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Cyngor sir ddinbych denbighshire County Council

To: Members of the Performance Scrutiny Committee

Date: 24 January 2020

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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, 30 JANUARY 2020** in **MEETING ROOM 4, COUNTY HALL, RUTHIN**.

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

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

AGENDA

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

1 APOLOGIES

2 DECLARATION OF INTERESTS

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

3 URGENT MATTERS AS AGREED BY THE CHAIR

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

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

To receive the minutes of the Performance Scrutiny Committee meeting held on 28 November 2019 (copy enclosed).

5 WORK OPPORTUNITY AND DAY ACTIVITY SERVICES REVIEW (Pages 19 - 88)

To consider an update report (copy enclosed) on the conclusions and outcomes of the review into Denbighshire County Council's in house Work and Day Opportunity services for adults with Complex Disabilities.

10:05 – 10:45

6 VERIFIED EXTERNAL EXAMINATION RESULTS (Pages 89 - 116)

To consider a report by the Principal Education Manager (copy enclosed) on the Performance of Denbighshire schools teacher assessments and external examination results at Key Stage 4 and Post 16. The report also provides results against national information and performance.

10:45 – 11:15

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7 DRAFT STREET NAMING AND NUMBERING POLICY (Pages 117 - 144)

To consider a review report (copy enclosed) by the Performance and Programme Systems Administrator on Denbighshire's Street Naming and Numbering policy.

11:30 – 12:00

8 LIBRARY SERVICE STANDARDS 2018-19 AND DRAFT LIBRARY SERVICE STRATEGY (Pages 145 - 158)

To consider the results of the WG's annual evaluation of the Council's Library Service and examine the new draft Strategy for the Service.

12:00 – 12:30

9 SCRUTINY WORK PROGRAMME (Pages 159 - 180)

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

12:30 – 12:45

10 FEEDBACK FROM COMMITTEE REPRESENTATIVES

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

12:45

MEMBERSHIP

Councillors

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

Voting Co-opted Members for Education (Agenda Item No. 6 only)

Kathleen Jones	Neil Roberts

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PERFORMANCE SCRUTINY COMMITTEE

Minutes of a meeting of the Performance Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 28 November 2019 at 10.00 am.

PRESENT

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

Co-opted Members Kathleen Jones and Neil Roberts attended for Agenda Item 5 – School performance and provisional examination results

Cabinet Members – Councillors Huw Hilditch-Roberts (Lead Member for Education, Children's Services and Public Engagement) and Brian Jones (Lead Member for Waste, Transport and the Environment) attended at the committee's invitation for items relating to their portfolios.

Observers – Councillors Tony Thomas, Graham Timms, Huw Williams and Emrys Wynne

ALSO PRESENT

Chief Executive (JG); Corporate Director Economy and Public Realm (GB); Principal Education Manager (JM); Strategic Planning and Performance Officer (HB-P); Highways, Asset and Risk Manager (TT); Strategic Planning and Performance Team Leader (IM); Democratic Services Manager (SP); Scrutiny Coordinator (RE) and Committee Officers (KEJ & KE)

POINT OF NOTICE

Councillor Huw Jones (Chair) received a warm welcome on his return and he conveyed his thanks for all the good wishes and visitors he had received during his absence.

1 APOLOGIES

Councillor Hugh Irving (Vice Chair) together with Co-opted Member David Lloyd

Councillors Julian Thompson-Hill (Finance, Performance and Strategic Assets) together with Karen Evans (Head of Education and Children's Services)

Members noted that Co-opted Member David Lloyd's term as a Parent Governor was due to end in December following which he would cease to be a member on the Committee. It was agreed to send a letter to Mr. Lloyd conveying the Committee's appreciation for his service and contribution to scrutiny meetings.

2 DECLARATION OF INTERESTS

No declarations of interest had been raised.

3 URGENT MATTERS AS AGREED BY THE CHAIR

No urgent matters had been raised.

4 MINUTES OF THE LAST MEETING

The minutes of the Performance Scrutiny Committee held on 26 September 2019 were submitted.

Matters Arising –

Page 8 – Item No. 5 Hafan Deg, Rhyl – the Scrutiny Coordinator agreed to ascertain whether the new leaflet promoting the service had been distributed and to check on progress with arrangements for a members visit to Cefndy Healthcare.

RESOLVED *that the minutes of the meeting held on 26 September 2019 be received and approved as a correct record.*

5 SCHOOL PERFORMANCE AND PROVISIONAL L2 EXAMINATION RESULTS

[The Head of Education and Children's Services and officers from GwE had been unable to attend for this item due to a meeting with the Welsh Government and apologies for absence had been submitted on their behalf]

The Lead Member for Education, Children's Services and Public Engagement introduced the Principal Education Manager's report (previously circulated) on the performance of Denbighshire's schools and provisional level 2 examination results. The report included the unverified performance of Denbighshire schools and draft external examinations results at Key Stage 4 together with provision of drafts results against national information and performance.

During his introduction and in response to the Committee's concerns regarding the lack of comparable data in which to scrutinise performance results the Lead Member explained that the information contained in the report complied with national guidance and reflected recent changes in the recording of performance data. He referred to a joint communication from Welsh Government, the Welsh Local Government Association and Estyn which strongly advised that a broad range of un-aggregated data and information be used when reporting on school performance. In following that guidance local authorities were not sharing performance data and therefore the report data had been restricted to the information currently available and did not include comparisons with other local education authorities. In addition, given the new interim KS4 measures as part of the education reform programme in Wales and differences across several indicators (as a result of first entry counting rather than best outcome data) it had not possible to compare 2019 figures with previous performance. In considering future performance data it was recommended that provisional performance results be considered by the Committee in September 2020 and a comparison with the previous year's verified results be made in February 2021.

In reporting on the headlines messages the Lead Member referred to slight dips but overall consistency. Both Rhyl High School and Blessed Edward Jones situated in Wales most deprived ward areas had improved on the previous year and reference was made to a recent Schools Standards Monitoring Group (SSMG) meeting at the new Christ the Word school and positive outcomes found in that regard.

During his address to the Committee the Principal Education Manager –

- referred to previous discussions with the Committee on the reporting of performance data information and the need to provide scrutiny with as much information as possible to ensure an open and transparent process
- confirmed the report conformed to national guidance and due to new school performance measures the data was not comparable with previous years
- referred to the new curriculum with the main indicator of 5 GCSEs and schools were focusing on ensuring improvements in that area together with providing a broad and balanced education for pupils
- explained the reasoning behind the capped 9 measure that for pupils to have a broad and balanced education GCSEs should be capped to 9 subjects including core subjects English and Maths with greater opportunities for higher scores
- proposed that in future performance data should include an information sheet and draft examination results in September/October with presentation of the verified results in February together with exclusion and attendance data to provide an overall picture of performance
- advised that whilst there was no formal comparable data with other local authorities some had seen a general dip whilst Denbighshire had seen a slight improvement – where local authorities published their verified performance results it would be possible to gauge Denbighshire's performance in comparison
- reported upon the use of the Free School Meals (FSM) indicator in terms of performance with Denbighshire's results generally being below the Welsh average and described how schools had performed within their FSM family Groups (benchmark figures of FSM would be provided in February) –
    - Rhyl High School and Blessed Edward Jones had over 30% FSM and Rhyl High had performed well within their group and it would be unfair to compare those schools with others in Denbighshire given the levels of deprivation
    - with regard to the top performing schools Ysgol Brynhyfyrd, St. Brigid's School and Ysgol Glan Clwyd were in the same FSM Group with Ysgol Glan Clwyd best performing and Ysgol Brynhyfryd showing a slight dip in results. There was a misperception that St. Brigid's was a selective school but in reality it was not and the school performed well with a high number of pupils with special educational needs
    - Prestatyn High School had demonstrated the biggest improvement
- highlighted the Denbighshire Estyn school inspections profile for 2018 with 6 out of 10 schools inspected receiving excellent judgements with no schools judged as unsatisfactory – Ysgol Plas Cefndy was the only Pupil Referral Unit to receive an excellent inspection in Wales which was a major achievement
- Denbigh High School was in special measures but was making good progress and there had been some improvements in results last summer and improvements in the quality of teaching with intensive support from schools and GwE – the school was likely to come out of special measures in 2020

- GwE had carried out a review at Ysgol Dinas Bran last summer and again recently and the school was making good progress, and historically had been a good performing school.

Whilst accepting the explanation given as to the lack of comparable data, both in terms of comparisons with other local authorities and against previous years data, the Committee still raised concerns in that regard given the need for accountability and some form of statistical data to enable proper scrutiny of performance and to ensure the best education possible for pupils. Members discussed various aspects of the report with the Lead Member and Principal Education Manager who responded to questions and comments raised as follows –

- explained the impact of first entry counting advising that when entering for examinations more than once the best outcome score could be recorded in previous years but from this year only the first entry score would be recorded
- confirmed that the frequency and regularity of meetings between the local authority and GwE had not changed and there were specialist advisers available to schools depending on need and confidence in the service provided
- highlighted the role of GwE as a regional school improvement service commissioned by Denbighshire and five other local authorities to develop and raise standards and provide support for school improvements and Estyn's role in independently assessing schools and providing judgements in five key areas
- it was still possible to compare performance against the Welsh average and from next year to compare with previous year's data to judge performance
- explained that PISA (Programme for International Student Assessment) was a worldwide study evaluating educational systems which was a separate test carried out in a sample of schools for which no revision was required but schools had focused on skills needed for PISA and it was hoped there would be an improvement in those results
- advised that all pupils were required to take GCSE English Language and an option to take GCSE Literature – previously only one or the other was counted but now there was a separate measure for each; all pupils were required to take GCSE Maths and numeracy was a separate paper
- explained the purpose of the various boards set up to scrutinise school performance and keep track of progress including the Accelerated Improvement Boards and Local Quality Standards Board and also reported upon a pilot in two Denbighshire schools with a view to developing a new national model
- to enable schools to develop and introduce the new curriculum Estyn inspections would not be undertaken for twelve months however any schools in difficulty would still be supported during that period
- it was clarified that GwE did have performance data for all local authorities in North Wales but that information was not being shared between local authorities in order to comply with the Welsh Government directive – it was possible that the directive could be lifted once the new curriculum had been developed and established within schools
- it would not be realistic to compare this year's data to previous years given the key differences in the recording of data
- given the recent categorisation of two Rhyl wards as the most deprived in Wales it was confirmed that Free School Meals data could be used as an aid for

comparing against other similarly deprived areas – Rhyl High School performed well against schools within the FSM family group with similar characteristics; Blessed Edward Jones performed substantially below Rhyl High School but compared satisfactorily with others in the family group. Given the new Christ the Word school there was confidence that there would be further improvement

- in terms of pupils wellbeing and bullying it was confirmed that Estyn consulted with parents and pupils as part of their inspection process and there were various processes in place to address those areas – it was noted that CAMHS (Children and Adolescent Mental Health Services) had been before Partnerships Scrutiny Committee and was a separate issue to the item under consideration
- reported upon the strong working relationship between Ysgol Gwernant and Ysgol Dinas Bran with the latter school keen to develop the Welsh stream however there was some frustration regarding the take up of Welsh Medium education generally in the area which was as a result of parental preference
- referred to pupils who were educated other than at schools (EOTAS) and the rights of parents – whilst the situation was monitored by the local authority they had little control in that regard. Those pupils were included in the performance data but most were unlikely to gain L2+ which demonstrated that those pupils were succeeding but at a lower level than school pupils – further data in that regard could be included in the next report
- accepted that the full impact of the investment in Rhyl High School and the new Christ the Word School would likely been seen in terms of results as pupils progressed through the school to GCSE level in approximately 5/6 years' time.

At the conclusion of the discussion the Committee –

RESOLVED –

(a) to acknowledge the information provided regarding the performance and monitoring of Denbighshire schools;

(b) to receive a report on the verified external examination results in January 2020 to also include school absenteeism and exclusion data, and

(c) to receive further comparative data as it became available in future years with regard to the provisional and verified performance results on an annual basis in September and February respectively.

6 AVOIDANCE AND REDUCTION OF PLASTICS IN DENBIGHSHIRE COUNTY COUNCIL OFFICES

The Lead Member for Waste, Transport and the Environment introduced the report which had been produced by the Use of Plastics Task and Finish Group following a Notice of Motion (July 2018) to Council where it was resolved that the Council 'supports in principle the reduction in the use of plastic but asks that it be referred to Scrutiny for detailed consideration and a further report back to Council'.

Councillor Emrys Wynne, Chair of the Use of Plastics Task and Finish Group detailed the work of the Group and considerations as to how best to meet the objectives set by Council. It had been agreed to focus on what was achievable and

in the first stage to remove single use plastic where possible in Denbighshire's council offices. Councillor Wynne proceeded to present the report findings and recommendations/action plan of the Group and explained how the Council could avoid and reduce its use of plastics in its own offices in a deliverable and sustainable way and he sought the Committee's support for that report and its submission to County Council in January 2020.

Members' attention was drawn to the proposed action plan which also included the impact of taking those actions and any savings made as a result – however the driver had been to reduce single use plastic and not to make savings. Councillor Wynne proceeded to elaborate upon each of the proposed actions as follows –

- stop the provision of plastic water cups at water coolers within council buildings
- encourage the reuse of water bottles to refill at water coolers
- remove water coolers altogether
- stop the provision of cups at refreshment points within council buildings
- staff campaign to 'bring your own cup' to work/office/meetings
- remove refreshment stations altogether from council offices
- reduce provision of plastic milk containers 'jiggers' at refreshment points / plastic stirrers (not applicable) – wooden stirrers
- promote behaviour change to either avoid or reduce plastic use to council staff
- stop purchase of plastic stationery wallets in all services
- remove vending machines completely
- arrange consultation with School Forum to challenge 'avoidance and reduction of plastics' in our council offices.

The Committee was asked to support continuation of the Group to further explore and investigate options to avoid and reduce plastics in other areas of the Council (with the next focus on school catering), and to encourage staff to look at how to avoid or reduce plastics within the Council. The remainder of the report highlighted ways to reduce plastic use. Finally Councillor Wynne thanked the Strategic Planning and Performance Officer for producing the report and also welcomed a member of the public in attendance who had an interest in the environment and who had attended a recent talk he had given at a Friends of the Earth meeting.

The Committee welcomed the report and thanked the Group for their hard work in devising ways of reducing and removing plastic use and fully supported their continuation to identify measures to support more environmentally practices.

The following matters were raised during the ensuing debate –

- the Committee was keen to publicise the good work being undertaken and in encouraging environmentally friendly practices and it was noted that in the event the recommendations were approved by Council a press release would be timely; the Scrutiny Coordinator also reported upon more general work to raise scrutiny's profile and identify key messages and themes from meetings to highlight via the press office and social media
- it was acknowledged that reduction in the use of plastics across the authority was a massive undertaking and therefore an incremental approach was

proposed by the Group in order to focus on particular areas, initially where it was anticipated that maximum and timely results could be achieved, whilst also accepting that some areas would be more complex, require greater consideration and would be more difficult to address; to this end the next area proposed for consideration by the Group was school catering

- the reduction/removal of plastics at leisure centres (which would be managed by Denbighshire Leisure Limited from April 2020) may be an area for the Group to consider at a later stage but in any event the new company was required to comply with council policies and therefore any future decision or direction in that regard would also apply to the new company – in the meantime it was hoped that leisure centres would operate in this spirit pending any formal policy
- members supported the proposed recommendations as detailed within the report and use of the communications department to encourage both staff and visitors to bring their own mugs and snacks into the office and it was noted that Co-opted Member Kathy Jones had suggested a reminder to 'bring your own mug' could be put on the front of meeting agendas to further encourage that practice – it was noted that the intention was to provide visitors with china cups
- the use of the communications department was considered key to publicising and promoting environmentally friendly practices and discouraging the use of plastics both within the council and in the wider community – highlighting the culture and aspirations of Denbighshire in this regard
- reference was made to the difficulties of the Task and Finish Group in identifying the most appropriate areas to focus on, particularly given that the use of plastics by other departments was unknown, hence the focus on quick wins and maximum impact and the choice of school catering as the next area to consider
- it was noted that the culture of the organisation was also a key consideration and in order to engage and focus staff it was suggested there may be merit in seeking the views/ideas of staff during appraisals with regard to reducing plastic within their departments or to provide a section within reports detailing what actions individual departments were undertaking to reduce plastic
- it was noted that an incorrect date of February 2019 had been recorded on page 29 which would be amended to February 2020 for the report to Council
- at the invitation of the Chair the member of the public present referred to the number of people coming into the council offices with single use plastic coffee cups from outside retailers which she felt should be discouraged. Members agreed that this aspect could be covered within the proposed staff promotion campaign to 'bring your own cup' to work/office/meetings and discouraging the practice of bringing single use plastic cups into the building
- it was confirmed that there would be engagement with staff through a number of channels and not just via trade unions
- whilst not directly related to the report under consideration there was some discussion on how best to encourage residents and the public to adopt environmentally friendly practices and it was suggested that information could be included with council tax bills to households in the county – the links with other council work streams relating to the environment, including reducing carbon emissions and climate change was also highlighted and the need for focused public engagement whilst also acknowledging the Council's limited remit in that regard. It was agreed to advise the communications team of the outcome of scrutiny debate and recommendation to Council.

RESOLVED *that the Committee recommends –*

(a) that the proposed recommendations/proposed action plan (Appendix 1 to the report) be submitted to County Council for consideration to ensure –

- *an action plan for a reduction in the use of plastics within Denbighshire County Council offices will be implemented within the Council*
- *achievement of objectives within the action plan will demonstrate that the Council is taking a lead in Denbighshire in reducing the use of plastics*
- *a reduction in the use of plastics by Denbighshire County Council will contribute towards the Environmental Priority contained within the Corporate Plan*

(b) that the Use of Plastics Members Task & Finish Group continue its work for a further 12 months with a view to proposing further actions in the area of: School Catering (which is currently out of scope in this proposal) plus broader procurement around plastic, and

(c) the 'avoidance and reduction of plastics within the Council' be a work stream linked to the wider Climate Change and Ecological Emergency response.

At this juncture (11.50 a.m.) the committee adjourned for a refreshment break.

7 HIGHWAYS CODE OF PRACTICE

The Lead Member for Waste, Transport and the Environment and the Highways, Asset and Risk Manager presented the new Highways Code of Practice for members' views prior to its submission to Cabinet for formal adoption.

Members were advised that the highway authority had a statutory duty to maintain the adopted highway network safely but, to a degree, the standard to which it should be maintained was at its discretion. Some background was provided in terms of the legislative responsibilities placed on highway authorities and the potential for litigation from claimants as a result of perceived failure of the Council to fulfil those duties. To maintain the highway network safely and defend against such claims the Council had aligned its practices with an industry wide Highways Code of Practice (CoP) which was put in place in 2005. In 2016 a new CoP was produced by the UK Roads Liaison Committee based on a risk assessment type approach and, in recognition of diminishing budgets, allowed for a focus on areas of greatest need. To enable a more consistent approach across Wales a joint CoP document had been produced by Welsh highway authorities setting out minimum standards all authorities would work to and it was recommended that, following scrutiny, the Committee endorse the new CoP for submission to Cabinet and formal adoption.

During the ensuing debate members were generally supportive of the new CoP which clearly set out the minimum standards required and the commitment of the authority to safety maintain the highway network in the county, and they took the opportunity to discuss various aspects of the new CoP and the inspection and maintenance regime with the Highways, Assets and Risk Manager.

In response to questions the Highways, Assets and Risk Manager advised that –

- funding would be targeted at areas of greatest need to help deliver an efficient service within available budgets to manage risk in a cost effective manner
- during statutory inspections defects were recorded by inspectors on electronic tablets with regard to the highway inspection defect recording manual
- in terms of defects reported through the CRM system followed up by the service, reports should clearly define the defect which would be assessed against the dimensional criteria measurements to ascertain what action if any was required – it would be useful if reports included a photograph of the defect which could be accommodated under the new CRM C360 system
- the definition of a pothole had been clearly defined in the CoP in terms of its dimensions and the defect would be categorised in accordance with those levels
- the CoP did not relate to resurfacing works which was a separate work stream
- in response to concerns regarding the practice of temporary repair work as a precursor to permanent repair, the new CoP would set minimum standards in order to focus funding based on need and potholes would be filled in such a manner to fulfil the Council's statutory duty in that regard; there were other highways strategies to address issues raised in terms of resurfacing schemes and patching works which were outside the remit of the new CoP document
- with regard to concerns over specific works carried out by utility companies and developers resulting in a detrimental impact on the highway it was confirmed that inspections were carried out by the Council and action taken but it was a separate issue outside the remit of the current report item
- whilst the importance of dropped kerbs was acknowledged it was not a statutory requirement and therefore had not been included within the CoP
- the minimum frequency of weed removal and gully clearing had been included as planned maintenance in the CoP and the timing of carrying out those activities was crucial to ensure maximum effectiveness – given that the Council would be constrained by the document it was important to build in some flexibility and the minimum standards for activities could be exceeded if justified
- there was no specific mention of ditch clearing but there was reference to obstruction clearance from watercourses as part of the cyclic planned maintenance and there was the flexibility to carry out other activities
- clarified that the CoP related to the statutory inspection of the highway with a regime of inspections of varying types and frequencies and in terms of competency requirements a manual had been produced for each inspector which would be followed up with competency training
- whilst it would be too onerous to report back on the category of defect through the C360 system steps were being taken to ensure a response was provided to all issues raised through that system; raising awareness of the defect categories could be carried out through publication on the Council's website.

Due to time constraints and the number of highway issues raised which did not directly relate to the new CoP item, members were asked to take up those issues directly with the Highway, Risk and Asset Manager outside of the meeting.

At the conclusion of the discussion it was –

RESOLVED *that the Committee –*

(a) recommends the new Code of Practice (Appendix B to the report) to Cabinet for formal adoption so that the standards of maintenance can be applied in Denbighshire and the Council can use the Code of Practice in defence of claims against the authority, and

(b) confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix A to the report) as part of its consideration.

At this juncture (12.15 p.m.) the committee adjourned for a lunch break and resumed proceedings at 1.10 p.m.

8 CORPORATE PLAN PERFORMANCE REPORT QUARTER 2, 2019 TO 2020

The Strategic Planning & Performance Team Leader introduced the report explaining the use of the new accessibility template format and consequent omission of the ROYG status flags. The report reviewed the Council's progress at the end of quarter 2 2019/20 in delivering the Corporate Plan.

Housing.
The Committee were apprised of the abundance of activity on the Housing priority (page 96) including:

- new homes being provided through the renovation and conversion of the former house in multiple occupation at 40 Brighton Road;
- the planning application for the development of 22 Passivhaus (extremely low energy usage) homes in Denbigh and
- 69 empty properties being returned to use.

The tranche review had identified further work requirement amongst young people's needs. The Young People and Housing Board had devised an action plan on changing assessment results and would be reporting back in quarter 3.

Connected Communities.
Referring to the quarterly table of measures comparing 5 data points (page 103) it was explained that status note 'Does not apply' was usually due to lack of data (new measure) or data that it would be inappropriate to apportion a target to.

Resilient Communities.
Year to date figures reported an increase of 17.9% in repeat domestic abuse victims. Whilst there had been a decrease over the whole of North Wales there had been a larger increase in Denbighshire than Conwy. It was noted that figures were reported quite late due to the delays in the Courts process.

Support for carers appeared to have made a significant drop compared to the same time last year. Following conversations with the Head of Service, it was understood that this drop was attributable to a data collection issue, which the Service was looking to resolve."

Environment.

Most of the data around this priority was recorded annually, most of the projects were on target including:

- reduction of carbon emissions;
- launch of nature corridor (ENRaW Project) across Denbighshire, Flintshire and Conwy and
- reduction of the Council's use of plastics.

Young People.
The new attainment measure that locally focussed on the percentage of pupils achieving the level 2+ threshold would be reported in quarter 3 once the data had been validated.

Responding to the Committee's questions the Strategic Planning & Performance Team Leader advised:

- the Resident Survey sought responses from a broad cross-section of Denbighshire's residents, being promoted online, at libraries, one-stop-shops and council receptions;
- figures reflect completed housing and tend to be a year in arrears. It was anticipated that going forward the rate of progress would increase rapidly:
- members expressed their frustration with the pace of the roll-out in rural areas, but that a new post, hosted by Wrexham and dedicated to Denbighshire, would hopefully see improvements being made in the county, and
- a new project would train front facing service staff to recognise domestic abuse in the community.

RESOLVED *that the content of the draft Corporate Plan Performance Report Quarter 2, 2019 to 2020 be agreed.*

9 CORPORATE RISK REGISTER REVIEW, SEPTEMBER 2019

The Strategic Planning & Performance Team Leader presented the Committee with the Corporate Risk Register report (previously circulated) on behalf of the Strategic Planning and Performance Officer.

Attached to the report appendix 2 listed the core changes. There were more amendments than usual due to changes in service structures and lead member portfolios.

In addition there were two new risks:

I. 00043 - The risk that the council does not have the funds or resources to meet its statutory obligations under the Additional Learning Needs (ALN) and Education Tribunal (Wales) Act 2018 and
II. 00044 – The risk of Ash Dieback Disease (ADB) in Denbighshire leading to serious disruption, budgetary impacts, risks to infrastructure and the increased potential for deaths and injuries.

The Strategic Planning & Performance Team Leader advised the Committee that the Risk Management Guide would now include guidance on Risk Appetite, highlighting to Members the key changes within the document, what this means for analysing risk, and the appetite statements agreed by senior management and Cabinet. Scrutiny Members expressed approval of the Risk Appetite approach and statements. Henceforth, from the February review, Appendix II would contain a new column detailing Corporate Risks against the council's Risk Appetite Statement – the level of risk prepared to tolerate or accept as a Council in pursuit of long term, strategic objectives.

Responding to Members' questions the Strategic Planning & Performance Team Leader advised that:

- guidance had been sought from the Authority's Strategic Risk Consultant – Zurich Insurance Ltd;
- in terms of digital security ICT ensures maximum security as an accredited Authority;
- the Authority's Geographical Location System would identify whether potentially affected Ash trees were on Denbighshire County Council property and
- Welsh Government assumed that the ALN obligations would be cost neutral and no additional funding would be provided.

Councillor Martyn Holland asked that consideration be given to potential income generation by disposing of any Council owned felled ash trees profitably for fire wood.

RESOLVED: - *having considered the amendments to the Corporate Risk Register, and subject to the provision of the above information, to receive the revised version of the register.*

10 SCRUTINY WORK PROGRAMME

The Scrutiny Co-ordinator introduced the report (previously circulated) seeking Members' review of the Committee's work programme and providing an update on relevant issues. Members were reminded that the proposal form for scrutiny forward work programme (appendix 2) should be completed for the Scrutiny Chairs and Vice-chairs Group to review and allocate.

The next meeting of the Performance Scrutiny Committee would be 30th January 2020. The following amendments were agreed:

- the Customer Relationship Manager system be moved to the meeting on 19th March 2020 and
- the Draft Sustainable Travel Plan be deferred to 16th July 2020.

The Scrutiny Co-ordinator advised the Committee that at the previous Scrutiny Chairs and Vice-chairs meeting The Communications and Campaign Management Team Leader had requested that at the end of each scrutiny committee meeting a few key message/points of interest arising could be highlighted for the Communications and Marketing team to highlight on social media. It had been agreed to trial the idea for a few meetings.

The Committee proposed the review of the avoidance and reduction of plastics in Denbighshire County Council offices be the key message from that meeting.

Following a recent service restructure and the establishment of Denbighshire Leisure Ltd. the committee was asked to review their quota of Service Challenge representatives. Councillor Arwel Roberts was nominated to represent the Committee on the Planning, Public Protection and Countryside Services Service Challenge. All other representation remained the same.

The Committee was advised that the Scrutiny Chairs and Vice-Chairs Group had appointed Councillor Huw Williams as the Scrutiny Chair to serve on the Strategic Governance Board of Denbighshire Leisure Ltd.

RESOLVED: - *that subject to the above the Forward Work Programme be approved.*

11 FEEDBACK FROM COMMITTEE REPRESENTATIVES

Councillor Arwel Roberts had attended the School Standards Monitoring Group (SSMG) for the new Christ The Word school in Rhyl. Despite the challenge of the increased size of the school he reported positive feedback on both the new Head Teacher and school itself from a group of pupils.

Councillor Ellie Chard had the SSMG meeting for St. Brigid's School and found it very interesting. She was surprised at the number of children with Special Education Needs (30%) and free school meal uptake (7%).

RESOLVED *that the feedback be noted.*

Meeting closed at 14:35

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Report to	**Performance Scrutiny Committee**
Date of meeting	**30th January 2020**
Lead Member / Officer	**Cllr Bobby Feeley/Phil Gilroy**
Report author	**Alan Roberts**
Title	**Work Opportunity and Day Activity Services Review**

1. What is the report about?

This report aims to update Members on the conclusions and outcomes of the review into Denbighshire County Council's in house Work and Day Opportunity services for adults with Complex Disabilities.

2. What is the reason for making this report?

To provide information regarding progress to date of the review of Community Support Services Work Opportunity and Day Activity Services for adults with complex disabilities.
To give the Committee the opportunity to comment on its outcomes and recommendations as detailed in the attached report and executive summary. (Appendix 2)
To seek Committee's agreement to progress to testing the market in relation to the services Meifod Wood Products and Garden Control

3. What are the Recommendations?

3.1. That the Committee confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix 1) as part of its consideration.

3.2. That the Committee comments on the intention to relocate four services (Popty Catering Services, Y Bont, Jobfinding and The Golden Group) and to combine Y Bont and The Golden Group into one co-located service.

3.3. That the Committee considers and comments upon the proposal to explore the setting up of social firms relating to two activities currently being carried out by the service.

4. Report details

4.1 In October 2018, Community Support Services Leadership Team commissioned a review into the provision of day activities for adults with complex disabilities. The review focussed primarily on what is provided “in-house” and how well the services are meeting the needs of the people, in line with current legislation, and regional and local approaches. DCC provide these services to approximately 215 people with complex disabilities (mostly adults with learning disabilities). The review considered changes in expectation and demand, and the challenges faced by services. The review also includes a detailed analysis and comparison to external provision within the county.

4.2 The review looked at where we are now and where we want to be and considered each setting individually in order to be able to make specific recommendations based around the needs of the individuals attending, the type of service offered and the resources required in order to promote sustainability for the future.

4.3 The review took into account the views of all the stakeholders: those that attended each setting, their parents and carers, the staff who work in each service and the members of the Complex Disability Team, who refer people to the services. In all, the views of over 150 individuals were received, which gave an overview of what people thought was good about the service, and what they felt should be improved.

4.4 People’s responses highlighted that what they felt was good was: the staff that worked in each setting, the tasks and activities that were performed, the money that people received for attending, the other people that also attended and learning new skills and getting better at skills they already had.

4.5 What people felt could be improved was: the accommodation, more opportunities to take part in ‘real’ paid work, a more diverse range of activities, and/or the chance to attend on more days and increased attendance payments.

4.6 It is clear from the comments received as part of the review that what is provided is valued, even if it is acknowledged to have shortcomings, and that most people who attend, or have family members attend, want this type of service to continue – but hopefully even better than it is currently (enough good quality space, greater variety of opportunities, including paid employment etc.).

4.7 This would need to be delivered against a backdrop of limited resources and an acknowledgement that the needs of those expected to be accessing these services in the future are likely to be more complex. Therefore, taking all the feedback into account, together with the need to ensure, as far as we are able, that services will be sustainable into the future, the recommendations from the review are as in the Executive Summary (Appendix 2).

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

The outcomes from the review, if actioned, would contribute to the Corporate Priority of Resilient Communities. It would do this by ensuring that Carers had a break from their caring responsibilities as those they care for would attend services during the day. It will also help those adults with a learning disability who want and need work based training and experience to receive a more streamlined, seamless service within their local community.

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

There will be costs associated with the relocation of Popty Catering Services and Y Bont and detailed plans are being drawn up for these, with proposals due to be placed before Strategic Investment Group (SIG) in the near future. Once Popty and Y Bont have relocated, this will leave their current accommodation, the old Lifeguard factory, Canol y Dre, Ruthin, free to be disposed of, potentially providing capital receipts which may offset the costs of the relocations.

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

This project is expected to deliver a positive impact on the well-being of the Citizens receiving these work opportunity and day activity services, and the workforce delivering them. Services are, and will continue to be closely monitored, however it would not be possible to quantify the benefits to 2050. The project takes into account the population needs assessment undertaken as a requirement of the Social Services & Well-Being Act 2014. The project also takes into account the regulation and Inspection of Social Care (Wales) Act 2016 and the national review of domiciliary care in Wales (by the Care and Social Services Inspectorate for wales) above and beyond 2020.

Those involved in undertaking the impact assessment were Members of the Work Opportunities task and finish group, made up of officers across Community Support Services and Finance. The draft impact assessment was then reviewed by the Critical Friends group. A copy of the Wellbeing Impact Assessment can be found at Appendix 1.

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

Over 150 responses were received as part of the review, from staff, citizens accessing the service and their carer's. Questionnaires were used in the consultation plus face to face interviews with participants in the service by an Officer of the Council that was independent of the services. The Member Task and Finish Group have also been consulted on the results, outcomes and recommendations of the review. Staff teams potentially affected by the review have been met with to discuss the possible impact upon them, and citizens and their carers have been circulated with the outcomes of the review together with contact details and the offer to meet to discuss any concerns. The Trades Unions have also been kept informed.

Responses received have, in the main, been positive with concerns expressed by parents/carers around the ongoing support for their cared for person being consistent and the disappointment that two of the settings, currently sharing the Canol y Dre premises would no longer be able to be co-located. Communication with all affected stakeholders will be ongoing throughout the various processes.

9. Chief Finance Officer Statement

Not required at this stage.

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

Funding. There is a risk that the necessary funding to enable successful relocation of services cannot be secured. This risk is mitigated by the fact that the Authority wishes to dispose of the former Lifeguard factory in Canol y Dre and can do so only when the services currently in there are relocated. Proceeds from such a sale may offset these costs.

There is the risk that there would be insufficient interest from appropriate organisations in bidding for the two services identified as having potential to operate as Social Firms. This risk will, hopefully, be mitigated by engaging with the market at an early stage to ensure that we understand not only the level of interest, but also any issues which might be perceived as obstacles to potential bidders.

11. Power to make the decision

Scrutiny's powers with respect to this matter are set out in Section 21 of the Local Government Act 2000 and Sections 7.4.2(b) and (d) of the Council's Constitution.

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Appendix 1

Review of Denbighshire County Council Work Opportunity and Day activity services for people with complex disablities.

Well-being Impact Assessment Report

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

Assessment Number:	691
Brief description:	A review of DCC Work Opportunities and day activity services has been completed. The review considered changes in expectation and demand, and the challenges faced by services. The review also included a detailed analysis and comparison to external provision within the county. Proposals have been made around the restructuring and externalising of some of the current arrangements.
Date Completed:	Version: 0
Completed by:	
Responsible Service:	Community Support Services

Localities affected by the proposal:	Whole County,
Who will be affected by the proposal?	Citizens who use the services and their families/advocates. Staff and management employed by Denbighshire County Council who work in the Work Opportunity and Day activity services. DCC staff and partner agencies (i.e. Health) who make referrals to the service. Provider agencies who supply staff to the service. Customers who purchase goods/services from the service.
Was this impact assessment completed as a group?	Yes

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

(3 out of 4 stars) Actual score : 25 / 30.

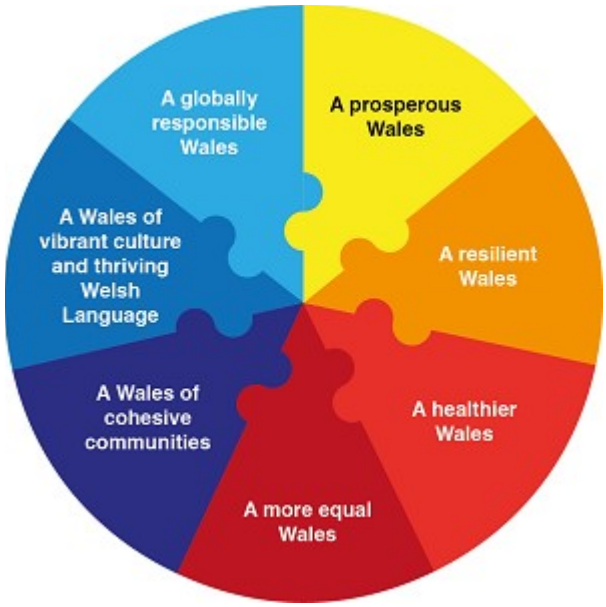
Implications of the score

Citizens, their families/advocates and staff have been consulted with and their views will be taken into consideration throughout the whole process. If the recommendations from the report are accepted and actioned, this will inevitably mean a period of short term disruption for some (i.e. in relocating the service to more appropriate premises). However, all stakeholders (those affected by the changes) will remain engaged with the process and their views will be taken into account at each stage. It is hoped that the restructure of the current work opportunity and day activity services will lead to a more diverse range of services and therefore more choice for the people they support. It is also anticipated that it will generate savings and create job opportunities across the county.

Summary of impact

Well-being Goals

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



Main conclusions

This project is expected to deliver a positive impact on the well-being of the Citizens receiving these work opportunity and day activity services, and the workforce delivering them. Services are, and will continue to be closely monitored, however it would not be possible to quantify the benefits to 2050. The project takes into account the population needs assessment undertaken as a requirement of the Social Services & Well-Being Act 2014. The project also takes into account the regulation and Inspection of Social Care (Wales) Act 2016 and the national review of domiciliary care in Wales (by the Care and Social Services Inspectorate for wales) Above and beyond 2020.

Evidence to support the Well-being Impact Assessment

- ☐ We have consulted published research or guides that inform us about the likely impact of the proposal
- ☑ We have involved an expert / consulted a group who represent those who may affected by the proposal
- ☑ We have engaged with people who will be affected by the proposal

THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

A prosperous Denbighshire

Overall Impact	Positive
Justification for impact	For the services that are tendered, the criteria for a contract to be awarded is by evaluation of a combination of the most economically advantageous criteria - related to social care value/impact and cost of delivery and the quality of the services provided. In addition, as these are existing services, the views of citizens, their families/advocates will be used to influence the contract award. Staff within the services provided in-house will be consulted at each stage of the implementation of any change.
Further actions required	Our proposals will aim to ensure financially sustainable provision of these services. We would aim to improve workforce terms and conditions, reduce staff turnover and increase the range of choice for citizens who currently use, or in the future will use these services. Providers will need to demonstrate how they will offer additional social value, collaborating with others to provide more jobs and support people who are NEET or claiming welfare benefits to obtain work in this sector. The relocation of two of the services has the potential to increase travelling distance for some attendees as one service is relocating from Ruthin to Denbigh. However, as mentioned the service is on accessible public transport routes and is also already served by the Council's own Work Opportunities transport service and so any negative impact should be minimal. This service already makes deliveries to both Ruthin and Denbigh and so the impact of this activity will be neutral. The second service is relocating within Ruthin and so any negative impact would be negligible. Although there is the potential for job losses, the intention behind the review is to ensure that services are, at least sustainable for the future, but there is potential for those identified as possibly being externalised, to grow and develop. If this were to happen then more support and other staff would be required. It is unlikely that other services would be sustainable with fewer staff than they have currently.

Positive impacts identified:

A low carbon society	Relocation to more energy efficient buildings for two of the services should have a positive impact
Quality communications, infrastructure and transport	The identified premises for relocation are within easy reach of existing public transport.

Economic development	Should services be externalised, then, as part of the tendering process, the successful provider would be expected to demonstrate what added social value they would bring as a result. This could be in terms of extra jobs, services provided or enhancements to the built environment to benefit the wider public.
Quality skills for the long term	The intention behind the proposals is to increase the opportunities for those who access the service. This would include greater access to skills training and work experience.
Quality jobs for the long term	There is scope for there to be career opportunities in the longer term if the services are expanded.
Childcare	Employers are required to provide staff support with childcare.

Negative impacts identified:

A low carbon society	Potential for increased travelling distance for both attendees of the services and deliveries from the services
Quality communications, infrastructure and transport	For those unable to access public transport, other options would need to be explored. It is just possible that reduced access to transport may result in some people being unable to access the service of their choice.
Economic development	It is already anticipated that the costs of some goods and services currently provided by the service will need to increase to aid sustainability of those services.
Quality skills for the long term	Unknown
Quality jobs for the long term	Although there is no intention that these proposals would result in job losses, it is possible that, if some were externalised and outside the Council's control, job losses may result.
Childcare	Unknown

A resilient Denbighshire

Overall Impact	Neutral
Justification for impact	Although most of this section is not applicable to this idea at the current time, there are indications that there will be some small impact in this area - the reduction in travel may offset any increase in energy consumption due to increased capacity in the production of goods.
Further actions required	

Positive impacts identified:

Biodiversity and the natural environment	N/A
Biodiversity in the built environment	N/A
Reducing waste, reusing and recycling	N/A
Reduced energy/fuel consumption	The relocation and co-location of services to more energy efficient accommodation should result in reduced consumption. The co-location of two services will almost certainly result in a reduction of travelling for those attending.
People's awareness of the environment and biodiversity	N/A
Flood risk management	N/A

Negative impacts identified:

Biodiversity and the natural environment	N/A
Biodiversity in the built environment	N/A
Reducing waste, reusing and recycling	N/A
Reduced energy/fuel consumption	Should services be externalised and grow, the increased amount of goods produced would result in increased fuel consumption.
People's awareness of the environment and biodiversity	N/A
Flood risk management	N/A

A healthier Denbighshire

Overall Impact	Positive
Justification for impact	The main focus of offering Work Opportunity and day activity services to people with complex needs is to promote and enhance (where possible) the well-being and independence of citizens by delivering "what matters" to them.

Further actions required	The main focus of these services is to promote and enhance (where possible) the well-being and independence of citizens, including physical and social aspects of well-being. Health care needs will be part of the assessment for each individual to ascertain the most appropriate service for them. Staff who support citizens in each of the services are experienced and qualified and well managed and led. They have a detailed understanding of the issues which attendees might struggle with and are skilled in the use of interventions to assist them in coping.

Positive impacts identified:

A social and physical environment that encourage and support health and well-being	The services that are relocating will have safe, secure and accessible accommodation from which to deliver their services. Those which have been identified for externalising will have the opportunity to fund much needed improvements to the current built environment.
Access to good quality, healthy food	Food is not provided within the services but healthy lifestyles are encouraged.
People's emotional and mental well-being	Services will be more secure and sustainable for the future with less uncertainty for both staff and attendees.
Access to healthcare	Citizens will be supported to attend healthcare appointments
Participation in leisure opportunities	citizens will be encouraged to participate in leisure opportunities. Some services focus on activities and leisure pursuits.

Negative impacts identified:

A social and physical environment that encourage and support health and well-being	Unknown
Access to good quality, healthy food	Service providers can only encourage a healthy lifestyle and have no influence of what people may do outside of that environment, or what they may bring to the service for their lunch etc.
People's emotional and mental well-being	The proposals involve change and some of those who access these services may struggle with the changes, however small.
Access to healthcare	Unknown
Participation in leisure opportunities	Unknown

Overall Impact	Positive
Justification for impact	The main focus of these services is to promote and enhance (where possible) the well-being and independence of citizens by enabling them to access meaningful daytime activities, learn new skill and develop existing ones and, in some cases, access paid employment.
Further actions required	Providers will need to demonstrate their polices and practices in relation to the equal opportunities Act 2010 and the Welsh Language standards of Denbighshire. This will include how staff are trained and to ensure ongoing compliance. Providers will need to demonstrate their ability to assess when to provide information, or refer / citizens for additional information, advice, advocacy or guidance. Negative impacts resulting from the possibility of people having different support staff will be managed sensitively as there will be plenty of notice of such an occurrence to enable as smooth and distress free a transition as possible.

Positive impacts identified:

Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation	Services will focus on improvement of well-being for people with a disability across all protected characteristics. Services will be better able to provide training and work experience and will link closely with other parts of the Council (e.g. Working Denbighshire) to increase opportunities for paid employment. Services will be delivered in the language of choice.
People who suffer discrimination or disadvantage	Services will focus on the improvement of well-being for people with a disability who may ordinarily suffer discrimination or disadvantage, by the provision of meaningful activities and opportunities to develop skills and knowledge in a range of areas. The provision of these services will also enable Carers to have a break from their caring role.
Areas with poor economic, health or educational outcomes	The services will contain participants from these areas but they are not intended specifically to do so.
People in poverty	Citizens will be supported to ensure that they are in receipt of all benefits that they qualify for. Services will provide education and training in order that there will be greater opportunities for participants to compete for paid work.

Negative impacts identified:

Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation	If any in-house services are externalised staff may be deployed into other roles or be subject to a TUPE transfer to an alternative provider. Established HR processes will be followed and detailed discussions held with individual staff members to ascertain how the proposals will impact on them personally. It is possible that, should staff not transfer to any new provider, the loss of familiar support may have a negative impact on citizens who access the services.
People who suffer discrimination or disadvantage	Unfortunately people with certain complex disabilities are sometimes discriminated against by society. Despite the fact that services will enable citizens to demonstrate that they can contribute usefully to society, this, in itself, may not be enough to reverse these attitudes in some.
Areas with poor economic, health or educational outcomes	There is no envisaged negative impact from the outcomes of this review.
People in poverty	There is no envisaged negative impact from the outcomes of this review.

A Denbighshire of cohesive communities

Overall Impact	Positive
Justification for impact	The main focus of the services is to promote and enhance (where possible) the well-being and independence of citizens. Services are located within Communities in South Denbighshire and customers for those that produce goods/services are also drawn from those localities.
Further actions required	Providers will need to demonstrate their experience and knowledge of safeguarding people at risk. The main focus of the services is to promote and enhance (where possible) the well-being and independence of citizens; including maintaining/developing the social relationship and community participation of the people they support.

Positive impacts identified:

Safe communities and individuals	Safeguarding will be a key requirement for all providers of these services. Staff will all have received training in this area. Advice is also available from the DCC Safeguarding team.

Community participation and resilience	Citizens will be supported to have their say during the whole review process, and have already been consulted with. Services should be and will continue to be provided in a person centred way and PCP reviews held regularly. The services will enable adults with a learning disability to have a greater community presence as they will be located within local communities. All of the In House services (which are the main subject of this review) are based in the South of the County and those who attend, in the main, live in communities across this area. The nature of the services mean that there are opportunities for volunteering, for both the participants and others within the community, and skills training which may enable paid employment to be secured.commissioning and procurement activities for services that are tendered, will have explicit expectations that successful providers will deliver additional social value and, where appropriate, other community benefits.
The attractiveness of the area	Services will be provided in accommodation appropriate to their use e.g. on an industrial estate if light industry is provided, a 'high street' shop, if a retail activity etc.
Connected communities	Citizens will be supported to access all forms of communication and travel where appropriate.
Rural resilience	All of the In House services (which are the main subject of this review) are based in the South of the County and those who attend, in the main, live in communities across this area. As services currently exist, there should be little or no change to existing infrastructure. The proposed development of Social Enterprises will bring employment opportunities to the immediate area

Negative impacts identified:

Safe communities and individuals	The people supported are particularly vulnerable to abuse despite the best vigilance of providers and other who support them.
Community participation and resilience	No negative impacts perceived.
The attractiveness of the area	No negative impacts perceived.
Connected communities	No negative impacts perceived.
Rural resilience	No negative impacts perceived.

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact	Neutral

Justification for impact	Providers will need to demonstrate their policies and practices in relation to the welsh language standards of DCC. In addition, how they meet the cultural and linguistic needs of the people receiving these services, the specific requirements of the Welsh language and culture. There already are a number of Welsh speaking staff within the service locally and so if there are difficulties recruiting additional Welsh speaking staff, the services will not be disadvantaged further.
Further actions required	Providers will need to demonstrate their policies and procedures in relation to the welsh language standards of DCC; including providing initial and annual information about their staff skills in Welsh language. providers will also need to demonstrate how they intend to meet the cultural and linguistic needs of DCC. Assistance and advice can be given to providers in terms of targeting recruitment.

Positive impacts identified:

People using Welsh	Citizens will be supported in their language of choice.
Promoting the Welsh language	Promoting the welsh language will be an essential part of all services. The recruitment of Welsh Speaking staff will be a requirement for tendered services, especially due to the large numbers of participants whose first language is Welsh.
Culture and heritage	Unknown.

Negative impacts identified:

People using Welsh	Difficulties in recruiting welsh speaking staff.
Promoting the Welsh language	Difficulties in recruiting welsh speaking staff
Culture and heritage	Unknown.

A globally responsible Denbighshire

Overall Impact	Positive
Justification for impact	Services, whether provided directly by the Council, or indirectly by a contractor will be subject to the same sets of standards. The delivery of contracted out services will be regularly monitored to ensure that these standards are maintained and the intended outcomes of the contract and service specification are delivered.
Further actions required	The delivery of contracted out services will be regularly monitored to ensure that standards are maintained and the intended outcomes of the contract and service specification are delivered. This would mean that any default by the contractor will be picked up early and addressed in a timely manner.

Positive impacts identified:

Local, national, international supply chains	It is expected that most materials will be sourced locally. Where this is not possible, supplies will come from managed and sustainable sources (e.g. timber).
Human rights	For contracted out services, it is a contractual requirement that "The Provider shall comply with the provisions of the Human Rights Act 1998 as if it were a public body as defined in the human Rights Act 1998 as appropriate to the provision of the Service" Contracts will be subject to regular monitoring.
Broader service provision in the local area or the region	These services will complement, and be a part of the broader service provision in the area.

Negative impacts identified:

Local, national, international supply chains	A Social Enterprise may, if it chose, source materials from no sustainable sources.
Human rights	It is possible that a provider may inadvertently or deliberately ignore this clause.
Broader service provision in the local area or the region	No negative impacts perceived.

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EXECUTIVE SUMMARY.

1. Background.

A review of DCC Work Opportunities and day activity services has been undertaken. The review focussed primarily on what is provided "in-house" and how well the services are meeting the needs of the people, in line with current legislation, and regional and local approaches. DCC provide these services to approximately 215 people with complex disabilities (mostly adults with learning disabilities). The review considered changes in expectation and demand, and the challenges faced by services. The review also includes a detailed analysis and comparison to external provision within the county.

2. The Challenges.

DCC operate six of these services and most were established many years ago with few changes since. DCC purchase similar services from six external providers within Denbighshire.
These services are not currently regulated by CIW.
The social enterprise service provided by Cooptions and Crest were tendered in 2007. The contracts held with them have now expired. The other externally provided services have not been tendered.
Cynnig provided relief staff in the Denbighshire services. This was also tendered in 2007. The contract with them has expired.
Cynnig also provide most of the 1:1 support at a higher rate. This service has not been tendered.

3. The Recommendations/Opportunities.

That we consider restructuring and externalising the DCC provided services in the following ways:

Meifod – To be operated as a social enterprise which will enable them to grow and develop as a business in its own right.

Popty – Working in conjunction with DCC Leisure Services, develop Popty into a work experience placement service. To explore the viability of retaining the sandwich provision service within Leisure Services.

Job Finding – Transfer to DCC "Working Denbighshire" service. This would be an ideal place for this service to sit, capitalising on the connections and experience of a dedicated employment support service. It will mean that they would have the opportunity to exploit the corporate employment resources and expertise.

Y Bont & Golden Group – Services to be joined and provided from County Hall.

Garden Control – To be operated as a social enterprise which will enable them to grow and develop as a business in its own right.

That we identify providers who can deliver these services externally to maximise quality and cost effectiveness of services.

That we review the use of relief staff currently provided and the 1:1 support provided by Cynnig and consider carrying out a competitive tender process for this support moving forwards.

Review of DCC (CSS) Work Opportunity and Day activity services: September 2019

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Key:

DCC - Denbighshire County Council
CSS - Community Support Services
WODAS - Work Opportunity and Day Activity services,
In-house services - services run and managed by Denbighshire County Council
SSWB Act - Social Services and Well-being Act

1. Background (why do we provide and arrange work opportunities and day activities?)

1.1 ***The national picture*:** Nationally, the Welsh Government sets out the legal duties and makes recommendations for Local Authorities. In relation to support for adults with learning disabilities, the relevant legal duties and recommendations include:

- The Social Services and Well-being (Wales) Act 2014: The Act aims to improve the well-being of people who need care and support, and carers who need support. The Act has changed the way people's needs are assessed and the way services are delivered – people have more of a say in the care and support they receive, and the law also promotes a range of help available within the community to reduce the need for formal, planned support.
- The Learning Disability Improving Lives Programme: The Welsh Government Improving Lives programme has developed recommendations in the areas of early years, housing, social care, health and well-being and education, employment and skills for people with learning disabilities.
- The Well-being of Future Generations (Wales) Act 2015: The Well-being of Future Generations (Wales) Act 2015 requires us to think about the long-term impact of our decisions, work better with people, communities and each other and to prevent persistent problems such as poverty, health inequalities and climate change.
- Equality and human rights: The Equality Act 2010 introduced a public sector equality duty which requires all pubic bodies including the council to tackle discrimination, advance equality of opportunity and promote good relations. The Human Rights Act 1998 sets out the basic rights we all have because we are human. They help protect people by giving public services, including health and social care services, a legal duty to treat people with fairness, equality, dignity, respect and autonomy
- The Additional Learning Needs and Education Tribunal (Wales) Act 2018: The Act will introduce a series of changes focused on the additional learning needs of children and young adults (up to the age of 25 years) across Wales.
- Healthier Wales: A long term plan for health and social care. This provides a blueprint to build and strengthen services for people with a learning disability and their families and carers, ensuring the seamless delivery of services focused around the needs of the individual and encouraging good practice to be shared consistently across Wales.

These all influence and shape the way in which we provide or arrange support and services for adults with learning disabilities both now and in the future.

1.2 ***The regional picture**:* The Social Services and Well-being (Wales) Act 2014 includes a legal duty for Regional Partnership Boards to prioritise the integration of services in relation to people with learning disabilities. Regionally, the North Wales Social Care & Well-being Improvement Collaborative have co-produced a North Wales Learning Disability Strategy, which sets out a vision for North Wales with a focus on how health and social care services can work better together. This includes looking at support to enable people to have something meaningful to do, to maintain and develop friendships and relationships, to be safe and healthy and to have the right support. The North Wales Transformation Project will help to drive forward this vision.

1.3 ***The local picture*:** Locally, Denbighshire CSS has responded to the national legislation and recommendations by developing an assets based approach to assessing and supporting people with learning disabilities. We are now much more focused on finding out about what matters to people, what people can do, rather than what they can't, and on support that will have an impact

and help them to achieve positive outcomes. It is important that WODAS reflect this approach, and that the services we provide support people to develop, to learn new skills and to progress, and to be valued integral citizens in their local communities.

1.4 ***Purpose of the review***: This review focus primarily on what is being provided 'in-house' and how well the services are meeting the needs of the people being supported, in line with current legislation and regional and local approaches. It will also consider changes in expectations and demand, and the challenges faced by services. Where appropriate, it will also make recommendations for change. It will include an analysis of, reference to, and comparison with external provision.

2. Summary of current provision (what are we providing?)

2.1 ***overview:*** There are circa 450 adults with learning disabilities currently supported by Denbighshire CSS. Not all of these individuals will need (or want) formal services to support them during the day – less than half of the individuals supported by Denbighshire CSS receive a formal work opportunity or day service. The establishment of an assets based approach (and the implementation of the 'resource wheel', the 'what matters' conversations and 'peer forums') across Denbighshire has resulted in an increasing proportion of people with learning disabilities accessing community based activities that are not provided or funded by Denbighshire Community Support Services – see 4.1 below.

Within Denbighshire, there is a mix of both in-house and contracted out work opportunities and day activity services (WODAS), providing day time support and activities for approximately 215 people with complex disabilities (mostly adults with learning disabilities). Most of these services are long established and were set up circa 20 years ago with the aim of providing work based experiences for small to medium sized groups of individuals – to enable them to learn new skills, and to develop friendships.

2.2 ***Contracted out services****:* The contracted out services are mainly located in the north of the county. The largest independent provider is Cooptions. They support 73 people in a number of business and leisure based settings. These include

- The harbour hub café (Rhyl)
- The bike hub (Rhyl)
- Derwen Cornel farm (Rhuallt)
- Resources re-cycling (Rhyl)
- Mosaic personalised gifts (Prestatyn)

Cooptions also provide leisure activities from a base in Rhyl – these are mainly aimed at individuals who might struggle in a work based setting. In addition, they offer a supported employment service and more recently have established a registered domiciliary care agency.

Cooptions is a collection of social enterprises. The Social Services and Well-being Wales Act places a duty on Local Authorities to promote how social enterprises, co-operative organisations, co-operative arrangements and third sector organisations provide care, support and preventative services in their area. Running independent social enterprises that sell goods and services to the public not only provides work based experiences for people but also reduces the net cost of providing support. As a collection of social enterprises, Cooptions are able to apply for external funding. Over the years their enterprises have changed and adapted – to reflect changing consumer demands. They are also founded on social aims and have a clear mission around creating businesses and locating employment and training opportunities that include people with learning disabilities. As such, they are seen as a valuable addition to the local provider market.

Other independent providers include:

- Glyndwr Centre (Highbury) in Prestatyn supporting 38 people with community based activities
- Crest (Social Enterprise) in Conwy county who support 3 individuals in work based settings (social enterprise)
- Woodland Skills (Social Enterprise) in Bodfari providing wood based activities to 6-8 people (social enterprise)
- Cynnig in Denbigh who support individuals mainly in DCC work and day opportunity settings
- Clock-tower in Flintshire who support 2 individuals with community based activities
- Hi-Jinx Theatre (Prestatyn) who provide performance training to actors with learning disabilities from across North Wales

Having a number of external providers means that there is a good range of activities for people across the county and also means that the Local Authority is not completely reliant on just one provider. Each of these has different contractual arrangements however, some of which have not been reviewed since the introduction of the SSWB Act and the development of new approaches. The findings from this review will help to inform next steps with external provision.

It is important to note that some of these external providers are social enterprises, with a proportion of their income generated by running enterprises. This helps to keep the net cost of their services relatively low.

2.3 *In-house services:* Denbighshire CSS also provides 'in-house' services – these are services which are largely run and managed by DCC staff. In the mid and south of the county there are 3 in-house settings

- Meifod (supporting 31 people with woodwork based activities)
- Popty (supporting 12 people with catering activities)
- Y Bont / Taskforce (previously a printing and photocopying service, but now more focused on general skill development, supporting 24 people)
-

Other DCC managed services include

- Garden Control (a gardening service in the north of the county, which provides work opportunities for 8 people).
- The county wide 'Job-finding' service (which supports 48 people across Denbighshire to find and sustain work experience).
- The Golden Group (providing gentle leisure based activities for up to 11 people)

Although all are managed by DCC, support staff in Garden Control and Golden Group are provided via an agency, Cynnig. In the other settings there is a mix of DCC and Cynnig staff.

Notes:

- Most individuals attend different settings on different days so there is overlap in the numbers detailed above - the total number of in-house 'service users' is actually around 100.
- The number of individuals accessing each of these services can vary from week to week.
- Referrals tend to come from Denbighshire Complex Disability Team (CDT). Those individuals who have a Support Budget have often been signposted to the in-house services via the CDT

2.4 *Costs:* The estimated cost of providing or procuring services varies from setting to setting. External provision is generally procured at an all-inclusive hourly or daily rate so costs (ie. The unit cost in terms of hourly rates per person) are easy to see. The all-inclusive unit cost of running and managing a service 'in-house' is more difficult to ascertain.

A detailed analysis of the annual net budget for each in-house setting has been carried out and compared with the total number of hours of support provided per annum so as to estimate the 'hourly rate' per person.

The table below shows the estimated hourly rate for each setting, along with a comparison to external services.

It is important to note that this is commercially sensitive information and is not to be shared

Unit costs: comparison

Setting - 19/20 Rates	Hourly Rate (Gross Expenditure)	Hourly Income Rate	Hourly Rate (net of income)
Co-options (social enterprises)			
Co-options (@yourleisure)			
Highbury / glyndwr			
Crest			
Clock tower			
Hi-jinx			
Woodland skills			
Meifod *			
Popty'r garn *			
Job finding *			
Y bont *			
Garden control *			
Golden Group			

Commercially Sensitive - Redacted

Notes:
* The unit costs listed for the DCC managed services are *estimated* unit costs, based on the level of spend within each service, and the estimated annual outputs (support sessions per citizen). The costs vary between each setting. There are a number of reasons for this. These include: -

- The level (ratio) of staffing
- The net income from the goods/services that are produced and sold
- The accommodation costs

The variation in unit costs between each of the DCC is explored in more detail in section 3, below.

As well as the costs above, there are additional charges for 1 to 1 support in our in-house settings, these hours are provided by Cynnig.

Setting	1:1 hours per week	Cost per per week £	Cost per per annum £
Meifod			
Popty			
Job Finding			
Y Bont			
Garden Control			

Commercially Sensitive - Redacted

Golden Group			
Total			

Individuals attending Garden Control tend to make their own way there. They do not have any 1:1 support, and because the staff member is employed by Cynnig, there are no back office costs

It is important to note that there is currently no 'at cost' fee / charge for individuals attending each of the in-house services (whether via direct referral from the CDT, via placements funded by neighbouring Authorities or procured via a Support Budget) – fees are charged at a flat rate across all settings. This means that in some instances it is costing more to provide the service than is being recouped. It also means that there is not a robust transactional relationship between referrer and provider.

2.5 *Examples of provision in other areas*: Across Wales and the UK there are examples of other work opportunity and day activity services – some are provided in-house and some are external, including social enterprise. There are also micro-businesses and community led activities.
Examples include:

- Social Enterprises such as Antur waenfawr, Seren, and Cooptions, who all provide work based activities in business settings, with a proportion of their income coming from business incomes and a proportion from Council contracts (for the work activity services they provide)
- Spin offs (see * below), such as Double Click (a Flintshire Community Interest Company) and Dale Farm (which is run as a partnership with Wirral Council and the Dale Farm Trust)
- In-house services that have been transferred to external provision, for example HFT, a registered Charity, entered into a partnership with Flintshire in 2017, to deliver and develop what had been their in-house Day and Work opportunities for adults with a learning disability).

* There are examples of services that have previously been Council run being developed as Social Enterprises, which ultimately stand-alone from the Council as independent enterprises with stated social aims – these are often called 'spin offs'. In 2016/7 Denbighshire CSS and Social Firms Wales explored the feasibility of developing one or more social enterprises from the existing in-house services.

Denbighshire has previously looked at examples of good practice and will continue to learn from other areas. It is difficult to define what makes an example good – but the ones we've seen all tend to include the following features:

- A range of meaningful activities - usually linked to a business or training facility
- A focus on learning and on skill development
- A supportive environment – where staff know and understand the people who access support
- An ability to adapt to changing demands – on the service and/or on the business
- Strong leadership – someone who can drive forward change where necessary
- Suitable, accessible accommodation – that can meet people's needs in the right location
- Close links to the local community – so that people are not isolated
- A good relationship between the commissioners (the people 'buying' the service), the citizens (the people accessing the services), their families, and the Provider (the organisation providing the service) – communication is key

Crucially, the North wales Learning Disabilities Transformation Programme includes a work-stream around community and culture change, which encompasses access to work and day activities. Denbighshire CSS intends to work with the Program team over the coming 18 months to identify areas for development and improvement, linked to the findings from this review.

3. Detailed analysis

Below is an overview and a brief analysis of each of the in-house settings. It is important to note that the number of people attending each setting can vary from day to day and month to month. Data has been captured and analysed at different points during 2018/19, so there will be some variations.

3.1 *MEIFOD*: Meifod is a garden furniture business located on the industrial park in Denbigh, which provides experience in manufacturing and assembly work, mainly to adults with learning disabilities, (although they also support people with acquired brain injury and / or autism). Meifod makes and sells garden furniture and wood products to the public and to businesses across the UK.

Data from 2018/19 for this service shows:

- Meifod supports 28 - 31 individuals (records vary)
- There is a mixed range of attendees in terms of age, ability and behavioural issues
- Some individuals need minimal support. Some have 2:1 support.
- There is an average of 69 hours pw of additional 1:1 support being provided in Meifod
- more than a third are aged 50+
- more than a third live with family
- On each day the number of people attending the service varies from 7 to 12
- Of the 28 individuals supported, the majority come from the mid ([redacted]) and south ([redacted]) of the county. There are also [redacted] individuals who come from neighbouring counties.
- Meifod has a wide customer base for its' wood products from across the UK, and is often under pressure to fulfil orders
- Sales generated a gross income of circa £[redacted] in 2018/19
- Meifod made a net income from the goods that are produced and sold of circa £[redacted] in 2018/19. This amount does not include the cost of rent, which was circa £ [redacted] in 2018/19. It doesn't include staffing.

What does this tell us?

- Meifod is supporting fewer people and there are fewer attendances than in previous years, but their needs are more complex
- Meifod has an aging user group
- Meifod is having to meet a wide range of needs in a relatively fast paced, industrial environment - more than half of the individuals who attend have an additional needs, including physical disabilities and challenging behaviours
- Meifod has to balance the needs of a busy business with a wide range of service user needs – there is a risk that this can sometimes compromise the user experience
- Meifod makes a relatively healthy net income (compared to the other in-house settings)

The net unit cost for this service is £[redacted] per person, per hour which is higher than the average hourly rate of the in-house providers, it should be noted that:

- The cost of the accommodation – the rent is high for Meifod, because it is an industrial unit
- The number of people being supported is limited because of the setting and the nature of the business

3.2 *POPTY'R GARN*: Popty is a catering business which provides food preparation and cooking experiences for people with learning disabilities. Food is prepared in a small commercial kitchen located in Canol y Dre, Ruthin, and then sold to the public and local businesses. Popty prepares and sells buffets for events, lunch time sandwiches and snacks, and celebration cakes, mince pies etc. Service users help to prepare and cook the food and are also involved in selling and distributing the produce.

Data from 2018/19 for this service shows:

- Popty supports 12 people in total.
- There are usually 3 - 4 individuals supported per session. The limited size of the kitchen accommodation and the nature of the work makes it difficult to support more people.
- Of the [redacted] individuals supported, [redacted] are aged under 25, [redacted] are aged 25 – 49 years old, and [redacted] are aged 50 years or more.
- Half of the individuals [redacted] have additional mental, physical or emotional needs (eg ASD, epilepsy, diabetes, OCD)
- Of the [redacted] individuals supported, [redacted] lives in the north of the county, [redacted] live mid county (Denbigh), [redacted] live in the south of the county, and [redacted] from Conwy
- Of the [redacted] Denbighshire based individuals, [redacted] live alone, [redacted] live with their family, [redacted] lives in community living and [redacted] is living in college
- Sales income from Popty has reduced year on year for the past 5 years – in 2018/19 income from sales was circa £ [redacted]. In 2013/14 it was £ [redacted]
- Popty only generated a small income of less than £[redacted] from producing and selling the goods (this does not include the cost of accommodation and staffing)

What does this tell us?

- The accommodation and the nature of the business restricts provision - only up to 4 individuals can attend Popty. This has an impact on the staff to service user ratios – which means that there is a relatively high staffing ratio, because of the accommodation and the 'business' rather than the needs of the people accessing the service.
- Having to prepare and sell fresh food to deadlines puts pressure on staff and service users, which risks compromising their learning experience
- Most individuals who attend Popty are aged 25 – 49
- Most individuals come from mid/south of county (not clear why one is travelling from Prestatyn)
- The biggest proportion of individuals (almost half) are living alone – does this indicate that they are more independent?
- As a 'business' Popty is struggling – sales have reduced by circa 50% in 5 years, and the net income is minimal (circa £ [redacted]pw).

The average net unit cost for this service £[redacted] per person, per hour which is higher than the average unit cost of the in-house services. Reasons for this include:

- The very minimal business income
- The staff: service user ratio is low because the kitchen limits the number of individuals who can attend

3.3 ***Y BONT***: Previously known as Taskforce, Y Bont is now primarily a leisure based service for individuals who might struggle in a work based setting. Although individuals do some work (eg photocopying and packing boxes for Workplace Work-safe), there is less pressure to fulfil orders and meet urgent deadlines than there was when this was a printing and collating service. This has meant that Y Bont is now able to provide a wider range of activities and experiences each afternoon, including quizzes, board games, memory and sensory games, workshops, crafts, and visits from other organisations.

Data from 2018/19 for this service shows:

- Y Bont supports 23 - 24 people in total (records vary).
- There are usually 6 – 11 individuals supported per session, (including up to [redacted] individuals with 1:1 support per session), via 1 – 3 general support staff (excluding 1:1).
- Of the [redacted] individuals supported, [redacted] are aged 25 – 49 years old, and [redacted] are aged 50 years +
- [redacted] ([redacted]) of the individuals have additional mental, physical or emotional needs (eg physical or sensory impairment, or challenging behaviours)

- There are no changing facilities which limits access to the service for those individuals who need fulling changing facilities
- Of the [redacted] individuals supported, [redacted] live in the south of the county (Ruthin and the surrounding area)
- Of the [redacted] individuals supported, [redacted] live in community living, [redacted] live alone and [redacted] live with their family, (of the [redacted] living with their family, the majority are living with older parents)
- Individuals tend to spend the morning shredding or printing and then the afternoon on other activities
- A number of individuals have been helping to pack boxes for a private enterprise (Workplace Work-safe)

What does this tell us?

- Most people attending Y Bont have additional needs and would struggle in a pressurised work based environment – so diversifying has been a positive move in terms of the user experience
- Despite the needs of the individuals, there are lower staffing ratios (eg compared to Popty) – this is because there are no business demands, and the setting can accommodate more people per session than Popty
- Y Bont provides regular daily respite to a number of older parents (see feedback from carers in section 5.2)
- Ruthin is a good location, given the home addresses of the service users
- Although there is a small loss from the shredding and printing, feedback indicates that citizens enjoy the activity and it gives them a sense of usefulness / purpose to their day.
- The work with Workplace Work-safe has shown that some of the people in Y Bont have the potential to do some meaningful work. Could / should these individuals be supported to find work placements?

The average net unit cost for this service is £[redacted] per person, per hour and is around the average unit cost of all of the in-house services. Reasons for this include:

- There is no business income, but
- There is a relatively low level of staffing

3.4 ***GARDEN CONTROL***: This small team provide a gardening service to householders, charities and businesses across Denbighshire. The team is based in the Botanical Gardens in Rhyl, having previously been located in Bodfari. The move from Bodfari has not had a negative impact on their customer base and being based in Rhyl means that all bar one of the individuals can travel to work independently. The team charge £13 per hour for labour – this is for a service from the whole team not per worker. The service is popular and is usually fully booked in terms of customers – they have to allow for down time during inclement weather. Garden Control have to find alternative activities when the weather is too cold or wet to work outdoors. Although regarded as a Denbighshire service, the team is largely autonomous. There is one member of Cynnig staff who works with the individuals and who organises the work schedule, drives them to and from jobs, and helps them to complete their tasks.

Data from 2018/19 shows us:

- There are 8 individuals supported via Garden Control – all are male
- There are between [redacted] individuals supported in each session. There is no 1:1
- They are all supported by 1 staff member, who also coordinates the business
- [redacted] of the [redacted] individuals are aged 50 years+
- Most live in the north of the county
- [redacted] live in community living, [redacted] with family and [redacted] alone
- Garden Control has a good customer base
- Activities are weather dependent
- The hourly rate they charge to customers has not increased for a number of years

What does this tell us?

- The service is largely reliant on one individual staff member, who is employed by Cynnig. Cynnig does provide a replacement staff member for sickness and annual leave.
- This is very physical work, given that [redacted] of the team are over 50 years old, planning for old age will need to be considered in the future
- The work would not be suitable for many of the individuals now being referred to WODAS – this may mean that GC needs to consider diversifying in terms of the needs of the people being supported in the future
- Garden Control may be undercharging for its service – it appears to be below market rates
- Although largely autonomous, income making, and popular with citizens and customers, Garden Control needs to consider how best to future proof the service, in terms of its' aging service users and reliance on one staff member.

The average net unit cost for this service £[redacted] per person, per hour and is significantly lower than the average unit cost of all of the in-house services. Reasons for this include:

- Garden Control is able to sell its services, with relatively few overheads – there are some costs associated with an office base and running a van
- The individuals who access Garden Control need less support than individuals accessing other WODAS.

NB. The hourly rate charged to the garden service customers has not increased for a number of years

3.5 ***JOB-FINDING*** *(JF)*: Based in Ruthin but covering the whole of Denbighshire, the Job-finding service helps people to secure work placements throughout the county. Job-finding staff carry out an initial assessment on all people who are new to the In-house services, to identify which area of the service would be most appropriate, and to consider the potential for a work placement. JF staff arrange 'tasters', with a view to assessing and identifying where and how each individual should be supported.

NB The title of this service is misleading as Job-finding staff provide a triage service to the other in-house services and tend to support people to secure unpaid work experience via placements, rather than gainful employment.

Within the Job-finding service there are increasing concerns about finding and sustaining work placements, primarily due to challenges in relation to health and safety, and the requirement to pay the national minimum wage to people classed as workers. These factors have had an impact on the number and range of organisations who are willing to provide work based experiences and opportunities to adults with learning disabilities.

Staffing levels within the JF team have reduced in recent years, from 2.5 FTE to 1.5 FTE (from 2018). In addition, until 2014/15 there was an additional team of 3 Job-finders employed by Cynnig and paid for via European funding. The JF team still feel the impact of this in that some of the individuals who were supported to find work experience by those additional staff still need occasional input and support from the team.

Although people in the Job-finding service tend to be the more 'able' there is still a mix of needs and abilities. Some individuals require 1 to1 support, and this is funded as part of their individual care package.

Denbighshire has established a strategic, integrated approach to tackling poverty through employment, via 'Working Denbighshire' (WD). This includes a single point of triage and an employment framework. Although there are some informal links operationally between WD and JF, it is not clear where or how Job-finding fits with the integrated strategic approach and the single point of triage. The JF team are managed and located separate to WD, although both based in Ruthin. It has recently been announced

that the OPUS project, which is one element of WD is to be wound down, and that no new referrals will be accepted from May 2019. The impact of this on JF will need to be considered.

Data from 2018/19 shows us:

- There are 45 - 48 individuals supported via JF (records vary)
- They are all supported by 1.5 FTE Job-finders
- The Job-finders ongoing caseloads have increased significantly, but this is not due to any increases in referrals, but due to staff leaving and the residual caseload from a previous EU funded project
- New referrals to JF have slowed down in the past 12 months and the number of people supported by JF has reduced
- There are JF work placements across the county, in external and DCC based organisations
- Some people have 1:1 in their work placement and some don't need any ongoing support

What does this tell us?

- Feedback from Social Workers indicates that the reduction in referrals is due to the application of the resource wheel and the support that can be provided via Working Denbighshire and/or other non-statutory job-finding services
- Concerns around the national minimum wage may be a deterrent to organisations considering hosting a work placement.
- Externally funded projects can have an impact on JF – when these projects come to an end it can put pressure on JF caseloads
- Despite being a conduit between work placements, other in-house work opportunity and day services and referrers, JF is isolated from WD, and from its main source of referrals, the Complex Disabilities Team

The average net unit cost for this service is £[redacted] per person, per hour and is much lower than the average unit cost of all of the in-house services. Reasons for this include:

- The cost of any additional long term 1:1 support that an individual requires is funded separately via the complex disabilities team budget – so this is not included in the average unit cost quoted above, and is difficult to ascertain.
- The level of staffing required is lower than other services. Individuals tend to be provided with an assessment and time limited support from the JF team, focused on assessing their needs, securing a placement and providing initial support, which fades out, so the ongoing staff input is less than in other in-house provision

3.6 ***GOLDEN GROUP*: The golden group was originally set up in 2011, as a gap in provision had been identified for older people no longer able to continue in their work opportunity setting. Initially this service was coordinated by a DCC employed Day Services Coordinator. After that post was deleted, Cynnig took on the responsibility for coordinating the activities and providing the support staff.

Data from 2018/19 shows us:

- There are currently 14 individuals being supported.
- Golden Group activities run on a Tuesday afternoon, Wednesday (all day) and Friday (afternoon) of each week – there are usually [redacted] individuals attending on a Tuesday ([redacted] of whom have 1:1), [redacted] on a Wednesday ([redacted] with 1:1) and [redacted] on a Friday.
- There are 2 Cynnig support staff (and additional 1:1 - if an individual needs additional 1:1 support, this is arranged separately).
- Despite being established as an older persons service, the age range of people who access GG (33 years to 81 years) has increased in recent years, with younger people being accepted to the service
- GG members are supported to engage in a range of activities.

NB A recent request has been submitted for one additional Cynnig staff member on a Wednesday.

What does this tell us? What do we need to consider?

- The GG staff to service user ratios vary significantly – we need to understand why, and whether there is scope to review who attends on each day
- Although initially set up to meet the needs of those approaching old age, there are now a number of younger people attending (in their 30's, 40's and 50's) – is this changing the nature of the group, given its original purpose?
- Those 'older' individuals who joined the group in 2011 have now aged further, and their health needs are increasing.
- There is no clear remit for the GG and this should be reviewed.
- Given that Y Bont is now more leisure based, and that GG has extended beyond adults aged 60 years or more, is there a need for a distinct group like GG, or could Y Bont and GG be more closely aligned? – their clientele and activities are not totally dissimilar.

Note

- This is primarily a day service - there is no income from producing or selling goods or services which can be offset against service running costs
- Staff costs are lower because they are agency staff rather than DCC staff
- There is a relatively high staff to citizen ratio – especially on a Tuesday and Friday

The average net unit cost for this service is £[redacted] per person, per hour and is the highest hourly rate of all of the in-house services.

4. Summary of demand, and trends in activity

4.1 *Referral patterns*:

- In response to the Social Services and Well-being Act, Denbighshire has developed an assets based approach to assessing the needs of citizens. This has meant that wherever feasible, adults with learning disabilities are encouraged and supported to access community based (mainstream) activities, rather than being provided with statutory services.
- Interviews with Social Workers have shown that by using the resource wheel there is much less of a reliance on statutory services – they are now more likely to signpost citizens to non-statutory community based activities and projects. This has had an impact across all providers in all service areas – internal and external
- Even where individuals are referred, they don't always end up having a service
- At the same time, demographic change has meant that young people with severe learning disabilities and complex health needs are now more likely to survive into adulthood.
- These factors have had a direct impact on the number of people being referred to WODAS, and on the needs of the individuals being referred – referral numbers have decreased, but the complexity of the needs of those people being referred have increased. For example, in 2018 there were 12 referrals to in-house services. Only 6 of the individuals who were referred went on to receive 'in-house' services – see table below.

<u>Referrals to WODAS during 2018</u>

Date	Where - Days	Days	Information
10/09/2018	Woodlands -	2	
16/09/2018	Garden Control	3	
25/06/2018	Y Bont		
18/06/2018	Meifod	2	
08/05/2018	Job Finding	?	
08/05/2018	Woodlands Meifod	3	
04/05/2018	Y Bont	?	

06/04/2018	Meifod	2	
09/04/2018	Job Finding	1	
12/03/2018	Meifod	1	
22/01/2018	Popty	1	
21/01/2018	Job Finding		

4.2 *Trends in activity*: the number of people supported by in-house services, and the number of sessions they attend has changed over time. The table below shows trends in activity from 2009.

Number of people accessing each service

setting	**2018 (June)**	**2012**	**2009**	**Trend since 2009**
Meifod	28	29	29	+1
Popty	12	14	7	-5
Y bont (TF) & Outreach	23	33	31	-8
Job-finding	45	44	29	-16
Garden control	8	Part of Aberwheeler	Part of Aberwheeler	+8
Aberwheeler	Closed **	35	32	-24
Golden group	14	11	n/a – not established	-14
Total *	130	166	128	+2

* This includes duplicates as some attend a number of different settings
** When Aberwheeler closed, alternative services were offered – in other DCC settings and in external settings

Number of attendances (sessions being provided x people attending each session)

setting	**2018**	**2012**	**2009**	**trend**
Meifod	93	112	118	-25
Popty	39	41	35	+4
Y bont (TF) & Outreach	85	116	123	-38
Job-finding	130	179	119	+11
Garden control	32	Part of Aberwheeler	Part of Aberwheeler	n/a
Aberwheeler	Closed **	92	111	n/a
Golden group	25	unknown	n/a – not established	n/a
Total *	404	540	506	-102

Support Budgets: As part of the personalisation agenda, people who are eligible for services are offered a support budget (direct payment) with a view to them choosing and arranging their own support. There are 4 individuals accessing WODAS who are managing their own support budget, and additional people who have a Local Authority Managed support budget.

4.3 *What does this tell us?*
Demand is changing:

- Across Denbighshire, more people are using support budgets, & this can result in them not using in-house services
- Less people are being referred to statutory services than in the past and there are fewer attendances than there were in previous years, because of the assets based approach,
- Those who are being referred tend to have more complex needs and/or high levels of need

Activity is changing

- There has been a small overall increase in the number of people being supported since 2009 – this is mainly due to a significant increase in the number of people supported by Job-finding (linked to the EU funded project)
- There has been a significant overall decrease in the number of attendances – circa 20%
- The number of people being supported by Popty and Job-finding has increased.

- Meifod and Y Bont are supporting fewer attendances – This may be because more people are supported via Golden Group?

5. Stakeholder views on the services

A review of a service needs to be much more than data and budgets… A fundamental aspect of this review has been the views and opinions of the people who use the services, their carers, the staff who work in the services and the staff who refer people to the services. Over 150 people have told us what they think about the services – including what they think is good, and what could be better. Their responses have been analysed and used to inform the conclusions and recommendations. A summary of the feedback has been included below, along with some conclusions. Full transcripts of the responses are included as appendices.

5.1 ***Citizen / Service User views*:** 60 interviews were carried out with people who use the service. A copy of their responses can be found in the appendices.

Conclusion: what do the responses tell us?

- The attendance payments are important to most people. Some would like to have paid work
- The staff who work in WODAS know and understand people well, and are well respected
- People feel that some of the buildings are not fit for purpose
- More than half of the people want to stay where they are
- Everybody feels that the services has helped them to do more for themselves
- Working with their peers is very important to more than half of the people
- More than a third don't like working with a large group and some struggle with noise and compatibility
- Overall, people are happy with the service, they like going there, and are reluctant to think about a time when they are too old to attend
- It is not clear from the answers to question 1 on page 2 whether there are enough community based activities for people to access on their days off

5.2 ***Carer Views***: Questionnaires were sent out to 90 Carers of people who use the services. There were 50 responses. A copy of the responses has been included in the appendices.

Conclusion: what do the responses tell us?

- Most Carers are happy with the services and feel they are right for the person they care for
- Most Carers don't have concerns about transport and travel
- The services are important for Carer respite and for helping the person they care for to do more for themselves
- Progression is relative to the individual
- The main areas for concern and improvement are in relation to the buildings, the payments, communication, the range of activities and lack of a final product, behaviour management and having more days
- Many carers sill refer to the settings as work and the payments as wages

5.3 ***Provider (staff) views***: The views of the DCC staff who work in the services were gathered using a 'what's working, what's not working' (person centred) approach.

Full details of their responses can be found in the appendices document.

Conclusion: what do the responses tell us?

- Staff feel that there is a good level of camaraderie, pride and loyalty to the service

- Staff feel isolated from other teams and from senior managers
- Staff are concerned about the accommodation and about the future
- The working relationship between staff as providers and the referrers in the CDT is strained and there is a lack of effective communication between the two teams and poor understanding of mutual roles
- Some staff do not have confidence in the assets based approach and in the person centred reviews. There was some criticism of the 'what matters' conversations.

5.4 ***Referrer views***: The views of the staff who assess the social care needs of adults with learning disabilities, and in some cases subsequently refer people to WODAS services, were gathered using a 'what's working, what's not working' (person centred) approach.

Full details of their responses can be found in the appendices document.

Conclusion: what do the responses tell us?

- CDT staff recognise that WODAS staff have a good relationship with citizens and their families, and that they know them well
- CDT staff are concerned about the approach, processes and structures, relationships, meeting needs and achieving outcomes, transport and communication
- Fundamentally, the 2 teams have very different approaches, with CDT staff seeing the WODAS approach as off pace at times, particularly in relation to recent legislation and local responses to that legislation, and WODAS staff raising concerns about the application of the assets based approach

5.5 ***Commissioner views***:
The provision and management of in-house WODAS poses a number of concerns from a commissioning perspective. These include

- The lack of any contractual or transactional relationship setting out what is expected from the service in terms of outputs and outcomes, and the unit cost of the service
- The poor relationship between referrer and provider
- There is little in the way of recording and demonstrating individual achievement of outcomes and/or progression
- The impact of running some of the settings as 'businesses' on the user experience, and ultimately on the achievement/non-achievement of their personal objectives and outcomes

6. Conclusions and recommendations

6.1 ***What are we pleased about?***

- The feedback from the citizen and carer questionnaires has been overwhelmingly positive
- Individuals like going to DCC WODAS – they value the friendships and the routine and they enjoy the tasks they are assigned
- Their families really value the respite and it enables them to continue caring, especially as many Carers are elderly parents – they feel confident that the individual is well supported and that WODAS is right for them
- As well as activities, individuals receive support with their emotions and with managing relationships – staff know and understand them, often having supported with them for many years
- Most people don't mind travelling independently to DCC WODAS – the move towards independent travel has been approached positively
- DCC WODAS have a good reputation with the public. The staff working in the services are well regarded, with citizens, families, Elected Members and customers
- Staff support a range of needs and behaviours – they are faced with challenges on a daily basis

- There have been examples of good JF work experience placements with a range of organisations (internal and external)
- When Aberwheeler closed, many of the service users were able to transfer to other WODAS services
- Attending a number of different settings during the week means that most individuals have a varied range of experiences and get to meet with their friends and peers
- Staff recognise and respond to compatibility /incompatibility between service users

6.2 ***What are we concerned about?***

- Demand is changing – more people are using non statutory support, and the individuals being referred to DCC WODAS have more complex needs. WODAS need to adapt more quickly to changing demand
- There is no clear transactional relationship between provider (In-house provider unit) and purchaser (CDT).
- The relationship between referrers (CDT) and providers needs to be more effective – there is a clear strain between the 2 teams & a lack of understanding of professional roles and approaches
- DCC WODAS is physically and perceived by some as culturally separated and isolated from other DCC settings – in terms of the location of building and current approaches
- The estimated unit costs vary significantly from setting to setting and between in-house and contracted out services, and this is not always related to the level of complexity of citizen need
- Unit costs vary from setting to setting but fees for individuals and organisations buying a service directly are based on a flat rate. The cost of providing DCC WODAS is sometimes less than the price charged (eg to other counties and SB recipients), which means that Denbighshire is not recouping its costs. The unit cost methodology used in this review should be applied each year for each setting and the fees charged to other LA's and to individuals purchasing a service using their Support Budget should be based on the actual cost of providing a service in the relevant setting.
- Trying to run as a business may have a negative impact on the SU experience, especially in Meifod and Popty. Should service users be put under pressure to increase productivity?
- Acknowledging and recording progression or achievement by individuals is limited and ad hoc
- There is no 'reward' for achievement (e.g. promotion to new, more complex tasks)
- People regard work /day opps as 'businesses' or 'services' – there is little reference to training
- The accommodation at CYD is not fit for purpose, and is a barrier to access.
- There is a lack of public information about DCC WODAS and no examples showing activities and achievement for people considering accessing the services
- DCC WODAS have remained largely the same (with a few exceptions) – in terms of their setting, their activities, the staff and the business activity – could/should they be more dynamic?
- People want wages and real jobs, but these appear to be the exception not the norm (external attitudes?)
- Some people still see DCC WODAS as work and their attendance payment as a wage
- Not everyone can access DCC WODAS – e.g. those who need changing facilities. Given the changes in demand, this means that the services might struggle to meet the needs of the very people who are more likely to need their support in the future
- Some WODAS staff appear to be isolated from (and critical of) current approaches and practices, including the 'what matters' conversations, person centred planning, and assets based approaches – seeing these as a potential threat to statutory services by way of reduced referrals
- Areas for concern raised by the CDT included communication, approach, processes and structures, transport, meeting needs and achieving outcomes – as the main source of referral to the service, these concerns need to be taken on board
- In some areas the service is totally reliant on one or two key members of staff, and/or one agency to provide the staff – this could leave the service vulnerable in the event of staff sickness, maternity leave or retirement. There needs to be more focus on succession and contingency planning.

- It is estimated that 1:1 support in WODAS is costing CSS circa £100,000 per annum.
- Agency support is mainly provided by one agency, Cynnig. The contract with Cynnig expired some time ago, therefore the current arrangements are based on the same terms and conditions of the original tender and contract.

6.3 ***How can we move forward?***

- Accommodation – needs to be accessible, warm and fit for purpose. Consider co-location of JF, with either their referrers (Complex Disabilities Team) or their counterparts (Working Denbighshire).
- Approach – need to focus on an assets based approach and progression, with reviews to focus on the next steps
- Activities – need to reduce business pressures and focus on activities that promote skill development and opportunities to learn and to contribute to local communities
- Adapt – to changing legislation, demands, demography and expectations
- Attitudes – need to work with Working Denbighshire & others on changing employer attitudes, and championing good practice amongst employers
- Relationships – need to improve the working relationship between the referrers and the providers – especially at referral and review stage
- Achievement – need to track, acknowledge and reward achievement and make sure it has an impact
- Costs – need to understand the variation in unit costs and need to have a clear and up to date understanding of unit costs for each setting. Having an agreed costing methodology means annual spend and outputs can be analysed to provide a unit cost each year for each setting
- Identity – need to have an agreed clear identity around learning and progression and move away from the 'business' model and the potential links with wages
- Purpose – each setting needs to have an agreed and clear purpose. This needs to be made clear to staff working there, individuals attending (or considering attending), staff referring, and to families
- Links – need closer links with teams, with the council and with community based services and projects, so that individuals are less isolated from their communities
- Referrals and reviews – the outcome focused referral and review pro-forma should be used so as to identify, agree and monitor the achievement of outcomes
- Range of activity - the type of activity required and the level of support needed varies considerably. Although there is evidence of a range of service options to meet the different needs, this is not always clear and explicit. Each setting needs to have a clear statement of purpose, setting out what can be provided and to whom

6.4 ***Options moving forward:***

6.4.1 *Context and assumptions:*

Context: The options outlined below are set within the following context:

- Within the context of an assets based approach, it is crucial that citizens are encouraged and supported to make best use of their personal, social and community resources wherever possible. This approach has undoubtedly had an impact on demand for statutory and paid support, including WODAS, with the number of referrals reducing each year.
- There will always be some adults with learning disabilities who need some sort of paid support during the daytime, particularly those with more complex needs.
- Having a wide range of WODAS provides meaningful activity, social interaction and learning experiences for those individuals, and also reduces the need for paid and unpaid 1:1 care and support at home. This means that citizens are more able to share the support (in most cases) which ultimately reduces the cost to CSS.

- This review has been carried out at a time when corporately, Denbighshire is considering alternative delivery models (ADMs), and externalisation for some of its existing services.
- The LD transformation program includes a focus on work opportunities within the communities and culture change work-stream. The program provides an opportunity to learn from other examples across the region and to receive support with the transformation of services going forward

Assumptions: The options proposed below are based on the following assumptions:

- The application of the resource wheel will mean that some citizens who would previously have been supported via WODAS are now encouraged to access non-statutory community based activities
- Demand for WODAS will change to reflect changes in demography, i.e. children with more complex needs are surviving into adulthood and adults with learning disabilities are living longer
- WODAS exist to provide meaningful activity, to teach new skills, to identify and secure opportunities for work and to provide respite for carers
- WODAS reduces demand for daytime support in community living. If WODAS cease to operate the citizens who live in community living and who attend WODAS would need to be re-assessed. The knock on effect could be an increased demand in the number of hours of support provided across community living and lead to s significant increase in costs for CSS.
- WODAS also provide respite for family carers. If WODAS cease, there is a risk that some family carers would be unable to sustain their caring role
- The gap between the cost of providing services in-house and commissioning services externally is narrowing due to increased costs for external providers, linked to above inflation rises in NMW and the introduction of auto enrolment.
- Many providers are hesitant about taking on Council run services, because of the TUPE and building liabilities they would be responsible for.

6.4.2 ***Meifod*****:** The Meifod accommodation is in a poor state of repair and costly to maintain. DCC has a 10 year lease with the landlord, which runs to 2025. Potential to develop Meifod as a social enterprise was explored as an option in 2015 by Social Firms Wales. At that time the Council did not consider Meifod as ready for such a development. This work could be revisited, informed by the experiences of other recent social care spin-offs (including Flintshire).

Due to the nature of both the physical and business environment in which they have to operate it is recommended that Meifod become a Social Enterprise. This will enable them to access alternative funding streams which will, in turn, enable them to expand the services offered.

6.4.3 ***Popty:*** Popty has a high unit cost and is more expensive than similar external provision. There is little income from the catering enterprise, and running as a business appears to be having a negative impact on learning for service users there, and on the number of individuals who can access the service at any one time. The building is unsuitable. It is recommended that Popty ceases trading as a catering enterprise and moves from CYD. There are a number of potential options that need to be considered for Popty. These are summarised below:

- Move to another building (with a large domestic style kitchen rather than a catering kitchen) and develop Popty as a learning academy, with the aim of supporting people to develop independent living skills, including cookin g, and healthy eating. This could be co-located with Y Bont and Golden Group so as to share staffing and to offer a range of activities on site. See pages 20 -21 of the appendix below (Popty staff feedback and suggestions)
- Move towards a peripatetic training model, whereby there is no Popty accommodation, but citizens have time limited training placements or internships, possibly within DCC settings,

and linked to the ADM proposal for DCC Leisure Services, (this could be included in any service level agreements or other contractual arrangements with the ADMs). It may be possible that the sandwich delivery element of Popty could continue under any such arrangement. This option could also be linked to a Project Search model, which is a model for supported internships for people with a learning disability, (as in Flintshire), or to the JF team, with links to the local FE College, and a focus on throughput to employment

- Close Popty and re-assess the needs of Popty service users, with a view to offering them alternative placements in other settings and/or support via Job-finding. This could include looking to accommodate individuals in Y Bont.

It is recommended that a combination of the first two options recorded above be pursued as follows. Popty to relocate to a vacant unit incorporated with DCC Leisure services. Working in conjunction with DCC Leisure Services, be developed into a work experience placement service. To explore the viability of retaining the sandwich provision service within Leisure Services.

6.4.4 ***Y Bont*****:** Y Bont has altered its focus in recent years to respond to changing demands, but is struggling to meet the needs of those who need changing facilities.

Finding an external provider able to secure suitable accommodation and who is willing to take on the service (including the liabilities) at a lower rate than this, in the south of the county could be challenging. Testing the market, in terms of provider engagement, would give an indication of external provider interest, (and possibly Golden Group – see below)

The accommodation at Y Bont is not fit for purpose and is unable to meet demand. In the short term Y Bont needs to move, regardless of the longer term future. As a minimum this needs to be like for like. Y Bont needs to move, but should be located in the Ruthin area. Crucially any new accommodation must include full changing facilities.

6.4.5 ***Golden Group****:* Given that the remit of the Golden Group seems to have changed so as to include younger adults. Consideration should be given to merging Y Bont with Golden Group. This would enable staff to be used more efficiently and effectively and support a smoother transition as people age.

Therefore, it is recommended that the services Y Bont and Golden Group be combined and co-located. Given the physical needs of some of those accessing these services as outlined above, accommodation needs to be accessible and have the potential to adapt to changing needs. It may be that space can be made available in County Hall, Ruthin which would be suitable to safely and adequately accommodate this larger group, and so this option should be pursued.

6.4.6 ***Garden Control***: Garden Control provides meaningful work experience, and a valuable service within the community at a relatively low cost to CSS, but its suitability is limited in that the individuals need to be relatively fit and capable. GC needs to review its gardening fees, and to undertake a future proofing exercise so as to address its demographic issues (see 3.4 above) and its reliance on one member of staff.

There are clear similarities between the restrictions to development being experienced by Garden Control and Meifod. Indications are that a business model could be developed which would allow access to funding streams which would enable this business to grow as both a business and a service. As with Meifod, it is recommended that Garden Control becomes a social enterprise.

6.4.7 ***Job-finding***: The JF team have established good links with employers and support a relatively large number of individuals, but there could be more effective links with other services and agencies, including the progression support project, Working Denbighshire, local colleges and other employment related projects and agencies. If Popty is to move towards a placement based service, then Popty and JF could be closely linked.

The Job-finding team appears to be an assessment and triage service, (in addition to the job-finding role). Consideration needs to be given to the role and purpose of JF, and how this fits with other services and teams and with current approaches. It is isolated structurally, culturally and geographically from referrers and from Working Denbighshire.

The remit for the Job-finding team is county wide. Consideration should be given to the line management and / or location of JF (with WD or with the CDT). Alternatively, arrangements should be made for JF staff to be more agile, to make regular use of the CDT offices in Caledfryn, and to attend CDT (and WD?) team meetings, with a view to improving mutual understanding of each teams' roles and responsibilities. The future direction of Popty may also help to inform how and where JF is developed moving forward.

Emerging models, such as Project Search, could also inform the future direction for JF but, given the limited staff resource and the size of the 'client base', it is unlikely that the service will be able to grow to meet future demand. However, as their role seems closely related to the aims of Working Denbighshire, it seems logical that the infrastructure, expertise and resources already in existence for that part of the organisation be utilised to better support the occupation and employment needs of adults accessing the Job Finding service, both now and in the future. Therefore, it is recommended that Job Finding Instructors transfer to Working Denbighshire.

6.4.8 ***General*****:** There is a reliance on Agency staff in most of the WODAS settings, and for the 1:1 support. The majority of the Agency staff are provided via the expired contract with Cynnig. These arrangements should be reviewed within the context of the Councils contractual procedures, and, where services are remaining in-house, consideration should be given to reviewing these arrangements.

7. Appendices

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Appendix 2 - Appendices

1. Citizen questionnaire response pages 1 to 12
2. Carer questionnaire response pages 12 to 18
3. What's working, what's not working – Popty pages 18 to 20
4. What matters conversation – Popty pages 20 to 21
5. What's working, what's not working – Job finding pages 22 to 22
6. What's working, what's not working – work opps / cynnig pages 22 to 25
7. What's working, what's not working – Complex Dis. Team pages 25 to 26

Appendix 1: Citizen Questionnaire – collated responses

Page 1

1. Working with other people with learning disabilities

Not at all important Not that Important 3 Important 12 Very Important 33 (55%)

2. The chance of doing a more skilled job?

Not at all important 2 Not that Important 7 Important 17 Very Important 32 (53%)

3. If you receive a payment to attend your placement, how important is this to you?

Not at all important Not that Important 4 Important 1 Very Important 46 (77%)

4. Working with a large group of people

Not at all important 21 (35%) Not that Important 11 Important 4 Very Important 20

5. Working on my own or in a small group

Not at all important 14 Not that Important 9 Important 9 Very Important 28 (47%)

6. Being trained and/ or getting a qualification/certificate

Not at all important 1 Not that Important 3 Important 5 Very Important 26 (43%)

Page 2

1. What do you like to do when you are not at work/day opportunities?
    - Baking and days out
    - I like to do baking and days out
    - Baking and days out
    - Going for walks, trips with Cynnig, football trips
    - Going for walks, trips with Cynnig, football trips
    - Going for walks, trips with Cynnig, football trips, rugby tonight
    - Like to work in my own garden, go for a drink and watch football
    - Like to socialise, making cakes, like to do crafts, salvation army
    - I like to go out and about, socialise, crafts, like to go to the salvation army
    - Like to do jigsaws, watching DVD's

- Badminton, using the internet
- Holidays, fishing, golf, swimming, I like watching wrestling, I love Manchester united
- I like signing in the fire book when at Meifod, nice lunches when not in work, help people at [redacted], make drinks, like to watch rugby and football
- Artwork, baking cakes, helping out with animals, shopping
- Walking, cooking, enjoy going on bike rides
- Horse riding, going to the gym
- Horse riding, going to the gym
- Horse riding, going to the gym
- No hobbies, just like to chill out
- Going shopping, read tv magazines, soap life
- Going into town, using my iPad, Spotify, watching rugby and Radio 2
- Go into Prestatyn with my friends, using my iPad, watching the rugby
- Going to a nice café, going for walks, going shopping
- Like to play snooker, six nations, go for a walk, Wrexham
- Play games, x box etc., watch TV
- Watching tv, greatest showman
- Go out, bowling, go out for tea
- Gardening, shooting, fishing, support Wolves FC
- Gardening, shooting, fishing, support Wolves FC
- Gardening, shooting, fishing, support Wolves FC
- Watch TV and films, go for a coffee, help my step dad at home, watch football and rugby
- Like to work in my own garden, go to the pub, watch football
- Socialising with friends, going for a walk, music, arts and crafts
- Music, swimming, like to go to church and church groups
- I like watching football and playing on my Xbox 1, going to the cinema, watching TV chill out
- Watching football, playing on Xbox, going to the cinema today, like to chill out
- Do a lot of running, like to go and watch football and go for a pint with my mate
- I like watching football, Corwen and Wrexham
- Listening to music, Madonna and Janet Jackson and going on holiday
- Travelling and shopping for clothes
- Travel and watching films
- Listening to music, going to watch rugby
- Go and watch rugby, help in local club, going to watch bowls in Trefnant
- Walking, cooking, enjoy going on bike rides
- Go to walking group on Tuesdays, long walks with my carer 5 – 10 miles
- I like to go out to Denbigh
- Swimming, going to the gym, horse riding on Tuesdays
- Swimming, go to the gym, horse riding on Tuesdays
- Go for a drive, visit family
- Go and have a few drinks, have a walk around town, go to Rhyl on the bus
- No hobbies, like to watch TV and listen to welsh station radio, like to watch Liverpool
- Go out, walking like to be outside, making cakes
- Going in Hwb on Tuesdays, on Thursday into Rhyl to this club called mind
- Go and visit my mum, go out with my brothers, like to watch football, Liverpool
- Go and visit my mum, go out with my brothers, like to watch football, Liverpool
- Go out bowling, go out for tea
- Watch TV and Films, going for a coffee, like to help my step dad at home, watching the rugby and football on TV

- Like to go walking, like to watch Liverpool
- Gardening, shooting, fishing, support Wolves FC
- Go and visit my mum, go out with my brothers, like to watch Liverpool
- Go and watch rugby and help in the local club, going to watch the bowls in Trefnant
- Go and watch rugby and help in local club, going to watch bowls in Trefnant

2. What's good about the place you go during the day?
    - Like to go to the ponderosa
    - Like doing the shredding
    - Like the people at Rhyl college
    - Like working with Debbie
    - Working in a team, working well together
    - Like to mix with people – have good banter
    - I just enjoy doing everything
    - I like working with the lads, good fun, like sealing all the boxes when they are full, I'm really enjoying it, makes me lose weight
    - Feel happy when I'm in work, like to go on the van with Sian, like doing the ironing and cleaning the kitchen
    - Have a good laugh with the lads
    - I enjoy working with the team, some of the task are really enjoyable, work that requires design and editing
    - I enjoy using the saws, paper shredding, sanding, I love stacking up the wood, going out on the van doing deliveries
    - Like to sign in the fire book, enjoy working with the lads, have good fun
    - Being with all my friends, everything is nice
    - Nice to have a change
    - Working with friends, learning new skills
    - Change of scenery, nice atmosphere
    - Nice outside, work in people's gardens
    - Using all the different tools, made some good friends
    - Made good friends, like working with Ellie, Dave, Gaynor and Karen
    - Everything is good, no need to change
    - I like to go out on the van doing trolley
    - Good to work with friends and have people to talk to, going out on van doing deliveries
    - Like everything
    - Using the shredding machine
    - Like making things – made a shopping bag, art and crafts on Fridays
    - Nice people, enjoy cooking, being in a group
    - Weeding and mowing, tidying up the borders
    - I enjoy sorting out all the deliveries
    - I enjoy sorting out all the rubbish for people
    - Small group and nice support workers, nice cup of tea at the end of the day
    - Like coming here because I'd be bored at home, like working with the lads
    - Enjoy mixing with people, one person brings their dog and I love seeing the dog
    - Some of the people there have issues similar to mine so they understand, I also love to look at all the bikes hoping to go to the bike show this year, Alan (boss) is great
    - Working with my friends and chatting to people
    - Enjoy working with the lads, great football banter and rugby talk
    - Like to have a laugh with the lads, also it gives me a good structure to my day. If they took my work away what could I do with my life?
    - Interacting with people, get out of the house, have a lot of banter

- I like using the shredder, sorting out the rubbish
- I like doing the laminating, stamping the envelopes for the team
- Sorting out the bottles of pop, putting out the sweets
- I like hoovering the shop and seeing it all nice and clean
- Like to greet people when they go in
- Enjoy cooking lentil roasts and scones
- I like brushing up and making everywhere tidy, love walking with the lads, good fun, sorting out uniforms with the lads, love being part of a team
- I like cleaning and like to get stuck in
- Working in a team, making buffets, cakes and sandwiches
- Enjoyed stacking the shelves at the [redacted]
- Staff are great
- Like everything about coming here
- Like getting paid and working with the lads
- Have a chat with the lads, meeting new people
- Popty was good as a starting point in life, but it has given me other opportunities to go in different places in life
- Working with my friends
- Like to put the packs together, good to see a finished product
- Like to use shredding machine, make people cups of tea, playing games, Bingo, quiz
- Using lawnmowers and equipment, putting WD40 on, clearing branches, doing potholes and lines on grass
- I like chopping sticks, using tools and axe, enjoy gardening, hopefully work in Rhyl in spring, practice using my bus pass to come to work
- Putting everything together and in the boxes
- Get to speak to people when asking what they need doing
- Think its ok as it is, very good and staff are brilliant, Becky, Sarah and Wendy very good also Ian
- Staff are very good, Dave, Ellie and Minffordd, Gaynor lovely

3. What could be better about the place you go during the day?
    - No – everything is good
    - Everything good as it is
    - Everything is good at college
    - Everything is spot on
    - Everything is fine as it is
    - Happy with everything
    - No I wouldn't change anything
    - Heating is cold and problem with water tanks, sometimes have to wait very long time for taxi to take me home
    - Would be good if I could do more crafts, also like to do more catering work, more variety, the roof is always leaking and problems with the water tank
    - Everything is really good
    - High volume of work at the moment
    - Sometimes people need to slow down when using the machines (dangerous), can be cold when the heating is not working, hard when Meifod is closed due to bad weather
    - Everything good
    - I'd like to do more artwork
    - Happy with everything
    - Could have better heating, very cold
    - Everything's fine

- Everything's fine
- Always very cold here, should be warmer
- Wouldn't change anything about Y Bont
- Happy with everything, wouldn't change
- It can be quite loud sometimes and I don't like that
- Happy with everything
- Happy how things are
- I would like to have a locker
- Everything is fine
- No I enjoy it all
- I enjoy everything about all the jobs
- I enjoy it all
- Maybe keep the workforce a bit happier
- Really happy with everything, wouldn't change anything
- I would like to do more practical work on the caravans, at the moment I just do cleaning in the workshop and the office
- Everything is great but sometimes I'm just not in the mood to go, no faults though, I genuinely love it
- Everything fantastic, wouldn't change a thing
- No I love it there
- Everything is great as it is
- Happy with everything as it is
- I didn't like cutting cardboard with knife but I don't do it anymore
- I like everything about working at [redacted]
- Don't like sorting out the price labels but I know it has to be done
- Some things I don't enjoy but I know they have to be done
- Think it is ok as it is
- Happy with everything
- Everything great
- Think everything is ok as it is
- Happy with everything at Popty
- Manager at the [redacted] was not very nice to me
- Wages could be better, would like to get radio back
- Happy with everything, really like it here, very hard getting here by bus, 2 buses
- Everything is good
- Happy as you are
- Building is a bit run down, better sign posted to place to make it easier to get to
- Wages could be better, room is cold
- Think its ok as it is
- Everything ok as it is
- Sometimes I have to work with people I don't get on with very well
- Place is very cold when heaters not on
- Everything is good
- It's a shame can only work there in the summer
- Think its ok as it is
- Think its ok as it is

4. Has it helped you to do more for yourself? YES / NO (tell us more)
    - Yes – helped me out a lot
    - Yes – positive thoughts – more positive
    - Yes – helped me out a lot
    - Helped me organise myself, get here on time etc.

- Yes – just keeps me going
- Yes – helped me organise myself, time keeping
- I just love all the work whatever it is
- Yes – I live on my own and am very independent
- Go to healthy eating group and walk all the way, I live on my own and am very independent
- Yes – I now live in my own flat
- Yes – I now live in my own flat
- Yes – I now know how to use machines safely, so many things, really love coming here
- Yes
- Not sure
- Yes – helps me to socialise
- Yes
- Yes
- Yes
- Yes
- Yes – made a really good friend, Ellie
- Yes – helped me organise myself and have a routine
- Yes – helped me learn new skills, I now no longer live at home with my parents
- Yes – helped me learn about healthy eating
- Yes
- Yes – recently won award for music and drama
- Yes – I get myself a drink
- Yes – preparing food, do more at home
- Yes – Independent more, get bus to work (Denbigh to Rhyl)
- Yes – skills for working in loading bay
- Yes – independent, get the bus with bus pass
- Yes – Tony thinks about me and says I'm coming on really well
- Yes – improved my skills
- Yes – I'm more clean and tidy at home now, helped a lot with my confidence
- Yes – I'm a lot more confident outside of work, I now go to college 3 days a week
- Yes- made me a lot more confident
- Yes – helped my confidence massively
- Yes – more confident as I am mixing with people, previously I wouldn't be able to do something like this phone call
- Yes – helped me get out and about, better than being at home, I also now have my own bungalow in Ruthin
- Yes – it's good to be kept busy
- Yes – I'm always better when I'm busy
- Yes - Really like working in the [redacted], makes me feel good
- Yes – I love being busy
- Yes – helped me to talk to more people when they go to Popty
- Yes - Helps me to socialise
- Yes – much more confident and independent, do more without the family, make my own may on the bus
- Yes – I now make my own way to and from work
- Yes – has helped me learn how to follow recipes to make at home, scones, lemon drizzles
- Yes – helped me get to know new people, helped me with shelf stacking skills
- Yes – helped make me more sociable person

- Yes – I can now make things from wood, use tools
- Yes – helped me to lose weight and keep fit
- Yes – makes life easier, go to the shops by myself, also like to go out on bus by myself and the train
- Yes – give me starting point in life
- Yes – learning new skills, using tools and equipment
- Yes – assembly skills
- Yes – develop skills
- Yes – keeps you out of trouble, nice to have your own space, going out to work gives me more self-respect
- Yes – helped me practice using my bus pass, helped me learn how to use different tools
- Yes – new skills, using tools
- Yes – helps me be independent, use my bus pass
- Yes – made a plaque for new rugby club
- Yes – all my jobs help make me independent, get bus etc., assembly skills

5. Are the staff approachable? YES / NO – do you get the help you ask for?
    - Yes – everybody is helpful
    - Yes – Becky is really helpful and Jill
    - Yes
    - Yes - Debbie is great, Jill also very helpful
    - Yes – everyone really helpful
    - Yes – John Morris, sound guy very helpful
    - Yes – Debbie is really helpful all the time whatever the work
    - Yes – everyone is really helpful
    - Yes – everyone is really helpful
    - Yes – the lads are brilliant
    - Yes – most are approachable
    - Yes – really good, always come to see if we are ok, everyone is really dedicated to us
    - Yes – very friendly, great
    - Yes
    - Yes
    - Yes – Dave is very helpful
    - Yes
    - Yes
    - Yes
    - Yes
    - Yes – everyone is really helpful, I like it
    - Yes – everyone really helpful
    - Yes – everyone is really helpful, really happy with everyone
    - Yes
    - Yes
    - Yes
    - Yes – available if I have a problem
    - Yes – Debbie is really helpful, she's great
    - Yes – Dan and Steve, very helpful
    - Yes – I work with Peter and he is very helpful
    - Yes – Debbie is always nice and polite
    - Yes – Debbie is really nice and always helpful
    - Yes – everyone is really friendly and happy to help

- Yes – Alan is great, nicest people I've ever met, they show me respect
- Yes – everyone is really fantastic
- Yes – no problems at all with the lads
- Yes – all the lads are great, I struggled in the past with reading and writing but now not so much as everyone helps
- Yes – everyone is great, if I get tired nobody minds so I go home, very flexible and kind
- Get on with everyone really well
- Yes – Eleri is always helpful, helps me with the envelopes
- Yes – everyone always happy to help
- Yes – Paul is really helpful
- Yes – always very helpful
- Yes
- Yes – very much so, everyone is great
- Yes – everyone really helpful
- Yes – everyone really helpful, they know when I need some alone time
- No – manager quite nasty with me, told me to have ½ hour break when I was only there for 2 hours
- Yes – very helpful
- Yes
- Yes – Debbie is really helpful, Karen too
- Yes
- Yes – yes I did because they could answer questions when I have them
- Yes
- Yes
- Yes – Debbie is very nice and Tony is like a dad to me, Gill very hands on and really nice
- Yes
- Yes – Debbie is always really helpful
- Yes
- Yes – everyone is really nice
- Yes – always very helpful

6. If you have used Job Finding, did they help you to get a job?
    - Not used this service
    - Not used this service
    - Not used this service
    - Yes – Rhuddlan golf club
    - Yes – Rhuddlan golf club
    - Yes – found this job
    - Not used this service
    - Not used this service
    - Not used this service
    - Yes – to help me find this job
    - Yes – helped me get this job, now work full time
    - I go to Woodland skills every Tuesday and Wednesday, really love it, good fun
    - Also help out at [redacted], doing drinks for visitors
    - Yes – worked at Henllan
    - Yes – I have used
    - Yes – helped to find a job in Llandyrnog, helping in holiday homes
    - Yes – helped to find work at holiday home in Llandyrnog
    - Yes – helped to find work at holiday home in Llandyrnog

- Not used this service
- Yes, Friday mornings do see Nathan and Katie, Did a cooking course
- Not used this service
- Not used this service
- Not used this service
- Yes – in magistrate's court and job centre
- Not used job finding
- Many years ago, Hafod Y Green in the laundry
- Yes – helped to find work at [redacted]
- Yes – I have 4 jobs
- Yes – I have 4 jobs
- Yes – I have 4 jobs
- Only recently, questionnaire about my health
- Not used this service
- Yes – to find this job, Ian and Erin are very helpful
- Yes – to get this job in the bike shop
- Yes – to find this job and one other [redacted]
- Yes – at the [redacted] in Denbigh
- Yes – they helped me get this job
- Yes – this job, and before that helped me find jobs in Ruthin library and DCC IT for 2 years
- Yes – forms completed
- Yes – this job
- Yes – this job
- Yes – this job
- Yes – Rachel helped set up Aberwheeler and Cynnig
- Yes – I have used in the past
- Yes – Ian Mayles very helpful, 2 jobs at the moment
- Yes – they helped me find this job
- Yes – found work at the [redacted] in Ruthin
- Yes – this job featured on questionnaire, Ruthin [redacted]
- Not used this service
- Not used this before
- Not used this service
- Used to work in kitchen at Ruthin craft centre
- Yes – it did because it helps find place like [redacted] and [redacted] in St Asaph
- Not used before
- Not used before
- Yes – helped to find work
- Only recently questionnaire about my health
- Not used service, but have worked in wood skills in Bodfari
- Yes – I have 4 jobs
- Not used this before
- Yes – Rachel helped set up Aberwheeler and Cynnig
- Yes – Rachel helped set up Aberwheeler and Cynnig

7. What would you like to do in the future? (what are your aspirations?)
    - Happy as I am
    - No I'm happy as I am
    - Happy as I am
    - I'd like to go abroad, never been before
    - Travel abroad in the future

- Like to go abroad
- Really happy where I am, no wish to change
- I'd like to help everyone be more independent
- I would like everyone to live independently, I can help people to do this
- Quite happy as I am
- Happy here for a few years, very difficult to change jobs at the moment
- No because I really love coming and I really wouldn't want to stop coming here, everyone is fantastic
- Happy as I am
- I'd like to go bowling, I'd like to play bingo, sorting papers out
- Not though about it yet
- Quite happy as I am
- Quite happy as I am
- Quite happy as I am
- Not sure, you never know
- Like to work for McDonalds and get a proper wage
- Not thought about this yet
- Not sure
- Not thought about this
- Like to go walking
- Not thought about this yet
- I'd like to learn to crochet
- Happy where I am
- I'd like to be a full time gardener
- I'd like to be a full time gardener
- I'd like to be a full time gardener
- Like to work for someone self employed
- Really happy where I am, don't want to change
- Anything that would be outdoors or in the garage
- I'd like to be a porter or nurse's assistant
- No really happy where I am, my life is absolutely perfect at the moment
- Carry on as I am, everything going like an engine at the moment
- Really happy with how things are right now
- I'd like to stay here at county hall
- Happy where I am for now
- Happy where I am for now
- Really happy where I am
- Really happy with how things are
- Work full time at Rhyl rugby club
- Not thought about it yet
- Happy where I am
- I'd like to get my own place with my boyfriend
- Go to work in a charity shop or Boots, voluntary work
- About to go and do voluntary work, charity shop or Boots
- Not thought about it
- Not thought about it yet
- Quite happy as I am
- Would like to work in a café again, sorting out the tables and washing up
- Work in a café and maybe work in charity
- Not thought about it yet

- Not thought about it
- Happy where I am
- Like to work for somebody self employed
- Quite happy where I am
- I'd like to be a full time gardener
- Not thought about it
- Work full time at Rhyl rugby club
- Work full time at Rhyl rugby club

8. What would you like to do when you get too old to work?
    - Retire
    - I would like to retire
    - Retire
    - Never thought about it
    - Not thought about it yet
    - Never thought about
    - Relax take it easy
    - Retire and grow flowers, crochet blankets for babies
    - Retire and grow flowers, crochet blankets for babies, cook
    - Carry on working as long as you can
    - Travel with my sister, do the things I don't get time to do at the moment
    - Go on holidays, like to go to Spain
    - Not thought about that yet
    - I'd like to do more artwork
    - Do more walking
    - Retire and ride more horses
    - Retire and ride more
    - Retire and ride more
    - Not thought about it
    - I'd like to work late mornings only and Saturdays
    - Not thought about this yet
    - Not sure, too young
    - Not thought about this
    - Not thought about it yet
    - Not thought about it yet
    - Stay home and relax
    - Still like to come here
    - I'd like to work with people for as long as I can
    - I'd like to work with people for as long as I can
    - I'd like to work with people for as long as I can
    - Not thought about it yet
    - Relax
    - Carry on with my arts and crafts
    - I'd like to go back to London where I am from
    - Not thought about it, will do nearer the time
    - Not thought about it, love how things are right now
    - Not really thought about it, I'm 28, I'd like to still be alive
    - Too far away to think about
    - Not ready yet
    - Not ready yet
    - Not ready yet

- Not ready yet
- Still like to come and see everyone
- Do more walking
- Holidays, lots of walking
- Stay at home and watch TV
- Chill out at home, don't want to wish my life away
- Chill out time at home, don't want to wish my life away
- Not really thought about it
- Stay at home and relax
- Not thought about it yet
- Not thought about it yet but I do love to make cakes
- Maybe live in Rhyl, few days in charity shop or getting job that pays or getting a pet maybe
- Relax and have days' out
- Relax and have days' out
- Still like to be here
- Not thought about it yet
- Too far away to think about
- I'd like to work with people for as long as I can
- Not thought about it, being relaxed and having days' out
- Still like to come and see everyone
- Still like to come and see everyone

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If there is anything else, you would like to tell us about the place where you go during the day please use the space below

- I like to do the shredding, quite happy with everything
- I am worried about cuts, because there would be nowhere to go for local handicapped people, I like to speak up for them
- I am very worried what I am hearing about all the cuts, it is a complete nightmare and I am very worried
- I just think it's fantastic here, best thing I have ever done
- Heating needs to be fixed
- Ready for a change from Meifod, few people very cold all the time
- Quite happy with everything as it is
- Canol Y Dre is a really nice place to work, people have commented how well I'm coming on
- I'd like to get paid a bit more, but otherwise I love it
- I'd like to get paid a bit more and get some more hours, another day would be good. I love going there but a bit more money would make it perfect
- If possible it would be great to get an extra day's work, it would be ideal if I could be employed on a permanent full time basis to get holiday pay, holiday etc.
- I also worked at [redacted] café, had a few problems, lady in the café complained about me and I didn't deserve it. Also problems with uniform. A did all the jobs they asked of me.
- Some of the equipment is old, sometimes it breaks down

Wish the environment was a bit of a happier one

Appendix 2: Carer Questionnaires - Summary of responses received

1. Are you happy with the services that the person you care for receives?

Number	**Yes**	**40**	No 4	no answer 6
Percentage	**Yes:**	**80%**	No: 7%	

2. What is good about the place that the person attends?

- ✓ He's happy there (meifod)
- ✓ Enjoys the experience and is treated as a member of staff (JF)
- ✓ Good atmosphere, caring
- ✓ The welsh, work friends – part of a team
- ✓ He enjoys doing what he does at the recycling depot
- ✓ Mixing with others and relationships with staff
- ✓ It is perfect for him as he has brain damage and gardening is what he likes
- ✓ Friendly relaxed
- ✓ Feels like a valued member of the workplace and making a meaningful contribution
- ✓ It gets him out for a few hours and he sees people
- ✓ Friendly staff. Punctual
- ✓ Camaraderie. Feeling for him of being in a regular workplace. Stability. Lack of uncertainty about future
- ✓ He enjoys the work and gets along with his workmates
- ✓ She enjoys going to work because everyone is lovely and helpful
- ✓ Good for his well-being, meeting people, having a good time
- ✓ Provides an opportunity to work in a safe environment
- ✓ The staff and the clients. The learning, socialising and sharing
- ✓ He does not attend on a regular basis but cynnig comes to him twice a week, they are there for him whenever he needs them
- ✓ Y Bont is very important to both my daughter and myself. We have made many friends over the years. The staff are wonderful and caring with everyone
- ✓ Very kind and understanding with my daughter and us as a family
- ✓ He meets new people, and develops social skills. Respite care
- ✓ Helps to interact with others in the community. Enjoys going out to deliver, meeting new people. Enjoys cooking
- ✓ It keeps him occupied
- ✓ Keeps him busy during the day / meeting new people
- ✓ Meeting others
- ✓ Learns different skills, meeting others, well organised
- ✓ Encourages him to develop new skills whilst maintaining his independence
- ✓ Excellent relationship with staff, feel valued and included in everything
- ✓ It gives them a good knowledge of what he is studying and he can meet new friends along the way
- ✓ Gives her confidence, a sense of purpose and belonging. Also like the fact it is paid work
- ✓ Keeps him fit and active, loves the social sided, working different places, being in his car, 1:1 with staff
- ✓ Meifod is very productive for him and he enjoys going. The staff are very good with him and it very well organised
- ✓ Motivational x 2
- ✓ Interaction with peers
- ✓ Something to come back and talk about
- ✓ Being outdoors getting fresh air and exercise
- ✓ Gives a sense of pride independence and confidence
- ✓ Enjoys working with able bodied workforce and feels like one of the boys
- ✓ Different activities
- ✓ Staff
- ✓ Gives her independence in a very secure and safe environment amongst her friends and amazing staff. She absolutely loves y bont, and it is her world
- ✓ Interaction with others including staff and college goers

- ✓ She does meaningful work and she really enjoys her days
- ✓ Enjoy meeting people and going on the trolley with Sian
- ✓ No longer attends (college closed)
- ✓ Meets with friends and staff. Looks forward to going to work

3. What could be better about the place they attend?

- Nothing x 13 (26%)
- No problems
- Everything is fine
- Extra time
- Canteen is to loud
- Maybe more chances to develop, only a maybe, everything's fine at the moment
- He loves it and comes home very happy
- I'm quite happy at the moment
- He's happy with both places he attends
- Would like to introduce some crafts as well as cooking and learning new skills
- More varied
- Open days for family involvement
- More focus on what he enjoys doing.
- Have a behaviour support plan focused on work setting
- Distance
- Sometimes struggle with some of his behaviours
- More activities
- Assurance of continuity at the relevant places
- See response to question 8 (improvements)
- Focus activities on individuals with visual impairment
- It could be warmer in winter (CYD)
- The building itself is not fit for purpose (CYD – popty)
- A better building to deliver the service & better facilities for staff (CYD – popty)
- More local
- Long spacing of the days - too much of a wait from Friday to Wednesday
- Would like to be paid minimum wage (JF)
- Better wages

4. Have (and how have) the services helped the person you care for to do more for themselves?

- No
- Don't know
- Not really
- Makes him think for himself
- Gained communal skills – independence
- More confident, more settled, with a routine
- Confidence, stability, skills improvement, being part of a settled team, responsibility
- Be more independent / more sociable
- Confidence, skill building
- He is quite independent and able to do a lot for himself
- Yes, he dislikes being in receipt of benefits and wants to be a valued member of society. Doing voluntary work helps him to feel he has self-worth / social value
- He can help now in our own garden and being with other people has helped him a lot
- She has really come on in leaps and bounds since being there
- Yes, it gives him the chance to show people what he can do
- He mixes with people and their social events and it has helped him with time keeping
- They have helped him to make decisions for himself without any help

- Enabled him to have a routine attending work in the mornings and gives him a reason to get out and participate with others
- He would like more days there
- Helps with independence
- Very independent
- More confident, independent, improved social skills
- To be more self confident
- He is becoming more confident in roles he didn't think he could do
- Keeps him mobile, enjoys the activities and the social interaction
- They have improved his personal hygiene and cleanliness of his house and give him much more confidence
- They have given him skills with tools and machinery
- More sociable
- It motivates her
- Helps her to get up in the morning and go to bed earlier the night before
- He feels more confident than before
- He feels more confident to make his own models out of wood now
- He feels valued, confident, more sociable, better communicator
- More independent x 2
- Allows and encourages her to function outside her home environment
- Encouraged independence and use of (walking) cane
- She helps more around the house and enjoys working in the kitchen
- Gives the opportunity to go to different placements and work & more confidence
- Golden group has a positive effect seemingly
- Yes, using equipment
- Yes, increased sense of independence. Makes her own way using public transport. Has now found a paid job herself without support
- Encourages skills. Independence. Confidence. Very social atmosphere

5. How have the services supported your needs as a Carer?

- They help because she has something to talk about x 2
- Able to talk to them if we need to and will do all they can to help
- A little respite, improvement in social skills with family
- Gives us time to ourselves
- By encouraging her to do more for herself to the best of her ability and encourages new skills
- It provides a place they enjoy coming to, and to sometimes work – but sometimes crafts
- Gives space to work and get some peace
- Interaction
- Leaves us free
- 4 hours per week , respite not enough
- I am happy with the level of support he gets during the week
- Yes, as we are in our 80s we can have 2 days off a week
- On time when picking up
- If he's had a good day then it's evident from his behaviour at home
- They help me a lot knowing she is happy and safe
- He is more willing to try new things at home
- Reassurance of future stability
- Having meaningful occupation helps him to be active / occupied and to feel better about himself so improves mental and physical health and well-being
- I go to work, I would not have time to transport
- Stops any boredom and helps with anxiety
- I have respite, she is more confident and I have good communication with all

- A first step to try work on a regular basis and given her a taste to do more
- Don't any more (college closed)
- Communication is good
- Catch up time, housework, shopping, attending appointments, lots more
- It is nice to have something to look forward to and enjoy with him and given an insight into his capabilities
- Point of contact with employer to resolve any issues / difficulties
- Makes him more confident
- Enabling him to attend the day service
- Keeps his independence. Very happy. Looks forward to work and social time

6. Do you have any concerns about the distance from home to that service?

Number	Yes 6	**No 39**	no answer 5
Percentage	Yes: 12%	**No: 78%**	

Why?

- He uses the bus
- Doesn't like it when the taxi is late
- Has to get the bus from Ruthin to Bodelwyddan
- Due to bus route
- I transport my daughter daily
- He gets picked up and brought home
- Lack of communication from y bont
- It is a 35/40 minute journey and can be difficult in winter weather
- Local college closed
- As we live in Llangollen the services mentioned are some distance away
- We have no concerns about distance because it is absolutely ideal for her and meets her needs
- Public transport is available and family willing and able to give lifts
- No – likes travelling by car to 'see the world'
- No – we pay for taxi service and he enjoys travelling far anyway

7. In your view, are these work services right for them?

Number	**Very**	**38**	Quite	7	Not Very 1	no comment 4	
Percentage	Very	**76%**	Quite	14%	Not Very		

Why?

- I think this helps the person I care for x 2
- It's a nice and friendly place to work (meifod)
- He interacts with his fellow workers. Learns new skills
- No interest in doing the work sometimes – seen others do it completely independent
- Very suitable – the response after Christmas says it all – he was smiling and laughing when he found he was coming to meifod
- It's a little mixed as some days are good and some days aren't – Mondays are a problem
- At present Y Bont is what my daughter needs for her well-being
- Cynnig are always very supportive and deal with his insurances and anything else he needs
- Job-finding team have only occasional involvement with him, but are always responsive when he asks to see them
- Because they are safe and we can do our own work etc

- Yes, he has been going for a number of years without paying
- She enjoys the service and it's right for her, she gets anxious about the taxi being late
- Enjoys and looks forward to going to work and spending time with friends
- This service needs to improve their activities as on some days she does jigsaws or watches DVDs
- As he needs to be occupied throughout the day
- Without hesitation, they meet the needs: physical, emotional and mentally
- I think it should be done more
- Few occasional issues but are always dealt with promptly
- She enjoys all work / social areas
- She really enjoys her days at popty – it makes her feel useful (not used) and gives me some respite
- In the field of food prep
- No longer wants to attend due to closure in Denbigh
- All activities are catering for clients' needs and abilities
- Has learned a trade

8. Do you have any suggestions for improvements or changes to services?

- ✓ He is happy with the place he is in. He would like more days there
- ✓ JF could be more patient , even though they might lose interest
- ✓ I would like to see a better wage in recognition of their work ethic and commitment although fully appreciate that without places like meifod we would not be where we are. Most grateful and thankful for the services, staff and support.
- ✓ No suggestions – the services are ideal for her and for us
- ✓ No – everything good
- ✓ The building (CYD)
- ✓ Would it be possible for him to have cooking lessons one day a week, Thursday if possible, in Rhyl
- ✓ Popty trolley – could more choice be provided – appreciate it's not easy, just thinking of ways to make more money for the service
- ✓ Only to change his days
- ✓ Use the supplied communications book
- ✓ At this point he is living at home – when will there be a place for him to stay. Also needs extra space / placement with work a walking distance away
- ✓ More welsh, more paper to shred
- ✓ Perhaps to have a reviewing system with the individual and their place of work
- ✓ I think she would enjoy it if it was varied, trying new things, also going out on the van and meeting people
- ✓ When the services closed due to bad weather, she was dropped at home on her own – in future please phone
- ✓ For the citizen concerned the main issue is not being paid a fair wage. Understandably work opportunities are reluctant to ask employers to pay minimum wage as this may deter them from recruiting, also there are consequences for loss of Benefits
- ✓ More activities for autistic young adults, meetings, outings, similar interests
- ✓ Y Bont needs a new larger TV. It would be nice to introduce educational programmes via DVD. Entertainment – bonding and sharing. The educational programmes could be life skills, basic reading, numbers, handling money, time keeping, sign language. They also need computers and laptops – engaging in learning, letters, numbers and patterns. Body awareness. Safety advice
- ✓ Staff numbers, 1:1 support, engagement in activities that the individual enjoys doing, involvement with the behaviour support team so that any ongoing issues might be addressed, so that the individual can continue to access day services, as long as the

individual a wish to continue attending day services then we should be working at enabling this to continue.

- ✓ Individual concern re the charging policy (advised to contact SSD comments if wanting to apply for a waiver)
- ✓ Services are fragmented and often overlap. It would help if all were under one umbrella and a one stop shop where you could go and sort out problems, instead of having to go to several departments.

Number of responses – 50 + 1 direct meeting (see below)

In addition – letter from brother/appointee, praising Cynnig for their 2 x pw support and the day trips. Also acknowledging help and support from Paul Mazurak

Notes from direct meeting with parent 18/02/19

- Most of what she does we have found ourselves
- She needs long term progression – not from the setting but within the setting (what might seem like small steps are actually big achievements and should be acknowledged)
- Need a range of activities, and a chance to develop new skills
- My daughter worked with a peer, (a man with learning disabilities) as his assistant, and he showed her (visually) how to do things – this was good for them both
- Having a final product, something tangible that she has made (or helped to make) is good for giving her a sense of pride and achievement
- Needs something broad – creative
- Has to be tailored to her needs and preferences
- In our experience the interface between external support staff and DCC work opps staff has been good
- The meifod model has worked well for us and should be replicated
- The popty accommodation is too small
- DCC need to do more to track achievement and show off success
- We are aware that there are office demands on the instructors
- The meifod staff have dealt with challenges in a positive way – looking for solutions
- The combining of skills needs to be further developed – a chance to develop a range of skills

Appendix 3: What's working / not working - Popty

Whats Working

- Citizens learn skills that can be transferred to open employment or used within their home. Examples: people learn to make a hot drink, they learn to make cakes & sandwiches, use machinery and how to clean/tidy away. They learn how to do this safely & hygienically. They learn why it is necessary to do this for their health & well being and to comply with legislation when providing goods for the public.
- We offer citizens a "good day" – away from home constraints, interesting activities – work related, increases social circles – new friends/old friends, ability to try new things, explore local community, meet members of the public, build confidence & self esteem.
- Citizens are given in house training to participate in the recording of evidence for Environmental Health requirements.
- We use external resources to provide citizens with training & refreshers in related topics – First Aid, Manual Handling, Food Hygiene etc through forging links with groups such as OPUS, Workforce Development & Llysfasi College

- Citizens have gained qualifications and hold nationally recognised certificates in Food Hygiene & Hospitality & Catering. This has enabled some citizens to offer these to external employers when seeking work opportunities through Job Finding.
- Staff give continuity through long service.
- Staff give good support to citizens & their families/carers. Staff work hard to develop relationships & gain trust. They help families/carers with their problems & concerns and point them in the direction of the right places to seek further help.
- Staff use their familiarity and place of trust to raise awareness through seeking to alert other professionals & appropriate people to give early preventative action or intervention when individual citizens they work with are struggling with health/money/home management issues and these actions minimalize the risks of crisis & deterioration for CSS.
- We are good at communicating concerns & reporting changes to others – line management, CD team & duty Social Worker, parents/carers
- Staff ensure that individuals who attend the day service have their problems listened to and will advocate on their behalf. Staff will take the time and put in the extra work to find assistance and positive actions to resolve these issues, however minor they may appear.
- Staff will offer extra support, if it is possible, to give individuals the first steps in enabling them to do things for themselves. Examples – support has been given to show someone how to use a hairdressers, how to purchase items from the shops, how to buy appropriate clothing, how to travel to locations within their town.
- Staff have developed good informal links with local traders which have provided valuable support & links when they (and their customers) have concerns about vulnerable people within the community and enables us to pass on these concerns creating opportunities for early intervention with health issues and minimise risks from abuse for individual citizens.
- There is a good working relationship with external agency, Cynnig, which provides a flexible supply of staff which enables continuity of our services when staffing levels drop & posts are not covered (maternity, planned sickness leave). Cynnig are swift to respond to unplanned cover as needed. Most importantly, these staff are familiar and have a good understanding of citizens intimate requirements.
- There is a transport service that is free to use and enables citizens that live in isolated areas, or who have no alternative method of independent travel, to attend the day service.
- The new work project, Windfarm Boxes, is proving a success. It is early days but is showing great promise and has potential to develop further.
    - Work with a local company
    - Meaningful work
    - Integration with external workforce
    - New friends
    - New Skills
    - Flexible work
    - Potential to work with other groups of people
    - Other employers, related through the Windfarm Box company, are interested in offering work too
    - Local community links and a position of respect within the local community.

Whats Not Working

- The physical environment – leaking roof, lack of general maintenance, lighting issues, drainage problems, difficulties maintaining an ambient temperature. Affects both physical and mental health of both citizens and staff; it portrays a negative image of how the Council values/views the people who use the building.

- Toilet/ changing facilities are not suitable/accessible for some individuals.
- Transport – there is a recurring problem with taxis that don't turn up.
- There is an increasing amount of time needed by staff to report/record/communicate through the computer, but staff time is needed to support citizens in attendance – conflict.
- CD Team, as a group, are largely unknown. There have been many changes in structure, roles and procedures. There is no communication to inform us & help our understanding to keep the close links we once had.
- CD team are often "out of touch" with citizens. Often the first time they meet a citizen and their families is when they attend to lead a PCP review.
- Many of the CD team display little knowledge of an individual's past history, current health situation, current social requirements & have no familiarity which can lead to inappropriate advice, suggestions & decisions being given. This could be improved by becoming "visible" to citizens on a regular basis – example – drop in to CYD for a cuppa once every 3 months.
- Staff here are good at communicating their concerns/information about individuals to other relevant professionals, but it is often not reciprocated and we seldom get feedback which can impact on our future work with individuals.

Whats Important for the future?

- A location or building that projects positive, modern, fresh, quality images. Dry, warm, spacious with appropriate personal facilities for all citizens and staff.
- Identify & develop the aspects of service that citizens need support with – sensory experiences, training to use available technology (alerts, alarms, communication programs etc), accessing social groups – community allotments, for example.
- Closer physical links & improve communication with the CD team and other professionals.
- Improving links to 3rd sector and community activities – learning & qualifications, volunteering & work opportunities, socialising, keeping active & taking part
- Developing the Windfarm Box project to support a wider group of people with minimum amount of staff input.
- Access to technology – wifi connections – computers/tablets/ - learning & accessing safely.
- Popty is an expensive section to run; there is no growth in its current business element. Does it need to change direction for the future? It could offer purely service related activities and training to citizens, removing the restrictions that public health regulations impose.

Appendix 4: 26 March 2019: What Matters conversation (Popty)

Jeni Andrews
Kathryn Hayes
Rita Pope

During our discussion we chatted about changing the direction of Popty to meet changing needs and requirements of Welsh Legislation and citizens who attend services.

Exercise: To change Popty from Commercial/Business type service to Domestic/Leisure Type service

Request: Look at the Pros & Cons

Purpose:

To offer domestic social/leisure orientated food/cooking based activities. To deliver practical learning and knowledge around food related activities that people can enjoy and use both at home

& within the community to make healthier choices about the food they eat, their lifestyle and promote safe preparation & good hygiene practices.

- Popty would not be controlled by Environmental Health food for public consumption restrictions. Costs reduce.
- We would be able to open the service to all clients, including complex physical needs and challenging behaviours.
- There is potential to incorporate the citizens that currently attend Y Bont through both the cooking and the “allotment” activities. By mixing the two groups you have greater flexibility with staffing requirements. CYD could be one group of multi activities rather than less flexible split groups. There is potential to develop other activities within the building (with funding).

What could we offer?

The physical set up of the kitchen would determine how many clients could access the service at any one time. This is also influenced by what space is required to ensure individual safety.

Give experiences to clients to enable them to use domestic equipment to make meals & snacks. (Slow cooker, microwave, peelers, tin openers, mixer, blender, kettle etc). Learn how to both use & care for the equipment.

Promote healthy eating, healthier choices, control & make informed decisions about the food they eat both at home and when eating out. How to grow, source, purchase, prepare & store food following good practices. Learn about food spoilage, food borne diseases and their prevention. Learn about food related ill health (obesity, diabetes) and how to make improvements to their diet & lifestyle to prevent/lower risks. Learn about stock control, storage of foods and the use of food probes and temperature controls.

Link to allotments, raised beds & boxes to be involved with growing their own fruit & vegetables. Care for, harvest & cook the produce. Sell any surplus to the community.

Link to the community for shopping, external exploration to see where our food comes from (farm visits – eggs, milk etc) seasonal foraging, sale of excess produce if possible.

Costs:

Expensive catering equipment is currently in need of repair/replacement – this proposal could see the equipment being replaced with relatively inexpensive domestic type equipment - a significant reduction in costs involved. Different height work spaces would be needed to suit individual requirements

As a service, there would be no income. Further discussion would need to take place about how this would be financed.

- **Suggestion:**

We are currently involved with the Windfarm Box Project; it is currently run by Popty.
As a service, we could continue to run & develop this contract. It could be offered as therapeutic work to more able clients – a stepping stone to external employment whilst waiting for suitable placements to become vacant. Use the money earned from this project to finance the new style service at Popty (& elsewhere).

Kathy Hayes, Instructor
8 April 2019

Appendix 5: WW/WNW - Job-finding

What`s Working

We have good working relationships with citizens and parents, they approach us before the social workers.

Good working relationships with external agencies

Good with communicating changes and reporting – Social Work Team and others

New Referrals – Taster meeting is arranged after 6 weeks, report is written by a staff member (Meifod, Popty etc), citizens and family are very much involved within the meeting – Progression and meeting needs and achieving and positives outcomes.

What`s not working?

I was told by a Social Worker, that I was kept in a job

Inappropriate referrals sent to Job finding, when we actually meet the clients, some are not interested at all, or even engage with us.

Citizens are not been listened too – Does what matters exist? Social Workers call the shots and decide.

Referral sent to us which was agreed at Peer Forum – then it was declined, so disappointing for citizen and families.

Referrals sent to Job Finding, some citizens was not even aware of this.

Socials Workers leaving – a referral is sent to Job Finding usually week before they leave (inappropriate referral).

Citizen pulled out of services to access services in the North, only 15 minutes away from the South.

Men Sheds – What progression are they providing?

New Social Workers – have very little idea of what we actually do in Work Opps.

Why does some citizens have more days than others? There are some parents that are more vocal than others and they get.

Very poor in informing us about changes! Some from the Complex Disability are reluctant in sharing information with us, even though we work with the citizens.

Appendix 6: Feedback from Work opps staff

What's working?

Staff Continuity for DCC and Cynnig staff. Years of experience, and a wealth of knowledge. Understand and know service users and families very well, able to address problems immediately and offer support and guidance.

Families and service users will approach DCC and Cynnig staff with problems first before making contact with the Social work team, this reduces the risk of escalation. Families and service users trust staff. Work Opps acts in a preventative way.

Staff are dedicated, motivated and enthusiastic, going that extra mile.

A harmonious team both DCC and Cynnig, all support each other and are prepared to work across all departments.

Staff have good communication with families other agencies and will report to CD team and duty if necessary, by email PARIS or communication books.

Huge effort made to encourage independent travel, 113 individuals accessing work opps in a week only 29 individuals travelling on in house transport or Baines. Staff worked outside of their normal hours to support individuals to learn how to use public services, walk or cycle to work.

Service users gained nationally recognised certificates in First aid, manual handling, health and safety, OCN in woodlands management, Job Club and interview skills, Food Hygiene, Hospiltality .

Focus on progression. Service users encouraged to progress and develop, this is evidenced in other aspects of their lives.

Community presence. Garden Control customer gardens, Meifod open to the public and deliveries, Popty, trolley and buffet services, Y Bont and Golden Group, community outings, café's shops, churches, and places off interest.

Taster sessions allow staff to assess suitability for the business or Job Finding, for individuals with no or little experience of what they would like to do.

As the community is not geared or set up to offer support networks and opportunities, in-house services support and bridge that gap, and allow for a safe environment.

Y Bont. Has changed its focus and direction to meet changing needs.

Golden Group and Y Bont work close together on activities and support each other.

Work closely with Working Denbighshire and other organisations and the third sector agencies. Mencap especially supportive.

Good sickness absence overall.

What's not working?

Year on year cuts, Job Finding Instructor, Team Leader and Admin, a total of 84 man hours per week. This has put extra pressure on the work load in all three areas.

No additional resources for service demand, changing needs and an ageing population.

CD do not understand that if a referral is made for someone who has challenging behaviour, personal care needs, mental or physical difficulties, that there is not the staffing levels to offer that intense support, e.g. Y Bont only 2 staff supporting the whole group. Work Opps have to assess the risks and safety, if 1:1 requested this is then seen as a challenge.

New staff in CD team, Work Opps do not know who the team is any longer. S Workers or practitioners leave, families' services users and Opps are not informed. Cases closed but families unaware of this.

CD do not visit work opps, not informed or in touch with what happens on a day to day basis have no relationship with service user or family, may visit opps once a year and that's normally in a meeting, do not see what happens on the shop floor.

No recognition that work opps staff often deal with problems that prevent escalation.

PCP'S hit and miss, some individuals reviewed regularly others not for 2 years +. Opps staff not invited or invited at very short notice, and yet Work Opps is a very integral part of individual's lives. CD do not understand there is an additional cost, and cover is required to attend meetings.

In PCP's no opportunity to discuss progression.

Communication – Often poor from the CD team, can be very one sided. If challenged or suggestions made can often become defensive.

Introduction of the NMW, service users have to compete in the open job market which is proving very difficult. CD don't appreciate that Job Finders can no longer create jobs, these now have to be vacancies and applied for.

Inappropriate referrals for Job Finding and in house

Transition – In house services are not promoted in Transition meetings, but Co-option's third sector is.

College and School leavers. Referrals made to services a month before leaving. No time for Woops to plan and prepare.

Support Budgets. Not promoted enough, and confusion around the process, if families were given more control they could choose which services they want to purchase as opposed to the CD team making those decisions.

Building – Not suitable. Parents and visitor comments on the state of building and question how the local authority can allow staff and service users to work in such a poor physical environment. Y Bont's work room has no natural light or ventilation.

Self-promotion – Some excellent good stories of achievement but not shared or promoted, hence the ignorance about progression.

Transport – Poor transport infrastructure for those living in rural areas.

Transport – Clearly CD no understanding of the complexities around transport.

Uncertainty about the two instructor positions in Y Bont,

Men's sheds. Referrals to Men's sheds as opposed to in house services, negative feedback from families and service user, bored – nothing to do. How is progression measured here?

Future Services. Concerns from staff, families, and service users about the future of services, and how this will look.

No IT network in Garden Control restricts the amount of time staff can visit or use the site, Debi and the team isolated from the rest of the service.

Reduced admin hours in Meifod during busy months putting pressure on all staff, making meeting deadlines difficult.

What's important for the future?

Promoting support budgets.

Promoting the service.

Services in a position to change to meet needs.

Staff/stakeholders and management to work closer to develop services.

CD Team to have a greater presence in the service, and to be more familiar with what the service is offering, and see how individuals are progressing.

Cynnig staff feedback.

Good professional working relationship between DCC staff, Cynnig and management a like at ground level.

Benefits of providing long standing contract, an understanding of service values, priorities and outcomes, quality relationships developed with those in receipt of support, along with the parents/carers and awareness of DCC policies and procedures.

Long standing relationship's developed with an ability to recognise change of behaviours, demeanour, communication and personality, all of which can contribute to timely interventions when needed.

Staff commitment and long service from both DCC and Cynnig.

Service feels integrated in the local community and are well known.

Incidents of challenging behaviour is low which is a good sign.

Work life balance opportunities are good between work opps, Cynnig activities, Buzz club, college and woodlands skills.

What's not working?

Lack of investment in buildings infrastructure. Canol Y Dre and Meifod should be modernised with a focus on, a positive visual impact, development of a vibrant healthy internal environment which is welcoming, spacious light and warm in the winter.

Lack of investment creates a belief that management don't appreciate the work carried out within the service or the people within it.

What's important for the future?

Ongoing training opportunities for those we support and staff alike

Positive and appropriate public promotion of achievements of those we support.

Discuss and develop a pathway for progression, matching all levels of abilities and incorporating measurement of achievements within all-encompassing life experiences such as work leisure and education

Financial investment that matches the needs and aspirations of those we support

Appendix 7: WW/WNW - Feedback from referring staff (CDT)…

What's working?

Staff:

- ✓ There is good staff continuity
- ✓ Staff have a good relationship with families
- ✓ Families trust staff
- ✓ Staff are good at contacting the team with any concerns about the individual
- ✓ Staff are good at reminding service users (eg appointments)
- ✓ There are some good working relationships

What's not working?

The approach

- Not enough focus on progression
- Feels like the approach is off the pace and behind the times
- Sometimes insist on 1:1 for a whole session
- Often refer to what people want, rather than thinking about peoples' assets and resources – feels like a disconnect with the legislation and with the Denbighshire approach
- Lack of realisation that statutory services are a 'last resort'

The processes and structures

- Feels like it sits outside of CSS (isolated) but is not an external service
- Could Job-finding sit within Working Denbighshire? Both could learn from each other. (WD have had some good results recently)
- IT communication can be poor, and not always clear where things are up to (varied use of paris)
- Too interlinked with cynnig
- Taster meetings are too short and not sure how effective they are
- Taster sessions – once people are there for 6 weeks it feels like a foregone conclusion
- Feels like IH call the shots
- Assessment by 2 staff members – is that needed?

Meeting needs and achieving outcomes

- Not enough examples of skill development and move on
- Sometimes unable to support / take on new people with challenging behaviours
- Activities – sometimes the same stuff over and over again, when new things could be tried, (albeit not with everyone, but with some people)
- CDs team having to refer to IS services in the north because IH can't meet personal care needs

Communication

- Poor communication with referring staff about changes in provision (eg, extra days)
- No formal communication with referring staff re the changes to taskforce
- Lack of a website or public information about the range of services

Transport

- Pick up times often change
- Taxis sometimes don't turn up
- Some half day sessions only last 1.5 hours because of transport
- Needs more focus on travel training, and/or use of the resource wheel and transport policy
- Providing transport for tasters raises expectations

General

- Confusion with support budget processes

Important for the future

- More focus on skill development and move on
- Better communication and improved understanding of roles
- A service that can meet the needs of people with behaviours that challenge
- A service that is accessible for people who need changing facilities
- A service for those individuals whose needs cannot be met by non-statutory means
- Closer links to other teams and services (including Working Denbighshire) – co-location?

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Report to	**Performance Scrutiny Committee**
Date of meeting	**30 January 2020**
Lead Member / Officer	**Lead Member for Education / Head of Education**
Report author	**Principal Education Manager**
Title	**School performance and verified L2 examination results**

1. What is the report about?

The Performance of Denbighshire schools teacher assessments and external examination results at Key Stage 4 and Post 16. The report also provides results against national information nd performance.

2. What is the reason for making this report?

To provide information regarding the performance and monitoring of Denbighshire schools in the 2019 and Estyn inspections.

3. What are the Recommendations?

That members review and comment on the performance of schools and identify any potential areas for improvement.

4. Report details

Background and Context

Foundation Phase Standards

The percentage of pupils achieving the Foundation Phase Indicator (FPI) is below the national average, whereas previously it was generally above. As widely anticipated, following the implementation of the new Foundation Phase Framework, the percentage of pupils achieving the expected outcomes across Wales decreased in

2018-19, the Local Authority's performance reflected this in the FPI and in all Areas of Learning.

The number of learners achieving the higher outcomes also decreased nationally and again this was reflected in Denbighshire LA schools' outcomes. Outcomes in Denbighshire schools were slightly below the national average in all Areas of Learning (AoL) except for Language and Communication with Welsh (LCW), which was slightly above. (Appendix 1)

Key Stage 2 Standards

The percentage of pupils achieving the Core Subject Indicator (CSI) is below the national average. Over the last four years, this has been a fluctuating picture. The 2019 cohort performed below the national average in all core subjects, except Welsh Language. Standards of attainment in Welsh second language is below the regional average. No National average is currently available for Welsh second language.

Performance of Denbighshire schools at the higher levels reflected performance at the expected levels, all below the national average except Welsh Language.

Key Stage 3 Standards

This year's results are beginning to reflect the national changes, whereby the prime focus of teacher assessments has started to shift back to the progress and attainment of individual learners and away from aggregated data sets used to hold schools to account. (Appendix 2)

Nationally, the percentage of pupils achieving at least the expected level was lower than in 2018 in the CSI and in all core subjects.

The Denbighshire CSI is slightly lower than the national average with a decrease of -2.3% in comparison to 2018 performance [-1.9% nationally]. The 2019 cohort performed in line with national averages at the expected level for English and Science and 0.9% below for Mathematics, and -3.2% below for Welsh.

Key Stage 4 Standards

New interim KS4 measures have been introduced for 2019 as part of the significant education reform programme in Wales. National data capture for individual schools will be based on first entry results. JCQ/WJEC have published their data and press

release based on the ‘best outcome’ obtained by 16 year olds across both the November and summer series. There will be differences between first entry and best outcome data. As a result, across several indicators, it will not be possible to compare 2019 figures with previous performance.

Appendix 2 shows the verified results for the new interim measures which show a slight increase on the provisional results previously reported. It also demonstrates the key differences with previous years. In this context, the data should be analysed on a local level and as a starting point to question local priorities.

Although 2019 data is currently available on historical performance measures (L1, L2, L2+ and 5A*-A), comparison with previous years is not valid because of the first entry counting rather than best outcome.

5. Individual School Performance

The Capped 9 is the new main indicator for school and LA performance. In 2019 it is 334.7 points which is below the national average of 353.8 points. Performance in individual schools against the measure is generally good with four schools achieving a higher points score, and three below the national average. The aggregated local authority percentage includes performance data for the 54 pupils who are either in the (Pupil Referral Unit) PRU or (Educated other than at school) EOTAS.

Four schools performed above the national average points score for the Capped 9 measure of 353.8 and four schools are under, with Blessed Edward Jones performing significantly below and Ysgol Brynhyfryd and St.Brigid’s significantly above. The performance of both boys and girls is below the national average for 2019 by 17 points (boys) and 19 points (girls). There is 33 point gap between boys and girls, which is slightly less than 2018. The gap in the performance of eFSM (free school meals) and non-FSM pupils is higher than the national average and is significant, 365.59 compared to 285.96.

6. A Level and Welsh Bac

Six out of eight Denbighshire schools provide post 16 provision. In 2019, 12.9% of post 16 learners in schools gained at least 3A*-A at A Level or equivalence up from 10.3% in 2018, this is 0.2 below the Wales average. It is the highest performance over the last five years. 2019 shows a 9.1% (62.5%) increase in the number of students

gaining 3A*-C grades at A level, this is the first time in recent years that this is above the Welsh average (57.6%).

The number of learners gaining 3A*-A has also increased from 10.3% in 2018 to 12.9% in 2019, however this continues to be below the Welsh average of 13.1%, the gap between Denbighshire and the national average continues to close.

There has been a significant increase in the number of post 16 learners gaining the Welsh Bac Skills Challenge from 38.9% in 2018 to 69.9% in 2019, this is below the national average of 71.6%. (Appendix 3)

7. Attendance

Primary attendance **(Appendix 4)** has improved from 84.5% in 2018 to 97.8% in 2019, this is above the Welsh average of 94.7%. Over the last three years there has been little difference between the genders and the FSM/non-FSM difference has narrowed during this time. Secondary attendance **(Appendix 5)** has improved by 0.1% in the last year from 93.5% in 2018 to 93.6%, in 2019. This places the LA 0.2% below the Welsh average of 93.8%, the Welsh average declined by 0.1% this year.

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

This report contributes to the Young People Corporate Priority which aims to ensure that every child achieves the expected standard at the end of their statutory education journey and have the skills for life and work. Members need to be aware of the performance of schools and the LA against national benchmarks.

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

N/A

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

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

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

N/A

12. Chief Finance Officer Statement

N/A

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

- The LA and GwE will continue to challenge Headteachers and managers in schools to ensure that schools are taking appropriate action to improve standards. To reduce any risks to school support and challenge in Denbighshire schools, Education Officers within the Authority monitor and assess the quality of the regional education service (GwE).
- Ensuring improvement in external examination results.
- Ensure continued improvement against the reduction in 14-19 Learning Pathways Grant and ESF TRAC funding.

14. Power to make the decision

Scrutiny's powers with respect to reviewing performance and policy objectives is outlined in Section 7.4.2(b) of the Council's Constitution.

Contact Officer:

Julian Molloy, Principal Education Manager

Tel: 01824 708027

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Appendix 1

Report on Standards for Denbighshire LA

Standards in Foundation Phase in Denbighshire LA

Overall, taking into account learner progress and ESTYN inspection outcomes, standards in the Foundation Phase in Denbighshire are good. The percentage of pupils achieving the Foundation Phase Indicator (FPI) is below the national average, whereas previously it was generally above. As widely anticipated, following the implementation of the new Foundation Phase Framework, the percentage of pupils achieving the expected outcomes across Wales decreased in 2018-19, the Local Authority's performance reflected this in the FPI and in all Areas of Learning.

The number of learners achieving the higher outcomes also decreased nationally and again this was reflected in Denbighshire LA schools' outcomes. Outcomes in Denbighshire schools were slightly below the national average in all Areas of Learning except for with Language and Communication with Welsh (LCW), which was slightly above.

As widely anticipated, the percentage of pupils eligible for FSM who achieved the expected outcomes across Denbighshire LA decreased in 2018-19, both in the FPI and Areas of Learning at both the expected and the higher than expected outcomes. The national averages show a similar decrease. Free School Meal (FSM) pupils in the foundation phase performed better than the national average in FPI, LCW and Personal and Social Development (PSD), but below the national average in Language and Communication with English (LCE) and Mathematical Development (MD).

Again, as anticipated, the national performance of both boys and girls decreased in the FPI and all Areas of Learning. This was reflected in Denbighshire with the exception of the performance in LCW at the higher outcome and the girls' performance in MD at the higher outcome. The difference in the national performance between boys and girls has remained similar to previous years with girls outperforming boys in all Areas of Learning, particularly in LCW and PSD. This is reflected in the Denbighshire performance. However, the gap in performance is slightly wider in most areas than the national average. The anomaly is in PSD, where the gap is narrower than the national average.

Welsh Government have made it clear that Value added progress between Baseline and End of Foundation Phase should be the focus when evaluating pupil achievement in Foundation Phase. Progress of matched pupils from Denbighshire's 2017 Reception cohort baseline to end of Foundation Phase 2019 is good with pupils making at least 3.35 outcomes of progress in all areas. The most progress is made in Welsh Language with pupils making on average 4.32 outcomes of progress. Pupils are expected to make 3.0 outcomes of progress during the Foundation Phase. This value added data confirm that the Local Authority's schools demonstrate an effective and sustained approach in supporting pupils to make progress throughout the Foundation Phase.

Emerging Questions

- Why are Foundation Phase outcomes lower in all AoL, except LCW at the higher outcome, over the past two years?
- Why have FSM pupils' outcomes decreased in all AoL?
- Why has the gender gap in Denbighshire increased in all AOL except PSD at the expected level?
- Is end of Foundation Phase assessment accurate and robust in Denbighshire schools?
- Is baseline assessment accurate and robust in Denbighshire schools?

Standards in Key Stage 2 in Denbighshire LA

Overall, taking into account learner progress and ESTYN inspection outcomes, standards in Denbighshire schools at Key Stage 2 are good.

The percentage of pupils achieving the Core Subject Indicator (CSI) is below the national average. Over the last four years, this has been a fluctuating picture. The 2019 cohort performed below the national average in all core subjects, except Welsh Language. Standards of attainment in Welsh second language is below the regional average. No National average is currently available for Welsh second language.

Performance of Denbighshire schools at the higher levels reflected performance at the expected levels, all below the national average except Welsh Language.

The percentage of pupils eligible for FSM who achieved the expected outcomes across Denbighshire LA decreased in 2019, both in the CSI and in all core subjects. This was a significant decrease in Welsh Language. The performance of the FSM pupils was below the national average for all subjects. At the higher levels, FSM pupils' performance improved in English, Mathematics and Science with more FSM pupils achieving the higher outcomes than the previous year. However, the number of FSM pupils achieving the higher outcomes in Welsh language decreased significantly. The number of FSM learners achieving the expected outcomes in Welsh second language increased. The attainment gap between the pupils eligible for FSM and those who are not is significant in all subjects at both the expected and the higher levels.

The performance of both boys and girls decreased nationally in all of the core subjects at both the expected and the higher level. The performance in Denbighshire reflects this with the exception of the girls' performance at the higher level in maths and science. Both boys' and girls' performance was below the national average in all core subjects except for Welsh Language and the boys' higher level science. Nationally, the girls outperformed the boys in all subjects at both the expected and the higher levels. Denbighshire's performance reflects this with the exception of higher level maths, where the boys outperformed the girls. The

difference in performance between the two genders in Denbighshire is getting wider in all subjects except for Welsh Language and science at the higher level.

As with Foundation Phase, Welsh Government have made it clear that Value Added progress between end of Foundation Phase and end of Key Stage 2 should be the focus when evaluating pupil achievement. Progress of matched pupils from Denbighshire's 2015 Foundation phase cohort to the end of key Stage 2 2019 is positive. Pupils made an average of at least 2.03 levels of progress in all Core Subjects. Pupils are expected to make 2.0 levels of progress during the Key Stage 2. This value added data confirm that the Local Authority's schools demonstrate an effective and sustained approach in supporting pupils to make progress throughout Key Stage 2.

Moderation has been verified as being accurate and robust in nearly all Denbighshire primary schools with only a very few schools having any disagreement on their levels. Individual primary schools track progress data thoroughly and hold staff to account for outcomes.

Emerging questions

- Why is performance in all subjects below the national average?
- Why has the performance of FSM pupils at the expected level decreased?
- Why has the attainment gap between FSM and non-FSM pupils increased?
- What has been identified as having an impact on the increase in attainment at the higher levels in English, maths and science?
- Why has the gap in performance between the genders increased?

Key Stage 3

This year's results are beginning to reflect the national changes, whereby the prime focus of teacher assessments has started to shift back to the progress and attainment of individual learners and away from aggregated data sets used to hold schools to account.

Nationally, the percentage of pupils achieving at least the expected level was lower than in 2018 in the CSI and in all core subjects.

The Denbighshire CSI is slightly lower than the national average with a decrease of -2.3% in comparison to 2018 performance [-1.9% nationally]. The 2019 cohort performed in line with national averages at the expected level for English and Science and 0.9% below for Mathematics, and -3.2% below for Welsh. Performance in Cymraeg declined by -3.2% from 95.7% in 2018 to 92.5% in 2019 in comparison to a national drop of -2.2% to 91.6%. With the exception of Cymraeg and Mathematics, performance in the core subjects falls below the national average for 2019. At the higher levels, performance was similar to 2018 in Mathematics and Science but decreased in English, Welsh and Cymraeg.

Performance of girls dropped slightly in the CSI and across all core subjects, mostly in line with slight drops nationally. The performance of boys fell slightly in the CSI and all core subjects, apart from English, which saw a 0.3% increase against a declining percentage nationally. At the higher levels, performance of boys fell in all core subjects, apart from a slight

increase at expected +2 in Science. At the higher levels, the performance of girls fell in all core subjects apart from an increase in Cymraeg. The gender gap increased across almost all indicators at the expected and higher levels.

The percentage of pupils eligible for FSM who achieved the expected outcomes across Denbighshire LA fell in 2019, in the CSI and core subjects, but by only 0.1% in Mathematics, in line with non-fsm pupils. Performance in English was broadly in line with 2018 performance, whilst Science dropped slightly. The most significant drop was of -12.5% in Cymraeg, compared to a drop of -2.6% for non-efsm pupils. The gap in performance between eFSM and non-FSM pupils was narrowed in the CSI, Science and Mathematics. At the higher levels, the performance of eFSM pupils fell across all indicators with slight improvements in Welsh First Language.

Emerging questions:

- Why is performance at the expected and higher levels still below the national average for almost all core subjects?
- What can be identified as best practice in improving the performance of boys and girsl at the higher levels?
- Why has the performance in languages dropped at the expected levels?
- Why has there been a dip in the performance of boys in all core subjects apart from Science at the expected and higher levels?
- What has been identified as having an impact on the improvement in eFSM pupil performance and especially at the higher levels?
- Why has the performance of eFSM learners dropped in most subjects and levels?
- What aspects of best practice in the highest performing departments/classrooms need to be cascaded and how best do we facilitate this process?

Key Stage 4

Context

Year 11 school cohort for last year included:

- 83 pupils in PRU/EOTAS provision [performance of group included in all LA data???]
- 4 secondary schools have FSM % which are lower than the national average of 16.5%. 2 schools have a significantly higher percentage than the national average.
- There were 129 eFSM pupils in the Denbighshire Year 11 cohort 2019. Numbers in individual schools varied from 2 to 35. The size of the cohort should naturally be taken into consideration when analysing performance at individual school level.

Capped 9

The LA performance in the main indicator [Capped 9] is -28.5pt below the national average of 353.3pt. Performance in individual schools against the measure is generally good with 4 schools achieving a higher points score, and three below. 4 schools performed above the national average points score for the Capped 9 measure of 353 and 4 below, with School G performing significantly below and Schools F and H significantly above. The performance of both boys and girls is below the national average for 2019 by 17 points (boys) and 19 points (girls). There is a 33 point gap between boys and girls, which is slightly less than 2018. The gap in the performance of eFSM and non-FSM pupils is higher than the national average and is significant, 365.59 compared to 285.96, a gap of 79.63 points.

Of the 8 Denbighshire secondary schools, 4 have FSM % which are lower than the national average of 16.5%. 2 schools have a significantly higher percentage than the national average. Of the 4 schools whose average points score was below modelled expectations, 3 closed the

gap compared to 2018. School A closed the gap by 13.12 pts, and School D by 28.9pts. In School G the gap increased to -44.58pts. The performance of boys was higher than the national average of 337.3pt in 7 schools but below in School G. Performance of girls outscored the national average of 370.4pt in 5 schools. The gender gap was reduced in 3 schools [Schools A, B and F] but significantly increased in 4 Schools- C, D, E and G- with the widest gap in School E. The gender gap in Schools D and E is wider than the national average. Boys outperformed girls in one school, School H. The performance of e-FSM pupils was higher than the national average of 298.3pt in 4 schools but below in Schools A, D, F and G. The gap in performance between eFSM and non-FSM pupils was reduced in 4 schools but remains significant in Schools A, D and F.

Literacy Indicator

The LA performance at 36.76 in the indicator is below the national average of 39.0p by -2.24 pts. The performance of both boys and girls is below the national average for 2019 [-2.4pt and -2.04pt respectively]. The gender gap is -5.58 which is slightly wider than the national gap of -5.47pts and marginally below the gap of 2018 (-5.60). The performance of eFSM and non-FSM pupils and the performance gap between them is to very similar the national average.

In Denbighshire, eFSM pupils performed slightly below their national counterparts by -1.45pt.. In Welsh First Language, performance exceeded the national average by +1.4pts and there was a gender gap of -4.8pt slightly higher in comparison to -4.0pt for Wales. eFSM pupils outperformed their national counterparts by +1.0pt. Welsh Literature average points score was slightly below the national figure by -0.2pt. eFSM pupils performed only slightly below the national average by-0.5pts.

For the Literacy measure, of the 8 secondary schools, 4 were above the national average with 2 of the 5 also above the expected performance [Schools A and C]. Only one school (School A) performed above modelled outcomes. Schools D, E and F performed very closely to the expected performance [less than -0.9pt gap] whilst School B was below by -2.6pt. Boys performed above the national average in 5 schools, and below in 3. The underperformance was significant, at 30.97pts compared to 36.3 nationally in one school, School G. Girls performed below the national average of 41.8pts in 3 schools and significantly above in 4. Performance of girls was particularly strong in schools C, F and H. The gender gap has reduced in 4 schools, most significantly School B, and increased in 4, most significantly School E. The gap is slightly wider than the national average of 5.5pt in 2 schools [D and E]. The performance of efsm pupils was slightly below the national figure, most significantly in three schools, A, F and G.

6 of the 8 schools performed above the national average in English Language and 5 in English Literature. The gender gap was higher than the national average in School D only, for Language and in Schools D and A only for Literature. The gap between the performance of FSM and e fsm pupils in Language was wider in 2 schools, D and A, and wider for Literature only in School A. For eFSM pupils, 6 schools were above the national average in Language and Literature. In School A performance of eFSM pupils was below the national average for both indicators.

Numeracy Indicator

The LA performance in the indicator is -1.49pt below the national average of 37.1pt and very slightly below the expected performance by -0.59pt. The performance of both boys and girls is slightly below the national average for 2019 [-1.48pt and -1.45pt respectively]. The gender gap has decreased slightly in 2019 to -1.48pt but is higher than the national average of -1.4pt. The performance of eFSM is higher than the national average of 29.4pt by +1.27pt and the gap in performance between eFSM and non-FSM pupils is lower than the national average [-8.61pt in comparison to -10.3pt nationally].

In the average points score for Mathematics, performance was -1.3pt below the national average with a gender gap of -2.0pt in comparison to the national average of -2.1pt. eFSM pupils performed above the Wales average of 27.3pt at 28.0pts and the gap in performance between eFSM and non-FSM pupils was slightly narrower in Denbighshire than in Wales. In Maths-Numeracy, the authority performed slightly above the national average of 34.2pt with the performance of boys slightly higher than their national counterparts and girls very slightly lower. eFSM pupils performed +1.6pts above the national average of 26.1pt.

Of the 8 secondary schools for the Numeracy indicator, 5 were above the national average. 5 schools [A,B,F,G,H] performed above the expected performance whilst school E was within 0.3pt of the modelled outcome. Schools C and D were below by -2.5pt and -2.7pts. The performance of boys was just below the national average of 36.4pt. Boys performed less well than the national average in Schools D and G. In Schools B F and H boys performed significantly above national averages.

The performance of girls was higher than the national average of 37.8pt in 4 schools [Schools B, C, E, F, and H] but significantly below in School G. The gender gap has decreased in 7 of the 8 schools and is only 0.3pts above the national average. In Schools A, B, F, G and H boys outperform the girls.

The performance of e-FSM pupils was higher within Denbighshire than the national average of 29.4p, and was higher in 6 schools. The lowest performance was in School D where it was –2.88pt below the Welsh average. The gap in performance between eFSM and non-FSM pupils is less than the national average of -10.3pt in 7 of the 8 schools.

In the average points score for Mathematics, 5 school were above the national average of 35.4pt [Schools A, B and G below]. Performance of boys saw all schools above the Wales average with the exception of School E. Performance of eFSM pupils in Schools H, G and C was above the national average. The widest gap between FSM and eFSM pupils was in school F, with a 13pt gap. In Maths-Numeracy 6 of the 8 schools performed above the national average of 34.2pt. The gender gap was only slightly higher than the national average in 3 schools, with girls performing 4.0points ahead of boys in schools B and H. Performance of eFSM pupils was also higher than the national average in all schools except School A.

Science Indicator

The LA performance in the indicator is slightly below the national average of 36.8pt at 34.16pts, with the performance of boys falling -2.59pt short of their national counterparts and girls by -2.57pts. The gender gap however, is the same as the national average of -2.7pt. The performance of eFSM is +0.18pt higher than the national average of 28.2pt and the gap in performance between eFSM and non-FSM pupils is also better than the national average [-9.8pt in comparison to -11.6pt nationally].

Of the 8 secondary schools, 3 were above the national average. School B was below by -8.4pt. The performance of boys was higher than the national average of 35.5pt in 5 schools but lower in Schools A, D and G. The greatest gap with the national average is seen in School G. The performance of girls was higher than the national average of 38.2pt in 4 schools and significantly lower in School A (-4pt) and School G (-9pt). Boys outperform girls in Schools A and H, but the gender gap [girls outperforming boys] has increased in 3 schools since 2018. The performance of e-FSM pupils was higher than the national average of 28.2pt in 5 of the 8 schools [School F being lower by -18.92pt]. The gap in performance between eFSM and non-FSM pupils is also lower than the national average in all schools with the exception of School A and F.

Welsh Bacc SCC Indicator

The LA performance in the indicator is -2.59pt below the national average of 36.4pt and very slightly below the expected performance by -0.2pt. The performance of boys and girls are slightly below the national averages of 33.46 pts boys (-2.64pts) and 39.5pt girls (-2.28pts). The gender gap has slightly increased in 2019 by 0.31pt and is only very slightly higher than the national average of -5.6pt. The performance of eFSM is lower than the national average of 29.5pt by -3.06pt and the gap in performance between eFSM and non-FSM pupils is higher than the national average [-11.59pt in comparison to -9.6pt nationally].

Of the 8 secondary schools, 5 were above the national average -Schools A, B, C, F and H. The performance of boys was higher than the national average of 33.5pt in 5 schools with the lowest performance in School G. The performance of girls was higher than the national average of 39.5pt in 4 schools, with performance of girls in School G being the lowest. The gender gap is greater than the national average in 2 school and greatest in Schools E and G [-9.41pt and -7.51pts respectively]. The gender gap decreased in 4 schools [B,C,D and F]. The performance of e-FSM pupils was lower than the national average of 29.5pt in 5 schools [School F being lower by-19.00 pt] and the gap in performance with non-FSM pupils was also better than the national average in 5 schools.

Emerging Questions:

Whole schools:

- Why are there such great variances in performance between individual schools in Denbighshire?
- How confident are we that all Denbighshire schools effectively evaluate the impact and contribution of individual non-core subjects into the revised C9 measure and to what extent do their accountability processes robustly challenge *In School Variance?*
- What are the effective actions currently being taken by leaders with departments that are outperforming the school average and with those that are underperforming and how can we best ensure that schools learn from each other?
- To what extent do individual departments within schools forensically analyse the data shared by WJEC on subject performance and to what extent do all departmental staff, across the range of subjects, understand the assessment weighting for each specification? How does this effectively impact on their planning and delivery and, where relevant, the understanding of grading, awarding and reporting?
- How appropriate is the provision across schools for boys and particularly those in danger of becoming disengaged?
- How well do current 14-19 local strategies ensure that funding is effectively used to deliver appropriate experiences and qualifications for targeted groups of pupils and to what extent do they contribute to the revised interim measures in each local authority?
- Within Denbighshire, the PRU/EOTAS Y11 cohort is significant. How can we effectively ensure that leaders and staff within PRUs supported and skilled to clearly identify how best to maximise the performance of individual pupils across the revised performance measures?

Literacy:

- How effectively do all schools develop ‘higher-order writing skills’ to improve performance?
- How can we best support classroom teachers and departments in improving the teaching of identified examination skills?
- What are the most effective strategies to further reduce the gender gap?
- Do all departments have a common and effective approach to the teaching of writing?
- How can we further empower Heads of Departments to lead teaching and learning?
- How can we improve the quality of Literacy Intervention at KS3 , particularly that aimed at FSM learners?

- How can we support departments in increasing the level of challenge at KS3?

Numeracy:
- How can we best support classroom teachers and departments in improving the teaching of identified examination skills?
- What are the most effective strategies to further reduce the gender gap?
- How can we support departments in increasing the level of challenge at KS3?
- How can we further improve the teaching of numeracy and mathematics at KS3?
- How can we best support collaborative working at KS4?
- Schools have effectively engaged with the MEI TGM programme over the past few years. How can we further support teachers within the county?

Science:
- How can we more effectively support the development of numeracy skills (30% assessment of mathematical skills in Science across the GCSEs)?
- How can we more effectively develop literacy skills in Science to support lowest ability learners to deal with the high volume of text across the examinations papers?
- What are the most effective strategies to further reduce the gender gap?
- How can we implement more effective action research within classrooms to improve teaching and learning?
- What are the best strategies for engaging boys in Science?
- What are the best strategies for engaging girls in Science?
- What is this most effective way to start a Science lesson? (linked to EEF research project)
- How can we use modelling to raise attainment in Science?

Key Stage 5

The total number of entries at A-level in Denbighshire in 2019 was 814, a number slightly lower than 832 in 2018. Outcomes increased at both A*-C and A*-E. At A*-C outcomes rose to 62.7% compared to 57.6% nationally, and at A*-E fell from 97.9% to 97.6%, which compares to 97.8% nationally. The percentage of students achieving 3 A*/A grades at A Level for Denbighshire has increased, at 12.9% compared to 13.1% nationally. At A*, A*-A grade and at A*-B grades there was a slight increase in performance against that in 2018. The % of A* grades was 3.4% improved on 2018; A*-A grades was improved on 2018 by 6.3% and at A*-B by 9.7%.

ALPS data suggests that on the ‘T’ score, in the three year ALPS trend for value added , Denbighshire schools performed in the top 50% of schools within the data base of schools across both England and Wales. None of the six schools similarly were classified in the top 25% of performers. Based on AS entries, the ‘T’ score is a 5, suggesting progress made by students is in line with expectations. ALPS similarly indicates that progress made by the fewer vocational students on Applied/BTEC courses within 3 schools is in line with expectations.

Year	LA/Wales	No Inspected	Not in follow-up		Estyn Review		Significant Improvement		Special Measures	
			%	#	%	#	%	#	%	#
2017-2018	Denbighshire	9	88.9	8	11.1	1	0.0	0	0.0	0
2017-2018	Wales	237	75.1	178	17.3	41	4.6	11	3.0	7
2018-2019	Denbighshire	10	80.0	8	20.0	2	0.0	0	0.0	0
2018-2019	Wales	227	75.8	172	19.8	45	1.8	4	2.6	6

Judgements all schools 2018-19

	Standards		Wellbeing		Teaching		Support		Leadership	
	Denbighshire	Wales	Denbighshire	Wales	Denbighshire	Wales	Denbighshire	Wales	Denbighshire	Wales
Excellent	40.00	11.45	50.00	19.82	30.00	11.89	50.00	18.94	60.00	17.18
Good	50.00	65.20	50.00	67.40	50.00	62.11	50.00	70.93	20.00	58.59
Adequate	10.00	21.15	0.00	12.33	20.00	24.23	0.00	8.37	20.00	20.70
Unsatisfactory	0.00	2.20	0.00	0.44	0.00	1.76	0.00	1.76	0.00	3.52

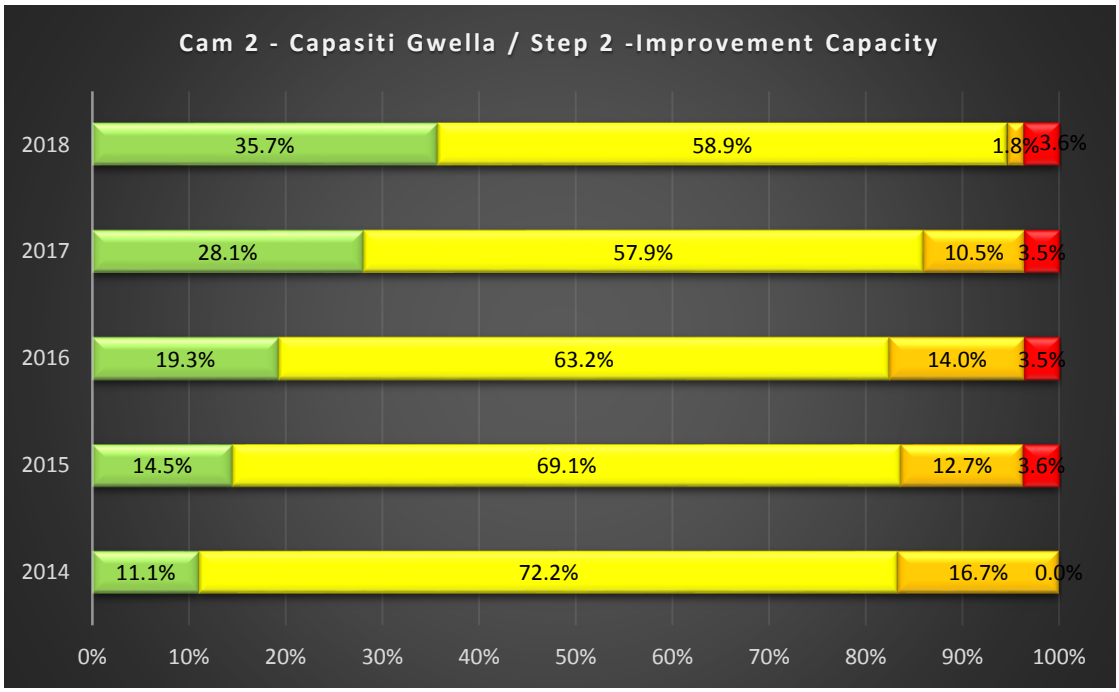
Secondary / All-age school

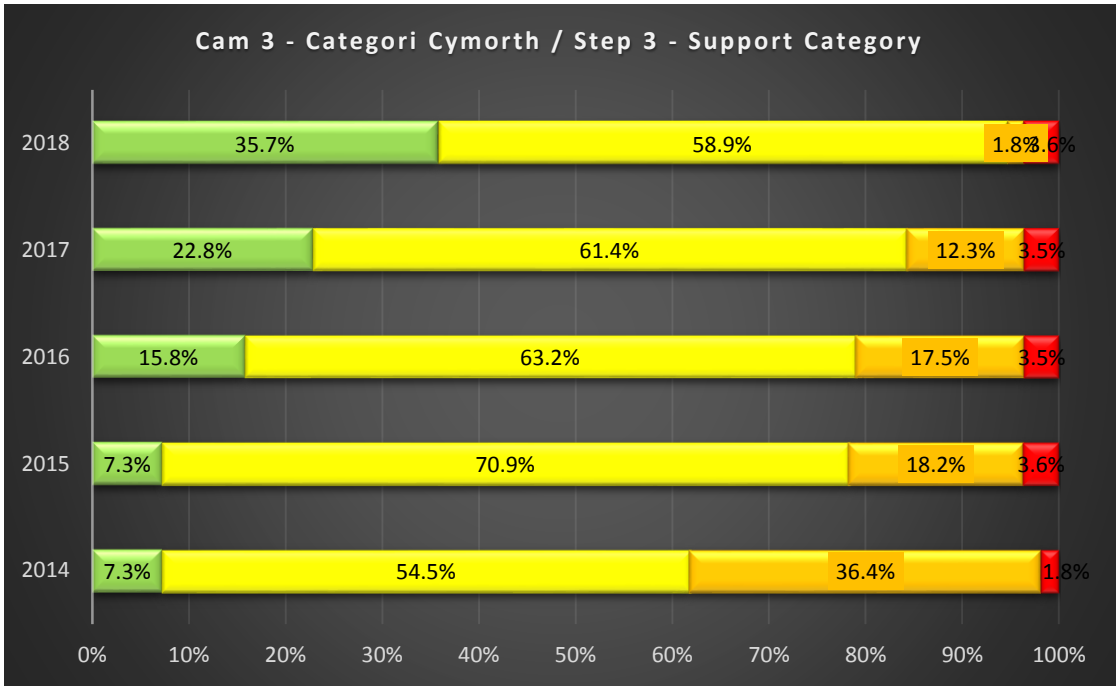
Year	Region	No Inspected	Not in follow-up		Estyn Review		Significant Improvement		Special Measures	
			%	#	%	#	%	#	%	#
2017-2018	Denbighshire	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0
2017-2018	Wales	30	50.0	15	33.3	10	10.0	3	6.7	2
2018-2019	Denbighshire	1	0.0	0	100.0	1	0.0	0	0.0	0
2018-2019	Wales	32	43.8	14	40.6	13	9.4	3	6.3	2

Secondary / All-age school

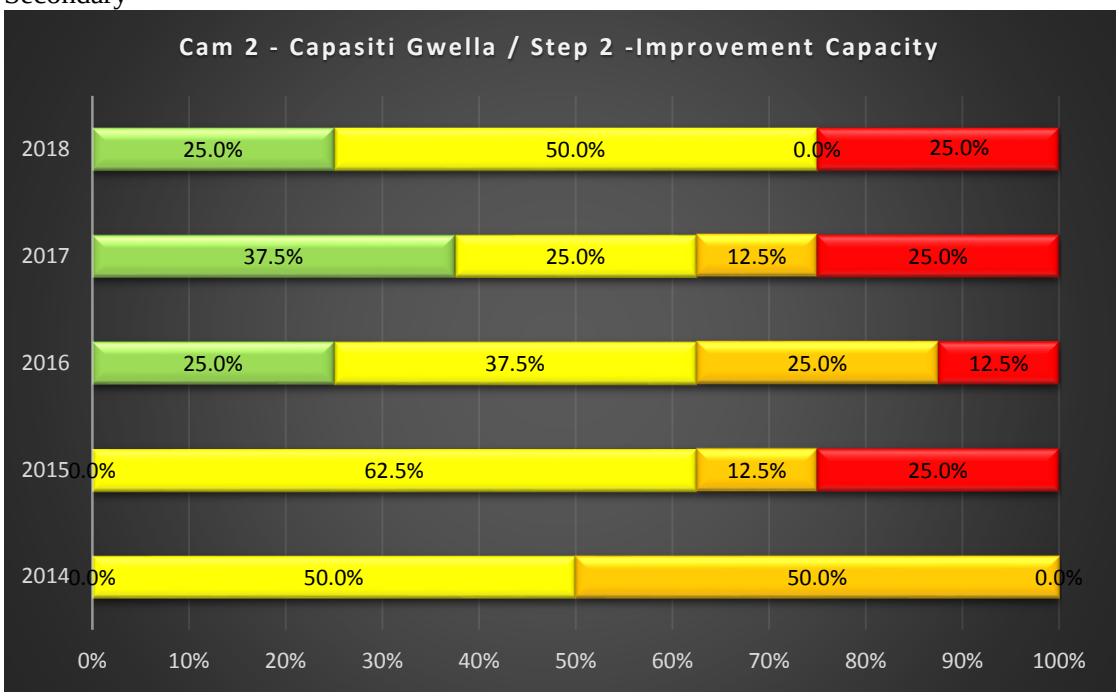
	Standards		Wellbeing		Teaching		Support		Leadership	
	Denbighshire	Wales	Denbighshire	Wales	Denbighshire	Wales	Denbighshire	Wales	Denbighshire	Wales
Excellent	0.00	12.50	0.00	18.75	0.00	9.38	0.00	21.88	0.00	9.38
Good	0.00	34.38	100.00	40.63	0.00	40.63	100.00	43.75	0.00	34.38
Adequate	100.00	40.63	0.00	37.50	100.00	43.75	0.00	31.25	100.00	46.88
Unsatisfactory	0.00	12.50	0.00	3.13	0.00	6.25	0.00	3.13	0.00	9.38

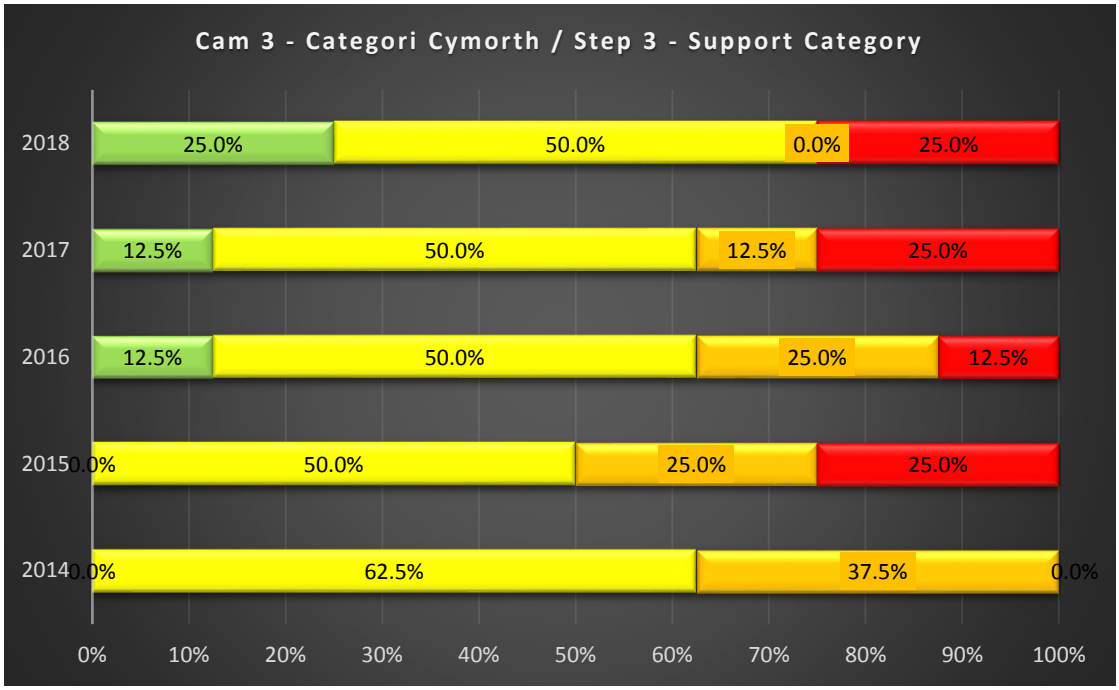
Denbighshire - All schools




Cam 3 - Categori Cymorth / Step 3 - Support Category
2018
35.7%
58.9%
1.8%
3.6%
2017
22.8%
61.4%
12.3%
3.5%
2016
15.8%
63.2%
17.5%
3.5%
2015
7.3%
70.9%
18.2%
3.6%
2014
7.3%
54.5%
36.4%
1.8%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Secondary


Cam 2 - Capasiti Gwella / Step 2 -Improvement Capacity
2018
25.0%
50.0%
0.0%
25.0%
2017
37.5%
25.0%
12.5%
25.0%
2016
25.0%
37.5%
25.0%
12.5%
2015
0.0%
62.5%
12.5%
25.0%
2014
0.0%
50.0%
50.0%
0.0%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%


Cam 3 - Categori Cymorth / Step 3 - Support Category
2018
25.0%
50.0%
0.0%
25.0%
2017
12.5%
50.0%
12.5%
25.0%
2016
12.5%
50.0%
25.0%
12.5%
2015
0.0%
50.0%
25.0%
25.0%
2014
0.0%
62.5%
37.5%
0.0%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Appendix 2

Total Number of pupils in Year 11 who were on roll in January 2019:

School	No of pupils on roll in January 2019	% achieved the Level 1 threshold		% achieved the Level 2 threshold including a GCSE pass in English or Welsh First Language or Literature and maths		% achieved the Level 2 threshold including a GCSE pass in English or Welsh First Language and maths		Achieved 5 or more GCSE grades A*-A or equivalent		Capped 9 measure	
		2018-2019	2017-2018	2018-2019	2017-2018	2018-2019	2017-2018	2018-2019	2017-2018	2018-2019	2017-2018
Rhyl High School	140	98	96	51	48	39	-	9	-	347	-
Prestatyn High School	209	94	97	54	59	56	-	11	-	346	-
Ysgol Glan Clwyd	143	98	98	66	78	61	-	18	-	374	-
Denbigh High School	94	96	92	49	51	40	-	6	-	346	-
Ysgol Dinas Bran	172	94	97	63	77	51	-	32	-	374	-
Ysgol Brynhyfryd	156	100	100	70	84	61	-	33	-	400	-
Blessed Edward Jones	54	85	93	29	45	30	-	6	-	266	-
St Brigid's	53	100	100	65	100	74	-	25	-	401	-
PRU	8	13	15	0	0	0	-	0	-	116	-
Tir Morfa	18	0	0	0	0	0	-	0	-	61	-
Plas Brondyffryn	9	0	0	0	0	0	-	0	-	57	-
EOTAS	75	5	6	0	1	0	-	0	-		
Denbighshire	1,131	87	90	51	50	47	-	14	-	334.7	
Cymru	-	93	94	54	55	50	-	18	-	353.8	

Performance better than Wales =

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Appendix 3

Denbighshire A Level and other Level 3 Qualifications 2019

			Main Indicator			A-Level Grade												2018 results			
	PLASC	No. entered 2+	L3 (2 A*-E)		2018 L3 %	A*	A	B	C	D	E	U	X	% A*	% A*-A	%A*-C	%A*-E	A*	A*-A	A*-C	A*-E
Name	Year 13 pupils		No.	%		No.	No.	No.	No.	No.	No.	No.	No.	%	%	%	%				
Prestatyn High School	86	82	81	98.8	98.3	3	20	49	48	29	10	4	0	1.8	14.1	73.6	97.5	4.8	12.7	67.5	98.0
Ysgol Glan Clwyd	61	61	61	100.0	100.0	12	36	66	70	28	8	1	0	5.4	21.7	83.3	99.5	4.3	19.6	73.7	99.0
Denbigh High School	32	32	31	96.7	100.0	11	14	18	11	10	6	4	0	14.9	33.8	73.0	94.6	2.9	17.1	77.1	97.1
Ysgol Dinas Bran	68	60	54	91.2	97.3	18	20	28	34	20	9	6	0	13.3	28.1	74.1	95.6	2.8	23.6	82.1	100.0
Ysgol Brynhyfryd	85	85	85	98.8	100.0	27	48	52	54	34	13	5	0	11.6	32.2	77.7	97.9	8.1	31.4	80.2	100.0
St Brigid's School	24	23	23	100.0	100.0	8	9	22	11	5	4	0	0	13.6	28.8	84.7	100.0	9.6	31.3	85.5	97.6
LA Total	356	343	335	97.9	99.1%	79	147	235	228	126	50	20	-	8.9	25.5	77.9	97.7	5.4	21.3	75.6	98.8
Wales				97.9%	97.6%																

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Appendix 4

Attendance Primary Schools - Years 1 to 6

September 2018 - July 2019				
WAG No.	School Name	No. sessions possible	No. Sessions Attended	%
663 2011	Ysgol Hiraddug	65964	62357	94.5%
663 2037	Ysgol y Castell	62824	59709	95.0%
663 2038	Christ Church CP School	200796	186642	93.0%
663 2039	Ysgol Llywelyn	212466	199524	93.9%
663 2057	Ysgol y Faenol	43116	40511	94.0%
663 2059	Ysgol Penmorfa	139432	131368	94.2%
663 2060	Ysgol Emmanuel	140982	131945	93.6%
663 2066	Ysgol Dewi Sant	139763	132084	94.5%
663 2067	Ysgol Melyd	46008	42792	93.0%
663 2070	Ysgol Bodfari	7838	7553	96.4%
663 2072	Ysgol Bryn Hedydd	142148	135322	95.2%
663 3062	Ysgol Esgob Morgan	43474	41530	95.5%
663 2124	Ysgol Cefn Meiriadog	19812	18831	95.0%
663 2125	Ysgol Frongoch	78746	75816	96.3%
663 2127	Ysgol Henllan	18318	17669	96.5%
663 2134	Ysgol Twm o'r Nant	89694	86491	96.4%
663 2135	Ysgol Bryn Clwyd	9511	9044	95.1%
663 2136	Ysgol y Parc	45128	43144	95.6%
663 2164	Ysgol Gellifor	15856	15136	95.5%
663 2168	Ysgol Pentrecelyn	12956	12103	93.4%
663 2214	Ysgol Betws Gwerful Goch	11478	10999	95.8%
663 2215	Ysgol Carrog	17154	16174	94.3%
663 2216	Ysgol Caer Drewyn	35728	33731	94.4%
663 2219	Ysgol Bro Elwern	16047	15145	94.4%
663 2227	Ysgol y Llys	112863	107184	95.0%
663 2234	Ysgol Bryn Collen	53810	51274	95.3%
663 2255	Rhos Street School	41428	39599	95.6%
663 2256	Ysgol Pen Barras	80516	77861	96.7%
663 2261	Ysgol Bro Cinmeirch	17712	17170	96.9%
663 2262	Ysgol Bro Famau	24408	23353	95.7%
663 2263	Ysgol Gymraeg y Gwernant	42692	41197	96.5%
663 2264	Ysgol Clawdd Offa	124064	115310	92.9%
663 2265	Bodnant Community School	139083	131549	94.6%
663 2266	Ysgol Pendref	47674	45003	94.4%
663 2267	Ysgol Bro Dyfrdwy	35844	34550	96.4%
663 2268	Ysgol Carreg Emlyn	9216	8840	95.9%
663 3020	Ysgol Tremeirchion	22412	21539	96.1%
663 3024	St. Asaph V.P. Infants School	21488	19962	92.9%
663 3044	Ysgol Llanbedr DC	17852	16842	94.3%
663 3045	Ysgol Llanfair	30203	28973	95.9%
663 3050	Ysgol Borthyn	33355	31441	94.3%
663 3057	Ysgol Pant Pastynog	23864	22970	96.3%
663 3061	Ysgol Dyffryn Ial	17100	16579	97.0%
663 3315	Ysgol Mair	67668	63512	93.9%
663 3316	Ysgol Trefnant	24388	23199	95.1%

Appendix 4

663 5901	St Brigid's	47290	44242	93.6%
DENBIGHSHIRE		**2650169**	**2507769**	94.6%

Equal to, or greater than 95%	25
Below 95%	21

Attendance for Academic Year September 2018 - July 2019 (Yrs 7-11)

Appendix 5

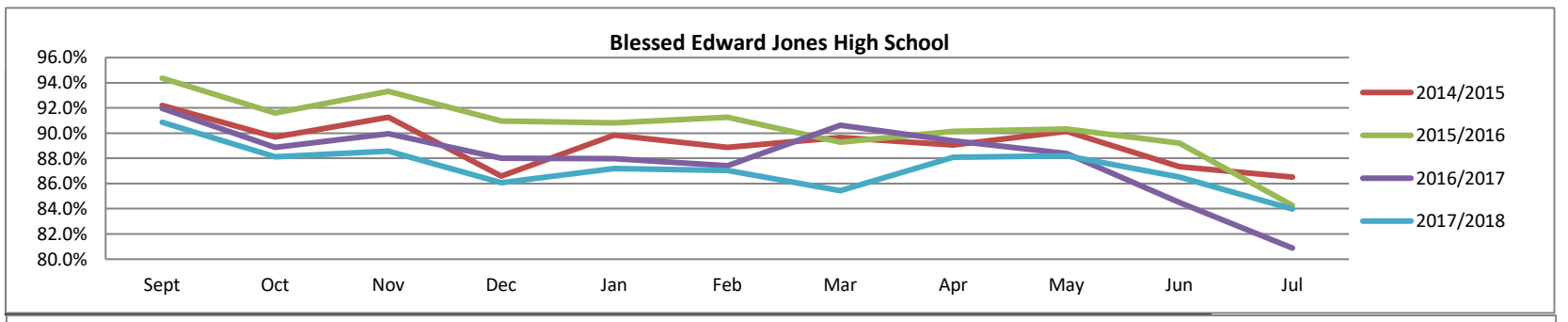
School	September			October			November			December		
	Sessions	Possible	%	Sessions	Possible	%	Sessions	Possible	%	Sessions	Possible	%
Blessed Edward Jones	8868	9530	93.05%	9697	10796	89.82%	9245	10300	89.76%	7302	8192	89.14%
Denbigh High	15039	16076	93.55%	16681	17804	93.69%	15854	16868	93.99%	12181	13212	92.20%
Prestatyn High	40060	42324	94.65%	43583	46976	92.78%	43150	46940	91.93%	32307	35218	91.73%
Rhyl High	36659	38402	95.46%	37786	40628	93.00%	39740	42944	92.54%	29290	32208	90.94%
St Brigid's Secondary	9509	9986	95.22%	10574	11140	94.92%	9934	10622	93.52%	7118	7840	90.79%
Ysgol Brynhyfryd	27755	29120	95.31%	30545	32346	94.43%	28879	30780	93.82%	22616	24304	93.05%
Ysgol Dinas Bran	31575	33148	95.25%	34826	36996	94.13%	33107	35196	94.06%	124875	133024	93.87%
Ysgol Glan Clwyd	30375	31840	95.40%	31762	33546	94.68%	33281	35280	94.33%	24672	26450	93.28%
Denbighshire	199840	210426	94.97%	215454	230232	93.58%	213190	228930	93.12%	260361	280448	92.84%

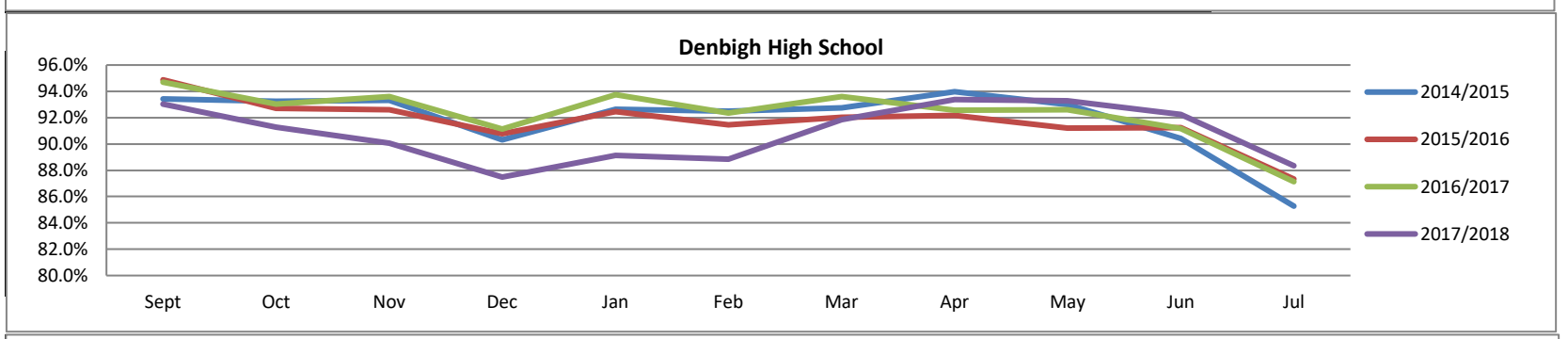
School	January			February			March			April		
	Sessions	Possible	%	Sessions	Possible	%	Sessions	Possible	%	Sessions	Possible	%
Blessed Edward Jones	8053	9088	88.61%	7388	8320	88.80%	9185	10488	87.58%	5419	6294	86.10%
Denbigh High	14459	15484	93.38%	13057	13946	93.63%	16289	17460	93.29%	9651	10436	92.48%
Prestatyn High	38366	41411	92.65%	33688	36826	91.48%	40307	43540	92.57%	25215	27418	91.97%
Rhyl High	35035	37775	92.75%	30576	33270	91.90%	38523	41482	92.87%	22632	24888	90.94%
St Brigid's Secondary	9134	10008	91.27%	8050	8896	90.49%	10492	11140	94.18%	6235	6680	93.34%
Ysgol Brynhyfryd	26009	27961	93.02%	24163	25598	94.39%	30057	31878	94.29%	18168	19068	95.28%
Ysgol Dinas Bran	30772	32980	93.31%	27399	29320	93.45%	34048	36568	93.11%	20532	21930	93.63%
Ysgol Glan Clwyd	30602	33213	92.14%	24743	26105	94.78%	32626	34610	94.27%	19712	20756	94.97%
Denbighshire	192430	207920	92.55%	169064	182281	92.75%	211527	227166	93.12%	127564	137470	92.79%

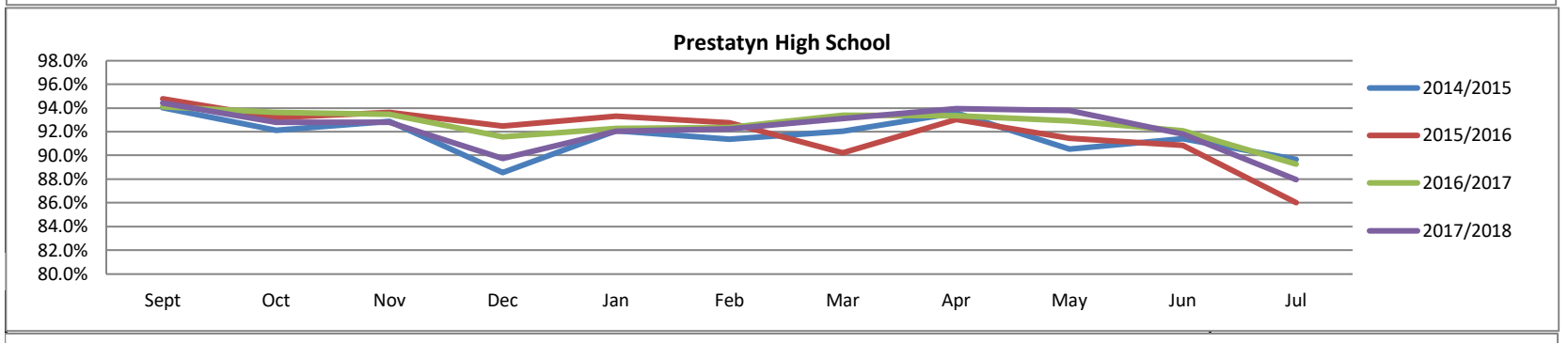
School	May			June Yrs 7-10 only			July Yrs 7-10 only			Running Total for Year		
	Sessions	Possible	%	Sessions	Possible	%	Sessions	Possible	%	Sessions	Possible	%
Blessed Edward Jones	7811	8962	87.16%	7250	8502	85.27%				80218	90472	88.67%
Denbigh High	13694	14756	92.80%	12620	13680	92.25%				139525	149722	93.19%
Prestatyn High	35831	38682	92.63%	33427	37100	90.10%				365934	396435	92.31%
Rhyl High	32795	35376	92.70%	32821	36082	90.96%				335857	363055	92.51%
St Brigid's Secondary	8844	9452	93.57%	8327	9006	92.46%				88217	94770	93.09%
Ysgol Brynhyfryd	25622	26822	95.53%	23140	25122	92.11%				256954	272999	94.12%
Ysgol Dinas Bran	29123	31149	93.50%	27560	29822	92.41%				393817	420133	93.74%
Ysgol Glan Clwyd	27840	29376	94.77%	26360	28780	91.59%				281973	299956	94.00%
Denbighshire	181560	194575	93.31%	171505	188094	91.18%	0	0		1942495	2087542	93.05%

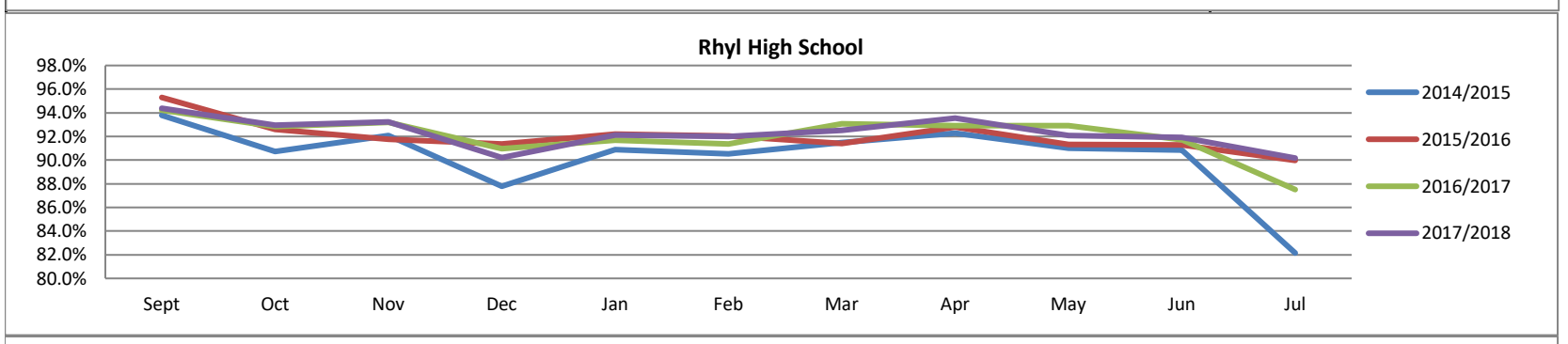
	Present	AEA
0		

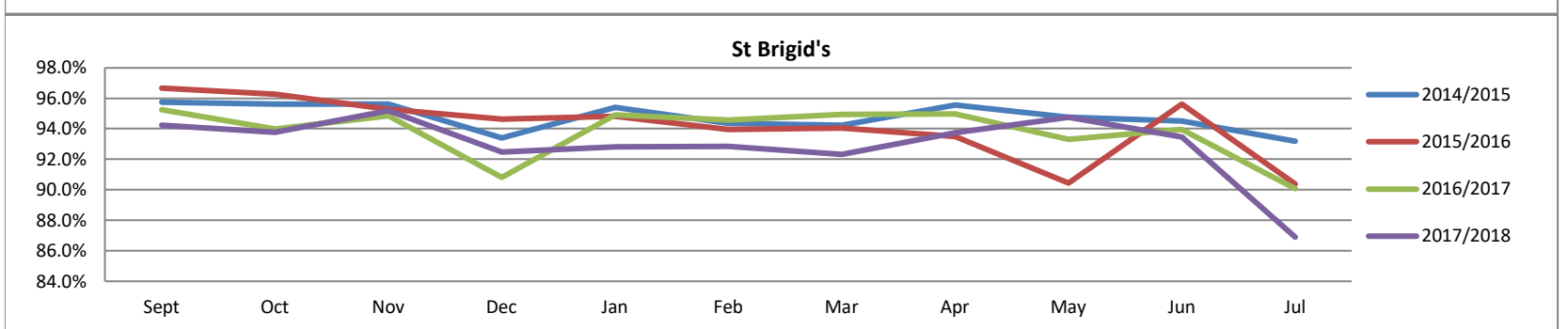
Secondary Attendance - 4 year trends

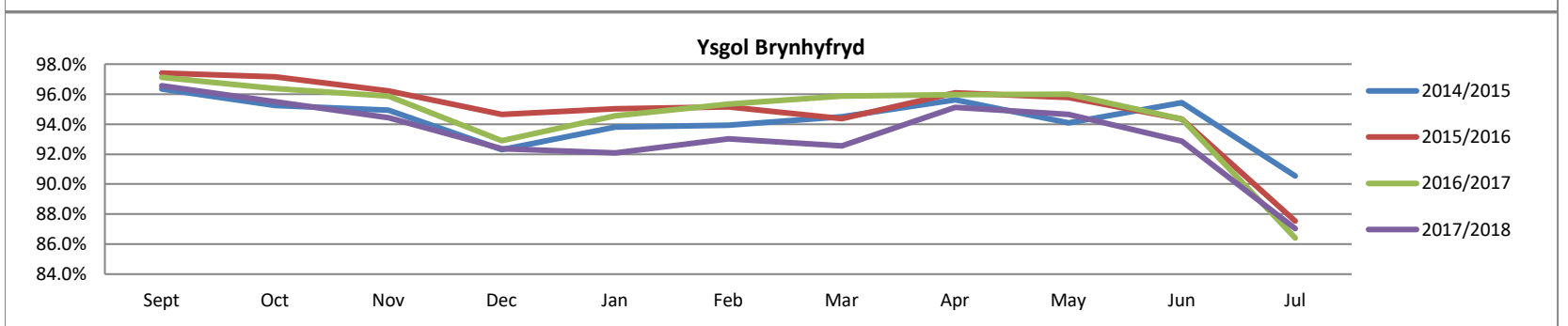


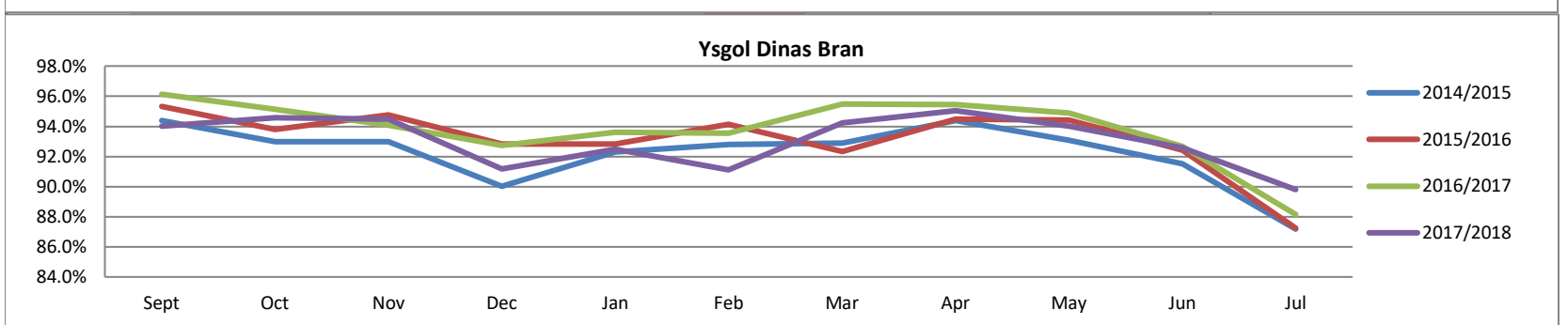


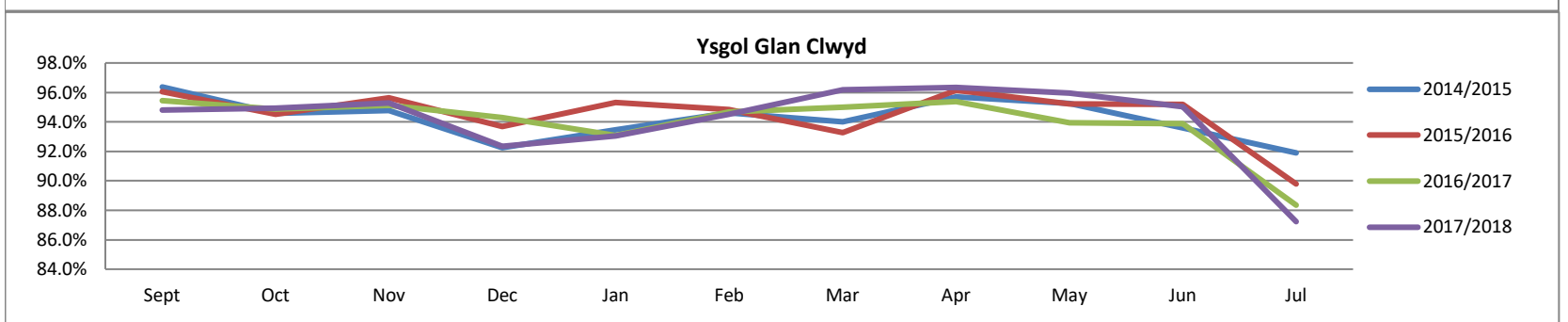


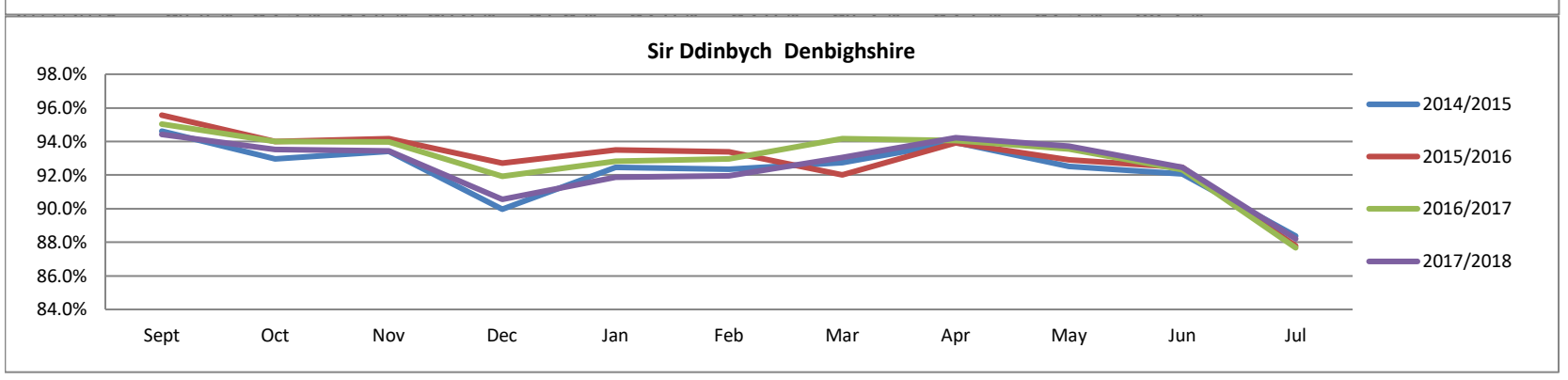












Report to	**Performance Scrutiny Committee**
Date of meeting	**30 January 2020**
Lead Member/Officer	**Cllr Richard Mainon/Alan Smith, Head of Business Improvement & Modernisation**
Report author	**Emma Jones – Performance and Programme Systems Administrator**
Title	**Street Naming and Numbering Policy Review**

1. What is the report about?

1.1. A review of Denbighshire's Street Naming and Numbering policy.

2. What is the reason for making this report?

2.1. Scrutiny requested a review of the current policy, in the light of concerns that it might not properly reflect the Council's Welsh Language Policy.

3. What are the Recommendations?

That the Committee considers the proposals contained in this report, comments accordingly and recommends that:

3.1. all new streets are named in Welsh only;

3.2. the option to name streets after individuals is removed from the policy;

3.3. the Council's policy is amended to reflect this and presented to Cabinet for approval; and

3.4. that the Committee confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix 5) as part of its consideration.

4. Report details

The Council's current Street Naming and Numbering policy was presented at Performance Scrutiny Committee in March 2019. The feedback from the committee was that the policy needed a thorough review, especially in relation to the Welsh language. It was recommended that the policy went to the Council's Welsh Language Steering Committee.

The policy went to the Welsh Language Steering Committee in July 2019. Their feedback was similar to that of Scrutiny's: that the policy needed to be looked at thoroughly and that removing "Y/Yr" from the naming of a street in Welsh could be detrimental to the Welsh name of a street.

The Council's Welsh Language Officer, Manon Celyn was consulted. She agreed to read through the policy in English and Welsh and highlight anything that wasn't in line with the Welsh language or the Council's Welsh language standards. She responded that apart from the example that had already been found, there didn't appear to be anything else in relation to the Welsh language (see Appendix 1 attached).

To gain further input in the review the Welsh Language Commissioner's Office were asked to consider the Council's policy. Eleri James responded to say that the Commission primarily focuses on settlement names and is responsible for advising on the standard forms of town and village names in Wales (Appendix 2).

However, I had raised the question of renaming English streets into Welsh/English streets. She relayed some of the principles that they follow and said that the "*seventh principle advises against the literal or whimsical translation of place-names unless there is real evidence that the form has been adopted widely by the community and become well-established. There are certainly risks attached to a pure translation exercise as the original meaning and historical significance of the names may be lost or misinterpreted. We would also not encourage the translation of street names that are currently Welsh only*" (see Appendix 3). She included a copy of the letter that the Commissioner had sent to Cardiff City Council upon their publication of a new Street Naming and Numbering policy (Appendix 4). The Commissioner congratulated them on their intention to give Welsh names only to streets in new developments and encouraged them in their pursuit of strengthening historical and cultural links to the Welsh language through this. These seem important principles that it is recommended are incorporated into the Council's policy.

The ability to name streets after people within the current Street Naming and Numbering Policy if there is a strong case made for it was also raised at Scrutiny. Particular reference was made to a recent development in Rhyl. This example again raises concerns about the general principle of naming streets after people, particularly in the current climate where street names have had to be changed due to people's histories coming to light. Whilst the above example is clearly not of this nature, it would be good to guard against this possibility in the future. This is the second recommendation from the review: that we no longer allow streets to be named after people.

Upon full review of the policy, these changes are recommended.

1. That all new streets are named in Welsh only;
2. That the option to name streets after individuals is removed from the policy.
3. That the Council's policy is amended to reflect this and presented to Cabinet for approval.

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

5.1. N/A

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

6.1. There are no additional costs

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

7.1. The policy review has highlighted some changes that need to be made. Doing the WIA has shown that there will be a positive impact on the Welsh language and culture as street names will need to be locally relevant and, if the policy is changed, in Welsh only. A copy of the WIA can be seen at Appendix 5.No further impact assessment is needed.

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

8.1. Welsh Language Steering Committee, the Council's Welsh Language Officer and the Welsh Language Commissioner.

9. Chief Finance Officer Statement

9.1. N/A

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

10.1. If the Council's Street Naming and Numbering policy does not properly reflect our Welsh Language policy, or its provisions do not reflect community concerns, then it may fall into disrepute.

11. Power to make the decision

11.1. Local Government Act 1972

11.2. Section 7.4.1 of the Council's Constitution outlines Scrutiny's powers with respect of policy development and review, whilst Section 7.4.2(d) states that Scrutiny may make recommendations to Cabinet arising from the outcome of the scrutiny process.

From: Manon Celyn
To: Emma Jones
Subject: ATB/RE: Welsh Language and the Street Naming and Numbering Policy
Date: 29 November 2019 13:27:26
Attachments: image001.png
image004.png
image005.png

Hi Emma,

Sorry for the delay with this. The only thing I could see was the point you already mentioned. This will need re-wording in the Welsh document. Obviously we don't say The Rhyl, The Bala, but in Welsh they do use 'Y'. The English version is correct, it's just the Welsh version that needs changing.

Hope this makes sense.

You're welcome to give me a call if not.

Thanks

Cofion / Regards

Manon Celyn

Swyddog Iaith Gymraeg
Cymunedau a Chwsmeriaid
Cyngor Sir Ddinbych
Lefel 3,
Neuadd y Sir,
Ffordd Wynnstay,
Rhuthun, LL15 1YN

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☏**Symudol :** 07586492960
E-bost : manon.celyn@sirddinbych.gov.uk
Gwefan : www.sirddinbych.gov.uk

Welsh Language Officer
Communities and Customers
Denbighshire County Council
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County Hall,
Wynnstay Road,
Ruthin, LL15 1YN

☏**Phone :** 01824 70 80 40 Ext : 8040
☏**Mobile :** 07586492960
Email : manon.celyn@denbighshire.gov.uk
Website : www.denbighshire.gov.uk

Rydym yn croesawu gohebiaeth yn Gymraeg a ni fydd unrhyw oedi wrth ymateb i ohebiaeth a dderbyniwyd yn Gymraeg.
We welcome correspondence in Welsh and there will be no delay in responding to correspondence received in Welsh.

Oddi wrth: Emma Jones
Anfonwyd: Dydd Mawrth, 26 Tachwedd 2019 09:14
At: Manon Celyn <Manon.Celyn@denbighshire.gov.uk>
Pwnc: Welsh Language and the Street Naming and Numbering Policy

Dear Manon

I'm the Street Naming and Numbering Officer for Denbighshire. Our SNN Policy was adopted after ratification by Full Council in 2014.

The policy went to scrutiny earlier this year and a couple of things were highlighted that we need to change.

One of them is that the policy was written in English and then translated into Welsh without taking into consideration the way the Welsh language works. For example on page 8 – 2.2 says that "No new street name will start with 'The' in Welsh or English. It was highlighted that Rhyl in Welsh is Y Rhyl, Mold, Yr Wyddgrug and Bala Y Bala so this wasn't correct for the Welsh names.

Would you be able to read through our current policy and feedback anything else that doesn't work in the Welsh language?

I've attached both Welsh and English policies.

Don't hesitate to contact me if you have any questions.

Kind regards

Emma

Emma Jones
Gweinyddwr Perfformiad a Systemau / Performance & Systems Administrator
Gwella Busnes a Moderneiddio / Business Improvement and Modernisation
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E bost: emma.jones@sirddinbych.gov.uk
E mail: emma.jones@denbighshire.gov.uk

From:	Eleri James
To:	Emma Jones
Cc:	Dylan Jones; Manon Davies
Subject:	ATB/RE: Welsh language regarding established street names
Date:	10 April 2019 11:44:40

Dear Emma,

Thank you very much for your enquiry and phone conversation. As I explained on the phone I'm afraid that we have not yet published written guidance on this specific matter. The Commissioner's work in the field of place-names is currently focussed on settlement names and the Commissioner is responsible for advising on the standard forms of town and village names in Wales. We would be very glad of the opportunity to cooperate with you on a standardisation project and would be more than willing to come and meet with you to discuss the process. If you are interested, please feel free to suggest dates and we would gladly travel to meet you.

The Commissioner follows specific standardisation guidelines when producing its recommendations: Guidelines for Standardising Place-names in Wales. These guidelines deal specifically with the names of settlements and do not necessarily apply to street or house names nor other landscape features. However, they contain several valuable principles which could be applied when dealing with these names. You will notice that the seventh principle advises against the literal or whimsical translation of place-names unless there is real evidence that the form has been adopted widely by the community and become well-established. There are certainly risks attached to a pure translation exercise as the original meaning and historical significance of the names may be lost or misinterpreted. We would also not encourage the translation of street names that are currently Welsh only. However, these are only guiding principles as street names are very local matters and there may be some exceptional cases. For example, some of these streets in question may be thoroughfares and Welsh versions may already be known locally – and used by your translation unit, for example. You may be interested in reading Cardiff Council's proposed street naming policy in relation to thoroughfares. The Welsh Language Commissioner recently responded to a consultation on the proposed policy, praising its ambition of using Welsh only street names for new developments: Response to Cardiff's proposed street naming policy.

It should be emphasised that the Welsh language standards do not place a duty to translate street names into Welsh in order to display it on signage if no Welsh name has been recorded in accordance with the Public Health Act 1925. County councils and county borough councils have the right to change street names (bilingual or English) for which they are responsible for naming into Welsh only ones. However, in doing so, they will have to be recorded in Welsh only with the relevant agencies and ensure that any signs display the name in Welsh only after the name has been registered.

I hope that this information will be useful to you as you consider your policy. Please don't hesitate to contact me again should you wish to discuss further.

Eleri

Dr Eleri James
Uwch Swyddog Isadeiledd ac Ymchwil / Senior Infrastructure and Research Officer
+44 (0)29 2087 7576

Comisiynydd y Gymraeg

Siambrau'r Farchnad, 5–7 Heol Eglwys Fair, Caerdydd, CF10 1AT

0345 6033 221
Croesewir gohebiaeth yn y Gymraeg a'r Saesneg
comisiynyddygymraeg.org

Dylai'r datganiadau/sylwadau uchod gael eu hystyried yn rhai personol ac nid o reidrwydd yn ddatganiadau neu sylwadau gan Gomisiynydd y Gymraeg, unrhyw ran ohono neu unrhyw gorff sy'n gysylltiedig ag ef. Mae'r e-bost hwn wedi cael ei sganio gan System Diogelwch e-bost Symantec Security.cloud. Am ragor o wybodaeth, ymwelwch â messagelabs.com/email.

Welsh Language Commissioner
Market Chambers, 5-7 St Mary St, Cardiff, CF10 1AT

0345 6033 221
Correspondence welcomed in Welsh and English
welshlanguagecommissioner.org

The statements/comments made above should be regarded as personal and not necessarily those of the Welsh Language Commissioner, any constituent part or connected body. This email has been scanned by the Symantec Email Security.cloud service. For more information please visit messagelabs.com/email.

From: Emma Jones [mailto:emma.jones@denbighshire.gov.uk]
Sent: 02 April 2019 10:12
To: Postfeistr
Subject: Welsh language regarding established street names

Dear Sir/Madam

Would you be able to provide me with some guidance?

We in Denbighshire have a Street Naming and Numbering policy where new streets are named in welsh only or bilingual, Welsh/English.

We have a local Councillor who would like English only street names within his area translated into Welsh so the street name is bilingual.

Do you have a standard or any advice on renaming existing street names bilingually where they are English only?

Kind regards

Emma

Emma Jones
Gweinyddwr Perfformiad a Systemau / Performance & Systems Administrator

Gwella Busnes a Moderneiddio / Business Improvement and Modernisation
Ffôn/Phone: 01824 708049
E bost: emma.jones@sirddinbych.gov.uk
E mail: emma.jones@denbighshire.gov.uk

Dilyn ni ar Twitter: http://twitter.com/cyngorsDd - Follow us on Twitter: http://twitter.com/DenbighshireCC
Ymwelwch a ni ar-lein ar http://www.sirddinbych.gov.uk - Visit us online at http://www.denbighshire.gov.uk

Mae'r wybodaeth a gynhwysir yn yr e-bost hwn ac unrhyw ffeiliau a drosglwyddir gydag o wedi eu bwriadu yn unig ar gyfer pwy bynnag y cyfeirir ef ato neu atynt. Os ydych wedi derbyn yr e-bost hwn drwy gamgymeriad, hysbyswch yr anfonwr ar unwaith os gwelwch yn dda. Mae cynnwys yr e-bost yn cynrychioli barn yr unigolyn(ion) a enwir uchod ac nid yw o angenrheidrwydd yn cynrychioli barn Cyngor Sir Ddinbych. Serch hynny, fel Corff Cyhoeddus, efallai y bydd angen i Gyngor Sir Ddinbych ddatgelu'r e-bost hwn [neu unrhyw ymateb iddo] dan ddarpariaethau deddfwriaethol.

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Comisiynydd y Gymraeg
Welsh Language Commissioner

Guidelines for Standardising Place-names in Wales

Dyddiad cyhoeddi: 18/06/2018

Comisiynydd y Gymraeg
Welsh Language Commissioner

Background

The principal aim of the Welsh Language Commissioner, an independent organization established under the Welsh Language Measure (Wales) 2011, is to promote and facilitate the use of Welsh. This entails raising awareness of the official status of the Welsh language in Wales and imposing standards on organizations. This, in turn, will lead to the establishment of rights for Welsh speakers.

Two principles will underpin the work:

- In Wales, the Welsh language should be treated no less favourably than the English language
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so

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- Tel: 0845 6033 221
- Email: post@welshlanguagecommissioner.wales
- Website: welshlanguagecommissioner.wales

Welsh Language Commissioner
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1 The Welsh Language Commissioner's responsibility

The Welsh Language Commissioner is responsible for advising on the standard forms of Welsh place-names. The Commissioner has convened a Place-names Standardisation Panel to provide recommendations and expert advice in this field. In forming its recommendations, in addition to the Guidelines given below, the Panel gives consideration to the meaning, history and etymology of the place-names, as well as their usage. These Guidelines are specific to Welsh place-names, i.e. the names of settlements (villages, towns, and cities) in Wales. They are not necessarily applicable to house names or other topographical features, however they do cover many valuable principles which may be applied to these names or when coining names for new developments.

2 Standard orthography

The current principles of standard Welsh language orthography should be followed. The Place-names Standardisation Panel acknowledges the authority of *Geiriadur Prifysgol Cymru* (The University of Wales Dictionary of the Welsh Language) in matters pertaining to the orthography of the Welsh language, and the forms given in the Dictionary should be followed as far as possible. However, the Panel recommends using a circumflex in some names – contrary to the rules of orthography – in order to avoid ambiguity and ensure correct pronunciation (*Yr Hôb, Aberbîg, Y Pîl*).

3 A Gazetteer of Welsh Place-Names

As a starting point, forms recommended in Elwyn Davies, *Rhestr o Enwau Lleoedd/A Gazetteer of Welsh Place-Names* (3rd edn; University of Wales Press, 1967) should be acknowledged, alongside the previous recommendations of the Welsh Language Board's Place-Names Standardisation Team. The Gazetteer is the standard reference work for Welsh place-names. One should not deviate from its recommendations without good reason. However, as many settlements, suburbs and towns have developed since 1967, and today's linguistic climate in Wales is different, the Panel must interpret the forms given in the Gazetteer. The remainder of this document is an attempt to formalize and interpret the conventions used in the Gazetteer.

4 Hyphen

i) The main stress in Welsh words normally falls on the penultimate syllable (the last syllable but one). It should be assumed that the stress falls on the penultimate syllable of a Welsh place-name (*Rhymni, Tyddewi, Rhydyclafdy, Rhosllannerchrugog, Penyberth, Moelyci*).

ii) The hyphen is used in Welsh compound words when the stress does *not* fall on the penultimate syllable. Therefore, if the stress falls on the final syllable, the hyphen is used to show this clearly to the reader (*Aber-erch, Aber-cuch*).

iii) The hyphen is also used when the Welsh definite article (*y/yr*) occurs before a final monosyllabic element in a place-name. In such names hyphens are used before and after the definite article in order to highlight the individual elements and aid pronunciation (*Betws-y-coed, Porth-y-rhyd)*. Note that hyphens are used only *after* the definite article where the *'r* form of the definite article occurs before a final monosyllabic element (*Troedrhiw'r-clawdd, Islaw'r-dref*).

iv) There are exceptions however, i.e. those names which have become well established and recognized nationally (*Llandaf, Caerdydd, Llanrug, Llanrwst, Penarth, Torfaen, Pontypridd, Llansanffraid*).

v) Similarly, it is unnecessary to use a hyphen to show that the stress is on the final syllable if another diacritic already demonstrates this (*Llandygái, Caersŵs, Aberdâr*, *Pentredŵr*). However hyphens are necessary in such names when the definite article occurs before a final monosyllabic element *(Llannerch-y-môr, Tre'r-ddôl)*.

vi) The hyphen is used to separate a cluster of consonants when there is a danger of misinterpreting them as digraphs (*Pont-hirwaun, Coed-duon*).

vii) The hyphen is also used following the element *pont* when it precedes the name of a ford (*rhyd*) which contains the definite article and a monosyllabic element (*Pont-rhyd-y-fen, Pont-rhyd-y-groes*).

5 One word or more?

i) The names of settlements are normally written as one word (*Nantperis, Cefncribwr*) in order to differentiate between them and topographical features (*Nant Peris, Cefn Cribwr*).

ii) If the name of a settlement contains two or more stresses, its elements are combined retaining the double *-n-* and double *-r-* of the original elements (*Ffynnon+groyw = Ffynnongroyw, Rhos+llannerch+rugog = Rhosllannerchrugog,* not *Ffynongroyw, Rhosllanerchrugog*).

iii) Names which begin with the elements *pen-bont*, *pen-y-bont* and *tal-y-bont* are usually written as two words or more if the final element refers to a recognized site or a proper noun (*Pen-bont Rhydybeddau*, *Pen-y-bont ar Ogwr*, *Tal-y-bont ar Wysg*; but *Pen-y-bont-fawr*).

iv) Names which begin with the element *pentre(f)* are usually written as one word (*Pentrefelin*). However, it is conventional to write them as two words or more if the second element refers to a recognized site or a proper noun (*Pentre Llanrhaeadr, Pentre Tafarnyfedw*).

v) This convention also applies to some ecclesiastical features (*Betws Garmon*, *Eglwys Brewys, Capel Bangor, Capel Betws Leucu, Llanbedr Pont Steffan, Eglwys Wen, Merthyr Dyfan, Mynwent y Crynwyr*).

vi) Names of areas, settlements or prominent geographical features may be capitalized if they appear as established place-name elements (*Llanfihangel-y-Pennant, Betws-yn-Rhos*).

vii) The names of parishes and electoral wards containing the element *uchaf/isaf* (upper/lower) are usually written as two separate words, with a capital letter to the

upper/lower element (*Brynaman Isaf, Cilâ Uchaf*). The same pattern applies to names of settlements and Lower and Upper are placed separately when they are a differential element, however there are some standard exceptions that are well-established (e.g. *Efailisaf*).

viii) The same pattern is followed in the case of the element *eithaf* also (*Llanfair Mathafarn Eithaf*).

6 Personal names

The forms of personal names should be taken into consideration since they can have a bearing on orthography (*Llan-non, Pochin, Cei Connah, Rhyd-y-Brown*). The exception *Morriston/Treforys* should be noted however.

7 Coinages

Pedantic or revived antiquarian forms or literal and whimsical translations should be avoided unless there is sound evidence that they are in common use both locally and nationally (*Brychdyn, Cei Connah, Cil-y-coed*). Logical coinages may be seen relating to well-established names e.g. *Aberddawan* is the established Welsh form of *Aberthaw*, so *Dwyrain/Gorllewin Aberddawan* may be adopted despite there being no historical written evidence of a Welsh form for *East/West Aberthaw*.

8 Dialect

Dialectal or local evidence should be taken into consideration with regard to orthography, pronunciation or stress, especially if a local form has been adopted nationally (*Dole, Pencader, Cwm-cou, Froncysyllte*). However standard orthography should be used as far as possible, since it should be borne in mind that place-names belong to the whole of Wales and that the name, or an element of that name, may also appear in many parts of Wales: (*Blaenau [Gwent], Y Waun, Llansanffraid*).

9 Dual forms

If the difference between the Welsh form and the ‘English’ form consists of only one or two letters, the use of a single form is recommended, with preference being given to the Welsh form. This accords with the recommendations of the Ordnance Survey and the Highway Authorities. However, recognized variations should be acknowledged (*Caeriw/Carew, Biwmares/Beaumaris, Y Fflint/Flint, Wrecsam/Wrexham*).

10 The Welsh definite article (*y/yr/'r*) and other non-emphatic elements

i) The definite article is an integral part of several Welsh place-names (*Yr Wyddgrug*, *Y Drenewydd*).

ii) This practice is in a state of flux and the definite article is no longer considered to be an integral part of some place-names, and it may not be used in every context (*y Tymbl, y Gaerwen*). However, in these cases the definite article is still usually used as part of a phrase (*mynd i'r Tymbl*).

iii) It is difficult to decide whether the definite article is an integral part of a name or only occurs as part of a phrase. The Panel favours conservatism in this matter, including the definite article as an integral part of the name if only to offer guidance (*i'r Bala* rather than *i Fala*). This may be especially valuable to those without Welsh as a first language.

iv) Non-emphatic elements (the definite article or prepositions) should be shown in lower case when they appear in the middle of a name (*Pen-y-banc*, *Porth-y-rhyd*, *Pont-ar-sais*).

v) The definite article which precedes a place-name should be shown in lower case when it forms part of a sentence (*mae gen i dŷ gwyliau yn y Borth*).

vi) The definite article should be shown in upper case when the name forms part of a postal address or as an item on list (*25 Heol Haul, Y Borth*).

11 The dieresis on penultimate stressed -i-

Where the last element is disyllabic, no dieresis is required (*Caerllion, Llanrhian, Llwynypia*) unless the pronunciation is ambiguous (*Gïas, Llangïan* (cf. *gïau*)); if the final element is longer than a disyllable, a dieresis is required (*Cwmsyfïog, Llandybïe*).

12 Punctuation in English language place-names

A number of English place-names reference the names of saints. The current convention is to omit a full stop at the end of a contraction which includes the final letter of the word (*Saint > St*) and omit the possessive apostrophe (*St Brides Major, St Davids, St Dogmaels, St Mellons*).

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Meri Huws
Comisiynydd y Gymraeg
Welsh Language Commissioner

Comisiynydd y Gymraeg
Welsh Language Commissioner

Matthew Wakelam
Cynlluniauteithio@caerdydd.gov.uk

11/03/2019

Dear Matthew Wakelam,

Street Naming Policy Consultation

I'm writing to congratulate you on the Street Naming Policy that you are currently consulting upon. I welcome your intention to give Welsh names only to streets in new developments and to establish a panel to give you expert and strategic advice as you undertake the task. I also welcome your intention to give bilingual names to the main routes into the city centre, to areas within the city centre and Cardiff Bay and I encourage you to be ambitious when creating any new Welsh names. This policy provides the perfect opportunity to coin forms which will educate users about the rich history of the Welsh language in Cardiff instead of merely translating the English forms in current circulation.

In relation to point 1.2.3 in particular, the policy would be further strengthened by including a direct reference to the Welsh Language Commissioner's responsibility to standardise Welsh Place-names and including a hyperlink to the List of Standardised Welsh Place-names published on our website. It would also be valuable to refer to the Guidelines for Standardising Welsh Place-names that guide our panel's work: although these Guidelines deal mainly with settlement names, they do include principles that are equally relevant to street and property names. In addition, some street names will include the names of other settlements or locations in Cardiff and beyond so it's important to ensure that those elements are spelt consistently. We would encourage you to reference these resources in a prominent place on your website and refer to them as part of your planning processes in order to raise developers' awareness of them. I would also like to draw your attention to the guidance section on our website that includes advice for developers and local authority officers relating to naming new development and including place-names on signage.

Including a reference to the List of Historic Place-names would also strengthen the policy further. I'm aware that several local authorities refer developers to this list early on in the

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Comisiynydd y Gymraeg
Welsh Language Commissioner

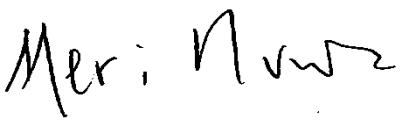
planning process in order for them to seek suitable historic names before unsuitable marketing names start to gain currency. I should emphasise, however, that this is a list of *historic* names and that the forms will not have been standardised. We would be more than willing to advise you regarding how to represent these names in modern and standardised Welsh should you require.

I would also like to suggest that the advice in 4.6 regarding renaming properties could be strengthened by emphasising that there may be historic or linguistic significance to the existing names of properties and that you will urge people to reconsider renaming some historic names. This is common practice in some local authorities and although the problem is not as apparent in an urban area like Cardiff there is a risk that some important names could be lost. The annex to the *Historic Environment Records in Wales: Compilation and Use* document provides further guidance on how to consult the List of Historic Place-names when considering renaming applications. Your proposed naming panel may also be able to advise you regarding which names are of special historic significance.

I wrote to the Chief Executive in 2018 to note my eagerness to review the entries in the List of Standardised Place-names on-line for Cardiff. Indeed, it would be timely for you to ensure that they are current and correct before you start to implement this policy. Dr Eleri James, the senior officer responsible for the standardisation project, would be more than willing to discuss this further with you: eleri.james@cyg-wlc.cymru.

I look forward to learning what your next steps will be in relation to this work and I would appreciate it if you would send Eleri James an update once this policy has received the necessary approval and is in operation. We will be very interested in learning more about the implementation of the policy and its results in due course.

Yours sincerely,



Meri Huws
Welsh Language Commissioner

Street Naming and Numbering policy review

Well-being Impact Assessment Report

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

Assessment Number:	762
Brief description:	Changes to the Street Naming and Numbering policy following a review by Scrutiny
Date Completed:	Version: 0
Completed by:	
Responsible Service:	Business Improvement & Modernisation
Localities affected by the proposal:	Whole County,
Who will be affected by the proposal?	Developers and applicants to Street Naming and Numbering
Was this impact assessment completed as a group?	No

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

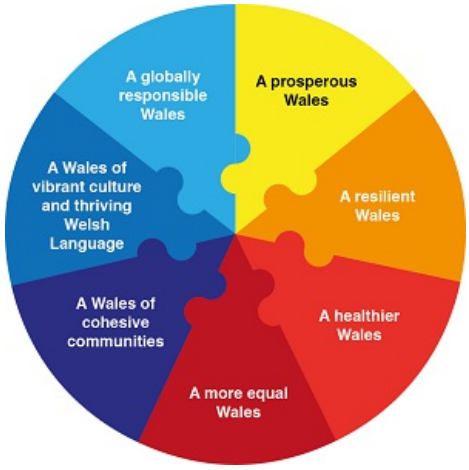
(2 out of 4 stars) Actual score : 16 / 30.

Implications of the score

The review of the policy is attempting to take into account the process of Street Naming and Numbering over the long term so that Denbighshire embeds Welsh language into new street names.

Summary of impact

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



Main conclusions

The policy review has highlighted some changes that need to be made. Doing the WIA has shown that there will be a positive impact on the Welsh language and culture as street names will need to be locally relevant and, if the policy is changed, in Welsh only.
No further impact assessment is needed.

Evidence to support the Well-being Impact Assessment

☐ We have consulted published research or guides that inform us about the likely impact of the proposal
☐ We have involved an expert / consulted a group who represent those who may affected by the proposal
☐ We have engaged with people who will be affected by the proposal

THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

A prosperous Denbighshire	
Overall Impact	Neutral
Justification for impact	The change in the report/policy will have minimal impact in this area
Further actions required	

Positive impacts identified:

A low carbon society	N/A
Quality communications, infrastructure and transport	A clear and concise SNN policy will assist developers in going through the SNN process
Economic development	N/A
Quality skills for the long term	N/A
Quality jobs for the long term	N/A
Childcare	N/A

Negative impacts identified:

A low carbon society	N/A
Quality communications, infrastructure and transport	
Economic development	N/A
Quality skills for the long term	N/A
Quality jobs for the long term	N/A
Childcare	N/A

A resilient Denbighshire	
Overall Impact	Neutral
Justification for impact	The change in the report/policy will have minimal impact in this area
Further actions required	

Positive impacts identified:

Biodiversity and the natural environment	N/A
Biodiversity in the built environment	N/A
Reducing waste, reusing and recycling	N/A
Reduced energy/fuel consumption	N/A
People's awareness of the environment and biodiversity	N/A
Flood risk management	N/A

Negative impacts identified:

Biodiversity and the natural environment	N/A
Biodiversity in the built environment	N/A
Reducing waste, reusing and recycling	N/A
Reduced energy/fuel consumption	N/A
People's awareness of the environment and biodiversity	N/A
Flood risk management	N/A

A healthier Denbighshire

Overall Impact	Neutral
Justification for impact	The change in the report/policy will have minimal impact in this area
Further actions required	

Positive impacts identified:

A social and physical environment that encourage and support health and well-being	N/A

Access to good quality, healthy food	N/A
People's emotional and mental well-being	N/A
Access to healthcare	N/A
Participation in leisure opportunities	N/A

Negative impacts identified:

A social and physical environment that encourage and support health and well-being	N/A
Access to good quality, healthy food	N/A
People's emotional and mental well-being	N/A
Access to healthcare	N/A
Participation in leisure opportunities	N/A

A more equal Denbighshire

Overall Impact	Neutral
Justification for impact	The change in the report/policy will have minimal impact in this area
Further actions required	

Positive impacts identified:

Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation	N/A

People who suffer discrimination or disadvantage	N/A
Areas with poor economic, health or educational outcomes	N/A
People in poverty	N/A

Negative impacts identified:

Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation	N/A
People who suffer discrimination or disadvantage	N/A
Areas with poor economic, health or educational outcomes	N/A
People in poverty	N/A

A Denbighshire of cohesive communities

Overall Impact	Positive
Justification for impact	The change in the report/policy will have some positive impact in this area
Further actions required	

Positive impacts identified:

Safe communities and individuals	N/A
Community participation and resilience	N/A

The attractiveness of the area	Ensuring that street names have a historic or cultural tie to the location will enhance the attractiveness of the area
Connected communities	N/A
Rural resilience	N/A

Negative impacts identified:

Safe communities and individuals	N/A
Community participation and resilience	N/A
The attractiveness of the area	N/A
Connected communities	N/A
Rural resilience	N/A

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact	Positive
Justification for impact	The report/policy would greatly encourage and promote the Welsh language throughout the County.
Further actions required	

Positive impacts identified:

People using Welsh	Introduction to the Welsh language could encourage people to learn it as they are living on a Welsh named street and hopefully increase the number of Welsh language speaking population of the County.
Promoting the Welsh language	The new policy would name streets in Welsh only, promoting the Welsh language and further embed the language throughout the County area.
Culture and heritage	The new policy would actively encourage historical and cultural Welsh names for new streets protecting the historical links with the original site, the local and County area so that residents of that area were aware of the history. The team would advise the developer/applicant on any amendments to a proposed Welsh name so that it is in keeping with the area e.g Golwg coch (translated as red view) would not be appropriate for a development with a sea view and Golwg Glas (translated as blue view) would suit it better.

Negative impacts identified:

People using Welsh	N/A
Promoting the Welsh language	N/A
Culture and heritage	N/A

A globally responsible Denbighshire

Overall Impact	Neutral
Justification for impact	The change in the report/policy will have minimal impact in this area
Further actions required	

Positive impacts identified:

Local, national, international supply chains	N/A
Human rights	N/A
Broader service provision in the local area or the region	N/A

Negative impacts identified:

Local, national, international supply chains	N/A
Human rights	N/A
Broader service provision in the local area or the region	N/A

Report to	**Performance Scrutiny Committee**
Date of meeting	**30th January 2020**
Lead Member / Officer	**Lead Member for Housing and Communities/Head of Communities and Customers**
Report author	**Principal Librarian**
Title	**Library Service Standards and Performance**

1. What is the report about?

1.1. The report highlights the Library Service's performance against National Standards

2. What is the reason for making this report?

2.1. To provide information regarding the Council's performance against the 6th Framework of Welsh Public Library Standards 2017-20 and the progress made in developing libraries as places of individual and community well-being and resilience.

3. What are the Recommendations?

3.1. That the Committee considers and comments on the performance against the 6th Framework of Welsh Public Library Standards and considers requesting a progress report in January 2021.

4. Report details

4.1. **Welsh Public Library Standards**

4.2. Library authorities in Wales have a statutory duty under the Public Libraries and Museums Act 1964 to deliver a 'comprehensive and efficient' service to its residents. The Framework of Welsh Public Library Standards enables MALD

(Museums Archives and Libraries Division of Welsh Government) to measure and assess how authorities are fulfilling their statutory duties.

4.3. Library Services submit an Annual Report each July, noting performance for the previous financial year, following which MALD responds with a formal assessment in the autumn. The most recent Annual Assessment Report covers 2018-19 and performance against the second year of the 6th Framework 2017-20, and consists of 12 Core Entitlements and 16 Quality Indicators. The report is attached as Appendix A.

4.4. Denbighshire is now meeting all 12 Core Entitlements, an improvement on last year.

4.5. There are 16 Quality Indicators (QI) of which 10 have constituent targets. Of these, Denbighshire is achieving 8 in full, 1 in part and is failing to achieve 1 (details in paragraph 2.2 of the assessment report).

4.6. We partially met QI13 on staffing levels and qualifications but did not achieve this fully. The staff per capita level is below the target (we reported 2.39 FTE per 10,000 population, down from 2.48 in 17-18, when the target is 3.6) and the number of staff holding a recognised library qualification is below target (we reported 0.49 FTE, up from 0.4 in 17-18, when the target is 0.65). Frontline and managerial staff working in our libraries and one stop shops deliver a wide range of additional customer services which are not included within the requirements of the Welsh Public Library Standards. We report 50% of the total staffing levels and expenditure on staffing under the Library Standards.

4.7. We did not meet QI9 on up-to-date reading materials: we acquired 154 new items (the target is 243), spending £1372 (target £2180), per 1000 population.

4.8. In the narrative analysis of Denbighshire's performance, the assessment report commends us for continuing to build on our strengths and evidencing careful planning. Further improvement in user training sessions, the numbers helped by informal training, and attendances at events have increased.

4.9. MALD do not publish a comparative data table across Wales, but each authority is ranked on its performance against the Quality Indicators (section 2.4 of the assessment report). In 2018-19 of the 22 Welsh authorities, Denbighshire were

1st for the provision of informal training for users and the number of Welsh books borrowed per capita, 5th for the number of active borrowers, and 6th for the number of virtual visits to libraries and attendances at events, and 8th for physical visits.

4.10. The report notes the 12% fall in total revenue expenditure (£1,176,261 in 18-19) but that expenditure per capita remains just above the median level for Wales.

4.11. **Update on more recent developments**

4.12. Published in October 2019, the Denbighshire Library Strategy 2019-22 sets out the service's vision, key strategic areas, and its plans for delivering on these and demonstrates how it contributes to the Council's Corporate Plan and wider national strategies.

4.13. Our Volunteering Strategy was launched in the summer of 2019, and offers a range of specific volunteering opportunities for adults and young people in libraries, to enable them to develop their own skills, to gain work experience, or to give back to their local community. We work closely with Working Denbighshire to provide opportunities for their clients to gain work experience. The roles include digital volunteer, events and activities volunteer, young volunteer, stock volunteer and local history volunteer. There are currently 19 volunteers active in our libraries.

4.14. The service's activity in the area of Health and Wellbeing continues to be a particular focus and has seen significant progress during the year. The Reading Well Books on Prescription: Mental Health scheme in Wales was launched in July 2019, and the service has maximised on the opportunity to reach in to health and social care services to raise awareness of both the Reading Well schemes and the contribution libraries make to health and wellbeing and community resilience. Working in close partnership with Public Health Wales, the service has given numerous presentations to key BCUHB services and teams. The outcome of this concerted effort is that libraries are now seen as key partners in the preventative agenda.

4.15. In partnership with Conwy Libraries and Age Connect, the service has recently been awarded funding from the Healthier Wales Transformation programme for mental health for a project to embed the Reading Well for mental health scheme

into primary care practice, and to develop the skills of the Libraries workforce in providing services to people dealing with mental health issues, aligning with BCUHB's ICAN strategy of providing support within communities.

4.16. The service also secured funding from DVSC's Dementia Aware Denbighshire plan to create dementia memory packs for families and carers to borrow, working in partnership with TIDE. Denbigh Library hosted the North Wales launch of Boots pharmacies' endorsement of the Reading Well Books on Prescription Dementia scheme.

4.17. The service continues to develop its range of engagement and social opportunities to encourage community cohesion and to tackle isolation and loneliness – these range from reading groups and creative craft sessions to family history clubs, rhymetimes for families with young children and lego clubs for older children.

4.18. 2,918 children participated in the 2019 Summer Reading Challenge – a reach of 26.6% of the 4-12 year old population, the highest reach in Wales (Welsh average was 10.7%).

4.19. Staff development continues to be a priority. All staff attended a conference in September focussing on health and wellbeing, and mental health in particular. Individuals and teams have also participated in training in mental health first aid, autism awareness, and social media. 3 staff are following Library and Information Services Level 3 courses with Grŵp Llandrillo Menai, and 15 have become Tourism Ambassadors. Managers have also participated in a range of development activities including the Academi Wales Springboard course, CILIP conferences, and the Principal Librarian is undertaking an ILM in Coaching.

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

5.1. The Library Service is a statutory responsibility of the Authority, and its service delivery contributes a number of corporate priorities such as fostering community resilience, service modernisation, digital inclusion, literacy, lifelong learning and community engagement.

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

6.1. The transformation of libraries into community focal points for services enables a range of other council services and partners to reach out to local communities through the existing network of premises and facilities. There are no financial proposals involved with this report.

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

7.1. A Well-Being Impact Assessment has not been undertaken, but the 6th Framework of Library Standards is set up to demonstrate that libraries have a clear contribution to make to the seven goals of Well-being of Future Generations Act.

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

8.1. Performance Scrutiny in January 2019 considered the Welsh Government's Assessment of the Library Service's performance for 2017-18. There have been no further consultations regarding this particular report.

9. Chief Finance Officer Statement

9.1. Not applicable

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

10.1. Not applicable

11. Power to make the decision

11.1. Section 7.4.2(b) of the Council's Constitution stipulates that scrutiny may "review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas."

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Welsh Public Library Standards 2017-2020: Denbighshire

Annual Assessment Report 2018/19

This report has been prepared based on information provided in Denbighshire's annual return, case studies and narrative report submitted to the Museums, Archives and Libraries Division of the Welsh Government.

1 Executive summary

Denbighshire is now meeting all of the 12 core entitlements in full.

Of the 10 quality indicators which have targets, Denbighshire achieved 8 in full, 1 in part and did not achieve 1.

Denbighshire library service has continued to build on its strengths in the second year of the sixth framework, providing a detailed and thorough return with evidence of careful planning. Performance in relation to training provision and attendance at events and activities remains high, with an increased emphasis on partnership working reflecting the strategic aim for libraries to become focal points for accessing a wide range of community services. Library closures for refurbishment remain a factor influencing physical usage levels, but numbers accessing digital services have improved. Budget pressures have seen expenditure on the service fall again in 2018/19, but the service has planned carefully to target savings on areas that do not affect direct customer service. The impact of a refreshed strategic focus on workforce development and volunteering can also be seen, with a new Library Strategy 2019-22 under consultation. Adequate resourcing will however be key to ensuring that the service can maintain and build on its achievements and continue to deliver effectively for its communities.

- All static service points continue to provide a full range of support for individual development, and for health and well-being.
- Attendance at pre-arranged user training sessions has continued to improve, and the numbers helped by informal training have also increased, with performance here now the highest per capita in Wales.
- Attendance at library events has also improved further in 2018/19, reflecting an increase in partnership working as part of an enhanced community service offer.
- Other usage figures have fallen slightly, attributed to the planned closure of one library as part of Denbighshire's library refurbishment programme, although e-downloads have increased significantly.
- Investment in Welsh language resources remains high, with the service recording the highest level of Welsh language issues per capita.
- Overall staffing levels have fallen slightly in 2018/19, although numbers of professional staff have increased with all professional / managerial roles now filled by appropriately qualified staff. While the targets here are not met, a Workforce Strategy is now in place with a renewed emphasis on staff development and professional training.
- Total revenue expenditure has fallen further on 2017/18, but expenditure per capita remains just above the median level.

2 Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against these areas. A narrative assessment of the authority's performance is provided in Section 3.

2.1 Core entitlements

Denbighshire now meets all of the 12 core entitlements in full, with the publication of its draft Library Strategy 2019-22, although it is noted that the final version is subject to stakeholder and public consultation. The service has a refreshed commitment to professionalise its workforce, ensuring that it has access to the skills and knowledge necessary to support library use. Links with health and well-being partners have also been prioritised to widen the range of services, activities and resources available in this area.

2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, Denbighshire is achieving 8 in full, 1 in part and does not achieve 1 of the indicators.

Quality Indicator	Met?	
QI 3 Support for individual development:		Met in full
a) ICT support	✔	
b) Information literacy and skills training	✔	
c) E-government support	✔	
d) Reader development	✔	
QI 4 (a) Support for health and well-being		Met in full
i) Book Prescription Wales scheme	✔	
ii) Better with Books scheme	✔	
iii) Designated health & well-being collection	✔	
iv) Information about healthy lifestyles and behaviours	✔	
v) Signposting to health & well-being services	✔	
QI 6 all static service points offer events/activities for users with special requirements	✔	Met in full
QI 7 Location of service points	✔	Met in full
QI 9 Up-to-date and appropriate reading material		Not met
Acquisitions per capita	x	
or Materials spend per capita	x	
QI 10 Welsh Language Resources		Met in full
% of material budget spent on Welsh	✔	
or Spend on Welsh per capita	✔	
QI 11 Online access:		Met in full
a) i) Public access to Internet	✔	
ii) Wi-Fi provision	✔	
QI 12 Supply of requests		Met in full
a) % of requests satisfied within 7 days	✔	
b) % of requests satisfied within 15 days	✔	

QI 13 Staffing levels and qualifications:		Partially met
i) Staff per capita	x	
ii) Qualified staff per capita	x	
iii) Head of service qualification/training	✔	
iv) CPD percentage	✔	
QI 16 Opening hours per capita	✔	Met in full

There has been a slight improvement to Denbighshire's performance in 2018/19 with the service meeting both the acquisition targets for QI 10.

2.3 Impact measures

The framework includes three indicators aimed at assessing the impact of library use on people's lives. These indicators do not have targets, and authorities are only required to carry out user surveys for QI 1 once over the three-year period of the framework. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they completed their user survey during 2017/18 or 2018/19. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Denbighshire completed its adult user survey in November 2018; it is noted that the methodology utilised online forms, and that as such the results may not be directly comparable with those from the fifth framework. The authority has still to undertake a children's survey within the current framework.

Performance indicator		*Rank*	Lowest	Median	Highest
QI 1 Making a difference					
b) % of young people who think that the library helps them learn and find things out:	n/a		60%	94%	97%
e) % of adults who think that the library has made a difference to their lives:	78%	*14/15*	38%	88%	95%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	94%	*=13/20*	80%	97%	100%

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. Denbighshire provided three such case studies:

- Removing Barriers – the value of the library space to one disabled user, as a place which offers her independence, social contact, and access to information and reading for enjoyment. Her feedback places particular importance on the support she receives from library staff, and their flexibility in removing potential barriers to access for her.
- Autism Support – library spaces providing a familiar and safe community environment for delivery of the North Wales Integrated Autism Service, including drop-in sessions, individual appointments, and wider well-being and community events.
- Supporting Older People – working with local Community Navigators to support older people to access the Home Library Service. For one older lady with limiting health conditions the introduction to the service has opened up a new world of audio resources; other feedback refers to the vital service provided, the importance of audiobooks, and the valuable contribution of service staff.

2.4 Quality indicators and benchmarks

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table summarises Denbighshire's position for 2018/19. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are those where relevant data was not available to some authorities. Figures from the first year of the sixth framework or relevant previous surveys have also been included for comparison. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator		*Rank*	Lowest	Median	Highest	*2017/18*
QI 1 Making a difference						*[Framework 5]*
a) % of adults who think that using the library has helped them develop new skills	55%	*14/15*	24%	82%	96%	*58%*
c) health and well-being	44%	*14/15*	33%	62%	94%	*58%*
d) enjoyable, safe and inclusive	93%	*14/15*	90%	97%	100%	*93%*
QI 2 Customer satisfaction						*[Framework 5]*
a) 'very good' or 'good' choice of books	82%	*13/14*	81%	91%	98%	*90%*
b) 'very good' or 'good' customer care	96%	*12/14*	93%	99%	100%	*98%*
c) 'very good' or 'good' IT facilities	65%	*13/13*	65%	91%	95%	
d) 'very good' or 'good' overall	94%	*=12/14*	93%	97%	99%	*98%*
e) users aged 16 & under rating out of ten	n/a		8.5	9.3	9.5	*8.7*
QI 5 User training						
a) attendances per capita	28	*=13/22*	13	30	208	*23*
c) informal training per capita	433	*1/22*	15	199	433	*385*
QI 6 attendances at events per capita	370	*6/22*	91	295	689	*335*
QI 8 Library use[1]						
a) visits per capita	4,216*	*8/22*	2,596	3,969	7,170*	*4,321*
b) virtual visits per capita	1,318	*6/22*	345	885	2,205	*1,255*
c) active borrowers per capita	192	*5/22*	58	150	251	*202*
QI 10 Welsh issues per capita[2]	1,424	*1/22*	95	602	1,424	*1,462*
QI 11 Online access						
b) Computers per capita[3]	10	*10/22*	5	10	14	*10*
c) % of available time used by the public	23%	*13/22*	14%	25%	63%	*25%*
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	44	*8/21*	3	30	214	*28*
b) total volunteer hours	1,326	*14/21*	90	1,477	9,806	*529*
QI 14 Operational expenditure						
a) total expenditure per capita	£12,361	*10/22*	£7,181	£12,145	£19,449	*£14,073*
b) % on staff,	61%	*12/22*	47%	62%	78%	*60%*
% on information resources	11%	*15/22*	8%	13%	21%	*9%*
% on equipment and buildings	5%	*9/22*	0.4%	4%	25%	*7%*
% on other operational costs	23%	*9/22*	0.3%	16%	37%	*24%*
c) capital expenditure per capita	£5,740	*3/22*	£0	£467	£8,829	*£2,699*
QI 15 Net cost per visit	£1.80	*12/22*	£1.18	£1.82	£2.52	*£1.92*

[1] figures for co-located services are marked with an asterisk; performances for these services are likely to reflect higher footfall, and will not therefore be directly comparable with stand-alone library provision [2] per 1,000 Welsh speaking resident population; figures from 2017/18 reports corrected following a calculation error [3] per 10,000 resident population

QI 16 Opening hours[4]						
(iii) a) % hours unplanned closure of static service points	0.00%	*=1/22*	0.00%	0.00%	0.25%	*0.00%*
b) % mobile stops / home deliveries missed	0.00%	*=1/20*	0.00%	0.28%	7.99%	*0.00%*

[4] Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

3 Analysis of performance

The core entitlements and quality indicators can be divided into four key areas. This section of the report outlines performance under these areas, and compares this performance with the first year of the sixth framework (2017/18).

3.1 Meeting customer needs (QI 1-5)

Denbighshire completed its adult user survey in November 2018, although it is noted that the methodology employed used online forms and targeted a wider response base, and that the findings may not therefore be directly comparable to those obtained under the fifth framework. Figures for customer satisfaction are still at a high level, although noticeably lower for IT provision, with the authority still to undertake a children's survey within the current framework. All static libraries continued to provide the full range of support for individual development and health and well-being, although the survey methodology produced lower results here than might have been expected. Attendance at pre-arranged user training sessions has continued to improve, and the numbers helped by informal training have also increased (a reflection of the growth in demand for staff help with IT), with performance here now the highest per capita in Wales.

3.2 Access and use (QI 6-8)

Denbighshire continues to meet the target for easy access to service points, and provides events / activities for users with special requirements at all static libraries. Overall attendance levels at library events have also improved further in 2018/19, reflecting an increase in partnership working as part of an enhanced community service offer. Although figures for many other areas of library use have fallen on 2017/18 this can in part be attributed to the temporary closure of one service point (over a 3 month period). In common with most other authorities in Wales virtual visits have risen, as have electronic downloads, where the service has seen a 61% increase in usage.

3.3 Facilities and services (QI 9-12)[i]

Expenditure on resources has increased in 2018/19, with the resources budget fully spent, although neither acquisitions target under QI 9 is met. Investment in Welsh language resources has also increased, with all requirements for QI 10 met, and performance here reflected in the number of issues for Welsh language material, which are now the highest per capita in Wales. PC provision has increased slightly on 2017/18, but with usage falling by a small margin, however it is noted that usage levels are substantially higher in branches serving more densely populated areas. Requirements in relation to supply of requests, now reported within the authority rather than across North Wales, are fully met.

3.4 Expertise and capacity (QI 13-16)

Overall staffing levels have fallen slightly in 2018/19 with budget pressures seeing the deletion of some posts and some voluntary reductions in working hours. Professional staffing has however increased, with all relevant posts now filled by qualified staff; in neither case are the targets here met. Qualified leadership is in place, and the service is

meeting the requirements in relation to time allocated for professional development, and at a higher level, with the implementation of its Workforce Strategy and a renewed emphasis on professional training. The service has also seen an increase in volunteer contributions over 2018/19, in line with its Volunteering Strategy, with 44 individuals each contributing an average of over 30 hours to the service.

Total revenue expenditure has fallen further on 2017/18, reflecting budget pressures, although expenditure per capita remains just above the median level. It is noted that the service has planned carefully to target savings on areas that do not impact on direct customer service. Aggregate annual opening hours have continued to increase, with no disruption to the static or home service.

4 Strategic context

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals. Denbighshire's narrative reiterates its contribution to a range of relevant strategic priorities including: early years and literacy; housing; social care; mental health; skills and employability; Welsh language support; and community resilience. New developments in relation to the role of the service in supporting the authority's Dementia Action Plan are referenced.

5 Future direction

Reporting on the authority's future direction and plans for the library service over the following year, the service's contribution to delivering Denbighshire's Corporate Plan 2018-2022 is again noted. Associated activities and developments from the Customer Communication and Marketing Service Business Plan are referenced, including: further development of the health and well-being offer, the implementation of a communications and marketing strategy, and delivery of volunteering and workforce development strategies. Plans to review the Home Library Service, to maximise support for vulnerable adults, and to further develop library facilities through the Library Lounge concept are also outlined, alongside a commitment to the delivery of the new Library Strategy 2019-22.

6 Conclusion

Denbighshire library service has continued to build on its strengths in the second year of the sixth framework, providing a detailed and thorough return with evidence of careful planning. Performance in relation to training provision and attendance at events and activities remains high, with an increased emphasis on partnership working reflecting the strategic aim for libraries to become focal points for accessing a wide range of community services. Library closures for refurbishment remain a factor influencing physical usage levels, but numbers accessing digital services have improved. Budget pressures have seen expenditure on the service fall again in 2018/19, but the service has planned carefully to target savings on areas that do not affect direct customer service. The impact of a refreshed strategic focus on workforce development and volunteering can also be seen, with a new Library Strategy 2019-22 under consultation. Adequate resourcing will however be key to ensuring that the service can maintain and build on its achievements and continue to deliver effectively for its communities.

[i] E-resources purchased through centrally-funded subscriptions have been excluded from acquisitions figures for QI 9 in 2018/19 to ensure that the standard accurately reflects individual authority strategy, investment and performance. In some cases this has impacted on achievement against the standard in comparison with 2017/18. CIPFA Statistics Returns continue to include figures for centrally-procured resources.

Report to	**Performance Scrutiny Committee**
Date of meeting	**30 January 2020**
Lead Officer	**Rhian Evans, Scrutiny Co-ordinator**
Report author	**Rhian Evans, 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 identifies key messages and themes from the current meeting which it wishes to publicise via the press and/or social media.

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 <u>Scrutiny Proposal Forms</u>

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.

Cabinet Forward Work Programme

4.8 When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose a copy of the Cabinet's forward work programme is attached at Appendix 3.

Progress on Committee Resolutions

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

5. Scrutiny Chairs and Vice-Chairs Group

Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group met on 19 December 2019, no items were referred to this Committee for consideration at that meeting. The Group's next meeting is scheduled for the afternoon of 30 January 2020.

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?

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.

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Note: Any items entered in italics have <u>not</u> 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 March	**Cllr. Julian Thompson-Hill**	1.	Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Iolo McGregor/Emma Horan	May 2019
	Cllrs. Bobby Feeley & Tony Thomas	2.	Housing Strategy Review and Housing & Homelessness Action Plan Refresh	To consider the proposed revisions to the Housing Strategy and the amalgamation of the Homelessness Strategy within it	Formulation of recommendations to strengthen the revised Strategy and associated action plans to ensure that the support the delivery of the Corporate Plan and corporate priorities relating to Housing and Resilient Communities	Emlyn Jones/ Angela Loftus	By SCVCG July 2019 (rescheduled November 2019)
	Cllr. Huw Hilditch-Roberts	3.	Customer Relationship Manager (CRM) System	To review the implementation of the new CRM/360 system and its performance in delivering efficient and effective customer focussed services in line with the product specification and the Council's expectations	An efficient and effective customer enquiries system that deals with enquiries quickly, to a high level of customer satisfaction, whilst realising value for money for the Authority	Liz Grieve/Ffion Angharad	September 2018 (rescheduled November 2019)
30 April	***Cllr. Brian Jones***	*1.*	*Commercial Waste Service Evaluation Plan*	To consider an the results of an evaluation exercise of the entire commercial waste service, including the performance of the Veolia contract and Waste Technical Team (including proposals for service changes and improvements)	Assurances that the Service is performing well and provides value for money in order to ensure that it aligns to the new waste operating model	*Tony Ward/Tara Dumas/Alan Roberts*	*By SCVCG January 2019*

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
	Cllr. Bobby Feeley	2.	Cefndy Healthcare	To consider the findings of the Project Board's work in drawing up an options appraisal for future delivery of the company's business	To formulate recommendations in relation to a future business model that will support the delivery of the Council's priority relating to Resilient Communities	Phil Gilroy/Ann Lloyd/Simon Rowlands/Nick Bowles	September 2019
11 June	**Cllr. Bobby Feeley**	1.	Draft Director of Social Services Annual Report for 2019/20	To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2019/20 and clearly articulates future plans	Identification of any specific performance issues which require further scrutiny by the committee in future	Nicola Stubbins	June 2019
	Cllr. Julian Thompson-Hill	2.	Annual Performance Review 2019-20	To monitor the Council's progress in delivering the Corporate Plan 2019-20	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/Iolo McGregor/Heidi Barton-Price	June 2019
16 July	**Cllr. Brian Jones**	1.	Draft Sustainable Travel Plan	To consider the draft sustainable travel plan (including the Council's role in facilitating the locating of vehicle charging points across the county, its work with other local authorities and stakeholders with respect of their availability and in relation to other potential alternative travel modes, and in supporting the community to switch to sustainable fuels)	To provide observations and recommendations that will support the delivery of the corporate priorities relating to the environment and connected communities by reducing CO2 emissions and improving travel connectivity	Emlyn Jones/Mike Jones	By SCVCG June 2018 (rescheduled February & November 2019)
1 October	**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	September 2019

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
	Cllr. Bobby Feeley	2.	Hafan Deg, Rhyl **Representatives from KL Care to be invited to attend**	To monitor the effectiveness of the transfer of the facility and services to an external provider and the provider's progress in growing and expanding the services available at the centre (the report to include an updated Well-being Impact Assessment)	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/Ann Lloyd/Katie Newe/Dawn Wynne	September 2019
	Cllr. Bobby Feeley	3.	Cefndy Healthcare Annual Report 2019/20 and Annual Plan 2020/21	To consider the company's performance during 2019/20 and its Annual Plan for 2020/21	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/Ann Lloyd/Simon Rowlands/Nick Bowles	September 2019
26 November	**Cllr. Julian Thompson-Hill**	1.	Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register and risk appetite statement	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Iolo McGregor/Emma Horan	May 2019
January 2021 (date tbc)	***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 include actual figures in addition to percentages	Scrutiny of performance leading to recommendations for improvement	Karen Evans/Julian Molloy/GwE	September 2019

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
				along with school absenteeism and exclusion data. The report to incorporate GwE's Annual report and information on the 5 year trend in relation to educational attainment in Denbighshire			

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Dolwen Residential Care Home	To consider the Task and Finish Group's recommendations relating to the future provision of services at Dolwen Residential Care Home, Denbigh	Pre-decision scrutiny of the task and finish group's findings and the formulation of recommendations for presentation to Cabinet with respect of the future provision of services at Dolwen with a view to ensuring that everyone is supported to live in homes that meet their needs and are able to live independent and resilient lives	Task and Finish Group/Phil Gilroy/Abbe Harvey	July 2018
School Improvement Plans ***[Education]***	*To discuss with representatives of particular schools their progress in achieving their improvement plans*	*Provision of support to the schools to ensure they deliver their plans and improve outcomes for their pupils and the school as a whole*	*Karen Evans/Julian Molloy*	*February 2018*
Implementation of the Donaldson Report 'Successful Futures' – Independent Review of Curriculum and Assessment Arrangements in Wales **[Education]** **Dependent upon the legislative timetable**	To consider and monitor the plans to implement the agreed measures adopted by WG following the consultation on the review's findings	Better outcomes for learners to equip them with jobs market skills	Karen Evans	April 2015

Information/Consultation Reports

Date	Item (description / title)	Purpose of report	Author	Date Entered
March & September 2020 [Information]	Corporate Plan 2017/22 (Q3) 2019/20 & Corporate Plan 2017/22 Q1 2020/21 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/Iolo McGregor/Heidi Barton-Price	September 2018
Feb/May/Sept/November each year [Information]	Quarterly 'Your Voice' complaints performance to include social services complaints	To scrutinise Services' performance in complying with the Council's complaints and identify areas of poor performance with a view to the development of recommendations to address weaknesses. 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. ***Consideration of the information provided will assist the Committee to determine whether any issues merit detailed scrutiny***	Kevin Roberts/Ann Lloyd/Phil Gilroy	November 2018
Information Report (6 monthly **March & September**)	Customer Effort Dashboard	To monitor the progress achieved in relation to developing the Customer Effort Dashboard. The feedback trend received from the system and how it is used to benefit residents in relation to assisting them to easily access	Liz Grieve/Ffion Angharad	November 2018

		required services and consequently improving the customer satisfaction experience of the Council ***Consideration of the information provided will assist the Committee to determine whether any issues merit detailed scrutiny***		
Information Report (**February 2020)**	Management of School Governing Bodies	To update the Committee on the progress made in relation to filling vacant school governor and clerk posts, securing School Governing Bodies' compliance with completing mandatory training courses and ensuring that all schools' governor information packs contain full details of the role and responsibilities of governors, anticipated time commitments for the role and information on the availability governor allowances to cover specific costs and travel expenses that may be incurred in order to fulfil the role	Karen Evans/Geraint Davies/Ian Land	
Information Report **(June 2020)**	Housing Services – Review of the effectiveness of the new working model for Housing Officers	To review the effectiveness and impact of the new Housing Officer model in delivering personal advice and support to tenants, particularly those who reside in older people's schemes	Geoff Davies/Jane Moore	March 2019

Note for officers – Committee Report Deadlines

Meeting	**Deadline**	Meeting	**Deadline**	Meeting	**Deadline**
19 March	**5 March**	30 April	**16 April**	11 June	**28 May**

Performance Scrutiny Work Programme.doc
Updated 16/01/2020 RhE

Appendix 2

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

Proposal Form/Request received

(careful consideration given to reasons for request)

Does it stand up to the PAPER test?

- **P**ublic interest – is the matter of concern to residents?
- **A**bility to have an impact – can Scrutiny influence and change things?
- **P**erformance – is it an underperforming area or service?
- **E**xtent – does it affect a large number of residents or a large geographic area?
- **R**eplication – is anyone else looking at it?

NO

No further action required by scrutiny committee. Refer elsewhere or request information report?

YES

- Determine the desired outcome(s)
- Decide on the scope and extent of the scrutiny work required and the most appropriate method to undertake it (i.e. committee report, task and finish group inquiry, or link member etc.)
- If task and finish route chosen, determine the timescale for any inquiry, who will be involved, research requirements, expert advice and witnesses required, reporting arrangements etc.

Appendix 3

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
18 Feb 2020	1	Procurement of Care and support for the Extra Care Housing Scheme, Llys Y Dyffryn, Denbigh	To seek Cabinet authorisation to procure the care and support for the Extra Care Housing Scheme, Llys Y Dyffryn, Denbigh	Yes	Councillor Bobby Feeley / Phil Gilroy / Emily Jones-Davies
	2	Approval for the North Wales Regional Supported Living Agreement	To approve the acceptance / rejection of tenders in relation to a procurement exercise led by Denbighshire County Council on behalf of the six North Wales Councils and Betsi Cadwaladr University Health Board	Yes	Councillor Bobby Feeley / Phil Gilroy / Alison Heaton
	3	Recommendations of the Strategic Investment Group	To recommend approval to Council.	Yes	Councillor Julian Thompson-Hill / Steve Gadd / Richard Humphreys
	4	Gypsy and Traveller Site Provision	To discuss and approve Council owned sites for submission through the LDP process for Gypsy and Traveller accommodation (transit).	Yes	Councillor Mark Young / David Lorey / Angela Loftus

Appendix 3

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	5	Finance System Procurement	To approve a new procurement process for a finance system	Yes	Councillor Julian Thompson-Hill / Rhys Lloyd Jones / Helen Makin
	6	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	7	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
24 Mar 2020	1	Implementation of an Alternative Delivery Model (ADM) for various leisure related activities/functions: approval of contract award to Denbighshire Leisure Ltd	To seek approval of contract award to Denbighshire Leisure Ltd	Yes	Councillors Bobby Feeley & Julian Thompson-Hill / Graham Boase / Siân Lloyd Price
	2	Work Opportunity and Day Activity Services Review	To seek approval to pursue proposals relating to the setting up of social firms relating to two activities carried out by the service	Yes	Councillor Bobby Feeley / Phil Gilroy / Alan Roberts
	3	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd

Appendix 3

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
28 Apr 2020	1	Contract Procedure Rules	To consider the reviewed contract procedures rules which will require adoption and form part of the council constitution	Tbc	Councillor Julian Thompson-Hill / Lisa Jones / Helen Makin
	2	North Wales Growth Bid Governance Agreement 2	To approve the governance arrangements in relation to the implementation of the growth deal	Yes	Councillor Hugh Evans / Graham Boase / Gary Williams
	3	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
26 May 2020	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd

Appendix 3

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
30 Jun 2020	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	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

Meeting	***Deadline***	*Meeting*	***Deadline***	*Meeting*	***Deadline***
January	***7 January***	*February*	***4 February***	*March*	***10 March***

Updated 21/01/20 - KEJ

Cabinet Forward Work Programme.doc

Appendix 4

Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
28 November 2019	**5. SCHOOL PERFORMANCE AND PROVISIONAL L2 EXAMINATION RESULTS**	***RESOLVED*** *–* *(a) to acknowledge the information provided regarding the performance and monitoring of Denbighshire schools;* *(b) to receive a report on the verified external examination results in January 2020 to also include school absenteeism and exclusion data, and* *(c) to receive further comparative data as it became available in future years with regard to the provisional and verified performance results on an annual basis in September and February respectively.*	Lead Member and officers advised of the Committee's recommendations. Report on verified results and school absenteeism included on the agenda for the current meeting. Information on exclusion data will be presented at the meeting if published by then (usually published late January or early February)
	6.AVOIDANCE AND REDUCTION OF PLATICS IN DENBIGHSHIRE COUNTY COUNCIL OFFICES	***RESOLVED*** *that the Committee recommends –* *(a) that the proposed recommendations/proposed action plan (Appendix 1 to the report) be submitted to County Council for consideration to ensure –* • *an action plan for a reduction in the use of plastics within Denbighshire County Council offices will be implemented within the Council* • *achievement of objectives within the action plan will demonstrate that the Council is taking a lead in Denbighshire in reducing the use of plastics* • *a reduction in the use of plastics by Denbighshire County Council will contribute*	Report and action plan is scheduled to be presented on behalf of this Committee to County Council on 28 January 2020. If approved all recommendations will be progressed. A verbal update on County Council's decision will be given

		towards the Environmental Priority contained within the Corporate Plan *(b) that the Use of Plastics Members Task & Finish Group continue its work for a further 12 months with a view to proposing further actions in the area of: School Catering (which is currently out of scope in this proposal) plus broader procurement around plastic, and* *(c) the 'avoidance and reduction of plastics within the Council' be a work stream linked to the wider Climate Change and Ecological Emergency response.*	at the meeting on 30 January 2020
	7. HIGHWAYS CODE OF PRACTICE	***RESOLVED** that the Committee –* *(a) recommends the new Code of Practice (Appendix B to the report) to Cabinet for formal adoption so that the standards of maintenance can be applied in Denbighshire and the Council can use the Code of Practice in defence of claims against the authority, and* *(b) confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix A to the report) as part of its consideration.*	Cabinet considered and approved the Highways Code of Practice at its meeting on 21 January 2020
	8. CORPORATE PLAN PERFORMANCE REPORT QUARTER 2. 2019 TO 2020	**RESOLVED** *that the content of the draft Corporate Plan Performance Report Quarter 2, 2019 to 2020 be agreed.*	Lead Member and officers informed of the Committee's recommendations

	9.CORPORATE RISK REGISTER REVIEW, SEPTEMBER 2019	**RESOLVED:** - *having considered the amendments to the Corporate Risk Register, and subject to the provision of the above information, to receive the revised version of the register.*	Lead Member and officers advised of the Committee's recommendations

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