

To: Members of the Partnerships
Scrutiny Committee

Date: 21 October 2022

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Dear Councillor

You are invited to attend a meeting of the **PARTNERSHIPS SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 27 OCTOBER 2022** in **COUNCIL CHAMBER, COUNTY HALL, RUTHIN AND VIA VIDEO CONFERENCE**.

Yours sincerely

G. Williams
Monitoring Officer

AGENDA

1 APOLOGIES

2 DECLARATIONS OF INTEREST (Pages 5 - 6)

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

3 URGENT MATTERS AS AGREED BY THE CHAIR

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

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

To receive the minutes of the Partnerships Scrutiny Committee held on 7th July 2022 (copy enclosed).

10.05am – 10.10am

5 ENVIRONMENTAL ENFORCEMENT SERVICES CONTRACT PROVISION
(Pages 17 - 102)

To consider a report by the Interim Head of Highways, & Environmental Services (copy enclosed) which provides information and seeks members' observations regarding the current status and the proposed future direction of environmental enforcement services across the county.

10.10am – 10.45am

6 REGIONAL PARTNERSHIP BOARD'S ANNUAL REPORT 2021/22 (Pages 103 - 134)

To receive a report by the Corporate Director and the Head of Regional Collaboration (copy enclosed) which presents the Committee with the North Wales Regional Partnership Board's Annual Report on its activities during 2021/22.

10.45am – 11.15am

7 SCRUTINY WORK PROGRAMME (Pages 135 - 156)

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

11.15am – 11.30am

8 FEEDBACK FROM COMMITTEE REPRESENTATIVES

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

11.30am – 11.35am

MEMBERSHIP

Councillors

Councillor Joan Butterfield (Chair)

Councillor Peter Scott (Vice-Chair)

Jeanette Chamberlain-Jones

Terry Mendies

Kelly Clewett

Raj Metri

Pauline Edwards

David Williams

Bobby Feeley

Elfed Williams

Martyn Hogg

COPIES TO:

All Councillors for information
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LOCAL GOVERNMENT ACT 2000

Code of Conduct for Members

DISCLOSURE AND REGISTRATION OF INTERESTS

I, *(name)*

a *member/co-opted member of

*(*please delete as appropriate)*

Denbighshire County Council

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

*(*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)**

Signed

Date

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

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PARTNERSHIPS SCRUTINY COMMITTEE

Minutes of a meeting of the Partnerships Scrutiny Committee held in COUNCIL CHAMBER, COUNTY HALL, RUTHIN and BY VIDEO CONFERENCE on Thursday, 7 July 2022 at 10.00 am.

PRESENT

Councillors Joan Butterfield (Chair), Kelly Clewett, Pauline Edwards, Bobby Feeley, Martyn Hogg, Terry Mendies, Raj Metri, Peter Scott, David Williams and Elfed Williams

Cabinet Members – Councillor Rhys Thomas (Lead Member for Housing and Communities) attended for agenda item 7 and Councillor Elen Heaton (Lead Member for Health and Social Care) attended for agenda items 6 and 8.

ALSO PRESENT

Head of Legal, HR and Democratic Services (GW), Head of Planning and Public Protection (EJ), Interim Head of Community Support Services, Support Services (AL), Senior Auditor (LH), Head of Communities and Customer Services (LG), Programme Manager – Housing Development (MD), Service Manager, Business Support & Communities (NJ), Chief Internal Auditor (BC), Service Manager - Specialist Services (AP), Interim Head of Community Support Services (DS), Scrutiny Coordinator (RE) and Committee Administrators (SJ & KEJ [Webcaster])

The Chair welcomed Hedd Vaughan Evans - Head of Operations for the Portfolio Management Office of Ambition North Wales, Stuart Whitfield – Digital Programme Manager and David Matthews – Land and Property Programme Manager representing the North Wales Economic Ambition Board (Agenda item 6).

1 APOLOGIES

Apologies were received from Councillor Jeanette Chamberlain-Jones.

Members were informed the Senior Leadership Team (SLT) representative Nicola Stubbins had sent her apologies. Gary Williams, Head of Legal, HR & Democratic Services, was in attendance for SLT support.

2 DECLARATION OF INTERESTS

Councillors Kelly Clewett and Elfed Williams both declared personal interests in business item number 8 on the agenda 'Annual Report on Safeguarding Adults in Denbighshire'. Councillor Clewett as an employee of Betsi Cadwaladr University Health Board, and Councillor Williams as a director of the Conwy and Denbighshire Mental Health Advocacy Service.

Both councillors were advised to complete the required Declarations of Interest Forms and submit them to Democratic Services.

3 APPOINTMENT OF VICE-CHAIR

Nominations were sought for the office of Partnerships Scrutiny Committee Vice-Chair for the 2022/23 municipal year. Councillor Peter Scott was nominated for the role by Councillor Terry Mendies and seconded by Councillor Bobby Feeley. No other nominations were put forward.

The Committee therefore:

Resolved: that Councillor Peter Scott be elected Vice-Chair of the Partnerships Scrutiny Committee for the 2022/23 municipal year.

Councillor Peter Scott thanked Committee members for their support and for entrusting him with a term as Vice-Chair of the Committee.

4 URGENT MATTERS AS AGREED BY THE CHAIR

None.

5 MINUTES OF THE LAST MEETING

The minutes of the Partnerships Scrutiny Committee meeting held on 10 February 2022 were submitted.

The Chair informed the Committee she had been present at the meeting and moved the minutes as a true record.

Matters Arising – Councillor Peter Scott asked if there was any further development or information regarding the change to pesticide used. The Chair informed the Committee that the service had recalled the pesticide that had been in use and replaced it with a different chemical pesticide that was more effective. The Committee.

Resolved: that the minutes of the meeting held on 10 February 2022 be received and approved as a true and correct record of the proceedings.

6 NORTH WALES ECONOMIC AMBITION BOARD ANNUAL REPORT 2021/22

Lead Member for Health and Social Care, Councillor Elen Heaton introduced the report (previously circulated) on behalf of the Leader, Councillor Jason McLellan Lead Member for Economic Growth and Tackling Deprivation. Members heard the purpose of the report was to provide members with the annual and quarterly performance summary of the work conducted by the North Wales Economic Ambition Board (NWEAB). She introduced officers from the NWEAB who were in attendance to present to members a presentation and answer the Committee's questions.

The Head of Planning and Public Protection thanked Councillor Heaton for introducing the report. Members were provided with some background to the growth deal and the highlight headlines of the annual report by NWEAB officers. The report provided information on the projects within each of the growth deal programmes. The report also provided guidance on the governance of the growth deal. Confirmation of Denbighshire County Council officers' involvement in the projects was stressed. Officers attended project board meetings to input Denbighshire's perspective on the given project.

Hedd Vaughan Evans, Head of Operations for the Portfolio Management Office of Ambition North Wales, presented members with a PowerPoint presentation. He introduced to the Committee Stuart Whitfield the Digital Programme Manager and David Matthews, Land and Property Programme Manager.

Members were provided with background information on the Board and advised that the Programme Office reported directly to the Board which set the direction of the work and took any decisions required. The NWEAB had been in existence since 2016, setting a vision for North Wales. The Heads of Terms Agreement for the Growth Deal had been signed in 2019 following a lot of work and discussions between officers across the board. The Portfolio Office was subsequently created in January 2020. By the end of 2020 members heard the Board had signed and secured the final deal with both Governments, securing £240m investment into North Wales. Confirmation was provided that the growth deal had clear objectives built into the deal with the government.

The North Wales growth deal had been agreed on the basis of a portfolio of 5 programmes; Agri-food and Tourism, High Value Manufacturing Programme, Low Carbon Energy, Land and Property and Digital Connectivity. Members were presented with an extract that summarised the progress of each of the projects. The representatives guided members through each project and provided further detail of the work completed and work ongoing.

Included in the papers had been the annual report which highlighted some of the highlights from the activities of Ambition North Wales. Members heard over £1million of additional revenue had been secured to fund specific activities that complimented the growth deal. This included an innovation grant of £500k in partnership with Coleg Cambria Llysfasi to look at pilot projects to help the agricultural sector to decarbonise. An energy strategy had also been adopted for North Wales, working closely with Welsh Government. Highlighted to members was the successful delivery of the full fibre network project which was a UK Government funded project. The project delivered full fibre connectivity across public services across North Wales. Over 300 sites had been reached, significantly improving the quality of connectivity and the resilience of connectivity. Denbighshire had 65 sites connected. Members heard an element of the project had been to support rural areas with connectivity. It was hoped with the aid of Welsh Government funding the scope of the project could be extended to expand to a further 28 sites in the region.

The Chair thanked the officers for the presentation and for attending the meeting remotely to present the report. The following elements were discussed in more detail:

- The key strategic site of Bodelwyddan - substantial work was on going with the project. Planning policy may create substantial changes to the originally approved. Discussions with Denbighshire officers to assess the changes would take place and the project would be reassessed in the growth deal. It was hoped a decision on the project would be reached by the board by early winter. A horizon scanning questionnaire exercise was taking place to assess any potential alternative projects to be considered by the Board. The NWEAB would make the decision on any changes to the growth deal projects including removal or replacement projects.
- The Low Carbon Energy Centre of Excellence project with Bangor University had been scored as behind delivery due to a request from the University to delay of four months to confirm the scope of the project. The delay had not been accepted by the board as yet.
- Clarity on the Llysfasi Net Zero Farm project was also anticipated in the coming months. The delegated authority lay with the NWEAB to determine if a project would be removed from the programme.
- The funding received for Growth Deal projects was from a completely separate funding source to the Levelling Up funding.
- Inflation was a risk that would be considered by the Board. No further funding from either government would be received. Each project would be evaluated and inflation cost factored into the costing and any savings that could be made.
- Members heard all growth deals were required to have growth value added (GVA) as a target. It had been included on each project set on an individual project basis looking at the GVA uplift from jobs created. It had to be recorded as part of the growth deal. The Board viewed a range of benefits particularly the impact the projects had on communities and the area.
- The scope of the Digital Connectivity programme did not include schools. Welsh Government had historically invested in fibre connectivity to schools. Information provided to the board in 2019/20 indicated there being no additional need for connectivity to schools in the region. Confirmation was provided that the company Open Reach had been used for the scheme. Members heard Open Reach had published its exchange area plans for the UK including North Wales setting out its plans of investment.
- Confirmation that the video on Communication and Engagement project be circulated to members.

The Head of Planning and Public Protection provided reassurance that Denbighshire officers were working closely with the NWEAB colleagues. It was hoped that a potential Council briefing session on the Growth Deal and programmes could be arranged to brief all Councillors.

The Chair thanked all officers for the detailed presentation and response to members' comments and questions.

The Committee:

Resolved: subject to the above observations along with the answers and assurances received during the course of the discussion, to receive the North Wales Economic Ambition Board's Quarter 4 Performance Report 2021/22 and its Annual Report for 2021/22.

7 HOMELESSNESS AND HOUSING SUPPORT SERVICES

Councillor Rhys Thomas, Lead Member for Housing and Communities introduced the Homelessness and Housing Support Services report (previously circulated). The report on the work on the Homelessness Service included as appendix 1 a progress report on the service provision, presented on behalf of the Internal Audit department of the Council. The Lead Member reminded members that homelessness had been and continued to be a challenging issue for all local authorities. New approaches had been called for by Welsh Government.

The Interim Head of Community Support Services, informed members that the report was a follow-up report to the one that had previously been reported to the Committee late last year. It was stressed that the Homelessness Service had undergone significant changes in 2021. A multi-disciplinary team had been established to support the homelessness team. Following the implementation, the Service had become more bedded in to the approach that Welsh Government wanted local authorities to take. This approach looked at addressing the wider impact of homelessness as well as trying to secure permanent accommodation.

The numbers in emergency and temporary accommodation remained at around 180 households. This figure included single people or families. The number was remaining constant as households were supported. Members heard the biggest concern the Service was the number of single people under the age of 35 presenting as homeless. Another challenge faced by the team had been to source and allocate housing for larger families. During the last 12-18 months, due to close working with the Community Housing team and registered social landlords, the Service had secured 99 households into permanent tenancies in social housing.

Working with the private rented sector to establish a private rent sector scheme had been challenging, due to the change in the housing market with a rise in demand for rented properties. The Welsh Government had subsequently changed the scheme which the Homelessness Team were in the process of implementing.

Members were informed that officers had been asked to develop a rapid rehousing approach. Development of an interim plan to submit to Welsh Government had begun. Rapid rehousing was where an individual would come into the homelessness system, be assessed, a tenancy sought and found and the Service would ensure that all the necessary support was in place. It was hoped that this would reduce the reliance on using emergency accommodation.

A contract had recently been awarded to deliver early intervention and prevention services. The Service had through the housing support grant funding procured a contract which was made up of a partnership agreement to support individuals and prevent people becoming homeless. The contract had been awarded in April 2022 and was just about to go live.

Members were informed that in Denbighshire the numbers of rough sleepers were relatively low. Officers were aware of those individuals whose choice it was to

'sleep rough;' therefore every effort was made to support and manage those people maintaining contact with each individual. Households entering the Homelessness Service usually did so as a result of a loss of tenancy of a property.

The Senior Auditor confirmed the original audit of homeless accommodation provision had concluded in March 2020 and raised seven risks and issues, two of which had been major risks. The low assurance rating had been raised due to the significant risks identified. The first follow up audit review was conducted and reported to Partnerships Scrutiny committee in December 2021. The follow up audit demonstrated a number of improvements but the time to deliver the improvements had taken longer, therefore the low assurance rating remained. The second follow up review recently conducted identified that considerable progress had been made. Only 5 of the 18 actions were remaining. The main areas of improvement remaining were around the recording of case reviews and putting in place written procedures. Following the second review the assurance rating had been awarded a medium rating. A further review was scheduled for December 2022.

The Chair thanked all the officers for the detailed papers. Officers provided further information on the following points raised by members:

- Housing First services were still being provided. Housing First was offered to the most entrenched homeless people with the most complex needs. It was a longer term service that offered 24/7 support. It provided ongoing intensive support. Funding had been received from Welsh Government and was currently continuing to be received. The rapid rehousing model included Housing First type provision.
- Under 35s remained a concern for the Homelessness Service as they were only entitled to local housing allowance rates for housing benefit. It was lower than what was typically affordable for those individuals. Officers were not aware of any changes expected to change the level of benefits.
- Following the Covid pandemic the numbers of households entering homelessness had remained static not reducing or increasing.
- A high assurance rating had been considered by Internal Audit following the recent review, but as two actions remaining were related to major risks the review was kept to a medium assurance rating. If the progress continued as it has been it was hoped the next review would result in a high assurance.
- Emergency accommodation was limited in rural areas. The Service did try and accommodate households in the areas where they requested, but this was not always possible.
- Social housing demand was monitored across the whole of the county, with the majority of the demand observed being in the north of the county. The law stipulated that individuals could only identify the county area of their preference for social housing, although the local authority made every effort to offer housing in the areas of the individual's choice wherever possible. When social housing became available, the Homelessness Team were approached first to offer to potential households.
- Members were reminded there was a policy in place to buy back former council properties that had been purchased as part of the Right to Buy Scheme. When those properties were placed on the market the Authority did look to purchase them.

- The Team worked closely with the Revenue and Benefits Service and were provided with access to data that could identify potential households at risk of homelessness. This piece of work had been conducted as a pilot scheme and was successful. Members heard that often the team relied on families communicating with the team for support. It was hoped that this early intervention work would be beneficial to support families and individuals as they encountered difficulties, encouraging them to contact the Service as early as possible with a view to averting a housing crisis at a later date.
- Where households required adapted properties, a team of officers supported individuals and worked closely with the family to assess needs and what support they required. Emergency accommodation for households requiring additional needs had been an issue. Accommodation already owned by the Council was often adapted to accommodate the needs of households.
- A private rented sector landlord forum was established, to allow officers to communicate with landlords and partners to open a dialogue of needs and discuss concerns.
- Landlords were required to be registered with Rent Smart Wales. It was one of the conditions that officers assessed when tenancies were obtained with landlords.

The Chair thanked all the officers for the detailed report and thanked all officers and their teams for the continued support for individuals and households.

At the conclusion of the discussion the Committee:

Resolved: subject to the above comments –

- (i) that it was assured the implementation of the multi-disciplinary homelessness service and cross-service Corporate approach was in line with the Welsh Government's vision of homelessness and housing support, and that it was contributing to the Homelessness Prevention Service's aim to ensure that everyone was safeguarded and supported to live in homes that met their needs; and***
- (ii) that having reviewed the significant progress made in addressing the audit actions it was now satisfied that any further update reports on the progress of the improvement plan be submitted from thereon in to the Governance and Audit Committee.***

8 ANNUAL REPORT ON SAFEGUARDING ADULTS IN DENBIGHSHIRE

Councillor Elen Heaton, Lead Member for Health and Social Care introduced to members the Annual Report on Safeguarding Adults in Denbighshire (previously circulated). The report covered the period from April 2021 – March 2022. In her opinion the report reflected the hard work that had been invested in maintaining the improvement of the quality and consistency of safeguarding work in Denbighshire. She commended the staff for the work and their achievements.

The Service Manager- Specialist Service, guided members through the report. It provided an overview of the performance of the team over the previous year. The report detailed the activities conducted by the Team with a focus on maintaining the

improvement in the consistency of the quality of the safeguarding work including the performance against the Welsh Government performance indicator to complete enquires within 7 working days. Officers were pleased to inform the Committee, that Denbighshire's performance against this indicator remained high at 99.7% over the last year.

The report also showed how the team had been fully implementing the Wales Safeguarding procedures which included reports or referrals relating to individuals in a position of trust. Members were guided to appendix 2 to the report which provided further detail in the form of a case study of a Person in a Position of Trust referral received. Appendix 3 provided the Committee with details on 'Section 5: Safeguarding Allegations/Concerns about Practitioners and Those in a Position of Trust Practice Guide'. It was stressed the implantation of this area of safeguarding was relatively new within the Wales procedures and had at times been challenging for the safeguarding team.

The report provided members with data including the number of referrals received over the last 3 years. It was noted the number of referrals had decreased since the COVID pandemic but did not cause officers concern, similar patterns had been observed in neighbouring authorities. The Team had received a number of calls from provider services and other professionals seeking advice and guidance. Information was provided on the Deprivation of Liberties Safeguards. Providing members with statistics demonstrating an increase in the number of calls received in this area. The applications were mainly received from care homes and nursing homes and mainly regarding individuals who did not have the capacity to make a decision to live in a care home. Therefore, an assessment was required to ensure that the placement was in the individual's best interest. Members were guided through the key achievements during the 12 months as detailed in the report.

During the debate, the following points were discussed in greater detail:

- The figures on referrals of abuse reported in care homes was high as the individuals in these establishments were vulnerable. Staff had a duty to report any sign of suspected abuse. The number of referrals did not mean the level of abuse was higher than other establishments. The data was regarding the number of referrals it did not always mean abuse had taken place.
- Officers confirmed there was a waiting list for applications under the Deprivation of Liberty Safeguards applications received. The demand was high, the waiting list was reviewed regularly and managed by the safeguarding team.
- Confirmation that two Best Interest Assessors (BIA) had been temporary recruited in an attempt to reduce the waiting list in preparation for the implementation of Liberty Protection Safeguards (LPS) in 2023.
- A review and remodel of the Team was currently taking place. Part of that review would include looking at what future resource the team would require.
- Recruitment and retention of appropriately qualified staff across all aspects of social care was very challenging at the current time. Corporate officers were aware of the challenges and discussed any actions to

support and improve the service on a regular basis. The challenges faced where seen across the whole of the UK.

- Local authorities were the responsible lead organisation for assessing adult safeguarding concerns. The report was solely based on the safeguarding of adults. If a report was received by a third party, it would have to be sent to the Denbighshire's Safeguarding Department for investigation, regardless of where the alleged incident occurred. The Council would then work alongside all partner agencies in undertaking the investigation. This model of reporting was in place across all other authorities in Wales.
- The Conwy and Denbighshire Delivery Group is a monthly meeting of partner agencies where safeguarding data and any trends are shared and discussed and benchmarked against Care Inspectorate Wales (CIW) national statistics where appropriate. The Delivery Group feeds through to the North Wales Safeguarding Board.

Members offered congratulations to the Service Manager- Specialist Service on her Caring in Welsh award received earlier in the year.

Members:

Resolved: subject to the above observations to –

- (i) receive and endorse the contents of the report;***
- (ii) acknowledge the importance of adopting a corporate approach to the safeguarding of adults at risk; and***
- (iii) the responsibility of the Council to view this as a key priority area.***

9 SCRUTINY WORK PROGRAMME

The Scrutiny Coordinator submitted a report (previously circulated) seeking members' review of the Committee's work programme. Members were informed the purpose of the report was to review the Committee's future work to ensure it included all items requested by members.

Included as appendix 2 to the report was the Scrutiny request form. The Scrutiny Coordinator explained that if members had an item they wished to discuss they should complete the request form. The form would then be reviewed by the Scrutiny Chairs and Vice Chairs Group who determined if the topic was suitable for Scrutiny or a different forum. The next Scrutiny Chairs and Vice Chairs Group meeting was scheduled to take place on the 28th July 2022.

The current forward work programme (appendix 1) had been inherited from the previous committee. Included on the forward work programme (FWP) for the meeting on 15th September was the Community Safety Partnership's Annual Report on its activities. Members heard the Committee had been designated as the Council's Scrutiny Committee for crime and disorder and received the report on an annual basis. Also on the September FWP was a report on Denbighshire Voluntary Services Council, confirmation on their attendance was currently awaited. The

previous Committee had received a report and asked for an update report to be provided for members information. The Chair thought it would be beneficial to receive an update report, members were in agreement.

The Cabinet forward work programme had been included at appendix 3 to the report for members information.

The Scrutiny Coordinator informed members the standing item Feedback from Committee Representatives on Council Boards and Groups had not been included on the agenda for the meeting as to date no representatives had been appointed to serve on any Boards or Groups had been agreed. The purpose of that agenda item was to allow members the opportunity to report back from meetings they attended.

Members heard that pre-covid the committee would hold a pre-meeting planning session ahead of formal committee meetings. These would allow members to highlight and discuss areas of concern they wished to raise at the meeting. The Scrutiny Coordinator suggested if members thought these would be beneficial a virtual meeting could be arranged for committee members a day or two before the meeting. Members thanked the Scrutiny Coordinator and thought a pre-meeting would be beneficial for members especially those new to Scrutiny.

In response to members comments the Head of Legal, HR and Democratic Services confirmed that any public meetings for webcast had to be run from the Council Chamber in Ruthin as that was the only site that had the necessary equipment. He reminded members that the process adopted by Full Council had been for members and officers to attend meetings from a location that best suited their work load either remotely or in person. It was:

Resolved: subject to the above to –

- (i) confirm the Committee's draft forward work programme, as detailed in Appendix 1 to the report; and***
- (ii) arrange a pre-meeting planning session for all Committee members ahead of the Committee's next meeting in September 2022 meeting.***

The meeting concluded 12.45pm

Report to	Partnerships Scrutiny Committee
Date of meeting	27 October 2022
Lead Member / Officer	Cllr Barry Mellor: Lead Member for Waste, Transport and the Environment /Andy Clark: Interim Head of Highways, & Environmental Services/Jamie Lees: Interim Waste and Recycling Manager.
Report author	Tara Dumas (Waste and Recycling Manager)
Title	Update on Environmental Enforcement Services Contract Provision, supplied by District Enforcement Limited

1. What is the report about?

- 1.1. In October 2019, the Council awarded a two-year contract (plus one-year extension) for the supply of environmental enforcement patrols to District Enforcement (DE).
- 1.2. This report provides Members with an update on the progress of this outsourced arrangement at the end of the contract period, and details the future arrangements for continued delivery of these services across the Denbighshire area, highlighting the risks to this outsourced arrangement and how those risks are being managed.

2. What is the reason for making this report?

- 2.1. To provide information regarding current status and the proposed future direction of the Environmental Enforcement Service, and the wider functions that relate to prevention of low level environmental harm.
- 2.2. To provide Members with the opportunity to review and comment on the draft delegated decision report that proposes a number of amendments to the Fixed Penalty Notice amount, relating to a range of environmental offences.

3. What are the Recommendations?

That Members:

- 3.1. consider the information within the report, including the Contract variation extending the current outsourced arrangement with DE to 9th October 2024, and comment accordingly; and
- 3.2. consider and endorse the delegated decision report "*Review of Denbighshire Council's fixed penalty notice fine amounts for environmental crime offences*" so that the Council may continue to deliver environmental enforcement patrols through a cost neutral arrangement (**Appendix I** refers).

4. Report details

4.1. Background

The service provider delivers Environmental Enforcement officer patrols county wide (publically accessed land) for the purpose of raising awareness and issuing Fixed Penalty Notices (FPNs) for low level environmental crime offences. The majority of offences are for littering and contraventions of Denbighshire's Public Space Protection Order (PSPO Dog Control). They also issue FPNs for other environmental offences including fly posting and graffiti and the enforcement of smoke free legislation. The service provider is also responsible for a range of back office support in relation to Fixed Penalties, including managing payment rates and preparing case files for potential prosecutions (for non-payment of FPNs and walk-offs.) They are also required to be the first point of contact for complaints and representations from the public.

4.2. Contract Value

The value of the contract is well under the Concession Contract Regulations 2016 threshold. The Council makes no payment to the contractor and the Contractor retains all income from the Fixed Penalty Notices. Payment rates are currently 85%. Any award secured through non-payment of fines (from cases pursued through the Magistrates court) by the Council is retained by the Council.

The 2019 contract was procured through the Sell to Wales Portal and in accordance with the Council's CPRs. District Enforcement were the only company to submit a

tender. The previous contractor withdrew from their contractual arrangement, which covered a wider area, including other North Walian Authorities due to public and political pressures.

4.3. Contract Variations

Three Variations to the 2019 contract specification came into force on 10th October 2022

- I. To extend the current contract for 24 months (Substantial Variation) to 9th October 2024.
- II. To extend the scope of the contract by including two additional areas of environmental enforcement – initially through two six month pilots. (Not considered a substantial variation);
- III. The inclusion of a “*termination for convenience*” clause, enabling the contractor to terminate the contract with 12 weeks’ notice, should the contract fail to be commercially viable for them. (Not considered a substantial variation)

Appendix II provides the rationale for the adoption of the Variations into the extended contract period. **(Appendix II is exempt from public disclosure by virtue of Paragraph 14 of Part 4 of Schedule 12A of the Local Government Act, 1972).**

4.4. Performance of the Contract and DCC/DE partnership

Appendix III details the latest performance of the DE contract (April to September 2022). To summarise:

473 Fixed penalty notices were issued between 1st April and 30th September.

63% were issued for littering offences

36 % were issued for PSPO (dog control) offences

1 % were issued for smoking related offences

District Enforcement are currently achieving an 85.5% payment rate on Fixed Penalty Notices issued in the Denbighshire area.

A number of improvement areas were identified during the annual review in May 2022. **Appendix III** highlights DE’s progress in addressing these improvements, including additional training for staff, and updating back office procedures to improve response times to customer representations. In addition, the Council has produced new communication materials for the public to raise awareness of the Public Space Protection Order (Control of Dogs). Examples of new, improved signage and a “responsible Dog Owner rewards initiative” are detailed in **Appendix IV**.

District Enforcement now operate an intelligence lead approach to planning patrols, and include hot spots reported to us by the public. An example of a patrol plan is detailed in the DE half yearly report (**Appendix III**).

Regular contract meetings take place to review performance and patrol plans, and discuss behaviour change initiatives relevant to tackling low level environmental crime.

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

- 5.1. By continuing to partner with a private sector service provider, the enhanced contract management arrangements and recent Variations ensure we deliver our services in a well-managed and efficient way, in line with the requirements of the Corporate Plan.

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

- 6.1. It is strongly recommended that the activities of the patrol officers and Council's own enforcement team are actively marketed to enhance the promotion of responsible environmental behaviours. A draft Shared Prosperity Fund proposal has been developed to provide additional resources within the council to enhance the education and engagement work, in order to supplement the service provider's own commitments. At the time of writing the outcome of the funding bid is not known. Management of the function (regardless of whether patrol services are delivered externally or in-house) has been identified as a budget pressure that is being managed internally.

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

- 7.1. A well-being Impact Assessment for amendments to Fixed Penalty Notice amounts has been carried out and detailed in the Delegated Decision Report.

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

- 8.1. The initial contract specification was brought to and endorsed by Partnerships Scrutiny Committee on 14 February 2019, after Cabinet approved the outsourcing of this function 25 September 2018. The subsequent contract variation report to extend the contract period and scope was approved by the Head of Highways Facilities and Environmental Services earlier this month.

9. Chief Finance Officer Statement

- 9.1. There are no direct financial implications of awarding the contract as it is cost neutral and managed via a service level agreement. As outlined in the report any additional staffing changes desired will be managed within the overall service budget.

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

- 10.1. There are 7 risks that exist with the current outsourced arrangement (**Appendix V** refers). There are currently 3 amber risks which the Service is confident can be managed down to low risks through additional resourcing and contract management.
- 10.2. There is currently 1 red risk; that DE evoke the “termination for convenience” clause after January 2023, if the arrangement remains financially unviable for them. The current review of fixed penalty notice charge levels for environmental crimes will be critical in reducing this risk.

11. Power to make the decision

- 11.1. No decision is being sought by this report. A proposal to amend the Fixed Penalty Notice charges is currently live through a Lead Member Delegated decision report.
- 11.2. Scrutiny’s powers in relation to policy development and review, performance management and assessing the impact of policies and decisions on the area’s inhabitants are set out in Section 21 of the Local Government Act, 2000 and Section 7 of the Council’s Constitution.

12. Appendices

- 12.1. Appendix I: Draft Delegated Decision Report to Amend Fixed Penalty Notice amounts.
- 12.2. Appendix II: October 2022 Contract Variations (this appendix is exempt from public disclosure by virtue of Paragraph 14 of Part 4 of Schedule 12A of the Local Government Act, 1972).
- 12.3. Appendix III: District Enforcement Performance Report April to September 2022.
- 12.4. Appendix IV: Communications and Campaigns.
- 12.5. Appendix V: Risk matrix (Environmental Enforcement Patrols).

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Appendix I: Draft delegated decision report for amending Fixed Penalty Notice amounts (Partnerships Scrutiny Committee consultation)



Decision taken by:	Councillor Barry Mellor, Lead Member for Environment and Transport
Date of decision:	ASAP post consultation with Partnership Scrutiny
Decision:	Review of the range of Fixed Penalty Notices issued by, or on behalf of the Council to aid the enforcement of environmental Crime

1. What is the report about?

This report details amendments to Fixed Penalty Notice charges for a range of environmental offences and the justification for the proposed changes.

The report also outlines the inclusion of new (2019) powers to issue fixed penalty notices for Householder Duty of Care offences, in order to help officers to resolve domestic fly tip investigations more effectively.

2. What is the reason for making this report?

- 2.1. There is an urgent need to review the Fixed Penalty Notice charges within Highways and Environmental Services to help mitigate a number of financial and resource risks identified within the function of Environmental Enforcement (**Appendix I** refers).
- 2.2. The decision to authorise council officers to offer Fixed Penalty Notices for breaches of Householder Duty of Care offences can be taken by the Head of Highways, Facilities and Environmental Services. However, it was deemed appropriate to enable the Lead Member for Environmental Crime to consider the decision, due to the impact on local residents. Enforcement Officers within Waste and Recycling Services already have the powers to prosecute offenders under the legislation. This ability to offer Fixed Penalty Notices will ensure compliance with the statutory guidance set out in the Regulators' Code, as it will enable officers to consider proportionality to a greater degree. This will make sure that only more deliberate or serious offences are prosecuted through the courts.

3. What are the Recommendations?

- 3.1 That the Lead member endorses that the Interim Head of Highways and Environmental Services adopts new powers and provides authorisation to designated officers within the council to issue Fixed Penalty Notices for

Householder Duty of Care offences (Under Section 34 (2A) of the Environmental Protection Act, 1990).

3.2 That the amended Fixed Penalty charges set out in **Appendix I** to be adopted by the Council 1st January 2023 (Part 2 item).

4. Report details

4.1 Householder Duty of Care

In 2019, the powers to issue a fixed penalty to householders who fail to take reasonable steps to ensure that their waste is disposed of legally was given to Local Authorities. The Council investigates offences on a regular basis where residents have passed their waste onto another individual for disposal and the waste has been found illegally dumped in the North Wales region.

4.1.1. Application of the Legislation

If a householder fails to take reasonable steps to ensure their waste is taken away by an authorised person and their waste is subsequently found fly tipped, they have breached their Householder Duty of Care and could be prosecuted, being liable on conviction to a fine of up to £5000.

Investigations can be complex and time consuming, requiring significant staffing resources from enforcement officers in the Waste Service and legal teams. There are no guarantees that this effort leads to a successful prosecution and often the cost of taking a case before a court is not fully recovered through the award of court costs. The ability to offer a fixed penalty in these circumstances provides the offender with a less costly option and will free up considerable officer time.

4.1.2 Fixed Penalty Fine Level

The default fine level set by the Government is £300. It is proposed to offer an early payment discount of £150. This is because officers have considered the economic circumstances of previous offenders and their ability to pay the fixed penalty and balanced this against the need to deter non-compliant behaviours. It is also recognised that in most cases the householder can also be the victim, as they may have given their waste to a contractor who has misled them. It is proposed that the Fly tipping fine level is amended from £250 to £400 to reflect the increased severity of this deliberate offence.

There is a lower likelihood that further legal action will be required through non-payment of fines if they are more affordable. The early payment option for householder duty of care offences provides a more affordable route. This charge level is still considered to be a powerful deterrent for low level offences. However, in adherence to DEFRA guidance it is important to note that the prosecution route will be followed by the Council if the Householder knowingly gave their waste to an unauthorised person, or was aware the waste would not be disposed of legally. Repeat offenders and non-payment would also evoke the prosecution route.

If the officer believes that the householder was misled by a rogue trader, and evidence supplied by the householder leads to identification and/or prosecution of said rogue trader, then the officer will prioritise bringing the fly tipper to justice, as opposed to the householder, issuing a formal warning to the householder for the breach.

4.1.3 Raising Public Awareness of Householder Duty of Care compliance requirements

Certain responsibilities defined under householder duty of care is not widely recognised by the general public, and some householders may unknowingly commit an offence if they contract tradespeople or waste removal services who subsequently dump waste passed to them by the householder. There are a number of checks residents can take to ensure a waste carrier is legitimate. These include:

- Ask the waste carrier to provide their full name, address and phone number.
- Ask to see their Waste Carrier License, which would be issued by the Environment Agency or Natural Resources Wales. If they are unable to produce it, they may not be legal.
- Check for registered waste carriers on the Natural Resources Wales website
- Ask for a headed receipt – a genuine company will supply one as a matter of course.
- Ask where they take your waste - a genuine company will be able to show you transfer notes from the waste recycling centre they use.
- Get quotes from different waste carriers – if one or two are substantially cheaper, ask why. If the price quoted seems too good to be true, it probably is.
- Take a note of the registration number of the vehicle that removes their waste.

The Council will continue to promote these responsibilities through Social Media, the Council website, Leaflets at Builders Merchants and DIY stores, County Voice, press releases and direct mail. An example of communications material prepared to promote responsible behaviours to residents in detailed in **Appendix III**.

4.2 Review of Fixed Penalty Notice Charges

4.2.1. It has become necessary to review the Fixed Penalty Notice charges due to:

- Changes in law, increasing the maximum fine levels for littering to £150 (Under the Clean Neighbourhoods Environment Act, 2005);
- The level of complaints and representations received by the Council from individuals issued with £100 fixed penalty notices for dog control offences (other than dog fouling);
- Consideration of wider adoption of early payment options, to reduce the administration burden from pursuing late/none payers, and reduce the number of case files that would subsequently require prosecution in the Magistrate's court.
- Financial viability of the existing Environmental Enforcement Service contract where outsourced patrol resource is funded through income generated from enforcement activities carried out by them. Wage rises to address the cost of living crisis, fuel costs, and the need to carry out a higher percentage of engagement and

education work have resulted in the financial health of the contractual arrangement being adversely affected. An increase in FPN amounts for littering will help offset these costs and ensure the Council can continue deliver patrols through a cost neutral arrangement.

4.2.2. **Appendix II** details the current and proposed FPN charges across all environmental offences enforced by HFES. the key changes proposed are:

- Encourage early payment of specified FPNs through variable fine levels, to reduce the level of “appeals” the Council receive, which is currently taking up valuable management and officer time across several departments. Introducing lower payments for early discharge will reduce the number of case files requiring prosecution, meaning less case files would need to be presented in court. Offering discounted payments also provides a lower cost option for offenders.
- Reduce complaints from the public about FPN levels by amending fine levels for the least serious offences (e.g. Dogs being exercised in exclusion zones or off lead in areas where close control is required) by introducing an early payment discount of £50. This will also help to reduce the level of “hostility” frequently displayed by offenders towards the issuing officers when the level of the FPN for these type of offences is made known to the offender.
- Increasing fine levels in some cases for deliberate breaches of law, alongside a discounted payment option to reduce the penalty for those discharging their liabilities early. Littering will be increased by £25 to £100. Officers deem dog fouling offences to be more harmful than littering and offenders are also more difficult to catch but the maximum FPN level for fouling is capped at £100. Therefore, due the disproportionate amount of time taken to identify dog fouling offenders, no early payment option is proposed, in order to optimise the financial deterrent. Increasing charges for littering offences will mitigate a key risk of operating an outsourced Environment Enforcement services arrangement for officer patrols as it will ensure future financial viability of said arrangement so that the Council may continue to commission such services through a cost neutral concession based contract.

4.2.2. Process for amending Penalty Charges

Once approval is sought through the delegated decision process, new FPN levels will be implemented from the 1st January 2023. It is not necessary to amend the PSPO to introduce an early payment discount on selected offences, but the changes will be published on the Council website and on the Fixed Penalty Notices themselves.

The fine recovery levels, income levels and prosecution levels will be closely monitored to ensure that the anticipated benefits of changes to FPN levels are realised.

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

5.1. The proposed changes to the range of FPN charges will enable the service to operate more efficiently. Introducing early payment options for less harmful offences will lead to a swifter conclusion of many cases, reducing the administration burden on both Waste and Legal Services.

5.2. The powers to issue FPNs for householder duty of care offences will also lead to more offenders being punished for their actions serving as a deterrent for low level environmental crime, reducing the pollution of our environment.

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

The proposal would lead to less legal officer time being required for low level fly tipping offences and less harmful Public Space Protection Order offences. There are no cost implications. The changes will help the council to continue to provide cost neutral environmental enforcement patrols.

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

The outcome of the WBIA 1094 is overall positive. The full assessment can be viewed here in the link below and will be updated once the consultation process has concluded. A summary is appended to this report (**Appendix IV** refers).

<http://wellbeingad.denbighshire.gov.uk/Assessments/PrintSummary/en/1094>

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

Members of the Partnerships Scrutiny Committee (insert date) have been requested to examine and endorse the proposed changes to the FPN charges.

9. Chief Finance Officer Statement

There are no direct financial implications of awarding the contract as it is cost neutral and managed via a service level agreement. As outlined in the report any additional staffing changes desired will be managed within the overall service budget.

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

Risk implications are low.

The amendments to the FPN amounts seek to mitigate key risks associated with the management of the outsource environmental enforcement contract (**Appendix I** refers). Current there is a significant (RED) risk that a cost neutral outsourced arrangement will be unviable. Amending the FPN amounts reduces this to a low (GREEN) risk.

11. Power to make the Decision

11.1. the Council have the power to issue an FPN when an individual appears to have failed to comply with their duty of care under section 34(2A) of the Environmental Protection Act 1990

11.2. Under the Denbighshire Council scheme of delegation, the Head of Service has the authorisation to adopt the new powers and authorise officers within the Council, or working on behalf of the council to use said powers.

11.3. In Wales, the Council has the power to set FPN charge levels within specific ranges outlined in **Appendix II**.

Appendix I: Environmental Enforcement Services Risk Register

Category/ Reference number	Risk Description... There is a risk that	Cause	Consequence	Date Identified	Owner	Likelihood /5	Impact /5	Risk Score /25	Current Mitigation	Review Date	Further Planned Action	Residual Likelihood/5	Residual Impact/5	Residual Risk Score/25
Financial Risk														
FR1	The council cannot afford to provide environmental enforcement patrols or to provide creates a significant budget pressure.	The service provider fails to generate enough income to cover costs of supplying services	The council fail to retain/ secure a private sector partner, forcing the patrol functions back in-house	Sep-22	CM	5	3	15	Increase scope of contract to include additional areas of enforcement where FPNs can be issued - two pilots to run October 22 to May 2023	May-23	Proposal to review FPN levels Autumn 2022	2	3	6
FR2	Payment rates fall, affecting financial viability of contract	Contractor fails to secure income from FPNs issued	Payment rates fall/ prosecutions not followed up	Sep-22	DE	2	3	6	Payment rates monitored monthly by Partnership	On going	current high rate of 85% / PI introduced and monitored around no. prosecution files presented on time / presented to acceptable standards	1	3	3
FR3	Contract Management and funding for signage and campaigns creates a budget pressure	Expectation of public/members increase / external funding sources cease	demand on existing resources/budget provision is inadequate	Sep-22	HoS	5	2	10	Use of Caru Cymru budget for comms / Management by Waste Manager (creating pressures elsewhere within service)	Dec-22	To be addressed through internal savings/budget pressure process/ award of SPF funding	1	2	2
Legal Risks														
LR1	Failure to secure successful prosecutions or adequate compensation for non/payment and "walk offs" creates budget pressure in Legal Services	Lack of awareness of magistrates/ quality of evidence	Legal process undermined, encouraging less compliance to FPN payments or court costs incurred	Jun-22	CM/LS	2	3	6	Quality check carried out by DE on all prosecutions files / All prosecution files and evidence checked by DCC Enforcement manager before passing to legal	ongoing	Work with DE to provide more detailed witness statements	1	3	3
LR2	Risk of successful challenge by alternative suppliers as a result of approving Contract Extension/scope	Competitiveness of private sector	Forced to abandon contractual arrangement or compensate a successful challenger	Jun-22	HoS/LS	1	4	4	Variation Procedure correctly followed, outlining justification for the changes. Demonstrable through open pool approach that the DE contract has not been profitable during core contract term.	n/a	Continue to monitor "health" of contractual arrangement during contract period	1	4	3

Political/Reputational Risks														
PR1	Public / political pressure to cease enforcement activity	Sustained negative media sourced through personal accounts/claims from public	Loss of confidence in outsourced arrangement results in termination of contract/ Increase in complaints and representations	Sep-22	CM	3	3	9	Regular contract meetings held to identify and manage representations and complaints. Body Cameras work but patrol officers to negate false claims of ill treatment. DCC carry out careful reviews of evidence upon receipt of official complaints.	On going	Positive news /social media stories; Improved signage planned for promenades/ review of standard operating procedures	2	3	6
Operational Risks														
OR1	Failure to recruit and retain adequate numbers of Patrol Officers	Current Workforce Market/ public aggression deters new recruits	DE unable to field adequate patrols to meet contract specification, leading to contractual default and lack of enforcement presence.	Jun-22	DE	3	3	9	DE are a UK wide company, able to utilise mobile officers in the event of staff sickness or shortages.	on going	DE are reviewing contracts with staff to make their employment offer more attractive. Planned positive news stories and enhanced education work will help gain wider public acceptance; Review of FPNs (proposal to provide lower early payment options for some PSPO offences should curtail aggressive behaviours from those issued with dog exclusion zone/dogs off lead FPNs.	2	3	6

Key

Likelihood Risk Ratings	
Highest Risk/ Very Likely	5
Likely	4
Equally Possible	3
Possible but unlikely	2
Lowest Risk highly unlikely	1

Impact Scores	
Likely to Lead to Contract Termination	5
Significantly alters contract cost or risk profile	4
Impacts are problematic but manageable	3
Lower order impacts	2
Impacts are negligible	1

Risk Scores

Scores between 1-8

Scores between 9-15

Scores between 15-25

CM = Contract Manager

DE = District Enforcement (Service Provider)

LS = DCC Legal Services

HoS = Head of HFES

Appendix II: Fixed Penalty Notice amounts

Appendix II(a): Fixed Penalty amounts available in Wales

(Source: <https://gov.wales/sites/default/files/publications/2020-01/guidance-on-the-use-of-fixed-penalty-notice-for-environmental-offences.pdf>)

Offence	Default penalty	Minimum full penalty	Maximum full penalty	Minimum discounted penalty
Littering	£75	£75	£150	£50
Dog fouling	£75	£75	£150	£50
Graffiti	£75	£75	£150	£50
Fly-posting	£75	£75	£150	£50
Fly-tipping	£200	£150	£400	£120
Household waste duty of care	£300	£300	£300	£150
Abandoning a vehicle	£200	£200	£200	£120
Nuisance parking	£100	£100	£100	£60
Failure to comply with a Community Protection Notice	–	–	£100	Set by Authority
Failure to comply with Public Spaces Protection Order	–	–	£100	Set by Authority
Unauthorised distribution of literature on designated land	£75	£75	£150	£50
Failure to produce a waste transfer note	£300	£300	£300	£180
Failure to furnish documentation (waste carrier's licence)	£300	£300	£300	£180
Domestic waste receptacle offences	£100	£100	£150	£60

Please note that the ability to enforce dog fouling under the Clean Neighbourhoods and Environment Act 2005 has been repealed and offences must be enforced through a Public Space Protection Order.

Appendix II (b): Proposed Fixed Penalty amounts (Denbighshire Council from January 2023)

Offence	Current Penalty	Current discounted Penalty for early payment	Penalty from January 2023	Discounted penalty for early payment from January 2023	Legislation for charges January 2023	Comments
Littering	£75	none	£100	£85	s.6(1) Clean neighbourhoods & Environment Act 2005	Amended Increased penalty to ensure DCC can continue to deliver cost neutral enforcement patrols.
Dog Fouling	£100	none	£100	none	s.68(1) Antisocial Behaviour Crime and Policing Act 2014	No change - Set at maximum penalty permitted under current laws.
Graffiti	£75	none	£150	£75	s.43 Anti-Social Behaviour Act 2003	Amended Early payment discount high due to likelihood of young age of offender
Fly posting	£75	none	£150	None	s.43 Anti-Social Behaviour Act 2003	Amended Fine level at max as offence usually associated with businesses and multiple sites. Community event posting/lost pets/people posting exempt from prosecution
Fly Tipping	£250	none	£400	£300	s.33ZA Environmental Protection Act 1990	Amended Fine level higher to reflect deliberate / preconceived act
Household waste duty of care	n/a	n/a	£300	£150	34(2A) Environmental Protection Act 1990	New Level set deliberately less than fly tipping FPN
Abandoning a vehicle	£200	none	£200	none	s.2A(1) Refuse Disposal Amenity Act 1978	No change No early payment due to warnings received prior to FPN being issued
Failure to comply with a Public Space Protection Order (Control of dogs) <i>Failure to carry means</i>	£100	none	£100	none	s.68(1) Antisocial Behaviour Crime and Policing Act 2014	No change

<i>to pick up fouling</i>						
Failure to comply with a Public Space Protection Order (Control of dogs) <i>Failure to put dog on lead upon request of authorised officer</i>	£100	none	£100	none	s.68(1) Antisocial Behaviour Crime and Policing Act 2014	No change
Failure to comply with a Public Space Protection Order (Control of dogs) <i>Dogs in exclusion zones (designated dog free areas including beaches, play areas, marked sports pitches, Multi-Use games areas, skate parks, cemeteries) Dogs off lead in an area where leads are required</i>	£100	none	£100	£50	s.68(1) Antisocial Behaviour Crime and Policing Act 2014	Amended in consideration of level of harm compared to other offences and complaints/representations
Failure to comply with a Public Space Protection Order (Control of dogs) <i>Dogs off lead in an area where leads are required</i>	£100	none	£100	£50	s.68(1) Antisocial Behaviour Crime and Policing Act 2014	Amended in consideration of level of harm compared to other offences and complaints/representation
Failure to produce a waste transfer note	£300	£180	£300	none	s.34A(2) Environmental protection Act 1990	Amended Incentive to pay FPN intrinsic within process as business will want to protect reputation (Successful prosecutions

						will be in the public domain)
Failure to furnish documentation (Waste Carrier's licence)	£300	none	£300	none	s.58 (2) Control of Pollution (Amended) Act 1989	No change
Domestic waste receptacle offences)	£100	none	£100	none	s.47ZA(2) Environmental Protection Act	No change No discount due to extensive 3 step warning process in place.

Appendix III: Examples of DCC communication material to promote householder duty of care

Appendix III (a)

Information issued 2019/20 Waste Collection Calendars delivered to all households



Sut i osgoi gweithredu'n groes i'r gyfraith...



Wyddoch chi fod dyletswydd gyfrelthiol arnoch i sicrhau bod unrhyw sbwrlel cartref a gynhyrchir ar elch eiddo yn cael ei gyflwyno i berson awdurdodedig? Dyma 3 cam syml i atal gwastraff rhag mynd i'r dwylo anghywlr...

1 Rhaid i chi sicrhau bod unrhyw un rydych yn cyflwyno elch sbwrlel eich cartref lddynt yn **gludwr gwastraff cofrestredig**. Mae hyn yn cynnwys crefftwyr sy'n cynnal gwaith ar eich tŷ. Ewch i gronfa ddata personau awdurdodedig yn **naturalresources.wales/permits-and-permissions?lang=cy**

2 Cael derbynneb ddyddiedig am y **gwasanaeth** a ddarperir sy'n dangos disgrifiad a swm y gwastraff y maent yn ei gymryd ac i ble y mae'r gwastraff yn mynd.

3 Gwnewch yn siŵr bod modd olrhain y cwmni rydych yn ei ddefnyddio. Cadwch fanylion cyswllt a rhif cofrestru'r cerbyd a rhif cyfeirnod y cludwr gwastraff sydd ar eu trwydded cludwyr a gofynnwch ble maen nhw'n ei gymryd.



Gallwch gael eich erlyn neu ddirwyo os caiff eich gwastraff ei waredu'n anghyfreithlon gan rywun arall.
Dewiswch eich contractwyr yn ofalus - os yw'n rhy rhâd i fod yn wir - mae'n debyg ei fod!



How to avoid falling foul of Facebook Fly tippers...

HELPFUL

TIPS

Did you know you have a legal duty to make sure any household rubbish produced on your property is given to an authorised person? Here are 3 simple steps to prevent waste ending up in the wrong hands...

- 1 You must check that anybody you give your household rubbish to is a registered waste carrier.** This includes tradespeople who carry out work on your house. Visit the database of authorised persons at naturalresources.wales/permits-and-permissions
- 2 Get a dated receipt for the service** provided that shows a description and amount of the waste they are taking and where they are taking it.
- 3 Make sure the firm you use is traceable.** Save their contact details and vehicle registration number and the waste carrier's reference number on their carriers licence and ask where they are taking it.



You can be prosecuted or fined if your waste is dumped illegally by someone else.

Choose your contractors carefully - If it's too cheap to be true – it probably is!

Cyngor
sir ddinbych
denbighshire
County Council 

Ydych chi am glirio a chael gwared ar eitemau mawr di-angen o'ch cartref?

Os oes gennych chi eitemau ac offer mawr yn eich cartref nad ydych chi eu heisiau mwych, gallwch drefnu casgliad gwastraff swmpus o'r cartref.

Gallwn gasglu'r eitemau canlynol:

- ✓ Gwelyau a soffas
- ✓ Matresi
- ✓ Byrddau a chadeiriau
- ✓ Wardrobau
- ✓ Poptai a pheiriannau golchi llestri
- ✓ Oergelloedd, rhewgelloedd a pheiriannau golchi a sychu dillad
- ✓ Carpedi ac isgarpedi



Mae'r gost yn rhad:

- £16 am un eitem,
- £22 am ddwy eitem,
- £27 am dair eitem,
- £32 am bedair eitem,
- £37 am bump eitem, neu
- £42 am chwe eitem.

I drefnu casgliad neu i gael mwy o wybodaeth, cysylltwch â ni.

Costau yn ddilys hyd at 31 Mawrth 2023

Mae gennych 'Ddyletswydd i Ofalu' yn ôl y gyfraith i gael gwared ar eich gwastraff eich hunan mewn modd cyfrifol. Os caiff eich gwastraff ei ddarganfod wedi ei ddympio heb ganiatâd, yr enw ar hyn yw 'tipio anghyfreithlon'.

Mae hyn yn erbyn y gyfraith a gallech orfod talu dirwy cosb benodedig o £400. Os bydd contractwr y gwnaethoch eu cyflogi i gael gwared ar eich gwastraff yn tipio'n anghyfreithlon, gallech orfod talu dirwy cosb benodedig o £300. I osgoi dirwy:

1. gwiriwch gyda Cyfoeth Naturiol Cymru bod unrhyw contractwr rydych chi'n ei ddefnyddio yn gludwr gwastraff cofrestredig,
2. gwnewch nodyn o ble maen nhw'n honni y maen nhw'n cludo eich gwastraff,
3. gwnewch nodyn o rif cofrestru eu cerbyd a'u manylion cysylltu, a
4. gofynnwch am dderbynneb neu dystiolaeth o'ch taliad bob tro.

DIRWY

Ewch i www.sirddinbych.gov.uk/ailgylchu i ddarganfod mwy.

 **Sir Ddinbych yn ailgylchu**
Denbighshire recycles

For office use only: BW/09/22

Looking to clear out your unwanted large household items?

If you have large household items and appliances you no longer want, you may book a bulky household waste collection.

We're able to collect the following items:

- ✓ Beds and sofas
- ✓ Mattresses
- ✓ Tables and chairs
- ✓ Wardrobes
- ✓ Cookers and dishwashers
- ✓ Fridge freezers, washing machines and tumble dryers
- ✓ Carpet and carpet underlay



It costs just:

- **£16** for one item,
- **£22** for two items,
- **£27** for three items,
- **£32** for four items,
- **£37** for five items, or
- **£42** for six items.

Costs valid until 31 March 2023

To book a collection or find out more, contact us.

You have a legal 'Duty of Care' to dispose of your own waste responsibly. If your waste is found to be dumped without permission, this is known as 'fly-tipping'. It is illegal and you could have to pay a £400 fixed penalty fine. If a contractor you've hired to remove your waste fly-tips, you could have to pay a £300 fixed penalty fine. To avoid a fine:

1. check with Natural Resources Wales that any contractor you're using is a registered waste carrier,
2. make a note of where they claim they're taking your waste,
3. make a note of their vehicle registration and contact details, and
4. always ask for a receipt or proof of payment.

FINE

Visit www.denbighshire.gov.uk/recycling to find out more.

 **Sir Ddinbych yn ailgylchu**
Denbighshire recycles

For office use only: BW/09/22

Appendix IV: Wellbeing Impact Assessment

Review of Fixed Penalty amounts for Environmental Crimes (1094)



Review of Fixed Penalty Amounts for Environmental Crimes: 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: 1094

Brief description: A range of amendments are proposed to the fixed penalty fine amounts for environmental crimes, including littering, fly tipping, Dog Control Order offences and the introduction of a new fixed penalty charge option for tackling contraventions of householder Duty of Care.

Date Completed: 28/09/2022 15:50:46 Version: 1

Completed by: Johnathon Brittain-Hughes, Senior Environmental Crime Officer

Responsible Service: Highways and Environmental Services

Localities affected by the proposal: Whole County,

Who will be affected by the proposal? Businesses and individuals living or visiting Denbighshire that are caught in the act of contravening environmental laws. The service provider for the supply of environmental enforcement services; Council and Service provider enforcement officers who issue fixed penalty notices.

Was this impact assessment completed as a group? No

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 : 26 / 36.

Summary for each Sustainable Development principle

Long term

Benefits to be realised include: Reduction in complaints and representations received from offenders; Modest Increased revenue from FPNs to ensure the Council can continue to deliver cost neutral patrol services through partnership working Introduction of early payment discounts to encourage discharge of the offence in the most efficient way, reducing administrative burden to officer and the amount of prosecutions required in the Magistrate's Court.

Prevention

The environmental laws (and enforcement of said laws through the use of fixed penalty notices) in scope of the review primarily focus on encouraging compliance with how individuals manage their waste responsibly to prevent the waste from escaping into the environment, and in some cases, ensuring it is recycled. This review has increased FPN levels across a range of enforcement laws to act as a deterrent to those who deliberately cause environmental harm.

Integration

The proposal will ensure that the Waste Service can continue to deliver Environmental Enforcement Services in an effective and efficient manner. The service will be able to be more proactive as income generated from FPNs issued by Council officers will be reinvested in surveillance equipment and behaviour change initiatives. Reducing littering, dog fouling and dumping of waste leads to better environmental quality - well known to improve the well-being residents.

Collaboration

Council officers have developed the proposals with support and intelligence provided by the Environmental Enforcement Services Provider. The proposals will be reviewed by the Partnerships Scrutiny Committee and subject to a Lead Member delegated decision report process. Proposals have been set within the ranges advised by Welsh Government.

Involvement

Representations from offenders have been taken into account when setting new FPN levels. An early payment discount has been introduced for some fixed penalties to assist the offender in discharging their liabilities including: Engagement with Elected Members and our partners is achieved through approval process. The delegated decision process will ensure our proposal is published and feedback from elected members and the public will be considered before the proposal is adopted.

Summary of impact

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

Main conclusions

Overall the amendments proposed to the Fixed Penalty amounts relating to a range of Environmental crimes has a positive impact on Well-being Goals. Deterrents for the most harmful offences have been increased, with new Powers to help raise awareness of penalties of using rogue waste operators also being introduced. The changes help the council to continue to offer, and in the longer term enhance patrols and work more proactively in tackling environmental crimes and antisocial behaviours. It is important that the impact of these changes is monitored to measure the extent that intended benefits are realised, and where possible optimised in the future service provision. This proposal has not been subject to public consultation, but elected member / individual views provided through the publicised delegated decision process will be considered before the proposal is adopted (scheduled for adoption by January 2023).

The likely impact on Denbighshire, Wales and the world.

A prosperous Denbighshire

Overall Impact

Positive

Justification for impact

The proposed amendments to the FPN amounts seek to enable the continuation, and possible expansion of environmental enforcement activities across the county to protect our local environment from environmental crimes.

Further actions required

the impacts of the changes will be reviewed before the retendering of a new environmental enforcement services contract and lessons learned used to inform the future tender specification, which may enable the function to be expanded so the service is as effective as possible in preventing environmental harm.

Positive impacts identified:

A low carbon society

The amendments proposed help the "financial and delivery health" of the external patrol service and enable more foot patrols vs van patrol time
Enforcement of compliance to the Council's waste collection services will optimise recycling and reduce the amount of waste being sent for incineration, keeping valuable resources in circulation in the economy for longer.

Quality communications, infrastructure and

transport neutral

Economic development

The changes to FPN amounts strengthen the deterrent and the potential for environmental harm that is known to have a detrimental effect on private sector investment and the tourist industry. Many tourists visiting the coast in DCC have been issued with FPNs for contraventions of the dog control area and this impacts on their desire to return. Introducing a discount for early payment helps reduce the negativity felt by these individuals and has the potential to reduce the likelihood that they will not return.

Quality skills for the long term

It is hoped that the amendments made to the FPN amounts, alongside the variation to the outsourced Environmental Enforcement Services contract will diversify the role of patrol officers and reduce the degree and frequency of confrontation the face from offenders - in turn this will help retain officers and widen their skill sets, ensuring high quality interactions with the public and businesses.

Quality jobs for the long term

No additional jobs will be created from this proposal, although ensuring the financial viability of the patrol service protects a minimum of 4 full time posts within the Denbighshire Area.

Childcare

neutral

Negative impacts

identified: A low

carbon society none

Quality communications, infrastructure and

transport neutral

Economic

development none

Quality skills for the long term

none

Quality jobs for the long

term none

Childcare

neutral

A resilient Denbighshire

Overall Impact

Positive

Justification for impact

Overall there is a positive impact as the FPN amounts proposed seek to further deter environmental crime which can pollute our local area.

Further actions required

We intend to carry out enhanced campaign/enforcement work to reduce littering , fly tipping and other waste offences. the FPN fee structure will ensure viability of the partnership between the Council and the Service Provider so that services optimise awareness of laws and the impact of offences on the local environment. In time, the service seeks to increase public support and widen its partnership for our enforcement activities and encourage the public and businesses to work with us to deter irresponsible behaviours that impact on our communities.

Positive impacts identified:

Biodiversity and the natural environment

Increasing penalties for littering and fly tipping offences seeks to deter irresponsible behaviours which pollute land and water ecosystems

Biodiversity in the built environment

Increasing penalties for littering and fly tipping offences seeks to deter irresponsible behaviours which pollute land and water ecosystems

Reducing waste, reusing and recycling

The proposal continues to apply the highest possible FPN level (£100) on householders who repeatedly fail to recycle, or contaminate their recycling bins. Note householders receive a minimum of three warnings and offer of support before an FPN is issued which is usually very effective at encouraging pro-environmental behaviours.

Reduced energy/fuel consumption

There will be a small reduction in vehicle miles travelled as the proposal requires patrol officers to carry out more foot patrols/public engagement

People's awareness of the environment and biodiversity

The proposal of the new FPN structure seeks to increase resources to carry out proactive engagement and educational work, by ensuring that the cost of such additional services and campaigns can be funded through any surplus FPN income generated

Flood risk management

neutral

Negative impacts identified:

Biodiversity and the natural

environment none

Biodiversity in the built

environment none

Reducing waste, reusing and recycling

none

Reduced energy/fuel

consumption none

People's awareness of the environment and

biodiversity none

Flood risk management

neutral

A healthier Denbighshire

Overall Impact

Positive

Justification for impact

Overall there is a positive impact. Whilst we do have a very small number of people claiming that their mental health is effected by being issued a Fixed Penalty Notice, claims are difficult to substantiate and are unlikely to outweigh the overall benefits of ensuring DCC carry out environmental enforcement patrols and investigations. The Service receives far more requests for enforcement action/patrols, than it does complaints from those issued with a fixed penalty notice. On balance the positive impact is far greater the benefits help a far larger proportion of the community.

Further actions required

The Council and Service Provider review representations made by the public around affordability. It is possible to extend payment periods for a limited period to give offenders extra time to pay their FPN in full. However, if at the end of this time payment in full is not received the offender faces prosecution in the Magistrate's court - here the Magistrate will take the financial means of the offender into account and is better placed to request evidence from the offender to justify a payment arrangement over a longer period.

Positive impacts identified:

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

It is well documented that cleaner, greener localities promote positive mental health. This proposal seeks to reduce pollution and visual impacts caused from poorly managed waste.by ensuring the future provision of enforcement patrols and increasing the financial penalty for waste related offences)

Access to good quality, healthy

food neutral

People's emotional and mental well-being

It is well documented that cleaner, greener localities promote positive mental health. This proposal seeks to reduce pollution and visual impacts caused from poorly managed waste. by ensuring the future provision of enforcement patrols and increasing the financial penalty for waste related offences)

Access to healthcare

neutral

Participation in leisure opportunities

The enforcement (through patrols and issuing FPNs) of exclusion of dogs from skate parks, marked sports pitches, play areas and selected beach zones enhances safety of such provision.

Negative impacts identified:

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

The service receives occasional representation from offenders who claim being issued with a fixed penalty is causing them distress, due to their claimed inability to pay discharge the penalty notice within the given timeframes (or at all).

Access to good quality, healthy food

neutral

People's emotional and mental well-being

The service receives occasional representation from offenders who claim being issued with a fixed penalty is causing them distress, due to their claimed inability to pay discharge the penalty notice within the given timeframes (or at all).

Access to healthcare

neutral

Participation in leisure

opportunities neutral

A more equal Denbighshire

Overall Impact

Neutral

Justification for impact

Whilst there are some benefits, especially the quality of environment in disadvantaged areas, it is recognised that a higher proportion of offenders living in deprived areas may not have the means to pay the increased fixed penalty amounts for littering, or take advantage of the early payment discounts that reduce the financial burden to them.

Further actions required

The Council will continue to work with the Service provider to ensure that patrols are well balanced across all demographics and localities, and target deprived areas with campaigns to raise awareness and provide advice, tools and initiatives (funded through community benefits/social value pledges of major contractors) This could include free dog poo bags, portable ashtrays, free bulky waste events etc... In time it is hoped that this behaviour change will result in better compliance in deprived areas.

Positive impacts identified:

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

People who suffer discrimination or

disadvantage neutral

People affected by socio-economic disadvantage and unequal outcomes

More early payment discounts provide an opportunity for a fixed penalty to be discharged at a lower cost. However, it is recognised that the ability to raise funds with the shorter timescales could be problematic for those on low income.

Areas affected by socio-economic disadvantage

Environmental crimes occur to a greater degree in deprived areas. Fly tipping and littering in particular, disproportionately affects Denbighshire's most deprived wards. Strengthening and safeguarding our enforcement resources and deterrents is likely to reduce irresponsible behaviours, leading to better local environmental quality.

Negative impacts identified:

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

People who suffer discrimination or

disadvantage neutral

People affected by socio-economic disadvantage and unequal outcomes

Patrol plans are targeted where environmental crime rates have been reported (hot spots) and these tend to be in areas of deprivation. This means officers are more likely to issue FPNs to low income individuals.

Areas affected by socio-economic

disadvantage none

A Denbighshire of cohesive communities

Overall Impact

Positive

Justification for impact

Overall there is a positive impact as the FPN amounts proposed seek to further deter environmental crime which can in turn lead to other more harmful criminal behaviours (broken windows effect).

Further actions required

The proposal ensures continued provision of environmental enforcement patrols and investigations. This secures the longevity of a Partnership approach which the Service aims to build upon with other enforcement agencies and community outreach providers.

Positive impacts identified:

Safe communities and individuals

the proposal seeks to reduce environmental crime which helps secure safer communities. In addition, continued provision of patrol officers help to reassure communities and offer an enhanced feeling of safety.

Community participation and resilience

This proposal strengthens the ability of the Service Provider and Council enforcement officers to work proactively with communities and to encourage/act on intelligence provided by them.

The attractiveness of the area

It is well documented that cleaner, greener localities promote positive mental health. This proposal seeks to reduce pollution and visual impacts caused from poorly managed waste.by ensuring the future provision of enforcement patrols and increasing the financial penalty for waste related offences)

Connected communities

neutral

Rural resilience

neutral

Negative impacts

identified: Safe

communities and

individuals none

Community participation and

resilience neutral

The attractiveness of the

area none

Connected communities

neutral

Rural resilience

neutral

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact

Neutral

Justification for impact

The changes to the FPN amounts for environmental crimes do not have an impact on Welsh culture or language. Existing arrangements will remain to ensure offenders can be issued a Fixed Penalty in Welsh or English and they are given the option of how they would like to receive the penalty charge notice. Officers are able to contact a Welsh Speaker to assist them with the issuing the FPN via the Council's contact centre, if they need translation support.

Further actions required

The Service Provider advertises for new posts locally and proactively seeks to recruit Welsh speakers.

Positive impacts identified:

People using Welsh

neutral -please note the existing arrangements for issuing of FPNs offers the function of issuing the FPN in Welsh or English and all documentation issued in pursuance of the penalty discharge is bilingual. Offenders are offered this at the time of issue.

Promoting the Welsh language

neutral - all campaign/ communication materials continue to be bilingual. Welsh speakers are actively sought for recruitment via the outsourced Environmental Enforcement Services Contract.

Culture and heritage

neutral

Negative impacts identified:

People using Welsh

neutral

Promoting the Welsh language

neutral

Culture and heritage

neutral

A globally responsible Denbighshire

Overall Impact

Positive

Justification for impact

Overall the impact is positive and the proposal safeguards the provision of patrols so we can continue to protect our environment and encourage pro-environmental behaviours.

Further actions required

The Council aim to extend engagement and education activities to encourage social norming of complaint behaviours especially with young people and are currently seeking funding to support this (Shared Prosperity Fund proposal has been completed).

Positive impacts identified:

Local, national, international supply chains

neutral - Outsourced arrangements for patrol officers are advertised on Sell to Wales and attract interest from the industry UK wide.

Human rights

Neutral

Broader service provision in the local area or the region

The Service Provider who issue FPNs for environmental offences also carry out smoke free enforcement across Denbighshire including hospital sites. This proposal safeguards the ability of the Council to continue providing such patrols.

Reducing climate change

Overall there is a positive impact as the FPN amounts proposed seek to further deter environmental crime which can have a detrimental effect on important ecosystems. Furthermore, encouraging householders and businesses to comply with waste legislation will promote better resource management, enhancing recycling subsequently reducing UK reliance on raw materials sourced globally through deforestation, drilling and mining which all contribute significantly to climate change.

Negative impacts identified:

Local, national, international supply

chains none

Human rights

Neutral

Broader service provision in the local area or the

region none

Reducing climate

change none

Review of Fixed Penalty Amounts for Environmental Crimes: 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: 1094

Brief description: A range of amendments are proposed to the fixed penalty fine amounts for environmental crimes, including littering, fly tipping, Dog Control Order offences and the introduction of a new fixed penalty charge option for tackling contraventions of householder Duty of Care.

Date Completed: 28/09/2022 15:50:46 Version: 1

Completed by: Johnathon Brittain-Hughes, Senior Environmental Crime Officer

Responsible Service: Highways and Environmental Services

Localities affected by the proposal: Whole County,

Who will be affected by the proposal? Businesses and individuals living or visiting Denbighshire that are caught in the act of contravening environmental laws. The service provider for the supply of environmental enforcement services; Council and Service provider enforcement officers who issue fixed penalty notices.

Was this impact assessment completed as a group? No

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 : 26 / 36.

Summary for each Sustainable Development principle

Long term

Benefits to be realised include: Reduction in complaints and representations received from offenders; Modest increased revenue from FPNs to ensure the Council can continue to deliver cost neutral patrol services through partnership working Introduction of early payment discounts to encourage discharge of the offence in the most efficient way, reducing administrative burden to officer and the amount of prosecutions required in the Magistrate's Court.

Prevention

The environmental laws (and enforcement of said laws through the use of fixed penalty notices) in scope of the review primarily focus on encouraging compliance with how individuals manage their waste responsibly to prevent the waste from escaping into the environment, and in some cases, ensuring it is recycled. This review has increased FPN levels across a range of enforcement laws to act as a deterrent to those who deliberately cause environmental harm.

Integration

The proposal will ensure that the Waste Service can continue to deliver Environmental Enforcement Services in an effective and efficient manner. The service will be able to be more proactive as income generated from FPNs issued by Council officers will be reinvested in surveillance equipment and behaviour change initiatives. Reducing littering, dog fouling and dumping of waste leads to

Review of Fixed Penalty Amounts for Environmental Crimes

better environmental quality - well known to improve the well-being residents.

Collaboration

Council officers have developed the proposals with support and intelligence provided by the Environmental Enforcement Services Provider. The proposals will be reviewed by the Partnerships Scrutiny Committee and subject to a Lead Member delegated decision report process. Proposals have been set within the ranges advised by Welsh Government.

Involvement

Representations from offenders have been taken into account when setting new FPN levels. An early payment discount has been introduced for some fixed penalties to assist the offender in discharging their liabilities including: Engagement with Elected Members and our partners is achieved through approval process. The delegated decision process will ensure our proposal is published and feedback from elected members and the public will be considered before the proposal is adopted.

Summary of impact

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

Review of Fixed Penalty Amounts for Environmental Crimes

Well-being Goals	Overall Impact
A globally responsible Denbighshire	Positive

Main conclusions

Overall the amendments proposed to the Fixed Penalty amounts relating to a range of Environmental crimes has a positive impact on Well-being Goals. Deterrents for the most harmful offences have been increased, with new Powers to help raise awareness of penalties of using rouge waste operators also being introduced. The changes help the council to continue to offer, and in the longer term enhance patrols and work more proactively in tackling environmental crimes and antisocial behaviours. It is important that the impact of these changes is monitored to measure the extent that intended benefits are realised, and where possible optimised in the future service provision. This proposal has not been subject to public consultation, but elected member / individual views provided through the publicised delegated decision process will be considered before the proposal is adopted (scheduled for adoption by January 2023).

The likely impact on Denbighshire, Wales and the world.

A prosperous Denbighshire

Overall Impact

Positive

Justification for impact

The proposed amendments to the FPN amounts seek to enable the continuation, and possible expansion of environmental enforcement activities across the county to protect our local environment from environmental crimes.

Further actions required

the impacts of the changes will be reviewed before the retendering of a new environmental enforcement services contract and lessons learned used to inform the future tender specification, which may enable the function to be expanded so the service is as effective as possible in preventing environmental harm.

Positive impacts identified:

A low carbon society

The amendments proposed help the "financial and delivery health" of the external patrol service and enable more foot patrols vs van patrol time

Enforcement of compliance to the Council's waste collection services will optimise recycling and reduce the amount of waste being sent for incineration, keeping valuable resources in circulation in the economy for longer.

Quality communications, infrastructure and transport

neutral

Economic development

The changes to FPN amounts strengthen the deterrent and the potential for environmental harm that

Review of Fixed Penalty Amounts for Environmental Crimes

is known to have a detrimental effect on private sector investment and the tourist industry. Many tourists visiting the coast in DCC have been issued with FPNs for contraventions of the dog control area and this impacts on their desire to return. Introducing a discount for early payment helps reduce the negativity felt by these individuals and has the potential to reduce the likelihood that they will not return.

Quality skills for the long term

It is hoped that the amendments made to the FPN amounts, alongside the variation to the outsourced Environmental Enforcement Services contract will diversify the role of patrol officers and reduce the degree and frequency of confrontation the face from offenders - in turn this will help retain officers and widen their skill sets, ensuring high quality interactions with the public and businesses.

Quality jobs for the long term

No additional jobs will be created from this proposal, although ensuring the financial viability of the patrol service protects a minimum of 4 full time posts within the Denbighshire Area.

Childcare

neutral

Negative impacts identified:

A low carbon society

none

Quality communications, infrastructure and transport

neutral

Economic development

none

Quality skills for the long term

none

Quality jobs for the long term

none

Childcare

neutral

A resilient Denbighshire

Overall Impact

Positive

Justification for impact

Overall there is a positive impact as the FPN amounts proposed seek to further deter environmental crime which can pollute our local area.

Further actions required

We intend to carry out enhanced campaign/enforcement work to reduce littering , fly tipping and other waste offences. the FPN fee structure will ensure viability of the partnership between the Council and the Service Provider so that services optimise awareness of laws and the impact of offences on the local environment. In time, the service seeks to increase public support and widen its partnership for our enforcement activities and encourage the public and businesses to work with us to deter irresponsible behaviours that impact on our communities.

Positive impacts identified:

Biodiversity and the natural environment

Increasing penalties for littering and fly tipping offences seeks to deter irresponsible behaviours which pollute land and water ecosystems

Biodiversity in the built environment

Increasing penalties for littering and fly tipping offences seeks to deter irresponsible behaviours which pollute land and water ecosystems

Reducing waste, reusing and recycling

The proposal continues to apply the highest possible FPN level (£100) on householders who repeatedly fail to recycle, or contaminate their recycling bins. Note householders receive a minimum of three warnings and offer of support before an FPN is issued which is usually very effective at encouraging pro-environmental behaviours.

Reduced energy/fuel consumption

There will be a small reduction in vehicle miles travelled as the proposal requires patrol officers to carry out more foot patrols/public engagement

People's awareness of the environment and biodiversity

The proposal of the new FPN structure seeks to increase resources to carry out proactive engagement and educational work, by ensuring that the cost of such additional services and campaigns can be funded through any surplus FPN income generated

Flood risk management

neutral

Negative impacts identified:

Biodiversity and the natural environment

none

Biodiversity in the built environment

none

Reducing waste, reusing and recycling

none

Reduced energy/fuel consumption

none

People's awareness of the environment and biodiversity

none

Flood risk management

neutral

A healthier Denbighshire

Overall Impact

Positive

Justification for impact

Overall there is a positive impact. Whilst we do have a very small number of people claiming that their mental health is effected by being issued a Fixed Penalty Notice, claims are difficult to substantiate and are unlikely to outweigh the overall benefits of ensuring DCC carry out environmental enforcement patrols and investigations. The Service receives far more requests for enforcement action/patrols , than it does complaints from those issued with a fixed penalty notice. On balance the positive impact is far greater the benefits help a far larger proportion of the community.

Further actions required

The Council and Service Provider review representations made by the public around affordability. It is possible to extend payment periods for a limited period to give offenders extra time to pay their FPN in full. However, if at the end of this time payment in full is not received the offender faces prosecution in the Magistrate's court - here the Magistrate will take the financial means of the offender into account and is better placed to request evidence from the offender to justify a payment arrangement over a longer period.

Positive impacts identified:

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

It is well documented that cleaner, greener localities promote positive mental health health. This proposal seeks to reduce pollution and visual impacts caused from poorly managed waste.by ensuring the future provision of enforcement patrols and increasing the financial penalty for waste related offences)

Access to good quality, healthy food

neutral

People's emotional and mental well-being

It is well documented that cleaner, greener localities promote positive mental health health. This proposal seeks to reduce pollution and visual impacts caused from poorly managed waste.by ensuring the future provision of enforcement patrols and increasing the financial penalty for waste related offences)

Access to healthcare

neutral

Participation in leisure opportunities

The enforcement (through patrols and issuing FPNs) of exclusion of dogs from skate parks, marked sports pitches , play areas and selected beach zones enhances safety of such provision.

Negative impacts identified:

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

The service receives occasional representation from offenders who claim being issued with a fixed penalty is causing them distress, due to their claimed inability to pay discharge the penalty notice within the given timeframes (or at all).

Access to good quality, healthy food

neutral

People's emotional and mental well-being

The service receives occasional representation from offenders who claim being issued with a fixed penalty is causing them distress, due to their claimed inability to pay discharge the penalty notice within the given timeframes (or at all).

Access to healthcare

neutral

Participation in leisure opportunities

neutral

A more equal Denbighshire

Overall Impact

Neutral

Justification for impact

Whilst there are some benefits , especially the quality of environment in disadvantaged areas, it is recognised that a higher proportion of offenders living in deprived areas may not have the means to pay the increased fixed penalty amounts for littering, or take advantage of the early payment discounts that reduce the financial burden to them.

Further actions required

The Council will continue to work with the Service provider to ensure that patrols are well balanced across all demographics and localities, and target deprived areas with campaigns to raise awareness and provide advice, tools and initiatives (funded through community benefits/social value pledges of major contractors) This could include free dog poo bags, portable ashtrays, free bulky waste events etc... In time it is hoped that this behaviour change will result in better compliance in deprived areas.

Positive impacts identified:

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

neutral

People who suffer discrimination or disadvantage

neutral

People affected by socio-economic disadvantage and unequal outcomes

More early payment discounts provide an opportunity for a fixed penalty to be discharged at a lower cost. However, it is recognised that the ability to raise funds with the shorter timescales could be problematic for those on low income.

Areas affected by socio-economic disadvantage

Environmental crimes occur to a greater degree in deprived areas. Fly tipping and littering in particular, disproportionately affects Denbighshire's most deprived wards. Strengthening and safeguarding our enforcement resources and deterrents is likely to reduce irresponsible behaviours, leading to better local environmental quality.

Negative impacts identified:

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

neutral

People who suffer discrimination or disadvantage

neutral

People affected by socio-economic disadvantage and unequal outcomes

Review of Fixed Penalty Amounts for Environmental Crimes

Patrol plans are targeted where environmental crime rates have been reported (hot spots) and these tend to be in areas of deprivation. This means officers are more likely to issue FPNs to low income individuals.

Areas affected by socio-economic disadvantage

none

A Denbighshire of cohesive communities

Overall Impact

Positive

Justification for impact

Overall there is a positive impact as the FPN amounts proposed seek to further deter environmental crime which can in turn lead to other more harmful criminal behaviours (broken windows effect).

Further actions required

The proposal ensures continued provision of environmental enforcement patrols and investigations. This secures the longevity of a Partnership approach which the Service aims to build upon with other enforcement agencies and community outreach providers.

Positive impacts identified:

Safe communities and individuals

the proposal seeks to reduce environmental crime which helps secure safer communities. In addition continued provision of patrol officers help to reassure communities and offer an enhanced feeling of safety.

Community participation and resilience

This proposal strengthens the ability of the Service Provider and Council enforcement officers to work proactively with communities and to encourage/act on intelligence provided by them.

The attractiveness of the area

It is well documented that cleaner, greener localities promote positive mental health health. This proposal seeks to reduce pollution and visual impacts caused from poorly managed waste.by ensuring the future provision of enforcement patrols and increasing the financial penalty for waste related offences)

Connected communities

neutral

Rural resilience

neutral

Negative impacts identified:

Safe communities and individuals

none

Community participation and resilience

neutral

The attractiveness of the area

none

Connected communities

neutral

Rural resilience

neutral

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact

Neutral

Justification for impact

The changes to the FPN amounts for environmental crimes do not have an impact on Welsh culture or language. Existing arrangements will remain to ensure offenders can be issued a Fixed Penalty in Welsh or English and they are given the option of how they would like to receive the penalty charge notice. Officers are able to contact a Welsh Speaker to assist them with the issuing the FPN via the Council's contact centre, if they need translation support.

Further actions required

The Service Provider advertises for new posts locally and proactively seeks to recruit Welsh speakers.

Positive impacts identified:

People using Welsh

neutral -please note the existing arrangements for issuing of FPNs offers the function of issuing the FPN in Welsh or English and all documentation issued in pursuance of the penalty discharge is bilingual. Offenders are offered this at the time of issue.

Promoting the Welsh language

neutral - all campaign/ communication materials continue to be bilingual. Welsh speakers are actively sought for recruitment via the outsourced Environmental Enforcement Services Contract.

Culture and heritage

neutral

Negative impacts identified:

People using Welsh

neutral

Promoting the Welsh language

neutral

Culture and heritage

neutral

A globally responsible Denbighshire

Overall Impact

Positive

Justification for impact

Overall the impact is positive and the proposal safeguards the provision of patrols so we can continue to protect our environment and encourage pro-environmental behaviours.

Further actions required

The Council aim to extend engagement and education activities to encourage social norming of complaint behaviours especially with young people and are currently seeking funding to support this (Shared Prosperity Fund proposal has been completed).

Positive impacts identified:

Local, national, international supply chains

neutral - Outsourced arrangements for patrol officers are advertised on Sell to Wales and attract interest from the industry UK wide.

Human rights

Neutral

Broader service provision in the local area or the region

The Service Provider who issue FPNs for environmental offences also carry out smoke free enforcement across Denbighshire including hospital sites. This proposal safeguards the ability of the Council to continue providing such patrols.

Reducing climate change

Overall there is a positive impact as the FPN amounts proposed seek to further deter environmental crime which can have a detrimental effect on important ecosystems. Furthermore, encouraging householders and businesses to comply with waste legislation will promote better resource management, enhancing recycling subsequently reducing UK reliance on raw materials sourced globally through deforestation ,drilling and mining which all contribute significantly to climate change.

Negative impacts identified:

Local, national, international supply chains

none

Human rights

Neutral

Broader service provision in the local area or the region

none

Reducing climate change

none

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By virtue of paragraph(s) 14 of Part 4 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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Appendix III

District Enforcement Limited
In Partnership with
Denbighshire County Council

Performance report
April – September 2022

Email: enquiries@district-enforcement.co.uk

Website: www.district-enforcement.co.uk

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1 EXECUTIVE SUMMARY

District Enforcement Limited went through a period of change in the year starting 1st April 2021. The management structure changed which also resulted in a reconsideration of how the service should be delivered going forward and how we align that to our strategic aims, and that of our partners.

We looked at key areas.

- Our people, reputation & client relationships
- Our process
- Our back-office functions, support systems and quality

Post covid Denbighshire was relaunched with a new team, followed by a period of building new relationships with the Waste & Recycling Manager, after this area of the service was transferred over to that team.

The relationship between DE and DCC is critical to the partnership working. A greater emphasis has been placed on communications with the introduction of monthly reports, monthly meetings, and timely responses to emails. Key stakeholders are invited to various meetings to ensure that there is the connection necessary to build effective communication.

The WRM has clear ideas on how the service should be delivered and developed using an outsourced provider and is happy to support open discussion around the role of District at DCC. She has a wealth of experience and enthusiasm for this area of work and imparts that to members of the team whom she interacts with. This enables district to align our core values with that of the client and work towards a much higher standard of end-to-end delivery of the service.

Key achievements in the past year:

DE have an open recruitment policy which enables us to give local people with the right transferrable skills sets, around customer and front facing roles, the opportunity to join us, and receive dedicated support and classroom training around legislation as well as on site mentoring. We advertise to the areas surrounding Denbighshire also in the hope of attracting people from a wider pool.

A training programme has been introduced to all officers, which involves Theory, Education and Law, followed by on the ground mentoring and support.

A 100% quality check of all Fixed Penalty Notices issued to ensure that officers follow the correct procedure, in line with the Standard Operating Procedures. This came into effect fully from 4th January 2022.

Improvement in recovery work has resulted in an increase in the payment rate of 18% in year. The payment rate has moved from 2020/2021 - 65% to 2021/2022 - 83%. For the period April to September 2021 the payment rate is 81%, for the same period in 2022 there has been an improvement on this by 2% to 83%. The recovery cycle has not finished for those FPN's issued during August and September. The reminder cycles have been updated to add a third reminder letter to encourage customers to pay their Fixed penalty notice and discharge their liability, so it is anticipated that this will increase the overall performance on recovery.

The volume of FPN's issued has reduced and there has been evidence of behavioural changes within the community, officers have observed people behaving positively and responsibly around litter.

Back-office support has improved, after a period of recruitment and training delivered in all aspects of the service.

A team has been set up to work purely on the preparation of cases for prosecution. This is over and above the contract specification, but DE feel that this is a necessary addition to maintain quality.

Officers have participated in local litter picks and have spent several days on education and education within the community.

We have participated in a national clean-up campaign, as well as day to day engagement with the issuing of stub pouches and dog waste bags.

Patrol plans have been introduced which are moving documents and adjusted as new intelligence comes forward or complaints are received. Better understanding of coverage and what is required helps officers to spend more time out on the ground and to be effective in their roles.

We are in Phase 1 of our roll out of a school's project workbook around education aimed at Primary School age was passed out to the Council.

Further educational development and campaigns to be scheduled throughout the year will happen as stand-alone events or linking in with wider initiatives that are being promoted by Keep Wales Tidy.

DE have engaged with the DCC to assume extra services, in and around Business Duty of Care, and thus free up officer time in house for other matters. We are still awaiting the variation to signed. This will permit further engagement and encourage business owners to understand and be committed to disposing of business waste correctly through external contractors or by signing up to the Business Waste collection service provided by DCC.

DE continue to work on recovery and quality to drive up the payment rate and reduce the number of cases that DCC must process through to prosecution.

DE have undergone rebranding in 2021 and a new website has launched with stronger representation around Enviro crime. FAQ sections and advice and guidance for offenders and Local Authority call handlers to direct queries to.

Michelle Bradbury

Head of Operations, District Enforcement Limited

September 2022

2. Financial Highlights

2.1 Recovery activity

Payment rates have increased by 18% for the first half of the year 2022, against the previous year. This is attributed to the work that DE have conducted on letter templates, first and second reminders and applying a controlled recovery process. The payment rate from April 2022 is sitting at 83% but the recovery cycle is not yet over. In the previous year this was as 65%.

2.2 Volume of Fixed Penalty Notices

The number of Fixed penalties has decreased since the inception of the contract. Officers have observed positive behaviours with people using portable ashtrays that have been given out over time and more people behaving correctly around dog control. The team have given more focus to the activities around engagement and education as part of their day-to-day patrols, as requested by the client. The number of FPN's issued is consistent throughout the period of the PSPO restrictions between May and September. The quality of the FPN's issued remains high with less being cancelled. This also contributes to the high payment rate.

FIG.1 Month on Month FPN's issued - Denbighshire Borough Council



2.3 PSPO problem

Extra effort has been dedicated to signage by DCC to ensure that the signage issues of the past do not continue. In 2022, DE were able to enforce from the start of May around the PSPO. Only in one area was there a delay of 2 weeks, but this was quickly remedied, and new signage installed along the promenade.

3. Operations

3.1 Patrol Planning

Although the District360 system enables us to view patrol by Ward, it does not necessarily give us the patrol hours that areas require depending on local intelligence. We have introduced the idea of creating a patrol plan. This allows the Team Leader to first breakdown all areas within DCC into categories based on the frequency that officers should deploy to that area. Areas may require patrols multi-times per week for example, and others once per week/month. A patrol plan has been developed and is a moving document that is changeable according to information and complaints around hot spot areas etc. The team endeavor to be a visible presence across all areas, even those parts of the Borough that are more remote and require long travel time are being patrolled.

This will assist officers going forward with more foot patrol and to ensure that the areas get the right coverage depending on the need for that area. This will include hot spot areas, and open/green spaces. The team will also continue to provide a reactive patrol. Officers have extended their patrols already to sports pitches and play areas to evaluate the enforcement of the PSPO. There has been discussion around applying discretion when patrolling in cemeteries and encountering potential offenders.

3.2 Resource Planning

Deployment of staff has changed to maximise the operational days and provide full coverage on weekends. Team Leaders have been supported to make decisions on deployment. New work patterns have been introduced that provide flexibility of patrol at various times of the day. This ensures that exposure to enforcement is noticeable and enables engagement with the community through a range of shifts throughout the day. The team have been providing enforcement on a rolling Rota, basis to include Saturday and Sunday patrols as well as varying the shift start and end times to ensure coverage at various times of the day.

3.3 Prosecutions

DE have added an extra team to deal solely with the preparations of SJP (Single Justice Procedure) packs. We have introduced changes to the pack and the quality has improved following feedback from DCC. This extra team are over and above the contract requirements, but we feel that it is beneficial to have this team in place. Numbers have reduced in this area due to the increased recovery rate.

3.4. Challenges to the contract

There have been occasions where the client has requested that an FPN is cancelled. But it has not always been the case that the FPN has been issued incorrectly. Whilst we acknowledge that this happens and respect the decision of the client, this can have a detrimental effect. DE face strong opposition and abuse from the on-line community, who are anti-enforcement. This also results in a loss of income to DE and the contract must be self-financing.

Every case is reviewed, and feedback passed to officers in the case where learning has been identified.

There was a marked improvement in getting the signage in place for the PSPO starting in May. There was a slight delay in enforcing along the Marina area, but the Waste Manager worked very quickly to ensure that these problems were remedied quickly. Enforcing started approximately two weeks late in this area.

During this period officers continued to patrol, engage, and educate as they encountered people.

Officers continue to experience a higher level of abuse from dog owners walking their dogs in the exclusion zones. People feel that it is their right to walk their dogs off leads and on the beaches and officers have encountered difficulty as they try to explain and educate offenders as to the anti-social aspect of this behaviour and how it impacts on others and the environment.

During the winter months, the contract is hard to sustain based on it being a self-financing model. Low footfall is apparent in most areas of Denbighshire and numbers reduce significantly out of season. Experience of Autumn/Winter 2021/2022 has provided evidence of this. On a site where numbers have already reduced significantly, any further reduction would be hard to maintain. Discussions have taken place to secure the ability to extend the contract around extra services which will expand the skills of the enforcement officers and sustain the enforcement team through the winter months. This will also support the inhouse team and free up time for higher level enforcement.

DE have also submitted evidence as requested by the client from our other sites to demonstrate that a higher payment rate can be achieved when the Fixed Penalty Notice is set at a higher amount with the opportunity to reduce if paid early. This is not a decision for DE, but merely to note that information has been provided to support any discussions around this. Should an increase to the FPN amount get approval, it would contribute to the cost of providing the resource to support this contract.

4. Our People – what we have done to build your team

4.1. Recruitment

Our open recruitment policy has enabled DE to recruit from within the local area. The team previously had Welsh speaking officers, which enabled the team to be able to converse in Welsh or English depending upon what the customer wishes and issue the FPN in Welsh or English also. The Customer Support Team at Denbighshire are always helpful should we need to ask for their assistance with translation. Adverts are currently out to continue to add to the team having lost one officer to the DWP and another to the Waste Team at Denbighshire.

4.2. Induction

We have introduced a full on-site induction and training programme, this is also supported by a self-assessment tool, which enables new starters to identify any further skills gaps and for managers to review performance. It is beneficial to new people to be able to identify their own learning needs so that the appropriate support and training can be provided.

4.3. Training

Denbighshire was the first team to benefit from a newly introduced training programme. We have developed a programme for all new and inexperienced staff and refresher training for existing staff which covers:

- Standard operating procedures for the issue of fixed penalty notices
- The regulations under which we operated and how delegated powers work
- Environmental crime background and education to assist our officers to engage with members of the public and provide more education.
- CPD training from an external provider around the other areas of environmental crime such as Business Duty of Care, and Fly tipping.
- An online training platform for officers to undertake refresher training, for example courses around safeguarding, mental health awareness, and conflict management.

4.4. Staff retention

Staff retention is a key factor in developing our teams. We recognise that the role of an Environmental Crime Officer is challenging, with a traditionally high turnover of staff. We have just finalised the introduction of a package of remuneration, to encourage staff to stay with the company. This includes such things as additional annual for every year of service and sick pay and annual incremental pay increases, aligned to similar schemes within Local Authorities.

5. Client Relationships

5.1. Communication

With the relaunch of Denbighshire and a new team we were also able to build new relationships with the incoming service lead, due to DCC internal restructure. The importance of a strong relationship with open communication channels enables us to continually improve on the service that we deliver. We are constantly reviewing what we do to see that it aligns with the expectations placed upon us.

Tara has a wealth of knowledge and experience and is happy to impart that which can only benefit everyone on this contract. Monthly meetings and regular contact have improved as well as the introduction of a new monthly report to review performance.

District take on board all feedback and where necessary update our processes to lead to improvements.

5.2. Contact Centre DCC

The contact Centre has not had so many issues to pass to DE since April and DE have experienced only one outage on phone lines for an afternoon. Work has carried out with the letter templates also to direct customers to the DE support lines. The FPN has also been made clearer around how and who to contact, which hopefully has routed people correctly and minimized the number of touchpoints a customer must make to get through to DE. People can also log a representation online very quickly or by email which is also made clear on the FPN.

Email contact to DE has an auto reply set to confirm that a response will be received within ten working days. More often is the case that emails will be responded to before this deadline expires.

We monitor email responses, representation responses and phone calls to ensure that we can respond in a timely manner and manage customer expectation.

6. Our process

6.1. Complaints Handling

DE have a clearly defined process for the handling of complaints which has been shared with the Customer Services Team at DCC. We recognise the need to form timely responses, especially if the complaint has been escalated by the client at DCC.

By putting in measures to track complaints the process has improved. There is a clear understanding and expectation now with the back-office team to deliver a responsive service.

6.2. Prosecutions and the Single Justice Procedure

Historically the standard of cases referred to prosecution was not always where it needed to be. The Waste Services Manager at DCC, had a different approach to these cases and as such identified weaknesses in the statement and standard. DE conducted a review and as a result took measures to increase the accuracy and quality end to end.

DE have added an extra team to the back-office support, over and above the contract requirement. This team have improved the standards of evidence, witness statements and the SJP process to ensure that the Local Authority is furnished with the files in sufficient time to process through the courts. We have reduced our recovery timeline to 61 days also to allow the Local Authority a 4-month window to process cases. DE welcome the recent appointment of a new Senior Environmental Crime Officer to DCC's team and intend to work closely with him for the remainder of the contract period to ensure witness statements and evidence are of a higher standard. There has been a reduction in cases referred as the payment rate increases and FPN numbers have reduced.

6.3. Quality Assurance

DE have introduced a 100% quality check against all FPN's issued. Quality sheets are completed and referred to officers and managers, to ensure that remedial action is taken. Officers also receive a monthly 1:1 with their line manager during which performance and behaviors at site are discussed.

We are the only outsourced provider who deliver this level of control to ensure the quality of Fixed penalty notices remains at a high standard.

6.4. Subject Access Requests and Freedom of Information Requests

In response to a recent end of year influx of Freedom of Information requests, a dedicated resource has been identified to deal solely with these compliance enquiries.

This will ensure a timely and consistent response and acts as a single point of contact for the client.

There is a clear process in place in response to Subject Access Requests, a copy of this document has also been issued to DCC, for clarification. Office staff have had recent refresher training around these matters to ensure understanding and obligation around this.

7. Education & Engagement

7.1. Activity

As well as the day-to-day engagement and issuing out of dog waste bags and stubby pouches, the team has been involved in local voluntary litter picks. They have spent two full days as part of the love parks campaign, engaging and educating within the community. These may take the form of engagement days, joint working with partner agencies. Time spent on this activity will be quantified for the monthly report going forward.

7.2. Schools project work

DE has collaborated with an external provider to create a project pack that can be used within Primary schools. The project contains a PowerPoint display which is presented in an age-appropriate language to reach its audience. Worksheets are provided to deliver interactive classroom activity. Roll out of the project has begun with Heads of Service or Lead officers who engage with Schools, to introduce this to them. This project can be updated and added to as time goes on and we gather sufficient feedback.

DE will assign the lead on Education and co-ordination of the project to a site Ambassador. This should help to plan in themed activities and school contact etc. throughout the year. DCC to update DE on any new appointment to this role on their side for contact and liaison.

7.3. Positive behaviour campaign DCC/DE joint initiative

DE are awaiting sign off from DCC to promote the positive behaviour campaign. DE had agreed in early 2021 to fund the printing of entry cards and the cover a monthly prize fund for the remaining months of the contract. We have engaged with a small business located by DCC, to arrange to have pet portraits produced for the winner each month. Cards will be given out to members of the public when officers observe positive behaviour in relation to the PSPO in force. DE believe that a simplified process for this is near to completion and will shortly be advised that printing can start.

8. Takeaways

District Enforcement are committed to bringing about behavioural changes through working with Denbighshire County Council, and the communities where we patrol. We strive to provide a valuable service as well as to bring the added social values that come with our presence on the streets. We are an open and transparent contractor.

Our intention is to continue to protect the reputation of DCC and our own reputation by focusing on high quality and delivery of our service. We have introduced measures over the past year to address, control and manage people and process which all supports our aims. This is starting to reflect in the results that are now coming through.

We would welcome the opportunity to extend our work to other areas, to support and sustain a valuable service.

9. Appendices

9.1 Appendix 1- Fixed Penalty Notices issued data totals for year.

Fixed Penalty Notice data 1st April 2022 to 30th September 2022

Fig.1 Total number of Fixed Penalty Notices Issued

OUTCOME SUMMARY		
Description	Count	Total
FPN ISSUED	<u>473</u>	£0.00
CANCELLED	<u>1</u>	£0.00
FPN ISSUED AFTER CANCELLATION	<u>472</u>	£0.00

Fig .2 Breakdown of FPN's issued by Offence 1st April 2022 - 30th September 2022

OFFENCE TYPE		
Offence Type	Offence Type Count	Percentage
Littering	299	<u>63%</u>
PSPO-Dog Fouling (PSPO)	8	<u>2%</u>
PSPO-Dogs Exclusion Zones	133	<u>28%</u>
PSPO-Dogs on Leads	28	<u>6%</u>
Smoke Free (Vehicle)-Cigarette (V) - Company Vehicle	3	<u>1%</u>
Total:	472	100%

Fig.3 Prosecution activity get figures from Steve

12 cases have been referred to DCC for prosecution.

Fig.4 - Locations Issued by Ward

ISSUED BY WARD		
Ward	Ward Count	Percentage
Dee Valley	2	0.42%
Elwy	172	36.44%
Prestatyn	175	37.08%
Rhyl	121	25.64%
Ruthin	2	0.42%
Total:	472	

Fig.5 - Patrol Hours by Ward

PATROL HOURS BY WARD		
Ward	Hours Count	Percentage
Dee Valley	15 hr 18 mins	0.56%
Denbigh	38 hr 11 mins	1.40%
Elwy	1407 hr 29 mins	51.73%
Prestatyn	719 hr 50 mins	26.46%
Rhyl	505 hr 45 mins	18.59%
Ruthin	34 hr 23 mins	1.26%
Total:	2720 hr 56 mins	

Fig.6 Warnings

WARNINGS BY TITLE		
Warning Title	Warning Count	Percentage
Compliant on Request	1	7.14%
Minor	1	7.14%
Non-UK resident	4	28.57%
Vulnerable Person	8	57.14%
Total:	14	

Fig.7 Walk-off's

WALK OFFS		
Walk Off Title	Walk Off Count	Percentage
Not known	42	100.00%
Total:	42	

Fig.8 On the spot/Postal FPN's issued.

ENVIRO. ISSUED		
Enviro.	Enviro. Count	Percentage
FPN issued By Post	48	10.17%
FPN issued on the Spot	424	89.83%
Total:	472	

Sample of a DE routine patrol plan (in addition to hot spot monitoring)

DISTRICT DENBIGHSHIRE DEPLOYMENT PLAN							
DAILY	MULTIPLE WEEKLY		WEEKLY	MULTIPLE MONTHLY	MONTHLY	WEEKENDS HOLIDAYS EVENTS	
Category 1	Category 2	Category 3	Category 4	Category 5	Category 6	KEY	FREQUENCY
Rhyl	Dyserth	Ruthin	Llangollen	Henllan	Rhyl	CAT 1	Daily
Prestatyn	St Asaph	Denbigh	Trefnant	Rhewl	Prestatyn	CAT 2	Multiple Weekly
Rhuddlan	Meliden		Corwen	Cynwyd	Llangollen	CAT 3	Weekly
Bodelwyddan			Llandrynog	Carrog	Ruthin	CAT 4	Multiple Monthly
				Moel Famau	Moel Famau	CAT 5	Monthly
				Loggerheads		CAT 6	Weekend/Events
				Gwyddelwern			
				Bodfari			

Appendix IV

Examples of Communication Materials and Campaigns

1. New signage for promenades

Existing signage along the Rhyl and Prestatyn Promenade has been reviewed as a result of a number of representations received by the public who have stated it was confusing. The signage informs dog owners of the requirement to keep dogs on a lead and also where dogs are allowed and not allowed on the beach.

Conseil
sir ddinbych
denbighshire
County Council

<p>Cadwch gŵn ar dennyn ar hyd y promenâd ar grisiau</p>  <p>Keep dogs on a lead along the promenade and steps</p>	<p>Ni chaniateir cŵn ar y rhan yma o'r traeth 1 Mai – 30 Medi</p>  <p>No dogs allowed on this section of the beach 1st May – 30th September</p>
--	---

Uchafswm o ddirwy £1,000 / Maximum penalty £1,000
Gorchymyn Gwarchod mannau Cyhoeddus (Deddf Ymddygiad Gwrthgymdeithusol, Troseddau a Phlwmoneu 2014)
Public Space Protection Order (Antisocial Behaviour Crime and Policing Act 2014)

Conseil
sir ddinbych
denbighshire
County Council

<p>Cadwch gŵn ar dennyn ar hyd y promenâd ar grisiau</p>  <p>Keep dogs on a lead along the promenade and steps</p>	<p>Mae croeso i gŵn ar y rhan hon o'r traeth trwy gydol y flwyddyn</p>  <p>Dogs welcome on beach all year round</p>
---	--

Uchafswm o ddirwy £1,000 / Maximum penalty £1,000
Gorchymyn Gwarchod mannau Cyhoeddus (Deddf Ymddygiad Gwrthgymdeithusol, Troseddau a Phlwmoneu 2014)
Public Space Protection Order (Antisocial Behaviour Crime and Policing Act 2014)

2. Community dog fouling signs

These signs will be available from November onwards for households and business to request. They are available as a waterproof sticker or Corex board for placing on their own property, such as a fence, gate, garage wall or window, should a resident or business have a local problem near their premises.



3. Litterbin Stickers

These new signs, funded through Caru Cymru will be placed in all DCC litterbins to encourage use by dog owners.



4. Reward and Recognition

These reward cards will be issued to responsible dog owners who are spotted picking up after their dogs. People who receive them can add their details and send them into the Council to be entered into a monthly prize draw.



New Design: Free dog poo bags issued by patrol officers and through libraries and council public reception areas.



Issuing of "stubbies" to smokers to deter littering of cigarette butts by District Enforcement Patrol Officers, wardens and DCC officers



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Appendix V: Environmental Enforcement Services Risk Register

Category/ Reference number	Risk Description... There is a risk that	Cause	Consequence	Date Identified	Owner	Likelihood /5	Impact /5	Risk Score /25	Current Mitigation	Review Date	Further Planned Action	Residual Likelihood/5	Residual Impact/5	Residual Risk Score/25
Financial Risk														
FR1	The council cannot afford to provide environmental enforcement patrols or to provide creates a significant budget pressure.	The service provider fails to generate enough income to cover costs of supplying services	The council fail to retain/ secure a private sector partner, forcing the patrol functions back in-house	Sep-22	CM	5	3	15	Increase scope of contract to include additional areas of enforcement where FPNs can be issued - two pilots to run October 22 to May 2023	May-23	Proposal to review FPN levels Autumn 2022	2	3	6
FR2	Payment rates fall, affecting financial viability of contract	Contractor fails to secure income from FPNs issued	Payment rates fall/ prosecutions not followed up	Sep-22	DE	2	3	6	Payment rates monitored monthly by Partnership	On going	current high rate of 85% / PI introduced and monitored around no. prosecution files presented on time / presented to acceptable standards	1	3	3
FR3	Contract Management and funding for signage and campaigns creates a budget pressure	Expectation of public/members increase / external funding sources cease	demand on existing resources/budget provision is inadequate	Sep-22	HoS	5	2	10	Use of Caru Cymru budget for comms / Management by Waste Manager (creating pressures elsewhere within service)	Dec-22	To be addressed through internal savings/budget pressure process/ award of SPF funding	1	2	2
Legal Risks														
LR1	Failure to secure successful prosecutions or adequate compensation for non/payment and "walk offs" creates budget pressure in Legal Services	Lack of awareness of magistrates/ quality of evidence	Legal process undermined, encouraging less compliance to FPN payments or court costs incurred	Jun-22	CM/LS	2	3	6	Quality check carried out by DE on all prosecutions files / All prosecution files and evidence checked by DCC Enforcement manager before passing to legal	ongoing	Work with DE to provide more detailed witness statements	1	3	3
LR2	Risk of successful challenge by alternative suppliers as a result of approving Contract Extension/scope	Competitiveness of private sector	Forced to abandon contractual arrangement or compensate a successful challenger	Jun-22	HoS/LS	1	4	4	Variation Procedure correctly followed, outlining justification for the changes. Demonstrable through open pool approach that the DE contract has not been profitable during core contract term.	n/a	Continue to monitor "health" of contractual arrangement during contract period	1	4	3

Political/Reputational Risks														
PR1	Public / political pressure to cease enforcement activity	Sustained negative media sourced through personal accounts/claims from public	Loss of confidence in outsourced arrangement results in termination of contract/ Increase in complaints and representations	Sep-22	CM	3	3	9	Regular contract meetings held to identify and manage representations and complaints. Body Cameras work but patrol officers to negate false claims of ill treatment. DCC carry out careful reviews of evidence upon receipt of official complaints.	On going	Positive news /social media stories; Improved signage planned for promenades/ review of standard operating procedures	2	3	6
Operational Risks														
OR1	Failure to recruit and retain adequate numbers of Patrol Officers	Current Workforce Market/ public aggression deters new recruits	DE unable to field adequate patrols to meet contract specification, leading to contractual default and lack of enforcement presence.	Jun-22	DE	3	3	9	DE are a UK wide company, able to utilise mobile officers in the event of staff sickness or shortages.	on going	DE are reviewing contracts with staff to make their employment offer more attractive. Planned positive news stories and enhanced education work will help gain wider public acceptance; Review of FPNs (proposal to provide lower early payment options for some PSPO offences should curtail aggressive behaviours from those issued with dog exclusion zone/dogs off lead FPNs.	2	3	6

Key

Likelihood Risk Ratings	
Highest Risk/ Very Likely	5
Likely	4
Equally Possible	3
Possible but unlikely	2
Lowest Risk highly unlikely	1

Impact Scores	
Likely to Lead to Contract Termination	5
Significantly alters contract cost or risk profile	4
Impacts are problematic but manageable	3
Lower order impacts	2
Impacts are negligible	1

Risk Scores

Scores between 1-8

Scores between 9-15

Scores between 15-25

CM = Contract Manager

DE = District Enforcement (Service Provider)

LS = DCC Legal Services

HoS = Head of HFES

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Report to	Partnerships Scrutiny Committee
Date of meeting	27th October 2022
Lead Member / Officer	Nicola Stubbins, Corporate Director
Report author	Catrin Roberts, Head of Regional Collaboration
Title	Regional Partnership Board – Annual Report

1. What is the report about?

1.1. This report is the Annual Report of the North Wales Regional Partnership Board for 2021/2022 (Appendix 1). It is a requirement within the Part 9 of the Social Services and Well-Being (Wales) Act 2014 that each Regional Partnership Board prepares, publishes and submits its annual report to Welsh Government.

2. What is the reason for making this report?

2.1. This report is to provide information to partners with regard to the North Wales Regional Partnership Board and its activities during 2021/22.

3. What are the Recommendations?

3.1. That the Committee confirms that it has read, understood and taken into account the work that is required to be undertaken by the Regional Partnership Board.

3.2. That the Committee provides observations on the work and progress in 2021/22 on the work areas that are being taken forward through the North Wales Regional Partnership Board.

4. Report details

4.1. The Social Services and Well-Being (Wales) Act 2014 requires that each Regional Partnership Board produces and publishes an annual report on its work and submits this to Welsh Government.

4.2. In March 2018 the Welsh Government issued Guidance for the completion of the Regional Partnership Board Annual reports and Boards were to use this guidance for the completion of its report. The attached report contains all the information which was required to be included within that Guidance. The North Wales Regional Partnership Board report is written in a format that captures all information required. The report also includes views of a number of members of the Board.

4.3. The Regional Partnership Board is the Board which has been set up to meet the requirements of Part 9 of the Social Services and Well-Being (Wales) Act 2014. The Act requires that local authorities make arrangements to promote co-operation with their relevant partners and others, in relation to adults with needs for care and support, carers and children. It places a duty on relevant partners to co-operate with, and provide information to, the local authorities for the purposes of their social services functions.

4.4. Part 9 of the Act also provides for partnership arrangements between local authorities and Local Health Boards for the discharge of their functions. The Act also provides Welsh Government Ministers with regulation making powers in relation to formal partnership arrangements, resources for partnership arrangements (including pooled funds) and partnership boards.

4.5. The purpose of Part 9 of the Act is to improve outcomes and well-being of people, as well as improving the efficiency and effectiveness of service delivery. The key aims of co-operation, partnership and integration can therefore be described as:

- To improve care and support, ensuring people have more say and control
- To improve outcomes and health and wellbeing
- Provide co-ordinated, person centred care and support
- Make more effective use of resources, skills and expertise.

4.6. The purpose of the Annual report is to set out the progress that Regional Partnership Boards have made and reflects on how board are achieving the principles of the Social Services and Well-Being (Wales) Act 2014.

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

5.1. Working in partnership across health and social care services will help support resilient communities and also ensure a seamless service for individuals that require care and support.

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

6.1. The 6 Local Authorities and BCU Health Board in North Wales pool funding to support regional working across the Region, this also funds the Regional Collaboration Team and there is a formal partnership agreement to underpin this.

6.2. Through the Regional Partnership Boards, Welsh Government is channelling grant funding streams such as the Regional Integration Fund for Health and Social Care and the Housing with Care and Integrating and Rebalancing capital funds. Where it is possible to charge regional partnership activity to these grants this is being actioned.

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

7.1. An overall Well-being impact assessment has not been completed for the Annual Report but Equality Impact Assessments EIA's will have been completed for the individual elements contained within.

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

8.1. Members will be aware of the Social Services and Well-Being (Wales) Act 2014 and will have received information about Part 9 of the Act and the development of Regional Partnership Boards. There has been no formal consultation, other than with members of the Regional Partnership Board which includes a wide range of membership and includes citizens and carers.

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

9.1. There is a risk in ensuring compliance with the Social Services and Well-Being (Wales) Act 2014 and with the Guidance on regional partnership board annual reports issued in March 2018 in producing the annual report. The main risk is that

the North Wales Regional Partnership Board is able to progress the various requirements as required in the Part 9 Guidance and that the partnership develops to enable further partnership working and integration of services in the future.

10. Power to make the decision

10.1. Social Services and Well-Being Act 2014, Part 9

10.2. Scrutiny's powers in relation to this matter are set out in Section 21 of the Local Government Act 2000 and Section 7 of the Council's Constitution.



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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales Regional Partnership Board

Annual Report

2021/22



This report has been produced to meet the requirements set out by the Welsh Government in the Social Services and Well-Being (Wales) Act 2014

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Foreword by the Chair of North Wales Regional Partnership Board (NWRPB)

Mary Wimbury, Chief Executive,
Care Forum Wales

As Chair of the North Wales Regional Partnership Board, I am pleased to present our 21/22 report which shows the progress made across the region.

This has been another challenging year for the Health and Social Care Sector. I have heard it said many times in that we are now in recovery, but the reality has been very different for our partners still dealing with the day to day issues of covid. The impact on our workforce and people receiving services cannot be underestimated and has been a key consideration in our partnership working.



I am extremely proud of the work that has been achieved under the Regional Partnership Board, despite the severe pressures. The Transformation Programme and ICF have continued to thrive with fantastic progress made during the final year of the two programmes.

It was pleasing to receive the evaluation on the work undertaken which showed how much we have managed to achieve throughout the duration of these programmes and the differences these have made to the people of North Wales.

We are now entering a new phase with the 5-year Health and Social Care Regional Integration Fund to drive change and transformation across the health and social care system, as well as a 4-year Housing with Care Capital Fund and a 3-year Integration and Rebalancing Capital Fund. The guaranteed funding will provide us with a real opportunity to deliver long term transformation and integration across North Wales. However challenges remain within the sector: in particular the retention and recruitment of our workforce. As a Board we have made progress in involving all partners around the table – but there is still more to do.

I would like to thank all partners for their continued support for the work of the Regional Partnership Board and to the Regional Collaboration Team for their hardwork and commitment.



Best wishes – Mary Wimbury.

1. Partnerships governance

This section of the Annual Report sets out the purpose, role, membership, operating structure and key priorities of the Regional Partnership Board. It outlines the key partnership development over the last year and progress on implementing changes in the revised Part 9 Guidance

1.1 Purpose, role, membership, operating structure and key priorities

The **North Wales Social Care and Well-Being Services Improvement Collaboration** was established as part of the Social Services and Wellbeing Wales Act (SSWB) to:

-  Improve the wellbeing of the population
-  Improve how health and care services are delivered

We bring together health, social services, housing, the third sector and other partners to co-ordinate the continued transformation and integration of health, social care and well-being services across the region.






The NWRPB meets on a monthly basis and has continued to do so throughout the pandemic. These meetings have successfully been held virtually with translation facilities which has ensured continued engagement for members.

Vision statement

Together improving the health and well-being of people and communities









Guiding principles

The NWRPB agreed its guiding principles in November 2016 and these remain fit for purpose:

-  Whole system change and reinvestment of resources to a preventative model that promotes good health and well-being and draws effectively on evidence of what works best;
-  Care is delivered in joined up ways centred around the needs, preferences and social assets of people (service users, carers and communities);
-  People are enabled to use their confidence and skills to live independently, supported by a range of high quality community based options;
-  Embedded co-production in decision making so that citizens and their communities shape services;
-  We recognise the broad range of factors that influence health and well-being and the importance of the links to these areas (including education, housing, welfare, reduced homelessness, economic growth, regeneration, leisure and the environment).

1.2 Role of the NWRPB

The NWRPB's Terms of Reference is reviewed annually however, the crucial role for the Regional Partnership Board will be to:

-  Ensure that there is an agreed shared vision and a clear direction of travel for service development and integration of health, care and wellbeing in line with the SSWB Act 2014 and A Healthier Wales
-  Ensure that there are shared plans and strategies in place (supported by appropriate business cases) for delivering on the vision
-  Ensure that the strategic plans are evaluated and reviewed against agreed and understood outcomes and performance indicators
-  Lead a strategic approach to communicating and publicising the direction of travel and the progress made
-  Ensure that the principles of the board are upheld
-  Maintain an effective overview of the resources allocated to deliver on its objectives
-  Report to the Regional Leadership Board on progress, key issues and exceptions, escalating any barriers to progress within the Regional Partnership Board for resolution
-  Ensure that an annual report on progress is prepared and delivered as required to the Welsh Government.

The NWRPB formally reports to the North Wales Leadership Board. The NWRPB's business and the business of the regional sub-groups is managed by the Head of Regional Collaboration and members of the Regional Collaboration Team.

The updated governance structure of the NWRPB was formalised in January 2021 and the structure is shown below. Our Terms of Reference were reviewed in November 2020. The membership of the NWRPB (as at end of

March 2021) is attached in Appendix 1.

Gwenda's story

Gwenda is a 90-year-old lady who cares for her 92-year-old husband who've been married for 70 years and he now has dementia. She keeps her husband busy and as stimulated as possible by reading daily newspapers and taking walks up and down their driveway and describes her husband as her "whole world".

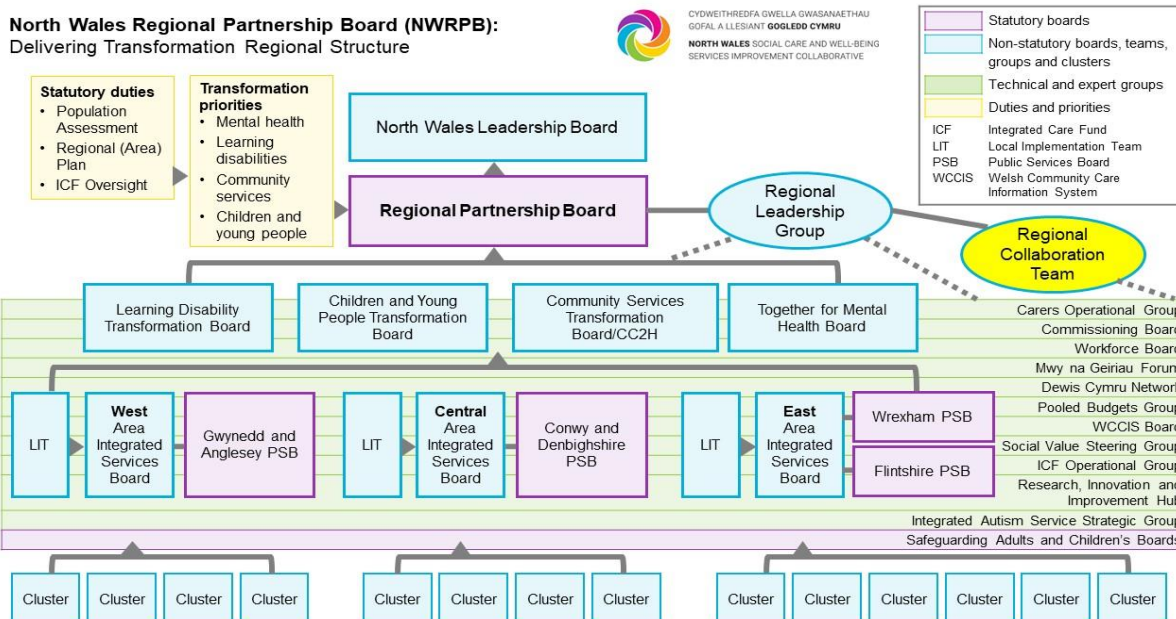
Gwenda has been having concerns lately over the care for her husband should her own health begin to deteriorate, these have become more acute as she is due to have a major operation.

She discussed her concerns at length and talked about the fact that there may be a point at which her husband may need to go into local authority care. Her Support Worker also discussed the possibility of applying for a care package to maintain independence for as long as possible.

Gwenda really appreciated the time and space to share her thoughts and concerns in a confidential setting and said *"thank you for listening to me"*.

The NWRPB recognises the key role carers of all ages have in the health and social care environment and that they need to be valued for the support they provide. The Board also recognises that they need to be

supported in this vital role.



1.3 Key Partnership Development

The partnership has continued to develop over the past 12 months, albeit taking into account the continued pandemic.

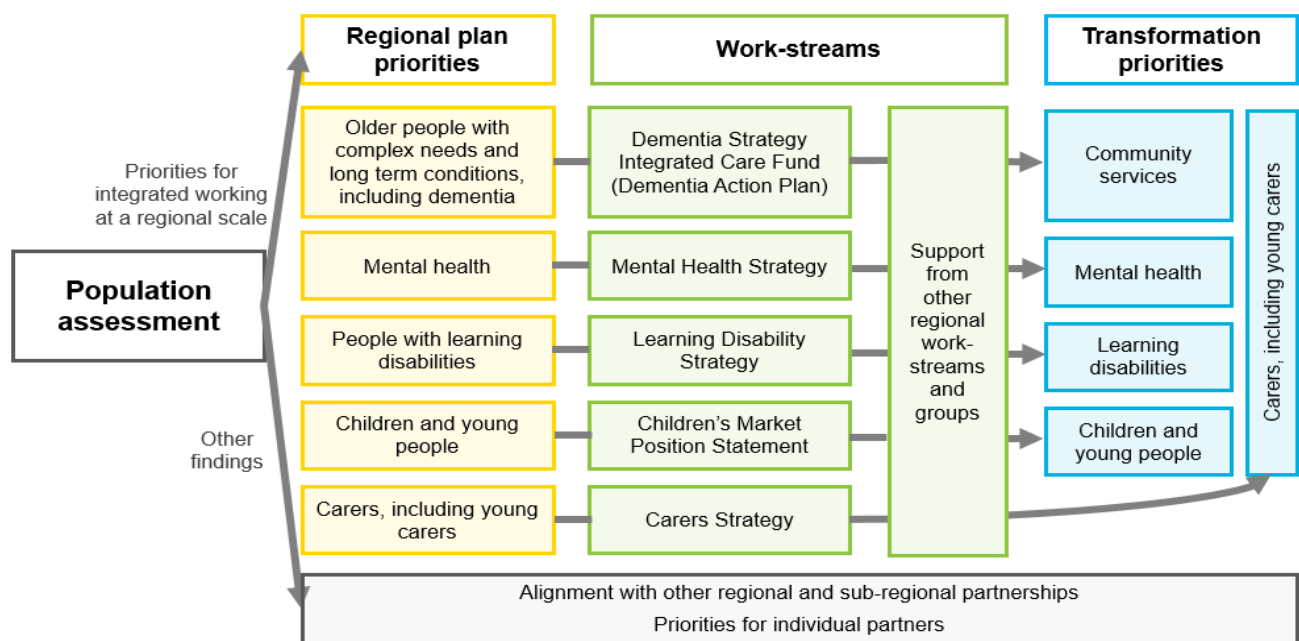
Where possible we have engaged with and participated in all the Welsh Government learning events and meetings with the Minister as part of our partnership development.

The RPB continues to work with the Public Services Board to provide a coherent local and regional response to the wellbeing needs of individuals.

Where possible, the work of the RPB has been promoted and showcased at a local, regional and national level.

We have worked extensively with Welsh Government and our partners on the development of the Regional Integration Fund (RIF), Housing with Care Fund (HCF) and the Integration and Rebalancing Capital Fund (IRCF).

The regional team and partners have worked and continue to work with Welsh Government on the development of the Rebalancing Care and Support Programme.



1.4 Mwy Na Geiriau Forum

The North Wales Mwy Na Geiriau Forum aims to ensure that Welsh speakers receive health services, social services and social care in their mother tongue, without having to ask. This leads to a better service and results for our population as receiving a service in the correct language is a need.

In order to achieve this, the forum aims to bring together all the key partners in the field to share good practice, work together to resolve obstacles and become a group where all leaders can use them to support this vital agenda in health and care. Following the Covid-19 pandemic, there was an opportunity to resume formal Forum meetings this year. The meetings included interesting presentations, as well as useful discussions in relation to sharing good practice and so on.

Progress on the agenda is good, with all members of the Forum working towards the vision of Mwy na Geiriau to be embedded in health and social care services. The availability of training courses is good and with a number of digital methods available to support staff.

1.5 Progress on implementing changes in revised Part 9 guidance

The NWRPB operates in line with the revised Part 9 guidance.

Following receipt of the updated Part 9 Codes and Guidance in January 2020, the Terms of Reference for the NWRPB were update to reflect the requirements of the revised guidance.

A Children’s Sub-Group has been established which reports into the NWRPB with the first meeting held in January 2022.

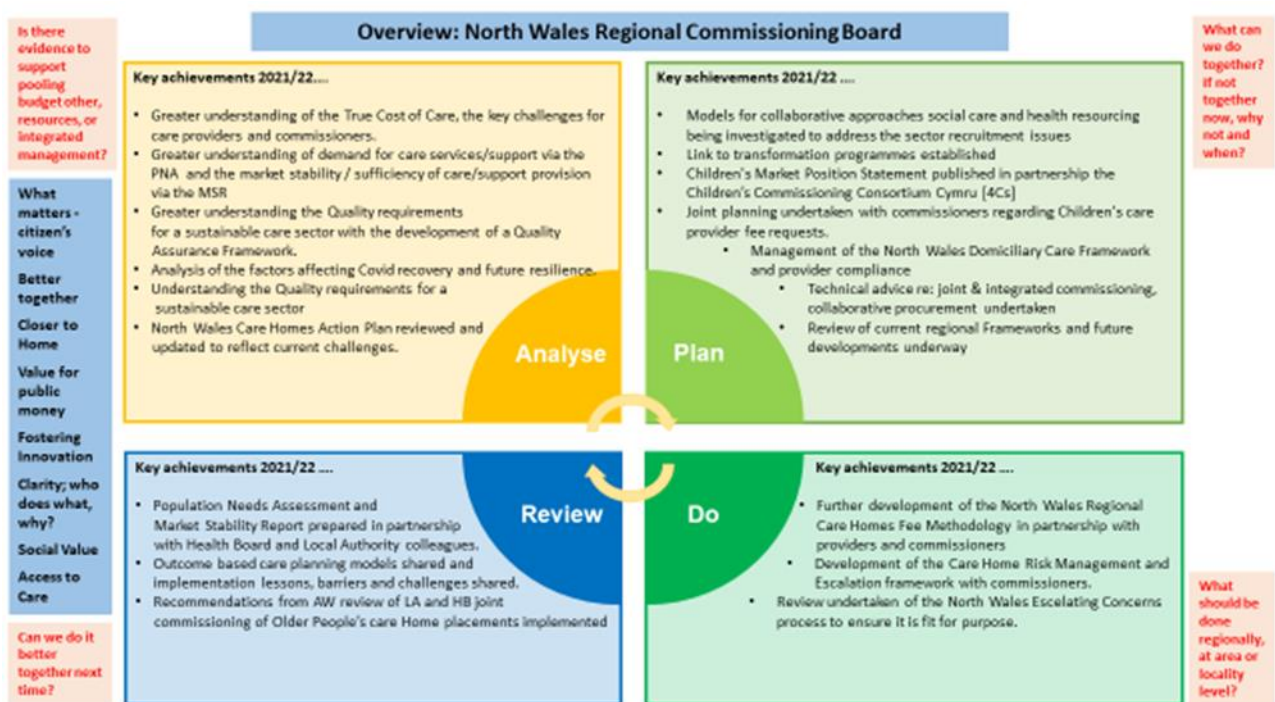
The purpose of the group is to:

- 🌈 To provide strategic direction in respect of supporting families with health and social care needs across the region
- 🌈 To improve regional integration and collaboration across and between health, adult social care, children's services and education
- 🌈 To ensure children and families with complex care and support needs receive seamless, integrated care and support that helps them achieve what is important to them
- 🌈 To improve outcomes for children and to ensure that activity delivered across the region supports this aspiration
- 🌈 To support preventative action to address the escalation of health and social care needs

Key activities will include but are not exclusive to:

- 🌈 Progressing the agreed RPB priorities in relation to children and families i.e. taking forward key actions arising from the Population Assessment, Area Plan, and relevant strategic plans of partners
- 🌈 Development of a shared strategic approach and regional action plan which comprises of and works to achieve a set of shared priorities that improve outcomes for children and families.
- 🌈 Develop and implement an integrated, asset based approach to whole system approach across health, care and education which is centred around addressing priorities of the group
- 🌈 Identifying creative and integrated regional approaches to implementing and delivering services which support families to stay together safely and prevent children from becoming 'looked after'
- 🌈 Develop and determine investment proposals for regional projects and programmes to deliver against the regional strategic approach and priorities
- 🌈 Monitor funding programmes supporting this agenda and identify opportunities for financial investment and financial sustainability where appropriate.
- 🌈 Act as the mechanism for understanding shared learning across all relevant programmes of work across the region aimed at improving outcomes for children and young people.

We have a long standing Regional Commissioning Board within the region which is underpinned by a partnership agreement and funded by partners. The work programme is aligned to the work of the Transformation Boards, identifying where it could add value / support the transformation agenda:



Regional Workforce Board

The Regional Workforce Board has continued to support the delivery of the North Wales Community Health and Social Care Workforce Strategy, whilst also making provision to support and push on the national strategies, agendas and priorities.

The national WeCare campaign for attraction, recruitment and retention of care workers has been supported through numerous different techniques. We attended various online events hosted by partners to maximise opportunities to promote careers in Social Care and the WeCare tools and resources.

New material has also been created to support promotion of the work. 21 new case study videos have been created and shared on various social media platforms, in presentations and also with different partners such as Careers Wales, DWP, Working Wales. Videos have also been collated to support work for the Coleg Cymraeg Cenedlaethol with again a message to promote the use of Welsh language in the sector. Podcasts have been experimented with too, with the WeCare Wales team being invited to take part in a local podcast ran by Llwyddo'n Lleol to promote working in the sector to a different audience. Newsletters are also now released quarterly to providers to promote the world of WeCare and to highlight different messages to providers.

We have also piloted a Step in to Work Employability Mentor to work with those who are seeking work or wanting a career change to access placement opportunities in social care settings to see if a career in care is for them and to remove any barriers they may face during the placement. At the end of the placement the hope is that they will gain employment with their host provider or in the care sector.

The Task and Finish Group established to address the challenges and barriers to Children's Social Work has identified and implemented key actions to address these. Their work has focussed on the Social Work Qualification, work-readiness skills and also the support given to practitioners in their first three years. The group has also looked at pay and terms offered across Wales and made recommendations to Welsh Government regarding addressing pay differentials as a national matter.

The Workforce Board is also actively engaged with Social Care Wales to address the key issues relating to recruitment and retention in the sector currently, particularly looking at registration requirements, pay levels and terms and conditions in the sector in order to influence national discussions and decisions regarding these key aspects.

2. General progress update on delivery of Area Plan

This section of the Annual Report sets out progress against key objectives from the area plan and priority areas for integration under Part 9 guidance including outcomes achieved for service users and carers. It considers specifically the priority groups set out in the Population Needs Assessment.

In line with the requirements of the Social Services and Well-Being (Wales) Act 2014 during 2021-22 the NWRPB continued to develop its approaches to integrated services for its priority areas.





2.1 North Wales Area Plan

The Area Plan sets out the priority areas for integration of services between health and social care and this sets out the direction of travel for the Board. The Area Plan sets out how the region will address the priority areas identified in the Population Needs Assessment, this remains the golden thread to specific areas of work within the region.





2.2 A Healthier Wales

The North Wales “A Healthier Wales” transformation programme was led by the North Wales Social Care and Wellbeing Services Improvement Collaborative. The collaborative comprises of Betsi Cadwaladr University Health Board (BCUHB), Public Health Wales and the six Local Authorities of the North Wales Region; Conwy County Borough Council, Isle of Anglesey County Council, Denbighshire County Council, Wrexham County Borough Council, Gwynedd Council and Flintshire County Council.

The North Wales transformation programme comprised 4 programmes of work focusing on different service user groups;

-  Community service transformation.
-  Integrated early intervention and intensive support for children and young people.
-  North Wales Together: Seamless services for people with learning disability.
-  Together for mental health in North Wales.

The four programmes, though diverse in terms of their service user groups, had commonality of aims;

-  To provide early intervention and preventative care to help people or families remain living at their normal residence, and supported to remain independent for as long as possible.
-  To improve people’s experience of services, by improving integration, reducing the barriers between existing services and providing seamless care.
-  To improve service user outcomes and
-  To prevent crisis.

Whilst the programme delivery was impacted by Covid-19, it was successfully completed in its initial form in March 2022 and was successful in bringing positive outcomes to the people of North Wales. An evaluation of the full programme was undertaken by IPC.

2.2.1 Community Services Transformation Programme



This programme set out to transform community provision through the development of the Community Resource Team (CRT) model. Through this project the six Local Authorities in North Wales and BCUHB, along with GPs looked to work together to establish and improve integrated community-based services. The early development of these services has been supported from a range of funding streams including ICF and the Transformation Fund. The Community Services Transformation sought to build upon existing partnership work, to bring about the overall transformation required. The programme looked to provide a regionally designed but locally delivered approach and included the following workstreams:

Workstream 1 - Locality development, focused on developing local leadership teams, undertaking needs assessment and ensuring integrated governance arrangements.

Workstream 2 - Workforce and Operational delivery, focused on developing the CRT model and Multidisciplinary team working. This workstream also led the development of plans for shared records and care plans.

Workstream 3 - Digital transformation, focused on the digital transformation required to support CRT working, which included information governance arrangements, e-scheduling and technical solutions. Alongside a separate programme of work to develop digital communities.

Workstream 4 - Community development, a key element of the region's integrated service model is the contribution of the third and community sector in supporting well-being, promoting inclusion and participation, and coordinating social prescription.

Workstream 5 - Sustainable planning. Central to the Community Services Transformation Programme is the desire to develop and grow the scope of health and social care delivery within the community.

Summary of evaluation

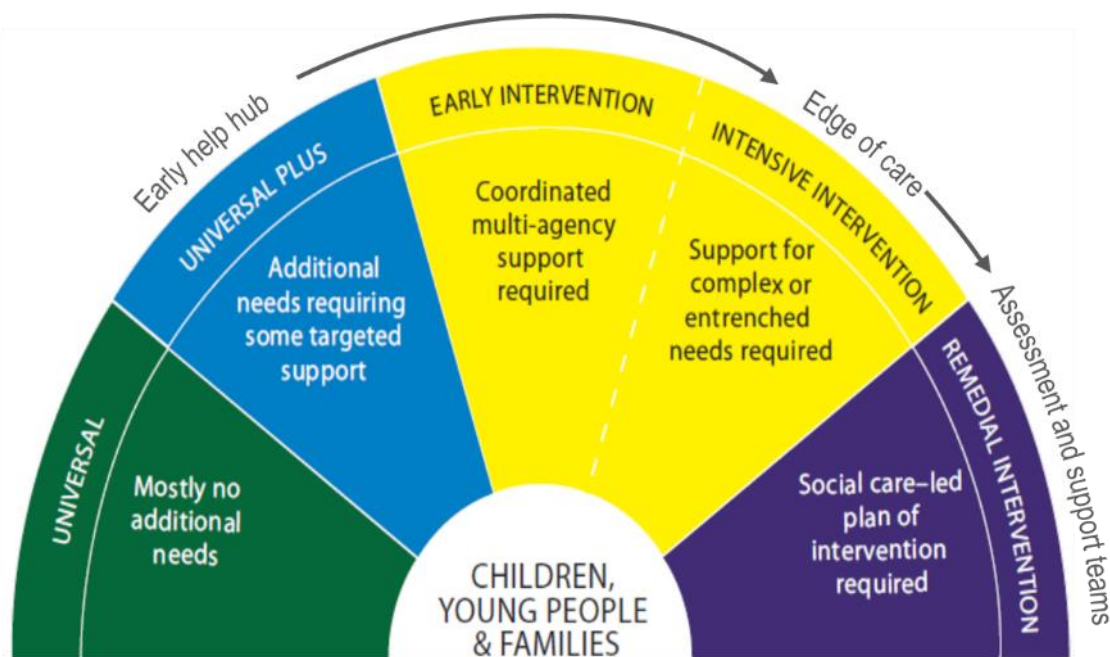
This expectation from this programme was that the improvements in infrastructure, culture and collaboration would themselves be sufficient to ensure further development without the requirement for further input or investment

The changes implemented have been limited and less progress has been made than anticipated. There are some analytical tools and documents that have been produced and these need to be properly identified and made available for further development work.

Moving forward the engagement, input and support of senior managers is crucial to any further attempts to further develop the infrastructure of services. Also, it is clear that the change agent approach has not been entirely successful and the elements of programme which are progressing now need to be overseen and managed within the core operational leadership structure of the region.

There needs to be better connection between the different elements of programme, with a more regional approach rather than an area one taken to roll out of models which have been demonstrably effective.

2.2.2 Children and Young People Transformation Programme






The programme set out to achieve better outcomes for children and young people without recourse to costly, long-term statutory intervention and care. The programme incorporated a number of projects that link with the spectrum of need. The approach included both regional and sub-regional initiatives and development led by multi-agency steering groups. The programme has been delivered via three work streams focusing on Universal, Early Intervention and Intensive, Edge of Care. Within each workstream there are a number of projects.

Workstream 1: Universal. Aiming to improve the emotional wellbeing, health and resilience of children via three projects, a structured framework, digital resources and the Friends Resilience skills programme.

Workstream 2: Early Help. Three projects aimed at providing early help for children with additional and/ or vulnerability, and where early intervention can prevent problems escalating.

Workstream 3: Edge of Care – assessment and support teams. The largest part of the transformation funding has been used to establish ‘rapid response’ (crisis outreach) interventions for children and families on the edge of care. The target group is children with Emotional and Behavioural Difficulties (EBD), and the approach includes more robust multi-disciplinary and therapeutic pathways and interventions designed to prevent children from becoming looked after and/or enabling re-unification of

the family and/or providing a quality assessment to inform the most appropriate placement and support package. Three new intensive support services, have been created:

-  The **Multisystemic Therapy service** in the East
-  The **Bwthyn Y Ddol** service in the Central
-  Gwynedd & Mon Transformation Team in the West

Summary of evaluation:

The CYP programme has created tangible change for some of the most vulnerable children in society, notably those who previously fell between service gaps and were at risk of long term residential care. It is recommended that the work of the CYP programme continues and is supported with long term funding, enabling the services to develop and for permanent staff to be employed. The services require stability, particularly the edge of care services, as they embed the model and develop residential models of care.

Long term stability is not just created through funding, but also through the operational management structures to support the services. Although the CYP projects were created through the Transformation Fund and therefore managed through the RPB project structure, to allow long term stability the operational arrangements for the services need to move into the operational structures of the regions.

Early findings from the evaluation of edge of care services suggested that positive changes were happening in families whilst the intervention was in place. However, for some of the children and families at the highest end of complexity with the greatest needs, further specialist interventions may be recommended. One of the potential barriers to sustaining progress is that other agencies do not always have capacity to provide that ongoing input.

The workstream to improve children and young people's emotional health, wellbeing and resilience needs to ensure that as the framework and resources are implemented, a system is established for collecting data on outputs and outcomes so that the impact can be captured.

2.2.3 Learning Disability Transformation Programme



The foundation of the programme is the North Wales Learning Disability Strategy. The strategy is being implemented by the team through five workstreams: integrated structures, workforce development, commissioning and procurement, community and culture change and assistive technology.



TREAT ME WELL	LET ME BE IN CHARGE OF MY OWN LIFE	HELP ME BE THE BEST I CAN BE	ALWAYS BE HONEST
<p>Everyone is an individual and should be treated with dignity and respect</p> <p>"respecting me includes respecting my space, my things, my decisions and my relationships"</p> <p>"listen to me and take the time to get to know me!"</p> <p>"Be kind"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Communicate in an open, accurate and straightforward way • Don't use jargon • Protect and respect peoples confidential and personal information • Use humour appropriately • Check how people want to be addressed • Be on time and do what you say you will do 	<p>Voice, choice, control and independence is at the heart of everything we do</p> <p>We embrace coproduction</p> <p>"I want to have choice about where I live and who I live with"</p> <p>"support me to do what I want to do and listen to me"</p> <p>"I want to feel important and be able to make my own decisions"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Empower, encourage and enable people who need care and support to do things for themselves and to make their own decisions. • Support individuals to maximise their decision making and have control over their own lives 	<p>We deliver person centred care, putting the person at the heart of everything we do and helping them achieve their potential</p> <p>"learn from me and recognize what I am good at"</p> <p>"help me learn new things"</p> <p>"give me just enough support"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Be prepared to take positive risks, clearly explaining the consequences to others • Look at tackling new and emerging problems creatively. • Don't see mistakes as a bad thing, see them as an opportunity to learn and grow • Be warm, kind, empathetic, reliable and compassionate in your actions 	<p>We are always honest and transparent and not afraid to say when something goes wrong</p> <p>We are self-aware and regularly reflect on the work we do, how we do it and the impact we have on those being supported.</p> <p>"I want people to just be honest with me and tell the truth"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • We learn from others and share knowledge and best practice • Seek, reflect on and learn from feedback from colleagues, individuals and families • Have the courage to speak up and challenge others when you have concerns about the quality or safety of care being provided

2021/2022 was once again busy for **The North Wales Together Learning Disability Transformation Programme**. All team members continued to work remotely and developed strategies to overcome the difficulties of delivering projects virtually while supporting project partners to deliver their objectives.

Summary of evaluation

The Programme has raised the profile of learning disabilities at Regional Partnership Board level. The needs of this group of people have not always been recognised or treated at the same level of importance as other population groups. It is important that they continue to be seen as a priority and that the workstreams that are continuing are allocated sufficient funding to ensure that citizen's aspirations for an 'ordinary life' can be achieved.

More information can be found on the [North Wales Together website](#), including project information, a video of highlights and the 2021/2022 priorities document.





2.2.4 Together for Mental Health Transformation Programme



The Healthier Wales funded iCAN (“Independent, Connected, Active, Networked”) Programme sits within this broad strategy. Its overall aim is to implement a more integrated, innovative care system and culture which prevents, but where necessary, responds effectively to episodes of

acute mental health need and crisis. This funded programme seeks to scale up ‘what works’ and increase the pace of transformation across North Wales to create a sector-leading integrated urgent care system. Underpinning this is the creation of an integrated iCAN pathway that improves collaborative working, within and between health and social care, statutory partners and third sector organisations.

The components of the iCAN offer have changed and developed during the course of the Programme. They have developed into the following key components:

-  iCAN Hubs - 8 community hubs located in each of the main towns across the region working with third sector partners to offer easily accessible support and signposting and a safe environment.
-  iCAN Primary Care - A pilot project locating specialist Occupational Therapists in GP Surgeries offering counselling, advice, signposting and onward referral.
-  iCAN Work - Employment support.
-  iCAN Digital - access to support for mental wellbeing making use of a variety of apps and online resources.

Summary of evaluation

During 2021/22, the iCAN Programme has developed a detailed data collection framework which clearly evidences that all service components are being accessed widely and achieving significant and measurable impact on individual’s mental wellbeing. A survey of service users across the iCAN programme reveals that 70% of service users have found iCAN services to be easy to access, convenient, timely and that they support service users to take control.

The same survey evidenced the impact of iCAN services on individuals’ mental wellbeing and in averting their need for other, more intensive services. For example, 71% of survey respondents (that felt this question applied to them) identified that iCAN services helped them to stay out of hospital. Similarly, 44% felt that iCAN services had helped them get out of hospital as soon as they were able to and 81% identified that iCAN services had helped them to stay at home in their local community.

Of partner organisation and stakeholders around 70% of those responding to the evaluators survey understood their role, felt valued and felt their role is clear within a defined pathway. Approximately 60% of professional stakeholders felt they understood the iCAN services and were confident to refer to iCAN services.

However, only 30% agreed that there is a reliable whole system approach to working with people with mental health problems, and only 24% felt that referrals they receive from iCAN services were appropriate.

The iCAN programme of work is supporting people in the community with mental

health issues, supporting people into work and via the iCAN primary care supporting general practice.

2.2.5 Research, Innovation and Improvement Coordination Hub

The hub aims to coordinate research, innovation and improvement activity in North Wales to inform new integrated models of health and social care as part of the commitment in A Healthier Wales.

In 2021-22 we launched the [collection of good ideas](#) and [engagement database](#) on our website. These resources will help to share good practice and improve the coordination of activities across North Wales.

We supported regional programmes with survey design, evaluations, data and literature searches to help them understand what works and target resources more effectively. This included carrying out surveys of what parents need and comprehensive searches of mental health resources for children and young people to support a new framework for supporting emotional health and wellbeing.

We carried out interviews, surveys and resource mapping to find out what needs to happen to support research and innovation and improve health and social care services. This work will shape how the hub develops over the next year.

We worked closely with the other regional hubs and national organisations to share, promote and develop new ideas. By the end of the year we had increased our Twitter followers to 300 and had 150 subscribers to the RIIC hub mailing list.

For more information, please see our [2021/22 Annual Report](#), follow us on Twitter [@NW_RICH](#) / [@ NW_RICH](#) and/or [sign up to our newsletter](#).

Population Needs Assessment 2022

We successfully completed a full review of the North Wales Population Assessment in partnership with local authority and health board leads, supported by the Research, Innovation and Improvement Coordination Hub and Public Health Wales.

To prepare the report we collected information and data, looked at statistics, spoke with our communities and made use of a wide range of information collated by local councils, health services, charities and other organisations that provide services. The report is helping us to develop our regional priorities and to plan and improve services across the region.

[View the Population Needs Assessment on the regional collaboration website.](#)

2.3 North Wales Dementia Steering Group

During 2021-22 the Regional Dementia Steering Group expanded its scope to oversee the development and delivery of (1) the North Wales Dementia Strategy, (2) the All Wales Dementia Standards and (3) the Regional Memory Assessment Service (MAS) Improvement.

A piece of work was also commissioned to look specifically at the issues of rurality and Welsh language for people living with dementia across the North Wales and Powys regions.

North Wales Dementia Strategy

During 2021-22, the steering group identified 12 priorities from the North Wales Dementia Strategy action plan - 6 of these were fully delivered with good progress on the other 6. Examples of achievements in 2021-22 include:

- ✓ Establishment of a regional hearing assessment service for people accessing memory services:
- ✓ Achievement of Dementia Friendly status by four of the six North Wales Local Authorities with steering groups in place to ensure continual improvement. Two Local Authorities continue working towards this status.
- ✓ Production of 28 Get There Together supportive videos to orientate and build confidence in accessing the community following the pandemic
- ✓ Testing of an innovative new approach in behavioural dementia care and support through an Applied Behavioural Analyst Support Pilot
- ✓ Development of the workforce training and development toolkit with Improvement Cymru, to support delivery of the Good Work Framework.

All Wales Dementia Standards Implementation and Readiness

Good progress has been made during the readiness phase for implementation of the All Wales Standards, although Covid, winter pressures and ongoing significant pressure on the health and social care system meant that a good deal of this work had to be paused between November and April.

Memory Assessment Service (MAS) Improvement

Excellent progress has been made on the MAS Improvement work. Examples of achievements in 2021-22 include:

- ✓ Increase in provision of pre and post diagnostic support with a consistent offer through a regionally commissioned integrated MAS pathway delivered by four third sector providers:
- ✓ Demand and capacity modelling for memory clinics commenced and waiting list back log clearance plans developed.
- ✓ Desktop review of the memory clinic delivery models completed
- ✓ Short term measures implemented to reduce waiting times for assessment at memory clinics and numbers of very long waiters, for example additional hours and overtime in Nursing, OT, Psychiatry and Audiology, alongside use of agency staff and operational support and resources.

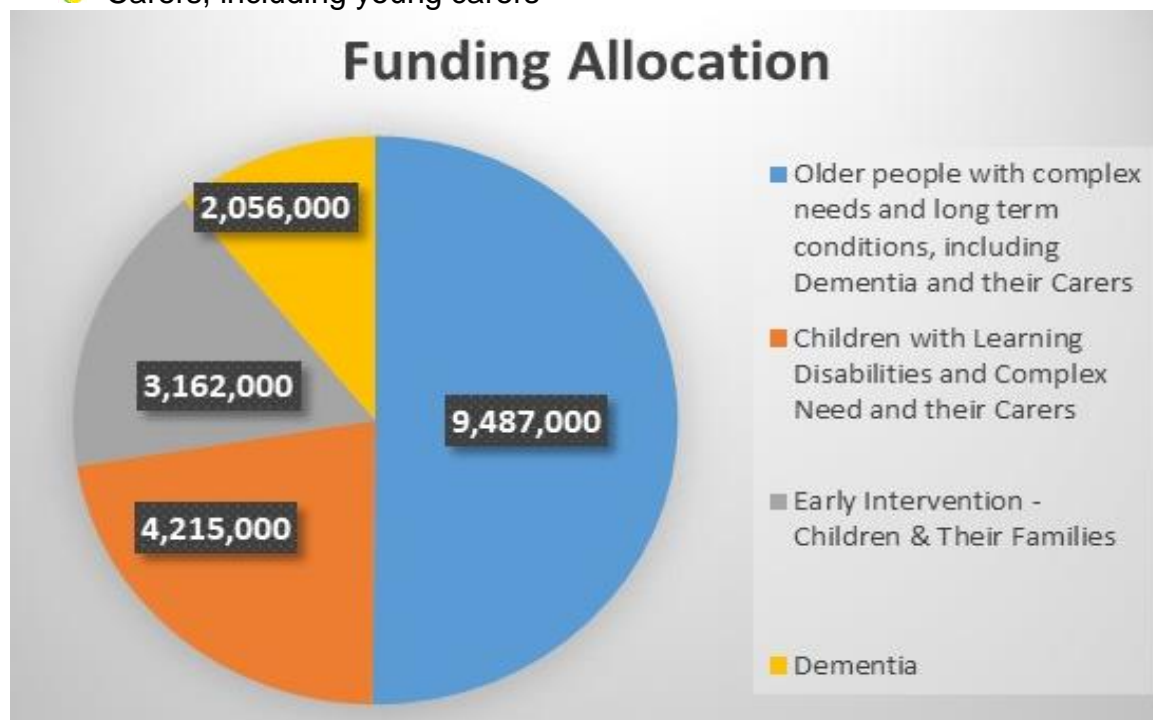
2.4 Integrated Care Fund

During 2021-22 a total of £18.92m Integrated Care Fund (ICF) revenue funding was invested in 125 projects across our region. Just over £6.2m was spent on projects that directly supported carers and £2.6m investment went to support projects run by third

sector organisations.

The following groups are priority areas of integration and all regional ICF programmes must address them in line with their regional population assessments and area plans:

- 🌈 Older people with complex needs and long term conditions, including dementia;
- 🌈 People with learning disabilities;
- 🌈 Children with complex needs; and
- 🌈 Carers, including young carers



There are 46 projects supporting older people with complex needs and long term conditions, 26 projects support people with dementia and their families, 32 projects support people with learning disabilities and 21 projects that provide early intervention to young people and their families.

Additional funding of £678,000 was confirmed in August 2021 to improve memory assessment services. Obtaining a timely diagnosis is a key aim in the Dementia Action Plan for Wales. The North Wales Integrated Memory Assessment Pathway will deliver a regional service that is easy to access, effective and equitable for people with dementia and their carers. The 3-part pathway will provide (1) Pre assessment education and support services, (2) Clinical assessment, (3) Post diagnostic support services.

ICF also funds the North Wales Integrated Autism Service for Adults. The NWRPB is currently developing an implementation plan to ensure it is able to meet the requirements of the National Autism Code of Practice.

ICF was used to commission a piece of work to develop a regional 'No Wrong Door' strategy which proposes how agencies can best work together to respond to the full spectrum of needs of children and young people who are experiencing mental health problems.

In addition to revenue funding, the North Wales region also received £10.53m of ICF Capital funding which supported 46 projects in 2020/21. Main capital schemes which were progressed using ICF Capital funding during the year included an employment and

training academy to support citizens with a learning disability in Denbighshire, a small group children’s home on Ynys Mon and a Children’s Residential Assessment Centre in Flintshire.

Additional funding became available for larger social housing properties and the NWRPB submitted bids and secured funding just over £700,00 for 6 properties.

2.5 Winter Funding

Welsh Government allocated £2.2m funding to NWRPB to support the delivery of Discharge to Recover and Assess (D2RA) pathways as part of the Winter Plan.

The D2RA pathways are shown below and the NWRPB schemes to support delivery of these pathways included:

- 🌈 Additionality in the Community Resource Teams to enable Home from Hospital when ready;
- 🌈 Additional Social Worker, Occupational Therapist, Physiotherapist, Community Nursing Capacity to support assessment and discharge;
- 🌈 Increased Dementia Support Worker capacity.

PATHWAY 0	PATHWAY 1	PATHWAY 2	PATHWAY 4	PATHWAY 3
				
Admission avoidance through short-term third sector support	Is this person fit to admit?	Why not home? Why not today?	Home first when your home is a care home	Support to recover in a bedded intermediate care facility
Preventative services delivered in collaboration with third sector organisations. Aim to avoid further referral and admission.	Multidisciplinary Team assessment within hospital 'front door' units to avoid full admission. Arrange treatment and supported recovery at home, whenever it is clinically safe to do so.	Initiated as soon as treatment, which can only be delivered within an acute hospital environment, is completed. Supports people to recover at home before being assessed for any ongoing need.	Similar to Pathway 2, but acknowledges specific considerations to be addressed in the existing care home environment. Individuals should be allowed a period of recovery, followed by assessment in their usual environment.	Should only be considered where the needs of the individual rule out recovery & assessment at home. Review and transfer to Pathway 2 wherever, and as soon as, possible.

3. Communication, engagement and social value

This section of the Annual Report sets out how the Board engaged directly with service users or citizen panels and promoted co-operation and participation with relevant partners and others. It outlines how the Board has engaged with stakeholders from the third and independent sectors and has progress to establish social value forums to promote social value and share good practice





3.1 North Wales Engagement

Covid-19 remained throughout 2021, therefore, face to face engagement activities; forums; group sessions; attendance at public events etc. we're not possible. However, the NWRPB continues to engage with citizens through different platforms e.g. social media; online; via Teams/Zoom etc.; telephone; partners and stakeholders.

The NWRPB Engagement Officer has excellent working relationships with communication and engagement officers of partner organisations and continues to strengthen the current arrangements for engagement and communication relating to the Board and its work. Having a dedicated Engagement Officer for the NWRPB is enabling the communication and engagement activities to be accelerated and build upon the work that has been progressed to date.

3.2 North Wales Social Value Steering Group

The North Wales Social Value Forum (NWSVF) was established in North Wales in 2016 to support local authorities and partners with the delivery of the requirements of the Social Services & Wellbeing Act (Wales) 2014 through:

-  Working with the North Wales Social Value Network to promote the development of not for private profit organisations (including social enterprises, co-operative organisations, co-operative arrangements, user led service and the third sector) to provide care and support and support for carers, and preventative services;
-  Promoting collaboration with an aim of maximising social value and co-production across all providers delivering health, social care and/or well-being services in North Wales;
-  Promoting partnership and networking opportunities across sectors;
-  Identifying and sharing good practice; influencing practice development and innovative approaches with commissioners and procurement departments to commission and procure services which deliver social value.

Positive progress has been made in reinvigorating the Forum since July 2021, identifying additional members from local authorities, BCUHB and the

Third/Voluntary sector.

NWSVF's membership currently consists of the following representatives who all have a knowledge and interest in Social Value:

- 🌈 Each of the six local authorities across North Wales;
- 🌈 Each of the County Voluntary Services Councils;
- 🌈 Mantell Gwynedd's Social Value Network;
- 🌈 Betsi Cadwaladr University Health Board (BCUHB);
- 🌈 North Wales Regional Partnership Board (NWRPB) and Leadership Group;
- 🌈 North Wales Housing Associations;
- 🌈 Statutory services – North Wales Police & North Wales Fire & Rescue Service.

The NWSVF will continue to work with the North Wales Social Value Network to promote the development of not for private profit organisations (including social enterprises, co-operative organisations, co-operative arrangements, user led service and the third sector) to provide care and support and support for carers, and preventative services. We will promote collaboration, partnership and networking opportunities across sectors with an aim of maximising social value and co-production across all providers delivering health, social care and/or well-being services in North Wales. The Forum will also aim to measure the impact of social value and how it is being delivered in North Wales.

Over 2022/23, working with the Voluntary Services Councils, the Forum will focus on Third Sector projects particularly utilising Regional Transformation and ICF funding to maximum benefit. The Forum will also devise an action plan for the next three years. Click [HERE](#) for Social Value Case Study.

3.3 North Wales Carers Groups

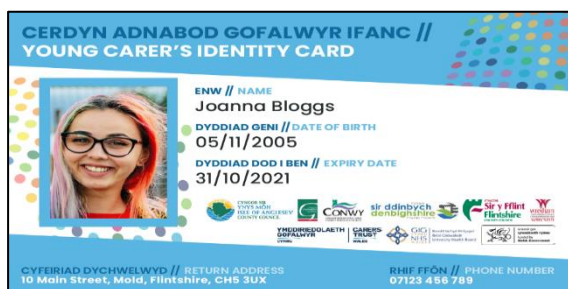
The **North Wales Carers & Young Carers Operational Group (NW(Y)COG)** has continued throughout 2021/22 to deliver on the North Wales Regional Carers Strategy through the provision of local authority, health and third sector unpaid carer support services across the region.

Our **GP & Hospital Facilitation Service**, funded through Welsh Government's Annual Carers Grant, have continued to support unpaid carers in primary and secondary care throughout the second year of the pandemic whilst restrictions have remained in place in GP surgeries and on hospital wards. In particular, Hospital Carer Facilitators have provided support during hospital discharge and have continued to communicate with health professionals remotely whilst the person cared for is in hospital. Links have been made with the Home First Discharge Bureaus across the three District General Hospitals (DGH).

Between April and December 2021, over 700 unpaid carers have been identified and supported within primary care by our two commissioned Providers Carers Outreach and NEWCIS. A similar number of unpaid carers have also been identified and

supported within secondary care whilst supporting an in-patient or whilst the unpaid carer has had a hospital stay themselves.

NW(Y)COG's Action Plan will have been reviewed in line with WG's Strategy for Unpaid Carers and the four national priorities. Individual partners within the carers operational group have been asked to provide a progress update to measure their own performance against the strategy and action plan.



Young Carers Action Day, 16th March 2022 was also the first anniversary of the **North Wales Young Carers ID card**. This form of ID is being used in schools, pharmacies and supermarkets by young carers, who care for someone, usually a parent or a sibling, whether ill or disabled.

As of March 2022, almost 200 ID cards have been issued to young carers in Conwy, Denbighshire, Flintshire and Wrexham. Over in Ynys Môn and Gwynedd an app, AIDI, has been developed and is currently being piloted in four schools and is so far proving effective with young unpaid carers.

The three young carers commissioned providers, Action for Children, WCD (Wrexham, Conwy, Denbighshire) Young Carers and NEWCIS have worked in collaboration over the past few years, from the initial co-designing of the card with young carers through to the current promotion and development of the initiative.



4. Forward Look

This section of the Annual Report outlines the identified priorities the RPB will focus on in 2022-23 and beyond, referencing where Covid-19 has impacted and prompted a change in direction or priority.

4.1 Covid impact

The impact of COVID-19 is still prevalent across the region and has impacted on progress made for some workstreams. However, the RPB meetings continued to take place virtually on a monthly basis and feedback from members is that as a result of virtual meetings they have managed to continue their input and engagement with the work of the RPB.

To ensure that RPB members, partners, stakeholders and the people remained informed, a newsletter was produced quarterly and circulated to highlight successful delivery of services on its programmes throughout 2021/22.

4.2 Priorities for 2022/23 and beyond

We have finalised our priorities and focus document for the short and longer term. This links to our Area Plan, the funding schemes and the current priorities for the RPB. This is shown in section 1.1. A further review in line with the outcomes of the Population Needs Assessment and Market Stability report will be undertaken and our Area Plan and Priorities amended as appropriate.

Appendix 1 – Membership of the NWRPB

As at 31 March 2022

Name	Title
Mary Wimbury (chair)	Provider Representative
Catrin Roberts	Head of Regional Collaboration
Alwyn Jones	Wrexham County Borough Council
Ann Woods	North Wales VSC's (Co-opted)
Bethan E Jones	Betsi Cadwaladr University Health Board
Dr Chris Stockport	Betsi Cadwaladr University Health Board
Cllr Bobby Feeley	Denbighshire County Council
Cllr Christine Jones	Flintshire County Council
Cllr John Pritchard	Wrexham County Borough Council
Cllr Dafydd Meurig	Conwy County Borough Council
Cllr Llinos Medi Huws	Isle of Anglesey County Council
Cllr Cheryl Carlisle	Gwynedd Council
Dave Hughes	North Wales Fire and Rescue Service (Co-opted)
Delyth Lloyd-Williams	Carer Representative
Dr Lowri Brown	LA Education Representative
Estelle Hitchon	WAST (Co-opted)
Ffion Johnstone	Betsi Cadwaladr University Health Board
Fon Roberts	Isle of Anglesey County Council
Helen Corcoran	North Wales Police (Co-opted)
Iwan Davies	NWRLB/CEO Representative
Jenny Williams	Conwy County Borough Council
Jo Whitehead	Betsi Cadwaladr University Health Board
Lucy Reid	Betsi Cadwaladr University Health Board
Meinir Williams-Jones (Barnardos)	Third Sector Representative

Name	Title
Morwena Edwards	Gwynedd Council
Neil Ayling	Flintshire County Council
Nicola Stubbins	Denbighshire County Council
Ricki Owen	Service User Representative
Rob Smith	Betsi Cadwaladr University Health Board
Sam Parry	LA Housing Representative
Sian Tomos (GISDA)	Third Sector Representative
Steve Gadd	Chief Finance Officer (Section 151) (Co-opted)
Shan Lloyd Williams	Housing Representative
Teresa Owen	Betsi Cadwaladr University Health Board
Ruth Whittingham	Regional Collaboration

Appendix 2 Statutory provisions

The partners of the NWRPB have entered into an 'Integration Agreement which is a legal agreement which enshrines their commitment to working together on key identified projects that lend themselves to integrated services and pooled budget arrangements.

The following statutory provisions are permitted to be used to underpin the NWRPB's work:

- Part 9 of the Social Services & Well-being (Wales) Act 2014 – in particular sections 166 and 167 and associated regulations (the Partnership Arrangements (Wales) Regulations 2015).

Other legal powers relied upon in support of regional partnerships entered into include:

- The National Health Service (Wales) Act 2006 – in particular sections 1, 2, 10, 33 and 38, 82.
- S9 Local Government (Wales) Measure 2009 powers in respect of collaboration with other local authorities.
- Local Government Act 1972 - in particular s2 which gives local authorities powers to do anything which it considers is likely to achieve any one or more of the following benefits: the promotion or improvement of the economic, social or environmental well-being of the area and section 113 which enables one local authority to place its staff at the disposal of another or health authority or Health Board.

S111 Local Government Act 1982 provides for a local authority to have the power to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of their functions.

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Report to	Partnerships Scrutiny Committee
Date of meeting	27 October 2022
Lead Officer	Rhian Evans, Scrutiny Co-ordinator
Report author	Rhian Evans, Scrutiny Co-ordinator
Title	Scrutiny Work Programme

1. What is the report about?

The report seeks Partnerships Scrutiny Committee to review its draft forward work programme (see Appendix 1). As part of its review the Committee is asked to reflect on the implications of the focus on business critical operations during the emergency phase of the COVID -19 pandemic and the work underway under the recovery phase, whilst also prioritising matters which the Committee deems important to scrutinise.

2. What is the reason for making this report?

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

3. What are the Recommendations?

That the Committee

- 3.1 considers the information provided and approves, revises or amends its forward work programme as it deems appropriate;
- 3.2 appoints a representative to serve on the Bwthyn y Ddôl Project Board; and
- 3.3 determines whether any key messages or themes from the current meeting should be publicised via the press and/or social media.

4. Report details

- 4.1 Section 7 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, as well as the rules of procedure and debate.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must set, and regularly review, a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 In recent years the Welsh Government (WG) and Audit Wales (AW) have highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents and service-users. From now on scrutiny will be expected to engage better and more frequently with the public with a view to securing better decisions which ultimately lead to better outcomes for citizens. AW will measure scrutiny's effectiveness in fulfilling these expectations.
- 4.5 Having regard to the national vision for scrutiny whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:
- budget savings;
 - achievement of the Corporate Plan objectives (with particular emphasis on their deliverability during a period of financial austerity);
 - any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority (based on the PAPER test criteria – see reverse side of the 'Member Proposal Form' at Appendix 2);

- Urgent, unforeseen or high priority issues; and
- Supporting the Council's recovery work in relation to the effects of the COVID-19 crisis on Council services, the local economy and the county's communities

4.6 Scrutiny Proposal Forms

As mentioned in paragraph 4.2 above the Council's Constitution requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on Scrutiny's business agenda they have to submit a formal request to the SCVCG seeking Scrutiny to consider a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of suggested subjects.

- 4.7 With a view to making better use of scrutiny's time by focussing committees' resources on detailed examination of subjects, adding value through the decision-making process and securing better outcomes for residents, the SCVCG decided that members, as well as officers, should complete 'scrutiny proposal forms' outlining the reasons why they think a particular subject would benefit from scrutiny's input. A copy of the 'member's proposal form' can be seen at Appendix 2. The reverse side of this form contains a flowchart listing questions which members should consider when proposing an item for scrutiny, and which committees should ask when determining a topic's suitability for inclusion on a scrutiny forward work programme. If, having followed this process, a topic is not deemed suitable for formal examination by a scrutiny committee, alternative channels for sharing the information or examining the matter can be considered e.g. the provision of an 'information report', or if the matter is of a very local nature examination by the relevant Member Area Group (MAG). No items should be included on a forward work programme without a 'scrutiny proposal form' being completed and accepted for inclusion by the Committee or the SCVCG. Assistance with their completion is available from the Scrutiny Co-ordinator.

Cabinet Forward Work Programme

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

Progress on Committee Resolutions

- 4.9 A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 4 to this report.
- 4.10 Due to the unforeseen circumstances which led to the cancellation of the Committee's meeting on 15 September 2022 the business items which were due to be discussed at that meeting, with the agreement of all concerned, have both been rescheduled for presentation to the Committee at its next meeting on 15 December 2022 (see Appendix 1). Also, the Chair has permitted the deferral of the presentation of a report on 'Partnership Working in Relation to Mental Health' from the current meeting's agenda to the February 2023 meeting (see Appendix 1). This is to facilitate all partners to undertake further detailed work on the topic.

Representative to serve on the Project Board for Bwthyn y Ddôl

- 4.11 Bwthyn y Ddôl is a collaborative project between Conwy County Borough Council (CCBC), Denbighshire County Council (DCC) and Betsi Cadwaladr University Health Board (BCUHB) the purpose of which is to develop a sub-regional residential children's assessment centre to serve both Conwy and Denbighshire. The aim of the proposed centre will be to deliver a coordinated solution for assessing the needs of children about to enter care, evaluating their care needs and pathway options. A Project Board has been established to oversee the delivery of this collaborative service. This Board meets on a regular basis. Cabinet Lead Members from both local authorities serve on this Board along with other stakeholders. Both local authorities also have a scrutiny representative each serving on the Board. The Committee is therefore asked to nominate a Committee representative to serve on the Project Board.

5. Scrutiny Chairs and Vice-Chairs Group

- 5.1 Under the Council's scrutiny arrangements, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group held its first meeting of the new Council term on 28 July 2022.
- 5.2 A number of requests for items to be scrutinised were considered by the Group during the above meeting. Following consideration of a request in relation to the progress made with the North Denbighshire Community Hospital Project, the Group has extended an invitation to representatives from the Betsi Cadwaladr University Health Board (BCUHB) to attend a meeting of this Committee to discuss the matter in detail. Confirmation has been received that Health Board representatives will attend the Committee's meeting on 15 December for a discussion on the project.
- 5.3 The Group met again on 8 September. None of the scrutiny requests considered at that meeting were referred to this Committee for detailed examination. The Group is scheduled to hold its next meeting on 24 November 2022.

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

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

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

Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

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

A Well-being Impact Assessment has not been undertaken in relation to the purpose or contents of this report. However, Scrutiny's through it work in examining

service delivery, policies, procedures and proposals will consider their impact or potential impact on the sustainable development principle and the well-being goals stipulated in the Well-being of Future Generations (Wales) Act 2015.

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

None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

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

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

11. Power to make the decision

11.1 Section 21 of the Local Government Act 2000.

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

Contact Officer:

Rhian Evans, Scrutiny Coordinator

Tel No: (01824) 712554

e-mail: rhian.evans@denbighshire.gov.uk

Note: Items entered in italics have not been approved for submission 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
15 December	Cllr. Elen Heaton	1. North Denbighshire Community Hospital Project	To consider the current position with regards to the project's delivery, including potential barriers, any proposed changes to the original plans, the expected timescale for various phases involved with its delivery	An understanding of current timescales and project brief to support the Council to plan its services for residents across the county	BCUHB	By SCVCG July 2022
	Cllr. Rhys Thomas	2. Community Safety Partnership [Crime and Disorder Scrutiny Committee]	To detail the Partnership's achievement in delivering its 2021/22 action plan and its progress to date in delivering its action plan for 2022/23. The report to include financial sources and the progress made in spending the allocated funding. (report to include actual numbers as well as percentages to enable the Committee to	Effective monitoring of the CSP's delivery of its action plan for 2021/22 and its progress to date in delivering its plan for 2022/23 will ensure that the CSP delivers the services which the Council and local residents require	Nicola Kneale/Sian Taylor	September 2021 (rescheduled September 2022)

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			effectively evaluate the impact of measures put in place)			
	Cllr. Julie Matthews	3. Denbighshire Voluntary Services Council (DVSC)	To update the Committee on the progress achieved to date in delivering the DVSC's vision, enhancing its working relationship with the Council and voluntary organisations within Denbighshire	Secure the development of close and effective working relationships between all stakeholder to support the delivery of the Council's corporate priorities relating to resilient and connected communities	DVSC Nicola Kneale/Liz Grieve	September 2021 (rescheduled December 2021, March 2022 & Sept 2022)
9 February 2023 Representatives from NWP & BCUHB to be invited to attend	Cllr. Elen Heaton	1. Partnership Working in Relation to Mental Health	To examine the working relationships and communication channels between the Council's Social Care Services, North Wales Police and the Health Board in relation to Mental Health matters	An understanding of the working arrangements and communication channels between all partners with a view to identifying any gaps and recommending ways to strengthen partnership working in this area	Nicola Stubbins/Ann Lloyd/David Soley/NWP/BCUHB	By SCVCG January 2022 (rescheduled October 2022)

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
30 March						
18 May						
6 July	Leader (NWEAB Programme Office reps also to attend)	1. North Wales Economic Ambition Board Annual Report 2022/23	To consider the Board's Quarter4/Annual Report on its work and progress during 2022/23	To ensure that the Board delivers its priorities and projects in line with the stipulations and conditions laid out between the Board and the UK & Welsh Governments	NWEAB/Emlyn Jones	July 2022
	Cllr. Elen Heaton	2. Annual Report on Adult Safeguarding 2022/23	To consider the annual report on adult safeguarding, and information in place to meet the statutory requirements of the Social Services and Well-being Act 2014 and an evaluation of the financial and resource impact of the Supreme Court's 2014 Judgement on deprivation of liberty on the Service and its work	An evaluation of whether the Authority is meeting its statutory duty with respect to adult safeguarding and has sufficient resources to undertake this work along with the additional work in the wake of the Supreme Court's judgement	David Soley/Alaw Pierce/Nerys Tompsett	June 2022

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			(data to include actual numbers in each category as well as % figures and the actual number of allegations proven)			
14 September	Cllr. Rhys Thomas	1. Community Safety Partnership [Crime and Disorder Scrutiny Committee]	To detail the Partnership's achievement in delivering its 2022/23 action plan and its progress to date in delivering its action plan for 2023/24. The report to include financial sources and the progress made in spending the allocated funding. (report to include actual numbers as well as percentages to enable the Committee to effectively evaluate the impact of measures put in place)	Effective monitoring of the CSP's delivery of its action plan for 2022/23 and its progress to date in delivering its plan for 2023/24 will ensure that the CSP delivers the services which the Council and local residents require	Nicola Kneale/Sian Taylor	September 2022
26 October						
14 December						

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Update following conclusion of inquiry undertaken by the National Crime Agency in to historic abuse in North Wales Children's' Care Homes <i>(autumn 2022)</i>	To update the Committee of the outcome of the National Crime Agency (NCA) investigation in to the abuse of children in the care of the former Clwyd County Council, and to determine whether any procedures require revision.	Determination of whether any of the Council's safeguarding policies and procedures need to be revised in light of the NCA's findings	Nicola Stubbins	November 2012

For future years

<i>Mental Capacity (Amendment) Act 2019 Note: information on the Act is still awaited (further delayed due to COVID – 19 and WG decision in relation to Liberty Protection Safeguards (LPS)). Not now expected to be implemented before the spring of 2023.</i>	<i>To review the content of the Act and associated statutory regulations and code of practice (expected to be published in April 2020).</i>	<i>To review the implications for the Council and residents.</i>	<i>Ann Lloyd/David Soley</i>	<i>December 2019 (rescheduled April 2020 due to COVID-19) – check with lead officer in the spring of 2023 whether available</i>
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Information/Consultation Reports

Information / Consultation	Item (description / title)	Purpose of report	Author	Date Entered
Information Report (for circulation December 2022)	Quarterly Monitoring of External Care Providers	To provide details of the regular monitoring of external care service providers commissioned by the council for social care services, identifying any escalating concerns or other areas of concern	Katie Newe/Liana Duffy/Zoe Bradley-Ashcroft	By SCVCG 2018
INFORMATION REPORT (for circulation in Sept (Q1), Nov/Dec (Q2) & February (Q3) each year) Nov 2022 & Feb & Sept 2023	North Wales Economic Ambition Board	To provide information on the Board's performance and progress in delivering its priorities and projects in line with the stipulations and conditions laid out between the Board and the UK & Welsh Governments	NWEAB/Emlyn Jones	December 2021
INFORMATION REPORT (September 2023)	Collaborative Procurement Service's Annual Report	To receive information on the collaborative Service's activity and performance against targets set out in the Procurement Strategy for 2022/23	Gary Williams/Lisa Jones	By SCVCG March 2020 rescheduled February 2022

Updated 13/10/2022 – RhE

Note for officers – Committee Report Deadlines

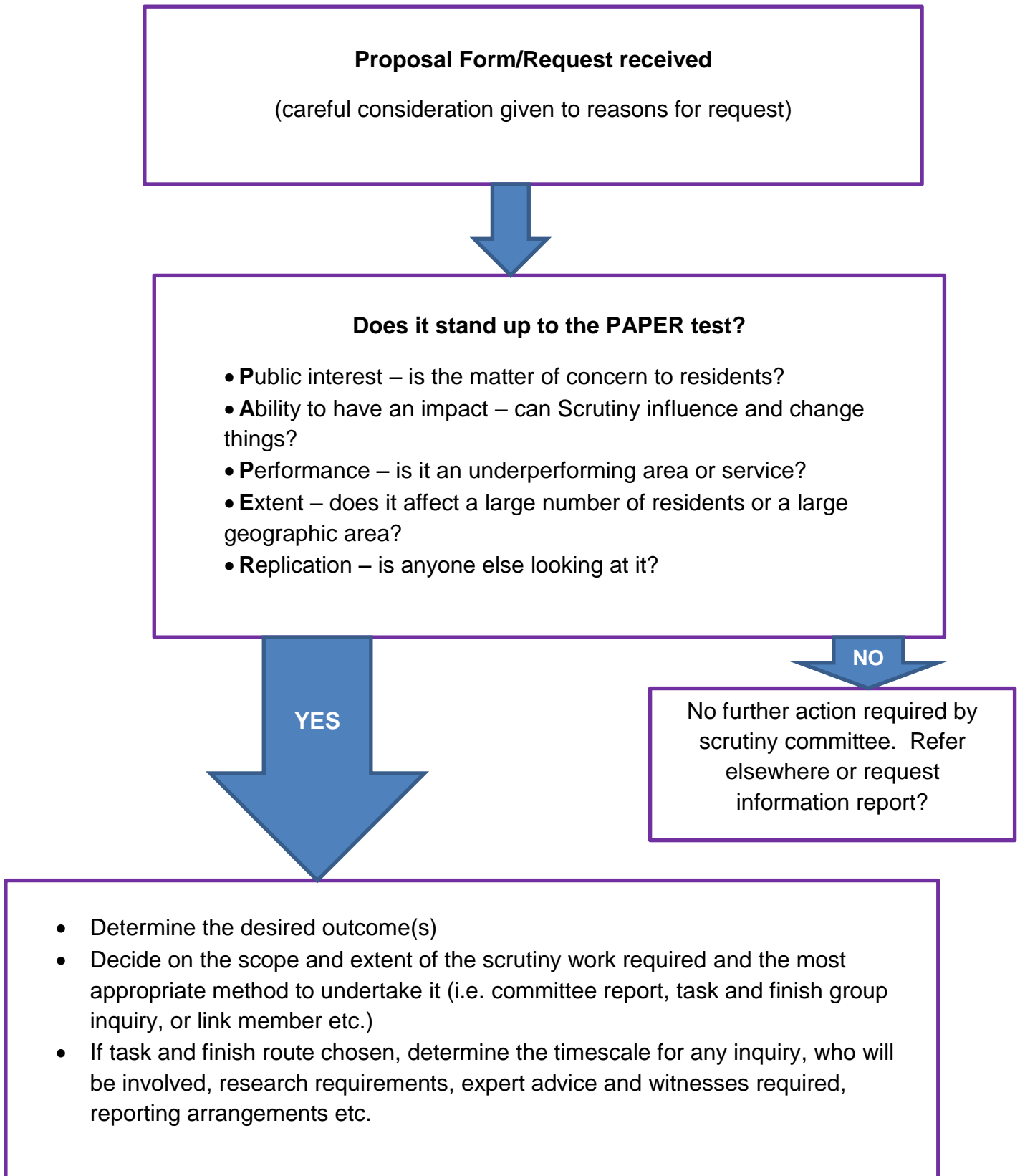
Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
15 December	1 December	9 February 2023	26 January 2023	30 March	16 March

Partnerships Scrutiny Work Programme.doc

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

Consideration of a topic's suitability for scrutiny



Cabinet Forward Work Plan

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
22 Nov	1	Council Performance Update – July to September	To consider the Council's performance in delivering against the council's strategic plan and services	Tbc	Cllr Gwyneth Ellis Lead Officer Nicola Kneale Report Author Iolo McGregor
	2	Temporary Accommodation Support Project	To seek Cabinet approval to award the contract for the project	Yes	Cllr Rhys Thomas Lead Officer Ann Lloyd Report Author Hayley Jones
	3	Draft Sustainable Transport Plan	To seek Cabinet approval of the draft Sustainable Transport Plan for consultation	Yes	Cllr Barry Mellor Lead Officer/Report Author Mike Jones
	4	Implementation of Renting Homes (Wales) Act 2016 and the Introductory Tenancy Policy for council housing	To give an overview of new legislation and ask for a decision on ending the Use of Introductory Tenancies for new council tenants	Yes	Cllr Rhys Thomas Lead Officer Liz Grieve Report Author Geoff Davies
	5	Housing Local Lettings Policy	To seek approval from Cabinet for a Local Lettings Policy for Llwyn Eirin housing development in Denbigh	Yes	Cllr Rhys Thomas Lead Officer Liz Grieve Report Author Geoff Davies
	6	Replacement LDP draft revised Delivery Agreement	To recommend to Council the approval of the draft revised Replacement Local Development Plan Delivery	Tbc	Cllr Win Mullen-James Lead Officer Angela Loftus Report Author Lara Griffiths

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			Agreement for submission to Welsh Government		
	7	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	8	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinator
13 Dec	1	Housing Rent Setting & Housing Revenue and Capital Budgets 2023/24	To seek approval for the proposed annual rent increase for council housing and to approve the Housing Revenue Account Capital and Revenue Budgets for 2023/24 and Housing Stock Business Plan	Yes	Cllr Gwyneth Ellis Lead Officer/Report Author Geoff Davies
	2	Ysgol Plas Brondyffryn	To consider the Outline Business Case for the proposed new building for Ysgol Plas Brondyffryn	Tbc	Cllr Gill German Lead Officer Geraint Davies Report Author James Curran
	3	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	4	Items from Scrutiny Committees	To consider any issues	Tbc	Lead Officer – Scrutiny

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			raised by Scrutiny for Cabinet's attention		Coordinator
24 Jan	1	Queen's Market: Operator Contract Award	Following the culmination of the procurement process to appoint an operator for the Queen's Market in Rhyl, approval is sought from Cabinet to award a contract to the preferred tenderer	Yes	Cllr Jason McLellan Lead Officer Emlyn Jones Report Author Russ Vaughan
	2	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinator
21 Feb	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinator

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
28 March	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinator

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>22 November</i>	<i>8 November</i>	<i>13 December</i>	<i>29 November</i>	<i>24 January</i>	<i>10 January</i>

Updated 19/10/2022 – KEJ

Cabinet Forward Work Programme.doc

Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
7 July 2022	6. North Wales Economic Ambition Board Annual Report 2121/22	<u>Resolved:</u> <i>subject to the above observations along with the answers and assurances received during the course of the discussion, to receive the North Wales Economic Ambition Board's Quarter 4 Performance Report 2021/22 and its Annual Report for 2021/22.</i>	Lead Member, North Wales Economic Ambition Board officers and Council officers informed of the Committee's resolution.
	7. Homelessness and Housing Support Services	<u>Resolved:</u> <i>subject to the above comments –</i> <i>(i) that it was assured the implementation of the multi-disciplinary homelessness service and cross-service Corporate approach was in line with the Welsh Government's vision of homelessness and housing support, and that it was contributing to the Homelessness Prevention Service's aim to ensure that everyone was safeguarded and supported to live in homes that met their needs; and</i> <i>(ii) that having reviewed the significant progress made in addressing the audit actions it was now satisfied that any further update reports on the progress of the improvement plan be submitted from thereon in to the Governance and Audit Committee.</i>	Lead Member and relevant officers advised of the Committee's recommendations.

	<p>8. Annual Report on Safeguarding Adults in Denbighshire</p>	<p><u>Resolved:</u> <i>subject to the above observations to –</i></p> <ul style="list-style-type: none"> <i>(i) receive and endorse the contents of the report;</i> <i>(ii) acknowledge the importance of adopting a corporate approach to the safeguarding of adults at risk; and</i> <i>(iii) the responsibility of the Council to view this as a key priority area.</i> 	<p>Lead Members and officers advised of the Committee's resolutions.</p>
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