines how the Council manages the contract, how performance is managed, is it value for money and the conduct of Kingdom officers having regard to the reputation of the Council.

2. What is the reason for making this report?

- 2.1 Members have requested an update on the environmental crime enforcement activities of Kingdom Security Ltd and what controls are in place to ensure the contract is managed appropriately.

3. What are the Recommendations?

That the Committee:

- 3.1 discusses the content of the report; supports the continued strategy and partnership with Kingdom Security Ltd. for the enforcement of environmental crime; and
- 3.2 in line with the instruction from County Council provides Cabinet with recommendations in relation to the future provision of environmental crime enforcement services.

4. Report details

- 4.1 In October 2012 the Council appointed Kingdom Security Ltd to undertake enforcement of environmental crime across the County, accomplish a change of public behaviour and contribute towards the Council's 'clean and tidy streets' priority.
- 4.2 Kingdom provides 1 Team Leader, 4 enforcement officers and 1 administration officer. They are based at Denbighshire County Council's (DCC) Caledfryn Offices, Denbigh and are deployed throughout the County. There is written contract in place that is reviewed annually.
- 4.3 The contract is managed by the Planning and Public Protection service. The Senior

Community Safety Enforcement Officer (Tim Wynne-Evans) is the DCC responsible officer responsible for managing the relationship and oversees Kingdom's performance on a day to day basis. Kingdom officers are regulated by strict evidential and standard operating procedures. Their conduct whilst dealing with all members of the public is documented through the use of body cameras and constantly vetted.

- 4.4 The Kingdom Officers are responsible for enforcing against a variety of environmental crimes including littering, dog fouling, fly posting, smoking in enclosed areas, graffiti and breaches of Public Space Protection Orders. Dog fouling is the most persistent source of complaints and smoking related littering is the most habitual offence that results in Fixed Penalty Notices (FPN) served. Appendix A provides details of all FPN's served over the last 12 months including type of offence and locations.
- 4.5 The Kingdom Officers are deployed on an intelligence led approach. This means they are routinely sent to areas where the highest levels of complaints originate from or where there is evidence of individuals disregarding legislation and committing offences. In accordance with contractual agreements officers' attendance throughout the county has become far more proportionate providing a service to even the smallest of communities. Hot spots receive a greater, more determined enforcement attention. We are also making determined efforts to persuade members of the public to take a more positive stance against offending dog owners. Free dog poo bags and cigarette stubby pouches are provided to the public with appropriate advice.
- 4.6 Personal contact with Members and Town Councillors has become a frequent practice. Personal invitations are commonly made to Members to accompany enforcement officers on patrols within their wards and on environmental audits.
- 4.7 Dedicated patrolling is regularly undertaken to tackle problematic or hot spot areas for dog fouling. These have included early morning and weekend operations at locations such as Marine Lake (Rhyl), East Parade (Rhyl), the Riverside Park and canal path at Llangollen, Cae Ddol Park (Ruthin), Moel Famau (Ruthin) and Nova and Barkby beach, Prestatyn just to mention a few. The dog fouling complaint trend is downwards in Denbighshire. This is reflected nationally in Keep Wales Tidy surveys which shows a decrease in dog foul on the streets. The number of fixed penalty notices served for dog fouling by Kingdom officers in Denbighshire has been consistently amongst the best in Wales. (Appendix C) In 2011/12 prior to Kingdom coming to Denbighshire, the Council served 18 FPNs for dog fouling.
- 4.8 Education is also a significant part of the work undertaken by Kingdom Officers. They routinely provide advice to dog owners and provide free dog poo bags etc. and have attended publicity events at Rhyl Promenade and Moel Famau which were designed to educate the public about environmental crime. The involvement of enforcement officers in such events has proved to be a big success.
- 4.9 Collaboration with Environmental Services provides a joined up approach to prevention and detection of offenders by transferring information and identifying fouling hot spots with the use of pavement chalk spray. The chalk spray and use of stencil messages easily identifies foul for clearance and is confirmed as a warning to offenders that officers are patrolling the area. A significant number of documented complimentary comments have been made by Members concerning

the proactive performance of Kingdom officers and the quality of the management of the resource. Officers have recently presented update reports to all Member Area Groups (MAGs).

4.10 Fixed Penalty Notices (FPNs)

- 4.11 If an environmental crime is committed, then the Officer will serve a FPN against the Offender. Officers exercise their discretion frequently where the person in question is particularly vulnerable or where there are exceptional circumstances. Persons under 18 are not eligible to be served with FPNs. In every set of circumstances officers must consider the full evidence and public interest test. There must be a realistic prospect of a finding of guilt should the case be heard before a Magistrates Court before a FPN is issued.
- 4.12 If a FPN is served then the offender is required by law to discharge the fine imposed (£75 or £100) within 28 days for the majority of offences. If the offender discharges the fine then the matter is closed and no further action will be taken. The total number of FPNs served and the type of offence and the locality of the offence can be seen at Appendix A. It is clear that smoking related littering remains the most prevalent offence and the one that most FPNs are served upon.
- 4.13 If payment is not made after two written reminders within 28 days the Kingdom administrator compiles a Single Justice Procedure to prosecute the offender. This file is reviewed by DCC Management and if we agree, the file is submitted to Legal Services to progress. If successful the Court issue a fine to the offender and in most cases award costs. The fine is paid to Central Government and the Council receive the Court's awards of costs.
- 4.14 Financial information
- 4.15 Regular monitoring of the expenditure and income takes place with the Head of Planning and Public Protection, service managers and colleagues in Finance. The Council has a 'pay as you go' arrangement with Kingdom, whereby we only pay Kingdom for the number of FPNs served. The payment is in effect 60% of the fine. If there are less FPNs served then the Council pay less to Kingdom. This means that the Council has no fixed costs such as salaries etc. Officers believe this provides good value for money i.e. there is no cost to us for the Service and we receive a percentage of the fine from each FPN served, which covers our management cost and "other" related enforcement work.
- 4.16 The current payment rate is 76% before cases are referred to the Magistrates Court.
- 4.17 For 2017/18 the Council paid Kingdom £162,435. This cost is met by the FPN income.
- 4.18 This means that the service of over 4727 FPNs during 2017/18 to tackle environmental crime has not cost the Council anything with visible results in securing cleaner streets.
- 4.19 There is however a substantial amount of income still to be received from those that have not yet paid their FPNs or have not paid the costs awarded by the Courts.

4.20 Public interaction/Complaints

4.21 Between the periods of 2015/16, 16/17 and 17/18 a total of 15,409 FPNs were issued for environmental crime offences. There is no appeal against an FPN, however members of the public are able to submit a complaint in accordance with the Council's corporate complaint policy. Appendix B details the number of complaints received over recent years. Having regard to the amount of notices issued, the number of complaints received as a % of all FPNs served is very low (1%), which is even lower considering the number actually upheld. In the event that Kingdom officers are considered to be underperforming or failing to comply with operational instructions they are removed from site and are immediately replaced.

4.22 All complaints are thoroughly investigated by the Council's Senior Public Protection Officer which involves interviewing officers, witnesses and viewing body camera and public space video footage taken of each incident. DCC Management also routinely check a random number of video footage to proactively monitor the conduct and professionalism of the Officers.

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

5.1 The work contributes to the Corporate Priority of protecting our environment. It is also an integral part of the corporate dog fouling strategy.

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

6.1 The costs are covered by the actual income received. Officers work closely with colleagues in other services.

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

7.1 This is an update report, therefore no Well-being impact assessment is required.

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

8.1 Previous reports have been presented to Performance Scrutiny. Regular updates are provided to the Lead Member, Member Area Groups and City, Town and Community Councils during the year.

9. Chief Finance Officer Statement

9.1 The current arrangement demonstrates value for money for the council.

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

10.1 There are risks of negative publicity but this is managed through good, robust management by DCC Officers.

11. Power to make the Decision

11.1 s2 Local Government Act 2000 - power to do anything likely to promote or improve

the economic, social or environmental well-being of the area.

s111 Local Government Act 1972 - power to anything to facilitate or is incidental to the carrying out of any of the Council's functions.

Section 7.2 of the Council's Constitution stipulates that Scrutiny may review and scrutinise the Council's performance in relation to policy objectives, performance targets and/or particular service areas. It also states that Scrutiny can make reports to the Council or to Cabinet in connection with the discharge of any functions.

Contact Officer:

Head of Planning and Public Protection

Tel No: 01824 706350

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Appendix A 01st January 2017 – 31st December 2017

Offence type

Litter Cigarette	3600	76.17%
Litter all other	142	3.03%
Smoking in a smoke free	803	17%
Dog fouling	90	1.9%
Begging	6	0.13%
Drinking from an open vessel	70	1.48%
Loitering	3	0.06%
Urinating	11	0.23%

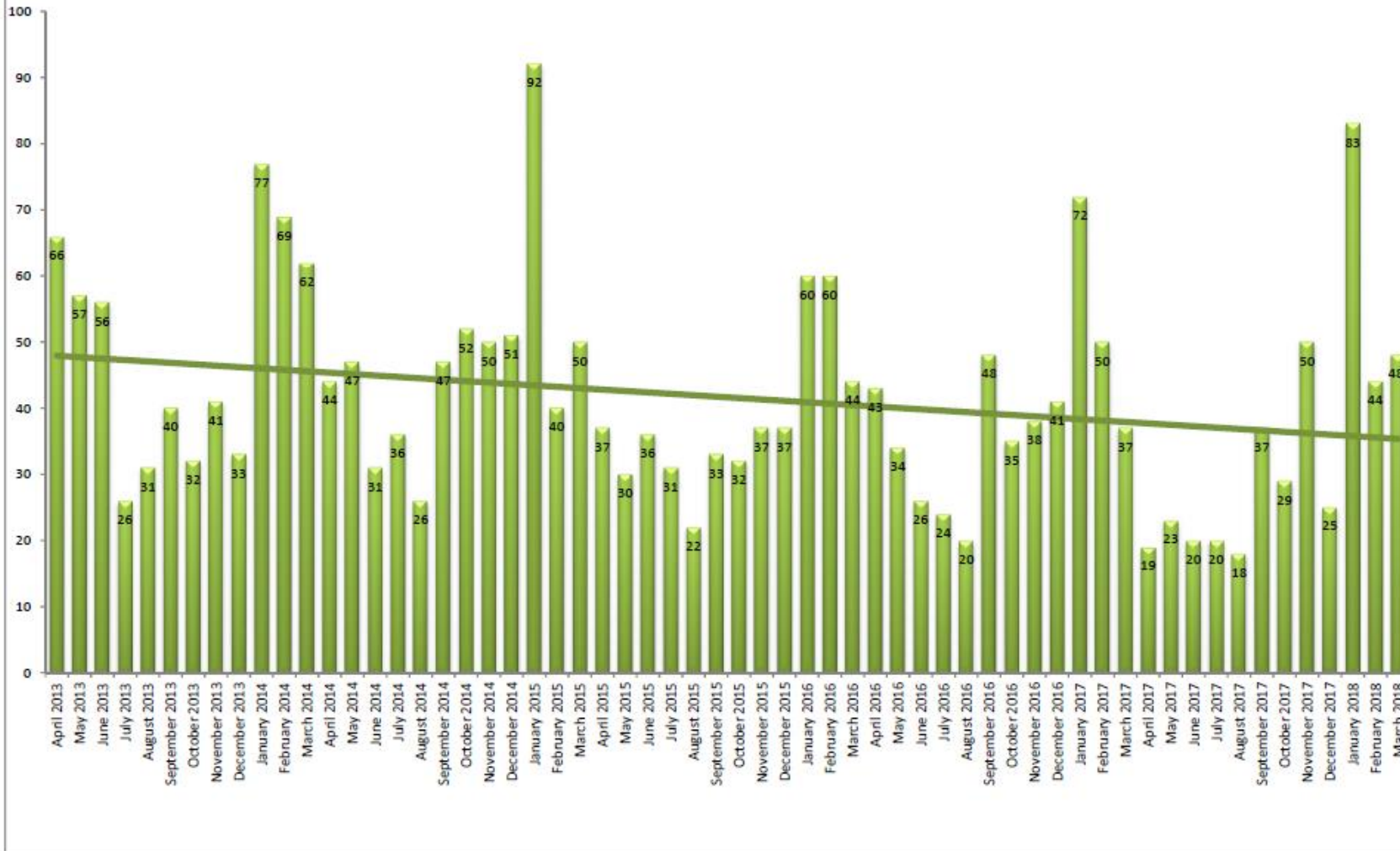
Location

Bodelwyddan	456	9.65%
Corwen	30	0.63%
Denbigh	255	5.40%
Dyserth	9	0.19%
Henllan	1	0.02%
Llangollen	129	2.73%
Llanrhaeadr	8	0.17%
Meliden	8	0.17%
Prestatyn	946	20.02%
Rhuddlan	243	5.14%
Rhyl	2415	51.11%
Ruthin	131	2.77%
St Asaph	90	1.90%
Trefnant	4	0.08%

Appendix B

Year	Total number of complaints received	Not Upheld	Upheld	Partially Upheld
2015	76	66	9	1
2016	85	61	23	1
2017	69	53	13	4

Total Dog Fouling CRMs (with trend)



Keep Wales Tidy Surveys

2014/2015-10.6% of Welsh streets had dog fouling on them.

2015/2016-12.3%

2016/2017-8.9%

2017/2018-8.6%

In 22 LA's in Wales DCC came 1st in issue of dog fouling FPNs with **232**

DCC 2nd with **108**

DCC 4th with **86**

90 FPNs, no all wales comparison figures released yet

Prior to Kingdom undertaking the dog fouling work, DCC were performing poorly in this area, for example in 2011/12 DCC only served 18 FPNs for dog fouling.

Report to:	Performance Scrutiny Committee
Date of Meeting:	7 June 2018
Lead Member/Officer:	Lead Member for Developing Community Infrastructure/ Head of Community Support Services
Report Author:	Statutory and Corporate Complaints Officer
Title:	Your Voice report – Q4 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 Q4 2017/18. The report also includes Social Services complaints received under its 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 Q4 2017/18 (please see appendix 1 for further detail):

- The Council received 115 complaints during Q4 (12% [13] more than the previous quarter).
- The Council received 182 compliments during Q4 (8% [13] more than the previous quarter).
- The Council received 44 suggestions during Q4 (37% [16] more than the previous quarter)

4.2 All but one complaint was dealt with on time giving an overall performance of 99% in Q4 and this contributed to an overall performance for 2017/18 of 98% for the authority. See table 1 and table 1.1 for performance by service for both Q4 and 2017/18.

- A complaint against Education Services was late and a response was given by the service explaining the reason. “It was difficult to gain the views of outside agencies in the timescales and as such the complaint could not be responded to in time, this was compounded by preparation for and the Estyn inspection”.

Mediation has resolved the issues encountered by the complainant.

4.3 Performance Q4 2017/18

- 99% (114/115) of Stage 1 complaints were responded to within timescales. The corporate target is 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”.
- 100% (10/10) of stage 2 complaints were responded to within timescale. The corporate target is 95%.
- Chart 2 in appendix 1 provides a four year trend of performance in relation to responding to stage 2 complaints.

4.4 Stage 1 complaints Q4 2017/18

Only one service (Education Services) failed to reach the corporate target of 95% with one late complaint in Q4. As there were only 3 complaints for the service in Q4 it dramatically affected their return for both the quarter (66%) and the year (75%).

4.5 Outcomes Q4 2017/18

- Upheld: 20% (23 complaints)
- Upheld in part 21% (24 complaints)
- Not upheld 59% (68 complaints)

4.6 Complaints regarding commissioned services: Q4 2017/18

- 12 stage 1 complaints were received regarding services provided by Civica (the same figure as in Q3).
- 10 stage 1 complaints were received regarding services provided by Kingdom Security (compared to 17 in Q3). This accounts for 55% of stage 1 complaints received for Planning and Public Protection during Q4.
- There were 2 Stage 2 complaints received regarding services provided by Civica (and 0 in Q3).
- There was 1 stage 2 complaint received regarding services provided by Kingdom Security (and also 1 in Q3).

4.7 Service Improvements as a result of complaints: Q4 2017/18

A complaint against Planning and Public Protection regarding prolific drug-use in an underground car park was upheld. As a result of the complaint it was decided to

increase the cleaning and inspection regimes. In addition the authority liaised with the police to ensure they were aware of the complaint and the issues encountered. This is an example of how the authority can use complaints to identify and also rectify issues.

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

The Your Voice scheme directly contributes to the corporate priority of Resilient Communities, as its aim is to deliver services which are modern, efficient and well managed.

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.

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Your Voice information

1 Your Voice reporting periods

The following periods are used for reporting data:

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

2 Complaint response timescales

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

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

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	95% of complaints responded to within timescale

Table 1: Overall complaint response times for stage 1 complaints – Q4 2017/18

Service	Quarter 4 - Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	100%
Legal, HR and Democratic Services	1	1	100%
Customers	3	3	100%
Revs and Bens (Civica)	12	12	100%
Education	3	2	66%
Highways & Environmental Services	45	45	100%
Facilities, Assets and Housing	20	20	100%
Planning and Public Protection	18	18	100%
COMMUNITY SUPPORT SERVICES	7	7	100%
CHILDREN AND FAMILY SERVICES	6	6	100%
Corporate Total	115	114	99%

Table 1.1: Overall complaint response times for 2017/18

Service	2017/18 Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	1	1	100%
Legal, HR and Democratic Services	6	6	100%
Customers	15	14	93%
Revs and Bens (Civica)	33	33	100%
Education	4	3	75%
Highways & Environmental Services	135	134	99%
Facilities, Assets and Housing	83	83	100%
Planning and Public Protection	102	100	98%
COMMUNITY SUPPORT SERVICES	19	18	95%
CHILDREN AND FAMILY SERVICES	28	27	96%
Corporate Total	426	419	98%

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

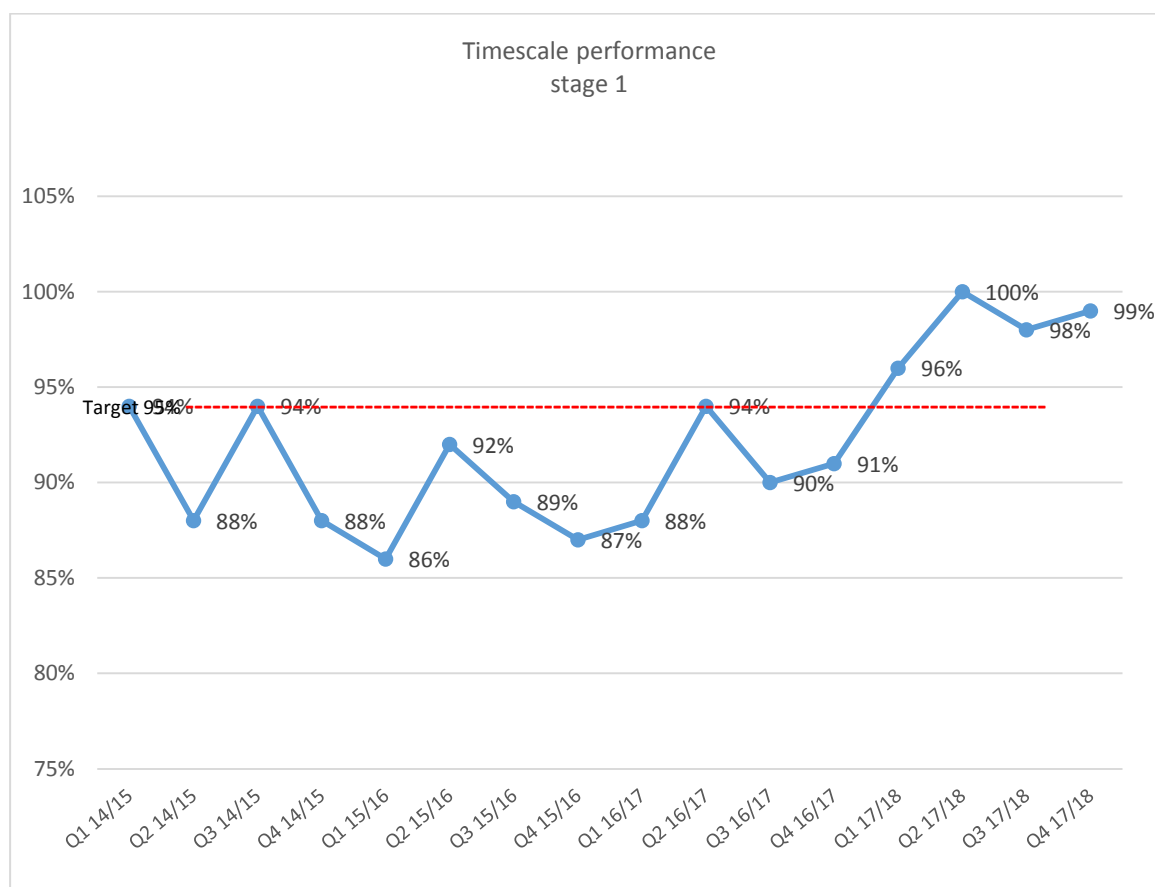


Table 2: Overall complaint response times for stage 2 complaints – Q4 2017/18

Service	Quarter 4 - Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	0	0	-
Customers	0	0	-
Revs and Bens (Civica)	2	2	100%
Education	0	0	-
Highways & Environmental Services	1	1	100%
Facilities, Assets and Housing	3	3	100%
Planning and Public Protection	4	4	100%
COMMUNITY SUPPORT SERVICES	0	0	-
CHILDREN AND FAMILY SERVICES	0	0	-
Corporate Total	10	10	100%

Table 2.1: Overall complaint response times for stage 2 complaints – 2017/18

Service	Total Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	3	3	100%
Customers	0	0	-
Revs and Bens (Civica)	2	2	100%
Education	4	3	75%
Highways & Environmental Services	2	2	100%
Facilities, Assets and Housing	4	4	100%
Planning and Public Protection	15	15	100%
COMMUNITY SUPPORT SERVICES	0	0	-
CHILDREN AND FAMILY SERVICES	1	1	100%
Corporate Total	31	30	97%

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

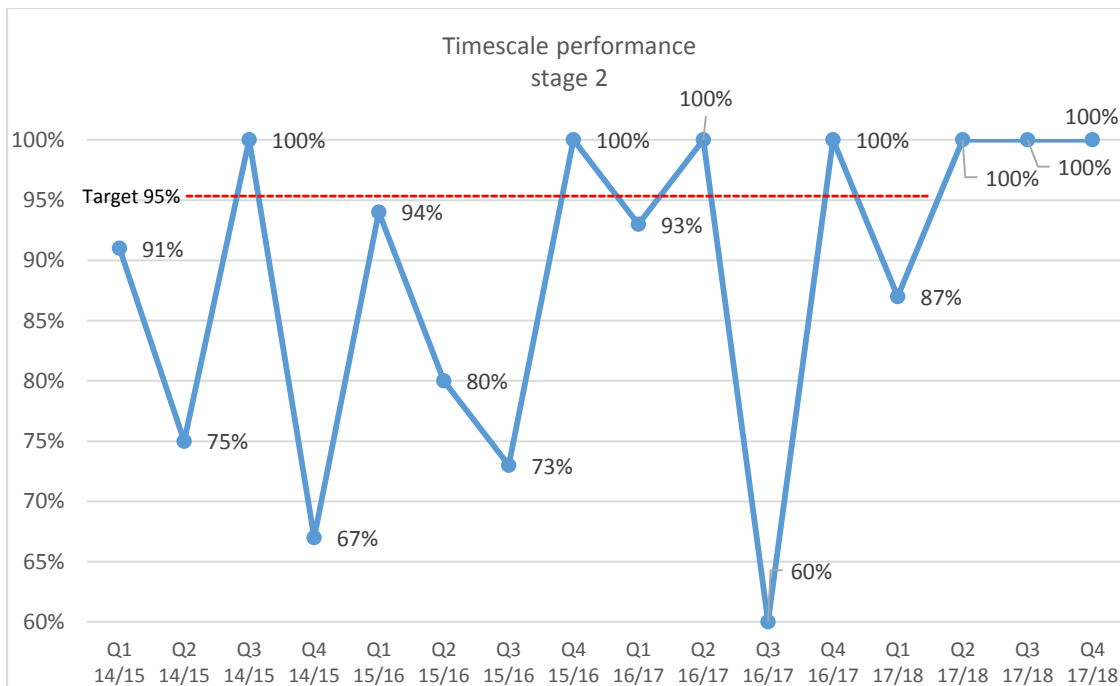


Chart 3: Total number of complaints received – 4 year analysis

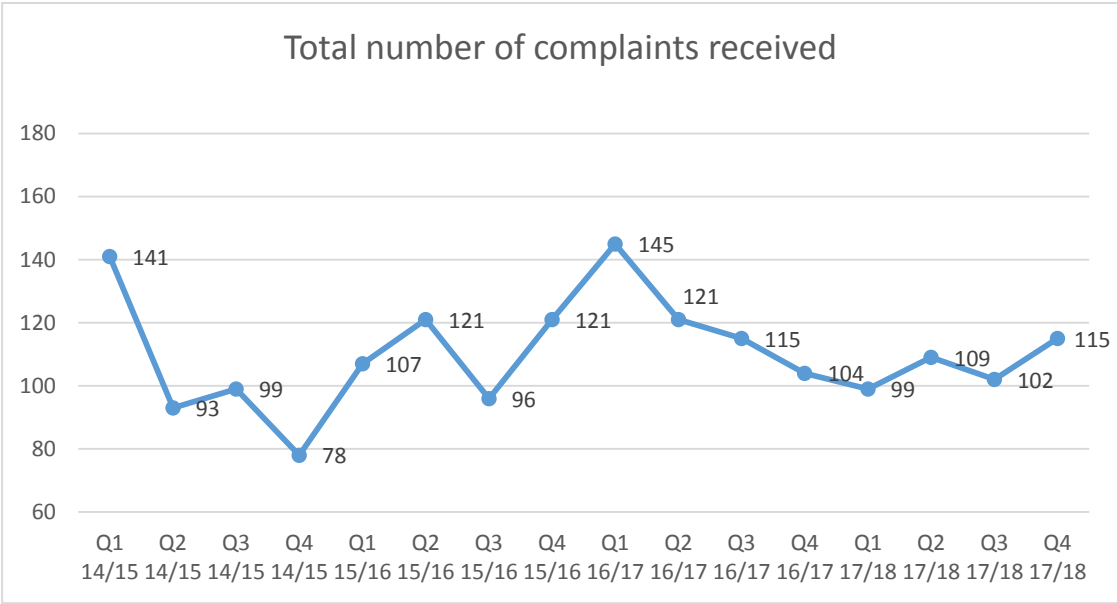
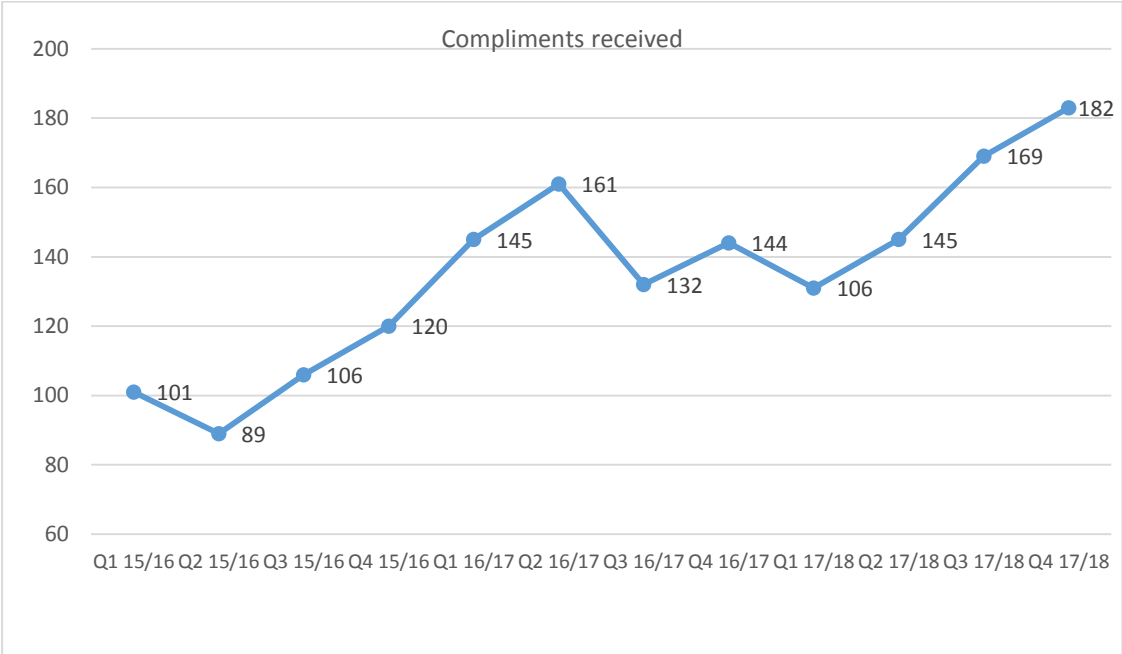


Table 5: Compliments received during 2017/18

Service Area	Q1	Q2	Q3	Q4	Total
Business Improvement and Modernisation	1	0	0	0	1
Legal HR and Democratic Services	1	2	0	0	3
Customers	18	11	25	24	78
Revenues and Benefits	0	0	0	0	0
Education and Children’s Services	21	27	22	26	96
Highways and Environmental Services	15	36	44	78	173
Facilities Assets and Housing	20	21	43	8	92
Planning and Public Protection	16	9	7	1	33
Community Support Services	14	39	28	45	126
	106	145	169	182	602

Chart 4: Compliments received – 3 year analysis



Average Response Times

Based on the last 20 complaints received in 2017/18 the average response times were as follows – both targets being 10 days.

- Adults and Children’s Services 5 days
- Corporate Services 2.5 days

These response times reflect the differing procedures for Statutory and Corporate complaints. Statutory complaints have to be responded to with discussions either face to face or on the telephone and with a subsequent response letter sent before being closed on the system. Corporate complaints – to Highways for example- can be dealt with in the manner they were received so often, an email response to an emailed complaint can go out the same day. Social Services complaints responded to in 1 working day would be recorded as concerns rather than complaints. If these were considered then the average response time for Adults and Children’s Services would be less than the 5 days noted here.

Example complaint – SPoA (Social Services)

MC complained that a safeguarding concern he had passed on to SPoA had not been acted on quickly enough. This was investigated immediately and it was found that procedures that gave priority to all safeguarding concerns had not been followed in this instance. An apology was offered to the complainant and the complaint upheld. As a result of the complaint an Action Plan was agreed whereby the Team Manager in SPoA revisited the priority processes with the team and the error was

learned from. The complaint was lodged on 26th March and a full response sent out on 29th March.

NB: The safeguarding referral was classified as No Further Action once processed.

Complaints to Highways and Environmental Services

Although the number of complaints to the department are high in comparison to others, this could be looked at in the context of the total number of customer interactions. The department has over 160,000 separate interactions with customers per month on waste collection alone. Based on this example and the 25 complaints the department saw in February, only **0.0156%** of interactions result in a complaint. If the other Highways and Environmental Services departments are also considered this percentage would drop still further. It suggests a low number of overall complaints when put in context.

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Report to:	Performance Scrutiny Committee
Date of Meeting:	7 June 2018
Lead Officer:	Scrutiny Co-ordinator
Report Author:	Scrutiny Co-ordinator
Title:	Scrutiny Work Programme

1. What is the report about?

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

2. What is the reason for making this report?

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

3. What are the Recommendations?

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

4. Report details

- 4.1 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.

Amendments to the Committee's Forward Work Programme

- 4.8 In order to ensure sufficient time to discuss the business items on the current meeting's agenda the Chair permitted the deferral of reports, initially scheduled for presentation at the current meeting, to a future date or to be presented as information reports to the Committee. Consequently, the Director of Social Services' Annual Report 2017/18 will be considered at the Committee's next meeting on 19 July, whilst the report on the Customer Effort Dashboard will now be presented to the Committee at its September meeting. As the Right to Buy Scheme has been abolished nationally the Chair has asked that the report on the Impact of the Suspension of the Right to Buy Scheme be circulated as an information report later in the year.

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

Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group met on 26 April 2018, no items were referred to this Committee for consideration. Its next meeting is scheduled for 28 June 2018.

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

Effective scrutiny will assist the Council to deliver its corporate priorities in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council to deliver its corporate priorities, improve outcomes for residents whilst also managing austere budget cuts.

7. What 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.

8. 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.

9. 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.

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

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and

examined as and when they are identified, and recommendations are made with a view to addressing those risks.

11. Power to make the decision

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

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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
19 July	Cllr. Julian Thompson-Hill	1. Corporate Plan (Q4) 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. Bobby Feeley	2. 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 2017/18 and clearly articulates future plans	Identification of any specific performance issues which require further scrutiny by the committee in future	Nicola Stubbins	April 2017 (deferred May 2018)
WG representatives in attendance	Cllr. Brian Jones	3. Capital Funding for Highways Projects	To discuss with WG representatives potential capital funding for maintaining and improving the highway network and to understand the revenue implications to the WG of the impact of the Local Government Borrowing Initiative	A greater understanding of how highways capital funding can be maximised with a view to developing the local economy and supporting the Council to deliver its connected communities corporate priority	Tony Ward/Tim Towers	February 2018
	Cllr. Bobby Feeley	4. Cefndy Healthcare Annual Report 2017/18 and Annual Plan 2018/19	To consider the company's performance during 2017-18 and its Annual Plan for 2018-19	An assessment of the company's performance in delivering its business within budget and meeting targets will assist with the identification of future trends and requirements and support the delivery of the Council's priority relating to Resilient Communities	Phil Gilroy/Simon Rowlands/Nick Bowles	By SCVCG March 2018

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
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/GwE	July 2017
	Cllr. Mark Young	2. Strategic Equality Plan 2016-2018	To review the Council's performance in delivering its Strategic Equality Plan	Identification of aspects of equality and diversity which require strengthening for incorporation into the Council's plans and strategies	Alan Smith/Nicola Kneale/Carol Evans	March 2018
	Cllr. Brian Jones	3. National Report on Waste Management in Wales (including: Waste management- <i>waste prevention</i> Waste management - <i>municipal recycling</i> Waste management <i>procurement of infrastructure</i>)	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 (rescheduled November 2017 & March 2018 as awaiting WAO report)
	Cllr. Julian Thompson-Hill	4. 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/Emma Horan	May 2018
	Cllr. Richard Mainon	5. <i>Customer Effort Dashboard</i>	<i>To monitor the progress achieved in relation to developing the Customer Effort Dashboard and the feedback trend from the new telephony system</i>	<i>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</i>	<i>Liz Grieve/Ffion Angharad</i>	<i>March 2017 (re-arranged February 2018 & May 2018)</i>

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
29 November	Cllr. Richard Mainon	1. Library Service Standards 2017/18	To detail the Council's performance in delivering library services 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/Bethan Hughes	February 2018
	Cllr. Julian Thompson -Hill	2. 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	February 2017
31 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 the 5 year trend in relation to educational attainment in Denbighshire	Scrutiny of performance leading to recommendations for improvement	Karen Evans/Julian Molloy/GwE	July 2017
21 March						
2 May	Cllr. Julian Thompson -Hill	1. Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Nicola Kneale/Emma Horan	May 2018

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
13 June	Cllr. Bobby Feeley	1. Draft Director of Social Services Annual Report for 2018/19	To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2018/19 and clearly articulates future plans	Identification of any specific performance issues which require further scrutiny by the committee in future	Nicola Stubbins	May 2018)
18 July	Cllr. Julian Thompson -Hill	1. Corporate Plan (Q4) 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	May 2018
26 Sept	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/GwE	May 2018
28 Nov	Cllr. Julian Thompson -Hill	1. Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Nicola Kneale/Emma Horan	May 2018
	Cllr. Julian Thompson -Hill	2. 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	February 2017

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
<i>School Improvement Plans</i> [Education]	<i>To discuss with representatives of particular schools their progress in achieving their improvement plans</i>	<i>Provision of support to the schools to ensure they deliver their plans and improve outcomes for their pupils and the school as a whole</i>	<i>Karen Evans/Julian Molloy</i>	<i>February 2018</i>
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
Update on options appraisals for In-house care services - Dolwen [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
Hafan Deg, Rhyl (12 months following the commencement of the contract) <i>Potentially Sept 2019 (tbc)</i>	To monitor the effectiveness of the transfer of the facility and services to an external provider and the impact of the transfer on services-users, staff, local residents and the local community (including lessons learnt from the process)	To evaluate the impact of the transfer of the facility and services on all stakeholders and to assess whether the services provided at Hafan Deg are in line with the contract specification, support the Council's vision for adult social care and the five ways to well-being and the requirements of the Social Services and Well-being (Wales) Act 2014	Phil Gilroy/Katie Newe	March 2018

Information/Consultation Reports

Date	Item (description / title)	Purpose of report	Author	Date Entered
September 2018	Data on School Exclusions in Denbighshire	To detail the number of fixed-term (under and over 5 days) and permanent exclusions from the county's schools for the years 2014/15; 2015/16 and 2016/17. The information to include the numbers per individual school in the county and the reasons for excluding pupils	Karen Evans/Julian Molloy	April 2018
September 2018 & March 2019 [Information]	Corporate Plan 2017/22 (Q1) 2018/19 & Corporate Plan 2017/22 Q3 2018/19 To monitor the Council's progress in delivering the Corporate Plan	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
November 2018	Impact of the Suspension of the 'Right to Buy' Scheme	To evaluate the impact and effectiveness of the suspension of the 'Right to Buy' Scheme on the availability of properties within the Authority's housing stock and evaluate whether this has 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 (deferred May 2018)

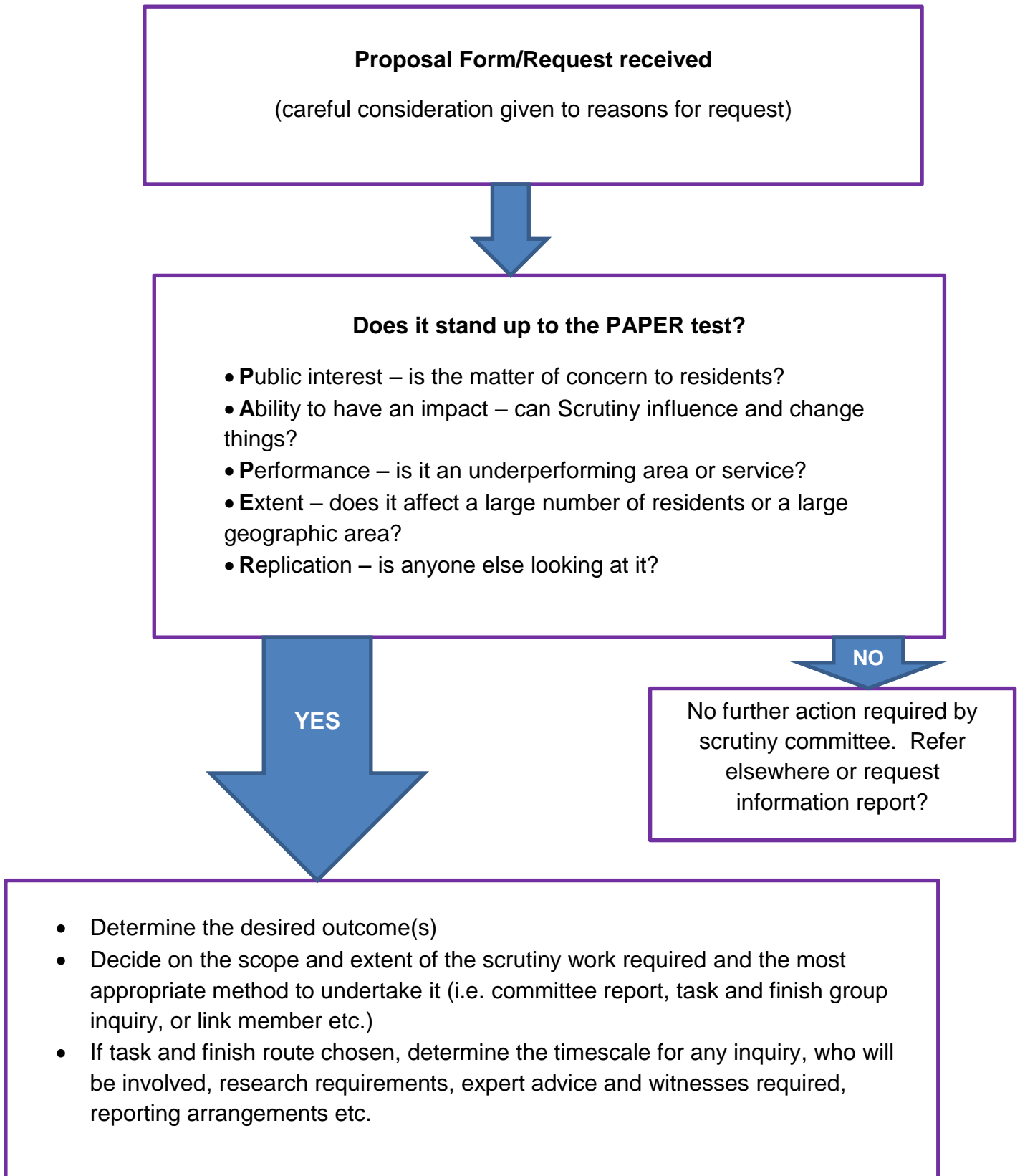
Note for officers – Committee Report Deadlines

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
19 July	5 July	27 September	13 September	29 November	15 November

Performance Scrutiny Work Programme.doc
 Updated 23/05/2018 RhE

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

Consideration of a topic's suitability for scrutiny



Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
26 June	1	Corporate Plan 2017-2022 (Q4)	To review progress against the performance management framework	Tbc	Councillor Julian Thompson-Hill / Nicola Kneale
	2	Insurance Contract Award	Following a tender process to award the contract to the preferred bidder for insurance services	Yes	Councillor Julian Thompson-Hill / Richard Weigh / Chris Jones
	3	Financial Outturn Report	To approve the final position and resulting recommendations	Yes	Councillor Julian Thompson-Hill / Richard Weigh
	4	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	5	Regional Growth Bid	Tbc	Tbc	Graham Boase / Gary Williams
	6	The establishment of a Voids Maintenance Framework	To approve a Voids Works Framework	Yes	Councillor Tony Thomas / David Lorey / Mark Cassidy
	7	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
31 July	1	Business Improvement Districts	To inform members of progress made on developing Business	Tbc	Councillor Hugh Evans / Mike Horrocks

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			Improvement Districts and to make a recommendation in respect of the Business Plan		
	2	Contract Variation for DCC Household Waste Recycling Centres	To request Cabinet approval for a contract variation for DCC Household Waste Recycling Centres	Yes	Councillor Brian Jones / Tony Ward / Tara Dumas
	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
25 Sept	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
30 Oct	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
20 Nov	1	Corporate Plan 2017-2022 (Q2)	To review progress against the performance management framework	Tbc	Councillor Julian Thompson-Hill / Nicola Kneale
	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
18 Dec	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

Note for officers – Cabinet Report Deadlines

<i>Meeting</i>	Deadline	<i>Meeting</i>	Deadline	<i>Meeting</i>	Deadline
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Cabinet Forward Work Plan

<i>May</i>	<i>8 May</i>	<i>June</i>	<i>12 June</i>	<i>July</i>	<i>17 July</i>

Updated 23/05/18 - KEJ

Cabinet Forward Work Programme.doc

Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
26 April 2018	5. PUPIL PROGRESS FROM YEAR 10 TO YEAR 11 (KS4)	<u>Resolved:</u> <i>subject to the above observations and reassurances given that the Committee was confident that all pupils were supported to achieve their full potential at Key Stage 4</i>	The Lead Member and officers have been informed of the Committee's comments
	6. BEHAVIOUR MANAGEMENT IN DENBIGHSHIRE SCHOOLS	<u>Resolved:</u> <i>subject to the above observations –</i> <i>(i) to support the Council's approach towards behaviour management in the county's schools;</i> <i>(ii) to request that an 'Information Report' be prepared and circulated to members following the publication of the 2016-17 data on school exclusions in Wales, detailing the school exclusion figures for Denbighshire, including details for each individual school in the county and the reasons why pupils had been excluded; and</i> <i>(iii) that a visit be arranged for Committee members and co-opted members to Ysgol Plas Cefndy and the Stepping Stones facility</i>	<i>(i) Lead Member and officers notified of the Committee's observations and members' support for the Council's approach towards behaviour management in the county's schools;</i> <i>(ii) The requested 'Information Report' has been scheduled into the Committee's Forward Work Programme for distribution during September 2018 – see Appendix 1 (section on 'Information/Consultation Reports');</i> and <i>(iii) Arrangements are in hand with Education Service officers for members to visit both establishments in the near future</i>
	6. CORPORATE RISK REGISTER REVIEW, MARCH 2018	<u>Resolved:</u> <i>subject to the above observations being actioned to confirm the deletions, additions and amendments to the Corporate Risk Register</i>	Lead Member and officers informed of the Committee's observations

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