

At: Gadeirydd ac Aelodau'r Pwyllgor
Craffu Perfformiad

Dyddiad: Dydd Gwener, 19
Tachwedd 2021

Rhif Union: 01824 712554

ebost: democrataidd@sirddinbych.gov.uk

Annwyl Gyngorydd

Fe'ch gwahoddir i fynychu cyfarfod y **PWYLLGOR CRAFFU PERFFORMIAD, DYDD IAU, 25 TACHWEDD 2021** am **10.00 am** yn **TRWY GYSWLLT FIDEO**

Yn gywir iawn

G Williams
Pennaeth Gwasanaethau Cyfreithiol, AD a Democrataidd

AGENDA

RHAN 1 – GWAHODDIR Y WASG A'R CYHOEDD I FOD YN BRESENNOL YN Y RHAN HON O'R CYFARFOD

1 YMDDIHEURIADAU

2 DATGANIADAU O FUDDIANT (Tudalennau 5 - 6)

Yr Aelodau i ddatgan unrhyw gysylltiad personol neu gysylltiad sy'n rhagfarnu mewn unrhyw fater a nodwyd i'w ystyried yn y cyfarfod hwn.

3 MATERION BRYD FEL Y'U CYTUNWYD GAN Y CADEIRYDD

Hysbysiad o eitemau y dylid, ym marn y Cadeirydd, eu hystyried yn y cyfarfod fel materion brys yn unol ag Adran 100B(4) Deddf Llywodraeth Leol 1972.

4 COFNODION Y CYFARFOD DIWETHAF (Tudalennau 7 - 14)

Derbyn cofnodion cyfarfod y Pwyllgor Craffu Perfformiad a gynhaliwyd ar 14 Hydref 2021 (copi ynghlwm).

10.05am – 10.10am

5 DIWEDDARIAD AR Y CYNLLUN CORFFORAETHOL, CHWARTER 2, 2021 I 2022 (Tudalennau 15 - 86)

Ystyried adroddiad gan yr Arweinydd Tîm Cynllunio Strategol a Pherfformiad (copi ynghlwm) i dderbyn diweddariad am gyflawniad y Cynllun Corfforaethol yn 2021 i 2022 fel yr oedd ar ddiwedd chwarter 2 (mis Gorffennaf i fis Medi 2021).

10.10am – 10.40am

6 ADOLYGIAD O'R GOFRESTR RISG GORFFORAETHOL, MEDI 2021 (Tudalennau 87 - 180)

Ystyried adroddiad gan yr Arweinydd Tîm Cynllunio Strategol a Pherfformiad a'r Swyddog Cynllunio Strategol a Pherfformiad (copi ynghlwm) i dderbyn diweddariad ar yr adolygiad o'r Gofrestr Risg Gorfforaethol a gynhaliwyd ym mis Medi.

10.40am – 11.10am

~~~~~ **EGWYL (11.10 a.m. – 11.20 a.m.)** ~~~~~

**7 Y WYBODAETH DDIWEDDARAF AM C360 CRM (SYSTEM RHEOLI CYSYLLTIADAU CWSMERIAID)** (Tudalennau 181 - 192)

I ystyried adroddiad gan y Rheolwr Gwella Gwasanaethau (copi ynghlwm) i roi trosolwg o weithrediad y system CRM C360.

**11.20am – 11.50am**

**8 CYNLLUN CLUDIANT CYNALIADWY** (Tudalennau 193 - 238)

Ystyried adroddiad (**sy'n cynnwys atodiad cyfrinachol**) gan y Rheolwr Traffig, Parcio a Diogelwch Ar Y Ffyrdd (copi ynghlwm) i roi diweddariad am ddatblygiad Cynllun Cludiant Cynaliadwy drafft y Cyngor a gweithgareddau gwaith cysylltiedig.

**11.50am – 12.20pm**

**9 RHAGLEN WAITH CRAFFU** (Tudalennau 239 - 262)

Ystyried adroddiad gan y Cydlynnydd Craffu (copi ynghlwm) yn gofyn am adolygiad o raglen gwaith i'r dyfodol y pwyllgor ac yn rhoi'r wybodaeth ddiweddaraf i aelodau ar faterion perthnasol.

**12.20pm – 12.30pm**

## **10 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR**

Derbyn unrhyw ddiweddariadau gan gynrychiolwyr y Pwyllgor ar wahanol Fyrddau a Grwpiau'r Cyngor.

### **AELODAETH**

#### **Y Cynghorwyr**

Y Cynghorydd Arwel Roberts  
(Cadeirydd)

Ellie Chard  
Martyn Holland  
Geraint Lloyd-Williams  
Bob Murray  
Paul Penlington

Y Cynghorydd Hugh Carson Irving (Is-  
Gadeirydd)

Pete Prendergast  
Peter Scott  
Andrew Thomas  
David Williams

#### **COPIAU I'R:**

Holl Gynghorwyr er gwybodaeth  
Y Wasg a'r Llyfrgelloedd  
Cynghorau Tref a Chymuned

Mae tudalen hwn yn fwriadol wag

DEDDF LLYWODRAETH LEOL 2000

Cod Ymddygiad Aelodau

## DATGELU A CHOFRESTRU BUDDIANNAU

Rwyf i,  
(enw)

\*Aelod /Aelod cyfetholedig o  
(\*dileuer un)

**Cyngor Sir Ddinbych**

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

Dyddiad Datgelu:

Pwyllgor (nodwch):

Agenda eitem

Pwnc:

Natur y Buddiant:

(*Gweler y nodyn isod*)\*

Llofnod

Dyddiad

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

Mae tudalen hwn yn fwriadol wag

## PWYLLGOR CRAFFU PERFFORMIAD

Cofnodion cyfarfod y Pwyllgor Craffu Perfformiad a gynhaliwyd drwy fideo gynadledda ddydd Iau 14 Hydref 2021 am 10.00 am.

### YN BRESENNOL

Y Cynghorwyr Martyn Holland, Bob Murray, Paul Penlington, Arwel Roberts (Cadeirydd), Peter Scott a David Williams.

**Cadeirydd Grŵp Tasg a Gorffen yr Aelodau** – y Cynghorydd Christine Marston

**Aelodau'r Cabinet** – Y Cynghorwyr Bobby Feeley (Aelod Arweiniol Lles ac Annibyniaeth) Huw Hilditch-Roberts, (Aelod Arweiniol Addysg, Gwasanaethau Plant ac Ymgysylltu â'r Cyhoedd) Tony Thomas (Aelod Arweiniol Tai a Chymunedau) a Mark Young (Aelod Arweiniol Cynllunio, Gwarchod y Cyhoedd a Chymunedau Mwy Diogel).

**Arsylwyr** – y Cynghorwyr Jeanette Chamberlain-Jones, Meirick Davies, Glenn Swingler, Rhys Thomas ac Emrys Wynne

### HEFYD YN BRESENNOL

Prif Weithredwr (GB), Cyfarwyddwr Corfforaethol Cymunedau (NS), Swyddog Comisiynu a Chynllunio (JA), Cydlynnydd Craffu (RE) a Swyddogion Pwyllgorau (KEJ ac RTJ [Gweddarddarledwr)

**Siaradwr Cyhoeddus** – Brenda Jones (rhiant defnyddiwr gwasanaeth Meifod) ar gyfer eitem 5.

## 1 YMDDIHEURIADAU

Y Cynghorwyr Ellie Chard, Hugh Irving (Is-gadeirydd), Geraint Lloyd-Williams, Pete Prendergast ac Andrew Thomas ynghyd â Phennaeth y Gwasanaethau Cymorth Cymunedol (PG) a Rheolwr Gwasanaeth Gwasanaethau Cleientiaid (KN).

Dywedodd y Cadeirydd nad oedd y Cynghorydd Pete Prendergast wedi gallu mynychu'r cyfarfod ond ei fod wedi cyflwyno'r sylwadau canlynol i'w darllen yn ei absenoldeb:

“Eitem 5, Menter Meifod – rwyf i fy hun yn gadeirydd grŵp cymunedol sy'n helpu pobl o bob cefndir i ddysgu sgiliau newydd drwy gynllun prentisiaeth nid yn unig er mwyn gwella sgiliau pobl ond i roi hyder iddyn nhw yn eu galluoedd eu hunain a hefyd efallai arwain at y posibilrwydd o waith. Mae Meifod mor bwysig i'r bobl sy'n mynychu, ac yn cynnig cyfleoedd tebyg i'r grŵp yr ydw i'n ei gadeirio. Rwy'n annog yr holl gynghorwyr i gefnogi parhad y cynllun teilwng hwn, a bod y preswylwyr sy'n defnyddio'r cyfleuster hyfforddi'n cael pob cyfle i symud ymlaen yn eu bywydau ac o bosib i ddod o hyd i waith. Rydw'i hefyd yn meddwl y byddai archwilio cyfleoedd drwy Gyngor Sir Ddinbych a Bwrdd Iechyd Prifysgol Betsi Cadwaladr am waith /sgiliau gwaith yn y dyfodol yn cadarnhau'r gwaith gwych y mae Meifod yn ei

wneud o ran galluogi pobl i wneud cynnydd yn eu bywydau a thrwy hynny gynnig manteision i'r ddau sefydliad drwy'r gallu i gyflogi staff ymroddedig a hyfforddedig. Mae angen pendant am grwpiau fel Meifod i roi cyfle i bobl ennill sgiliau, rhywbeth sydd mor bwysig i bobl o bob cefndir y dyddiau hyn i ddod o hyd i ryw fath o gyflogaeth a gwella eu bywydau a bywydau eu teuluoedd.

## **2 DATGANIADAU O FUDDIANT**

Ni chafodd unrhyw gysylltiad ei ddatgan.

## **3 MATERION BRYD FEL Y'U CYTUNWYD GAN Y CADEIRYDD**

Ni chodwyd unrhyw fater bryd.

## **4 COFNODION Y CYFARFOD DIWETHAF**

Cyflwynwyd cofnodion cyfarfod y Pwyllgor Craffu Perfformiad a gynhaliwyd ar 15 Gorffennaf 2021.

### **Materion yn Codi –**

Eitem 5 – Adroddiadau Blynyddol Drafft Cyfarwyddwr y Gwasanaethau Cymdeithasol 2019-20 a 2020-21 – tynnodd y Cadeirydd sylw at faterion yn codi o'r cofnodion a chadarnhaodd y Swyddog Cymorth Craffu bod rhagor o wybodaeth ar gefnogaeth ar gyfer gofalwyr ifanc ynghyd ag adroddiad er gwybodaeth am Ofal Iechyd Cefndy wedi'u cynnwys ym Mriff Gwybodaeth y Pwyllgor a ddsbarthwyd i'r aelodau'r wythnos flaenorol. Roedd awgrym am restr o dermau yn yr Adroddiad Blynyddol hefyd wedi'i dderbyn. Rhoddodd y Cyfarwyddwr Corfforaethol Cymunedau ddiweddiariad ar ddatblygiad Bwthyn y Ddôl gan ddweud y byddai'n angenrheidiol ail-dendro am contractwr i adeiladu'r cyfleuster newydd gan fod y cwmni a enillodd y contract gwreiddiol wedi mynd i'r wal. Oherwydd yr effaith ar gyfraddau amser a chyllid, cafwyd trafodaethau gyda Llywodraeth Cymru sydd wedi parhau i gefnogi'r prosiect wrth iddo symud yn ei flaen. Ni fydd yn bosibl cadarnhau'r amserlen ar gyfer y datblygiad hyd nes y bydd y broses dendro wedi'i chwblhau.

***PENDERFYNWYD** y dylid derbyn a chymeradwyo cofnodion y cyfarfod a gynhaliwyd ar 15 Gorffennaf 2021 fel cofnod cywir.*

## **5 CYNNYRCH COED MEIFOD**

Croesawodd y Cadeirydd bawb a oedd yn bresennol ar gyfer yr eitem hon, yn cynnwys y Cyfarwyddwr Corfforaethol Cymunedau a'r Swyddog Comisiynu a Chynllunio ynghyd â'r Cynghorydd Bobby Feeley, Aelod Arweiniol Llesiant ac Annibyniaeth gan fod yr eitem hon yn dod o fewn ei maes portffolio. Estynnwyd croeso cynnes hefyd i Brenda Jones, rhiant un o ddefnyddwyr gwasanaethau Meifod a fyddai hefyd yn annerch y Pwyllgor.

Roedd yr adroddiad ar y cyd gan y Rheolwr Gwasanaeth, Gwasanaethau Cleientiaid a'r Swyddog Cynllunio (a ddsbarthwyd eisoes) yn rhoi manylion am



ganlyniadau'r ymarfer ymgynghori a fyddai'n hysbysu gweithrediad y gwasanaeth ym Meifod yn y dyfodol a'r opsiynau posibl ar ei gyfer, yn cynnwys argymhelliad Aelod o'r Grŵp Tasg a Gorffen bod y Pwyllgor yn llunio argymhellion i'r Cabinet mewn perthynas â darpariaeth gwasanaeth y dyfodol.

Rhoddodd y Cynghorydd Christine Marston, Cadeirydd Grŵp Gorchwyl a Gorffen yr Aelodau, adroddiad ar drafodaethau'r Grŵp ynghylch y wybodaeth fanwl a'r opsiynau a gyflwynwyd gan y swyddogion yn eu hadroddiad. Mae'r grŵp yn argymhell yn gryf bod y cyfleuster yn cael ei gadw a'i fod yn ailagor cyn gynted â phosibl er y gwerthfawrogi bod angen sicrhau amgylchedd diogel ar gyfer cleientiaid – yn amlwg mae adolygiadau wedi'u cynnal o'r peiriannau a ddefnyddir o ystyried y pryderon diogelwch a godwyd yn y cyswllt hwnnw. Roedd y Grŵp hefyd yn ystyried y dylai swyddogion edrych ar weithio gyda menter gymdeithasol a/neu'r sector preifat i ddarparu'r gwasanaeth er mwyn diogelu ei barhad o ystyried yr heriau ariannol a wynebir a bod angen bod yn fwy creadigol yn y modd y rheolir y gwasanaeth. Roedd y grŵp yn ystyried bod Meifod yn darparu gwasanaeth da sydd yn hollbwysig i'r rhai sy'n ei ddefnyddio ac yn ymgysylltu ag o i gynhyrchu nwyddau adnabyddus a safonol sy'n cael eu prynu yn lleol, ac y byddai ei golli yn drueni mawr.

Cyfeiriodd y Cyfarwyddwr Corfforaethol Cymunedau at y wybodaeth fanwl a gafwyd a diolchodd i'r Grŵp Tasg a Gorffen a'r Pwyllgor Craffu am eu gwaith ac am graffu ar yr adroddiad. Mae Meifod yn wasanaeth sy'n cael ei groesawu a'i werthfawrogi gan y rhai sy'n ei ddefnyddio a'u teuluoedd, y staff sy'n gweithio yno, y gymuned leol a'r rhai sy'n atgyfeirio pobl yno. Wedi dweud hynny mae angen ystyried hyfywedd pob gwasanaeth yn ogystal â chyfleoedd i foderneiddio â diwallu anghenion pobl. Caeodd Meifod ddiwedd Mawrth 2020 oherwydd Covid-19 a'r cyfyngiadau perthnasol ond oherwydd bod y cyfyngiadau hyn yn cael eu llacio roedd yn adeg priodol i ystyried dyfodol y gwasanaeth. Am y rheswm hwnnw cynhaliwyd ymarfer ymgysylltu dros gyfnod o wythnosau i geisio barn defnyddwyr y gwasanaeth, eu teuluoedd/gofalwyr a staff y gwasanaeth ynghyd â rhanddeiliaid eraill. Er ei fod yn amlwg yn wasanaeth sy'n cael ei werthfawrogi, doedd rhai pobl ddim isio mynd yn ôl i Meifod a byddai'n well ganddynt ystyried cyfleoedd eraill a gweithgareddau eraill felly mae'n bwysig ystyried gwahaniaethau barn. Wedi ystyried nifer o opsiynau a gyflwynwyd gan y swyddogion, roedd Grŵp Gorchwyl a Gorffen yr Aelodau wedi argymhell y dylid ailagor Meifod fel gwasanaeth sy'n cael ei redeg gan y Cyngor ac y dylid cychwyn ar y gwaith o ddod o hyd i sefydliad allanol neu fenter gymdeithasol i ddarparu amrywiaeth o weithgareddau o'r adeilad Meifod presennol, er ei bod yn bosibl nad gweithgareddau gwaith coed fyddai'r rhain, er mwyn archwilio cynladwyedd hirdymor Meifod. Cadarnhaodd y Cyfarwyddwr Corfforaethol bod swyddogion y gwbl gytûn ac yn cefnogi argymhelliad y grŵp Tasg a Gorffen ac y byddent yn croesawu cwestiynau gan y Pwyllgor.

Yn ystod trafodaeth hir craffodd yr aelodau ar yr adroddiad mewn manylder gan fanteisio ar y cyfle i godi a thrafod amrywiol agweddau ar yr adroddiad gyda'r swyddogion. Talodd yr Aelodau deyrnged i Meifod a'r gwasanaeth gwerthfawr y mae'n ei ddarparu ar gyfer pawb sy'n gysylltiedig ag o, gan gydnabod yr effaith arwyddocaol ar les unigolion sy'n defnyddio'r gwasanaeth a'r cyfleoedd y mae'n eu rhoi iddynt. Roedd pob aelod yn cytuno y dylai'r Cyngor gymryd y camau angenrheidiol i ddiogelu'r gwasanaeth ar gyfer y dyfodol a sicrhau ei fod yn dal i

gael ei ddarparu er budd defnyddwyr gwasanaethau a'u teuluoedd. Felly, tra bo cefnogaeth i argymhelliad y Grŵp Tasg a Gorffen y dylid ailagor y gwasanaeth ac archwilio cyfleoedd i sicrhau ei hyfywedd yn y dyfodol, roedd y Pwyllgor yn teimlo y gellid cryfhau'r argymhelliad ymhellach yn cynnwys buddsoddiad ychwanegol i sicrhau bod Meifod yn cael ei ailagor cyn gynted a phosibl.

Roedd y prif faterion a drafodwyd yn cynnwys trefniadau prydlesu; rheolaeth gwaith trwsio a chynnal a chadw'r adeilad a'r peiriannau a phryderon am eu dirywiad; y pwysau ariannol sy'n wynebu'r gwasanaeth; dargyfeiriad posib y gwasanaeth; y rhesymau y tu ôl i'r gostyngiad yn nifer yr atgyfeiriadau i'r gwasanaeth; yr ymarfer ymgysylltu a chydymffurfiaeth â pholisi iaith Gymraeg y Cyngor. Holwyd y swyddogion hefyd am fanylion yr adroddiad a'r rhesymau y tu ôl i'r amrywiol opsiynau a gynigiwyd. Roedd y prif drafodaethau'n canolbwyntio ar y canlynol -

- eglurwyd bod yr adeilad presennol ar brydles ddeng mlynedd tan 30 Medi 2025; mae'r adeilad mewn cyflwr gwael ac er bod gwaith cynnal a chadw sylfaenol wedi'i wneud ar ôl i'r adeilad gau roedd yn anorfod y byddai'r adeilad a'r peiriannau'n dirywio oherwydd diffyg defnydd am gyfnod sylweddol, ac mae angen hefyd uwchraddio'r system wresogi oherwydd pryderon ynglŷn ag ailgylchu'r aer.
- nodwyd costau uchel rhedeg yr adeilad o ran costau gwresogi/trydan yn ychwanegol at y rhent a chostau trwsio a chynnal a chadw ac roedd peth trafodaeth ynghylch a ddylai Meifod aros yn yr adeilad presennol yn yr hirdymor neu a fyddai'n well symud y gwasanaeth i adeilad mwy modern o eiddo'r Cyngor yng ngoleuni'r costau cysylltiedig â'r adeilad presennol a'r cyfyngiadau o ran unrhyw addasiadau i arbed ynni ac ati.
- o ran dargyfeirio posibl a darpariaeth cyfleoedd gwaith/gweithgareddau amgen, gellid archwilio amrywiaeth o gynnyrch arall a bydd angen gwneud rhagor o waith gyda defnyddwyr gwasanaeth i ofyn eu barn yn ogystal â gyda sefydliadau allanol/mentrau cymdeithasol eraill o ran y cyfleoedd sydd ar gael.  
Roedd y Cynghorydd Bob Murray yn arbennig yn awyddus bod y posibilrwydd o weithio gyda'r GIG yn cael ei archwilio, o bosibl cynhyrchu gorchuddion wyneb ac ati.
- tra cydnabuwyd y cynnydd ym mhris coed, awgrymodd yr aelodau y gellid caffael coed yn lleol a chytunodd y swyddogion y dylid edrych ar y posibilrwydd hwnnw.
- roedd gweithwyr cymdeithasol yn fwy tebygol o gyfeirio pobl at weithgareddau a phrosiectau cymunedol anstatudol i gynyddu nifer yr unigolion mewn swyddi â thâl neu gyfleoedd gwirfoddoli er y cydnabuwyd nad dyma'r ymdriniaeth gywir i bawb a bod ar rai unigolion angen y cyfleoedd y mae Meifod yn eu darparu.
- Rhoddodd y Cynghorydd Bobby Feeley rywfaint o gefndir i Feifod a sefydlwyd yn 1972 a rhoddodd fwy o wybodaeth am ei nodau a'i amcanion ynghyd â'i lwyddiant dros y blynyddoedd.  
Fel yr Aelod Arweiniol dros y gwasanaeth dywedodd na fyddai'n cymeradwyo cau Meifod ond roedd yn cytuno bod angen gwneud newidiadau er mwyn gwella'r cynnig ac y dylid ceisio manteisio ar gyfleoedd i weithio ar y cyd dros y pedair blynedd sydd ar ôl o les yr adeilad er mwyn sicrhau menter economaidd gynaliadwy a'r posibilrwydd o ddargyfeirio gwasanaethau yn cynnwys gweithio gyda'r GIG ac ailgylchu. Roedd yn awyddus i'r gofynion iechyd a diogelwch gael sylw er mwyn i Meifod allu ailagor cyn gynted â phosibl

- cododd y Cynghorydd Rhys Thomas gwestiynau am y diffyg buddsoddiad yn y gofynion trwsio/cynnal a chadw cysylltiedig â'r peiriannau a'r system wresogi a holodd hefyd a fyddai'r stoc o goed sydd gan Feifod ar hyn o bryd yn golygu y byddai modd i'r gwaith coed barhau - roedd o a'r Cynghorydd Emrys Wynne yn awyddus bod cynnyrch coed yn dal i gael eu gwneud yno.  
Dywedodd y Swyddogion y byddent yn edrych ar y materion trwsio/cynnal a chadw a stoc o goed ac yn adrodd yn ôl i'r Cynghorydd Thomas . Ers llunio'r adroddiad roedd Llywodraeth Cymru wedi cyhoeddi Cronfa Adferiad Gofal Cymdeithasol newydd ac roedd gobaith y byddai modd cael rhai o'r costau trwsio yn ôl o'r gronfa honno.
- cadarnhawyd mai argymhelliad Grŵp Tasg a Gorffen yr Aelodau, a gefnogwyd gan yr Aelodau, oedd defnyddio'r amser sydd ar ôl cyn i brydles yr adeilad ddod i ben i weithio gyda'r bobl sy'n defnyddio'r gwasanaeth ar hyn o bryd i weld pa ddi-ddordebau sydd ganddynt a hefyd edrych ar y cyfleoedd a allent fod ar gael drwy weithio mewn partneriaeth ag eraill.  
Mae sefydliadau eraill y gallu dod o hyd i ffynonellau o gyllid (nad ydynt ar gael i'r awdurdod lleol) er mwyn buddsoddi arian mewn gwasanaethau a chyfleoedd newydd - mae angen archwilio'r opsiynau hyn i gyd.
- rhoddodd swyddogion ragor o fanylion am y rhesymau y tu ôl i'r amrywiad mewn costau rhwng gwahanol wasanaethau sydd, yn achos Meifod yn cynnwys rhent uchel a chostau eraill cysylltiedig â'r adeilad, a hefyd mae ar gyfran uchel o unigolion angen cefnogaeth un i un, felly roedd yn anodd cymharu tebyg â thebyg oherwydd bod gwahanol wasanaethau'n darparu gweithgareddau gwahanol.
- y rheswm dros y gostyngiad yn nifer y bobl sy'n mynychu Meifod a diffyg cyfeirio at y gwasanaeth yw cyflwyniad Deddf Gwasanaethau Cymdeithasol a Llesiant 2014 a'r ymdriniaeth seiliedig ar asedau a ddefnyddiwyd i edrych ar ba asedau sydd gan unigolyn eu hunain neu sydd yn eu cymunedau, sydd wedi arwain at gyfeirio mwy o bobl at weithgareddau a gwasanaethau eraill yn y gymuned, ac yn sgil hynny mae pob gwasanaeth statudol wedi cael llai o atgyfeiriadau.  
Roedd yr ymdriniaeth yn gweithio i rai unigolion ond cydnabuwyd y bydd ar rai unigolion angen gwasanaeth statudol.
- roedd y datganiad yn ymwneud â'r newid democrataidd yn bwysig gan fod yr unigolion hynny a gyfeiriwyd at Feifod yn dueddol o fod yn rhai ag anghenion mwy cymhleth ac mae angen sicrhau y gall y gwasanaeth ymateb i'r anghenion hynny.
- gwneir atgyfeiriadau i'r gwasanaeth ar ôl asesiad gan y Tîm Anableddau Cymhleth sy'n cynnwys ymarferwyr iechyd a gofal cymdeithasol.
- y pwynt a wnaed mewn perthynas â'r datganiad "dydi'r cyngor ddim yn bodoli i gyflenwi meinciau" oedd bod Meifod yn bodoli i ddarparu gwasanaeth a gweithgareddau seiliedig ar waith i bobl ac er bod gwneud elw yn rhywbeth i'w groesawu, nid dyma'r brif flaenoriaeth.
- cynhaliwyd digwyddiad 'Cyfarfod y Prynwr' ym mis Mawrth 2020 a oedd yn ymarfer archwilio i edrych ar wasanaethau sy'n cynnig cyfleoedd gwaith ac i weld a oedd yna unrhyw bartneriaid neu randdeiliaid â diddordeb ym Meifod. Fodd bynnag nid oedd y gwaith hwnnw wedi cael ei symud yn ei flaen oherwydd Covid-19. Pe bai penderfyniad yn cael ei wneud i edrych ar opsiynau eraill yn y dyfodol yna bydd hyn yn cael ei ystyried ymhellach.
- Rhoddodd y Cynghorydd Meirick Davies hefyd rywfaint o gefndir i Feifod a'i adleoliad o Henllan i Ddinbych.

Mewn ymateb i gwestiynau cadarnhaodd y swyddogion bod dogfennau ar gyfer yr ymarfer ymgysylltu wedi'u cynhyrchu'n ddwyieithog ac nad yw tarddiad yr enw Meifod yn hysbys. Cytunodd swyddogion y byddent yn darparu rhagor o fanylion ar gostau darparu'r gwasanaeth yn cynnwys y costau blynyddol gros cyn y pandemig i'w cymharu â'r gost net flynyddol.

- y camau nesaf fydd i'r Pwyllgor wneud argymhelliad i'r Cabinet ar 23 Tachwedd 2021 ac yn amodol ar y penderfyniad hwnnw, bydd gwaith yn cael ei wneud i baratoi ar gyfer ailagor cyn gynted â phosib.

Ar y pwynt hwn gwahoddodd y Cadeirydd Mrs. Brenda Jones, y mae ganddi fab sy'n defnyddio'r gwasanaeth ym Meifod, i annerch y Pwyllgor.

Eglurodd Mrs. Jones ei bod yn cynrychioli ei theulu ei hun a theluoedd eraill y mae'r sefyllfa bresennol wedi effeithio arnynt. Eglurodd wrth y Pwyllgor beth yw ymgysylltiad ei mab â Meifod a rhoddodd gyfrif emosiynol o'r gwasanaeth gwerthfawr y mae Meifod yn ei ddarparu gan wneud apêl angerddol am i Meifod gael ei ailagor a pharhau ar ei ffurf bresennol. Amlygodd Mrs. Jones bryderon am natur a chymhwysedd yr ymarferion ymgysylltu ac opsiynau posibl ar gyfer dyfodol y gwasanaeth. Tynnodd sylw hefyd at faterion yn yr adroddiad, yn cynnwys diffyg gweithgareddau addas yn y gymuned, ac roedd y teimlo y dylid gwneud mwy i farchnata Meifod gydag ysgolion lleol a chymryd lleoliadau o'r tu allan i'r sir a fyddai'n cyfrannu'n ariannol. Roedd hefyd yn credu bod unigolion wedi gadael am nad oedd y gwasanaeth yno bellach ond y byddent yn dychwelyd unwaith y byddai'n ailagor. Tynnwyd sylw at y diffyg buddsoddiad yn y cyfleuster dros amser a'r sylwadau yn yr adroddiad ymgysylltu a baratowyd gan Wasanaeth Cyngor ac Eiriolaeth Gogledd Cymru a'u barn nad oedd yr ymarfer ymgysylltu wedi rhoi digon o gyfle i'r rhan fwyaf o bobl sy'n mynychu Meifod ymateb. Yn olaf cyfeiriwyd at yr wrth-ddadl yr oedd Mrs Jones wedi'i hanfon ar e-bost i aelodau'r Pwyllgor ac roedd yn mawr obeithio y byddai'r Pwyllgor yn dal i weithredu Meifod ar ei ffurf bresennol.

Diolchodd y Cadeirydd a'r aelodau eraill i Mrs Jones am siarad â'r Pwyllgor a rhoi mewnwelediad gwerthfawr i effaith y gwasanaeth. Cadarnhaodd y Cadeirydd farn gyffredinol yn y cyfarfod y dylid diogelu a chadw Meifod at y dyfodol ac y dylid gwneud buddsoddiad ychwanegol yn y gwasanaeth.

Fel yr Aelod Cabinet Arweiniol â chyfrifoldeb dros y maes gwasanaeth, cadarnhaodd y Cynghorydd Bobby Feeley'r neges glir ar draws bob grŵp gwleidyddol y dylid cadw Meifod ar agor a dywedodd ei bod wedi'i chalonogi heddiw o glywed cwestiynau a chyfraniadau'r aelodau ynghyd â'r amrywiol syniadau ar gyfer y gwasanaeth a sut y gellid ei ehangu a'i wella. Er gwaethaf y sylwadau a wnaed am ddiffygion yr ymarfer ymgysylltu neu'r adroddiad, argymhelliad y Grŵp Tasg a Gorffen oedd y dylid cadw Meifod ar agor ac archwilio cyfleoedd dros y pedair blynedd nesaf i symud ymlaen a moderneiddio a gwella'r gwasanaeth. Dywedodd y Cynghorydd Feeley ei bod yn edrych ymlaen at ddyfodol optimistaidd ar gyfer Meifod a diolchodd i'r aelodau am ymateb i'r cwestiynau a'r sylwadau a wnaed.

Trafododd y Pwyllgor yr argymhellion yn yr adroddiad a chytunwyd y dylid ail eirio'r argymhellion cyn eu cyflwyno i'r Cabinet i gynnwys yr angen i ailagor Meifod cyn

gynted â phosibl ynghyd â sicrhau cydymffurfiaeth â Pholisi Iaith Gymraeg y Cyngor.

Fe wnaeth y Pwyllgor –

**BENDERFYNU** ar ôl ystyried y materion sy'n wynebu Meifod, adborth y rhanddeiliaid a gymerodd ran yn yr ymarfer ymgysylltu, y manteision a'r anfanteision a'r risgiau cysylltiedig â'r opsiynau posibl yn yr adroddiad, ynghyd â'r deilliannau a'r argymhellion a gyflwynwyd gan y Grŵp Tasg a Gorffen, y dylid argymhell i'r Cabinet

- (a) *bod Meifod yn cael ei ailagor cyn gynted a phosib fel gwasanaeth sy'n cael ei redeg gan y Cyngor yn yr adeilad presennol, gyda buddsoddiad ychwanegol yn cael ei wneud yn y gwasanaeth a ddarperir yno.*
- (b) *bod gwaith yn cychwyn i archwilio pob cyfle am ffyrdd newydd o weithio i wella a datblygu Meifod, yn cynnwys y posibilrwydd o ddod o hyd i sefydliad allanol/menter gymdeithasol i ddarparu amrywiaeth o weithgareddau yn yr adeilad Meifod presennol (nid oes angen i'r rhain o reidrwydd fod yn weithgareddau gwaith coed) gyda'r nod o archwilio a sicrhau cynladwyedd hirdymor Meifod, a*
- (c) *bod darpariaeth gwasanaeth y dyfodol yn cydymffurfio â'r holl ddeddfwriaeth bresennol a Pholisi Iaith Gymraeg y Cyngor.*

Diolchodd y Cadeirydd i bawb am ddod i'r cyfarfod ac am eu cyfraniad.

## **6 RHAGLEN WAITH ARCHWILIO**

Cyflwynodd y Cydlynnydd Craffu adroddiad (a ddosbarthwyd ymlaen llaw) yn gofyn i'r Aelodau adolygu Rhaglen Waith y Pwyllgor ac yn rhoi'r wybodaeth ddiweddaraf ynglŷn â materion perthnasol.

Bu trafodaeth ynghylch y materion canlynol -

- nodwyd bod yr adroddiad ar y System Rheoli Perthnasoedd Cwsmeriaid a oedd wedi'i drefnu ar gyfer y cyfarfod nesaf ar 25 Tachwedd wedi'i gadarnhau a ail-gadarnhaodd yr aelodau'r pedair eitem a restrwyd yn y rhaglen waith ar gyfer y cyfarfod hwnnw.
- cafodd y pedair eitem a restrwyd yn rhaglen waith y cyfarfod sydd wedi'i drefnu ar gyfer 27 Ionawr hefyd eu nodi a'u hail-gadarnhau
- anogwyd aelodau i gyflwyno unrhyw ffurflenni cynnig testunau ar gyfer craffu cyn cyfarfod nesaf Grŵp Cadeiryddion ac Is-gadeiryddion Craffu ar 25 Tachwedd.
- cyfeiriwyd at yr adroddiadau gwybodaeth ym Mriff Gwybodaeth y Pwyllgor a ddosbarthwyd eisoes yn ymwneud ag Adroddiad Interim Cefndy 2021-2022 a'r Diweddariad ar Berfformiad y Cynllun Corfforaethol Ebrill – Mehefin 2021. Byddai'r ail adroddiad o gymorth i'r Pwyllgor wrth graffu ar Chwarter 2 Cynllun Corfforaethol 2021/22 yn ei gyfarfod nesaf ar 25 Tachwedd.

***PENDERFYNWYD***, yn amodol ar y newidiadau y cytunwyd arnynt uchod, cymeradwyo'r rhaglen gwaith i'r dyfodol fel y mae yn Atodiad 1 i'r adroddiad.

## **7 ADBORTH GAN GYNRYCHIOLWYR PWYLLGORAU**

Ni dderbyniwyd unrhyw adroddiadau gan gynrychiolwyr pwyllgorau.

Canmolodd y Prif Weithredwr safon uchel y craffu a'r trafod yn ystod y cyfarfod ac fel Swyddog Arweiniol Corfforaethol y Pwyllgor Craffu Perfformiad dywedodd ei fod yn edrych ymlaen at fynychu cyfarfodydd y dyfodol. Ar gais y Cadeirydd rhoddodd y Prif Weithredwr ddiweddariad ar drafodaethau parthed cynllunio olyniaeth y swyddi Pennaeth Gwasanaethau Cymorth Cymunedol, Pennaeth Gwella Busnes a Moderneiddio a Chyfarwyddwr Corfforaethol y Parth Cyhoeddus a fyddai'n cynnwys adolygu strwythur yr Uwch Dîm Arweinyddiaeth.

Daeth y cyfarfod i ben am 12.10pm

|                                 |                                                                                                                      |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>Adroddiad i'r</b>            | <b>Pwyllgor Craffu Perfformiad</b>                                                                                   |
| <b>Dyddiad y Cyfarfod</b>       | <b>25 Tachwedd 2021</b>                                                                                              |
| <b>Aelod/ Swyddog Arweiniol</b> | <b>Cyng. Julian Thompson-Hill, Dirprwy Arweinydd ac Aelod Arweiniol dros Gyllid, Perfformiad ac Asedau Strategol</b> |
|                                 | <b>Alan Smith, Pennaeth Gwella Busnes a Moderneiddio</b>                                                             |
| <b>Awdur yr Adroddiad</b>       | <b>Iolo McGregor, Arweinydd Tîm Cynllunio Strategol a Pherfformiad</b>                                               |
| <b>Teitl</b>                    | <b>Diweddariad ar y Cynllun Corfforaethol, Chwarter 2, 2021 i 2022</b>                                               |

## **1. Am beth mae'r adroddiad yn sôn?**

- 1.1 Mae'r adroddiad hwn yn cyflwyno diweddariad ar y gwaith o gyflawni'r Cynllun Corfforaethol rhwng 2021 a 2022 fel ar ddiwedd chwarter 2 (mis Gorffennaf i fis Medi 2021).

## **2. Beth yw'r rheswm dros lunio'r adroddiad hwn?**

- 2.1 I ddarparu gwybodaeth ynglŷn â chynnydd y Cyngor fel yr oedd ar ddiwedd chwarter 2, 2021 i 2022, wrth gyflwyno canlyniadau'r Cynllun Corfforaethol.
- 2.2 Mae adrodd yn ôl yn rheolaidd yn un o ofynion monitro angenrheidiol y Cynllun Corfforaethol er mwyn sicrhau bod y Cyngor yn gweithredu ei ddyletswydd i wella. Caiff adroddiadau perfformiad chwarterol eu rhannu yn rheolaidd gyda'r Uwch Dîm Arweinyddiaeth (UDA), y Cabinet a'r Pwyllgor Craffu Perfformiad.

### **3. Beth yw'r Argymhellion?**

- 3.1 Argymhellir bod y Pwyllgor Craffu Perfformiad yn ystyried yr adroddiad ac unrhyw gamau pellach sy'n ofynnol, er mwyn ymateb i unrhyw faterion yn ymwneud â pherfformiad a amlygir yn yr adroddiad.
- 3.2 Yn amodol ar unrhyw newidiadau y cytunwyd arnynt, mae'r Pwyllgor Craffu Perfformiad yn cadarnhau cynnwys yr adroddiad drafft.

### **4. Manylion yr Adroddiad**

- 4.1 Mae Cynllun Corfforaethol 2017-22 y Cyngor yn nodi'r cyfeiriad strategol ar gyfer y Cyngor a'i flaenoriaethau ar gyfer y cyfnod pum mlynedd. Caiff manylion ynghylch yr hyn y mae'r Cyngor yn bwriadu ei wneud yn flynyddol er mwyn sicrhau cyflawni'r blaenoriaethau hyn eu datgan mewn cynlluniau gwasanaeth blynyddol. Mae'r prosiectau yn deillio o Gynlluniau Gwasanaethau a Rhaglennu. Adroddir ar gynnydd i'r Uwch Dîm Arweinyddiaeth (UDA), y Cabinet a'r Pwyllgor Craffu Perfformiad yn ein hadroddiadau chwarterol.
- 4.2 O fewn yr adroddiad hwn, darperir crynodeb o ddiweddariadau data a phrosiect, ynghyd â thablau data sy'n amlinellu ein sefyllfa bresennol yn llawn. Caiff digwyddiadau diweddar y Cyngor hefyd eu cyflwyno, sy'n amlygu ein cefnogaeth i Ddeddf Llesiant Cenedlaethau'r Dyfodol, Deddf Cydraddoldeb a'r ddyletswydd economaidd-gymdeithasol.

### **5. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**

- 5.1 Mae'r adroddiad hwn yn sôn am ein cynnydd wrth ddarparu'r Cynllun Corfforaethol. Dylai unrhyw benderfyniadau a wneir gyfrannu at ddarpariaeth lwyddiannus o'n Blaenoriaethau Corfforaethol.

### **6. Faint fydd hyn yn ei gostio a sut y bydd yn effeithio ar wasanaethau eraill?**

- 6.1 Nid oes unrhyw gost ychwanegol yn gysylltiedig â'r adroddiad hwn.



## **7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Gydraddoldeb?**

- 7.1 Nid yw Asesiad o Effaith ar Gydraddoldeb (AEC) yn ofynnol ar gyfer yr adroddiad hwn. Mae'r adroddiad yn darparu gwerthusiad ôl-weithredol o berfformiad y Cyngor ac nid yw'n bosib iddo gael unrhyw effaith ar bobl yn rhannu nodweddion gwarchoddedig. Cafodd AEC ei wneud ar y Cynllun Corfforaethol, ac fe'i cyflwynwyd i'r Cyngor Sir pan gafodd y cynllun ei gymeradwyo ym mis Hydref 2017.

## **8. Pa ymgynghoriadau a gynhaliwyd gyda'r Pwyllgorau Craffu ac eraill?**

- 8.1 Cydsyniwyd yr adroddiad gan y Tîm Cynllunio Strategol, mewn ymgynghoriad â gwasanaethau eraill y Cyngor. Darparwyd y wybodaeth am berfformiad o fewn y ddogfen hon gan wasanaethau, ac mae hefyd wedi'i dynnu o System Rheoli Perfformiad Verto. Cyn ystyriaeth y Pwyllgor Craffu Perfformiad, rhannwyd yr adroddiad gyda'r UDA ar 18 Tachwedd, a'r Cabinet ar 23 Tachwedd.

## **9. Datganiad y Prif Swyddog Cyllid**

- 9.1 Nid oes unrhyw oblygiadau cyllid sylweddol yn codi yn yr adroddiad hwn.

## **10. Pa risgiau sydd ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?**

- 10.1 Nid oes unrhyw risgiau penodol yn gysylltiedig â'r adroddiad hwn. Swyddogaeth y Gofrestr Risg Gorfforaethol a'r Gofrestr Risg Gwasanaethau yw dynodi (a rheoli) digwyddiadau posibl o risg a allai arwain at y Cyngor yn methu â chyflawni ei Gynllun Corfforaethol.

## **11. Pŵer i wneud y Penderfyniad**

- 11.1. Mae rheoli perfformiad amcanion y Cyngor yn elfen allweddol o Ddeddf Cydraddoldeb 2010 (ac yn gysylltiedig â Rheoliadau Deddf Cydraddoldeb (Cymru) 2011), Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015, a Deddf Llywodraeth Leol ac Etholiadau (Cymru) 2021.

11.2 Mae Adran 21 Deddf Llywodraeth Leol 2000 ac Adran 7 o gyfansoddiad y Cyngor yn amlinellu rôl Pwyllgor Craffu Perfformiad ac yn adolygu a chraffu ar y Cyngor o ran amcanion polisïau, targedau perfformio ac/ neu feysydd gwasanaeth penodol; gan gynnwys rheoli perfformiad a'r Cynllun Corfforaethol.

## Appendix 1

# Corporate Plan Performance Update: July to September 2021

This document presents the council's performance against its priorities and governance areas between July to September 2021, including our application of the Sustainable Development principle, the Public Sector Equality Duty, and Socio-Economic Duty.

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**For more information, or to let us know what you think about anything in this report, contact us:**

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Rydym yn croesawu galwadau ffôn yn Gymraeg / We welcome telephone calls in Welsh.

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Ruthin,

LL15 9AZ

We welcome correspondence in Welsh. There will be no delay in responding to correspondence received in Welsh.

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## Summary position

The measures evaluation for each priority has been determined through the performance management framework that we have in place. The projects evaluation has been determined by the status of our projects.

**Housing:** Everyone is supported to live in homes that meet their needs

Measures: Good

Projects: Good

**Connected Communities:** Communities are connected and have access to goods and services locally, online and through good transport links

Measures: Priority for improvement

Projects: Good

**Resilient Communities:** The council works with people and communities to build independence and resilience

Measures: Acceptable

Projects: Good

**Environment:** Attractive and protected, supporting well-being and economic prosperity

Measures: Good

Projects: Excellent

**Young People:** A place where younger people will want to live and work and have the skills to do so

Measures: Priority for improvement

Projects: Good

**Corporate Health:** The council is efficient, well-managed and environmentally sustainable

Measures: Acceptable

Projects: Good

## **A Note on Measuring Performance**

In Denbighshire, our default approach to setting performance thresholds is to take the upper-quartile (best performing) from nationally comparable information as the point where performance is considered 'Excellent'. The 'Priority for Improvement' threshold is usually the median. Midway between these two values determines the threshold between 'Acceptable' and 'Good' performance.

If no data is available that we can compare ourselves with (either nationally or by comparable grouping), then we will take a local view on what we feel reasonably determines 'Excellent' and 'Priority for Improvement' performance. This should represent our ambition.

For more information on how we manage performance, view the [Performance Management Guide on our website](#).

## **Housing: Everyone is supported to live in homes that meet their needs**

Measures: Good

Projects: Good

### **Corporate Plan Performance Framework: Measures Update**

There are only two measures with new data to present in this report. As at the end of September 2021, there were 2,283 people on the Single Route to Housing (SARTH) waiting list, down slightly from 2,297 (April to June). The final report following a review of SARTH is anticipated for the end of this year, which will give further explanation as to why there has been an increase compared to pre-pandemic levels.

Our second SARTH measure considers the number of people housed from the register into either council stock or a Denbighshire Registered Social Landlord property. As at the end of September there were 153 housed, which is an increase of 83 for the previous period.

Denbighshire Community Housing undertakes a Standardised Tenants & Residents (STAR) survey of all council house tenant on a bi-annual basis. Out of the 3,277 surveys sent to council home tenants in October 2020, responses were received from 381 households, which is an 11% response rate. Whilst it was expected that it would be more difficult for tenants to respond as normal during the Covid-19 pandemic, it was felt important to run the survey when it was due to help inform plans for the post pandemic recovery. It has been noted by Welsh Government when comparing landlords' data, that the data supplied by Denbighshire was impacted by the pandemic when many other social landlords submitted pre-Covid-19 data. In response to this, WG have asked all councils and Registered Social Landlords (RSLs) to re-run the STAR survey again for April 2022. This means we will repeat the survey again later this year. To view the full report and analysis of the survey responses, please refer to the Council Housing Tenants Survey report, which went to [Communities Scrutiny in July](#).



## **Corporate Plan Performance Framework: Project Update**

### **Experiencing Obstacles: Denbigh Extra Care Housing**

The Head of Community Support Services recently met with Grŵp Cynefin to discuss the difficulties and delays that have been experienced with the project in recent months. It has now been confirmed that the start date for the care contract will be postponed until January 2022. However, Block C of the Extra Care facility is anticipated to be ready earlier, with the care contract expected to start in December.

### **Experiencing Obstacles: Ruthin Extra Care Housing**

An update is expected from Grŵp Cynefin on the appointment of a contractor for Ruthin Extra Care Housing. During the recent meeting with Grŵp Cynefin, reassurance was given that we would soon start to see issues being addressed and progress being made.

### **Experiencing Obstacles: Additional Council Homes**

The delivery confidence for delivering additional council housing developments has improved as progress has been made on various sites, such as:

- Architects were appointed to develop a design for the conversion of the former Houses in Multiple Occupation at Bath Street in Rhyl into apartments for intermediate rent.
- Planning permission was granted for an amendment to the proposal to construct apartments on land off The Dell in Prestatyn. Tenders received for undertaking the works were scored, and the contract was awarded to RL Davies and Sons Limited.
- Cabinet approved a recommendation to invite tenders from contractors for works to redevelop the former library site in Prestatyn.
- The purchase of a former council house in Rhyl was completed and offers were accepted for the purchase of three former council houses in Rhyl, one in Prestatyn and one in Rhuddlan.

The target of delivering 170 additional council homes will be met, but it will be delayed. By the end of March 2022, it is anticipated that 80 additional council homes will have been

delivered, 73 will be under construction and 17 will be going through the planning or acquisition process.

### **On Target: Affordable Housing**

Delivery of our Corporate Plan target for an additional 260 affordable homes has now been achieved, and indeed exceeded as 364 additional affordable homes have been brought forward since 2017.

Affordable Housing delivery is continuing with the scheme at Plas Deva (Ffordd Talargoch) in Meliden, applications having opened for the intermediate rental properties that are due to be ready in October 2021. The development on Victoria Road in Rhyl is well underway, with the work on the second floor now started and completion of the 18 apartments on track for February to March 2022.

Llys Awelon, Ruthin, which will provide an additional 35 units, has been submitted for technical approval by Welsh Government and has now been included in the Social Housing Grant programme for 2021 to 2022 and 2022 to 2023. It is estimated that the development will require £5.5m of grant funding, but this may change dependent on the tender offers received by Grŵp Cynefin.

In addition to this, one property for Specialist Housing, one dwelling under the Empty Homes scheme, and two 'Homebuys' have been sourced and are currently undergoing Registered Social Landlord (RSL) board approval before the conveyancing can continue. Identifying further properties is still proving difficult due to the exceptionally buoyant property market at the moment, pushing prices up and availability being scarce. The 'race for space' is an effect of the pandemic that has been widely reported, with rural and coastal areas being particularly affected.

### **On Target: Empty Homes Back into Use**

The Empty Homes project has successfully brought 490 empty homes back into use to date. Delivery confidence is high that we will meet the target of 500 homes. The Empty Homes Matching Service continues to seek matches and outcomes, and the pilot scheme is now due for review. Our work is currently adopting a reactive approach due to the challenges and pressures arising from Covid-19 and other resources issues; however, the project has the ability to adopt a proactive approach, which is our ambition for this work.

## Annual or Biennial Measures

| Measure                                                                                                                                                              | 2019 to 2020 | 2020 to 2021 | Status                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|------------------------------|
| The number of people who were on the Complex Disabilities Specialist Housing Needs Register for whom supported housing has been secured – <b>Benchmarked Locally</b> | 9            | 5            | Acceptable                   |
| The additional supply of council houses provided                                                                                                                     | 10           | 14           | Does not apply<br>Count only |
| Number of additional homes provided in Denbighshire – <b>Benchmarked Locally</b>                                                                                     | 242          | 435          | Excellent                    |
| Number of empty properties brought back into use (old definition) – <b>Benchmarked Locally</b>                                                                       | 179          | 184          | Excellent                    |
| The number of private sector homes improved in standard and quality due to intervention from the council – <b>Benchmarked Locally</b>                                | 810          | 415          | Good                         |
| The additional supply of affordable housing, including social housing, provided during the year – <b>Benchmarked Locally</b>                                         | 139          | 165          | Excellent                    |
| Percentage of households successfully prevented from homelessness (Section 66 duty) – <b>Benchmarked Nationally</b>                                                  | 57           | 52.3         | Priority for improvement     |
| Percentage of households successfully relieved from homelessness (Section 73 duty) – <b>Benchmarked Nationally</b>                                                   | 30           | 30.7         | Priority for improvement     |

2020 to 2021 data for the following two measures is not expected until the Stakeholder Survey results are finalised, the survey is currently live until October 24th.

| Measure                                                                                                                               | 2018 to 2019 | Status                   |
|---------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------|
| The percentage of residents reporting they felt satisfied with the availability of housing in their area – <b>Benchmarked Locally</b> | 42           | Priority for improvement |

| Measure                                                                                                                          | 2018 to 2019 | Status     |
|----------------------------------------------------------------------------------------------------------------------------------|--------------|------------|
| The percentage of residents reporting they are satisfied with the standard of housing in their area – <b>Benchmarked Locally</b> | 52           | Acceptable |

Our measure concerning additional Extra Care Homes supported by the council will not be reported until those schemes are completed.

### Quarterly or Biannual Measures

| Measure                                                             | Quarter 2 2020 to 2021 | Quarter 3 2020 to 2021 | Quarter 4 2020 to 2021 | Quarter 1 2021 to 2022 | Quarter 2 2021 to 2022 | Status                       |
|---------------------------------------------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------------|
| Number of people on SARTH waiting list – <b>Benchmarked Locally</b> | 1,791                  | 1,937                  | 2,139                  | 2,297                  | 2,283                  | Priority for improvement     |
| Cumulative number of people housed from the SARTH register          | 140                    | 237                    | 328                    | 67                     | 153                    | Does not apply<br>Count only |

### Well-being and Equality

This priority applies the five ways of working and directly supports Wales' Well-being Goals around **prosperity**, environmental **resilience**, **health**, **equality**, **cohesive communities**, and a **globally responsible** Wales with a **vibrant culture and thriving Welsh language**. Below are some further highlights from the last year of work that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle; but also benefiting those with protected characteristics or who are at a socio-economic disadvantage.

### Tenancy Hardship Grant

The Tenancy Hardship Grant, which Denbighshire County Council is administering on behalf of Welsh Government, is a grant to provide financial assistance for people in private rented accommodation who are struggling to pay their rent because of the Covid-19

pandemic. A total of £9.8 million is available to support people in private rented accommodation across Wales.

This grant aims to support those who:

- Have built-up 8 weeks or more of rent arrears between March 2020 and June 2021.
- Have struggled to pay rent or rent arrears due to Covid-19.
- Live in and hold a tenancy for private sector property in Wales.
- Have not been in receipt of housing benefit or housing cost payments through Universal Credit when rent arrears were built-up.
- Have not been able to fully pay rent during the period when they went into arrears because of Covid-19.

This grant, delivered **collaboratively** and in an **integrated** approach with the Welsh Government, will aim to help those who are at a **socio-economic disadvantage** and **prevent** households from becoming homeless or from getting into greater debt.

### **UK Government's Afghan Relocation Assistance Policy**

In September 2021, Denbighshire County Council agreed to extend its role in the UK Government's Afghan Relocation Assistance Policy (ARAP) to provide support for a total of five refugee families. Temporary accommodation is currently being sourced from the private rented sector, and has already been used to house the one family currently resettled. The number of refugees could be increased to 10 families, dependent on a comprehensive funding commitment from the UK Government Home Office beyond its present one-year timeframe.

This scheme shows Denbighshire County Council working in **collaboration** with the UK Government, **integrating** our approaches to put in place appropriate housing for those affected by the recent events in Afghanistan. These families will be at a **socio-economic disadvantage**, and the scheme will offer them **long-term** safety and support and **prevent** further hardship. This work also supports the protected characteristics of **Race, Religion and Belief**.

## Major redevelopment plans for Denbigh asylum

The scheme to redevelop Denbigh's grade II listed North Wales Hospital was approved unanimously by Denbighshire County Council. The project could boost the area's economy by £75m and create 1,200 jobs. It is proposed that as many as 300 homes could be constructed on the site, along with a pub, shop and a new ground for Denbigh Cricket Club.

This scheme will provide **long-term** quality housing for Denbigh and **prevent** further decay to a historically important local asset. Working **collaboratively** with our contractors, and **integrating** with WG aspirations for housing, this significant development will support the local community by **involving** them with the offer of skilled jobs and apprenticeships, as well as helping to develop local supply chains. This will have a specific benefit for the Denbighshire economy and provide opportunities to those who may be of a **socio-economic disadvantage**.

## **Connected Communities: Communities are connected and have access to goods and services locally, online and through good transport links**

Measures: Priority for improvement

Projects: Good

### **Corporate Plan Performance Framework: Measures Update**

At October 2021 the coverage of superfast broadband (>30mbps) in Denbighshire was at 92.75%; a small increase of 0.12% since July.

As at October 2021, 4.33% of premises had broadband of 10mbps or below. This is a 0.01% decrease since July 2021 (the reason for this is unknown). The Wales figure remained at 2.3%.

48% of transactions were undertaken via the web during July to September 2021, compared to the total number of transactions undertaken using all access channels. This is an 8% decrease on April to June's figure, and is a priority for improvement.

79% of damaged roads and pavements were made safe within target time. Whilst this is an improvement on performance during April to June (67%), performance is still considered to be a priority for improvement.

### **Corporate Plan Programme Board: Project Update**

#### **On Target: Superfast Broadband and Mobile Networks**

The council continues to support individuals and businesses struggling with poor connectivity. To date, 138 individuals and businesses have been advised, and 84 of these have found a solution to their issues. We are also continuing to press that Openreach progress the Nantglyn (and surrounding villages) project.

Our Digital Officer is continuing to work with communities to obtain fibre internet. The Welsh Government Gigabit Top-up voucher scheme was offline for nearly 6 months, which has delayed progress. Unfortunately, the website showing eligible premises has now been removed as new data about Openreach's future plans is being analysed. This could result if fewer Denbighshire premises being able to apply for the much needed Welsh

Government top-up voucher. The council is also contacting community councils to promote the uptake of Community Fibre Partnerships and to inform remote areas about the [Copper based telephony switch off in December 2025](#).

### **On Target: Digital Exclusion**

All libraries now have dedicated solo digital spaces. These spaces have been opened up so that members of the public can book them direct without needing to be referred by a provider. The spaces ensure sufficient privacy so that the user could, for example, use them to receive 1:1 digital skills support from a volunteer digital buddy, or access online training and video job interviews without disturbing other library users.

### **On Target: Infrastructure for Events**

Project representatives have attended all six Member Area Groups to communicate the aims, criteria and timelines of the targeted support package fund. Letters explaining the scheme were sent to all City, Town and Community Councils. Applications for the fund closed on September 30, 2021, and the Community Development Team are currently preparing offer letters and associated documentation to all successful applicants.

Work has commenced on branding the vehicle and trailer that will support the mobile equipment hire scheme. All hire equipment is now stored at Rhyl Pavilion Theatre, with some larger equipment (e.g. barriers) stored at the Events Arena.

Interviews with promoters is expected to start from September 2021 in readiness for the Summer 2022 season.

### **Project Brief: Travel to Work, Education and Services**

The Corporate Plan Programme Board has asked for a business case to develop a 'Sustainable Transport Plan'. The plan will support the carbon reduction agenda.

### **Annual or Biennial Measures**

| <b>Measure</b>                                                                                         | <b>2019 to 2020</b> | <b>2020 to 2021</b> | <b>Status</b> |
|--------------------------------------------------------------------------------------------------------|---------------------|---------------------|---------------|
| The percentage of principle A roads that are in overall poor condition – <b>Benchmarked Nationally</b> | 3.6                 | 3.5                 | Acceptable    |



| Measure                                                                                                                                              | 2019 to 2020 | 2020 to 2021 | Status                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------------------|
| The percentage of non-principal/classified B roads that are in overall poor condition – <b>Benchmarked Nationally</b>                                | 5.3          | 5            | Priority for improvement |
| The percentage of non-principal/classified C roads that are in overall poor condition – <b>Benchmarked Nationally</b>                                | 8.2          | 7.6          | Good                     |
| The percentage of adults (aged 16 or over) who have used the internet within the last 3 months (Conwy and Denbighshire) – <b>Benchmarked Locally</b> | 87.7         | 89.8         | Acceptable               |

| Measure                                                                                                                                                                      | 2014 | 2019 | Status                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|------------------------------|
| Percentage of Lower Super Output Areas (LSOAs) in Denbighshire in the 10% most deprived in Wales in terms of Access to Services (Wales Index of Multiple Deprivation - WIMD) | 14   | 14   | Does not apply<br>Count only |

### Quarterly or Biannual Measures

| Measure                                                                                      | Quarter 2 2020 to 2021 | Quarter 3 2020 to 2021 | Quarter 4 2020 to 2021 | Quarter 1 2021 to 2022 | Quarter 2 2021 to 2022 | Status                   |
|----------------------------------------------------------------------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------------|
| The percentage of Superfast Coverage in Denbighshire (>30 Mbps) – <b>Benchmarked Locally</b> | 91.83                  | 91.87                  | 92.23                  | 92.63                  | 92.75                  | Priority for improvement |
| The percentage of premises with Broadband of 10 Mbps or below – <b>Benchmarked Locally</b>   | 4.76                   | 4.71                   | 4.45                   | 4.34                   | 4.33                   | Acceptable               |

| <b>Measure</b>                                                                                                                                         | <b>Quarter 2 2020 to 2021</b> | <b>Quarter 3 2020 to 2021</b> | <b>Quarter 4 2020 to 2021</b> | <b>Quarter 1 2021 to 2022</b> | <b>Quarter 2 2021 to 2022</b> | <b>Status</b>            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|--------------------------|
| The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels               | 48                            | 50                            | 50                            | 56                            | 48                            | Priority for improvement |
| The percentage of mobile 4G road signal (all operators) – <b>Benchmarked Locally</b>                                                                   | No data                       | 49.8                          | No data                       | 49.2                          | Data pending                  | Priority for improvement |
| Percentage of damaged roads and pavements made safe within target time (CAT1 - Category 1 defects dealt within timescale) – <b>Benchmarked Locally</b> | No data due to Covid-19       | No data due to Covid-19       | 87                            | 67                            | 79                            | Priority for improvement |

## Well-being and Equality

This priority applies the five ways of working and directly supports Wales' Well-being Goals around **prosperity**, environmental **resilience**, **health**, **equality**, **cohesiveness**, **global responsibility**, and a **vibrant culture with a thriving Welsh language**. Below are some further highlights from the last three months that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle; but also benefiting those with protected characteristics or who are at a socio-economic disadvantage.

### Llannerch Bridge

Workshops have been held with consultants, and the council has met with other partners, such as Natural Resources Wales, to look at potential options for replacing the bridge. Our

public engagement exercise, using online media, sought views on replacing the bridge. We also reached out to residents throughout September and October in both Trefnant and Tremeirchion to gather their views on the replacement structure. The next step will be for Cabinet to discuss the potential replacement of the bridge in November, where the headlines from the initial assessment of the responses to our engagement will be presented.

Any project to replace the bridge will apply the five ways of working under the sustainable development principle, looking for a **long-term** solution that **prevents** further harm, **integrating** and **collaborating** with stakeholders and partners to seek a solution, whilst of course **involving** local residents in the development of an option for any replacement structure. Such a project would also benefit local residents at a **socio-economic disadvantage**.

### **Digital exclusion: online connectivity in a residential care home**

The infrastructure at Cysgod y Gaer has been updated to superfast broadband with download speeds of 65mg, allowing for greater use of smart devices for the residents at the home to stay in touch with loved ones and friends. iPads, Alexas and Portal devices are now being widely used by residents, and staff have been trained to offer support with the new technology. This project supports the protected characteristic of **Age**, demonstrating how we have supported the well-being of older people by helping them connect with others at an incredibly isolating time.

The digital exclusion project applies the five ways of working under the sustainable development principle, looking to **long-term** solutions that **prevent** isolation, exclusion and data poverty, by **integrating** and **collaborating** with partners, whilst **involving** users.

### **1Bws**

Working in partnership with the six North Wales authorities, bus operators and Transport for Wales, the council is pleased to support the 1Bws ticket for travel on busses across North Wales, which was launched in Rhyl in August. An adult ticket will cost £5.70, a child (or young person with a My Travel Pass) will pay £3.70, as will holders of English and Scottish concessionary bus passes. A family ticket is £12. The initiative will hopefully encourage increased bus use in the region, thereby also helping protect our environment.

This is a great **collaborative** project that will benefit those at a **socio-economic disadvantage**, removing barriers that **prevent** people from travelling. It is a good example of **long-term** thinking, **integrating** ambitions for the region, and has also come about as a result of listening to feedback from customers, who said bus tickets were confusing. It is an example of **involving** customers in shaping services.

## **Resilient Communities: The council works with people and communities to build independence and resilience**

Measures: Acceptable

Projects: Good

### **Corporate Plan Performance Framework: Measures Update**

Domestic Crime in Denbighshire increased in the first six months of 2021 to 2022. As a whole, North Wales has seen a 14.2% increase in Domestic Crime so far this year.

There has been an increase of 23.4% in the cumulative number of repeat victims of domestic violence this year, compared to the same time last year. Figures have increased from 269 to 332 victims. As a whole, North Wales has seen a 2.5% decrease in repeat victims of domestic violence from July to September 2021.

The number of repeat offenders of Domestic Abuse in the first six months of 2021 to 2022 has decreased significantly in Denbighshire. Figures have reduced from 50 offenders this time last year to 35 offenders, a 30% decrease. The overall picture for North Wales from July to September 2021 shows repeat offenders of Domestic Abuse decreased by 38%.

Within the national Dewis Cymru website the number of resources for Denbighshire stands at 620 at the end of September. This is an increase of 14% on the figures we saw for the same period the previous year. It is possible that the Covid-19 pandemic has led people and service providers to use this platform more regularly. At the end of September 2021, there were 10,781 resources for Wales on Dewis Cymru, and 2,752 for North Wales.

The number of carer assessments that took place between July and September is 221.

This is 45% decrease on the same period last year (reduced by 99 assessments).

Support for carers has continued and community support has been available regardless of whether carers have received an assessment.

Data for the average length of time adults (aged 65 years or over) are supported in residential care homes has reduced slightly from to 1,050 days for the period covering July to September. However, compared to the same period last year, where there were 1,028 assessments, the figure has increased by 2.2%. Although our figures remain high in

relation to the Wales average (800), it is understood that Denbighshire has a higher average age population. We are still within our original target of 1,200 days.

## **Corporate Plan Programme Board: Project Update**

### **Experiencing Obstacles: Involvement in shaping and improving services**

During this period, we launched our year 2 survey, which ran until September 30, 2021. Findings will be shared before the end of the year. Two workshops were held in September, with a third scheduled for early October with the Youth Council. Talks are ongoing to secure a replacement online engagement solution beyond the lifespan of the project. Although the change request for this has been agreed with the Corporate Plan Programme Board, discussions with ICT indicate that a replacement solution may need to be sourced externally. The current avenue being explored is a 'speculative interest' notice on Sell2Wales that will invite companies to demonstrate solutions.

### **Experiencing Obstacles: Supporting Carers**

The Supporting Carers Project Team is continuing to address challenges and mitigate any risks arising from Covid-19. Best practice ideas and plans for resuming face-to-face support is underway, although there is a consensus from members that they don't want to lose online services and they will plan to continue offering choice; there has been big benefit seen using online platforms reaching out to more carers.

A Carers Survey has recently been available through the council's County Conversation Engagement Portal, which is now closed with the results being analysed.

The Welsh Government has informed the Local Authority of the award of a grant to provide non-traditional respite for carers; this will enable local authorities to meet the anticipated spike in demand for respite services caused by the impact of the pandemic on the mental and physical health of carers. This is part of their commitment in the new National Carers Strategy to prioritise increased demand for day centres and more traditional sitting service and replacement care post-Covid-19. Carers Trust Wales has been commissioned to work with Bangor and Swansea Universities to draft a roadmap to respite that can be used to inform how this money is spent.

76 Young Carers Identity Card have been issued in Denbighshire and being used as an accepted form of identity, for example with vaccinations at college and universities. The next steps are to develop an App and raise awareness through social media; Wrexham, Conwy and Denbighshire (WCD) Young Carers have funding for an under 8 service and now have 8 members in Denbighshire.

### **On Target: Reduce Domestic Abuse**

The council's domestic abuse policy has been launched and council staff are referring fathers to the Caring Dad's sessions as part of the early intervention work. In terms of the perpetrator workstream, early intervention work requires more development with the Domestic Abuse Safety Unit (DASU) for an autumn or winter training provision. Our final workstreams on volunteering and community benefits have also started.

Level 2 rollout of Ask and Act training sessions to frontline staff is organised for October to March 2022. A total of 22 sessions are organised. Hafan Cymru will be targeting schools that have not received previous training on domestic abuse under the Sbectrum initiative.

### **On Target: Working towards becoming a Dementia friendly council**

The Dementia Friendly Council Project Team secured recognition from the Alzheimer's Society for working towards becoming a Dementia friendly organisation. Work is ongoing to raise awareness of Dementia within the Council. This project is now noted as 'business as usual' and will no longer be reported within our quarterly performance management reports.

### **On Target: County-wide Community Development**

The Community Development Team's newly created Customer Relationship Management system has now gone live and it is hoped will be a useful asset in tracking and recording all enquiries received by the team for support. The Team has been involved in the promotion and scoring of Event Infrastructure Funds and are currently preparing offer letters and associated documentation to all successful applicants. Community Development Officers have also recently attended grant panels for the Education Endowment Fund, and Clocaenog and Gwynt y Môr windfarm funds. The Team are still awaiting outcomes of the shortlisted UK Community Renewal Fund Applications, but in the meantime have appointed a Compliance and Monitoring Officer for the fund. The

Community Development Team has also been in contact with the Foodbank Network to inform them of changes to Universal Credit and to assess the situation with regards to the drop-in foodbank donations. The Team will launch this year's round of Open Spaces Commuted Sums in November with £128k available.

## Annual or Biennial Measures

2020 to 2021 data for the following measures is not expected until the carers' and stakeholder surveys are run in late-summer and autumn respectively.

| Measure                                                                                                                                              | 2018 to 2019 | Status                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------|
| The percentage of people reporting they have received the right information or advice when they needed it – <b>Benchmarked Locally</b>               | 88           | Acceptable               |
| The percentage of carers reporting they feel supported to continue in their caring role – <b>Benchmarked Locally</b>                                 | 55           | Priority for improvement |
| The percentage of people reporting that they know who to contact about their care and support – <b>Benchmarked Locally</b>                           | 84           | Acceptable               |
| The percentage of people who agree "my local area is a place where people will pull together to improve the local area" – <b>Benchmarked Locally</b> | 59           | Acceptable               |
| The percentage of people who feel able to influence decisions affecting their local area – <b>Benchmarked Locally</b>                                | 27           | Priority for improvement |

## Quarterly or Biannual Measures

| Measure                                                                                                  | Quarter 2 2020 to 2021 | Quarter 3 2020 to 2021 | Quarter 4 2020 to 2021 | Quarter 1 2021 to 2022 | Quarter 2 2021 to 2022 | Status                       |
|----------------------------------------------------------------------------------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------------|
| The cumulative (year to date) number of repeat victims of Domestic Abuse including non-crime occurrences | 269                    | 371                    | 555                    | 148                    | 332                    | Does not apply<br>Count only |



|                                                                                                                                                |       |       |       |       |       |                              |
|------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|------------------------------|
| (3 or more in 12 months, measured as year to date)                                                                                             |       |       |       |       |       |                              |
| The cumulative (year to date) number of repeat offenders of Domestic Abuse (3 or more in 12 months)                                            | 50    | 70    | 108   | 18    | 35    | Does not apply<br>Count only |
| The number of live resources on the Dewis Cymru Platform – <b>Benchmarked Locally</b>                                                          | 543   | 562   | 623   | 565   | 620   | Excellent                    |
| The number of assessments of need for support for carers undertaken during the year                                                            | 320   | 404   | 878   | 114   | 221   | Does not apply<br>Count only |
| The average length of time (measured in days) adults (aged 65 or over) are supported in residential care homes – <b>Benchmarked Nationally</b> | 1,028 | 1,046 | 1,053 | 1,053 | 1,050 | Priority for improvement     |

## Well-being and Equality

This priority applies the five ways of working and directly supports Wales' Well-being Goals around **prosperity, health, equality, cohesiveness, global responsibility**, and a **vibrant culture with a thriving Welsh language**. Below are some further highlights from July to September that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle, and benefiting those with protected characteristics or who are at a socio-economic disadvantage.

## Time to Change, Wales

Back in May we became a Time to Change Wales Pledged Employer. This pledge is a public commitment to changing the way we think and act about mental health at every level of this organisation. We are committed to ending the stigma around mental health and have now launched our new mandatory Mental Health Awareness e-learning module. We have also arranged Mental Health Awareness training for Managers. All managers and supervisors should attend this training. A great deal of supportive information has been made available on our dedicated [Employee Mental Health & Well-being webpages](#).

This work supports the protected characteristic of **Disability** and it is fully accessible to all personnel. **Integrating** with BCUHB and Public Health objectives, it is an excellent example of **collaboration** that seeks to immerse and **involve** personnel who have experienced mental health issues, offering them help and support to for their **long-term** well-being and **prevent** harm.

## Awareness of Domestic Abuse

A new domestic abuse policy has been created by the Council and is available [on our website](#). The council has taken steps to promote the policy and to further support education about domestic abuse. An estimated 90% of children whose parents are abused witness that abuse. The effects are traumatic and long-lasting. When a child witnesses domestic abuse, this is child abuse. Between 40% and 70% of these children are also direct victims of the abuse that is happening at home Information on the Live Fear Free campaign may be found at [www.gov.wales/live-fear-free](http://www.gov.wales/live-fear-free).

The policy will benefit the protected characteristics of **Sex** and **Age**, as well as all people who are living with domestic abuse and experiencing the effects of this abuse. The creation of this policy is a contribution to a much bigger **collaborative, long-term** agenda, where we have **integrated** our objectives with partners, such as North Wales Police, to defending the rights of vulnerable people no matter their socio-economic background and seek to **prevent** any harm coming to anyone.

## Respite for unpaid carers

Two flats have been renovated in Corwen and Ruthin as part of the council's commitment to support unpaid carers. These will offer respite and short breaks to unpaid carers. Both

properties feature modern facilities and will allow carers and / or those they care for to have a break. Both flats have easy access and adaptations to make them disabled friendly and have sleep in facilities if overnight support is needed. This development builds on the successful pilot in Ruthin, where unpaid carers have been able to benefit from breaks within the Llys Awelon Extra Care Scheme, in partnership with North East Wales Carers Information Service (NEWCIS).

This work will directly benefit the protected characteristics of **Age, Disability, Sex, Marriage and Civil Partnership** (particularly in supporting unpaid carers looking after family members, spouse, partner etc.), and those at a **socio-economic disadvantage**. This work, delivered in partnership with our homes, shows good **integration** for recruitment, **collaborative** working and **long-term** thinking. **Involving** individuals in an assessment of their situation is vitally important, as it gives them more control over accessing the right support packages when they need them most, and respite provision such as this is important for maintaining and **preventing** harm to the well-being of the carer and the person they are caring for.

## **Denbighshire Learning Disability Supported Living Schemes**

At a Cabinet meeting in September, approval was given to issue temporary extensions to 35 Learning Disability Supported Living Scheme contracts for a maximum period to March 31, 2023. Additional approval was given for the process of running mini tenders for 41 contracts under the North Wales Regional Framework for Supported Living for this provision.

Approval means that we can continue to **involve** and support people with protected characteristics, such as **Disability, Age**, or those at a **socio-economic disadvantage**, in the level of support required to help them live independently, **preventing** any harm in the short-term. However, this decision informs plans for future service delivery in the **long-term**, and demonstrates our commitment to working **collaboratively** and in an **integrated** way within the North Wales Regional Framework.

## **Foster Care**

Denbighshire has joined 'Foster Wales' in a bid to combine national expertise and increase the number and diversity of foster carers available, to keep up with the numbers

of children who need care and support. This benefits the protected characteristic of **Age**, **Disability**, and **socio-economic disadvantage**.

Working **collaboratively** in this way, with an **integrated** approach to the well-being of children, will enable us to **prevent** harm to young people and have more choice when matching a child, finding the right fostering family to meet their mutual **long-term** needs. To find out more about fostering, visit [www.denbighshire.fosterwales.gov.wales](http://www.denbighshire.fosterwales.gov.wales).

## **Environment: Attractive and protected, supporting well-being and economic prosperity**

Measures: Good

Projects: Excellent

### **Corporate Plan Performance Framework: Measures Update**

Our measures framework for this priority is entirely concerned with annual data. Three measures are derived from our Stakeholder Survey, which is next due in the autumn, 2021.

New annual data has been published based on the Scarborough Tourism Economic Activity Monitor (STEAM). This reveals that the total economic impact of tourism in Denbighshire increased from £490.35m in 2017 to £552.35m in 2019. As predicted, however, this has now seen a 61% reduction to £213m in 2020. Nonetheless, compared to other authorities, Denbighshire's economy has performed well given the circumstances.

### **Corporate Plan Programme Board: Project Update**

#### **Experiencing Obstacles: Climate and Ecological Change**

Denbighshire County Council has been awarded a Carbon Literate Organisation Bronze Award as part of its drive towards becoming carbon neutral. The Council becomes one of just 52 carbon literate organisations in the UK and Ireland and is the first Local Authority in Wales to do so. The Carbon Literacy Project is a unique training scheme to support organisations and individual employees in understanding the carbon impacts of their everyday actions and help them make informed choices to address climate change and reduce carbon emissions.

At present, the in-year delivery confidence for our programme is reported as experiencing obstacles. Moving projects from concept and development phases into delivery phase has taken longer than expected due to staff capacity, resulting in sign-off by the Strategic Investment Group for 2021 to 2022 capital projects being secured later than anticipated. This has compressed delivery time and will cause additional risk to projects, particularly in the Buildings and Fleet Workstreams. That said, it is still expected that there is enough

time before March 2022 to complete most of the activity intended and benefits being realised fully from the spring and summer of next year.

The 2030 delivery confidence is reported as compromised, largely due to the council being behind the pace needed to reduce carbon and increase carbon sequestration at the forecasted annual rate required to reach the Net Carbon Zero Council target. The Net Carbon Zero pathway has been adjusted to do more on the carbon emission reduction side and less on the carbon sequestration side. Achieving less this financial year will mean more will need to be achieved in future years. The Ecologically Positive Council by 2030 goal remains on track at this stage.

### **On Target: Tree Planting**

Project planning and procurement for the 2021 to 2022 planting season is continuing with the actual planting being undertaken between December 2021 and March 2022.

### **On Target: East Rhyl Coastal Defence**

Promenade work continues to be progressed to plan. Financial spend remains on target with 83.4% of the estimated outturn costs now spent.

### **On Target: Improving Biodiversity**

As part of the Council's ongoing commitment to enhancing biodiversity across the county, nearly 60 sites, including highway verges, footpath edges, cycle-ways and amenity grasslands, are being managed to create wildflower meadows. These sites, along with the 11 roadside nature reserves, equate to about 30 football pitches worth of Denbighshire grassland managed as native wildflower meadows. As well as protecting wildflowers, the meadows are also supporting the welfare of native insects to the Denbighshire area. Hornet Hoverflies have been found at wildflower meadow sites in Rhuddlan and Prestatyn recently, which first came to Britain in the 1940s. They can be seen from May till October and despite looking like a stinging hornet, they are actually harmless.

### **On Target: Nature Corridor**

The summer has been very active with several events and many volunteer sessions being run. Attention was placed on several sites, including Crescent Road allotment where much

progress was made on transforming the site into an urban green site and getting the community involved in doing so, as well as our usual sites of Coed y Morfa and Glan Morfa. We have also been running Nordic walks and craft sessions across the project area, getting those with limited mobility out and active and socialising. Several events have been held, including marine litter awareness and an allotment end of harvest celebration event, to bring people together and to draw attention to issues. Engagement with schools has been maintained with a variety of sessions planned for the coming months, including educational trips to the beach, environmental art and tree planting. As the project moves further into its final year, many of the actions are nearing completion, with the focus now on the final winter season of tree planting, habitat improvements and school ground improvement projects, as well as the creation of any material such as leaflets, learning resources, etc. Focus is also being placed on the continuity of the project through other avenues such as other funded projects and community groups.

### **On Target: Moorland Management**

As restrictions have lifted, it has been possible for officers to become more familiar with the area that the project is concerned with, meeting with landowners and farmers. The wildfire risk assessment has also progressed and been applied to a number of upland locations. The plan for phase 2 of the restoration works of the 2018 wildfire damage on Llantysilio Mountain has now been developed and agreed with Natural Resources Wales (NRW) and funding secured. The plan will now be implemented during the autumn and winter period with procurement for works in October. A moorland condition survey will be undertaken by contractors in 2022.

### **On Target: Living Assets**

Site meetings have been held with colleagues to discuss tree planting plans associated with the Climate Change and Ecological Emergency. Discussions with colleagues on a more strategic approach to tree management will continue in order to make this more efficient and better for the trees. We are now planning to celebrate 'Living Assets' during National Tree Week (November 27 to December 5). We are continuing to develop the council's new Tree and Woodland Strategy.

## At Risk: Energy Efficient Council Homes

Delivery confidence remains at risk due to the impact of Covid-19, but we have nonetheless seen a great many improvements to properties during the last year, not least through the delivery of air source heat pumps (ASHP). We are now aiming to install a further 150 during 2022 to 2023, which will be an upgrade to the majority of the housing stock. Meanwhile, progress continues on our 2021 to 2022 capital works. In September Cabinet approved the award of the recently tendered external enveloping framework to six contractors, and to tender the first two lots from the framework by way of mini competition.

## Annual or Biennial Measures

| Measure                                                                                                                                                             | 2019 to 2020 | 2020 to 2021 | Status                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------------------|
| Total carbon tonnage emitted through staff commuting – <b>Benchmarked Locally</b>                                                                                   | 1,848        | 1,719        | Good                     |
| Total carbon tonnage emitted through business travel – <b>Benchmarked Locally</b>                                                                                   | 550          | 126          | Excellent                |
| Total carbon tonnage emitted through supply chains – <b>Benchmarked Locally</b>                                                                                     | 22,710       | 22,206       | Good                     |
| Percentage of council owned and operated land in the highest categories of species richness – <b>Benchmarked Locally</b>                                            | 37.5         | 38.1         | Acceptable               |
| STEAM - Total Economic Impact of Tourism (£ million) – <b>Benchmarked Locally</b>                                                                                   | 552.35       | 213.00       | Priority for improvement |
| The percentage of existing and acquired council housing stock (1st April 2017 baseline) achieving an EPC (Energy) rating of C or above – <b>Benchmarked Locally</b> | 40           | 46           | Priority for improvement |
| The annual number of trees planted to increase canopy cover in Rhyl and Denbigh – <b>Benchmarked Locally</b>                                                        | 4300         | 4400         | Excellent                |

2020 to 2021 data for the following three measures is not expected until the Stakeholder Survey is run in the autumn, 2021.



| <b>Measure</b>                                                                                    | <b>2018 to 2019</b> | <b>Status</b> |
|---------------------------------------------------------------------------------------------------|---------------------|---------------|
| How satisfied are people with their local open spaces? – Countryside – <b>Benchmarked Locally</b> | 87                  | Excellent     |
| How satisfied are people with their local open spaces? – Beaches – <b>Benchmarked Locally</b>     | 70                  | Good          |
| How satisfied are people with their local open spaces? – Parks – <b>Benchmarked Locally</b>       | 64                  | Good          |

Our measure around the number of properties with a reduced risk of flooding (1,000s) will not be reported until the completion of identified flood schemes, which started in 2020.

### **Quarterly or Biannual Measures**

Our measure on the percentage of all new build council housing achieving an EPC (Energy) rating of A will not be reported until the completion of new builds in 2021.

### **Well-being and Equality**

This priority applies the five ways of working and directly supports Wales' Well-being Goals around environmental **resilience, prosperity, health, equality, cohesiveness, global responsibility**, and a **vibrant culture with a thriving Welsh language**. Below are some further highlights from the last year of work that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle; but also benefiting those with protected characteristics or who are at a socio-economic disadvantage.

### **Botanical Gardens**

A range of measures to stop anti-social behaviour at Rhyl's Botanical Gardens have been found to have had a successful impact, including the commissioning of a security company on a trial basis to patrol the park and lock the gates each evening, and the installation of nine additional CCTV cameras in the park. Feedback provided at a meeting involving the council, The Friends of the Botanical Gardens group, North Wales Police, Lead Members, Local Members, and the Vale of Clwyd MP revealed that the measures implemented had made a positive contribution in reducing anti-social behaviour at the grounds. In addition to the current measures Denbighshire Youth Services have also carried out regular patrols of

the park to engage with local youths and highlight the importance of respecting the park as a local facility for the benefit of all.

**Involving** local people in this way and working **collaboratively** and in an **integrated** way has **prevented** a worsening situation at the gardens, whilst hopefully working towards a **long-term** solution. Engagement will be carried out with local schools to ensure the message is delivered that anti-social behaviour in the park will not be tolerated and the park is a facility to be enjoyed by the whole community. This benefits the protected characteristic of **Age** and **socio-economic disadvantage**.

### **Public Space Protection Order**

In August the council launched a Public Space Protection Order to ensure dog owners control their pets whilst using county public areas, including sports pitches. There are also restrictions on Rhyl and Prestatyn beaches during May to September.

The order has been introduced through the **involvement** of residents, who have raised a number of complaints regarding anti-social behaviour from dog owners who don't control their pets properly in public places. In the interests of public safety, the order will help **prevent** anyone coming to harm and allow residents to benefit from the enjoyment of our public spaces safely in the **long-term**.

### **Supporting Recovery**

Denbighshire County Council is committed to working towards building resilient communities and supporting thriving economies to provide a good quality of life for residents. In anticipation of a busy summer, the council worked to manage increased visitor numbers, providing additional car parking spaces at Moel Famau and at the Horseshoe Falls, deploying additional rangers at beauty spots, and ensuring street cleaning provision and waste management operations were ready for increased footfall at tourist hotspots (which included a deep clean of Rhyl).

Work such as this hopefully encourages visitors to see our county as a beautiful place to return to, as well as ensuring local communities to feel more positive about their environment, also encouraging their **involvement** and ownership to **prevent** harm to our assets. It will hopefully bring **long-term** benefits to our environment and the economy, including to those at a **socio-economic disadvantage**.

## Coastal Defence

During July to August the council invited residents, businesses and visitors to have their say on Rhyl's coastal defences, specifically the central area between Drift Park and Splash Point. The promenade here is an important and busy part of Rhyl's identity and economy, but options are likely to be limited owing to what is physically needed to protect the town. Options include scour protection and concrete repairs to the existing sea wall, a concrete revetment to absorb energy from the waves and to provide access to the beach, a new flood defence wall and raising the height of the promenade, and widening the promenade behind the Rhyl Central car park.

**Involving** people at this important early stage as we develop our bid for funding will help us determine a **long-term** solution that will be to the satisfaction of local residents, whilst meeting the increasing threat posed by climate-change and **prevent** any damage to homes or businesses. Ensuring the promenade remains accessible to all is also important from the perspective of **Age** and **Disability**.

## Green Open Space

The former multi use games area (MUGA) at Crescent Road, Rhyl, has been transformed into a functional and attractive green open space on a busy street in West Rhyl. During a twelve-month period, contractors, Countryside Services and Keep Wales Tidy staff worked together to create the green space. Weekly sessions have been run at the site to improve communal areas, tend to the newly planted trees and wildflowers, and support local residents and community groups in their first growing season.

Community groups involved in the project have been encouraged by council staff and through word of mouth. There are a wide range of age groups and backgrounds involved through these groups, including a mixture of residents, Syrian families, and attendees of Youth Support Service, North Wales Training and Youth Justice. Welsh Government provided funding through their 'Transforming Towns, Green Infrastructure' project and their 'Well Connected and Opportunities for All' project to help transform the site.

This is a fantastic **collaborative** project that has **integrated** the ambitions of partners and, through **involvement**, helped the community come together cohesively, hopefully for the **long-term**, despite **Age, Religion and Belief**. It also **prevents** anti-social behaviour,

which was previously a problem on the site. If you are interested in renting a plot here or at any of our other sites please [visit our website](#).

## Reducing School Emissions

Ysgol Dinas Bran, at Llangollen, is leading the way for Denbighshire with a green energy project that will help reduce the school's carbon footprint, installing a 150Kw array of solar panels on the school roof. Other elements of the work include heating control upgrades and LED lighting. The whole project is expected to reduce the school's carbon emissions by 73 tonnes per year. The new Solar Panels went live in August and heating control and LED lighting will all be complete by Christmas.

This project applies all aspects of the sustainable development principle, being a **collaborative** project that **integrates** our shared ambition for a carbon neutral society and will **prevent** harm to our environment in the **long-term**, as well as bring economic savings for the school. It is pleasing that this is one of the early carbon change projects to be delivered as schools were particularly vocal in their support of the environment when developing our Corporate Plan, and it shows how they have been **involved** and listened to.

## Green Taxi

The Welsh Government has set a target of de-carbonising Wales' taxi fleet entirely by 2028, and Denbighshire County Council is one of a select few of local authorities in Wales taking part in the pilot. It will operate a try before you buy initiative, allowing hackney licensed taxi drivers to try the vehicle free of charge for 30 days, including free electric charging at specific locations in Denbighshire, vehicle licensing, breakdown cover and insurance. Denbighshire has four wheelchair-accessible Nissan Dynamo E-NV200 taxis to use as part of the pilot. The associated charging infrastructure will also be installed, consisting of four 50kw rapid chargers (two being located in Rhyl and two in Prestatyn).

The council is also developing other electric vehicle initiatives, including expanding our electric vehicle charging infrastructure to enable us to operate fewer diesel vehicles and increase the number of low emission fleet vehicles. Work will include installing electric vehicle charging infrastructure for the public to use to charge their electric vehicles in eight council owned public car parks.

Working **collaboratively** with the Welsh Government, **integrating** with their ambition for Wales, and **involving** taxi operators in this pilot will help us to work towards becoming a net carbon zero society in the **long-term**, **preventing** further harm to the environment. Accessible taxis will also benefit those with the protected characteristics of **Age** and **Disability**.

## **Young People: A place where younger people will want to live and work and have the skills to do so**

Measures: Priority for improvement

Projects: Good

### **Corporate Plan Performance Framework: Measures Update**

As outlined in the previous report, Welsh Government's curriculum reforms and the impact of the Covid-19 Pandemic has left us with very few measures against which we can report within this priority. During the last few months of the Summer Term and the early part of the Autumn Term, attendance continued to be adversely affected as class cohorts self-isolated or schools were made to close; and attainment data of course is no longer comparable, being based on teacher assessment and not examination results. This poses a real challenge to the council in understanding how our schools are performing, but we will continue to work with our School Improvement partners in GwE to ensure that the very best outcomes are being achieved by our pupils. A joint report by GwE and the Interim Head of Education was taken to [Performance Scrutiny in June](#) on how our regional consortium and the Local Authority are supporting schools in the implementation of the new curriculum for Wales.

Data for 2018-19 academic year has just been released for the Child Measurement Programme for Wales, revealing a slight improvement in the previously declining trend for the healthy weight of Denbighshire's 4-5 year olds. Denbighshire now ranks 13th in Wales (as opposed to 2nd worst the year before), now just 0.5% below the Wales median with 71.8%. 286 (28.2%) children were measured as overweight or obese in 2018-19 (down from 343 for 2017-18).

The only other measure with new data in this report relates to the 18 to 24 claimant count. In line with national trends, data for July to September reveal that Denbighshire's claimant count has fallen again from 10% to 7.7%. We remain behind the Wales average, which is now at 6.1%, but the gap (1.6%, down from 3%) has markedly narrowed. Prior to the pandemic, Denbighshire was 2% behind the Wales average. The UK claimant count also remains above the Welsh average, now at 6.5%.

## **Corporate Plan Programme Board: Project Update**

### **Experiencing Obstacles: Modernising Education**

Positive progress has been made with the Ysgol Plas Brondyffryn project over the last couple of months, with Mott MacDonald providing support to progress the project to the procurement stage, utilising the North Wales Construction Framework. Options are also being reviewed for the proposed land swap for Ysgol Pendref; and with the commissioning forms approved for Ysgol Bryn Collen and Ysgol Gwernant, the council's Design and Construction Team are reviewing internal capacity to progress the project.

A number of closure reports for Band A are being prepared for submission to Welsh Government.

### **Experiencing Obstacles: Childcare Settings**

The Modernising Education Programme also continues to progress a number of small projects through the Child Care Capital Grant. Construction of the Oaktree extension will be commencing shortly, whilst the Ysgol Twm o'r Nant project will progress to the procurement stage. The project at Ysgol Dewi Sant has been delayed to resolve site options due to drainage limitations.

### **On Target: Welsh Language Centre**

All four rooms within the new centre were in use during the summer term, occupied by Cylch Meithrin Llanelwy, Ysgol Glan Clwyd, Mudiad Meithrin and Bangor University. It is expected that usage will increase from September with latecomer provision due to start.

### **Experiencing Obstacles: School Nutrition Project**

For year 2 of the project, 6 schools and 12 members of staff were recruited. The Level 2 Community Food and Nutrition Skills Course, delivered on-line, ran from January to April. The Come and Cook 'bolt-on' date and mode of delivery is yet to be confirmed in line with Welsh Government guidelines, but it is expected to be during the autumn term. The aim was to recruit 10 schools, but 6 is a great engagement given the current situation in schools.

Recruitment for year 3 schools will commence from September. Engagement will depend on the impact of the pandemic, especially as the new term begins. We have scheduled training for the autumn and spring to allow for this.

### **At Risk: The Employee Training Grant**

Formerly the Young Person Employment Bursary, the application criteria has been reviewed to support more people and businesses in the county during the Covid-19 recovery period. Uptake continues to be slow, but the project has asked if Working Denbighshire can assist with its marketing. In order to be eligible you must be living in Denbighshire, earning below the county median salary (£28,199), be in employment (minimum 16 hours), and can clearly demonstrate availability of suitable positions with a Denbighshire based company. Funding of between £250 and £2,000 per person can be awarded for training, development, or accessing mentoring to allow individuals to progress within their current workplace, or with a new employer. Those who have received the grant have seen their wages increase on average by 24 per cent per annum. Information on the bursary is available on [our website](#).

### **Closed: Pupil Attitude to Self and School (PASS)**

We have reached the end of our four-year pilot of the PASS Survey, and have in this period retendered for a new contract whereby we hope to continue to support schools with this important resource. The final award of the contract is still under consideration.

### **On Target: Work Start**

Demand for the service continues to rise. To date the service has allocated 87 placements – 66 paid and 21 unpaid. A total of 56 placements have been completed or are currently active, demonstrating a 64% uptake. This is lower than pre-Covid-19 performance. The service is therefore looking to promote their offer more through the council's communication channels and social media platforms. The Work Start Scheme is also working closely with Care and Waste Recycling teams to develop and provide key recruitment initiatives to support pressures in these services. At present funding for the Scheme ends in March and options are being explored for its continuance.



## On Target: Working Denbighshire Ready for Work

It has been difficult to progress this work under Covid-19 conditions, but project activities have resumed now that the new academic year has commenced. Secondary head teachers have agreed timescales for future events, looking now to the start of next term between January and March. This timeframe aligns with the year 9 GCSE options period and will result in greater engagement and participation. A questionnaire and attendance form has been distributed to schools to help inform and plan the virtual events. A detailed action plan for the delivery of the events has also been developed, including the launching of a new virtual platform.

## On Target: Volunteering

Following the adoption of the new volunteering policy and the launch of the 'One Stop Shop' webpage, the council continues to promote Covid-19 volunteering opportunities. As restrictions are easing, we will be encouraging services to think more about the volunteering opportunities that they can provide and encourage them to advertise. We hope to recruit service representatives to the Internal Volunteers Network where gaps have been identified.

## Annual or Biennial Measures

| Measure                                                                                                                                          | 2019 to 2020 | 2020 to 2021            | Status                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------|--------------------------|
| Percentage of pupil attendance in primary schools – <b>Benchmarked Nationally</b>                                                                | 94.9         | No data due to Covid-19 | Acceptable               |
| Percentage of pupil attendance in secondary schools – <b>Benchmarked Nationally</b>                                                              | 93.4         | No data due to Covid-19 | Priority for improvement |
| The percentage of children aged 4-5 years who are a healthy weight or underweight (reported one year in arrears) – <b>Benchmarked Nationally</b> | 71.8         | Data pending            | Priority for improvement |
| Local Authority Points Score Average - KS4 Welsh Baccalaureate Skills Challenge Certificate Indicator – <b>Benchmarked Nationally</b>            | 33.8         | No data due to          | Priority for improvement |

| Measure                                                                                                                                                                                                                                                                                                                           | 2019 to 2020 | 2020 to 2021            | Status                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------|--------------------------|
|                                                                                                                                                                                                                                                                                                                                   |              | Covid-19                |                          |
| The percentage of children achieving 5 GSCEs A*-C (Level 2, Key Stage 4), including English or Welsh (1st language), Maths and English Literature, by the end of secondary school, against the percentage that achieved the expected standard at the end of primary school (Level 4, Key Stage 2) – <b>Benchmarked Nationally</b> | 50.9         | No data due to Covid-19 | Priority for improvement |
| The number of schools providing education through suitability and condition categories C and D – <b>Benchmarked Locally</b>                                                                                                                                                                                                       | 30           | 27                      | Priority for improvement |
| The percentage of pupils (using Pupil Attitudes to Self and School - PASS) who respond positively against pupils' feelings about school – <b>Benchmarked Locally</b>                                                                                                                                                              | 86.1         | 87.2                    | Good                     |

2020 to 2021 data for the following three measures is not expected until the Stakeholder Survey is run in the autumn, 2021.

| Measure                                                                                                                                                    | 2018 to 2019 | Status                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------|
| The percentage of residents that are satisfied that there are job opportunities for young people at the start of their career – <b>Benchmarked Locally</b> | 19           | Priority for improvement |
| The percentage of residents that are satisfied that there are opportunities for young people to develop their skills – <b>Benchmarked Locally</b>          | 28           | Priority for improvement |
| The percentage of residents that are satisfied that there are leisure opportunities that appeal to young people – <b>Benchmarked Locally</b>               | 50           | Acceptable               |

## Quarterly or Biannual Measures

| Measure                                                                                                   | Quarter 2 2020 to 2021 | Quarter 3 2020 to 2021 | Quarter 4 2020 to 2021 | Quarter 1 2021 to 2022 | Quarter 2 2021 to 2022 | Status                   |
|-----------------------------------------------------------------------------------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|--------------------------|
| Percentage of the population aged 18 to 24 claiming Job Seekers Allowance – <b>Benchmarked Nationally</b> | 11.9                   | 11.9                   | 12.4                   | 10.0                   | 7.7                    | Priority for improvement |

## Well-being and Equality

This priority applies the five ways of working and directly supports Wales' Well-being Goals around **prosperity, health, equality, cohesiveness, global responsibility**, and a **vibrant culture with a thriving Welsh language**. Below are some further highlights from the last year of work that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle; but also benefiting those with protected characteristics or who are at a socio-economic disadvantage.

### Healthy Eating

Almost 500 children and young people took part in a healthy eating scheme during the summer. Denbighshire School Holiday Enrichment's Food and Fun programme saw eight schools keep their doors open for three weeks of the school holidays for those aged between 3 and 12. Rhyl High, Prestatyn High, Christchurch, ysgolion Llywelyn, Penmorfa, Esgob Morgan, Plas Brondyffryn, and Cefn Meiriadog all took part in the scheme. Children enjoyed a healthy breakfast and a hot lunch provided each day by Denbighshire's School Meal Service and Food and Fun focused on nutrition education, with children encouraged to try new foods and take part in practical food activities. The scheme is funded through the Welsh Local Government Agency and run in partnership with Denbighshire County Council and Betsi Cadwaladr University Health Board (BCUHB). The schools also provided extra activities including making tie dye t-shirts, mosaic tiles and stress balls while children took part in mindfulness sessions, dance and a variety of sports.

**Integrating** and **collaborating** with partners was a key part of this work, which sought to instil through **involvement** positive behaviours in children, young people and their families

for their **long-term** well-being, and hopefully **prevent** harm or detriment. This work directly benefited the protected characteristic of **Age**, and those who are at a **socio-economic disadvantage**.

## **Construction Awards**

Christ the Word Catholic School, which was officially opened in 2019, has been shortlisted in the Social Infrastructure Project of the Year category at the British Construction Industry Awards (BCIA) 2021. The building was funded by Denbighshire County Council and the Welsh Government through its 21st Century Schools Programme, delivering a brand new educational facility for 420 full time pupils aged 3-11, and 500 pupils aged 11-16. The BCIA look to recognise and reward excellence in project delivery and the delivery of positive outcomes for society. These awards, which will take place on October 13, also celebrate the hard work and dedication of the whole project team involved.

This **collaborative** project, working in partnership and **integrating** goals with Welsh Government, the Diocese of Wrexham, and Keir Construction, delivered a site that includes a chapel, a four-court sports hall, main hall, small hall, drama studio, all-weather pitch, and specialist classrooms such as music, design technology, and science. Pupils, parents and staff were **involved** in the design of the new school, which will enhance the learning experience of young people for the **long-term**. Replacing two old facilities, the creation of the new school will **prevent** and address many of the issues associated with out-dated learning facilities, not least sustainability and access, benefiting those with the protected characteristics of **Disability**, in addition to **Age, Religion and Belief**, and in one of our most deprived areas, those who are at a **socio-economic disadvantage**.

## **Reducing Carbon**

Ysgol Dinas Bran, at Llangollen, is seeing a green energy project taking place on site that will help reduce the school's carbon footprint. Part of Denbighshire County Council's Climate and Ecological Change Programme, the green project at Ysgol Dinas Bran and Llangollen Leisure Centre has seen a 150Kw array of solar panels installed on the school roof. Other elements of the work include heating control upgrades and LED lighting. The whole project is expected to reduce the school's carbon emissions by 73 tonnes per year. The new Solar Panels went live in August and heating control and LED lighting will all be complete by Christmas.

When we **involved** young people in the development of the Corporate Plan, they spoke passionately about the need to do more to protect our environment. This project demonstrates **long-term** thinking, offering a sustainable solution to rising energy costs as well as the challenge of reducing our carbon output and **preventing** further harm to our planet. **Collaborating** and **integrating** with the ambitions of schools and pupils to work towards a Carbon neutral society in this way will help us learn important lessons that we can share with other partners and schools.

## **Keeping Everyone Safe**

Due to an increase in the number of Covid-19 cases associated with schools, learners and staff undertook further measures to help control the spread of the virus. This includes continuing to encourage pupils and staff to take twice weekly lateral flow tests to help identify and isolate asymptomatic cases and the wearing of face coverings by secondary school pupils, staff and visitors in indoor communal areas outside of the classroom. Other arrangements include reducing close interactions between staff and learners, such as physical distancing and seating plans in classrooms.

Working **collaboratively** with schools at this time remains as important as ever, **integrating** our common desire to keep everyone safe and **prevent** any harm, particularly to the most vulnerable (we know Covid-19 can be particularly adverse on those with a **Disability**, or from **Black and Asian** backgrounds. Those at a **socio-economic disadvantage** are also most likely to present with cases).

## **Tackling Crime and Anti-Social Behaviour**

Denbighshire Youth Services, supported by their local Neighbourhood Policing Team, have been providing activities to young people in the Corwen area to help keep youngsters away from crime and anti-social behaviour.

**Collaborative** initiatives such as this are about **preventing** harm in a young person's future and, though **involvement**, helping them grow to become mature adults that make informed choices in the **long-term**. **Integrating** with the police in this way will ultimately help both organisations, as well as benefit the protected characteristic of **Age**.

## Supporting Businesses

To help the council has launched a survey to help shape support to businesses across the county. It asks businesses about their experience in the last 18 months, how they are responding to climate change, and how the council can improve and enhance its support. To take part in the survey click on the link [www.denbighshire.gov.uk/business-survey](http://www.denbighshire.gov.uk/business-survey). Businesses taking part in the survey will receive a report collated from all the information received, and all individual responses will be kept anonymous.

**Involving** businesses in this way will help us work **collaboratively** and **integrate** our ambitions for a prosperous **long-term** future, hopefully **preventing** the loss of any employment in the area, or missed opportunities. There is a particular challenge at the moment with youth unemployment, so we are keep to work with businesses to see what more can be done to help give young people a step-up (benefiting the protected characteristic of **Age**).

## Summer of Fun

The council provided a range of free sporting, cultural and play based bilingual activities as part of the Welsh Government's Summer of Fun project, taking place across the county between July and September. Events and activities were for children and young people aged 0 to 25 and designed to support children and young people to express themselves through play, offer community based interactive, creative and play-based initiatives for all ages, and provide opportunities to play with friends and peers. Denbighshire's new Play Ranger Service operated Let's Play Out sessions and offered outdoor play opportunities; while Denbighshire Youth Service, Technocamps, Salford Children's Camp, Denbighshire Music Cooperative and the Urdd will be offering a range of activities, including community based youth work sessions, open access youth work days, outdoor activity days and sessions, STEM and the schools out project.

Only through **collaborative** working can an offer such as this be made available, **involving** and benefiting our young people in the **long-term**. This directly benefits the protected characteristic of **Age** and **socio-economic disadvantage**.

## **Corporate Health: The council is efficient, well-managed and environmentally sustainable**

Measures: Acceptable

Governance: Good

### **Corporate Health Performance Framework: Measures Update**

Below is a brief update on any new data received for performance measures identified in support of Corporate Health. Please see the tables below for the current outturn and past performance, where the information is available. A performance status has been applied against each measure based on a local determination of excellent performance and reflecting our ambition for the council.

We have received new data for two annual measures concerning gender pay differences. The mean hourly rate of pay for women has continued to rise positively for a second year, women being paid 13.5% more than men during 2020 to 2021. However, the percentage of women in the lowest paid salaries has risen slightly from 79.1% to 79.9%.

With this report, 47% of our Corporate Plan measures currently present as a priority for improvement, up from 43% in the last report. Two of our corporate projects are currently presenting as 'compromised' (Denbighshire and Flintshire Joint Archive Project; and the Corporate Support Services Review), with 90% of projects regularly updated by project managers. For information, the Archive project is revising designs for the same site with a view to submitting a new funding application to Welsh Government. The Corporate Support Services Review programme has now been closed – please see the [Service Challenge Action update below](#).

We have received no formal recommendations for improvement from external regulators (Estyn, Care Inspectorate Wales and Audit Wales). There has been one low assurance report from internal audit, following-up on a previous audit of Contract Management. It was found that limited progress has been made in addressing the actions that had been agreed, but that a number of actions were dependent on approval by the Senior Leadership Team of the Contract Management Framework, which has since been endorsed. Ongoing resource pressures have also restricted the ability of the service to provide appropriate contract management oversight, training and guidance, but the service

has given assurance to the Governance and Audit Committee that this can be provided going forward.

Our measure on budget variance (i.e. what we have and receive versus what we are spending) has increased from 708k in June 2021 to 2,445k as at September 2021. The council's reserves remain at £7.135m.

The percentage of negative news stories about the council (taken as a proportion of all news stories about the council) has fallen between July and September, down from 10% to 6%. This represents 13 negative stories out of a total of 220. However, the percentage of external complaints upheld or partly upheld over the last quarter has increased slightly from 62 to 67%. This represents 45 out of 67 complaints. This number is consistent for the same period the previous year, although the rate upheld is higher than our annual average for 2020 to 2021 (60%).

As at September 2021, sickness absence stood at 7.54 days, up from 7.12 in the last period. This compares to 6.57 days in September 2020. As at July 2021, the percentage of staff who have had at least 3 one-to-one meetings in the last 12 months stood at 42%.

38% of the council's spend was with local suppliers during July to September. 88% of contracts (over £25k and under £1,000k) contained community benefits. No collaborative procurement activities were undertaken during the period, but none were missed either. There are, however, 12 potential collaborative procurements on the horizon and these will be developed in the coming months.

Our final measure considers the council's efforts to support residents into work through placements that we ourselves offer within the council. During July to September we successfully supported 46 additional placements, bringing our annual cumulative total to 110. This is a sharp increase on the trend for the same time last year, aided by the lifting of Covid-19 restrictions.

## **Corporate Health Self-Assessment: Governance Areas**

The following is our self-assessment against the seven key governance areas and seeks to paint a picture of how well the council is performing, how we know that (linking to evidence where it is available), and what we can do to improve.



## **Corporate Planning**

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

### **Agree and implement a whole council approach to New Ways of Working.**

Welsh Government advice remains that staff should continue to work from home where it is possible to do so. However, the Senior Leadership Team is sensitive that there is an increased desire for a managed return to offices. Risk Assessments are therefore to be carried out during the autumn to inform how the council can support limited use of our office buildings in a safe way. These interim measures will not be a return to the way things were, nor is it the long-term approach that is being considered as part of the New Ways of Working (NWOW) project.

The project team continues to meet monthly and minutes are published on the council's internal website. The team has considered different workstyles that the council adopts; training and support needed for organisational change; working with other public sector organisations; and new or revised policies that will need to be drawn up. A draft Asset Strategy has also been developed, and will be shared with members in the autumn.

### **Develop a new Corporate Plan by October 2022.**

In this period, the Strategic Planning and Performance Team has been working to complete the initial phase of our County Conversation, as well as the update of the Conwy and Denbighshire Well-being Assessment. Looking ahead, there will be workshops held in November with SLT and Cabinet to look at what lessons have been learned with the existing Corporate Plan, and to analyse the key issues identified thus far. Intelligence gathered through all these exercises will be presented to the new Council in the summer of 2022 to help guide a final decision on objectives by October.

### **Develop interim Strategic Equality Plan**

The council has now published its interim Strategic Equality Plan to cover the period between October 2021 to October. The document meets our legislative requirements to produce a plan every 4 years, and will inform our new Corporate Plan 2022 to 2027. The Strategic Plan and accompanying Equality Objectives may be viewed on [our website](#).

## **Respond to the requirements of the Local Government and Elections (Wales) Act 2021.**

The council launched its new stakeholder survey in September, to run for six weeks until the end of October. The survey has been designed to satisfy legislative requirements, and will inform our next self-assessment report in 2022. Arrangements for a Panel Assessment will be discussed with the new council following the elections in May 2022. Discussions on arrangements for the implementation of the new Corporate Joint Committee (CJC) will commence from September.

## **Plan for new replacement EU funding arrangements.**

The council continues to monitor the impact of Brexit, and has been working through this period to appoint a Compliance, Monitoring and Administration Officer to support Community Renewal Fund arrangements. The Senior Leadership Team has also reviewed capacity requirements to manage the upcoming Shared Prosperity and Levelling Up funds, additional resource being identified to manage these going forward.

## **Service Challenge Action: Provide a public statement in support of an accessible and diverse council in advance of the next election period to inform potential candidates.**

In September the Council committed itself to be a 'Diverse Council'. It was agreed to:

- Provide a clear public commitment to improving diversity in democracy.
- Demonstrate an open and welcoming culture to all, promoting the highest standards of behaviour and conduct.
- Set out a local Diverse Council Action Plan ahead of the 2022 local elections.
- Demonstrate a commitment to a duty of care for Councillors.
- Provide flexibility in council business by reviewing our practical arrangements for the holding of meetings.
- Ensure that all members are aware of the allowances and salaries to which they are entitled, particularly any reimbursement for costs of care, so that all members receive fair remuneration for their work and that the role of member is not limited to those who can afford it.

As a result, the Democratic Services Committee has been tasked with developing a Diverse Council Action Plan ahead of the 2022 local government elections.

**Service Challenge Action: Update the Corporate Executive Team on the position with the Corporate Support Services Review.**

The Head of Business Improvement and Modernisation has provided an update to the Corporate Executive Team, it being confirmed that workstreams already underway will continue to completion. Some other activity may be progressed, but no longer as part of the formal programme.

**Service Challenge Action: Ensure a question is asked at each Service Performance Challenge regarding commitment to customer service.**

This consideration will be put forward in a paper summarising lessons learned and proposals for the 2022 Service Challenge Programme, to be taken to the Corporate Executive Team in the next period. It is felt that the format of the challenges during the summer worked well for its condensed timetable and less paperwork. Consideration does need to be given, however, to how service level data is reviewed, as this is an important part of our Performance Management Framework.

## **Financial Planning**

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

### **Annual Treasury Management**

The Head of Finance and Property Services presented the [Annual Treasury Management report](#) to Governance and Audit Committee in July. It details the Council's investment and borrowing activity during 2020 to 2021, as well as outlying the economic climate during that time and shows how the Council complied with its Prudential Indicators.

Of course Covid-19 dominated 2020 to 2021, and the start of the financial year saw many central banks cutting interest rates as lockdowns caused economic activity to grind to a halt. The Bank of England cut Bank Rate to 0.1% and the UK government provided a range of fiscal stimulus measures, the size of which has not been seen in peacetime. The council borrowed money throughout the year from the Public Works Loan Board (PWL),

as well as accessing temporary borrowing from other local authorities at very low rates to cover short-term cash flow requirements. As a result of this borrowing, the average rate on the council's debt increased from 3.82% at April 1, 2020, to 3.95% at March 31, 2021. The council's outstanding borrowing at March 31, 2021 was £235m, at an average rate of 3.95%, and the council held £17.8m in investments at an average rate of 0.003%.

### **Audit Wales Financial Sustainability Assessment**

In September 2021, Audit Wales published their findings on the [Financial Sustainability Assessment](#) they conducted during January 2021 to April 2021. The report highlighted a number of key findings, including:

- The council is well placed to maintain its financial sustainability over the medium term. It has a good track record of managing its budget and continues to work to further improve its financial position.
- The immediate impact of Covid-19 on the council's financial sustainability has been mitigated by additional Welsh Government funding.
- The council's financial planning arrangements are mature and further developing to maintain its financial sustainability over the medium-term.
- The council's useable reserves have remained relatively stable since 2016 to 2017 and are forecast to increase.
- There continues to be some significant budget variations that the Council is working to resolve.
- The council has a track record of delivering most of its budget savings, but not always as planned.
- The council has maintained a liquidity ratio of below 1 over the period from 2016 to 2017 and 2019 to 2020.

### **Strategy for the Prevention and Detection of Fraud, Corruption & Bribery**

[The Strategy for the Prevention and Detection of Fraud, Corruption and Bribery and Fraud Response Plan](#) form part of the council's counter fraud framework, a collection of interrelated policies and procedures, including the Code of Conduct, Financial Regulations and Whistle Blowing Policy. It also includes policies and procedures that are specifically targeted at countering fraud and corruption.

In developing this Strategy, the council has adopted the guiding principles included in "Fighting Fraud and Corruption Locally 2020". The Strategy is not just concerned with operational activity to detect and investigate fraud and corruption, but also sets out objectives for pro-active actions to deter and prevent fraud and corruption through the continual development of an anti-fraud and corruption culture. The Fraud Response Plan has been revised to reflect existing processes and to strengthen arrangements to ensure that all relevant parties are involved at key points and to include greater alignment with HR policies, particularly the disciplinary policy and strategy for local government.

## **Performance Management**

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

### **Implement annual process for stakeholder engagement on council performance.**

The council's Stakeholder Survey was launched in September and ran for six weeks. Analysis will be completed during November and December. The output of the Survey will help inform our Self-Assessment in 2022, and an annual approach to stakeholder engagement in year 2. Data from the survey will also help inform our next Corporate Plan.

### **Provide clarity to the Senior Leadership Team on the role of the Project Management Team.**

Discussions have taken place with the Corporate Executive Team and the Senior Leadership Team about the intention to further develop the Corporate Programme Office, in which the Project Management team sits. A proposal on areas for development will be taken to the Corporate Executive Team in the next few months, which will include a reconfiguration of Verto, our project management software, and the introduction of new roles in the Corporate Programme Office that will broaden the support on offer to the organisation.

### **Other developments in the last period**

The council's Annual Report on Safeguarding Adults in Denbighshire was presented to [Partnerships Scrutiny in July](#). Despite the pressures caused by the Covid-19 pandemic and the restrictions placed upon individuals and organisations by the crisis, the council's

performance in relation to safeguarding adults had remained strong, with improvements being realised in a number of areas, such as performance against the Welsh Government performance indicator on enquiries completed within 7 working days (99%). Overall there has been a significant reduction (40%) in numbers of safeguarding reports received in comparison to the same period the previous year. However, there has been an increase in the number of telephone calls to the Safeguarding team to discuss safeguarding issues. Although fewer reports have been received during the 2020-21 year, the Council had not seen an increase in cases needing to progress to strategy meetings, which appeared to be following the trends of recent years.

In June 2021 (CIW) undertook a five day 'Assurance Check' of Community Support Services (CSS) with a focus on the safety and well-being of citizens and staff employed in Community Support Services. We've recently received a very positive final report that includes findings such as:

- Citizens and carers have their voices heard and maintain control over their care and support.
- Despite competing pressures, practitioners continue to focus on what matters to people.
- Positive culture where practitioners co-produce solutions tailored to individual circumstances.
- Continuing positive culture of improvement in adult safeguarding.
- Practitioners feel supported by the significant efforts made to promote their well-being.
- Providers of care and support work well with social services and find them to be open and honest, willing to be flexible and help resolve challenges.
- Driven by external challenges and their own commitment to succeed, social services managers in Denbighshire continue to lead with confidence and develop increasingly creative solutions at pace.
- At this point in the Covid-19 pandemic, the fact that so many practitioners and managers have continued in their roles and taken on new duties to help protect others is a credit to them and the local authority.

## **Risk Management**

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

**Next formal Risk Review in September to give a particular focus to risk appetite to help improve the organisation's understanding of its application.**

The September Corporate Risk Review paid particular attention to our risk appetite and our anticipated direction of travel for each risk. Risk owners were asked to reconsider all impacts and determine the most serious impact so as to affirm our level of appetite. We discussed how effectively risks are being managed down or out of the register, and the extent to which controls have been effective or not. The Risk Register now includes commentary about the anticipated direction of travel for each risk, which should help us to understand the effectiveness of our management controls over time. A case study - using Ash Die Back as an example - has been shared with managers and elected members around the practical application of risk appetite.

**Service Challenge Action: Ensure service and corporate risk registers define climate and ecological risks at appropriate levels**

During the September Corporate Risk Review, it was agreed that Risk 45: "The risk that the council is unable to deliver the agenda of Council and external organisations within existing resources" needed to have a singular focus on climate change. The risk is now defined as "The risk that the council fails to become a net carbon zero and ecologically positive council by 2030".

**Service Challenge Action: Consider the provisions of the Local Government and Elections (Wales) Act 2021, particularly in regard to Corporate Joint Committee and any associated risks for the council.**

A new risk has been added to the council's Corporate Risk register, which considers the implications of the new Corporate Joint Committee. Gwynedd Council is taking the lead on work to establish the Committee on behalf of North Wales. Regional Chief Executives and Leaders have been meeting through this period to agree the final proposal for the make-up of the new organisation, which must agree its own budget by January 31 for the year ahead. A Chief Executive Officer, Monitoring Officer and Section 151 officer will also need

to be appointed. The Corporate Joint Committee will oversee three key areas for the region from June 2022, namely Strategic Development, Transport, and the Economy.

### **Other developments in the last period**

Our September Corporate Risk Review also implemented the actions identified in June's Internal Audit review of Corporate Risk Management, such as identification of critical and ancillary controls. The Corporate Executive Team will shortly be commencing 'risk focus sessions'. These sessions will provide more time to interrogate our most concerning risks with risk owners, and have been selected in part by the risk appetite 'gap' (that is the gap between the classification of the risk and our risk appetite).

### **Workforce Planning**

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

#### **Complementing New Ways of Working, we will review training, development and mental-health needs for staff.**

A new strategy and action plan will be developed to support the new ways of working project and emerging leadership, learning and development programme. A Mental Health policy has been agreed by Cabinet, and middle managers will have received an awareness session at our Leadership Conference. Training has also been arranged for all managers and supervisors, to commence from September. Useful mental health pages have also been published on our website.

#### **Improve the information we have about our workforce, including equality information, to support more detailed analyses in future Public Sector Duty Reports.**

We have been working with colleagues to review decision making and reporting templates to ensure they comply with the Socio-Economic Duty.

#### **Improve our workforce planning programme and consider how best to plan for posts requiring a specific level of Welsh above Level 1.**

We have been planning an annual workforce planning review with all services, which is due to commence in November. This has been developed alongside discussions about the



new corporate risk around recruitment and retention, and the escalated risk about pressures in social care and health. The review for posts requiring specific levels of Welsh commenced in December 2019; unfortunately, this work was paused due to Covid-19, but will restart in the coming months.

**Recruit new Heads of Service for Education and Children’s Services.**

Two Heads of Services have been successfully recruited. The service remains as one but with Geraint Davies looking after Education, and Rhian Morrle overseeing Children’s Services.

**Service Challenge Action: Consider the staff resource requirements associated with the additional burden of managing / supporting virtual meetings, and the increasing number of Member Task & Finish Group meetings, and consider what, if any, actions are required.**

A business case was submitted to the Budget Board with detailed information on the resource shortages and growing workload in committee administration and scrutiny support. The Budget Board has included funding to address these problems in the council’s Medium Term Financial Plan for the new financial year. Consideration is being given to how soon the funding can be drawn down.

**Service Challenge Action: Establish the latest position and level of risk associated with DBS / risk assessment indicators that are, or have been, a priority for improvement / acceptable.**

The latest position is an improving one, but the level of risk remains a priority for improvement due to the back-log caused by Covid-19. A 6-month temporary post is being established to address the issue, which arose due to staff redeployment and the focus being on new staff being DBS checked rather than renewals (unless the renewal was for employees under Social Care Wales or CSIW).

**Other developments in the last period**

A new corporate risk has been identified: “The risk that recruitment and retention issues, leading to a loss of expertise and capacity, worsen resulting in poor or inadequate services.” Many services have been struggling to recruit and retain staff for some time,

particularly – but not limited to - critical front line social care and health and highways and environment roles. In September, the council temporarily suspended its bulky waste collection service due to driver shortages; whilst in care, 15 workers from across the council took on three of the toughest walks in Denbighshire to try to raise awareness of the rewarding careers that are available in the care sector.

There are of course many factors at the root of this recruitment issue, including the relatively low wages, high demands, and sometimes a perceived lack of value. There are also some regional pressures associated with neighbouring employers offering higher salaries.

We will in the next period be working with Audit Wales on a national review of asset management and workforce planning, which will take place between November 2021 and January 2022.

## **Assets**

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

### **Asset Management strategy**

The proposed priorities for the new Asset Management Strategy were considered and agreed by the Asset Management Group at their meeting in July. The full strategy is now in the process of being drafted. The Asset Management Group's Terms of Reference will also be updated as soon as they have been revised for the Strategic Investment Group.

### **ICT – Lorawan Gateways**

In 2020, the council set out to investigate Lorawan infrastructure costs and the potential to implement them within the council. In this period, we have commissioned the installation of 5 Lorawan gateways across the county, covering Prestatyn and Denbigh High schools, County Hall, and Ysgolion Caer Drewyn and Tremeirchion. The funding for these came from the “push to talk” project. There may be additional Welsh Government funding to provide additional gateways in due course to further improve coverage throughout the County.

## Data Breaches

Alongside the Data Protection Officer, the Senior Information Risk Owner (SIRO) has an explicit responsibility to ensure that information held by the council is managed safely, effectively, and in accordance with the legislation. The council has increased investments to ensure the safe management of data within the following areas:

- Greater engagement with Schools.
- Additional dedicated officer time made available in Legal Services.
- An effective cross-council collaboration in the form of the Information Governance Group, chaired by the council's Senior Information Risk Officer (SIRO).
- Awareness raising across all services through training and dedicated support.

In 2020 to 2021 there were 22 data incidents involving personal data, which is an increase on last year where there were 13 incidents. Although only one of these incidents was considered reportable to the Information Commissioner's Office, it is still a significant increase. The underlying cause of these is human error, and the SIRO has some concerns that these instances have become more common because of reduced office working. To counter this, new procedures for remote 'checking' are being explored and are ongoing within ICT and Social Services, including:

- Exploring whether it is possible for Microsoft Outlook to stop automatically formulating external email addresses in the recipient section.
- Identifying whether it is possible for a pop-up to appear on Microsoft Outlook to confirm whether the sender wants to send the email (as it does when an email has no subject, without an attachment etc.) when addressed to an external recipient.
- Exploring whether reports that are being printed by Business Support Staff on behalf of another member of staff (who is not in the office) can be printed and scanned back to the relevant member of staff to check prior to the report being posted.

Refresher training on data protection is being launched for all staff, which includes advice on managing data safely when working away from the office.

## **Roads**

Denbighshire County Council, in partnership with Welsh Government and Transport for Wales, is making improvements to Castle Street, Llangollen. This scheme has been developed through extensive consultation with the local community and local county councillors. It includes wider footways, improved and safer junctions, new traffic signals and a pedestrian crossing, new one-way systems, and resurfacing works. There will be some road closures and temporary traffic lights, but we will work closely with local residents and businesses to listen to any concerns and minimise disruption. The works should be completed by Spring 2022. Each week the [Llangollen 2020 page](#) will be updated with the details of what we've done and what we plan on doing.

## **Flood Investigation**

In February 2020, extensive flooding occurred across Denbighshire as a result of Storm Ciara. Council officers, as well as officers from Natural Resources Wales (NRW) and Dŵr Cymru, have since carried out investigations into the flooding to understand the reason why the flooding occurred, the likelihood of it happening again, and to assess whether measures can be put in place to reduce flooding in future.

February 2020 was one of the wettest on record for parts of North and Mid Wales. A series of successive weather fronts including storms Ciara, Dennis and Jorge, as well as heavy rainfall over the weekend of February 22, 2020, saw most rain gauges recording over 200% of their February Long-Term Average. The main sources of flooding during the event were the River Elwy, River Ceidiog, River Ystrad and River Clwyd.

The report was presented to [Communities Scrutiny Committee in July](#), and recommendations for improvement will be taken forward in partnership with Dŵr Cymru and NRW.

## **Corporate Health and Safety**

The Annual Corporate Health and Safety report was presented to the [Governance and Audit Committee in September](#). The overall assessment of Denbighshire County Council's implementation of Health and Safety systems is a medium assurance. This means that Health and Safety management systems are generally developed and recorded. The overall assessment of employee involvement in Health and Safety is also a medium

assurance. Significant hazards are generally identified and managed to minimise risk. Employees are generally involved in the development and use of H&S management systems. Finally, the assessment found that overall the council's compliance with Covid-19 regulations and the delivery of a 'Covid-19 secure' workplace is a high assurance.

### **Property Fire Safety**

The Property Health and Safety Team presented an Annual Fire Safety Report to the [Governance and Audit Committee in September](#). The report showed that as at July 2021, 99% of properties has been fire risk assessed (FRA), barring one school that had cancelled their assessment appointment. During 2021 to 2022, key priorities have been around developing the fire safety knowledge and skills of a new member of the team; identifying available options for completing FRAs digitally; reviewing and improving the current recording and allocation of FRA actions; and creating a fire awareness training program.

### **Service Challenge Action: Develop proposal to improve ICT provision, fibre security, business continuity, school ICT provision, and digital Denbighshire**

A proposal has been the Budget Board in order to begin the process of rebuilding capacity within ICT. Discussions are underway concerning a location for a second data suite in either Rhyl or Denbigh to expand resilience. Digital Security remains a threat to the council and remains on the Corporate Risk Register. ICT and Digital Services are actively involved with both local and national groups to mitigate the risk and to ensure that we have a rolling program in place to ensure the council's Digital Perimeter Security is up-to-date and operating at optimum levels.

A number of schools are now directly receiving ICT support from Denbighshire's ICT and Digital Services function. There is still an unstable environment around third party school ICT support provision. Schools have received advice to subscribe to the service offered by the corporate ICT and Digital Services Team to mitigate the risk of digital security to schools directly.

**Service Challenge Action: Create hubs in areas across Denbighshire where there is poor broadband connection, to assist and enable remote meetings**

Progress has been made on the physical fibre roll-out to our corporate sites which include Libraries, Leisure Centres and other remote sites that contain Denbighshire staff. A number of these sites have now had their old broadband connection migrated to new fibre connectivity, providing improvements to download and upload speeds. There has also been steady progress on the roll-out to additional community sites, where a number of physical fibre builds have been completed. We are now awaiting activation of these fibres.

**Service Challenge Action: Work to enable translation provision with Microsoft Teams software**

This activity is experiencing obstacles, but work continues nationally to make progress towards enabling the translation provision within Microsoft Teams.

**Service Challenge Action: Create a plan to support external partners and businesses to take forward the climate and ecological change programme**

In this period, activity has begun to deliver support to partners and businesses to contribute to the Climate and Ecological Change Programme, in particular a public event is planned for November 1, and a Business Breakfast on November 9. In addition to this, a plan to identify wider behaviour change initiatives for 2022 to 2023 onwards is in development, and is anticipated to be complete by April, 2022.

**Service Challenge Action: Ensure lessons learnt are captured from previous purchases of buildings**

The issues with asbestos identification and removal will be included in the lessons learned log for the Queens Building project and in the project closure report, which will be completed once the phase 1 output is delivered. The Project Manager of the proposed Rhyl Gateway project has advised that a healthy contingency has been included in the budget for possible asbestos removal.

Longer-term, it is proposed that the council will need to consider allocating more funding 'at risk' to undertake feasibility work for regeneration projects, especially those involving property acquisition. This will enable more detailed project proposals to be developed and

more confidence in the budget forecasts. However, it also needs to be acknowledged that in some cases, the presence of asbestos will not be known until such time as intrusive surveys are undertaken, or the building is being demolished or refurbished. Intrusive surveys are generally not possible prior to the acquisition of a building.

## **Procurement**

Below is the improvement action that was identified in support of Corporate Health in this area of governance.

**Integrate biodiversity protection and improvement into our procurement processes and drive through community benefits that improve the environment. We will work with businesses and suppliers in Denbighshire to encourage lower carbon practice. We will also develop a new procurement strategy.**

Progress towards these actions has been limited during July to September. The procurement team continues to face capacity issues. Our Community Benefits Hub is working with officers across the council to identify relevant and appropriate environmental community benefits that contribute to bio-diversity. We have agreed that identified community benefits must also include living asset management resources and planning. We have also been exploring opportunities for a potential pilot procurement that applies a managed tree community benefit.

### **Service Challenge Action: Promote adherence to the Procurement Policy across the council**

In respect of encouraging good procurement practice, there are some challenges in this area. There has been some recent poor practice that has resulted in lengthier negotiations and timescales, and stretched capacity further. Any poor practice that has been identified will be reviewed.

### **Service Challenge Action: Explore long-term options for sustaining the Community Benefits Hub**

The service is just starting this work to explore potential options and ways forward.

## Annual or Biennial Measures

| Title                                                                                                                                                                                                                                          | 2018 to 2019 | 2019 to 2020                    | Status                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------------|------------------------------|
| Overall satisfaction with the council (%) – <b>Benchmarked Locally</b>                                                                                                                                                                         | 40           | No data<br>Survey due in autumn | Priority for Improvement     |
| The percentage of new appointees from applications where it was disclosed that they are either from a racial or religious minority group, have a disability, are gay or bi-sexual, or had their gender reassigned – <b>Benchmarked Locally</b> | 7            | 15<br>Next report October 2021  | Does not apply<br>Count only |

| Title                                                                                                                            | 2019 to 2020 | 2020 to 2021 | Status                   |
|----------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------------------|
| The percentage difference in the mean hourly rate of pay for women – <b>Benchmarked Locally</b>                                  | -9.7         | -13.5        | Excellent                |
| The percentage of the lowest paid salaries (bottom quarter) that are women – <b>Benchmarked Locally</b>                          | 79.1         | 79.9         | Priority for Improvement |
| Member attendance (expected and present), year to date – <b>Benchmarked Locally</b>                                              | 79           | 89           | Good                     |
| Net Carbon Zero – Total carbon tonnage emitted and absorbed by the council (excluding supply chain) – <b>Benchmarked Locally</b> | 14,030       | 10,277       | Excellent                |



## Quarterly or Biannual Measures

| Title                                                                                                                  | Quarter<br>2 2020<br>to 2021      | Quarter<br>3 2020<br>to 2021 | Quarter<br>4 2020<br>to 2021 | Quarter<br>1 2021<br>to 2022 | Quarter<br>2 2021<br>to 2022 | Status     |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------|
| The percentage of Corporate Plan Measures showing as 'Priority for Improvement' – <b>Benchmarked Locally</b>           | 47                                | 49                           | 49                           | 43                           | 47                           | Acceptable |
| The number of projects on the project register showing as 'compromised' – <b>Benchmarked Locally</b>                   | 2                                 | 0                            | 1                            | 2                            | 2                            | Acceptable |
| The percentage of projects whose delivery confidence was updated in the last three months – <b>Benchmarked Locally</b> | No data<br>New to<br>quarter<br>3 | 90                           | 94                           | 96                           | 90                           | Acceptable |

| <b>Title</b>                                                                                                           | <b>Quarter<br/>2 2020<br/>to 2021</b> | <b>Quarter<br/>3 2020<br/>to 2021</b> | <b>Quarter<br/>4 2020<br/>to 2021</b> | <b>Quarter<br/>1 2021<br/>to 2022</b> | <b>Quarter<br/>2 2021<br/>to 2022</b> | <b>Status</b>                    |
|------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|----------------------------------|
| The percentage of corporate risks inconsistent with the council's risk appetite statement – <b>Benchmarked Locally</b> | 52                                    | No data<br><br>Six-monthly            | 55                                    | No data<br><br>Six-monthly            | 62                                    | Priority for Improvement         |
| The number of negative reports from external regulators – <b>Benchmarked Locally</b>                                   | 0                                     | 0                                     | 0                                     | 0                                     | 0                                     | Excellent                        |
| The number of Internal Audit low assurance reports, financial year to date – <b>Benchmarked Locally</b>                | 2                                     | 4                                     | 4                                     | 0                                     | 1                                     | Excellent                        |
| Corporate and Service Budget Variance (£k)                                                                             | 5,107                                 | 2,242                                 | -718                                  | 708                                   | 2,445                                 | Does not apply<br><br>Count only |

| <b>Title</b>                                                                                                                           | <b>Quarter<br/>2 2020<br/>to 2021</b> | <b>Quarter<br/>3 2020<br/>to 2021</b> | <b>Quarter<br/>4 2020<br/>to 2021</b> | <b>Quarter<br/>1 2021<br/>to 2022</b> | <b>Quarter<br/>2 2021<br/>to 2022</b> | <b>Status</b>                       |
|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|-------------------------------------|
| Council reserves<br>(£k)                                                                                                               | 7,135                                 | 7,135                                 | 7,135                                 | 7,135                                 | 7,135                                 | Does not<br>apply<br><br>Count only |
| Negative news<br>stories as a<br>percentage of all<br>news stories about<br>the council –<br><b>Benchmarked<br/>Locally</b>            | 4                                     | 12                                    | 24                                    | 10                                    | 6                                     | Good                                |
| The percentage of<br>external<br>complaints upheld<br>or partly upheld<br>over the last<br>quarter –<br><b>Benchmarked<br/>Locally</b> | 63                                    | 52                                    | 57                                    | 62                                    | 67                                    | Priority for<br>Improvement         |
| The rolling<br>average number of<br>working days /<br>shifts per full time<br>equivalent (FTE)<br>local authority<br>employee lost due | 6.57                                  | 6.61                                  | 6.47                                  | 7.12                                  | 7.54                                  | Acceptable                          |

| <b>Title</b>                                                                                                                               | <b>Quarter<br/>2 2020<br/>to 2021</b> | <b>Quarter<br/>3 2020<br/>to 2021</b> | <b>Quarter<br/>4 2020<br/>to 2021</b> | <b>Quarter<br/>1 2021<br/>to 2022</b>                            | <b>Quarter<br/>2 2021<br/>to 2022</b> | <b>Status</b>               |
|--------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|------------------------------------------------------------------|---------------------------------------|-----------------------------|
| to sickness<br>absence –<br><b>Benchmarked<br/>Locally</b>                                                                                 |                                       |                                       |                                       |                                                                  |                                       |                             |
| The percentage of<br>staff who have had<br>at least 3 one-to-<br>one meetings in<br>the last 12 months<br>– <b>Benchmarked<br/>Locally</b> | No data<br><br>New to<br>quarter<br>4 | No data<br><br>New to<br>quarter<br>4 | 45                                    | 44                                                               | 42                                    | Priority for<br>Improvement |
| The percentage of<br>spend with<br>suppliers based<br>within<br>Denbighshire –<br><b>Benchmarked<br/>Locally</b>                           | 36                                    | 34                                    | 36                                    | 33                                                               | 38                                    | Good                        |
| The cumulative<br>percentage of<br>Denbighshire<br>contracts over<br>£25k and under<br>£1,000k containing<br>community<br>benefits –       | No data<br><br>New to<br>quarter<br>4 | No data<br><br>New to<br>quarter<br>4 | 12                                    | 75<br><br>Now<br>reported<br>as a<br>cumulati<br>ve<br>indicator | 88                                    | Excellent                   |

| <b>Title</b>                                                                   | <b>Quarter<br/>2 2020<br/>to 2021</b> | <b>Quarter<br/>3 2020<br/>to 2021</b> | <b>Quarter<br/>4 2020<br/>to 2021</b> | <b>Quarter<br/>1 2021<br/>to 2022</b> | <b>Quarter<br/>2 2021<br/>to 2022</b> | <b>Status</b>                    |
|--------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|----------------------------------|
| <b>Benchmarked<br/>Locally</b>                                                 |                                       |                                       |                                       |                                       |                                       |                                  |
| The cumulative number of work experience placements offered within the council | 28                                    | 28                                    | 36                                    | 64                                    | 110                                   | Does not apply<br><br>Count only |

## **Improvement Actions**

Below are new improvement actions that have been identified through this report:

- Service Challenge Programme to be reviewed and proposals for 2022 to be offered to CET in November / December.

## Equality and Diversity

### Gypsy and Traveller Accommodation Needs Assessment

The council is assessing current accommodation need for Gypsies, Traveller and Travelling Show people. This does not include looking for locations for sites. The process will include talking to Gypsy and Traveller families, key stakeholders and representative groups and a survey will run until October 7, 2021. Our work will include a review of local data, including the number of unauthorised encampments that have taken place in the county, and a consultation with families from the Gypsy and Travelling community living in Denbighshire. Elected members and City, Town and Community councils will also be asked to promote the survey to eligible residents, as well as feed in local knowledge around travelling patterns. The council has a legal duty to undertake a new Gypsy and Traveller Accommodation Assessment (GTAA) every five years as a requirement of the Housing (Wales) Act 2014, and it is also a requirement for the replacement Local Development Plan that the council is currently working on.

The assessment work will directly support **Race** and **Religion and Belief**. **Involving** stakeholders and working collaboratively with different partners and groups in this way will help us understand the **long-term** needs of the county, and **prevent** any group from facing worsening **socio-economic disadvantage**.

### Community Catalysts

Denbighshire County Council has teamed up with social enterprise Community Catalysts to help kind-hearted people realise their dreams to help older and disabled people. The programme gives support to Denbighshire residents in the south and central areas of the county who are looking to set up their own small enterprise to help those in need or also bring closer the things that give enjoyment. You can find out more by visiting the [Denbighshire Community Catalysts webpage](#).

This **collaborative** initiative directly benefits the protected characteristics of **Age** and **Disability** and those at a **socio-economic disadvantage**. It encourages **involvement** and will hopefully bring to fruition new ideas to **prevent** harm and meet unrealised needs in the **long-term**.

|                                  |                                                                                                                                     |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>            | <b>Pwyllgor Craffu Perfformiad</b>                                                                                                  |
| <b>Dyddiad y Cyfarfod</b>        | <b>25 Tachwedd 2021</b>                                                                                                             |
| <b>Aelod Arweiniol / Swyddog</b> | <b>Julian Thompson-Hill, Aelod Arweiniol dros Gyllid, Perfformiad ac Asedau / Alan Smith, Pennaeth Gwella Busnes a Moderneiddio</b> |
| <b>Awdur yr Adroddiad:</b>       | <b>Iolo McGregor, Arweinydd y Tîm Cynllunio Strategol a Pherfformiad ac Emma Horan, Swyddog Cynllunio Strategol a Pherfformiad</b>  |
| <b>Teitl</b>                     | <b>Adolygiad o'r Gofrestr Risg Gorfforaethol, Medi 2021</b>                                                                         |

## **1. Am beth mae'r adroddiad yn sôn?**

1.1. Y wybodaeth ddiweddaraf am adolygiad mis Medi o'r Gofrestr Risg Gorfforaethol.

## **2. Beth yw'r rheswm dros lunio'r adroddiad hwn?**

2.1. Rhoi'r wybodaeth ddiweddaraf i'r Pwyllgor am yr adolygiad diweddaraf o'r Gofrestr Risg Gorfforaethol.

## **3. Beth yw'r Argymhellion?**

3.1. Bod y Pwyllgor Craffu Perfformiad yn ystyried y diwygiadau i'r Gofrestr Risg Gorfforaethol (atodiad 1), gan gynnwys statws pob risg yn erbyn ein Datganiad Parodrwydd i Dderbyn Risg (atodiad 2).

## **4. Manylion yr adroddiad**

4.1. Yr Uwch Dîm Arweinyddiaeth sydd yn datblygu ac yn berchen ar y Gofrestr Risg Gorfforaethol ochr yn ochr â'r Cabinet. Caiff ei hadolygu'n ffurfiol ddwywaith y flwyddyn gan y Cabinet yn ystod sesiwn frifio'r Cabinet.

- 4.2. Yn dilyn pob adolygiad ffurfiol, caiff y gofrestr ddiwygiedig ei chyflwyno i'r Pwyllgor Craffu Perfformiad a'i rhannu gyda'r Pwyllgor Llywodraethu ac Archwilio.
- 4.3. Cwblhawyd yr adolygiad diwethaf ym mis Chwefror 2021. [Mae'r papurau a gyflwynwyd i'r Pwyllgor Craffu perfformiad ar gael ar-lein.](#)
- 4.4. Defnyddiwyd dull parodrwydd i dderbyn risg y Cyngor yn y trafodaethau a gafwyd gyda pherchnogion risg, a chaiff ein lefel risg (yn seiliedig ar y sgôr) ei ddadansoddi o fewn y Gofrestr Risg Gorfforaethol (atodiad 1).
- 4.5. Roedd ein hadolygiad ym mis Medi hefyd yn gweithredu'r camau a nodwyd yn yr adolygiad Archwilio Mewnol ym mis Mehefin o Reolaeth Risg Corfforaethol, megis nodi rheolyddion critigol ac ategol. Ymhellach i hynny, bydd y Tîm Gweithredol Corfforaethol yn dechrau 'sesiynau ffocws risg' yn fuan. Bydd y sesiynau hyn yn rhoi rhagor o amser i ni fynd i'r afael â'r risgiau sy'n peri'r mwyaf o bryder gyda'r perchnogion risg, ac fe'u dewiswyd yn rhannol yn ôl y 'bwllch' parodrwydd i dderbyn risg (sef y bwllch rhwng dosbarthiad y risg a'n parodrwydd i dderbyn risg).
- 4.6. Mae nifer o ddiweddariadau wedi bod o ran perchnogion risg, teitlau, disgrifiadau, effeithiau/ canlyniadau a chamau gweithredu. Mae ychydig o risgiau wedi cael eu sgorio o'r newydd. Mae dwy risg newydd wedi cael eu cynnig. Mae'r newidiadau hyn wedi cael eu gwneud i'r gofrestr risg ac wedi'u nodi ar ddechrau pob risg yn atodiad 1.
- 4.7. I grynhoi:
- Risg 18: Mae'r risg na fydd buddiannau rhaglen a phrosiect yn cael eu gwireddu'n llawn wedi cynyddu o ran tebygolrwydd o D3 – Risg Sylweddol: Annhebygol / Effaith Uchel i C2: Risg Sylweddol: Posibl / Effaith Uchel.
  - Risg 35: Mae'r risg y bydd yr enillion y bydd Sir Ddinbych yn eu derbyn ar ei fuddsoddiad gan y Fargen Dwf Ranbarthol yn anghymesur wedi gostwng ac wedi cael ei waredu. Mae agweddau o'r risg wedi cael eu cynnwys yn risg 18 i sicrhau craffu a rheolaeth parhaus.
  - Risg 30: Mae'r risg na fydd gallu a sgiliau'r Uwch Dîm Arweinyddiaeth ar gael i gynnal gwasanaeth a pherfformiad corfforaethol wedi cynyddu o ran



tebygolrwydd o D3 Risg Cymedrol: Annhebygol / Canolig, i C3 – Risg Cymedrol: Posibl / Canolig.

- Risg 34: Mae'r risg nad oes modd diwallu'r galw am ofal arbenigol yn lleol wedi cynyddu o C2 – Risg Sylweddol: Posibl / Effaith Uchel i A2 Risg Critigol: Bron yn bendant / effaith uchel.
- Risg 36: Diweddarwyd y risg Brexit i adlewyrchu'r darlun presennol, ac mae'r sgôr risg wedi'i ostwng o B2 – Risg Critigol: Tebygol / Effaith Uchel i C2: Risg Sylweddol: Posibl / Effaith Uchel.
- Addaswyd ffocws risg 37 i gynnwys cyfeiriad at bwysigrwydd ymdrechion ehangach i leihau anghydraddoldeb ac amddifadedd (“Y risg lle nad oes gan y partneriaid adnoddau, flaenoriaethau ar y cyd neu ymrwymiad i gefnogi cyflenwi cynlluniau a blaenoriaethau a rennir, ac yn arbennig, methiant i leihau anghydraddoldeb ac amddifadedd.”)
- Risg 43: Mae'r risg bod gan y Cyngor ddim y cronfeydd neu'r adnoddau i gwrdd â'i oblygiadau statudol o dan y Ddeddf Anghenion Dysgu Ychwanegol a'r Tribiwnlys Addysg (Cymru) 2018 wedi cynyddu o ran effaith o D3 – risg Cymedrol: Annhebygol / Effaith Uchel i D2: Risg Sylweddol: Annhebygol / Effaith Tebygol
- Risg 44: Mae'r risg o Glefyd Coed Ynn (ADB) yn Sir Ddinbych yn arwain at achosion iechyd a diogelwch sylweddol sydd yn cynrychioli risg posib i fywyd wedi gostwng o ran tebygolrwydd o A2 – Risg Critigol: Bron yn Bendant / Effaith Uchel i B2 – Risg Critigol: Tebygol / Effaith Uchel.
- Risg 45: Mae'r risg bod y Cyngor yn methu â chyflawni rhaglen y Cyngor a sefydliadau allanol o fewn yr adnoddau presennol wedi ei ddiweddarau i ganolbwyntio'n benodol ar y newid yn yr hinsawdd (“Y risg bod y Cyngor yn methu â chyflawni statws di-garbon net a chyngor ecolegol gadarnhaol erbyn 2030”)
- Risg 47 (Newydd): Y risg y bydd Cyd-bwyllgor Corfforedig newydd Gogledd Cymru yn cael effaith negyddol ar reolaeth y Cyngor ar lefel leol. Mae'r Cyd-bwyllgor Corfforedig yn cynnig cyfleoedd i sefydlu dull strategol a rhanbarthol i'r swyddogaethau hyn i ddatblygu economi a chymunedau Sir Ddinbych.

Fodd bynnag, mae risg nad oes digon o eglurder, amser ac ymgysylltiad i fanteisio ar y cyfleoedd hyn. I'r gwrthwyneb, mae risg y bydd y Cyngor yn gweithio'n galed ond ddim yn derbyn enillion cymesur ar fuddsoddiad. Y sgôr risg gweddilliol yw D3 – Risg Cymedrol: Annhebygol / Canolig (o fewn ein parodrwydd i dderbyn risg).

- Risg 48 (Newydd): Y risg bod problemau recriwtio a chadw, sy'n arwain at gollu arbenigedd a chapasiti, yn gwaethygu gan arwain at wasanaethau gwael neu annigonol. Mae nifer o wasanaethau wedi bod yn cael trafferth recriwtio a chadw staff ers peth amser, yn arbennig – ond heb fod yn gyfyngedig i - rolau yn y maes gofal cymdeithasol ac iechyd y rheng flaen a'r maes priffyrdd a'r amgylchedd. Sgôr risg gweddilliol: B3 – Risg Sylweddol: Tebygol / Effaith Canolig (o fewn ein parodrwydd i dderbyn risg).

#### 4.7 Parodrwydd i dderbyn risg

- Yn ystod yr adolygiad hwn, gofynnwyd i bob perchennog risg ystyried eto p'un a yw'r risg a berir yn gyson gyda'n datganiad parodrwydd i dderbyn risg neu beidio. Gofynnwyd i'r perchennog risg ystyried pob effaith a phennu'r effaith mwyaf difrifol, i nodi ein lefel parodrwydd i dderbyn risg. Rydym hefyd wedi amlinellu'r cyfeiriad disgwylidig ar gyfer pob risg. Gellir dod o hyd i astudiaeth achos yn atodiad 3.
- Mae Risgiau 1, 6, 13, 14, 21, 27, 33, 34, 36, 37, 43, 44 a 45 (gweler atodiad 1) yn anghyson gyda Datganiad Parodrwydd i Dderbyn Risg y Cyngor (atodiad 2). Mae'r rhain wedi cael eu hadolygu mewn trafodaethau gyda pherchnogion risg, a'u sgorio cyfredol yn cael eu cytuno i fod yn briodol. Mae'r anghysonder yn cyfiawnhau bod eu cynhwysiant yn cael eu monitro fel risgiau corfforaethol.
- Mae gennym gyfanswm o 21 risg ac mae 13 ohonynt yn anghyson gyda'n parodrwydd i dderbyn risg (62%) Roedd ein hadolygiad ym mis Chwefror 2021 yn cynnwys 11 risg (allan o gyfanswm o 20) a oedd yn anghyson gyda'n parodrwydd i dderbyn risg, a bryd hynny, roedd 55% o'r risgiau corfforaethol yn anghyson gyda datganiad parodrwydd i dderbyn risg y Cyngor.

## **5. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**

5.1. Diben y Gofrestr Risg Gorfforaethol yw amlygu digwyddiadau posibl yn y dyfodol a allai gael effaith niweidiol ar allu'r cyngor i gyflawni ei amcanion, gan gynnwys ei flaenoriaethau corfforaethol. Mae'r camau rheoli a gweithredu a amlygir felly'n hanfodol ar gyfer cyflawni'r blaenoriaethau corfforaethol.

## **6. Faint fydd hyn yn ei gostio a sut y bydd yn effeithio ar wasanaethau eraill?**

6.1. Mae costau datblygu, monitro ac adolygu'r Gofrestr Risg Gorfforaethol yn cael eu cynnwys yn y cyllidebau cyfredol.

## **7. Beth yw prif gasgliadau'r Asesiad o'r Effaith ar Les?**

7.1. Mae'r Gofrestr Risg Gorfforaethol yn dogfennu risgiau sydd wedi'u canfod, a'r camau lliniaru. Nid yw'r broses o ddatblygu ac adolygu'r ddogfen ei hun yn cael effaith niweidiol ar unrhyw un o'r nodau lles. Fodd bynnag, dylid asesu effaith ar les ar gyfer unrhyw broses, strategaeth neu bolisi newydd sy'n cael eu llunio o ganlyniad i gam lliniaru.

## **8. Pa ymgynghoriadau sydd wedi'u cynnal gyda Chraffu ac eraill?**

8.1. Cynhaliwyd trafodaethau unigol gyda Pherchnogion Risg (Prif Swyddog Gweithredol, Cyfarwyddwyr Corfforaethol, Penaethiaid Gwasanaeth perthnasol) gan gynnwys mewnbwn gan swyddogion sy'n arwain ar gamau pellach er enghraifft. Ceir trafodaeth wedyn am y gofrestr gyda'r Uwch Dîm Arweinyddiaeth a'r Cabinet i gytuno a/ neu wneud diwygiadau pellach. Caiff y gofrestr derfynol ei chyflwyno i'r Pwyllgor Craffu Perfformiad a'i rhannu gyda'r Pwyllgor Llywodraethu ac Archwilio.

## **9. Datganiad y Prif Swyddog Cyllid**

9.1. Nid oes unrhyw oblygiadau ariannol yn codi wrth ddatblygu, monitro ac adolygu'r Gofrestr Risg Gorfforaethol.

## **10. Pa risgiau sydd ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?**

10.1. Nid oes unrhyw risgiau yn gysylltiedig â'r adolygiad hwn.

## **11. Pŵer i wneud y penderfyniad**

11.1. Deddf Llywodraeth Leol 2000

11.2. Mae Adran 7.2.1 Cyfansoddiad y Cyngor yn mynnu y dylai'r gwasanaeth Archwilio adolygu neu archwilio penderfyniadau a wnaed neu gamau a gymerwyd mewn cysylltiad â chyflawni unrhyw rai o swyddogaethau'r Cyngor, boed hynny gan y Cabinet neu ran arall o'r Cyngor.

### Corporate Risk Register (September 2021)

Additions, deletions and amendments are included in the text below. Changes are summarised under each Risk title summary.

#### **Risk 01: The risk of a serious safeguarding error where the council has responsibility, resulting in serious harm or death**

**Lead Member(s):** Cllr Bobby Feeley, Cllr Huw Hilditch-Roberts and Cllr Mark Young

**Risk Owner:** Nicola Stubbins

#### **September update:**

The description has been updated with the expected direction of travel for this risk. Controls have been reviewed and categorised as critical or ancillary controls, i.e. those that have a direct impact and those that have an indirect impact. An update on the further action has also been provided.

#### **Description**

This risk - concerning children and adults at risk - is increasing as the environment is changing, with growing expectations around our duties in relation to third party provision. The cumulative impact of reducing resources across the public sector may impact agencies' ability to appropriately recognise safeguarding risks which may also create extra pressures for the Local Authority.

#### **Anticipated direction of travel:**

We expect this to be a static risk that consistently features in our corporate risk register. This ensures continued close management at the most senior operational, corporate and political levels of the council. We do not anticipate changes to the risk score nor to our risk appetite.

# Corporate Risk Register (September 2021)

## Impact / Consequences

- Individual(s) experience significant harm or death.
- Significant reputational loss.
- Possible intervention by Welsh Government.
- Legal/compensation costs.

## Inherent Risk

B2 – Critical Risk: Likely / High Impact

## Controls to Manage Risk (in place)

Critical controls:

- We have a statutory responsibility for safeguarding and the operational delivery of our statutory functions, alongside our partners', are our critical controls to mitigate the risk. Other services, and our wider corporate response, is about understanding and awareness so that people know what to do if and when they have concerns about a person or family's welfare.

Ancillary controls:

- Safeguarding policy & procedures are in place. The Corporate Safeguarding Policy has been reviewed and updated in line with new legislation.
- Corporate Safeguarding Training Programme.
- Framework of self-assessment for schools in relation to safeguarding has been established.
- Section 28 audit tool in place for voluntary sector to ensure safeguarding practices are in place.
- Compliance with safeguarding practises is part of the annual HR audit of schools.
- Regional arrangements for safeguarding a) children and b) adults at risk are in place. The regional safeguarding boards set priorities and actions regionally, e.g.

## Corporate Risk Register (September 2021)

training and policies & procedures. This includes, for example, working in partnership with North Wales Police on such issues as County Lines.

- Risk assessments in place for recruiting staff who require a DBS check and/or references and this is monitored and scrutinised by the Corporate Safeguarding Panel.
- Safeguarding policy review has taken place with Schools and new guidance has been developed
- Key posts within the Council that could have an impact on safeguarding have been identified and Heads of Service are reviewing the posts to ensure that adequate checks are undertaken by the Council or an external body. All new employee contracts make reference to safeguarding.
- Corporate Safeguarding Panel has been reviewed including the terms of reference, roles and responsibilities.
- Heads of Service have been asked to ensure they consider safeguarding when reviewing their risk registers and that safeguarding be included in service challenge where appropriate.
- Briefing sessions on safeguarding and Child Sexual Exploitation have been delivered to County Council. Safeguarding features in three Cabinet Members' portfolios.
- Improvements have been made to safeguarding arrangements with contractors including (i) DBS contract checks, (ii) ensuring that Council staff responsible on site for the contractor and managing the tendering / contract process are clear of their responsibilities in respect of safeguarding, (iii) ensuring contracts terms and conditions (including JCT) in relation to DBS checks are appropriate, (iv) ensuring that self-assessment arrangements as part of contract management are appropriate.
- Safeguarding e-learning module in place and compliance is monitored and scrutinised by the Corporate Safeguarding Panel.
- Recording and sharing safeguarding incidents and near misses is a standing item of the Corporate Safeguarding Panel. It also shares case reviews where there is a corporate perspective for lessons learned. Service representatives are responsible

## Corporate Risk Register (September 2021)

for reporting any key messages from panel meetings to members of staff within their services.

- Adoption of new Wales Safeguarding Procedures.

### Residual Risk

D2 – Major Risk: Unlikely / High Impact

### Is our risk exposure (based on the score) consistent with the council's Risk Appetite?

Major risk. Risk Appetite suggests that this should be at most a minor risk. The Risk Owner has confirmed that they are comfortable that the scoring accurately reflects the current risk to the council.

### Further Actions

#### 1. Monitor performance in relation to the percentage of eligible staff (corporate and schools) that have an up-to-date DBS and reference check or risk assessment

As a result of the service challenge that took place on 9 June 2021, the Head of Legal, HR and Democratic Services will be evaluating performance of these indicators.

**Action Due Date:** 31/03/2022

**Person Responsible:** Nicola Stubbins



## Corporate Risk Register (September 2021)

**Risk 06: The risk that the economic and financial environment worsens beyond current expectations, leading to additional demand on services and reduced income.**

**Lead Member(s):** Councillor Julian Thompson-Hill

**Risk Owner:** Steve Gadd

### **September update:**

Risk owner changed to Steve Gadd. The description has been updated. Controls have been reviewed and categorised as critical or ancillary controls. The further actions have been closed and replaced with a new action to ensure the new budget process is delivered.

### **Description**

Although the latest draft budget settlement (3.6% increase in Revenue Support Grant, 2021 to 2022) is welcome, it still falls short of the 9% that would have been required in order to fund all the pressures that the Council is facing. The levels of future settlements are unknown yet and we await the UK Comprehensive Spending Review in 2021 and then the Welsh Government settlement, which will follow in December 2021. We are hoping for more information on three-year settlements.

The potential consequences of Brexit could include an economic downturn in the short to medium term and reduced funding over the medium to long term, which could lead to increased demand for council services.

The Section 151 Officer is responsible for producing a balanced budget.

There are significant pressures associated with social care, waste budgets, benefits and inflationary increases in pay and pensions. These pressures are all monitored closely and regularly by senior managers, including the Section 151 Officer.

## **Corporate Risk Register (September 2021)**

The Council is facing a significant in-year financial pressure due to Covid-19, having incurred financial costs and lost income. Income lost is unlikely to be reimbursed and future financial settlements will also be affected. Our risk to income because of Covid-19 is an ongoing risk over the next year. We are anticipating reduced levels of income for the next 12 months and possibly beyond. This affects a number of income generation initiatives across the Council. The Council is likely to face income losses that could be in excess of £2million.

The Head of Finance and Property's service plan includes key performance indicators that are associated with effective management of this risk (for example, the percentage savings identified for 2022 to 2023, and the percentage of savings achieved).

### **Anticipated direction of travel:**

We have some control around the impact of this risk but not the likelihood of it occurring. This year's settlement is anticipated to be acceptable but this is not likely to be the case over the next three years. There is, therefore, a possibility that this risk become more severe or will become an issue. However, we will continue to assess our controls to ensure they are operating as they should be.

### **Impact / Consequences**

The council suffers from a significant reduction in income, leading to an inability to deliver current levels of service provision.

### **Inherent Risk**

B1 – Critical Risk: Likely / Very High Impact

### **Controls to Manage Risk (in place)**

- The council has no control over the global economy or the WG settlement. Therefore, the inherent risk score likely to remain high.

Critical controls (newest first):

## Corporate Risk Register (September 2021)

- A new three to five-year budget process has been agreed by Council. It aims to capture 'small' scale budget flaws (under £100k), identify key strategic budget pressures (over £100k) and aims to ensure a full picture of pressures can be considered in a timely manner and are managed more closely. It is hoped this new approach will identify pressures in services as well areas needing investment. It also aims to identify bigger projects that make savings over the period of three to five years, to minimise the savings target. The new process also sets a communication and engagement plan with a range of stakeholders, which as seen as critical to a successful budget setting process going forward.
- We try to reduce the likelihood of this risk occurring, where we can, for example through individual, regional, national lobbying and through other meetings/fora.
- Annual, detailed budget setting process that considers economic environment
- The Medium Term Financial Plan (MTFP) contains different scenarios to ensure it can deal with changes in the external environment, and is considered on a quarterly basis: it has revised its expectations further downwards.
- A robust budget-setting process raises awareness of implications of significantly reduced income due to the economic environment. It also identifies a range of proposals should cuts be incurred.
- Regular (usually monthly) financial planning meetings between services and management accountants are in place.
- Service's budgets and budget proposals are scrutinised by the Lead Member for Finance and the Head of Service during budget-setting talks.
- Establishment of the 'Reshaping the Council Budget (RTCB)' programme board.
- SLT will actively manage risks associated with Brexit on a monthly basis, until such time the risks can be managed corporately or at a service-level.

### Ancillary controls:

- RTCB has considered risks associated with population estimate inaccuracies and the potential impact on future funding. There is a Welsh Government funding floor which would help mitigate any impact, if this issue should transpire (in which case impact would be felt in 2022-23). RTCB will continue to monitor this risk.

# Corporate Risk Register (September 2021)

## Residual Risk

B2 – Critical Risk: Likely / High Impact

## Is our risk exposure (based on the score) consistent with the council's Risk Appetite?

Critical risk. Risk Appetite suggests that this should be at most a moderate risk. The Risk Owner has confirmed that they are comfortable that the scoring accurately reflects the current risk to the council.

## Further Actions

1. Ensure the agreed “Budget Process: 2022/23 and beyond” strategy is delivered

Action Due Date: 31/03/2022

Person Responsible: Steve Gadd

## Corporate Risk Register (September 2021)

**Risk 11: The risk of an ineffective response to a serious event, such as severe weather, contamination, public safety (including cyber-attack), or a public health event (such as Covid-19).**

**Lead Member(s):** Cllr Richard Mainon

**Risk Owner:** Graham Boase

### **September update:**

Controls have been reviewed and categorised as critical or ancillary controls.

### **Description**

Serious unexpected events can occur at any time. Services plan for the impact of expected seasonal variations in weather, but severe weather events, including wild fires as has recently been experienced, can impact on public safety and service delivery.

Similarly, we put plans in place to monitor food, water and air quality, but any contaminations can impact on service delivery, as would any viral pandemics.

Cyber-attacks can affect our ability to provide services electronically, putting our business continuity plans to the test, and the same applies to major IT service failures.

Public health events, such as Covid-19, puts terrific strain on organisations such as ours, impacting on service delivery, project timescales, staff capacity, and of course finances. It also challenges the resource capacity of partners and providers that we work with.

### **Anticipated direction of travel:**

We expect this to be a static risk that consistently features in our corporate risk register. This ensures continued close management at the most senior operational, corporate and political levels of the council. We do not anticipate changes to the risk score nor to our risk

# Corporate Risk Register (September 2021)

appetite. We will, however, review the risk once the new emergency planning response review is complete.

## Impact / Consequences

- Significant disruption to core services.
- Serious injury or fatality due to road network closure, poisoning or infection.
- Reputational risk to the council if unable to deal with issues.
- Inability to deliver front line services (as a result of staff shortages for example).
- Temporary loss of data.
- Significant cost pressures to our budget.

## Inherent Risk

A2 – Critical Risk: Almost Certain / High Impact

## Controls to Manage Risk (in place)

Critical controls (newest first):

- A report with a proposal to review our emergency planning response structure/processes will be considered by the Strategic Emergency Management Team and SLT in September 2021. Critical controls associated with this risk will be updated once the review is complete.
- Covid-19 Control: SEMT has been meeting on a regular basis and has responded to the initial Covid-19 emergency and has agreed a number of Covid-19 recovery themes, which sit within a single table with short term and long term updates, for which members of SLT are leading. These are monitored regularly at SLT and have political input by Lead Member and Cabinet.
- A report will be going to SLT in the Autumn 2021 to review lessons learned from our response to Covid-19, from an emergency planning perspective.
- The control environment in this area is the Regional Emergency Planning Service (Wrexham, Flintshire, Denbighshire, Conwy, Gwynedd and Anglesey), and local emergency management response groups have been established. There is

## Corporate Risk Register (September 2021)

significant partnership working with a regional emergency planning team coordinating plans and responses across North Wales.

- We also continually review our procedures for winter highways maintenance and flood response. Secondary rota established and operational.
- Service disruption is minimised through our arrangements for business continuity and emergency planning, with separate Directors responsible for Response and Recovery.
- There's an emergency on-call rota in place.
- Vulnerable people mapping tool is in operation.
- Planning and Public Protection has plans in place to manage responses to pandemics such as bird flu or foot and mouth for instance, with a focus on how we will work with partners in such times.
- The Corporate Director: Economy and Public Realm chairs quarterly meetings of all the chairs of various response groups in emergency planning and is also attended by regional emergency planning representatives. The purpose of this group includes to provide assurance that systems are in place and to test procedures.
- We have set up a WhatsApp Business Continuity communication network, which has been tested in an internal council Business Continuity exercise (April 2019).

Ancillary controls:

- An annual Emergency Planning Response report is taken to SLT, the Lead Member and Partnerships Scrutiny, as requested, every year.
- New chairs for the Communications and Operational Response Groups have strengthened arrangements.
- Gold & Silver training in place for new representatives.
- Deputies for Chairs of response teams appointed.
- Trial business continuity exercise took place in the council in October 2017. Overall the exercise was successful.

### Residual Risk

C3 – Moderate Risk: Possible / Medium Impact

## **Corporate Risk Register (September 2021)**

**Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Yes



## Corporate Risk Register (September 2021)

### **Risk 12: The risk of a significantly negative report(s) from external regulators.**

**Lead Member(s):** Councillor Hugh Evans

**Risk Owner:** Nicola Stubbins

#### **September update:**

Risk owner changed to Nicola Stubbins. The description has been expanded to include the importance of relationship management. Controls have been reviewed and categorised as critical or ancillary controls.

#### **Description**

Negative reports from regulators could lead to a range of impacts that could be negative for Denbighshire County Council. The council is committed, however, to responding to reports and working with partners, including external regulators, to addressing any concerns that may arise.

Our relationships with external regulators are very important. We need mutual confidence in our relationships to ensure the best possible outcomes in terms of service improvement and shared learning. We ensure we alert external regulators to issues that may be becoming problematic early on, and we work closely with them on programmes of work to share learning more widely.

#### **Anticipated direction of travel:**

The score has been considered in relation to current performance and is felt to be accurate. The current position is generally positive. We expect this to be a static risk, but one that will continue to be reviewed regularly to ensure all necessary controls are effective and operating as they should be.

# Corporate Risk Register (September 2021)

## Impact / Consequences

- A wider lack of confidence in council services.
- Reputational damage.
- Potential intervention by the WG.
- Significant resources may be required to be diverted to deliver immediate and substantial change.

## Inherent Risk

C2 – Major Risk: Possible / High Impact

## Controls to Manage Risk (in place)

Regulation we are subject to includes: CIW (Care Inspectorate Wales); WAO Office; Estyn; HSE (Health & Safety Executive); ICO (Information Commissioner's Office).

Critical controls:

- Relationship management and ongoing communication with external regulators.
- The corporate performance management framework (PMF) is the main control in this area.
- Head of Business Improvement & Modernisation, Strategic Planning Team Manager and Head of Audit meet monthly with Wales Audit Office to understand and respond to their concerns.
- Regulators sit on Service Performance Challenges.
- Protocol developed for addressing recommendations from WAO national studies: services' response will be the subject of performance scrutiny and service challenge.

Ancillary controls:

- Annual Governance Statement and Performance Self-Assessment are aligned.

# Corporate Risk Register (September 2021)

## Residual Risk

D3 – Moderate Risk: Unlikely / Medium Impact

**Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Yes

# Corporate Risk Register (September 2021)

## Risk 13: The risk of significant liabilities resulting from alternative models of service delivery

**Lead Member(s):** Councillor Julian Thompson-Hill

**Risk Owner:** Steve Gadd

### September update:

Risk owner changed to Steve Gadd. Controls have been reviewed and categorised as critical or ancillary controls.

### Description

We have a range of ASDMs in place currently, for example revenues and benefits and leisure.

Liabilities could arise due to financial, HR, safeguarding, or governance problems and could impact on the sustainability of service provision.

This risk has been impacted by Covid-19 but Welsh Government has covered the significant loss of income. In particular, our leisure ASDM (Alternative Service Delivery Model) will have to operate within continued restrictions.

Welsh Government has funded losses incurred during 2021 but we have not yet received confirmation for 2022. The income loss would have occurred regardless of the establishment of the ASDM.

### Anticipated direction of travel:

Up until now, any income losses have been covered by the Covid-19 grant from Welsh Government. The risk will continue to be monitored.

### Impact / Consequences

- Financial liabilities.

## Corporate Risk Register (September 2021)

- Property Liabilities.
- Reduction in levels / quality of service provided to the community, or increased revenue costs to continue delivery.
- Collapse of company
- Reputation damage to the council
- Safeguarding to include protection of all assets (physical & intellectual Information)

### Inherent Risk

B2 – Critical Risk: Likely / High Impact

### Controls to Manage Risk (in place)

Critical controls (newest first):

- Covid-19: Financial support and/or subsidies are being provided by Welsh Government.
- A rigorous process is in place to ensure appropriate governance arrangements are in place as ASDMs are established.
- Effective contract management arrangements are in place and appropriate monitoring is carried out throughout the life of the contract, including to ensure compliance with current legislation and approved accredited standards as appropriate.
- Council is entitled to representation on Boards, and Heads of Service providing strategic advice to facilities.
- Intervention measures are exercised by the council if relationships with arm's length organisations are difficult to manage.
- Resources have been committed to improve financial monitoring of facilities and services
- Register of all ASDMs
- Processes are in place to manage relationships between the council and Arm's Length organisations.

# Corporate Risk Register (September 2021)

Ancillary controls:

- Heads of Service advise the council on any emerging issues and risks.
- Ensure best practice / lessons learned is applied to our robust contract and relationship management of ADM models.

## Residual Risk

C2 – Major Risk: Possible / High Impact

### **Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Critical risk. Risk Appetite suggests that this should be at most a moderate risk. The Risk Owner has confirmed that they are comfortable that the scoring accurately reflects the current risk to the council.

## Corporate Risk Register (September 2021)

**Risk 14: The risk of a health & safety incident resulting in serious injury or the loss of life. (Where H&S is referred to, this incorporates fire safety)**

**Lead Member(s):** Councillor Julian Thompson-Hill

**Risk Owner:** Steve Gadd

### **September update:**

The description has been updated. Controls have been reviewed and categorised as critical or ancillary controls.

### **Description**

This could be as a result of unsafe acts, unsafe work places or ineffective H&S management.

### **Anticipated direction of travel:**

This impact of this risk has been heightened as a consequence of risks associated with Covid-19. In our February 2021 review, the Council upgraded the residual risk score from E2 – Moderate Risk: Rare / High impact to D2 - Major Risk: Unlikely / High Impact. The risk has been reviewed as is considered to be static. We have good controls in place to mitigate the risk and whilst at present, this risk is considered 'Major', and is beyond our risk appetite, it is anticipated that the score will reduce as community transmission of Covid-19 lessens.

### **Impact / Consequences**

- Serious injury or death of an employee and/or any other person.
- Significant reputational damage
- Substantial legal/litigation costs.
- Criminal prosecution of staff or the organisation.

# Corporate Risk Register (September 2021)

## Inherent Risk

C2 – Major Risk: Possible / High Impact

## Controls to Manage Risk (in place)

Critical controls (newest first):

- A Covid-19 buildings recovery theme (excluding schools and housing stock) has put measures in place to ensure workplaces are safe to work in. Covid-19 risk assessments and safe working practices have been developed for our workplaces. These apply to the three main offices and ancillary offices across Denbighshire. Wherever possible, staff are working from home and particular guidance is in place for staff who have been advised to “shield”. Guidance for staff or family members who are displaying Covid-19 symptoms is in accordance with the latest government advice. Where staff are required to attend the office workplace, social distancing of 2m (6ft) should be adhered to at all times, including breaks. Offices have one-way systems, signage on toilets to ensure one person can use facilities at any one time, sanitising stations and ‘high risk’ areas like clocking stations are out of use. Detailed guidance is available for all staff.
- All schools have carried out Covid-19 risk assessments and have operational plans in place which are regularly reviewed to remain in line with WG guidance.
- Strategic leadership is provided by the Head of Finance & Property, with delegated responsibility for Health and Safety.
- Competent H&S advisors are employed by the organisation to provide support, guidance and training on H&S.
- A Corporate Health and Safety Policy is in place, which defines the H&S organisation and arrangements in the council.
- There is an established H&S Management System in place.
- H&S training program focussed on council activities and the way we manage H&S.
- “Managing safely in Denbighshire” training is mandatory for all managers.
- The corporate H&S team carry out a program of targeted monitoring



## Corporate Risk Register (September 2021)

- An online accident, incident reporting process is in place. There is an expectation that all accidents and incidents are reported

### Ancillary controls:

- An established Corporate H&S Committee is in place which is a forum for the employer and employee representatives to discuss and consult on H&S.
- A number of service level H&S committees meet to provide a forum for service managers and employee representatives to discuss and consult on H&S.
- Significant H&S related accidents, incidents and near misses are investigated internally
- Schools have effective health and safety practices. However, schools are reliant on families to follow Welsh Government and school guidance. Schools have had to close as part of wider efforts to reduce community transmission and keep communities safe. There is a wealth of guidance held on a bespoke SharePoint. There are weekly meetings with Education managers. There are safeguarding processes to check the safety and well-being of pupils who are not engaging with school.

### Residual Risk

D2 - Major Risk: Unlikely / High Impact

### Is our risk exposure (based on the score) consistent with the council's Risk Appetite?

Major risk. Risk Appetite suggests that this should be at most a minor risk. The Risk Owner has confirmed that they are comfortable that the scoring accurately reflects the current risk to the council.

## Corporate Risk Register (September 2021)

### **Risk 16: The risk that the impact of welfare reform (Universal Credit) is more significant than anticipated by the council.**

**Lead Member(s):** Councillor Bobby Feeley and Councillor Julian Thompson-Hill

**Risk Owner:** Steve Gadd

#### **September update:**

The description and impact have been updated. Controls have been reviewed and categorised as critical or ancillary controls.

#### **Description**

Welfare reform (Universal Credit) has had potentially significant implications for a large proportion of residents, and also on the council in terms of increased demand for services and reduced income.

Universal Credit (UC), and the systems around it, are operating well in Denbighshire. However, the number of people accessing UC since Covid-19 has increased significantly.

- UC was introduced in Denbighshire in 2018.
- By March 2020, 5,238 people were accessing UC
- By May 2020, 8,255 people were accessing UC (note the significant increase at the start of the first lockdown)
- By March 2021, 9,064 people were accessing UC (nearly twice as many people were accessing UC this March compared to March 2021)

Wider issues around poverty generally are concerning, but are as result of the pandemic than UC itself. Emergency financial support schemes will start to be phased out from September 2021, eg furlough, and it is possible there could be an increase in the number of people accessing UC and/or an increase in the amount of money people need to access.

# Corporate Risk Register (September 2021)

## Anticipated direction of travel:

The risk will diminish over time, and will eventually be removed as a corporate risk as all mitigation will have become business as usual.

## Impact / Consequences

- A consequence of the Covid-19 pandemic is that more people are accessing Universal Credit than ever before. It hasn't caused the council any issues; it has accelerated what was going to be a slow process. The consequences of increased uptake have resulted in more people accessing the Council Tax Reduction Scheme and increased access to free school meals. The losses in council tax income together with the increased free school meal provision have been funded by Welsh Government this financial year. We are uncertain whether this financial support will continue (we anticipate levels of access to Universal Credit staying the same or increasing). A report was taken to Scrutiny at the end of January 2021.
- Deepening poverty/inequality as a result of Covid-19.
- Potential increase in demand for services: e.g. homelessness and homelessness prevention services; housing (especially for stock which is currently scarce); benefits support / advice, etc.
- Reduced income from rents and council tax payments with reduced cash flow and an increase in bad debt for the authority.
- Potential rise of council tax reduction scheme claimants.
- This could also impact on our ability to deliver our Corporate Priorities.

## Inherent Risk

B2 – Critical Risk: Likely / High Impact

## Controls to Manage Risk (in place)

Critical controls (newest first):

## Corporate Risk Register (September 2021)

- Monthly monitoring of UC statistics to anticipate impact on and demand for council services
- Monitoring of actual impact on key risk areas such as numbers on free school meals and claiming council tax reduction
- We are working with DWP and are tracking furlough statistics and comparing these to UC statistics.
- The Tackling Poverty Group is meeting in September 2021 to discuss the picture for Denbighshire following the end of furlough support.
- A Cross-Authority / Multi Service Universal Credit Board has been established and is working to address, as far as possible, the risks and issues associated with the impact of Universal Credit.
- A proactive management of risk is involving identifying those likely to be affected to reduce the risk/mitigate any negative impacts.
- The Board has developed a Risk Register and Activity Plan to cover all strategic and operational risks as a result of Universal Credit, these include detailed Actions and Controls with owners assigned to each risk.
- This register is reviewed on a frequent basis and updates provided at each Board meeting.
- The roll out plan is risk averse and limits the risk that the impact will be more significant than expected, but the approach (determined by Westminster) could change. The intended approach though is that by the time all other benefits are phased out, existing claimants will have naturally become eligible for Universal Credit as a result of a change in their circumstances.
- Community Housing has implemented predictive analytics software to enable us to identify tenants at risk of falling into rent arrears. The software identifies risk cases at an early stage and allows us to focus resources on early intervention to prevent households from falling into arrears.

### Ancillary control:

- Demand for the Council Tax Reduction Scheme has increased for some years. We have a £350k budget contingency in place.

# Corporate Risk Register (September 2021)

## Residual Risk

D3 – Moderate Risk: Unlikely / Medium Impact

**Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Yes

## Corporate Risk Register (September 2021)

**Risk 21: The risk that effective partnerships and interfaces between BCU Health Board and Denbighshire County Council (DCC) do not develop, leading to significant misalignment between the strategic and operational direction of BCU and DCC**

**Lead Member(s):** Councillor Bobby Feeley

**Risk Owner:** Nicola Stubbins

### **September update:**

The description has been updated to reflect the importance of integrated services more generally and the longer term impact of Covid-19 and the tensions that could create. Controls have been reviewed and categorised as critical or ancillary controls.

### **Description**

Integrated social care and health services and delivering on the [Social Services and Well-being \(Wales\) Act 2014](#) is a fundamental part of our partnership with the health board and more widely, across North Wales, through the Regional Partnership Board and the North Wales Social Care and Well-being Improvement Collaborative.

Whilst BCUHB is no longer in special measures, health at a local level, and the effectiveness of health and social care working together, is subject to increased political and regulatory scrutiny. This requires a level of scrutiny and a strong commitment to partnership. There is a national agenda to drive effective partnership working.

Relationship management and communication is critical to successful mitigation.

### **Anticipated direction of travel:**

The longer term impact of Covid-19 is becoming apparent but is by no means fully understood. The catch up required in routine/planned treatment, exacerbated health inequalities and hidden harms (due to not having treatment, mental health impact of

## Corporate Risk Register (September 2021)

Covid-19), all create a potential for challenge in the system, and therefore the relationship, and could affect delivery of integrated social care and health services in Denbighshire. The funding arrangements with Welsh Government create an ongoing friction.

The partnership arrangements and relationships we have built means there is enough interface and opportunity to deal with issues before they become significant problems.

However, there is a possibility that this risk could increase in terms of both likelihood and impact (and sit further beyond our risk appetite), should our controls be ineffective.

### Impact / Consequences

- Inefficient services
- Gaps in service provision
- Delays/failure to deliver joint projects
- Reputational damage
- Ability to meet statutory duties - Well-being of Future Generations Bill, Social Services and Well-being Act

### Inherent Risk

A1 – Critical Risk: Almost certain / Very high impact

### Controls to Manage Risk (in place)

Critical controls:

- Regional Partnership Board and the North Wales Social Care and Well-being Improvement Collaborative are currently reviewing need for social care and health services as part of our population needs assessment (Social Services and Well-being (Wales) Act 2014).
- Central Area Integrated Services Board is in place.
- BCUHB Area Director in place.
- Two Community Resource Teams have been established.
- The Regional Partnership Board is in place to progress cooperation and integration.

## Corporate Risk Register (September 2021)

- BCUHB is a member of the Conwy/Denbighshire PSB, which has shared priorities and a shared governance vision.

Ancillary controls:

- NWWSiC has reviewed its governance arrangements in partnership with BCUHB.

### Residual Risk

C2 – Major Risk: Possible / High Impact

### **Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Major risk. Risk Appetite suggests that this should be at most a moderate risk. The Risk Owner has confirmed that they are comfortable that the scoring accurately reflects the current risk to the council.



## Corporate Risk Register (September 2021)

### **Risk 18: The risk that programme and project benefits are not fully realised.**

**Lead Member(s):** Cllr Julian Thompson-Hill

**Risk Owner:** Graham Boase

#### **September update:**

Risk owner changer to Graham Boase.

The description has been updated. Controls have been reviewed and categorised as critical or ancillary controls.

The risk has increased from D2 – Major Risk: Unlikely / High Impact to C2 - Major Risk: Possible / High Impact.

A new further action has been committed.

#### **Description**

This risk touches on elements of other risks in our corporate risk register. But specifically, in relation to benefits realisation, there is a real risk of lack of capacity or focus that could result in us not delivering our commitments, partly or wholly. There are reputational and financial consequences, especially where significant funding is coming from Welsh and UK governments, that could affect their confidence in us in the future.

The council currently does not consistently deliver all benefits from projects. Some of the issues include: inconsistent management; resistance to change; staff behaviour and processes not changing as planned. Programmes to be mindful of include: Corporate Plan Board, Corporate Support Services Review (CSSR), Reshaping the Council Budget, Climate and Ecological Change Programme, the regional Growth Deal.

There are a range of Welsh Government and UK Government funding streams for some of our programmes and projects (eg 21<sup>st</sup> Century Schools, UK Levelling Up Fund), and expectations around delivery are extremely high.

## Corporate Risk Register (September 2021)

This risk encompasses risks associated with the council making changes that result in a greater negative impact than we anticipated (formerly risk 00028). When deciding where to make changes, we endeavour to ensure the quality of key services. There is a risk that we haven't identified the correct services as being 'key', and/or that the changes we make are more disruptive than we anticipated.

It is understood that a number of programmes and projects will be facing delays as a result of Covid-19.

### **Anticipated direction of travel:**

The risk has been heightened to reflect the range of new externally funded programmes we are delivering, or will soon be delivering. The risk is still within our (open) risk appetite and we do not expect it to decrease in the short term.

### **Impact / Consequences**

The forecast changes that were alluded to in business cases do not materialise and, hence, neither do their benefits.

In relation to programmes or projects having a greater positive or negative impact than anticipated could result in:

- Services that are important for our residents are no longer available
- Performance in important areas of our business (for our residents) deteriorates
- Reinstatement/correction in performance is difficult and slow to achieve
- Reputation can suffer if performance deteriorates
- Reputation can suffer if messages are not managed
- The impact of not fulfilling our programmes and realising benefits could result in poor social, cultural, economic and environmental outcomes.
- Financial liabilities
- Regulatory liabilities
- Deteriorating staff morale
- Inability to meet statutory obligations
- Disproportionate return on investment.

## Corporate Risk Register (September 2021)

- Failure to maximise opportunities for the benefit of communities and businesses in Denbighshire.
- Failure to agree a regional approach to funding projects.

Importantly, as resources have reduced, there is less capacity to additionally respond to new, emerging and unplanned issues of importance to residents, councillors or partners.

### Inherent Risk

B2 – Critical Risk: Likely / High Impact

### Controls to Manage Risk (in place)

Critical controls (newest first):

- Programmes and projects are developed within robust management and governance systems.
- We have a new capital strategy to help us plan over a longer term for capital projects and how we commit capital funding. The new process also sets a communication and engagement plan with a range of stakeholders, which as seen as critical to a successful budget setting process going forward.
- We ensure we have senior-level representation at board meetings. The North Wales Economic Ambition Board is attended by Denbighshire's Leader. Director-level representation is in place for the officer groups that support the Board and relevant key officers are represented on work stream meetings.
- Corporate Programme Office in place.
- Leadership Strategy in place.
- Strategic Planning team will support the Corporate Plan Board, and also support performance management in the organisation, therefore there's a strong alignment between 'change' and BAU.
- Impact assessments are undertaken and form part of the cover report for decisions.
- Risk are considered and form part of the cover report for decisions.
- Use of Verto to record benefit tracking and significant outcomes from projects will be picked up as part of Service Planning process.

## Corporate Risk Register (September 2021)

- Finance remove savings from budgets to ensure financial savings are delivered.
- Quarterly Performance Reports on the Corporate Plan are sent to SLT, Cabinet and Scrutiny.
- SLT reviews key projects every three months.
- Programme Board members have attended Programme Management training.
- Lead Member for Finance, Performance & Strategic Assets now chairs the Corporate Plan Board, also sitting on the Budget Board. Their involvement in both boards ensures a coherent approach to our programmes and financial planning.
- The Corporate Plan was reviewed during its second tranche review in July during which the impact of Covid-19 and current project progress was analysed. Senior managers and Cabinet confirmed their continued commitment to existing projects.
- The content of the Corporate Plan was developed and agreed with officers and Members at the start of the new council year. This document should capture the ambition of Elected Members for their term of office.
- The development of the new Corporate Plan will be an opportunity for residents, businesses, councillors and partners to consider what to prioritise for the next five years, and to put in place ambitious but deliverable plans.
- Heads of Service assume responsibility for the implementation of new legislation, supported by the Strategic Planning Team where appropriate.

Ancillary controls:

- The council partakes in government consultations on new legislation (either directly or through the WLGA).

### Residual Risk

C2 - Major Risk: Possible / High Impact

**Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Yes

# Corporate Risk Register (September 2021)

## Further Actions

1. Ensure all of SLT have access to necessary training to support them in their roles as sponsors and to manage interdependencies

**Action Due Date:** 31/03/2023

**Person Responsible:** Graham Boase

## Corporate Risk Register (September 2021)

**Risk 27: The risk that even if the settlement is as anticipated, decisions that are necessary to identify and deliver the savings programme and enable a balanced budget are not taken or implemented quickly enough**

**Lead Member(s):** Cllr Julian Thompson-Hill

**Risk Owner:** Steve Gadd

### **September update:**

Risk owner changed to Steve Gadd. The description has been updated. Controls have been reviewed and categorised as critical or ancillary controls. The further action has been extended from 30/04/2021 to 31/12/2021.

### **Description**

As our financial settlement reduces, we need to identify savings and gain approval for, and deliver, plans as to where to reduce or withdraw financial resources. Even if the budget we anticipate is the settlement we receive, there is still a risk for funding our services and savings identified may not be delivered as expected or in-year demand/pressures arise.

Any plans require the approval of Council, and must be implemented in a timely manner that complies with legislation. While the budget process has been successful to date there are still substantial future savings to be made by the local authority and the political environment remains sensitive.

As decisions are becoming harder lead in times are becoming longer.

The Head of Finance and Property's service plan includes key performance indicators that are associated with effective management of this risk (for example, the percentage of savings achieved and the percentage of savings that are needed for the following year that are identified).

### **Anticipated direction of travel:**

# Corporate Risk Register (September 2021)

Static risk. It will always be present on our corporate risk register because it requires close management at the most senior corporate and political levels of the council.

## Impact / Consequences

- Denbighshire overspends on its budget.
- Denbighshire cannot deliver savings.
- Denbighshire has insufficient time to ensure good financial monitoring and robust planning.

## Inherent Risk

B1 – Critical Risk: Likely / Very High Impact

## Controls to Manage Risk (in place)

Critical controls (newest first):

- A new three to five-year budget process has been agreed by Council. It aims to capture 'small' scale budget flaws (under £100k), identify key strategic budget pressures (over £100k) and aims to ensure a full picture of pressures can be considered in a timely manner and are managed more closely. It is hoped this new approach will identify pressures in services as well areas needing investment. It also aims to identify bigger projects that make savings over the period of three to five years, to minimise the savings target. The new process also sets a communication and engagement plan with a range of stakeholders, which as seen as critical to a successful budget setting process going forward.
- The budget process has been followed and discussed at a range of fora, and more meetings are planned for the autumn 2021.
- The budget setting process involves Members, so they understand that difficult decisions are necessary, and they are involved with developing the proposals. This should make them more likely to support the recommendations made.
- The better than expected settlement for 2020 to 2021 means that only savings with minimum impact on service delivery and staff have been accepted.

## Corporate Risk Register (September 2021)

- The Budget Board has been established, which is likely to make some controversial suggestions that will require political support. Therefore, there may be increased risk of not achieving approval for the service changes required to deliver a balanced budget.
- Early identification of the budget gap and potential actions to address it are managed through the Budget Board and SLT.
- All of these controls are in place to ensure good financial monitoring and robust financial planning.

Ancillary controls:

- None

### Residual Risk

C2 – Major Risk: Possible / High Impact

### Is our risk exposure (based on the score) consistent with the council's Risk Appetite?

Major risk. Risk Appetite suggests that this should be at most a moderate risk. The Risk Owner has confirmed that they are comfortable that the scoring accurately reflects the current risk to the council.

### Further Actions

#### 1. Review Strategic Investment Group (SIG) process.

**Action Due Date:** 31/12/2021

**Person Responsible:** Steve Gadd



## Corporate Risk Register (September 2021)

### **Risk 30: The risk that Senior Leadership capacity and skills to sustain service and corporate performance is not available**

**Lead Member(s):** Councillor Julian Thompson-Hill

**Risk Owner:** Graham Boase

#### **September update:**

Risk owner changed to Graham Boase.

The description has been updated with the latest position. Controls have been reviewed and categorised as critical or ancillary controls.

The risk score has increased from D3 Moderate Risk: Unlikely / Medium, to C3 – Moderate Risk: Possible / Medium, and is now the same as the residual risk score (the level of risk posed before controls). This escalation is expected to be temporary.

#### **Description**

The current structure of the Senior Leadership Team has been built on the strength and experience of current potholders. As the number of posts at SLT has reduced there is a concentration of key roles that are critical to the successful delivery of services, and the organisation's ability to respond to policy and legislation. There is a risk that individuals with particular skill sets would be difficult to replace, and there is also a risk that the organisation is not flexible enough to keep up with the pace of change required in light of new corporate priorities and future budget pressures. There is great pressure on the Senior Leadership Team, who have been managing services remotely through the pandemic, whilst trying to manage business as usual. Currently, two heads of service posts are filled on an interim basis (although recruitment is now active), and another post will become vacant from March 2022. A Corporate Director post will soon become vacant following the previous post holder's recruitment into the Chief Executive position.

#### **Anticipated direction of travel:**

## Corporate Risk Register (September 2021)

The risk has increased, but the increase is anticipated to be temporary. The risk remains within our risk appetite and is not expected to exceed it.

### Impact / Consequences

- Reputational damage.
- Declining performance.
- Poor performance against new priorities.
- Stress and poor health and well-being.

### Inherent Risk

C3 – Moderate Risk: Possible / Medium Impact

### Controls to Manage Risk (in place)

Critical controls (newest first):

- At the Spring Leadership Conference, it was agreed that a questionnaire would be published to identify the training and development requirements that managers have to be able to effectively manage and lead in the new ways of working. A questionnaire is now live and feedback from the survey will inform the training plan for management and leadership in the council going forward.
- Leadership Strategy is in place
- Heads of Service are tested on their succession plans through Service Challenge
- Quarterly Leadership Conferences held to develop middle managers.
- Heads of Service are encouraged to rethink their service plans against context of new corporate plan, budget decisions, and any new legislation, etc.
- The establishment of an alternative service delivery model for leisure includes within the project the need to reduce the risk of knowledge and skills loss. The senior leadership team restructure took place in September 2019.

Ancillary controls:

## **Corporate Risk Register (September 2021)**

- Greater opportunities for Middle Managers to 'act up' to key posts in order to gain experience at a more senior level
- Additional support has been put in place through occupational health.

### **Residual Risk**

C3 – Moderate Risk: Possible / Medium

**Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Yes

## Corporate Risk Register (September 2021)

**Risk 31: The risk of fraud and corruption resulting in financial and reputational loss and possibly impacting on service delivery.**

**Lead Member(s):** Cllr Julian Thompson-Hill

**Risk Owner:** Gary Williams

### **September update:**

Risk owner changed to Gary Williams.

Controls have been reviewed and categorised as critical or ancillary controls.

### **Description**

Denbighshire County Council employs in excess of 4,000, with a net revenue budget for 2020 to 2021 of £208.302m. It commissions and provides a wide range of services to individuals and households and works with a wide range of private, public and voluntary sector organisations. As with any other large organisation, the size and nature of the council's services mean that there is an ongoing risk of loss due to fraud and corruption from both internal and external sources. There is also an ongoing risk of bribery as the council provides and procures goods, works and services.

The council recognises that as well as causing financial loss, fraud is also detrimental to the provision of services, and damaging to the reputation of, and confidence in, the council and public bodies in general.

This risk is a static risk, and our aim is to maintain it as a moderate risk. We would not foresee a time when this risk would not be on the risk register. There are no performance measures currently available to quantify progress in reducing this risk.

### **Impact / Consequences**

- Financial loss.

## Corporate Risk Register (September 2021)

- Loss of reputation and confidence in the council and public bodies in general.
- Negative impact on service provision / delivery.
- Legal / compensation costs.
- Criminal prosecution.
- Negative audit / inspection reports.

### Inherent Risk

C2 – Major Risk: Possible / High Impact

### Controls to Manage Risk (in place)

In its policies and procedures, the council gives out the clear message that it will not tolerate any impropriety by employees, elected Members or third party organisations. It has put in place appropriate and proportionate systems to minimise this risk and these are kept under constant review, including the following:

Critical controls (newest first):

- Internal Audit has recently concluded a review of ethical culture. As a result, we are making improvements to our code of conduct and will strengthen arrangements for declarations of conflicts and interests, including gifts and hospitality.
- The strategy for the prevention and detection of fraud corruption and bribery, which includes fraud response plan, has been updated and will be ratified by Governance and Audit Committee in July 2021. The purpose of the Strategy and Fraud Response Plan is to provide management with a tool to ensure progress and transparency with regards to counter-fraud activities. It is designed to heighten the Council's fraud resilience and demonstrate its protection and stewardship of public funds.
- In developing this Strategy, the Council has adopted the guiding principles included in "Fighting Fraud and Corruption Locally 2020" (FFCL2020) which is the counter fraud and corruption strategy for local government. It provides a blueprint for a coordinated response to fraud and corruption perpetrated against local authorities with the support of those at the top.

## Corporate Risk Register (September 2021)

- IT systems have authorisation controls in place, which reduce the risk of fraud (remote working does not increase the risk)
- The Code of Corporate Governance
- The Code of Conduct for Elected Members
- The Employees' Code of Conduct
- Financial Regulations including Contract Procedure Rules
- The Whistleblowing Policy
- The Anti-Money Laundering Policy
- Recognition and monitoring of the risk of fraud in service risk registers
- Systems of internal control
- Recruitment processes
- Annual review by the council's Internal Audit team
- Regular internal and external review of our systems and procedures
- The risk of fraud and corruption is also managed at a service level

Ancillary controls:

- Engagement with the National Fraud Initiative (NFI)
- E-learning modules on Whistleblowing and Code of conduct

### Residual Risk

E2 – Moderate Risk: Rare / High impact

**Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Yes

# Corporate Risk Register (September 2021)

## Risk 33: The risk that the cost of care is outstripping the council's resource

**Lead Member(s):** Bobby Feeley & Huw Hilditch Roberts

**Risk Owner:** Nicola Stubbins

### September update:

Impact/consequences have been updated. Controls have been reviewed and categorised as critical or ancillary controls.

### Description

The continued inflationary pressure resulting from the cost of domiciliary and residential care means the cost of care could outstrip our budget.

### Anticipated direction of travel:

We expect this to be a static risk that consistently features in our corporate risk register. This ensures continued close management to ensure our controls are working as they should be and are having the desired effect. We do not anticipate changes to the risk score nor to our risk appetite.

### Impact / Consequences

Overspends in Social Care place significant budget pressures on the council and could result in the scaling back or withdrawal of non-statutory services.

The social care budget is consistently overspent by over £1million per year, which up until recently, has been mitigated somewhat by the use of reserves of £0.5million per annum towards the overspend. However, the reserves are now depleted. The annual budget process has taken into account the projected pressure in this area: £2.6million was included as a pressure for 2020 to 2021 and the Budget for 2021 to 2022 included a pressure of £2.4million. It is, however, recognised that growth in demand will also continue in future years.

# Corporate Risk Register (September 2021)

## Inherent Risk

B1 – Critical Risk: Likely / Very High Impact

### Controls to Manage Risk (in place)

Demand needs to be managed in order to maintain current levels of expenditure. The following controls are currently being embedded:

Critical controls:

- A focus on prevention and early intervention so people don't need to go into care.
- Third Sector grant programme.
- Talking Points.
- Community Navigators.
- Supporting Independence Strategy.
- Being innovative and maximising use of grant monies.
- New approach to supporting people to achieving outcomes.
- Improved partnership working with BCUHB and integrated assessment as well as managing continuing health care.
- Identification of the pressures as part of the medium term financial process.
- Our Corporate Director: Communities is a member of WG's Social Care Forum and is examining pay and conditions of social care workforce.

Ancillary controls:

- Opportunities arising from the Healthier Wales Transformation Programme.

## Residual Risk

C2 – Major Risk: Possible / High Impact



## **Corporate Risk Register (September 2021)**

### **Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Major risk. Risk Appetite suggests that this should be at most a moderate risk. The Risk Owner has confirmed that they are comfortable that the scoring accurately reflects the current risk to the council.

### **Further Actions**

#### **1. Development of additional extra care housing (corporate plan priority)**

This is being project managed by the Corporate Plan Board.

**Action Due Date:** 31/01/2022

**Person Responsible:** Phil Gilroy

# Corporate Risk Register (September 2021)

## Risk 34: The risk that demand for specialist care cannot be met locally

**Lead Member(s):** Cllr Bobby Feeley, Cllr Huw Hilditch-Roberts

**Risk Owner:** Nicola Stubbins

### September update:

This risk has recently increased; nationally, regionally and locally. It could become an issue. It is being actively managed.

The description has been reviewed. Controls have been reviewed and categorised as critical or ancillary controls. Impact/consequences reflect the impact on staff.

The risk score has increased from C2 – Major Risk: Possible / High Impact to A2 – Critical Risk: Almost certain / High Impact.

### Description

Availability of some specialist adult and child places can be scarce, leading to the requirement to provide expensive services that aren't available locally. A reduction in the availability of domiciliary care provision means we are unable to provide services needed (particularly in the south of the county).

As at August 2021, 900 hours of domiciliary care have been handed back to the Council due to staff shortages. This means people are waiting for domiciliary care agency allocation. The situation in the south of the county is a particular concern. Adding to the already existing shortage in the south, the main domiciliary care agency covering Llangollen recently pulled out of all of their Llangollen care packages due to lack of staff.

The reasons for this are summarised as follows:

- **Recruitment and retention** – This is a national issue for the care sector. At the root of this are many factors, including the relatively low wages, high demands, and

## Corporate Risk Register (September 2021)

a sometimes perceived lack of esteem/value in the care career path. Even internally in DCC, we struggle to recruit to care work positions.

- **Increase in scale and complexity of needs** – The ageing population brings obvious additional pressures in this area. We have seen an increase in need for double-handed packages. Some individuals currently awaiting domiciliary care have also had previous agencies withdraw, due to their being unable to manage the level/complexity of need.
- **Denbighshire's rural geography** – This presents a number of challenges, including because of costs, e.g. travel time can make a rural care package much less attractive to prospective providers, and recruitment, e.g. as usually care workers covering more rural areas must be able to drive.
- **Citizens' choice** – A number of individuals currently awaiting care have been made offers that they have declined, on the basis that they are unhappy with the specific hours being offered.
- **The prevention and reablement agenda** – Enabling people to remain independent and prevent the need for residential care, prolonged hospital stays etc. as far as possible - while of course significant wellbeing goals and priorities for the council - naturally creates additional pressures on domiciliary care/interim services.

The wider consequences of the pandemic are also making this issue more challenging. We are still facing high rates of community transmission, with staff having to self-isolate. People are also making life changes with some leaving the sector altogether.

### **Anticipated direction of travel:**

Currently, the risk associated with us being unable to meet the demand for specialist care locally is a critical risk, which is beyond our appetite. In the longer term, we hope to bring the risk under control and return to a 'business as usual' scenario. It is not clear how long this will take.

### **Impact / Consequences**

- High cost

## Corporate Risk Register (September 2021)

- Individuals with eligible needs unable to receive suitable domiciliary care due to lack of resources and service provision
- If far from home, there is a detrimental impact on a client's well-being (and that of their family)
- Unable to meet need in preferred language
- Staff become over-stretched

### Inherent Risk

B2 – Critical Risk: Likely / High Impact

### Controls to Manage Risk (in place)

Critical controls (newest first):

*These controls relate to action being taken to deal with the current demand and challenges for domiciliary care provision in the county, as at August 2021*

An emergency regional meeting took place on 2<sup>nd</sup> August to discuss options. Locally:

- We have agreed regionally to stand back up the silver health and social care Covid-19 group, under the remit of the Recovery Coordinating Group.
- We have put a rolling care recruitment programme in place, with three recruitment events in the last month alone, and monthly drives planned for the rest of the year. As a result of this programme we have been able to recruit five new care workers, with an additional eight recruited as supply staff. WG are aware of the situation and have put in train an additional recruitment campaign.
- Our in-house teams (Reablement, Interim and Health & Social Care Support Workers) are covering as many outstanding care packages as possible.
- We are currently looking at how we can safely (in compliance with CIW/SCW requirements) draw on more support from other internal social care staff who do not currently deliver personal care.
- Working closely with health colleagues to manage workload and explore the potential to tap into their care applicants.

## Corporate Risk Register (September 2021)

- Continue to exploring alternative ways of meeting people's needs, within a strengths-based, enabling approach.
- A Community Catalyst has recently been commissioned to get micro-enterprises/micro providers off the ground in Denbighshire
- We are working with Procurement to look at contractual arrangements to respond to the exceptional circumstances.
- We are returning to discussions with other local authorities to look at opportunities for joint commissioning.
- We will continue working to ensure that carers have the support they need.
- We will be exploring possibilities to create more flexibility for residential care staff to provide some domiciliary care hours; however, it is currently not possible to create such arrangements because of Covid-19 infection control measures in care homes.
- We are looking at ways that we can try to manage the expectations of citizens/families; to continue to honour preference as much as possible, while at the same time ensuring that we are realistic about what we can provide, and that we are ultimately led by need.

### *Critical controls under usual circumstances include:*

- Single Point of Access now fully established and proving successful in providing advice and information to individuals in order for them to access community services themselves.
- Community Led Conversations 'What Matters' project changing the way staff support individuals enabling them to take control of their own well-being and utilising other external resources where possible.
- Developing a range of staff skill mixes through workforce development in order to enable staff to work in new ways that complement the new government agenda.
- Series of meetings with providers across CSS underway to negotiate increasing fees.
- Review and re-assessment project to ensure individuals are still eligible under new criteria
- Further development of support budgets

## Corporate Risk Register (September 2021)

- Regional project considering issues.
- Recommissioning domiciliary care project in progress - this includes the implementation of the new regional domiciliary care framework in Denbighshire to include patch based commissioning for difficult rural areas.
- New care team in CSS South Locality (reablers providing longer term support whilst identifying appropriate agency)
- The North Wales Transformation Programme is in place and we are leading one of the four projects.

### Ancillary controls:

- Denbighshire County Council has written to the UK Government following a Notice of Motion that was put before a meeting of Full Council on 12 October 2021. The letter urges UK Government to designate, as a matter of urgency, social care workers as skilled workers, in order that they meet the entry requirements of the post-Brexit points-based immigration system introduced in January 2021.
- Recruitment fayres taken place in county to highlight the need for specific health and social care staff.
- Continue to look at the use of grant monies in creative and combined ways to deliver better solutions.
- CIW national review of domiciliary care - implementing recommendations.

### Residual Risk

A2 – Critical Risk: Almost certain / High Impact

### Is our risk exposure (based on the score) consistent with the council's Risk Appetite?

Critical risk. Risk Appetite suggests that this should be at most a moderate risk. The Risk Owner, together with the Head of Community Support Services, are actively managing this risk to bring it back under control. This is a national issue though and one that is unlikely to be resolved quickly.

# Corporate Risk Register (September 2021)

## Further Actions

### 1. Develop a new Children's Assessment Centre jointly with Conwy CBC

The principal contractor WRW Construction has gone into administration. This has resulted in serious time and financial risks for the project, which is being led by Conwy County Borough Council. Conwy council has sought agreement to depart from usual contract management procedure rules and invite the three unsuccessful companies to tender again for the work. Welsh Government is aware of the current situation.

**Action Due Date:** 31/07/2022

**Person Responsible:** Rhian Morrle

## Corporate Risk Register (September 2021)

### **Risk 36: The risk that any negative impacts of leaving the European Union cannot be mitigated by the council**

**Lead Member(s):** Councillor Hugh Evans

**Risk Owner:** Graham Boase

#### **September update:**

Risk owner changed to Graham Boase.

Description updated to reflect current position, including anticipated direction of travel.

Residual Risk Score downgraded from B2 – Critical Risk: Likely / High Impact, to C2 – Major Risk: Possible / High Impact.

Controls have been reviewed and categorised as critical or ancillary controls.

#### **Description**

The UK has now left the EU and the transition period has come to an end. The implications of the 'light' trade deal that was reached with the EU are not yet fully understood and are being masked by the impact of Covid-19. As a minimum we anticipate, short-term disruption to the trade of certain goods to and from the EU as businesses adapt to new requirements. This could have repercussions on the council in terms of purchasing goods and supplies. Specific long-term implications on Denbighshire businesses, particularly agriculture and the food industry, also need to be better understood. The council must continue, therefore, to be braced for any implications of Brexit in terms of funding (e.g. State-Aid / Shared Prosperity Fund, and current WEFO funded projects), and the likely impact on demand for services. This is developing into an issue but there are risks associated with our exit. Whilst a deal with the European Union is now in place, it is too early to quantify impacts; positive or negative.

#### **Anticipated direction of travel:**



## Corporate Risk Register (September 2021)

We would hope and expect that small Denbighshire based businesses will need to respond / adapt to changing circumstances arising from Brexit in the immediate / short term (i.e. within the first year, covering 2021 to 2022). Likewise, any short-term disruption arising to the supply of goods to the council should be resolvable within that timescale. The impact on larger Denbighshire based businesses, such as forestry, food and agricultural industries, for example, may be felt more in the short to medium-term as they try to adapt their business models to remain sustainable, in 2022 to 23 and perhaps 2023 to 24. We will remain vigilant of the impact of new trading frameworks as they become live. We anticipate recruitment / retention issues to persist along a similar medium-term timetable.

Controls have established clear lines of communication and information sharing that has been critical during a long period of uncertainty. Strong mechanisms are in place to allow ongoing monitoring of the risk as a result. Our next review of this risk will hopefully see this risk reduce again to become a B3 Moderate Risk: Possible / Medium Impact.

### Impact / Consequences

- Lack of clarity on the status of EU citizens living in Denbighshire.
- EU funded projects (e.g. skills, poverty and regeneration projects; rural and business funding).
- Impact on supply chains and procurement of goods and services.
- Impact on farming and agriculture.
- Potentially negative impact on broader public sector provision.
- Foreign Direct Investments in Denbighshire could be affected.
- Legislative change could result in delays and uncertainty for legal proceedings.
- Impact on university education in the region and research.
- Impact on recruitment across public services.
- Denbighshire businesses that import / export to European Union areas. For example, Cefndy exports medical equipment products.

# Corporate Risk Register (September 2021)

## Inherent Risk

B1 – Critical Risk: Likely / Very High Impact

## Controls to Manage Risk (in place)

Critical controls:

- As requested by the Welsh Local Government Association, Denbighshire have two named Brexit lead contacts: Corporate Director: Economy and Public Realm and the Leader.
- Workforce planning is in place.
- Regular contact with Welsh Government and the Welsh Local Government Association.
- Teams within Planning, Public Protection and Countryside Services are available to advise businesses, including the agricultural sector,
- Citizen's Advice Denbighshire have been contracted to engage with EU Citizen's to apply for Settled Status.
- HR have identified and are supporting those within our own workforce who need to apply for Settled Status.
- Services have identified supply chains that could be at risk.
- SLT actively manages risks associated with Brexit, until such time the risks can be managed corporately or at a service-level.
- The council has a representative on the WLGA Brexit Working Group.
- The Statement of Accounts considers Brexit and the impacts of Brexit.

Ancillary controls:

- SLT and Cabinet are regularly briefed on emerging areas of concern.

## Residual Risk

C2 – Major Risk: Possible / High Impact.

## **Corporate Risk Register (September 2021)**

### **Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Major risk. Risk Appetite suggests that this should be at most a moderate risk. The Risk Owner has confirmed that they are comfortable that the scoring accurately reflects the current risk to the council.

## Corporate Risk Register (September 2021)

**Risk 37: The risk that partners don't have the resources, matching priorities or commitment to support delivery of shared plans and priorities, and in particular, fail to reduce inequalities and deprivation**

**Lead Member(s):** Councillor Hugh Evans

**Risk Owner:** Nicola Stubbins

### **September update:**

Risk owner changed to Nicola Stubbins.

The title of this risk has been refocussed to include explicit reference to the importance of wider efforts to reduce inequality and deprivation. Controls have been reviewed and categorised as critical or ancillary controls.

### **Description**

With finite resources and competing priorities, there is a risk of a lack of commitment or capacity available to support realisation of shared plans and priorities.

Denbighshire is not a homogenous community but is made up of a diverse range of different communities where income, education, employment opportunities and housing all vary substantially. Within this diverse mix are communities with high concentrations of multiple-deprivation including some parts of Rhyl and Upper Denbigh within Denbighshire. Despite our, and our communities', clear pride in our areas, deprivation and inequality remain intractable problems that require a 'one public sector focus'. Rhyl West 2 ranks as 'the most deprived ward' in the whole of Wales, and Rhyl West 2 the second according to the Wales Index of Multiple Deprivation.

Overall household income levels in Denbighshire are lower than the national average and a greater proportion of households are estimated to be in poverty, many of which are households with children. There is evidence of higher than average in-work poverty. Based on our analysis of claimant rates, the recent increase in the claimant count, and the

## Corporate Risk Register (September 2021)

time we expect it will take for the employment rate to recover, poverty and destitution, with food and fuel poverty, will be issues affecting adults and families with children over the next five to ten years at least.

There is health inequality within the area. People living in the areas in the most deprived fifth of Denbighshire not only have a shorter lifespan, but also spend less of it in good health compared to those living in the least deprived fifth. There is a difference of over 17 years of healthy life expectancy for females in Denbighshire's most deprived areas when compared to the least deprived. Despite overall increases in life expectancy, the gap between the proportion of life expected to be spent in good health in the most and least deprived areas has shown no clear sign of reducing in the last ten years.

Geographical access to key services forms part of the Welsh Index of Multiple Deprivation 2019 (WIMD 2019). This domain of the WIMD considers the average travelling time to access a range of services considered necessary for day-to-day living, including access to a pharmacy and GP surgery, food shop or primary school for example. As of 2019, the domain now includes a new digital indicator (percentage of unavailability of broadband at 30Mb/s). 14 lower super output areas (LSOAs) in Denbighshire feature in the 10% most deprived in Wales for access to services. These data tell us primarily about travel times to physically access services and indicate a significant population who are likely to suffer poor physical access to services or to be significantly reliant on private transport. That more LSOAs in feature in the 10% deprived in Wales in 2019 for access to services than five years ago, is probably likely to the additional indicator measuring broadband.

### **Anticipated direction of travel:**

Covid-19 has put external pressure on the council and its partners to deliver services; this is likely to be the case into the medium term.

The consequences of Covid-19 have resulted in significant impacts for people's economic and educational outcomes, their physical and mental health, and well-being more generally. As a result of Covid-19 we have already seen exacerbated inequalities (with people from non-white ethnicities being more likely to die from Covid-19) and these are likely to continue for the medium and long term. The prevalence of 'long Covid', the term

## Corporate Risk Register (September 2021)

used to describe continued symptoms of Covid-19, is likely to compound existing inequalities in the same way Covid-19 has.

We therefore do not expect the risk to diminish in likelihood or severity soon.

### Impact / Consequences

- Objectives not delivered.
- Issues/problems that provided justification for the priorities continue or deteriorate.
- Failure to maximise opportunities to collaborate to resolve issues no single organisation is responsible for or capable of resolving on its own.
- Ineffective management of expectations among partners/public leading to reputational damage.
- Investment of council resources with minimal return.
- There will be greater demands this year to manage recovery from Covid-19, with pressures on the front line.

### Inherent Risk

B1 – Critical Risk: Very Likely / High Impact

### Controls to Manage Risk (in place)

Critical controls (newest first):

- Denbighshire County Council's corporate plan is developed in the context of local need and regional priorities. A detailed engagement and well-being assessment is currently underway to assess need in the local area. These pieces of work will inform the development of the new Public Service Board's (PSB) Well-being Plan and the council's new corporate plan.
- Denbighshire is represented at collaborative boards by senior managers and / or political leadership, for example, at the Regional Partnership Board, Economic Ambition Board, and Regional Leadership Board.

## Corporate Risk Register (September 2021)

- Collaborative plans and priorities (for instance, the PSB's Well-being Plan) has been developed to reflect broader public sector priorities across the two counties.
- Regional working to manage the Covid-19 pandemic through the Strategic Coordination Group is working well with all partners present and working together.

| <b>Collaborative partnership</b>    | <b>Collaborative plan/strategy</b>               |
|-------------------------------------|--------------------------------------------------|
| Conwy and Denbighshire PSB          | Well-being Plan                                  |
| North Wales Economic Ambition Board | Growth deal                                      |
| Regional Partnership Board          | Transformation Programme and Regional Priorities |

Ancillary controls:

- None

### **Residual Risk**

C2 – Major risk: Possible / High Impact

### **Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Major risk. Risk Appetite suggests that this should be at most a moderate risk. The Risk Owner has confirmed that they are comfortable that the scoring accurately reflects the current risk to the council.

## Corporate Risk Register (September 2021)

### **Risk 43: The risk that the council does not have the funds or resources to meet its statutory obligations under the Additional Learning Needs and Education Tribunal (Wales) Act 2018**

**Lead Member(s):** Cllr Huw Hilditch-Roberts and Cllr Bobby Feeley

**Risk Owner:** Geraint Davies

#### **September update:**

The description has been updated. Controls have been reviewed and categorised as critical or ancillary controls.

The risk has increased from D3 – Moderate risk: Unlikely / Medium Impact to D2 – Major risk: Unlikely / High Impact. On reflection, we felt we underestimated the impact of the risk in our last review. The risk is no longer within our risk appetite.

#### **Description**

The Additional Learning Needs and Education Tribunal (Wales) Act, 2018 will replace the current Special Educational Needs Code of Practice for Wales (2002). The new Act will be supported by regulations and an ALN Code. The Act replaces the terms 'special educational needs' (SEN) and 'learning difficulties and/or learning disabilities' (LDD) with the new term 'additional learning needs' (ALN). The Act creates a single system, with a single statutory plan, the Individual Development Plan (IDP). This plan will replace existing plans, such as Individual Education Plans (IEPs), Statements of SEN and Learning and Skills Plans.

The Act places a range of duties on local authorities in relation to additional learning needs (ALN), which can be grouped as follows:

Specific duties - in relation to individual learners (usually those in their area) such as duties to maintain individual development plans (IDPs) for some learners (including learners who



## Corporate Risk Register (September 2021)

are dual registered and those with more complex needs) and the duty to reconsider decisions made by school governing bodies.

General duties - to support the functioning and effectiveness of the ALN system – including the duty to provide information and advice and the duty to keep additional learning provision under review.

In addition, local authorities have general education functions - related to maintaining schools and the provision of education, including intervention powers where schools fail to perform their duties.

Local authorities will be directly responsible for meeting the needs of children and young people with the most complex and/or severe needs, those who do not attend a maintained school or FEI in Wales (including those below school age).

Delivery of the legislation and guidance around capacity, is not cost neutral.

This risk has been escalated from the Education and Children's Service Risk Register to reflect the wide-ranging implications for other areas of the council (adult's services, legal, procurement and so on).

### **Anticipated direction of travel:**

This risk is currently beyond our appetite. It is a new piece of legislation that is prompting significant change in working practices, and there are capacity/budgetary implications and constraints. However, once the new Act is embedded and this work becomes business as usual, the risk will decrease. There will always be a risk associated with not meeting individual learner's needs however, but we anticipate being in a position to manage that risk at a service level, in Education and Children's Services risk register.

### **Impact / Consequences**

To not meet the requirements of the Act could have an impact on learners with ALN and would have regulatory and reputational consequences for the authority, including potential legal and financial implications. There is also the potential for increased demand on services. There is a budget pressure and we are anticipating, across Wales, an increase in

## Corporate Risk Register (September 2021)

disputes, which could impact on other services (legal services), and increase the risk for reputational damage.

### Inherent Risk

B2 – Critical risk: Likely / High Impact

### Controls to Manage Risk (in place)

Critical controls (newest first):

*There is an ALN action plan with the following themes:*

- Regional - Denbighshire continues to work collaboratively with colleagues across the region and with support from the regional Transformation lead. We have in the past 6 months completed two update reports for the region which show how Denbighshire is working towards the implementation of the ALN reforms. There are various regional working groups ongoing, with action plans agreed by regional inclusion leads. Denbighshire is leading on the Educated Other Than At School (EOTAS) and Looked After Children (LAC) working groups
- Training – Staff across schools and Education Services have been given the opportunity to attend Person Centred Practice training to prepare them for the intended person centred approach of the ALN reforms. Furthermore, regional training continues to be provided by the North Wales Transformation Team.
- Budgets - School ALN funding is now fully delegated to schools as agreed in the school budget forum on a 3 year rolling average. The aim is to allow schools to plan more effectively in supporting learners who are deemed to have ALN and to be reactive to the needs of learners.
- IT System - Denbighshire, Flintshire, Conwy and Wrexham have jointly procured a new IT system to enable the management of the new ALN processes. Supplied by OLM, ECLIPSE is a cloud based workflow solution enabling users to work more efficiently and effectively whether logging on via a smart phone, tablet or computer. It will allow collaborative working when determining if a child has ALN, Efficient documentation management for those learners with ALN, Easy monitoring of time

## Corporate Risk Register (September 2021)

frames, deadlines and annual reviews with specific timed alerts to ensure statutory commitments are met.

- Learner Support - The Team Around the School has been established to continue to meet the current requirements of the Statutory Assessment process and the ALNET Act 2018 in relation to early intervention and prevention and accurate, timely identification of additional learning needs. It will ensure a flexible responsive and transparent process which will provide clear actions to support the progression of the learner's educational journey.
- Provision – We are currently working with schools to map out their provision, including interventions and strategies that they use to support learners with and without ALN. This will then allow us, along with schools to have a clear understanding and when a child is needing Additional Learning Provision (ALP), a key question in determining if a child has ALN.
- Individual Development Plan – As part of the transformation work and in readiness for the new legislation, we will be trialling the Individual Development Plan (IDP). This plan will replace existing plans, such as Individual Education Plans (IEPs), Statements of SEN and Learning and Skills Plans. This will ensure consistency and continuity, and that provision and rights are protected regardless of the severity or complexity of needs.
- Documentation – Other documents are being developed including a 'Learner Profile' (which will eventually be recorded on the Eclipse IT system), this will capture the support, progress and targets of learners in need of targeted support that may not be defined as ALN. Updated ALN policies, the LA will be working with schools to prepare an updated ALN/Inclusion policy for schools to adopt for September 2021.
- School readiness – Schools have been supporting in the new ALN Coordinator role, which is now compulsory as of January 4<sup>th</sup> 2021 and we have been supporting schools in providing the Welsh Government's non-statutory guidance alongside supplementary guidance from our own Education Services. Schools have also been completing the GwE milestones on the G6 online platform and we also offer support to schools where requested.

## Corporate Risk Register (September 2021)

- This risk is also managed closely at a service level by Education and Children's Services.
- There is budget allocation but it will be reviewed annually, although the pressure is expected to be less in subsequent years.

Ancillary controls:

- None

### Residual Risk

D2 – Major risk: Unlikely / High Impact

### Is our risk exposure (based on the score) consistent with the council's Risk Appetite?

No. Major risk. Risk Appetite suggests that this should be at most a minor risk. As our mitigating actions progress over the next year, we would expect to see the residual risk reducing and brought closer to our risk appetite. We expect the likelihood to reduce, although the impact is anticipated to remain medium or high.

## Corporate Risk Register (September 2021)

### **Risk 44: The risk of Ash Dieback Disease (ADB) in Denbighshire leading to significant health and safety issues that represent a potential risk to life**

**Lead Member(s):** Cllr Tony Thomas

**Risk Owner:** Tony Ward

#### **September update:**

The description has been updated with the expected direction of travel for this risk. The impact considers the impact on carbon absorption. Controls have been reviewed and categorised as critical or ancillary controls. Based on progress with our controls, the residual risk has reduced from A2 – Critical Risk: Almost Certain / High impact to B2 – Critical Risk: Likely / High impact.

The first further action to “Draft Corporate Ash Dieback Action Plan” has an extended completion date and the second further action has been changed to “Develop a business case for further funding to deliver the Ash Dieback Action Plan”, with an extended completion date.

#### **Description**

ADB is already present in Denbighshire. The range and frequency is unknown at this present time. The frequency is currently low but will inevitably increase over the next few years. Also, the number of ash trees in the county is similarly unknown. ADB will not be "business as usual" and the scale must be assessed. There will be a need for changes in management practice. As time is progressing, we are developing a better view of the scale of the issue (due to the inspections).

#### **Anticipated direction of travel:**

## **Corporate Risk Register (September 2021)**

We anticipate that once funding is in place to deliver the action plan, the residual risk will be further reduced and brought closer to, but perhaps not within, our risk appetite. We expect the likelihood to reduce, although the impact is anticipated to remain high. There are no performance measures currently available to quantify progress in reducing this risk, however this will be reviewed once the action plan is in place.

### **Impact / Consequences**

The impact is likely to be far reaching, across various council services and communities themselves.

- Considerable impact on landscape - dead and dying ash trees across the county.
- Increased liability.
- Impacts on statutory functions and service delivery.
- Public safety.
- Staff safety.
- Significant budgetary implications.
- Disruption to infrastructure and communities.
- Political and reputational impact.
- Reduced carbon absorption due to a loss of trees.

### **Inherent Risk**

A1 – Critical Risk: Almost certain / Very high impact

### **Controls to Manage Risk (in place)**

A proactive approach is necessary to understand how many ash trees are in the county and prepare an ADB action plan. Capacity and resources will need to be secured to achieve this.

Critical controls (current controls appear first):

## Corporate Risk Register (September 2021)

- It is growing season now (July 2021) and ash trees are in leaf. We have recruited two additional tree inspectors (bringing our total to four) to increase our capacity to undertake inspections/mapping. Our priority is to gain a good sample of the highways network (which pose the most serious risks), from which we can extrapolate to determine the overall scale of the problem. Over the course of this summer and autumn (2021), we will have gained a sufficient sample for us to base our assumptions to develop an action plan.
- The aim is to have a draft corporate ADB Plan in place by the end of March 2022 (and a business case for funding in place by June 2022), but the impact of ADB will need to be managed for the next 5-10 years.
- In the course of the inspections currently underway, which are being based along our critical routes, we are identifying instances that pose an imminent health and safety risk. Where these are found we are taking action to deal with the risk immediately. This is helping us to bring the risk under a little more control.
- A £250k one-off cash amount was allocated within the 2020 to 2021 budget to support initial development of Action Plan. The Head of Service has discussed the implications of ADB for the medium term financial plan. Welsh Government may fund interventions to tackle ADB, although this is conjecture at this stage.
- £250k base budget is included in the budget proposals for 2021 to 2022 to further develop and commence the project.
- A briefing paper on our approach went to Cabinet in December 2019.
- Project updates are reported on a regular basis.

### Ancillary controls:

- The issue is so significant we are focussed solely on critical controls at this stage.
- However, whilst no formal collaboration is in place, we will work with Conwy informally. We have agreed to meet regularly to discuss progress informally; to learn from one another's experiences, and to ensure we deal with the problem efficiently - doing things once.

## Corporate Risk Register (September 2021)

- Carbon absorption and biodiversity improvement, with favourable replanting/habitat/land management ratio, will be considered as part of the ADB action plan.

### Residual Risk

B2 – Critical Risk: Likely / High impact

### Is our risk exposure (based on the score) consistent with the council's Risk Appetite?

Critical risk. Risk Appetite suggests that this should be at most a moderate risk. Our management of this difficult risk is in its early stages but progress is being made. Our current score reflects this and the serious potential for death or injury. As our mitigating actions progress over the next 12-24 months plus (the action plan will be a 5-10-year effort), we would expect to see the residual risk reducing and brought closer to our risk appetite. We expect the likelihood to reduce, although the impact is anticipated to remain high.

### Further Actions

#### 1. Draft Corporate Ash Dieback Action Plan

Action plan will be informed by detailed mapping of the council's ash tree population and condition information, identifying those trees that need to be made a priority based on the level of risk.

**Action Due Date:** 31/03/22

**Person Responsible:** Tony Ward

#### 2. Develop a business case for further funding to deliver the ABD Action Plan

Ash Dieback is anticipated to have the greatest impact over the next ten years. Our action plan to tackle the issue will require resourcing.



# Corporate Risk Register (September 2021)

**Action Due Date:** 30/06/2022

**Person Responsible:** Tony Ward

## Corporate Risk Register (September 2021)

### **Risk 45: The risk that the council fails to become a net carbon zero and ecologically positive council by 2030.**

**Lead Member(s):** Cllr Brian Jones and Cllr Tony Thomas

**Risk Owner:** Alan Smith

#### **September update:**

Risk owner changed to Alan Smith.

This risk previously - "The risk that the council is unable to deliver the agenda of Council and external organisations within existing resources" - was felt to duplicate elements of risk 18 (programme and project benefits not being realised), risk 21 (our strategic relationship and plans with the health board), and risk 37 (partners', their plans, resources and commitment to shared priorities). However, a risk linked to being unable to deliver the agenda of the Council is still present and following Council's declaration of a Climate Change and Ecological Emergency in July 2019, this risk now focuses singularly on the Climate and Ecological Change Programme.

All elements have been updated.

#### **Description**

Since declaring a Climate Change and Ecological Emergency in July 2019, we have developed a Climate and Ecological Change Programme to become a net carbon zero and ecologically positive council by 2030.

#### **Anticipated direction of travel:**

This risk is currently beyond our risk appetite. Our management of this difficult risk is in its early stages but progress is being made, and we expect to receive positive feedback from Audit Wales on our programme management and organisational ambition on this agenda. This risk will require close and very regular management to ensure controls are working as intended. We expect the likelihood to reduce, although the impact is anticipated to remain high. The programme contains a range of indicators to track progress and performance.

# Corporate Risk Register (September 2021)

## Impact / Consequences

- The impact of not fulfilling our programmes and realising benefits could result in poor social, cultural, economic and environmental outcomes. This could result in us not meeting our carbon reduction and absorption targets and not maximising benefits such as flood alleviation, urban cooling, contributing to keeping to temperature rise to 1.5 degrees or lower.
- Damage to reputation
- Financial liabilities
- Regulatory liabilities
- Deteriorating Staff morale
- Inability to meet statutory obligations

## Inherent Risk

A1 – Critical Risk: Almost Certain / Very High Impact

## Controls to Manage Risk (in place)

Critical controls (newest first):

- Climate Change team has been established, with a programme board in place. Resource plans are in place for services for key areas of the Climate and Ecological Change Programme.
- The Climate and Ecological Change programme actively seek opportunities for external grant funding
- Introduction to Climate Change training is available to all staff. Most of the Senior Leadership Team have attended a one-day accredited Carbon Literacy course. Intranet pages launched to increase awareness of staff to the contribution they can make.
- Active participation in national, regional and local strategy and operational groups to leverage benefits from collaboration.

## Corporate Risk Register (September 2021)

- We are anticipating some feedback from Audit Wales regarding performance and judging success of the Climate and Ecological Change programme and how the Council will ensure resources are in place to deliver the programme.

Ancillary controls:

- None.

### Residual Risk

B2 – Critical Risk: Likely / High

#### **Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Critical risk. Risk Appetite suggests that this should be at most a minor risk. Our management of this difficult risk is in its early stages but progress is being made. We expect the likelihood to reduce, although the impact is anticipated to remain high. It is unlikely that this risk will be brought closer within our risk appetite for some time to come. Although, clearly, our ambition is to meet the target, we hope to be able to reduce the impact of the risk closer to 2030 once sufficient benefits and positive impacts have been achieved.

#### **Further actions:**

- 1. Ensure all of SLT, including any new members, attend one-day carbon literacy training**

**Action Due Date:** 31/03/2022

**Person Responsible:** Helen Vaughan-Evans

- 2. Develop the maturity of the benefit realisation approach for the Programme**

**Action Due Date:** 31/03/2022

# Corporate Risk Register (September 2021)

**Person Responsible:** Helen Vaughan-Evans

# Corporate Risk Register (September 2021)

## **Risk 47: The risk that the new North Wales Corporate Joint Committee (CJC) results in the council having less influence and control at a local level**

**Lead Member(s):** Cllr Hugh Evans

**Risk Owner:** Gary Williams

### **September update:**

This is a new risk.

### **Description**

The Local Government and Elections (Wales) Act 2021 has created provision for the establishment of Corporate Joint Committees. For North Wales, this means the creation of a single North Wales CJC with three key functions:

1. Strategic development planning
2. Regional transport planning
3. Regional economic development

The CJC has to set its budget by January 2022 and the functions of the CJC must be operational from June 2022.

The CJC offers opportunities to establish a strategic and regional approach to these functions to develop Denbighshire's economy and communities. However, there is a risk that there is insufficient clarity, time and engagement to capitalise on these opportunities. Conversely, there is a risk that the council puts in a lot of effort but doesn't receive a proportionate return on investment.

### **Anticipated direction of travel:**

We anticipate that this risk will reduce, and potentially disappear once the CJC is fully established and operational. However, the risk, once it is fully understood established, will

## Corporate Risk Register (September 2021)

need to be re-evaluated. For example, there may be a risk of reduced local oversight. There are no performance measures currently available to quantify progress in reducing this risk.

### Impact / Consequences

- Failure to agree a regional approach to the workings of the CJC.
- Failure to agree the budget.
- Risk of confusion between the CJC and the North Wales Economic Ambition Board.
- Failure to maximise opportunities for the benefit of communities and businesses in Denbighshire.
- Poor services.
- Disproportionate return on investment.

### Inherent Risk

C2 – Major Risk: Possible / High Impact

### Controls to Manage Risk (in place)

Critical controls:

- We will be holding a series of internal meetings in September 2021 to establish a corporate position on what we want the CJC to look like. Our aim is to have a single Denbighshire position to shape the discussion regionally.

Ancillary controls:

- None at present.

### Residual Risk

D3 - Moderate Risk: Unlikely / Medium

## **Corporate Risk Register (September 2021)**

**Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Yes



## Corporate Risk Register (September 2021)

### **Risk 48: The risk that recruitment and retention issues, leading to a loss of expertise and capacity, worsen resulting in poor or inadequate services**

**Lead Member(s):** Cllr Hugh Evans

**Risk Owner:** Graham Boase

#### **September update:**

This is a new risk. The controls set out the activity that is planned to help us properly assess this risk.

#### **Description**

Many services have been struggling to recruit and retain staff for some time, particularly – but not limited to - critical front line social care and health and highways and environment roles. This is a national issue for the care sector. At the root of this are many factors, including the relatively low wages, high demands, and sometimes a perceived lack of esteem/value in the care career path in particular. There are also some regional pressures associated with neighbouring employers offering higher salaries.

The behaviour changes resulting from social-distancing measures - with the pivot to home working now common in many workplaces – means people are now able to apply for jobs from across Wales, UK and beyond.

Furthermore, one emerging consequence of Covid-19 is that people are reassessing their situation and ambitions and are making different life choices, which sometimes involves leaving their roles.

With the resurgence of the hospitality and retail sectors following Covid-19, potential new employees and some existing employees (whether employed by the council or an agency), are taking positions in these sectors instead.

# Corporate Risk Register (September 2021)

These changes also present opportunities, with the council being able to position itself to attract a wider pool of talent from a much larger geographical area.

## Anticipated direction of travel:

The risk, in terms of its likelihood and impact, is not fully understood at present. What is more, the severity of the risk will not be the same for all services (for example, in relation to Risk 34: The risk that demand for specialist care cannot be met locally). There is most acute concern in adult and children's services, followed by concern in highways and environment roles, in environmental health and finance roles for example. However, at this stage we anticipate that this risk will reduce in the short to medium term, and will eventually be managed solely by Services themselves with support from Legal, HR and Democratic Services. There are no performance measures currently available to quantify progress in reducing this risk.

## Impact / Consequences

- Failure to recruit to and retain staff in key roles, including front line positions
- Difficulty in sustaining services
- Difficulty meeting statutory requirements
- Deteriorating staff morale/well-being
- Increased pressure on middle and senior managers
- Reputational damage, i.e. the council isn't perceived to be a desirable employer with favourable terms and conditions
- Failure to position Denbighshire as a great place to work

## Inherent Risk

B3 – Major Risk: Likely / Medium Impact

## Controls to Manage Risk (in place)

Some services are taking specific actions, such as Highways and Environment Service working with Working Denbighshire or Adult's Services working with Communities and Customers to deliver a targeted recruitment programme. This risk though captures the

## Corporate Risk Register (September 2021)

impact on the organisation corporately and the following controls reflect a corporate response. Whilst these controls are regarded as important to undertake, we are not currently certain that they will reduce the risk. There are regional and national pressures around recruitment and retention and some of these pressures may resolve themselves as we recover from Covid-19, for instance.

Critical controls:

- HR will be facilitating workforce planning discussions with all services through November 2021. Those discussions will include recruitment and retention. HR will, alongside Services, explore a range of different strategies that could be put in place to support recruitment activities and help with retention, such as upskilling our own employees; working with partners, job redesign and market supplement payments.
- Following completion of workforce planning with all services HR will attend SLT (date TBC) to discuss the actions that might be needed to address issues/opportunities corporately. At that point the risk can be properly assessed. Until then this risk remains under development.
- Activities that are likely to be considered in relation to a taking a corporate approach to the issue could include a review of our marketing, recruitment process, and how managers and 121s support learning and development.
- Denbighshire County Council has written to the UK Government following a Notice of Motion that was put before a meeting of Full Council on 12 October 2021. The letter urges UK Government to designate, as a matter of urgency, social care workers as skilled workers, in order that they meet the entry requirements of the post-Brexit points-based immigration system introduced in January 2021.
- Work experience, career grade job roles, apprenticeships are available in the council.
- Work is taking place regionally to tackle particular/acute recruitment issues (such as those in social care and health).
- We are adopting a more commercial, marketed approach to recruitment.
- A real living wage workshop is taking place with Full Council on 14 September 2021.

# Corporate Risk Register (September 2021)

Ancillary control:

- Denbighshire County Council has written to the UK Government following a Notice of Motion that was put before a meeting of Full Council on 12 October 2021. The letter urges UK Government to designate, as a matter of urgency, social care workers as skilled workers, in order that they meet the entry requirements of the post-Brexit points-based immigration system introduced in January 2021.

## Residual Risk

B3 – Major Risk: Likely / Medium Impact

### **Is our risk exposure (based on the score) consistent with the council's Risk Appetite?**

Yes. If operational and policy delivery is regarded as the most significant impact, our risk appetite in this regard is open.

### **Further actions:**

- 1. Understand the implications of adopting a real living wage policy for DCC and explore whether Welsh Government will implement it nationally and fund it**

**Action Due Date:** 31 March 2022

**Person Responsible:** Louise Dougal

- 2. Explore the potential of market supplements for certain roles.**

**Action Due Date:** 31 January 2022

**Person Responsible:** Louise Dougal

## Appendix 2: Risk Scoring Matrix

### Grading the likelihood of an event

| Grade                    | % chance   | Description                                                |
|--------------------------|------------|------------------------------------------------------------|
| <b>A: Almost Certain</b> | Over 70%   | Event is almost certain to occur in most circumstances     |
| <b>B: Likely</b>         | 30% to 70% | Event likely to occur in most circumstances                |
| <b>C: Possible</b>       | 10% to 30% | Event will possibly occur at some time                     |
| <b>D: Unlikely</b>       | 1% to 10%  | Event unlikely and may occur at some time                  |
| <b>E: Rare</b>           | Under 1%   | Event rare and may occur only in exceptional circumstances |

### Rating the impact of an event

| Rating              | Time / cost / objectives                                                                   | Service performance                                            | Reputation                                                        | Financial cost |
|---------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------|----------------|
| <b>1: Very High</b> | More than 50% increase to project time or cost. Project fails to meet objectives or scope. | Unable to deliver core activities. Strategic aims compromised. | Trust severely damaged and full recovery questionable and costly. | Over £5million |

| <b>Rating</b>      | <b>Time / cost / objectives</b>                                                                                     | <b>Service performance</b>                                     | <b>Reputation</b>                                                        | <b>Financial cost</b>  |
|--------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------|------------------------|
| <b>2: High</b>     | 20% to 50% increase to project time or cost. Impact on project scope or objectives unacceptable to sponsor.         | Significant disruption to core activities. Key targets missed. | Trust recoverable at considerable cost and management attention.         | £1million to £5million |
| <b>3: Medium</b>   | 5% to 20% increase to project time or cost. Major impact on project scope or objectives requiring sponsor approval. | Disruption to core activities / customers                      | Trust recovery demands cost authorisation beyond existing budgets.       | £350,000 to £1million  |
| <b>4: Low</b>      | Less than 5% increase to project time or cost. Minor impact on project scope or objectives.                         | Some disruption to core activities / customers                 | Trust recoverable at modest cost with resource allocation within budgets | £50,000 to £350,000    |
| <b>5: Very Low</b> | Insignificant increase to project time or cost. Barely noticeable impact on project scope or objectives.            | Minor errors or disruption.                                    | Trust recoverable with little effort or cost.                            | Less than £50,000      |

The combination of impact and likelihood results in a risk exposure rating of:

| Risk Score                     | Risk Severity | Escalation Criteria                                                                        |
|--------------------------------|---------------|--------------------------------------------------------------------------------------------|
| C5, D4, D5, E4, E5             | Minor         | Risk easily managed locally – no need to involve management                                |
| A5, B4, B5, C3, C4, D3, E2, E3 | Moderate      | Risk containable at service level – senior management and SLT may need to be kept informed |
| A3, A4, B3, C2, D1, D2, E1     | Major         | Intervention by SLT with Cabinet involvement                                               |
| A1, A2, B1, B2, C1             | Critical      | Significant SLT and Cabinet intervention                                                   |

## Summary of Denbighshire's Risk appetite statement (as agreed September 2020)

Denbighshire County Council's risk appetite in relation to different aspects of council business is summarised below:

- **Reputation and Credibility** – Open risk appetite, willing to consider all options and choose one that is most likely to result in successful delivery with an acceptable level of reward (and value for money). This means we will tolerate minor, moderate or major risks.
- **Operational and Policy Delivery** – Open risk appetite, willing to consider all options and choose one that is most likely to result in successful delivery with an acceptable level of reward (and value for money). Again, this means we will tolerate minor, moderate or major risks.
- **Financial Projects** - Open risk appetite, willing to consider all options and choose one that is most likely to result in successful delivery with an acceptable level of reward (and value for money). As above, we will tolerate minor, moderate or major risks.
- **Financial Treasury Management** – Cautious risk appetite, preference for safe options that have a medium degree of inherent risk and may have some potential for rewards. Within this risk appetite, we will only tolerate minor or moderate risks.
- **Compliance and Regulation - Safeguarding** – Minimalist risk appetite, preference for ultra-safe options where the well-being of individuals is concerned, with a low degree of inherent risk and have a potential for only limited (safe) reward. This means we will only accept minor risks in this area.
- **Compliance and Regulation - Other** – Cautious risk appetite, preference for safe options that have a medium degree of inherent risk and may have some potential for rewards. Again, we will only tolerate minor or moderate risks in this area.
- **People (Workforce) Learning and Development** – Cautious risk appetite, preference for safe options that have a medium degree of inherent risk and may have some potential for rewards. As above, minor or moderate risks only will be tolerated.
- **People (Workforce) Terms and Conditions** – Minimalist risk appetite, preference for ultra-safe options that have a low degree of inherent risk and have a potential for only limited reward. This means we will only accept minor risks in this area.



## **Appendix 3: Applying risk appetite**

The September 2021 corporate risk review paid particular attention to our risk appetite and our anticipated direction of travel for each risk. Risk owners were asked to consider how effectively risks are being managed down, or out of the register, and the extent to which controls have been effective or not. Integral to these discussions was consideration of our risk appetite, and how risks that are inconsistent with our appetite will be brought back into line.

### **Example: Ash Die Back (ADB)**

#### **Step 1: Consider the risk, its impact and residual risk score**

It is important here to select the most severe impact. For example, in the case of ADB, impacts range from increased liability, public safety, budget to reputational impacts. Of all these impacts public safety is the most severe impact.

#### **Step 2: Determine the council's risk appetite<sup>1</sup>**

On the basis that public safety is the most severe impact, we have used our appetite statement in relation to compliance and regulation.

Risk appetite suggests that because the most severe impact could be public protection, then will we only accept a cautious risk appetite and therefore, this should be at most a moderate risk, owing to the serious potential for death or injury.

#### **Step 3: Compare the appetite to the actual risk score**

Our risk management guide includes the following table. I have added a final column to demonstrate how our risk appetite statement maps onto our risk severity (this is our classification for a risk on the basis of the likelihood and impact being combined).

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<sup>1</sup> The council's risk appetite statement can be found [here](#), from page 36.

| <b>Risk Score</b>                             | <b>Risk Severity</b> | <b>Escalation Criteria</b>                                                                 | <b>Risk appetite</b>                     |
|-----------------------------------------------|----------------------|--------------------------------------------------------------------------------------------|------------------------------------------|
| <b>C5, D4, D5,<br/>E4, E5</b>                 | <b>Minor</b>         | Risk easily managed locally – no need to involve management                                | Minimalist<br>Cautious<br>Open<br>Hungry |
| <b>A5, B4, B5,<br/>C3, C4, D3,<br/>E2, E3</b> | <b>Moderate</b>      | Risk containable at service level – senior management and SLT may need to be kept informed | Cautious<br>Open<br>Hungry               |
| <b>A3, A4, B3,<br/>C2, D1, D2,<br/>E1</b>     | <b>Major</b>         | Intervention by SLT with Cabinet involvement                                               | Open<br>Hungry                           |
| <b>A1, A2, B1,<br/>B2, C1</b>                 | <b>Critical</b>      | Significant SLT and Cabinet intervention                                                   | Hungry                                   |

Our ash die back risk is classified as B2 – Critical Risk: Likely / High impact. Critical risks, as per our risk appetite statement, should apply to only those risks for which we are risk hungry. Yet our appetite in relation to ADB, as confirmed by step 3, is cautious and should therefore be a moderate risk at most.

**Step 4: Discuss whether we are comfortable with the risk being inconsistent with our risk appetite**

Discussion is key. Sometimes risk owners will decide that they are not comfortable and immediate action needs to be taken to reduce/remove the risk. More often though, owners are satisfied that the controls in place will bring the risk back into line with our risk appetite statement.

ADB is a good example of a risk being beyond our appetite, but where we are comfortable with the inconsistency on the basis of our plans. In the case of ADB, there is a direction of travel with clear plans to get the risk back into our comfort zone.

**Step 5: Set out the anticipated direction of travel**

This conversation can help to review the effectiveness of controls, and may expose gaps in our management of the risk. Furthermore, this direction of travel will inform the continued review of the risk to ensure progress is being made in the right direction, within anticipated time frames.

Commonly, risk owners expect to see the likelihood of a risk reducing, with the impact staying the same for the foreseeable future. In the case of ADB, our current review anticipates that the residual risk will be further reduced and brought closer to, but perhaps not within, our risk appetite.

Mae tudalen hwn yn fwriadol wag

|                                   |                                                                                                                                                               |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>             | <b>Pwyllgor Craffu Perfformiad</b>                                                                                                                            |
| <b>Dyddiad y Cyfarfod:</b>        | <b>25 Tachwedd 2021</b>                                                                                                                                       |
| <b>Aelod Arweiniol / Swyddog:</b> | <b>Aelod Arweiniol Addysg, Gwasanaethau Plant ac Ymgysylltu â'r Cyhoedd – Y Cynghorydd Huw Hilditch-Roberts/Pennaeth Cymunedau a Chwsmeriaid - Liz Grieve</b> |
| <b>Awdur yr Adroddiad:</b>        | <b>Rheolwr Gwella Gwasanaethau – Ffion Angharad</b>                                                                                                           |
| <b>Teitl:</b>                     | <b>Y wybodaeth ddiweddaraf am y system C360 CRM</b>                                                                                                           |

## **1. Am beth mae'r adroddiad yn sôn?**

- 1.1. Mae'r adroddiad hwn yn darparu trosolwg o weithredu system C360 Rheoli Cyswllt Cwsmer (CRM), a'i pherfformiad sy'n berthnasol i fanyleb y cynnyrch. Mae hefyd yn amlinellu defnydd gwasanaethau'r Cyngor o C360 fel CRM corfforaethol neu ddatrysiad cyswllt cwsmer integredig, a'u galw parhaus am ffurflenni ymholiadau cwsmer newydd.

## **2. Beth yw'r rheswm dros lunio'r adroddiad hwn?**

- 2.1. Galluogi'r Pwyllgor i gyflawni ei rôl craffu o ran gwasanaethau/perfformiad y Cyngor sy'n berthnasol i gyswllt a bodlonrwydd cwsmeriaid, wrth sicrhau gwerth am arian.

## **3. Beth yw'r Argymhellion?**

- 3.1. Bod y Pwyllgor yn ystyried cynnwys yr adroddiad hwn ac, os yw'n briodol, nodi unrhyw feysydd y dylid eu craffu ymhellach.

## 4. Manylion yr adroddiad

### 4.1 Cefndir

Cafodd cytundeb system C360 CRM ei gymeradwyo yn 2018, ar ôl gwerthuso ac ystyried cynnig y cyflenwyr (Civica), a oedd yn bodloni a chyflawni'r mwyafrif o ofynion CSDd gan roi ystyriaeth benodol i:

- yr angen i ddisodli system LACRM bresennol sy'n 10 oed (a oedd yn anaddas oherwydd nad oedd y cyflenwyr yn ei chefnogi bellach a'i bod yn risg o ran diogelwch TG).
- dileu dibyniaeth y Cyngor ar Lotus Notes – oherwydd bod y sefydliad wedi symud i'r datrysiad Microsoft corfforaethol newydd fel prif blatfform busnes y Cyngor.
- Gofyniad am system CRM amlswyddogaethol sy'n darparu:
  - un golwg o hanes ymholiadau cwsmer;
  - cyfle i breswylwyr/cwsmeriaid gofnodi, olrhain a rheoli gofynion gwasanaeth yn uniongyrchol yn annibynnol;
  - darparu ciw gwaith rheolaeth ganolog i weithredwyr gwasanaeth er mwyn gweithredu ar geisiadau gwasanaeth gan bob cwsmer o sianeli mynediad niferus.

Mae C360 yn ddatrysiad aml-sianel sy'n cefnogi cyfathrebu dros y we, ffôn, wyneb i wyneb, post, e-bost, neges destun a ffôn symudol yn uniongyrchol.

### 4.2 Penawdau

Cafodd system C360 CRM ei gweithredu fesul cam dros 6 wythnos o fis Chwefror 2019 – hyd yma, mae gennym 60 ffurflen cais gwasanaeth weithredol.

*Gweler atodiad 1 am fanylion*

Parhaodd datblygiadau ar ôl gweithredu, a dros y 12 mis nesaf, gwelsom nifer o welliannau newydd yn 'mynd yn fyw':

- ✓ adroddiadau perfformiad Cynghorwyr a rheolwyr pwrpasol yn cael eu dosbarthu bob wythnos trwy C360.
- ✓ Eich Llais – platfform unedig ar gyfer canmoliaethau, cwynion, awgrymiadau, adborth.
- ✓ Y wybodaeth ddiweddaraf wedi'i hanfon dros e-bost at gwsmeriaid i gadarnhau camau gweithredu ar ôl cwblhau.

- ✓ Hunanwasanaeth (Porthol Cwsmeriaid).

Gwahoddwyd Swyddogion a nodwyd fel defnyddwyr C360 a phob Aelod i fynychu un o nifer o sesiynau hyfforddiant a drefnwyd – ar y cyfan, cafwyd presenoldeb da yn y rhain.

Un o brif nodweddion cyflawniadau C360 yw'r gallu i swyddogion ychwanegu diweddariadau/nodiadau cwsmeriaid at ymholiadau gwasanaeth, a gaiff eu darparu'n awtomatig i gwsmeriaid, gan greu gwybodaeth well i gwsmeriaid heb effeithio ar gapasiti gwasanaeth. Gweler Atodiad 2 am enghreifftiau o arfer da.

Er bod perfformiad yn cael ei fesur ar lefel gwasanaeth o ran ymateb i geisiadau gwasanaeth / ymholiadau C360, yn gorfforaethol, mae perfformiad o ran darparu o fewn y dyddiad targed yn gadarnhaol iawn – cafodd 84% o holl ymholiadau cwsmeriaid C360 eu cwblhau a'u cau o fewn y dyddiad targed 10 diwrnod. Gweler atodiad 3 i gael rhagor o wybodaeth.

### 4.3 Uchafbwyntiau

Mae cyflawniadau C360 (sy'n ychwanegol at nodweddion LACRM) yn cynnwys y canlynol:

- Arfer gweithio well i wasanaethau, e.e. darparu system rheoli cyswllt cwsmer unedig/sengl, h.y. dim systemau cefn swyddfa ar wahân;
- Gwell gwasanaeth i'n cwsmeriaid:
  - mae modd ei defnyddio unrhyw amser, yn unrhyw le, gan ddefnyddio dull cysylltu a ffefrir y cwsmer, gyda'r dewis i ddefnyddio system hunanwasanaeth, h.y. Porthol Cwsmeriaid newydd;
  - Mae gan bob preswylwr/cwsmer allu i gofnodi, olrhain a rheoli ceisiadau gwasanaeth yn uniongyrchol heb orfod dibynnu ar oriau agor y Cyngor.
- Gwneud ein staff rheng flaen yn fwy effeithlon ac effeithiol, e.e. gallu cofnodi manylion hanfodol ymholiadau yn y pwynt cyswllt cyntaf gan ddefnyddio ffurflenni ymholiadau cwsmer wedi'u diffinio o flaen llaw, sy'n benodol i wasanaethau, h.y. gofyn cwestiynau penodol.
- Caiff diweddariadau ymholiadau eu hanfon yn awtomatig at gwsmeriaid trwy hysbysiadau e-bost, gan leihau cyswllt y gellir ei osgoi ac felly galw ar gyswllt uniongyrchol gyda staff y cyngor.

- Caiff adroddiadau Cynghorwyr a Cynghorau Dinas, Tref a Chymuned unigol, pwrpasol ac awtomataidd wythnosol eu hanfon yn uniongyrchol dros e-bost, h.y. nid oes angen mewngofnodi ar blatfform ar wahân (EMMA) i fonitro diweddariadau.
- Gall swyddogion perfformiad busnes/cymorth i fusnesau redeg adroddiadau pwrpasol i fonitro galw gan gwsmeriaid, nodi meysydd sy'n achosi problemau, gwersi a ddysgwyd a chyfleoedd am welliant parhaus.
- Cydymffurfio'n llawn â Safonau'r Gymraeg – yr iaith ddiodyn wrth greu cyfrif i gwsmeriaid a ffurflenni cais gwasanaeth Cymraeg eu hiaith.
- Integreiddio'n llawn â:
  - **Rhestr Tir ac Eiddo Lleol** (LLPG) – data strydoedd ac eiddo o system LLPG y Cyngor;
  - **System Gwybodaeth Ddaeryddol** (GIS) – mae'n caniatáu i ddefnyddwyr ryngweithio trwy ollwng pinnau ar fap o Sir Ddinbych i ddangos lleoliad ymholiad penodol, e.e. ar gyfer tipio anghyfreithlon.

Cyflwynwyd nodiadau cyflawni wedi'u diffinio o flaen llaw er mwyn i swyddogion gwasanaeth eu dewis yn gyflym wrth gwblhau/cau trafodion syml niferus – mae'n gwella effeithlonrwydd gweinyddol cefn swyddfa (llai o amser) a darparu cysonder o ran adborth gan gwsmeriaid. Gweler Atodiad 4 am enghreifftiau o arfer da.

#### 4.4 Cyfyngiadau ac ystyriaethau

- Mae amser *datblygu TGCh* sy'n ofynnol i wneud newidiadau syml hyd yn oed, neu ddefnyddio ffurflenni newydd, yn annerbyniol o uchel o'i gymharu â systemau tebyg a ddefnyddir gan CSDd.
- Mae *gallu technegol C360* yn darparu arbedion effeithlonrwydd oherwydd mae'n gofyn am lai o ymyrraeth â llaw, h.y. llai o amser yn cael ei dreulio ar waith gweinyddol. Fodd bynnag, mewn gwirionedd, roedd toriadau wedi'u gwneud i swyddogaethau cefn swyddfa cyn i'r system gael ei rhoi ar waith, heb ddealltwriaeth lawn o'r gefnogaeth weinyddol oedd ei hangen.
- Mae gwasanaethau'n dweud bod C360 yn araf iawn yn ail-lwytho wrth i wybodaeth gael ei mewnbynnu, sy'n achosi rhwystredigaeth i swyddogion. Nid yw'r rhesymau dros hyn wedi'u nodi'n llawn, ond maen nhw'n rhannol oherwydd platfform y feddalwedd ei hun.
- Mae *C360 yn cynnig system rheoli cwsmer 'sengl'*, h.y. gallu i gofnodi ymholiadau a'u cyflawni gan ddefnyddio un system yn unig; mewn gwirionedd,



mae llawer o wasanaethau yn parhau i ddefnyddio eu system rheoli cyswllt cwsmer eu hunain, sy'n golygu nad yw'r budd hwn yn cael ei wireddu.

- *Hyfforddiant a chefnogaeth* – yn dilyn yr hyfforddiant defnyddwyr dechreuol i Aelodau, staff rheng flaen, cefn swyddfa a staff gweinyddol, ni fu sesiynau dilynol oherwydd pwysau o ran adnoddau. O ganlyniad, mae ansawdd a chysonder defnydd y system a diweddariadau adborth cwsmeriaid wedi'u peryglu, ac mae staff newydd wedi gorfod dibynnu ar sesiynau hyfforddi'r hyfforddwr ar gyfer staff gwasanaeth presennol.
- *Modiwl Eich Llais* – nid yw holl nodweddion y modiwl hwn yn cael eu defnyddio/cwblhau gan y cwsmer/gan wasanaethau bob amser, sy'n creu rhagor o waith i'r gwasanaethau Cwynion o ran gorfod llunio adroddiadau â llaw i'r comisiynydd/archwilio.
- *Adroddiadau C360* – gall defnyddio gwybodaeth sydd ar gael o adroddiadau C360 ddangos galw a llywio polisi'r dyfodol a dyraniad adnoddau, ond nid yw'r swyddogaeth hon yn cael ei defnyddio'n eang. Mae angen rhagor o hyfforddiant a chefnogaeth i alluogi gwasanaethau i ddefnyddio adroddiadau'n well er mwyn eu galluogi i fynd i'r afael â materion systemig, rheoli galw, nodi gwersi a ddysgwyd a galluogi gwelliant parhaus.

## 4.5 Y Camau Nesaf

Mae tîm prosiect C360 wedi gweithio'n agos â gwasanaethau, ac yn parhau i wneud hynny, er mwyn adolygu a gwella prosesau i fodloni gofynion gwasanaeth.

Caiff gweithdai gyda Hyrwyddwyr gwasanaeth C360 a gafodd eu hoedi oherwydd COVID eu haildrefnu.

Mae galluoedd 'symudol' C360 yn cael eu peilota fel bod modd i swyddogion ar lawr gwlad weld ymholiadau mewn amser real ac ymateb mewn modd amserol, yn syth os yw'n fater brys a/neu'n argyfwng.

Mae Prosiect Cyswllt Cwsmer corfforaethol yn cael ei gwmpasu ar hyn o bryd – bydd hyn yn edrych ar geisiadau cwsmeriaid am wasanaethau'r cyngor a sut rydym ni'n ymateb, gyda'r bwriad o symleiddio prosesau i bawb. Bydd gwaith yn dechrau cyn hir i ddatblygu gofynion a manylion ar gyfer yr ymarfer caffael nesaf, gan ddefnyddio beth rydym ni'n ei wybod nawr a gwersi a ddysgwyd.

## **5. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**

Mae gweithredu a datblygu C360 CRM yn cyfrannu'n uniongyrchol at flaenoriaeth gorfforaethol: Cymunedau wedi eu Cysylltu - Mae cymunedau wedi'u cysylltu ac mae ganddynt fynediad at nwyddau a gwasanaethau lleol, ar-lein a thrwy gysylltiadau cludiant da.

## **6. Faint fydd hyn yn ei gostio a sut y bydd yn effeithio ar wasanaethau eraill?**

Mae hwn yn adroddiad perfformiad felly nid oes goblygiadau o ran cost.

## **7. Beth yw prif gasgliadau'r Asesiad o'r Effaith ar Les?**

Mae hwn yn adroddiad perfformiad; cwblhawyd Asesiad o'r Effaith ar Les fel rhan o'r cynllun gweithredu a rhoddwyd sylw i unrhyw gasgliad a nodwyd a oedd yn effeithio ar staff neu'r gymuned, cyn y broses weithredu.

## **8. Pa ymgynghoriadau sydd wedi'u cynnal gyda Chraffu ac eraill?**

Cynhaliwyd pob un fel rhan o'r cynllun gweithredu prosiect.

## **9. Datganiad y Prif Swyddog Cyllid**

Nid oes unrhyw oblygiadau ariannol amlwg yn codi o'r adroddiad.

## **10. Pa risgiau sydd ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?**

Amherthnasol

## **11. Pŵer i wneud y penderfyniad**

- Adran 21 o Ddeddf Llywodraeth Leol 2000
- Mae adrannau 7.3 a 7.4.2(b) o Gyfansoddiad y Cyngor yn amlinellu cylch gwaith y Pwyllgor a'i bwerau o ran perfformiad Gwasanaethau.

**Title: Appendices to C360 CRM system update Report**

**Appendix 1: Existing C360 Service Request forms**

| <b>Type of Form / Request</b>            | <b>Service</b>            | <b>Type of Form / Request</b>  | <b>Service</b> |
|------------------------------------------|---------------------------|--------------------------------|----------------|
| Receive Form                             | Customer Service Advisors | Bulky (Payment)                | Refuse         |
| Simple Enquiry                           | Customer Service Advisors | Parking permit (Payment)       | Traffic        |
| Transfer                                 | Customer Service Advisors | New bin                        | Refuse         |
| Public Toilets                           | Public Toilets            | Assisted collection            | Refuse         |
| Streetworks                              | Streetworks               | Missed trade waste             | Refuse         |
| Drivecare                                | Drivecare                 | Missed Bin                     | Refuse         |
| Electoral Services                       | Elections                 | Nappy scheme                   | Refuse         |
| Fixed Penalty Enquiry                    | Fixed Penalty             | Refuse general enquiry         | Refuse         |
| Steet lights                             | Street Lighting           | Trade waste enquiry            | Refuse         |
| Buses                                    | Buses                     | Compost Bin (Payment)          | Refuse         |
| Buses                                    | Bus Passes                | Refuse adaptor                 | Refuse         |
| School admissions                        | School Admissions         | Van Ban Permit                 | Refuse         |
| School Transport                         | School Transport          | Gernerall Waste Enquiry        | Refuse         |
| School Transport Concessionary Buss Pass | School Transport          | Corona general enquiry         | Corporate      |
| Antisocial behaviour                     | Anti-social Behaviour     | General Enquiry                | All services   |
| Dog issues                               | Dog Issues                | Coastal and Promenade          | Highways       |
| Car parks                                | Traffic                   | Electric Vehicle Pilot         | Corporate      |
| Traffic lights and crossings             | Traffic                   | Fly Posting                    | Streetscene    |
| Signs and markings                       | Traffic                   | Damaged Barrier                | Streetscene    |
| road safety                              | Traffic                   | Flooding                       | Streetscene    |
| Parking                                  | Traffic                   | Hazard on Road                 | Streetscene    |
| Cycling                                  | Traffic                   | Gully, culvert / Manhole issue | Streetscene    |
| Adopted Road                             | Traffic                   | Pot holes                      | Streetscene    |
| Dropped Kerb                             | Traffic                   | Snow ice and road gritting     | Streetscene    |
| Public Footpath and bridleway            | Public ROW and Bridle     | Road or pavement damage        | Streetscene    |

|                   |                     |  |                                       |             |
|-------------------|---------------------|--|---------------------------------------|-------------|
| Abandoned vehicle | Environmental Crime |  | Play area, open space / country parks | Streetscene |
| Fly-Tipping       | Environmental Crime |  | Dead animal                           | Streetscene |
| Nuisance vehicle  | Environmental Crime |  | Graffiti                              | Streetscene |
| Cemeteries        | Cemeteries          |  | Hedge, tree and grass                 | Streetscene |
| Bridges           | Bridges             |  | Street cleaning                       | Streetscene |

*\*any service request not listed above will be recorded using an alternative customer contact method e.g. service specific: supplier hosted CRM system; internal developed system/database; other electronic and/or paper record.*

## Appendix 2: Good Practise 1

### Description

Service Request Type: Hedge, tree and grass South

Is the issue on: Council land

Where is the issue? Verge

Further location details: Crossroads from Llanrhydd to Bathafarn Hall.

What are you reporting? Hedge

Nature of problem: Overgrown onto road

Any further information: Approx. 3 meter wall of brambles overgrown into the road on the left hand side corner of junction causing visibility problems joining the B 5429 road. Needs a good cut back.

### Start Date

06/10/2021 11:10:21

### Due Date

20/10/2021 11:10:19

### End Date

19/10/2021 08:14:48

### Notes

- 06/10/2021 12:51:47 by Streetscene assigned this enquiry
- 06/10/2021 13:02:11 by Streetscene assigned this enquiry
- 08/10/2021 14:14:40 by Streetscene assigned this enquiry
- 15/10/2021 13:55:17 by Streetscene added:
- Internal notes: Advised customer I will inspect the area highlighted in this enquiry.
- Customer notes: Good afternoon. Thank you for your enquiry. I apologise for my last reply. I assumed you meant the grass area to the left of the junction in your last request. I will revisit the area and make an informed decision. Thank you.
- 19/10/2021 08:14:48 by Streetscene
- Internal notes: Area revisited. Enquiry identified. Landowner to be identified and request the hedge to be cut back.
- Customer notes: Good morning, I revisited the area yesterday and identified the problematic hedge. I will contact the landowner and request that this hedge be cut back. Thank you for your patience.

- **Notes**
- 19/10/2021 11:25:51 Customer would like thanks passed to the team for this work

## Good Practise 2

### Description

Service Request Type: Dropped Kerb

Enquiry request: Dropped kerb

Please give details of where you would like the dropped kerb, and where you intend to park vehicles on your property:

Customer making enquiries about dropping kerb outside the property as they have recently moved into this property and a wall has been taken down which will make it easier to get onto drive, currently the drop kerb is at the side and not the full length of the drive.

Alternative contact method: E-mail

### Start Date

12/10/2021 13:41:52

### Due Date

26/10/2021 13:41:50

### End Date

19/10/2021 10:59:43

### Notes

- 13/10/2021 08:39:32 by Drapped kerb assigned this enquiry
- 19/10/2021 10:59:43
- Internal notes: No objection to the widening of the existing dropped kerbs subject to highway consent. I will arrange to forward the application pack to the email address provided in due course.
- Customer notes: No objection to the widening of the existing dropped kerbs subject to highway consent. I will arrange to forward the application pack to the email address provided in due course.

### Appendix 3: Enquiries completed within target date

| April – October 2021          | Total Enquiries Closed | % Total |
|-------------------------------|------------------------|---------|
| Total enquiries               | 38,152                 |         |
| Closed within target date     | 28,462                 | 82%     |
| Closed outside of target date | 6,997                  | 18%     |


**Appendix 4:** Examples of 'pre-defined' fulfilment/completion notes (service officer selects form the choices and the narrative is automatically added)

\*\*These notes will be added to an email that is sent to the customer.\*\*

Customer notes: \* (The customer will see anything entered here)


Complete - English

- Removed

 - Calendar

Complete - Welsh

- Removed

 - Calendar

---

The graffiti has been removed

**\*\*These notes will be added to an email that is sent to the customer.\*\***

Customer notes: \* (The customer will see anything entered here)

**Complete - English**

- Removed

- Cat

- Dog

 - Calendar

**Complete - Welsh**

- Removed

- Cat

- Dog

 - Calendar

We have collected and scanned a deceased cat, if the cat was chipped then details are held by Denbighshire County Council



|                                  |                                                                                                                                                                    |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>            | <b>Pwyllgor Craffu Perfformiad</b>                                                                                                                                 |
| <b>Dyddiad y Cyfarfod</b>        | <b>25 Tachwedd 2021</b>                                                                                                                                            |
| <b>Aelod Arweiniol / Swyddog</b> | <b>Cynghorydd Brian Jones, Aelod Arweiniol Gwastraff, Cludiant a'r Amgylchedd / Emllyn Jones, Pennaeth Cynllunio, Gwarchod y Cyhoedd a Gwasanaethau Cefn Gwlad</b> |
| <b>Awdur yr Adroddiad:</b>       | <b>Mike Jones, Rheolwr Traffig, Parcio a Diogelwch Ffordd</b>                                                                                                      |
| <b>Teitl</b>                     | <b>Cynllun Cludiant Cynaliadwy</b>                                                                                                                                 |

## 1. Am beth mae'r adroddiad yn sôn?

1.1. I roi diweddariad i'r Pwyllgor am ddatblygiad fersiwn ddrafft o Gynllun Cludiant Cynaliadwy y Cyngor a'r gweithgareddau gwaith cysylltiedig.

## 2. Beth yw'r rheswm dros lunio'r adroddiad hwn?

2.1. I roi gwybodaeth ynglŷn â phwrpas y Cynllun Cludiant Cynaliadwy a'r ffrydiau gwaith amrywiol sy'n cael sylw yn y Cynllun, i alluogi'r Pwyllgor i roi sylwadau ac argymhellion i gefnogi cyflawni'r Cynllun.

## 3. Beth yw'r Argymhellion?

3.1. Bod y Pwyllgor yn nodi cynnwys fersiwn ddrafft y Cynllun Cludiant Cynaliadwy, ac yn rhoi sylwadau ac argymhellion i gefnogi cyflawni'r Cynllun Cludiant Cynaliadwy.

3.2. Bod y Pwyllgor yn cadarnhau ei fod wedi darllen, deall ac ystyried yr Asesiad o'r Effaith ar Les yn Atodiad A fel rhan o'i ystyriaethau.

## 4. Manylion yr adroddiad

Rhagarweiniad

- 4.1 Yn 2019, pasiodd y Cyngor gynnig i ddatgan Argyfwng Newid Hinsawdd ac Ecolegol.
- 4.2 Yn y Cynllun Corfforaethol presennol, mae blaenoriaeth *Cysylltu Cymunedau* yn cynnwys prosiect “*Galluogi pobl i deithio i’r gwaith, addysg a gwasanaethau yn well*”. Roedd cwmpas y prosiect yn eang iawn ac yn ei gwneud hi’n anodd i adnabod ymyriadau penodol a fyddai’n gwneud gwahaniaeth, er gwaethaf ymchwil pellach a gafodd ei gynnal.
- 4.3 Yn dilyn trafodaeth yng nghyfarfod Bwrdd Rhaglen Corfforaethol ym mis Hydref 2020 a mis Gorffennaf 2021, penderfynwyd oherwydd y problemau gyda’r prosiect uchod a’r angen i roi lleihau carbon yn ganolog yn unrhyw brosiectau sy’n gysylltiedig â chludiant y dylem ni yn hytrach ganolbwyntio ar lunio Cynllun Cludiant Cynaliadwy.
- 4.4 Nid yw Cynllun Cludiant Cynaliadwy yn ofyniad statudol, ond mae’n cael ei seilio ar gynlluniau tebyg y mae awdurdodau lleol eraill wedi’u llunio. Er enghraifft, mae Cyngor Bwrdeistref Sirol Wrecsam wedi llunio *Cynllun Symudedd Trefol Cynaliadwy*. Rydym ni wedi dewis y teitl “Cynllun Cludiant Cynaliadwy” er mwyn adlewyrchu na fydd y Cynllun yn canolbwyntio ar ardaloedd trefol yn unig.

#### Pwrpas y Cynllun

- 4.5 Mae hi’n bwysig nodi bod llawer o waith pwysig wedi’i gynllunio ac eisoes yn digwydd ar draws gwahanol wasanaethau yn y Cyngor er mwyn annog mwy o ddefnydd o ddulliau teithio mwy gwyrdd. Bydd y Cynllun Cludiant Cynaliadwy yn ffordd effeithiol o fanylu ar y gweithgareddau hynny mewn un lle ac felly bydd yn helpu i adnabod unrhyw fylchau posibl. Bydd hyn yn golygu nifer o fanteision:
- Mae’n galluogi i ni ddweud yn hawdd wrth ein preswylwyr, busnesu ac ymwelwyr beth ydym ni’n ei wneud fel Cyngor i annog teithio mwy gwyrdd.
  - Mae’n cynnwys y dull *Un Cyngor*, ac er bod gwasanaethau gwahanol yn cyflwyno tasgau amrywiol, fe ellir eu cydlynu a’u cyflawni’n effeithiol.
  - Gall helpu i gefnogi ceisiadau ariannu mewn meysydd penodol drwy helpu i arddangos y darlun mwy a’r dull cydgysylltiedig y mae’r Cyngor yn ei gymryd.
- 4.6 Mae hi hefyd yn bwysig nodi bod y Cynllun yn integreiddio’n naturiol gyda’r gweithgareddau amrywiol sy’n gysylltiedig â chludiant sy’n cael ei wneud fel rhan o’r rhaglen i leihau carbon corfforaethol. Mae Rheolwr Rhaglen Newid Hinsawdd yn aelod o dîm prosiect y Cynllun Cludiant Cynaliadwy.

4.7 Mae cwmpas y Cynllun Cludiant Cynaliadwy yn ymestyn y tu hwnt i gwmpas rhaglen lleihau carbon corfforaethol gan bod yr olaf yn canolbwyntio ar y camau y bydd angen i'r Cyngor eu cymryd i leihau ei ôl troed carbon ei hun ar draws pob maes, nid cludiant yn unig. Mae'r Cynllun Cludiant Cynaliadwy hefyd yn cynnwys y camau rydym ni'n bwriadu eu cymryd wrth gyflawni ein dyletswyddau fel Awdurdod Cynllunio Lleol ac Awdurdod Priffyrdd Lleol e.e. annog ein preswylwyr, busnesau ac ymwelwyr i deithio mewn modd mwy cynaliadwy.

#### Strwythur Cynllun Cludiant Cynaliadwy

- 4.8 Fformat y Cynllun Cludiant Cynaliadwy yw i fod yn ddogfen hygyrch, glir a chryno y gall y cyhoedd ei darllen yn hawdd. Mae'r cynllun sydd yn Atodiad B yn cynnwys y testun drafft (Mae Atodiad B wedi'i eithrio rhag cael ei gyhoeddi yn rhinwedd Paragraff 14 o Ran 4 o Atodlen 12a o Ddeddf Llywodraeth Leol, 1972). Bydd y ddogfen ei hun y byddwn yn ei ddefnyddio ar gyfer yr ymgynghoriad yn llawn lliw ac yn cynnwys graffeg i'w gwneud yn ddogfen fwy apelgar a deniadol i'w darllen.
- 4.9 Mae cynnwys y Cynllun wedi cael ei lunio gan amrywiaeth o swyddogion o wasanaethau gwahanol yn y Cyngor dros y flwyddyn ddiwethaf. Mae'r gwaith yma hefyd yn adeiladu ar lawer o'r gwaith a wnaed yn flaenorol fel rhan o brosiect "Galluogi pobl i deithio..."
- 4.10 Bydd y Cynllun yn disgrifio cyd-destun y polisi ar gyfer pam ein bod wedi llunio'r Cynllun a sut y bydd yn cyd-fynd â chyd-destun rhanbarthol a pholisi cenedlaethol. Er enghraifft, cyhoeddodd Llywodraeth Cymru ei pholisi cludiant newydd 'Llwybr Newydd' yn gynharach eleni. Bwriedir i'r Cynllun gyd-fynd â'r polisi hwnnw tra'n ceisio peidio colli golwg ar anghenion penodol Sir Ddinbych.
- 4.11 Yn debyg i'r Llwybr Newydd, mae gan y Cynllun weledigaeth 20 mlynedd ond mae hefyd yn cynnwys blaenoriaethau ar gyfer y 5 mlynedd nesaf. Mae'r blaenoriaethau yma wedi cael eu llunio mewn i restr o gamau ar gyfer pob maes gwaith penodol.
- 4.12 Mae'r meysydd gwaith sydd wedi cael eu cynnwys yn sgôp y gwaith yn cynnwys gwefru cerbydau trydan, Teithio Llesol, gwefru tacsis, teithio ar gyfer busnes, bysiau, gwasanaethau bws hyblyg/cludiant sy'n seiliedig ar alw, cynlluniau rhannu car, clybiau car cymunedol, blaenoriaeth bws/rheoli traffig ac integreiddio rhwng dulliau o gludiant.

4.13 Cynigir bod y Cynllun yn cael ei gyhoeddi ym mis Ebrill 2022 ar ôl cynnwys yr adborth o ymarfer ymgysylltiad cyhoeddus mis Chwefror 2022 fel y manylir ym mharagraff 8.3.

## **5. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**

5.1 Fel y cyfeirir atynt ym Mharagraffau 4.2 a 4.3, roedd y syniad o lunio Cynllun Cludiant Cynaliadwy yn deillio o brosiect "Galluogi pobl i deithio yn well..." sydd wedi'i gynnwys yn y Cynllun Corfforaethol (o dan flaenoriaeth Cysylltu Cymunedau) a'r ffaith bod y Cyngor wedi datgan argyfwng hinsawdd ac ecolegol.

## **6. Faint fydd hyn yn ei gostio a sut y bydd yn effeithio ar wasanaethau eraill?**

6.1 Mae'r gost o lunio'r Cynllun ei hun yn gymharol isel a bydd yn cael ei gynnwys yng nghyllideb y gwasanaeth. Mae'r Bwrdd Rhaglen Corfforaethol wedi dyrannu cynnydd cyllideb yn seiliedig ar refeniw o £26,000 i gyfrannu tuag at swydd o fewn yr Adain Traffig, Parcio a Diogelwch ar y Ffyrdd. Bydd deiliad y swydd yn gyfrifol am weithredu rhai o'r tasgau sydd wedi'u rhestru yn y Cynllun ac am fonitro cynnydd y tasgau'n gyffredinol.

6.2 Bydd nifer o'r camau sydd wedi'u cynnwys yn y Cynllun yn dibynnu ar lawer o gyllid cyfalaf er mwyn iddynt gael eu gweithredu. Mae cyllid grant ar gael ar gyfer prosiectau o'r fath ond fe fydd angen cyfraniadau arian cyfatebol gan y Cyngor. Yr un yw'r broses pan fyddwn ni'n gwneud cais am gyllid cyfalaf tuag at brosiectau ac mae'n gofyn bod manylion pob cynllun yn cael eu cyflwyno ar ffurf achos busnes i'r Grŵp Buddsoddi Strategol er mwyn i bob cynllun gael ei drafod ar sail achos-wrth-achos.

## **7. Beth yw prif gasgliadau'r Asesiad o'r Effaith ar Les?**

7.1. Mae gan y Cynllun Cludiant Cynaliadwy nifer o effeithiau cadarnhaol posibl yn sgil y ffocws ar gynaliadwyedd a lleihau carbon. Mae rhai o'r ffrydiau gwaith wedi'u datblygu'n well nag eraill sy'n golygu bod angen diweddarau'r Asesiad o'r Effaith ar Les wrth i'r ffrydiau gwaith yma gael eu datblygu ymhellach.

## **8. Pa ymgynghoriadau sydd wedi'u cynnal gyda Chraffu ac eraill?**

- 8.1. Daeth Blaenoriaeth Gorfforaethol Cysylltu Cymunedau a phrosiect "Galluogi pobl i deithio'n well..." yn sgil Sgwrs y Sir a gweithdai dilynol.
- 8.2. Cafodd y briff prosiect ar gyfer Cynllun Cludiant Cynaliadwy ei gyflwyno i'r Bwrdd Rhaglen Corfforaethol ym mis Hydref 2020 a mis Gorffennaf 2021.
- 8.3. Pan fydd barn y pwyllgor Craffu wedi cael ei gynnwys yn fersiwn ddrafft y Cynllun Cludiant Cynaliadwy; byddwn yn ymgymryd ag ymarfer ymgysylltu â'r cyhoedd a fydd yn golygu ymgysylltu ar-lein ac wyneb i wyneb ym mis Ionawr a mis Chwefror 2022. Yna bydd yr adborth yma'n cael ei gynnwys yn fersiwn derfynol y Cynllun.

## **9. Datganiad y Prif Swyddog Cyllid**

- 9.1. Fel y nodir uchod cymeradwyodd Bwrdd Cynllun Corfforaethol i ddyrannu £26,000 i helpu i ariannu'r swydd angenrheidiol, gyda'r balans yn dod o adnoddau'r gwasanaeth.
- 9.2. Byddai unrhyw gynlluniau newydd sydd angen cyllid ychwanegol gan CSDd angen mynd drwy'r broses gyllideb flynyddol. Mae angen ystyried cynlluniau cyfalaf yn unigol yn arbennig. Serch hynny, mae hi hefyd yn bwysig bod y cynlluniau'n cael eu cynnwys yn yr Ymarfer Sganio'r Gorwel o ran Cyllid a fydd yn y pendraw yn dylanwadu ar y Cynllun Cyfalaf Tymor Canolig er mwyn cynllunio o flaen llaw ar gyfer gofynion cyllid ar gyfer y dyfodol.

## **10. Pa risgiau sydd ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?**

- 10.1. 10.1 Mae'r risgiau sy'n gysylltiedig â llunio Cynllun Cludiant Cynaliadwy yn isel ar yr amod bod y camau sydd wedi'u rhestru yn y Cynllun yn realistig ac yn gyraeddadwy. Y rheswm am hyn yw bod risg y gallai methiant i gyflawni'r camau a nodwyd greu rhywfaint o niwed i enw da.

## **11. Pŵer i wneud y penderfyniad**

- 11.1. Adran 21 Deddf Llywodraeth Leol 2000.

11.2. Mae Adran 7.4.1 Cyfansoddiad y Cyngor yn amlinellu grymoedd Craffu mewn perthynas ag adolygu a datblygu polisiau.

# Sustainable Transport Plan - Project brief stage v1

## 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:                               | 941                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Brief description:                               | The aim of the Denbighshire Sustainable Transport Plan is to reduce carbon emissions from transport in Denbighshire, through reducing the need to travel and encouraging greater use of sustainable modes of transport. It aims to make people and places healthier as vehicle emissions are reduced and people to travel more actively. The Plan includes what we will do to directly reduce transport emissions relating to services delivered by the Council, including business travel, commuting and transport emissions from our supply chain. The Plan sets out our long term vision for sustainable transport in Denbighshire. This includes how we will link with transport connectivity across North Wales and North West England. |
| Date Completed:                                  | Version: 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Completed by:                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Responsible Service:                             | Planning & Public Protection                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Localities affected by the proposal:             | Whole County,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Who will be affected by the proposal?            | Residents, businesses, tourists Some particular impacts on people with protected characteristics, eg disability (visual impairment, in particular)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 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 : 27 / 36.

## Summary for each Sustainable Development principle

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Long term</b>     | The focus of the strategy is our own assets and infrastructure, to reduce carbon emissions, but there is a wider infrastructure that we do not have direct control over. We have therefore determined that, for now, we are "considering how assets can be managed to a limited extent". We will continue to discuss this to see where we can have a greater impact. We are considering how reducing carbon emissions and how active travel will contribute to tackling wider public health issues (eg obesity). |
| <b>Prevention</b>    | This strategy may not reduce reliance on public services, we want to promote cleaner, greener forms of transport eg public transport/active travel (some routes managed by the council).                                                                                                                                                                                                                                                                                                                         |
| <b>Integration</b>   | There are links between LDP and active travel routes already, and the LDP will include active travel and active travel infrastructure policies. A member of the LDP team is part of the Project Team. LDP will be in alignment with the Sustainable Transport Plan.                                                                                                                                                                                                                                              |
| <b>Collaboration</b> | A stakeholder management plan will be developed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Involvement</b>   | The intention is to consult on the sustainable transport plan. Eventually we'd like to work towards people being involved more proactively. This project was identified through the first county conversation in 2017. We work with the Public Engagement Officer to ensure we apply the National Principles.                                                                                                                                                                                                    |

## Summary of impact

### Well-being Goals

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



## Main conclusions

Mike - some notes here....

I'd be inclined to say that some of the workstream 200 already in place and others are new - some impact will be patchy and probably more felt in urban/coastal areas as mentioned by the others.



However we feel the Plan could lead to fewer carbon emissions. But it will be hard to achieve because it's about hearts and minds....

There are issues associated with poverty that need to be worked out.

The impact assessment will be revisited as the scope of workstreams is confirmed. Any projects that contribute to the Sustainable Transport Plan will need an impact assessment in their own right.

### **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 be 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

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overall Impact</b>           | Positive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Justification for impact</b> | <p>The Plan aims to improve infrastructure and change hearts and minds in relation to travel habits to contribute to fewer carbon emissions.</p> <p>There is a regional agenda, and some of the Plan will be managed through national/regional working (with benefits and dis-benefits). Some partners, eg commercial bus companies, may perceive there to be a negative impact for their operations.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Further actions required</b> | <p>The technological advances in alternatives to fossil fuelled vehicles are fast paced. We will need to keep track of these to inform our decision making. We will need to distinguish between likely impact across rural and urban (coastal, in particular) areas. These applies in particular to active travel and public transport. Decisions on certain schemes can be made based on a population basis, and are therefore less likely to benefit rural areas. There are also different needs in different areas and our ability to support communities to overcome issues may differ. Highway management is linked to this but is not part of this Plan. Management of roads and bridges is fundamental to this Plan but is managed and funded separately. Our internal staff are being supported to develop their EV skills, in terms of maintenance and also working with local suppliers.</p> |

### Positive impacts identified:

|                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A low carbon society</b>                                 | The plan aims to change habits and provide infrastructure to achieve cleaner, greener transport system. We want to see reduced reliance on fossil fuel private vehicles.                                                                                                                                                                                                                                                                                                                                              |
| <b>Quality communications, infrastructure and transport</b> | Well maintained roads and bridges is fundamental. There are connections and interdependencies with digital infrastructure.                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Economic development</b>                                 | The Plan, if successful, in line with planning through LDP, should offer different opportunities to private car.                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Quality skills for the long term</b>                     | <p>Active travel cycling safety training is already offered to children and young people and we intent to offer this to adults. There may be training associated with car share schemes.</p> <p>Denbighshire vehicle maintenance businesses will need to develop their skills to maintain non-fossil fuel vehicles. The market will adapt to this.</p> <p>There will need to be some re-training, eg driving an EV, fitting and maintaining skills, breakdown and recovery (some of which will affect DCC staff).</p> |
| <b>Quality jobs for the long term</b>                       | There may be new jobs associated with some of these developments (although not stimulated by this Plan). However, LDP can influence employment and there may be more work associated with some of the workstreams (but these are likely to be limited and probably not high salaried).                                                                                                                                                                                                                                |
| <b>Childcare</b>                                            | No known direct impacts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

### Negative impacts identified:

|                                                             |                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A low carbon society</b>                                 | <p>We need to consider long terms issues associated with battery disposal.</p> <p>There could be negative impacts for people without a private car.</p> <p>There are storage and safety issues associated with hydrogen. Hydrogen use in Denbighshire doesn't look likely over the next five years.</p> |
| <b>Quality communications, infrastructure and transport</b> | Denbighshire is a rural county and it will not be easy to deliver this plan, or deliver it consistently in all areas.                                                                                                                                                                                   |
| <b>Economic development</b>                                 | There is likely to be a greater beneficial impact for urban areas, so rural communities and businesses may be less likely to be impacted positively.                                                                                                                                                    |
| <b>Quality skills for the long term</b>                     | <p>Those that do not adapt their skills (eg mechanics, private car users) could be negatively affected.</p> <p>Is there a risk some people could lose their driving skills if they switch from car? This is a very long term issue.</p>                                                                 |
| <b>Quality jobs for the long term</b>                       | Those that do not adapt their skills (eg mechanics) could be negatively affected.                                                                                                                                                                                                                       |
| <b>Childcare</b>                                            | Women, at the moment, tend to take children to childcare/school and may be less able to benefit from active travel improvements.                                                                                                                                                                        |

## A resilient Denbighshire

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overall Impact</b>           | Positive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Justification for impact</b> | The active travel, public transport, EV, car sharing type schemes and the greater focus on all of these elements through LDP/strategic planning will lead to less use of fossil fuelled cars.                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Further actions required</b> | We undertake environmental impact assessments on all proposed active travel routes. Any biodiversity loss is kept to an absolute minimum. We are looking at bat boxes for EV charging points. These will be guided by Local Development Plan design guidance. When we design our active travel schemes will take into account environmental impact. We will also have an AONB Supplementary Planning Guidance. Wherever possible we will develop transport projects that don't increase the volume of rain water being discharged into drainage systems/sewers. |

### Positive impacts identified:

|                                                               |                                                                                                                                                          |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Biodiversity and the natural environment</b>               | The plan aims to contribute to improved air quality, and reduced noise (both over the long term).                                                        |
| <b>Biodiversity in the built environment</b>                  | The plan aims to contribute to improved air quality (both over the long term). Active travel routes tends to be focussed around existing infrastructure. |
| <b>Reducing waste, reusing and recycling</b>                  |                                                                                                                                                          |
| <b>Reduced energy/fuel consumption</b>                        | Reducing fossil fuel use is one of the main aims of the Plan.                                                                                            |
| <b>People's awareness of the environment and biodiversity</b> | This Plan aims to increase awareness and change habits in terms of personal transport habits                                                             |
| <b>Flood risk management</b>                                  | No known impact. This will need to be considered by individual schemes.                                                                                  |

## Negative impacts identified:

|                                                               |                                                                                                                                                 |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Biodiversity and the natural environment</b>               | A new active travel route could result in some minimal temporary loss or damage to biodiversity (we undertake environmental impact assessment). |
| <b>Biodiversity in the built environment</b>                  | Lighting could have a negative impact, where active travel routes are lit for example.                                                          |
| <b>Reducing waste, reusing and recycling</b>                  | Battery disposal issues. Hydrogen storage issues.                                                                                               |
| <b>Reduced energy/fuel consumption</b>                        |                                                                                                                                                 |
| <b>People's awareness of the environment and biodiversity</b> | No known negative impact.                                                                                                                       |
| <b>Flood risk management</b>                                  | No known impact. This will need to be considered by individual schemes.                                                                         |

## A healthier Denbighshire

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overall Impact</b>           |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Justification for impact</b> | <p>The Plan aims to change people's hearts and minds to encourage people to choose green and healthier forms of transport, by walking or cycling. There may be disproportionate impacts in different places (eg urban vs rural).</p> <p>We are not currently working with the health board to consider access to healthcare through lower carbon transport and this is something we need to progress in the near future</p> |
| <b>Further actions required</b> |                                                                                                                                                                                                                                                                                                                                                                                                                             |

## Positive impacts identified:

|                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A social and physical environment that encourage and support health and well-being</b> | Active travel supports better physical and mental health. Better infrastructure could support more active travel to school and work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Access to good quality, healthy food</b>                                               | No known impacts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>People's emotional and mental well-being</b>                                           | Active travel contributes to better health and well-being. As well as helping to reduce levels of obesity, increasing levels of physical activity has beneficial consequences in terms of increasing peoples' healthy lifespans. It is widely recognised that several of the key health issues faced by Wales (and other countries) are considered to be 'preventable' (Chief Medical Officer Annual Report 2013-14 & 2014-15). These include many of the chronic conditions that insufficient physical activity contributes to, such as cardiovascular disease, Type 2 diabetes, chronic kidney disease, some cancers, osteoporosis and arthritis. |
| <b>Access to healthcare</b>                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Participation in leisure opportunities</b>                                             | Safer active travel routes as set out in the Plan could help people to feel more confidence to travel on foot, by bike, or by scooter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## Negative impacts identified:

|                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A social and physical environment that encourage and support health and well-being</b> | Some people, over the short term, may be reticent about public transport as we emerge from Covid-19.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Access to good quality, healthy food</b>                                               | No known impacts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>People's emotional and mental well-being</b>                                           | Some groups may be less likely to benefit from active travel, for example those with a protected characteristic (see A More Equal goal).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Access to healthcare</b>                                                               | <p>Access to health services in some areas will continue to be challenging for some.</p> <p>Access to services is influenced by both structural service characteristics (the structure, organisation and delivery of services; service characteristics such as location and opening times) and the characteristics of the population being served (demographic characteristics, for example being an asylum seeker, being homeless, having a learning difficulty, or living in a rural area; cultural characteristics, for example if the person does not speak English as their first language or lives in a Gypsy or Traveller community; behavioural characteristics, for example illicit drug use or commercial sex work, that people may want to actively conceal; attitudinal characteristics, for example being suspicious of the services offered or being unaware of the health benefits that might be gained; lifestyle characteristics, for example being a carer). People who do not routinely access standard health and social care services in particular are at increased risk of poor health, which can accumulate through life and lead to increased demand on services and increased health and social care costs.</p> <p>Some health services may pivot to a more digital platform, and thus remove the need to travel altogether.</p> |
| <b>Participation in leisure opportunities</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## A more equal Denbighshire

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overall Impact</b>           | Neutral                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Justification for impact</b> | <p>The Board has requested a focus on reducing carbon emissions. People told us in 2017 that they faced travel barriers because they did not have access to a private car. These people might still face travel barriers in the future, albeit slightly different barriers.</p> <p>Rural areas, particularly in the south of the county - with poor access to services - are less likely to benefit. However, the Plan will not make transport infrastructure worse.</p> |
| <b>Further actions required</b> | As the Plan develops its workstreams, we will look at how we can design out any negative impacts as set out here.                                                                                                                                                                                                                                                                                                                                                        |

### Positive impacts identified:

|                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>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</b></p> | <p>Active travel provision includes widening pavement, dropped kerbs, reducing gradients that whilst of benefit to all users, benefit people using wheelchairs/mobility scooters.</p>                                           |
| <p><b>People who suffer discrimination or disadvantage</b></p>                                                                                                                                                                                                               |                                                                                                                                                                                                                                 |
| <p><b>People affected by socio-economic disadvantage and unequal outcomes</b></p>                                                                                                                                                                                            | <p>We are looking at charging points for those with no personal off-street charging facilities. There may also be scope to review charging policies to ensure they are fairer and more affordable for those on low incomes.</p> |
| <p><b>Areas affected by socio-economic disadvantage</b></p>                                                                                                                                                                                                                  | <p>We are looking at charging points for those with no personal off-street charging facilities.</p> <p>Most improvement is expected to take place in the most deprived areas, eg coastal towns.</p>                             |

**Negative impacts identified:**

|                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>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</b></p> | <p>People with protected characteristics, such as visual impairment, could be negatively affected by the strategy as changes to transport infrastructure occur.</p> <p>Adapted cars - very little information is available to those needing adapted EVs.</p> <p>Car share/active travel schemes may not be designed for people with protected characteristics.</p> <p>Women may be less likely to benefit from active travel as more women tend to drop off/pick up children from childcare and school</p>                                                                                                                                                                                                                                         |
| <p><b>People who suffer discrimination or disadvantage</b></p>                                                                                                                                                                                                               | <p>Access to services is influenced by the characteristics of the population being served (demographic characteristics, for example being an asylum seeker, being homeless, having a learning difficulty, or living in a rural area; cultural characteristics, for example if the person does not speak English as their first language or lives in a Gypsy or Traveller community; behavioural characteristics, for example illicit drug use or commercial sex work, that people may want to actively conceal; attitudinal characteristics, for example being suspicious of the services offered or being unaware of the health benefits that might be gained (eg from active travel); lifestyle characteristics, for example being a carer).</p> |

|                                                                            |                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>People affected by socio-economic disadvantage and unequal outcomes</b> | People in poverty are still likely to face travel barriers, and these may widen. For example, some people experiencing socio-economic disadvantage may not be able to purchase the latest EV technology (there will be a market for EVs nearing the end of their life?). 30% of vehicles owned in Wales don't have off-street parking. |
| <b>Areas affected by socio-economic disadvantage</b>                       | No known negative impacts.                                                                                                                                                                                                                                                                                                             |

## A Denbighshire of cohesive communities

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overall Impact</b>           | Positive                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Justification for impact</b> | As already stated, some rural areas will be less likely to benefit from some of the proposed workstreams compared with more urban areas.<br><br>We are proposing to engage the community and stakeholders on the draft Plan. Many of the workstreams contained within the Plan will help improve physical connectivity. Active travel projects can often provide the opportunity to enhance the attractiveness of an area through careful planning and design. |
| <b>Further actions required</b> | Consider opportunities to improve physical connectivity for rural areas. Ensure effective engagement is carried out both on the Plan itself and in the delivery of the various projects.                                                                                                                                                                                                                                                                       |

### Positive impacts identified:

|                                               |                                                                                                                                                                                  |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Safe communities and individuals</b>       | Active travel improvements can include providing new and/or wider pavements; providing new pedestrian crossings; and the introduction of traffic calming and 20 mph speed limits |
| <b>Community participation and resilience</b> | It is proposed that public engagement is carried out to                                                                                                                          |
| <b>The attractiveness of the area</b>         | Cleaner air and less noise can be perceived to be more pleasant.<br><br>Public realm improvements can often be incorporated into active travel schemes.                          |
| <b>Connected communities</b>                  | Active travel routes, an EV charging network, better connectivity with public transport could lead to a more seamless society.                                                   |
| <b>Rural resilience</b>                       | Initiatives such as Community Car Clubs, and flexible bus services can help increase rural resilience.                                                                           |

### Negative impacts identified:

|                                               |                                                                                                                                 |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Safe communities and individuals</b>       | Some people can complain that allowing cyclists on shared pedestrian/cycle paths can make things more dangerous for pedestrians |
| <b>Community participation and resilience</b> |                                                                                                                                 |
| <b>The attractiveness of the area</b>         |                                                                                                                                 |
| <b>Connected communities</b>                  |                                                                                                                                 |
| <b>Rural resilience</b>                       |                                                                                                                                 |

## A Denbighshire of vibrant culture and thriving Welsh language

|                                 |                                                                                                                                                            |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overall Impact</b>           | Neutral                                                                                                                                                    |
| <b>Justification for impact</b> | Whilst all signage, information and training will be bilingual we are not envisaging an increase in the use of the Welsh language as a result of the Plan. |
| <b>Further actions required</b> |                                                                                                                                                            |

### Positive impacts identified:

|                                     |                                                                                                                                                                                           |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>People using Welsh</b>           | No known impact                                                                                                                                                                           |
| <b>Promoting the Welsh language</b> | No known impact                                                                                                                                                                           |
| <b>Culture and heritage</b>         | Active travel routes/EV charging points that connect people with local beauty spots and other places of interest could increase people's interaction with our local culture and heritage. |

### Negative impacts identified:

|                                     |                 |
|-------------------------------------|-----------------|
| <b>People using Welsh</b>           | No known impact |
| <b>Promoting the Welsh language</b> | No known impact |
| <b>Culture and heritage</b>         |                 |

## A globally responsible Denbighshire

|                                 |                                                                                                          |
|---------------------------------|----------------------------------------------------------------------------------------------------------|
| <b>Overall Impact</b>           | Positive                                                                                                 |
| <b>Justification for impact</b> | Positives outweigh the negatives, particularly due to projects focus on carbon reduction                 |
| <b>Further actions required</b> | Could DCC EBD team have a role in working with local garages and identify opportunities for re-training? |

### Positive impacts identified:

|                                                                  |                                                                                                                              |
|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| <b>Local, national, international supply chains</b>              | Procurement - sustainable transport in supply chains is one of workstreams                                                   |
| <b>Human rights</b>                                              | No known impact at this stage                                                                                                |
| <b>Broader service provision in the local area or the region</b> | Higher participation in active travel is expected to improve health which could have long term benefits to the Health Board. |
| <b>Reducing climate change</b>                                   | The main reason for the project is to reduce carbon emissions through encouraging greater use of sustainable modes           |

### Negative impacts identified:

|                                                                  |                                                                                                                                                         |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Local, national, international supply chains</b>              | Encouraging the move from fossil fuel to EV to take place more quickly may impact some local garages and suppliers of engine parts that don't diversify |
| <b>Human rights</b>                                              | No known impact at this stage                                                                                                                           |
| <b>Broader service provision in the local area or the region</b> |                                                                                                                                                         |





Mae tudalen hwn yn fwriadol wag

Yn rhinwedd Paragraff(au) 14 Rhan 4, Atodlen 12A  
Deddf Llywodraeth Leol 1972.

Document is Restricted

Mae tudalen hwn yn fwriadol wag

|                           |                                        |
|---------------------------|----------------------------------------|
| <b>Adroddiad i'r</b>      | <b>Pwyllgor Craffu Perfformiad</b>     |
| <b>Dyddiad y cyfarfod</b> | <b>25 Tachwedd 2021</b>                |
| <b>Swyddog Arweiniol</b>  | <b>Rhian Evans - Cydlynnydd Craffu</b> |
| <b>Awdur yr Adroddiad</b> | <b>Rhian Evans - Cydlynnydd Craffu</b> |
| <b>Teitl</b>              | <b>Rhaglen Waith Craffu</b>            |

## **1. Am beth mae'r adroddiad yn sôn?**

Mae'r adroddiad yn gofyn i'r Pwyllgor Craffu Perfformiad adolygu ei raglen gwaith i'r dyfodol drafft. Wrth wneud hyn gofynnir i'r Pwyllgor adlewyrchu ar oblygiadau'r ffocws ar weithrediadau critigol i fusnes yn ystod cyfnod argyfwng y pandemig COVID -19 a'r gwaith sy'n digwydd neu'n cael ei gynllunio dan y trefniadau adfer, tra ar yr un pryd yn cadw mewn côf yr eitemau busnes hynny oedd eisoes ar ei raglen gwaith cyn y pandemig.

## **2. Beth yw'r rheswm dros wneud yr adroddiad hwn?**

Gofyn i'r Pwyllgor adolygu a chytuno ar ei raglen gwaith i'r dyfodol, a rhoi'r wybodaeth ddiweddaraf i aelodau ar faterion perthnasol.

## **3. Beth yw'r Argymhellion?**

Bod y Pwyllgor yn:

- 3.1 ystyried yr wybodaeth a ddarparwyd ac yn cymeradwyo, diwygio neu'n newid ei raglen gwaith i'r dyfodol fel y gwêl yn briodol; ac
- 3.2 yn penderfynu os oes unrhyw prif bwyntiau neu themau o'r cyfarfod hwn y dymuna dynnu sylw atynt trwy'r wasg a/neu'r cyfryngau cymdeithasol.

## **4. Manylion yr Adroddiad**

- 4.1 Mae Erthygl 7 Cyfansoddiad Cyngor Sir Ddinbych yn nodi cylch gorchwyl, swyddogaethau ac aelodaeth pob Pwyllgor Craffu, yn ogystal â rheolau gweithdrefnau a trafodaethau.
- 4.2 Mae'r Cyfansoddiad yn amodi bod yn rhaid i bwyllgorau craffu'r Cyngor osod, ac adolygu'n rheolaidd, rhaglen ar gyfer eu gwaith i'r dyfodol. Trwy adolygu a blaenoriaethu materion, gall aelodau sicrhau bod y rhaglen waith yn cyflwyno agenda a arweinir gan yr aelodau.
- 4.3 Arfer sydd wedi'i fabwysiadu yn Sir Ddinbych ers nifer o flynyddoedd yw bod pwyllgorau craffu'n cyfyngu ar nifer yr adroddiadau a ystyrir mewn unrhyw gyfarfod i uchafswm o bedwar, yn ogystal ag adroddiad rhaglen waith y Pwyllgor ei hun. Nod y dull hwn yw hwyluso trafodaeth fanwl ac effeithiol ar bob pwnc.
- 4.4 Yn y blynyddoedd diweddar mae Llywodraeth Cymru (LIC) ac Archwilio Cymru wedi tynnu sylw at yr angen i gryfhau rôl craffu ar draws llywodraeth leol a gwasanaethau cyhoeddus yng Nghymru, gan gynnwys defnyddio craffu fel modd o ymgysylltu â phreswylwyr a defnyddwyr gwasanaeth. O hyn allan, disgwylir i graffu ymgysylltu'n well ac yn amlach â'r cyhoedd gyda bwriad i sicrhau penderfyniadau gwell a fydd yn y pen draw yn arwain at well canlyniadau i ddinasyddion. Bydd Archwilio Cymru yn mesur effeithiolrwydd craffu wrth gyflawni'r disgwyliadau hyn.
- 4.5 Gan ystyried y weledigaeth genedlaethol ar gyfer craffu a chanolbwyntio ar yr un pryd ar flaenoriaethau lleol, gwnaeth y Grŵp Cadeiryddion ac Is-gadeiryddion Craffu (GCIGC) argymhell yn ddiweddar y dylai pwyllgorau craffu'r Cyngor, wrth benderfynu ar eu rhaglenni gwaith, ganolbwyntio ar y meysydd allweddol canlynol:
- arbedion ar y gyllideb;
  - cyflawni Amcanion y Cynllun Corfforaethol (gyda phwyslais arbennig ar y modd o'u cyflawni yn ystod cyfnod o galedi ariannol);
  - unrhyw eitemau eraill a gytunwyd gan y Pwyllgor Craffu (neu'r GCIGC) fel blaenoriaeth uchel (yn seiliedig ar y meini prawf profion PAPER - gweler ochr gefn y 'Ffurflen Cynnig gan Aelodau' yn Atodiad 2);
  - Materion brys, na ragwelwyd neu flaenoriaeth uchel; a

- Cefnogi gwaith adfer y Cyngor mewn perthynas ag effeithiau'r argyfwng COVID-19 ar wasanaethau'r Cyngor, yr economi leol a chymunedau'r sir

#### 4.6 Ffurflenni Cynnig ar gyfer Craffu

Fel y crybwyllwyd ym mharagraff 4.2 uchod, mae Cyfansoddiad y Cyngor yn gofyn i bwyllgorau craffu baratoi ac adolygu rhaglen ar gyfer eu gwaith i'r dyfodol. Er mwyn cynorthwyo'r broses o flaenoriaethu adroddiadau, os yw'r swyddogion o'r farn fod pwnc yn haeddu'r amser i gael ei drafod ar raglen fusnes y Pwyllgor, mae'n rhaid iddynt wneud cais ffurfiol i'r Pwyllgor i ystyried derbyn adroddiad ar y pwnc hwnnw. Gwneir hyn trwy gyflwyno 'ffurflen gynnig' sy'n egluro pwrpas, pwysigrwydd a chanlyniadau posibl y pynciau a awgrymir. Does dim un ffurflen gynnig wedi dod i law gan swyddogion i'w ystyried yn y cyfarfod cyfredol.

- 4.7 Er mwyn gwneud gwell defnydd o amser craffu drwy ganolbwyntio adnoddau pwyllgorau i archwilio testunau'n fanwl, gan ychwanegu gwerth drwy'r broses o wneud penderfyniadau a sicrhau gwell canlyniadau ar gyfer preswylwyr, penderfynodd y GCIGC y dylai'r aelodau, yn ogystal â swyddogion, lenwi 'ffurflenni cynnig ar gyfer craffu' yn amlinellu pam eu bod yn credu y byddai'r testun yn elwa o fewnbwn craffu. Mae copi o'r 'ffurflen gynnig gan aelod' i'w gweld yn Atodiad 2. Mae ochr gefn y ffurflen hon yn cynnwys siart lif sy'n rhestru'r cwestiynau y dylai aelodau eu hystyried wrth baratoi i gynnig eitem ar gyfer craffu, ac y dylai pwyllgorau eu gofyn wrth benderfynu ar addasrwydd testun i'w gynnwys ar y rhaglen gwaith i'r dyfodol craffu. Os, ar ôl cwblhau'r broses hon, y penderfynir nad yw'r testun yn addas i'w archwilio'n ffurfiol gan bwyllgor craffu, yna gellir ystyried dulliau eraill o rannu'r wybodaeth neu archwilio'r mater e.e. darparu 'adroddiad gwybodaeth', neu os yw'r mater yn un o natur leol gellir ei archwilio gan y Grŵp Ardal Aelodau (GAA) perthnasol. Ni fydd unrhyw eitemau'n cael eu cynnwys ar raglen gwaith i'r dyfodol heb lenwi 'ffurflen gynnig ar gyfer craffu' a derbyn cymeradwyaeth i'w gynnwys ar y rhaglen gan y Pwyllgor neu'r GCIGC. Mae cymorth ar gael i lenwi'r ffurflenni gan y Cydlynnydd Craffu.

#### Rhaglen Gwaith i'r Dyfodol y Cabinet

- 4.8 Wrth benderfynu ar eu rhaglen gwaith i'r dyfodol mae'n bwysig fod pwyllgorau craffu yn ystyried amserlen rhaglen waith y Cabinet. At y diben hwn, mae copi o rhaglen gwaith i'r dyfodol y Cabinet ynghlwm yn Atodiad 3.

## Datblygiad Penderfyniadau'r Pwyllgor

- 4.9 Yn Atodiad 4 o'r adroddiad hwn mae tabl yn crynhoi penderfyniadau diweddar y Pwyllgor ac yn cynghori'r aelodau ar ddatblygiadau yn sgîl y penderfyniadau.

## **5. Grŵp Cadeiryddion ac Is-Gadeiryddion Craffu**

Dan drefniadau craffu'r Cyngor mae'r Grŵp Cadeiryddion ac Is-gadeiryddion Craffu (GCIGC) yn gweithredu fel pwyllgor cydlynu. Cynhelir cyfarfod nesaf y Grŵp yn ystod prynhawn y 25 Tachwedd 2021.

## **6. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**

Bydd craffu effeithiol yn gymorth i'r Cyngor gynnal y blaenoriaethau corfforaethol yn unol ag anghenion cymunedau a dymuniadau trigolion. Bydd datblygu ac adolygu rhaglen waith gydlynol yn barhaus yn cynorthwyo'r Cyngor i ddarparu ei flaenoriaethau corfforaethol, i wella canlyniadau i breswylwyr tra hefyd yn dygymod â phwysau ar adnoddau ac ar y gyllideb.

## **7. Faint fydd hyn yn ei gostio a sut y bydd yn effeithio ar wasanaethau eraill?**

Mae'n bosib y bydd yn rhaid i wasanaethau neilltuo amser swyddog i gynorthwyo'r Pwyllgor gyda'r eitemau a nodwyd yn y rhaglen waith a chydag unrhyw gamau gweithredu yn dilyn ystyried yr eitemau hynny.

## **8. Beth yw prif gasgliadau'r Asesiad o'r Effaith ar Les?**

Nid oes Asesiad o Effaith ar Les wedi ei wneud mewn perthynas â phwrpas neu gynnwys yr adroddiad hwn. Ond bydd y Pwyllgor Craffu, drwy ei waith yn archwilio darpariaeth gwasanaethau, polisïau, gweithdrefnau ac argymhellion, yn ystyried eu heffaith neu eu heffaith posib ar yr egwyddor o ddatblygu cynaliadwy a'r amcanion o ran lles a nodir yn Neddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015.



## **9. Pa ymgynghoriadau sydd wedi'u cynnal gyda Chraffu ac eraill?**

Does dim angen cynnal ymgynghoriad ar yr adroddiad hwn Fodd bynnag, mae'r adroddiad ei hun a'r ystyriaeth a roir gan y Pwyllgor i'w raglen waith ar gyfer y dyfodol yn gyfystyr ag ymgynghoriad gyda'r Pwyllgor o ran ei raglen waith.

## **10. Pa risgiau sydd yna ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?**

Nid oes risg wedi ei ganfod o ran y Pwyllgor yn ystyried ei raglen waith. Fodd bynnag, drwy adolygu ei raglen gwaith i'r dyfodol yn rheolaidd, gall y Pwyllgor sicrhau y rhoddir ystyriaeth ac yr archwilir meysydd risg pan eu bod yn cael eu nodi, a gwneir argymhellion gyda'r bwriad o fynd i'r afael â'r risgiau hynny.

## **11. Pŵer i wneud y Penderfyniad**

11.1 Adran 21 o Ddeddf Llywodraeth Leol 2000.

11.2 Mae Adran 7.11 Cyfansoddiad y Cyngor yn datgan y bydd pwyllgorau craffu ac/neu'r Grŵp Cadeiryddion ac Is-gadeiryddion Craffu yn gyfrifol am osod eu rhaglenni gwaith eu hunain, gan ystyried dymuniadau Aelodau o'r Pwyllgor nad ydynt yn aelodau o'r grŵp gwleidyddol mwyaf ar y Cyngor.

### **Swyddog Cyswllt:**

Rhian Evans - Cydlynnydd Craffu

Rhif Ffôn: (01824) 712554

E-bost: [rhian.evans@sirddinbych.gov.uk](mailto:rhian.evans@sirddinbych.gov.uk)

Mae tudalen hwn yn fwriadol wag

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

| Meeting         | Lead Member(s)                                                             | Item (description / title)                                                                                  | Purpose of report                                                                                                                                                                                                                                                                                                                                                                            | Expected Outcomes                                                                                                                                                                                                                                                                                                                                                           | Author                                        | Date Entered                   |
|-----------------|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------------|
| 27 January 2022 | <b><i>Cllrs. Tony Thomas/<br/>Bobby Feeley</i></b>                         | 1. <i>Denbighshire's Housing and Homelessness Strategy Action Plan</i>                                      | <i>To examine the progress made to date in delivering the revised Strategy and Action Plan approved by County Council in December 2020</i>                                                                                                                                                                                                                                                   | <i>The identification of actions that will support and ensure the delivery of the Council's Corporate Priorities relating to Housing, Environment, Young People and Resilient Communities and ultimately the Corporate Plan</i>                                                                                                                                             | <i>Emlyn Jones/<br/>Angela Loftus</i>         | <i>By SCVCG January 2021</i>   |
|                 | <b><i>Cllr. Tony Thomas</i></b>                                            | 2. Library Service Standards 2020-21                                                                        | To consider the results of the WG's annual evaluation of the Council's Library Service and receive information on how the Service has progressed and adapted its service provision during the year                                                                                                                                                                                           | Identification of any slippages in performance in order to formulate recommendations to redress the situation and ensure that the Service delivers the Council's Corporate Plan and its priorities in relation to Young People, Resilient and Connected Communities                                                                                                         | <i>Liz Grieve/Bethan Hughes</i>               | <i>March 2021</i>              |
|                 | <b><i>Cllr, Julian Thompson -Hill &amp; Cllr. Huw Hilditch-Roberts</i></b> | 3. Staff Absences and Turnover in Denbighshire during 2020/21 & 2021/22 and its impact on Customer Services | To examine the data on:<br>(i) staff absences per Council service during 2020/21 and the first three quarters of 2021/22 in comparison to previous years (including data on short and long-term absences);<br>(ii) staff turnover per service during 2020/21 and the first three quarters of 2021/22 in comparison to previous years along with the number of staff resignations in each pay | <i>An assessment of the Council's resilience in dealing with the impact of a pandemic on its staffing resources and the effectiveness of its contingency planning in relation to staff retention and recruitment and how that supported the customer experience during difficult times with a view to ensuring that lessons are learnt to further improve the Council's</i> | <i>Gary Williams/Louise Dougal/Liz Grieve</i> | <i>By SCVCG September 2021</i> |

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| Meeting                                                                                                                                                          | Lead Member(s)                                      | Item (description / title)                                                                                              | Purpose of report                                                                                                                                                                                                                                                                                                                                                                                               | Expected Outcomes                                                                                                                                                                                                                                                                                                             | Author                        | Date Entered                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------------|
|                                                                                                                                                                  |                                                     |                                                                                                                         | grade band (and the reasons for the resignations);<br>(iii) Denbighshire’s position in relation to staff absences and staff turnover in comparison to other local authorities and public bodies in Wales;<br>(iv) the findings of the recent Workforce Planning exercise; and<br>(v) the effect of COVID-19 on staff absences and turnover during this period and its consequential impact on customer services | <i>resilience to meet future pressures and unplanned events.</i>                                                                                                                                                                                                                                                              |                               |                                |
| Possibly invite school reps to observe or participate<br><br>School Meals Forum Representative to be invited as well to give a national perspective on the issue | <b>Cllr. Brian Jones/Cllr. Huw Hilditch-Roberts</b> | 4. <i>Progress and future plan on reduction of single use plastics and carbon reduction in the School Meals Service</i> | To examine:<br>(i) <i>the progress made to date with respect of reducing the Service’s use of single use plastics within the Service and the school canteens across the county; and</i><br>(ii) <i>future plans for using single use plastics within the Service and how it aims to contribute towards the Council’s aim of being net carbon zero by 2030</i>                                                   | <i>By sharing good practice to devise deliverable and solutions that will secure a sustainable Service for the future that provides food for the county’s pupils whilst also reducing carbon output and supporting the Council’s Environment corporate priority and delivering its Climate and Ecological Change Strategy</i> | <i>Tony Ward/Hayley Jones</i> | <i>By SCVCG September 2021</i> |
| 17 March                                                                                                                                                         | <b>Cllr. Huw Hilditch-Roberts</b>                   | 1. Curriculum for Wales<br><b>[Education]</b>                                                                           | To detail the progress made to date towards the implementation of the new Curriculum for Wales                                                                                                                                                                                                                                                                                                                  | Assurances that all educational establishments and staff are fully equipped                                                                                                                                                                                                                                                   | Geraint Davies/Jame           | June 2021                      |

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| Meeting  | Lead Member(s)                    | Item (description / title) |                                                                      | Purpose of report                                                                                                                                                                                 | Expected Outcomes                                                                                                                                                                                                                                                                                                     | Author                                  | Date Entered |
|----------|-----------------------------------|----------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------|
|          |                                   |                            |                                                                      | along with the support provided by the local education authority and GwE to schools, education staff and governing bodies in readiness for the delivery of the new curriculum from September 2022 | and trained to deliver the new curriculum, identification of any gaps or risks associated with the provision and solutions to address them, ahead of its implementation with a view to ensuring that children and young people in Denbighshire realise their full potential in line with the Council's Corporate Plan | s Brown/GwE                             |              |
|          | <b>Cllr. Huw Hilditch-Roberts</b> | 2.                         | Additional Learning Needs (ALN) Transformation<br><b>[Education]</b> | To examine the Council's compliance with the statutory requirements of the Additional Learning Needs and Education Tribunal (Wales) Act 2018                                                      | To reduce the risk of the Authority not complying with any of the requirements of the Act and to ensure that every pupil and student in the County is given the required support and opportunities to realise their full potential                                                                                    | Geraint Davies/Mari Gaskell/Joseph Earl | June 2021    |
| 28 April |                                   |                            |                                                                      |                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                       |                                         |              |
| 9 June   | <b>Cllr. Bobby Feeley</b>         | 1.                         | Draft Director of Social Services Annual Report                      | To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance and clearly articulates future plans                                        | Identification of any specific performance issues which require further scrutiny by the committee in future                                                                                                                                                                                                           | Nicola Stubbins                         | July 2021    |
| 14 July  | <b>Cllr. Bobby Feeley</b>         | 1.                         | Cefndy Healthcare & Options Appraisal for future business delivery   | To consider an options appraisal for future delivery of the company's business                                                                                                                    | 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/Nick Bowles       | October 2021 |
|          |                                   |                            |                                                                      |                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                       |                                         |              |

| Meeting      | Lead Member(s)                    | Item (description / title)                                                                         | Purpose of report                                                                                                                                                                                                                                                                                                                                                                          | Expected Outcomes                                                                                                                                                                                                                                                                                                                                                   | Author                                               | Date Entered                                                                               |
|--------------|-----------------------------------|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 29 September | <b>Cllr. Huw Hilditch-Roberts</b> | 1. <i>Provisional External Examinations and Teacher Assessments [Education]</i><br><br>(tbc)       | <i>To review the performance of schools and that of looked after children</i>                                                                                                                                                                                                                                                                                                              | <i>Scrutiny of performance leading to recommendations for improvement</i>                                                                                                                                                                                                                                                                                           | <i>Geraint Davies/GwE</i>                            | <i>July 2021</i>                                                                           |
|              | <b>Cllr. Bobby Feeley</b>         | 2. <i>Hafan Deg, Rhyl (tbc)</i><br><br><b>Representatives from KL Care to be invited to attend</b> | <i>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, including the lessons learnt from COVID-19 and the new services commissioned as a result of the pandemic</i><br><br><i>(the report to include an updated Well-being Impact Assessment)</i> | <i>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</i> | <i>Phil Gilroy/Ann Lloyd/Katie Newe/Ben Chandler</i> | <i>September 2019 (Rescheduled October 2020, January &amp; March 2021 due to COVID-19)</i> |
| 24 November  |                                   |                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                     |                                                      |                                                                                            |
| January 2023 | <b>Cllr. Huw Hilditch-Roberts</b> | 1. <i>Verified External Examinations [Education]</i>                                               | <i>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.</i><br><br><i>The report to include actual figures in addition to percentages along with school absenteeism and exclusion data.</i><br><br><i>The report to incorporate GwE's Annual report and information on</i>                       | <i>Scrutiny of performance leading to recommendations for improvement</i>                                                                                                                                                                                                                                                                                           | <i>Geraint Davies/GwE</i>                            | <i>July 2021</i>                                                                           |

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

**Future Issues**

| <b>Item (description / title)</b>                                                                                                                          | <b>Purpose of report</b>                                                                                                                                     | <b>Expected Outcomes</b>                                                                                                                                                                                                                                                                                                                                 | <b>Author</b>                                                                               | <b>Date Entered</b>                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| <p><i>School Categorisation according to Welsh—medium Provision</i></p> <p><i>tbc (late 2021/early 2022) dependent upon WG</i></p> <p><b>Education</b></p> | <p><i>To outline the conclusions of the recent Welsh Government consultation and its implications for Denbighshire schools and pupils</i></p>                | <p><i>Identification of potential changes to the Council’s education policies and any associated costs and budget implications</i></p>                                                                                                                                                                                                                   | <p><i>Geraint Davies/James Curran</i></p>                                                   | <p><i>January 2021</i></p>                                  |
| <p><i>Learner Travel Measure (Wales) 2008</i></p> <p><i>tbc (late 2021/early 2022) dependent upon WG</i></p> <p><b>Education</b></p>                       | <p><i>To outline the conclusions of the recent Welsh Government consultation on the Measure and its implications for Denbighshire schools and pupils</i></p> | <p><i>Identification of potential changes to the Council’s learner travel policy and any associated costs and budget implications</i></p>                                                                                                                                                                                                                | <p><i>Geraint Davies/Ian Land</i></p>                                                       | <p><i>January 2021</i></p>                                  |
| <p><i>Dolwen Residential Care Home</i></p>                                                                                                                 | <p><i>To consider the Task and Finish Group’s recommendations relating to the future provision of services at Dolwen Residential Care Home, Denbigh</i></p>  | <p><i>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</i></p> | <p><i>Task and Finish Group/Phil Gilroy/Abbe Harvey</i></p>                                 | <p><i>July 2018 (currently on-hold due to COVID-19)</i></p> |
| <p>Post 16 provision at Rhyl College (suggested for scrutiny during service challenge)</p> <p>Date tbc following the easing of COVID-19 restrictions</p>   | <p><i>To examine the post 16 provision at Rhyl College</i></p>                                                                                               | <p><i>The development of an effective working relationship between the College and the Council to secure the delivery of courses required to support the delivery of the North Wales Growth Deal and improve the future prospects of the area’s students</i></p>                                                                                         | <p>Rhyl College (and invite Geraint Davies &amp; John Evans – post 16 officer from DCC)</p> | <p><i>By SCVCG July 2020</i></p>                            |
|                                                                                                                                                            |                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                          |                                                                                             |                                                             |

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Information/Consultation Reports

| Date                                                                      | Item (description / title)                                                                                                                                   | Purpose of report                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Author                                             | Date Entered                                           |
|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------|
| <p><b>March 2022 &amp; September 2022</b></p> <p>[Information]</p>        | <p>Corporate Plan 2017/22 Q1 2021/22 &amp; Corporate Plan 2017/22 (Q3) 2021/22</p> <p>To monitor the Council's progress in delivering the Corporate Plan</p> | <p>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</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Alan Smith/Iolo McGregor/Heidi Barton-Price</p> | <p>September 2018</p>                                  |
| <p><b>Feb/May/Sept/November each year</b></p> <p>[Information]</p>        | <p>Quarterly 'Your Voice' complaints performance to include social services complaints</p>                                                                   | <p>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:</p> <ul style="list-style-type: none"> <li>(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;</li> <li>(ii) how services encourage feedback and use it to redesign or change the way they deliver services; and</li> <li>(iii) details of complaints which have been upheld or partially upheld and the lessons learnt from them.</li> </ul> <p>Report to include example(s) of complaints and compliment(s) received.</p> <p><b><i>Consideration of the information provided will assist the Committee to determine whether any issues merit detailed scrutiny</i></b></p> | <p>Kevin Roberts/Ann Lloyd/Phil Gilroy</p>         | <p>November 2018</p>                                   |
| <p>Information Report <b>(June 2020 rescheduled to December 2021)</b></p> | <p>Housing Services – Review of the effectiveness of the new working model for Housing Officers and the development of new ways of working</p>               | <p>To review the effectiveness and impact of the new Housing Officer model in delivering personal advice and support to tenants,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Geoff Davies</p>                                | <p>March 2019 (rescheduled May 2019 &amp; then Jan</p> |

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|  |                                                         |                                                         |  |                                                     |
|--|---------------------------------------------------------|---------------------------------------------------------|--|-----------------------------------------------------|
|  | with residents from the lessons learnt through COVID-19 | particularly those who reside in older people's schemes |  | 2021 at officers request due to COVID-19 pressures) |
|--|---------------------------------------------------------|---------------------------------------------------------|--|-----------------------------------------------------|

**Note for officers – Committee Report Deadlines**

| Meeting         | Deadline               | Meeting  | Deadline       | Meeting  | Deadline                         |
|-----------------|------------------------|----------|----------------|----------|----------------------------------|
| 27 January 2022 | <b>13 January 2022</b> | 17 March | <b>3 March</b> | 28 April | <b>12 April</b> (Easter holiday) |

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| <b>Ffurflen Gynnig ar gyfer Rhaglen Gwaith i'r Dyfodol Craffu</b>                                                                                                    |                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| <b>ENW'R PWYLLGOR CRAFFU</b>                                                                                                                                         |                    |
| <b>AMSERLEN I'W HYSTYRIED</b>                                                                                                                                        |                    |
| <b>TESTUN</b>                                                                                                                                                        |                    |
| <b>Beth sydd angen ei graffu arno (a pham)?</b>                                                                                                                      |                    |
| <b>Ydi'r mater yn un o bwys i drigolion/busnesau lleol?</b>                                                                                                          | <b>YDI/NAC YDI</b> |
| <b>Ydi craffu yn gallu dylanwadu ar bethau a'u newid?</b><br>(Os 'ydi' nodwch sut rydych chi'n meddwl y gall craffu ddylanwadu neu newid pethau)                     | <b>YDI/NAC YDI</b> |
| <b>Ydi'r mater yn ymwneud â gwasanaeth neu faes sy'n tanberfformio?</b>                                                                                              | <b>YDI/NAC YDI</b> |
| <b>Ydi'r mater yn effeithio ar nifer fawr o drigolion neu ardal fawr o'r Sir?</b><br>(Os 'ydi', rhowch syniad o faint y grŵp neu'r ardal yr effeithir arni)          | <b>YDI/NAC YDI</b> |
| <b>Ydi'r mater yn gysylltiedig â blaenoriaethau corfforaethol y Cyngor?</b><br>(Os 'ydi' nodwch pa flaenoriaethau)                                                   | <b>YDI/NAC YDI</b> |
| <b>Hyd y gwyddoch, oes yna rywun arall yn edrych ar y mater hwn?</b><br>(Os 'oes', nodwch pwy sy'n edrych arno)                                                      | <b>OES/NAC OES</b> |
| <b>Os derbynnir y testun ar gyfer craffu, pwy fyddai arnoch chi eisiau eu gwahodd e.e. Aelod Arweiniol, swyddogion, arbenigwyr allanol, defnyddwyr y gwasanaeth?</b> |                    |
| <b>Enw'r Cynghorydd/Aelod Cyfetholedig</b>                                                                                                                           |                    |
| <b>Dyddiad</b>                                                                                                                                                       |                    |

## Ystyried addasrwydd pwnc ar gyfer craffu

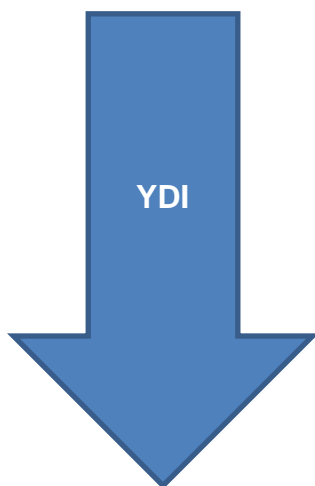
### Ffurflen Gynnig / Cais a dderbyniwyd

(dylid rhoi ystyriaeth ofalus i'r rhesymau dros wneud cais)



### Ydi o'n bodloni'r gofynion canlynol?

- **Diddordeb Cyhoeddus** – ydi'r mater o bwys i drigolion?
- **Effaith**– fedr craffu yn gael effaith ar bethau a'u newid?
- **Perfformiad** – ydi o'n wasanaeth neu faes sy'n tanberfformio?
- **Graddfa** – ydi o'n effeithio ar nifer o drigolion neu ardal ddaearyddol fawr?
- **Ailadrodd** – ydi'r mater yn destun craffu/ymchwiliad gan berson neu gorff arall?



Dim gweithredu pellach gan y Pwyllgor Craffu. Gellir ei gyfeirio at gorff arall neu ofyn am adroddiad er gwybodaeth.

- Penderfynu ar y canlyniadau a ddymunir
- Penderfynu ar gwmpas a swmp y gwaith craffu sydd ei angen a'r dull mwyaf priodol o graffu (h.y. adroddiad pwyllgor, ymchwiliad grŵp tasg a gorffen neu aelod cyswllt ac ati)
- Os penderfynir sefydlu grŵp tasg a gorffen, dylid penderfynu ar amserlen yr ymchwiliad, pwy fydd yn rhan o'r ymchwiliad, beth yw'r gofynion ymchwilio, a oes angen cyngor arbenigol a thystion, a beth yw'r trefniadau adrodd ac ati.

## Cabinet Forward Work Plan

| Meeting | Item (description / title) |                                                                                                                             | Purpose of report                                                                                                                                                                                                                                                                  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer                    |
|---------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------|
| 14 Dec  | 1                          | Welsh in Education Strategic Plan                                                                                           | To approve the new Welsh in Education Strategic Plan before submission to Welsh Government.                                                                                                                                                                                        | Tbc                                | Councillor Huw Hilditch-Roberts/ Carwyn Edwards             |
|         | 2                          | Proposed Minimum Standard for Denbighshire County Council New Build and Major Extension/Refurbishment Construction Projects | A decision is required on the adoption and implementation of the proposed minimum standard which would impose a duty on all Council services to ensure all new build and major extensions/refurbishment construction projects are built to meet in use and embodied carbon targets | Yes                                | Councillor Brian Jones / David Lorey                        |
|         | 3                          | Contract Award – Redevelopment of the former library in Nant Hall Road, Prestatyn                                           | To award the construction contract for council housing development                                                                                                                                                                                                                 | Yes                                | Councillors Tony Thomas & Julian Thompson-Hill / Mark Dixon |
|         | 4                          | Levelling Up – Vale of Clwyd bid approval                                                                                   | Bid approval                                                                                                                                                                                                                                                                       | Yes                                | Councillor Hugh Evans / Emlyn Jones / Gareth Roberts        |
|         | 5                          | Adra, all Wales Framework                                                                                                   | To seek approval to direct award a new materials                                                                                                                                                                                                                                   | Yes                                | Councillor Tony Thomas / Mark Cassidy                       |

## Cabinet Forward Work Plan

| Meeting       | Item (description / title) |                                                                                | Purpose of report                                                                                                       | Cabinet Decision required (yes/no) | Author – Lead member and contact officer                                            |
|---------------|----------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------|
|               |                            |                                                                                | supplier for housing maintenance                                                                                        |                                    |                                                                                     |
|               | 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                                                                |
| <b>18 Jan</b> | 1                          | Central Rhyl Flood Defence Scheme                                              | To recommend that Council agree the funding for the schemes and permit the service to proceed to the construction phase | Tbc                                | Councillor Brian Jones / Tony Ward / Wayne Hope / Matthew Hazlewood / Helen Johnson |
|               | 2                          | Prestatyn Flood Defence Scheme                                                 | To recommend that Council agree the funding for the schemes and permit the service to proceed to the construction phase | Tbc                                | Councillor Brian Jones / Tony Ward / Wayne Hope / Matthew Hazlewood / Helen Johnson |
|               | 3                          | Contract Award approval for new Waste Fleet to support new Waste Service Model | To award the contract for the new Waste Fleet                                                                           | Yes                                | Councillor Brian Jones / Tony Ward / Peter Clayton                                  |
|               | 4                          | Budget Proposals 2022/23                                                       | To consider a report setting out budget proposals for 2022/23                                                           | Tbc                                | Councillor Julian Thompson-Hill / Steve Gadd                                        |

## Cabinet Forward Work Plan

| Meeting         | Item (description / title) |                                                      | Purpose of report                                                                            | Cabinet Decision required (yes/no) | Author – Lead member and contact officer                                   |
|-----------------|----------------------------|------------------------------------------------------|----------------------------------------------------------------------------------------------|------------------------------------|----------------------------------------------------------------------------|
|                 | 5                          | Civica Options Report                                | To review the proposed options paper for the delivery of Revenue and Benefit services        | Yes                                | Councillor Julian Thompson-Hill / Debbie Basham / Paul Barnes / Steve Gadd |
|                 | 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                                                       |
| <b>15 Feb</b>   | 1                          | Regional Memory Assessment Service Invitation Tender | To seek final approval of the tender award                                                   | Yes                                | Councillor Bobby Feeley / Catrin Roberts / Catrin Perry                    |
|                 | 2                          | Queens Market Phase 1 – award construction contract  | To seek approval to award a contract for the delivery of Phase 1 of the Queens Building Rhyl | Yes                                | Councillor Hugh Evans / Russell Vaughan                                    |
|                 | 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                                                       |
| <b>22 March</b> | 1                          | Contract Award approval for                          | To award the contract for                                                                    | Yes                                | Councillor Brian Jones / Tony                                              |

## Cabinet Forward Work Plan

| Meeting | Item (description / title) |                                                                                            | Purpose of report                                                  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer     |
|---------|----------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------|----------------------------------------------|
|         |                            | Phase 2 Construction Works – DCC Waste Transfer Station to support new Waste Service Model | Phase 2 construction works                                         |                                    | Ward / Peter Clayton                         |
|         | 2                          | Finance Report                                                                             | To update Cabinet on the current financial position of the Council | Tbc                                | Councillor Julian Thompson-Hill / Steve Gadd |
|         | 3                          | Items from Scrutiny Committees                                                             | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                         |
|         |                            |                                                                                            |                                                                    |                                    |                                              |
|         |                            |                                                                                            |                                                                    |                                    |                                              |

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Note for officers – Cabinet Report Deadlines

| <i>Meeting</i>  | <i>Deadline</i>    | <i>Meeting</i> | <i>Deadline</i>  | <i>Meeting</i>  | <i>Deadline</i>   |
|-----------------|--------------------|----------------|------------------|-----------------|-------------------|
|                 |                    |                |                  |                 |                   |
| <i>December</i> | <b>30 November</b> | <i>January</i> | <b>4 January</b> | <i>February</i> | <b>1 February</b> |

Updated 10/11/2021 - KEJ

Cabinet Forward Work Programme.doc



## Progress with Committee Resolutions

| Date of Meeting       | Item number and title   | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Progress                                                                                                                                                                                                                                              |
|-----------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14<br>October<br>2021 | 5. MEIFOD WOOD PRODUCTS | <p><b>RESOLVED</b> that having considered the issues facing Meifod, the feedback from the stakeholders who participated in the engagement exercise, the advantages, disadvantages and risks associated with the potential options contained within the report, along with the outcomes and recommendations submitted by the Task and Finish Group to recommend to Cabinet that –</p> <p>(a) Meifod should be re-opened as soon as possible as a Council-run service within the existing building, with additional investment being provided for the service provided there;</p> <p>(b) work commence to explore all opportunities for new ways of working to improve and develop Meifod, including the potential of securing an external organisation/social enterprise to provide a range of activities for people from the existing Meifod building (all of which do not necessarily have to be woodwork based activities) with a view to exploring and securing the long-term sustainability of Meifod, and</p> <p>(c) future service-provision conform with all relevant legislation and the Council’s Welsh Language policy.</p> | <p>Lead Member and Officers informed of the Committee’s recommendations.</p> <p>The Committee’s recommendations are scheduled to be presented to Cabinet at its meeting on 23 November 2021, during which a discussion on Meifod will take place.</p> |

Mae tudalen hwn yn fwiadol wag