

Corporate Plan

Corporate Plan 2014–15

General Information

Description	Denbighshire County Council Corporate Plan 2012-17
Rationale	<p>The purpose of our Corporate Plan is to describe the main priorities for the council during the next five years, and to explain what that will mean in terms of benefits to our communities. It is important to note that our Corporate Plan does not cover everything that the council will do. We provide a wide range of services for our communities, and each of our eleven council services has a separate plan that says what it aims to deliver, and how it will be done. The Corporate Plan identifies the main priorities for the council as a whole during the next five years. This means that these areas will receive additional focus and resources in order to ensure they are delivered successfully. They have been identified as priorities for the council because our research and engagement work tells us that they are important to our communities, and that we need to do more in these areas to meet the needs and expectations of those communities.</p>
Contributing Services	Community Support Services, Business Improvement & Modernisation, Children & Family Services, Communication, Marketing & Leisure, Customers & Education Support, Education Services, Finance & Assets, Highways & Environmental Services, Legal, HR & Democratic Services, Planning & Public Protection

Context

Areas of Responsibility	<p>Denbighshire's Corporate Priorities for 2012–17 are:</p> <ul style="list-style-type: none">• Developing the local economy<ul style="list-style-type: none">- Headline indicators- Infrastructure for growth- Supported and connected business- Opportunities for growth- High quality, skilled workforce- Vibrant Towns & Communities- Well-promoted Denbighshire• Improving performance in education and the quality of our school buildings• Improving our roads• Vulnerable People<ul style="list-style-type: none">- Vulnerable people are able to live as independently as possible- Vulnerable people are protected• Clean and tidy streets• Ensuring access to good quality housing• Modernising the Council<ul style="list-style-type: none">- Services continue to improve and develop- Flexible and efficient workforce, cost-effective infrastructure
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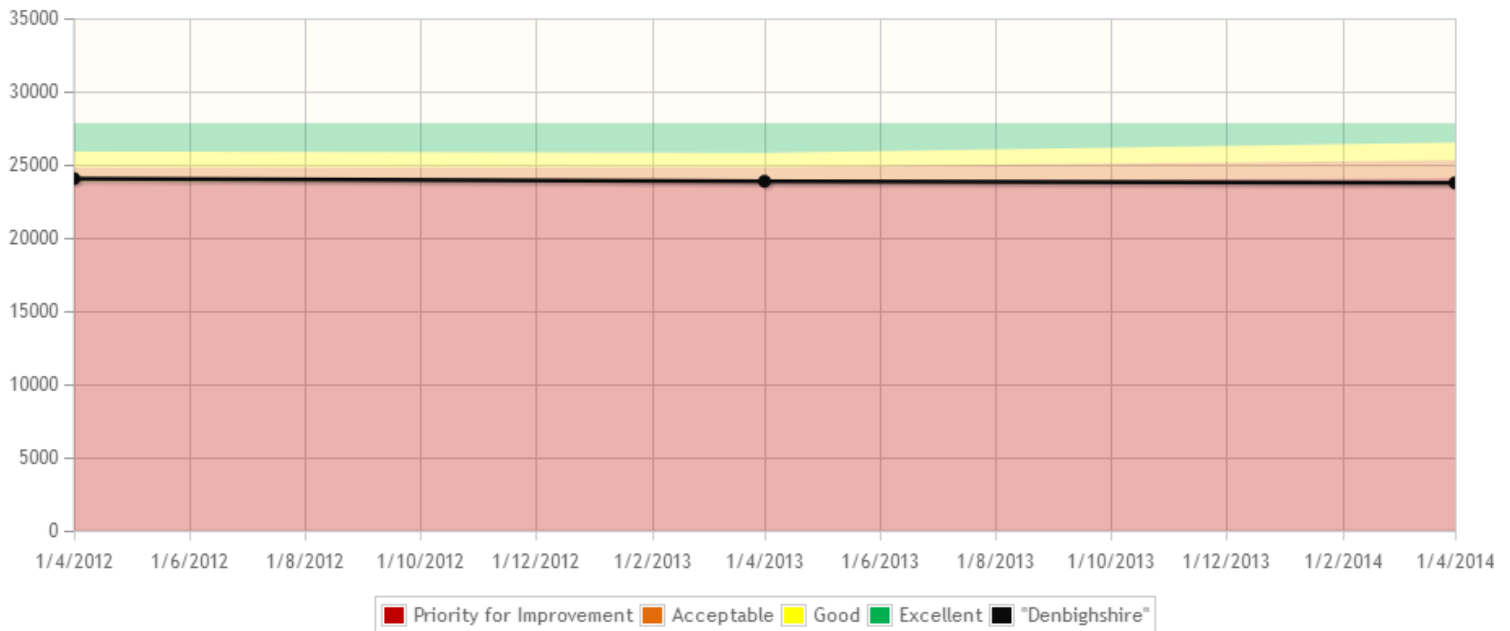
Economy Headline Indicators

General Information

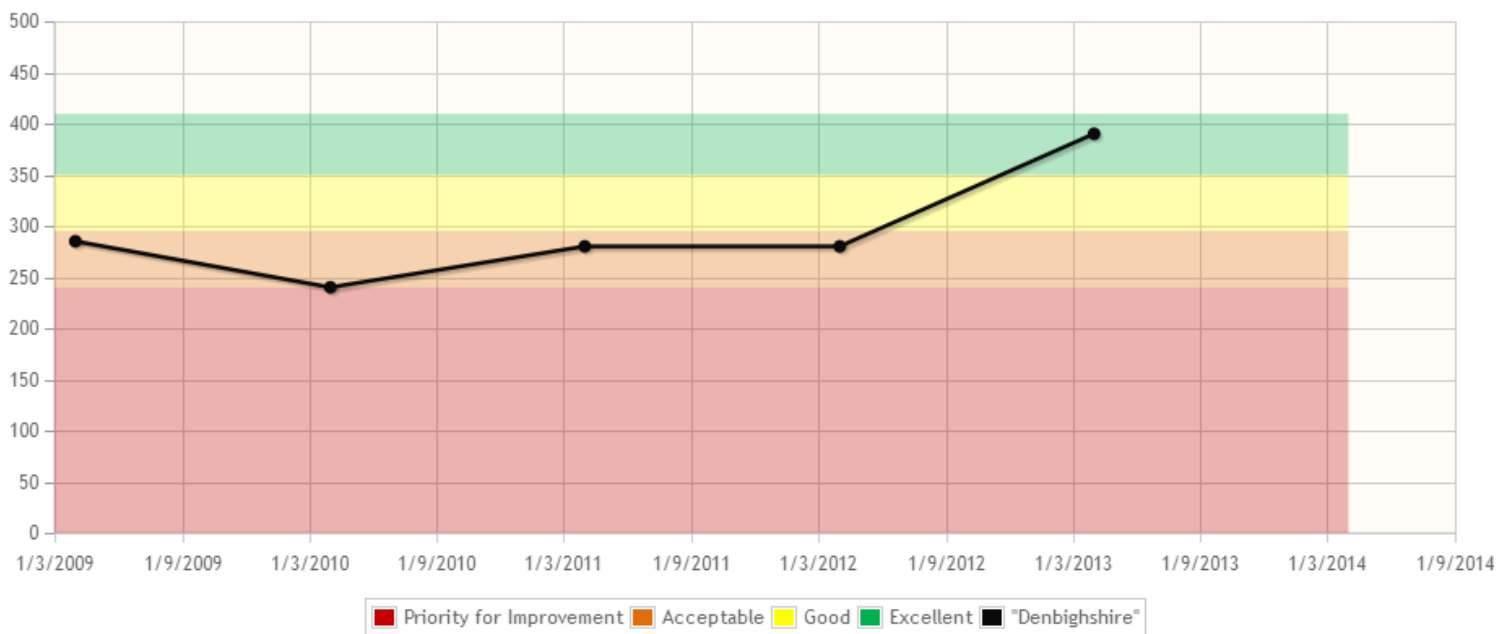
Status **Acceptable**

Indicators

ECAHeadline2 Median Household Income

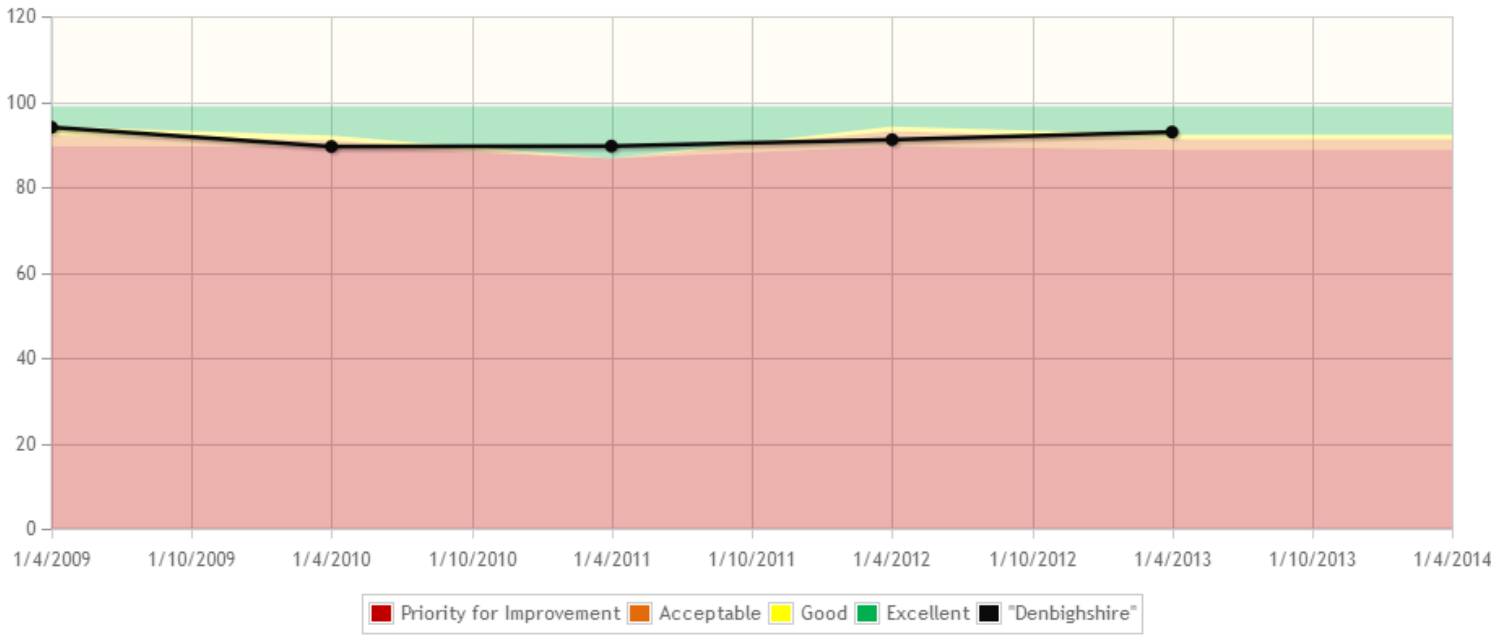


ECAheadline3 The count of births of new enterprises



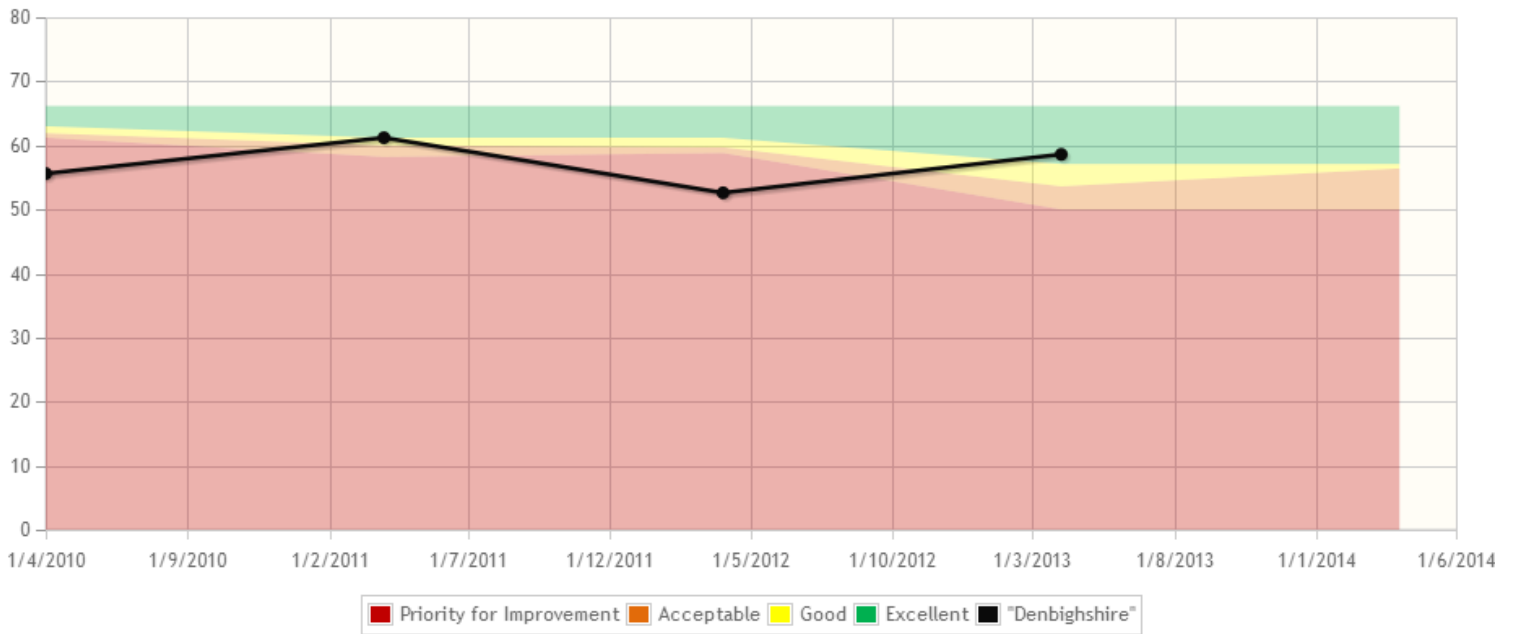
ECAheadline4

1 year survival rate of new enterprises (%)

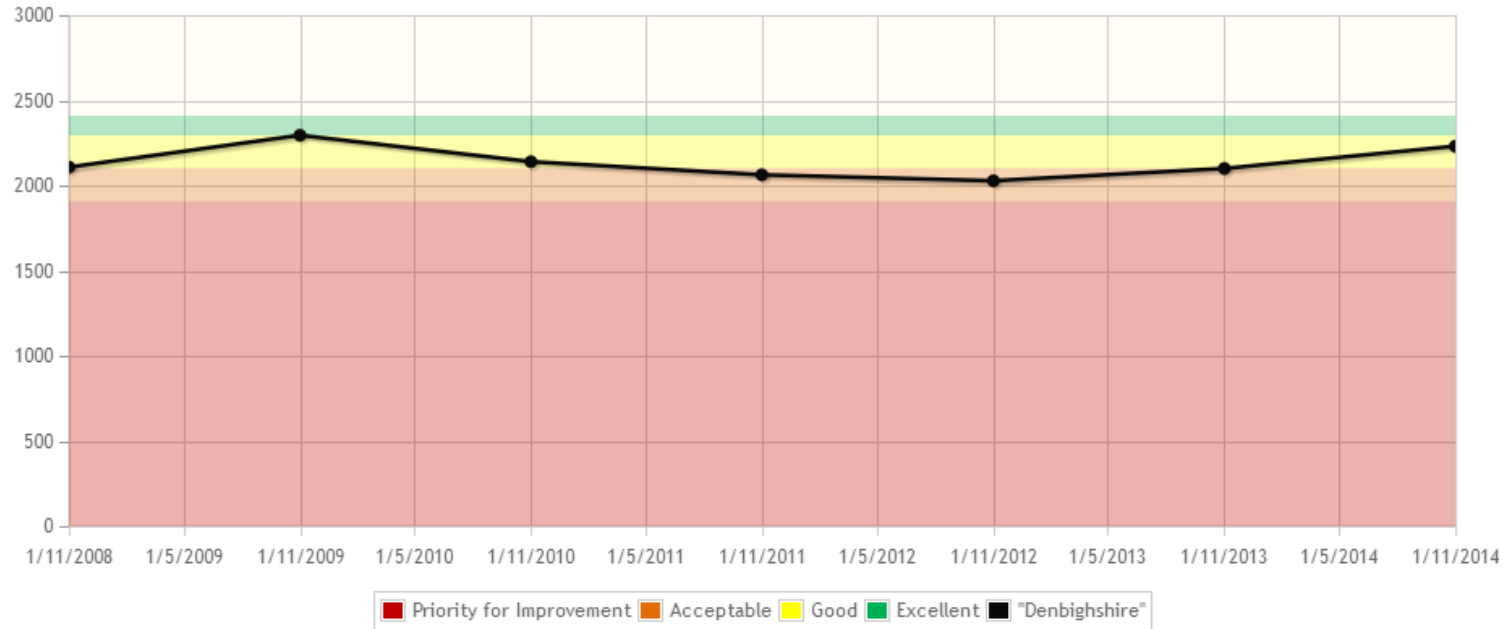


ECAheadline5

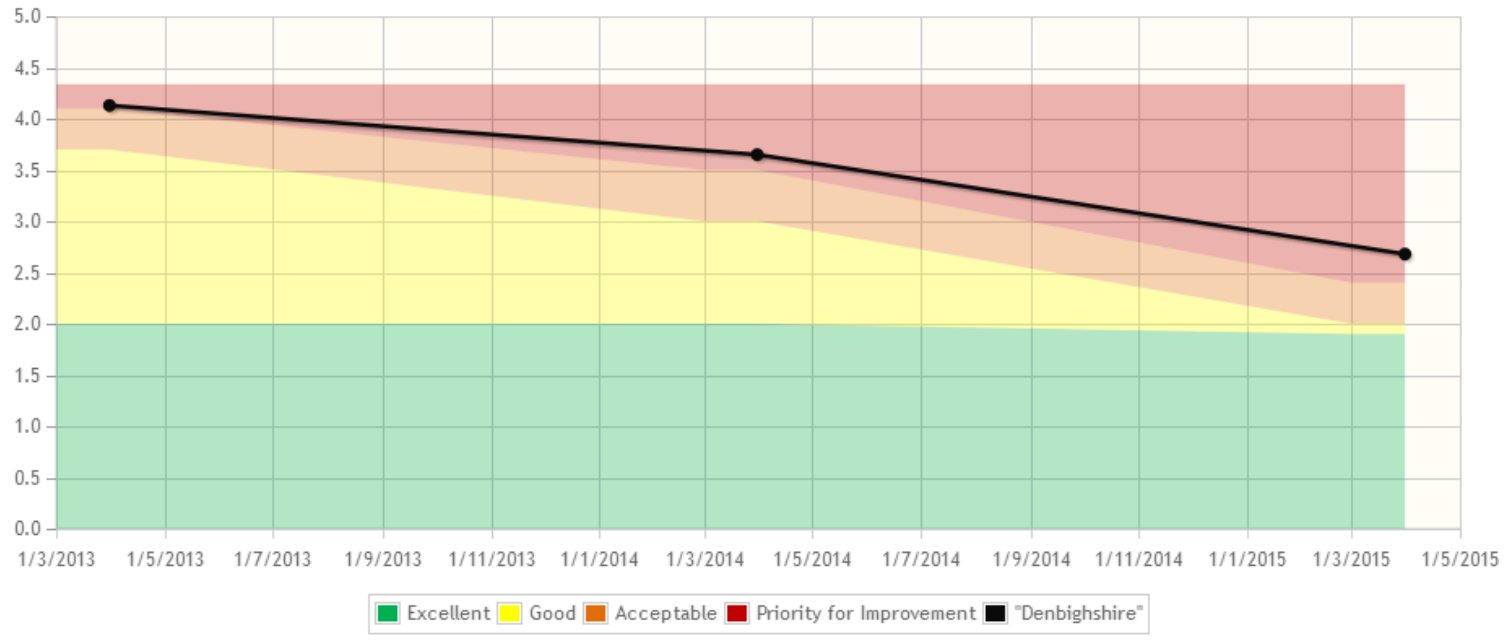
3 year survival rate of new enterprises (%)



ECAheadline6 Turnover of Denbighshire based businesses (£m)



AECAHeadline1 % Job Seekers Allowance claimant count



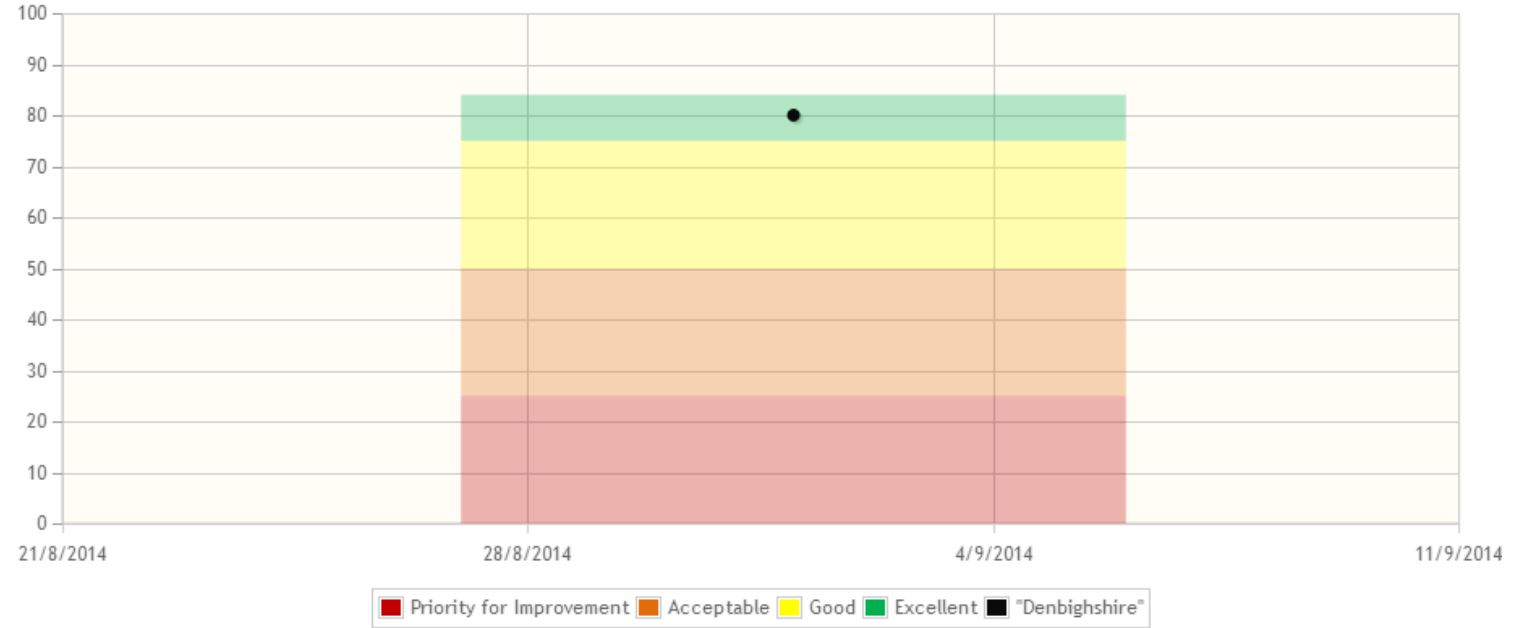
Outcome 01 - Infrastructure for growth

General Information

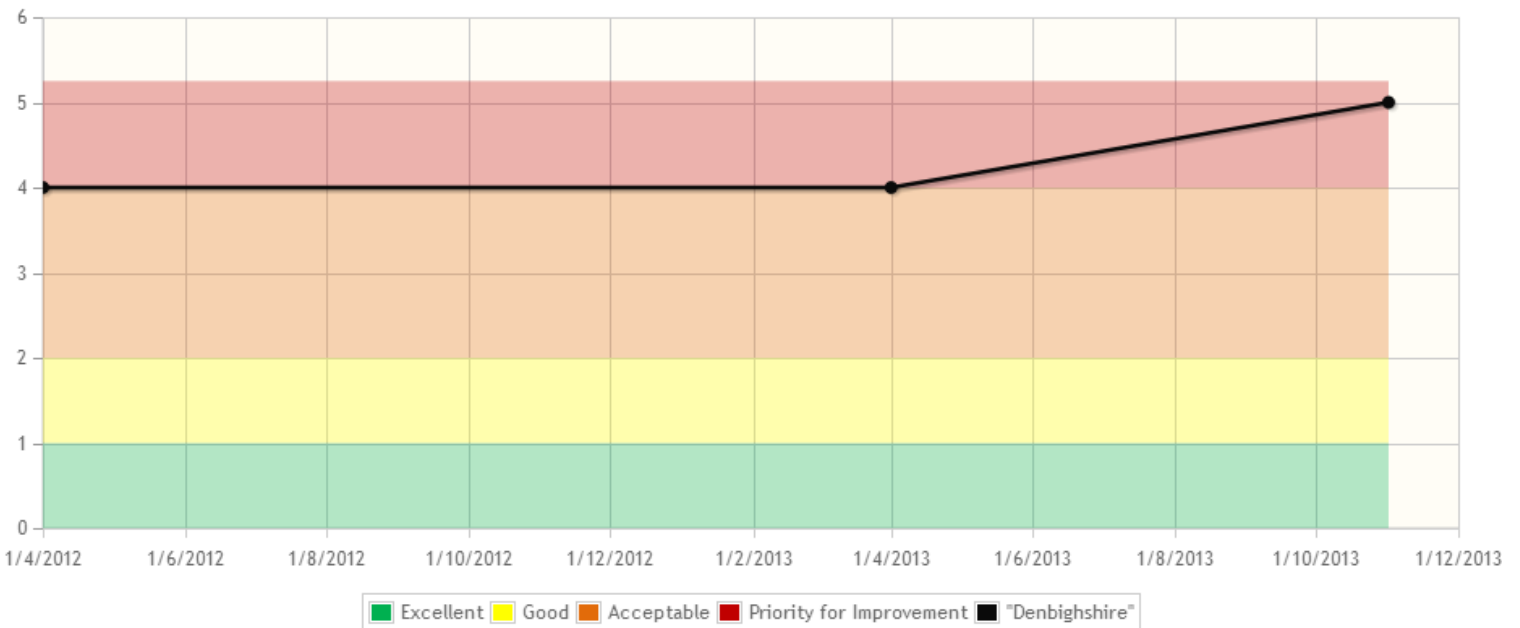
Status **Acceptable**

Indicators

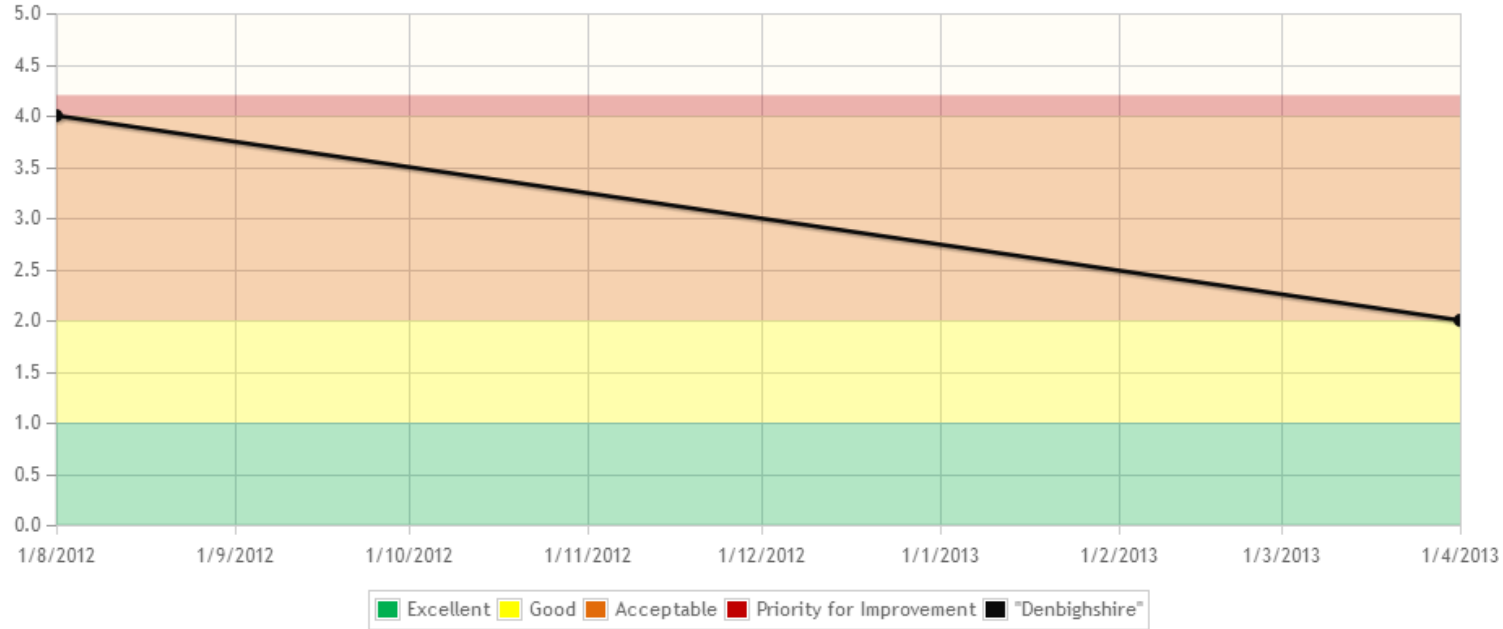
BusSurv1.9 The percentage of businesses selling or sourcing goods or services online



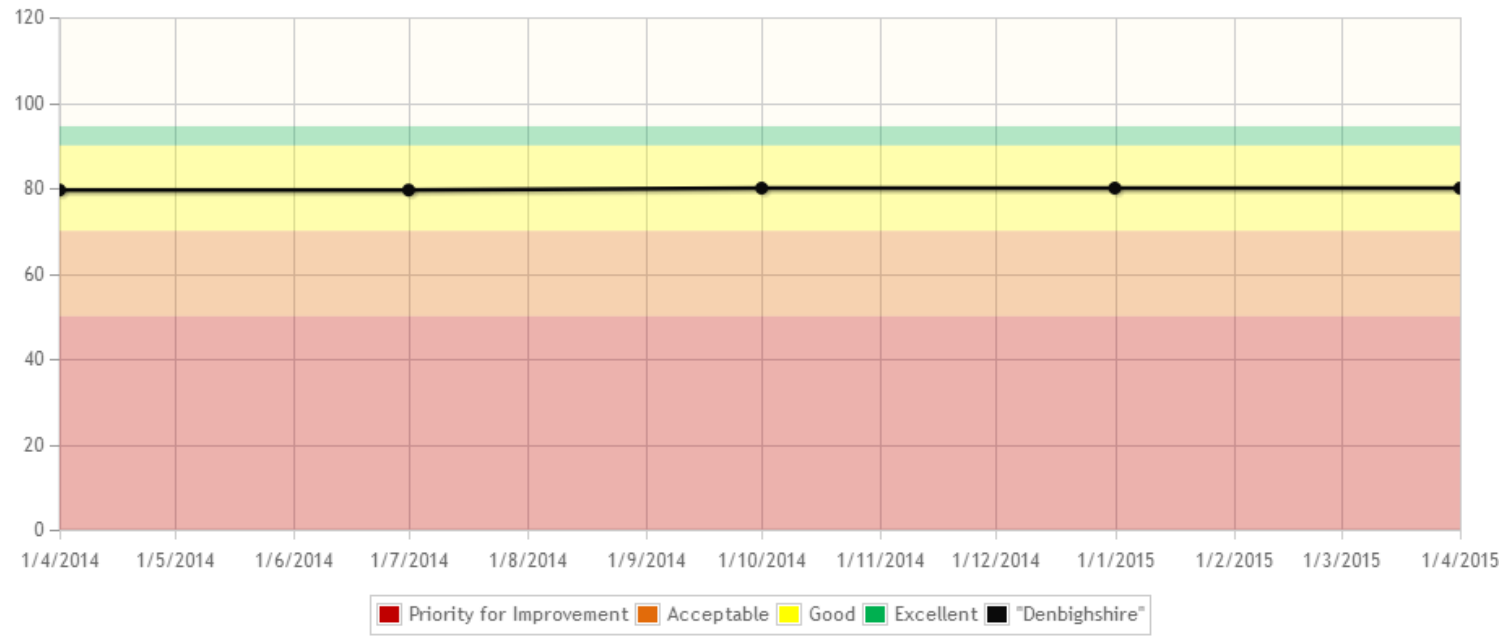
OFCOMsuperfast Denbighshire's OFCOM five-point ranking for superfast broadband availability



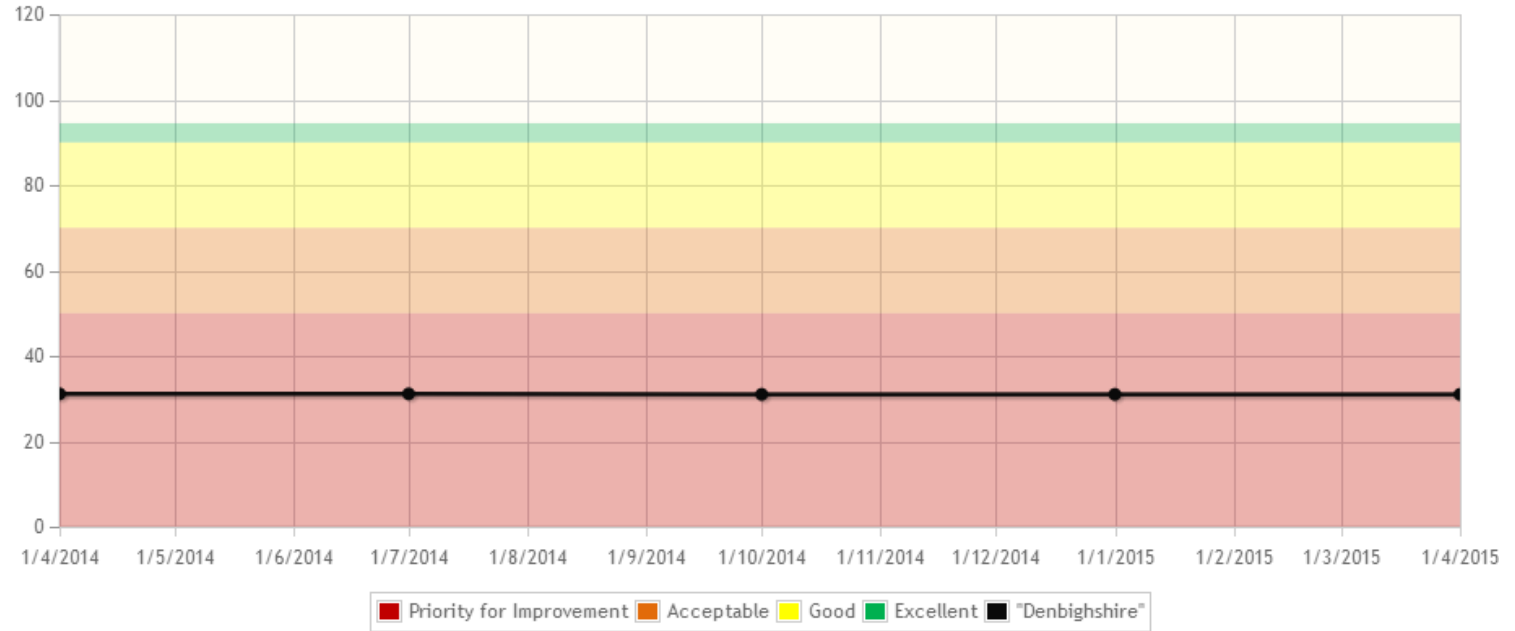
OFCOMtakeup | Denbighshire's OFCOM five-point ranking for broadband take-up



ECA1.1i | The percentage of available land on Priority Strategic Employment Sites where restrictions/hindrances to development are removed from the legal title (as a % of all available land)



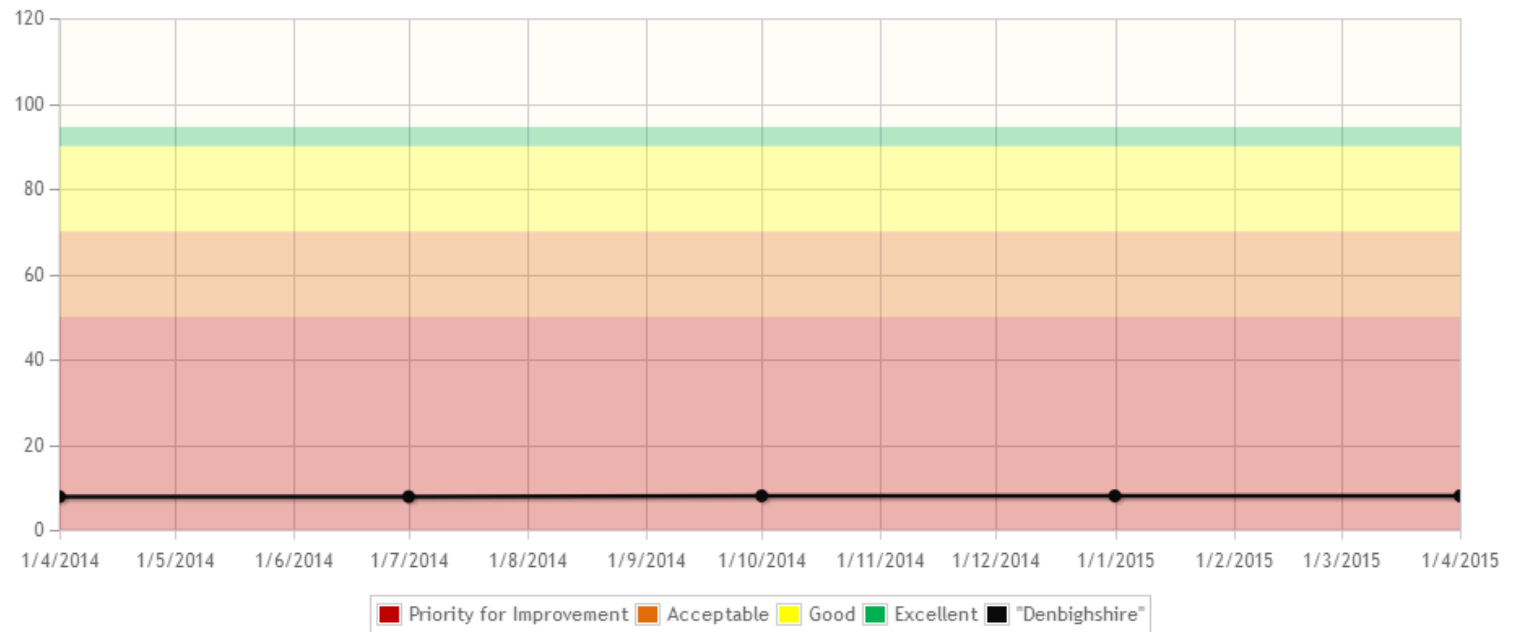
ECA1.2i The percentage of available land on Priority Strategic Employment Sites ready to be developed (i.e. with planning permission), as a % of all available land on PSES



Latest Data Comment

2014/15 During the financial year, planning applications were submitted on Station Yard, Denbigh. Also, the Property Alliance is working up retail element on Rhuddlan Triangle.

ECA1.3i The percentage of available land on Priority Strategic Employments Sites developed, as a percentage of all available land on PSES's



Latest Data Comment

2014/15 There has been no change in developed status during this financial year but, with planning applications having been approved for Station Yard, we'd expect to see development during 2015/16.

Activities

ECA 1.2a	Digital Denbighshire	15/07/13	31/10/15
ECA 1.3b	Priority Strategic Employment Sites	06/05/14	31/03/23
ECA 1.3b - 01	Priority Strategic Employment Sites - Nant Hall Road, Prestatyn	02/06/14	29/12/17
ECA 1.3b - 02	Priority Strategic Employment Sites - Canol y Dre, Ruthin	03/06/14	31/03/17
ECA 1.3b - 03	Priority Strategic Employment Sites - Cilmedw, Llangollen	01/04/14	31/03/17
ECA 1.3b - 04	Priority Strategic Employment Sites - Clough Meadows, Denbigh	02/04/14	31/03/17
ECA 1.3b - 05	Priority Strategic Employment Sites - Station Yard, Denbigh	02/06/14	31/03/17
ECA 1.3b - 06	Priority Strategic Employment Sites - Ocean Plaza, Rhyl	01/04/14	31/03/17
ECA 1.3b - 07	Priority Strategic Employment Sites - Queens Market, Rhyl	02/04/14	31/03/17
ECA 1.3b - 08	Priority Strategic Employment Sites - Land at Abergele Rd, Rhuddlan	02/06/14	31/03/17

All of the 'grey' projects above are to be removed, and will be reported on via the overarching Priority Strategic Employment Sites project.

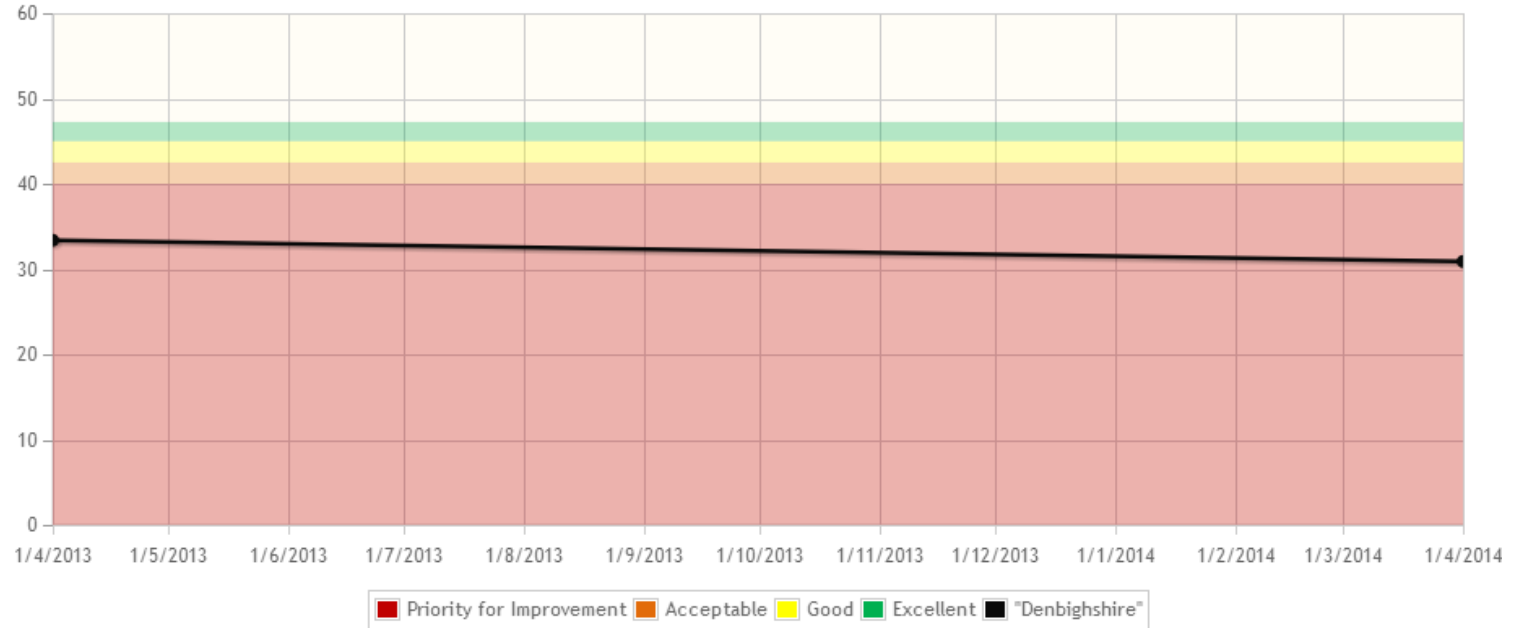
Outcome 02 - Supported and connected businesses

General Information

Status: **Acceptable**

Indicators

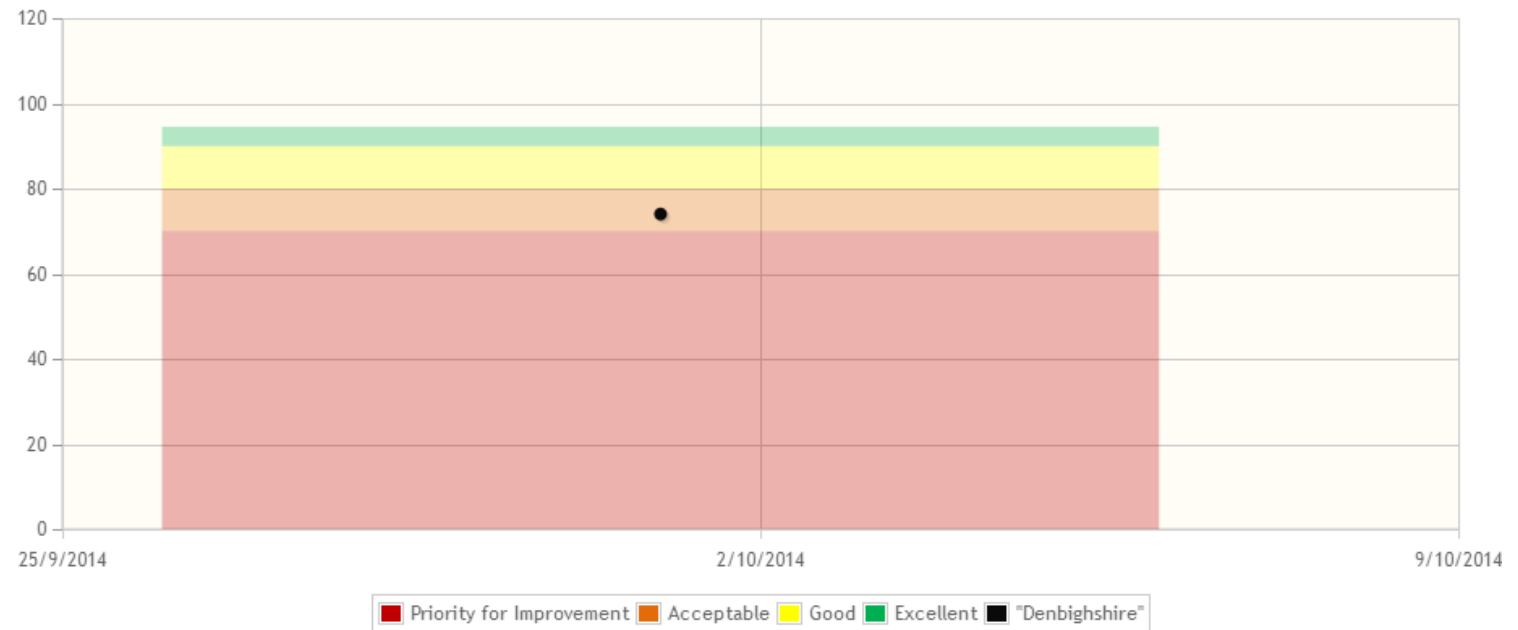
FAA406m Local procurement spend as a % of total procurement spend



Latest Data Comment

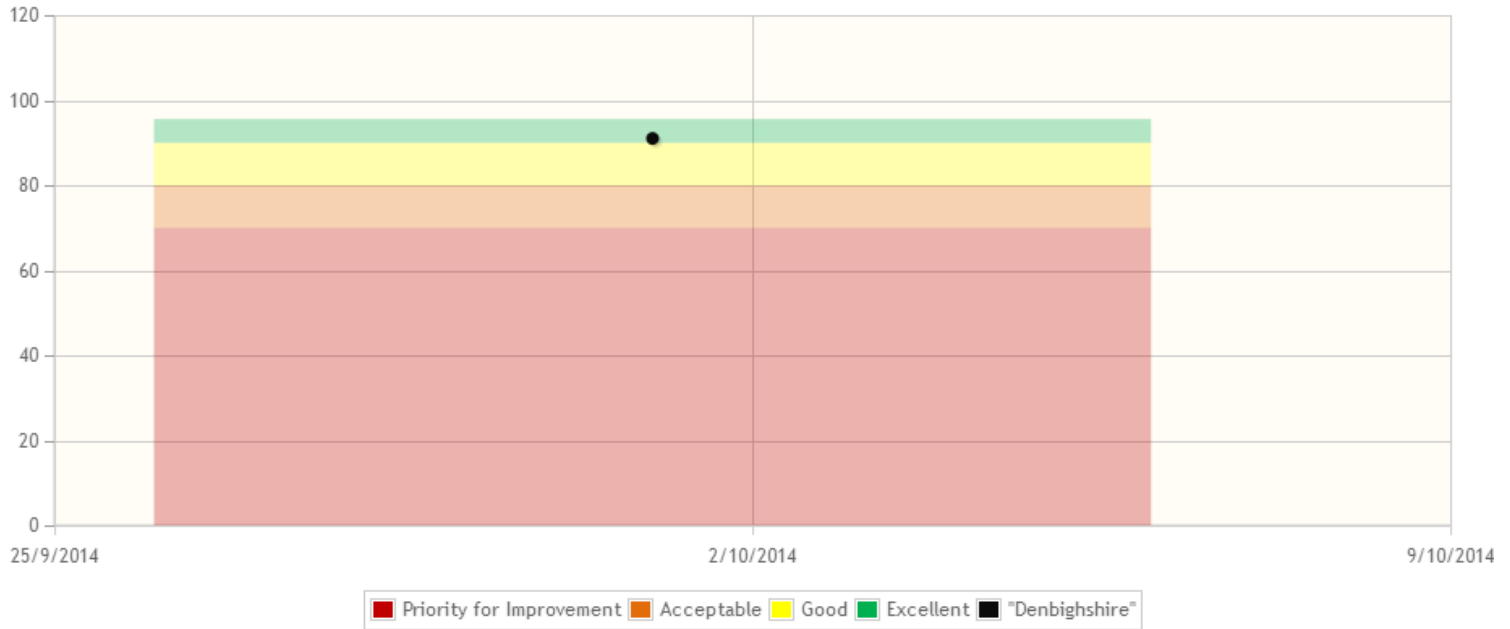
01/04/14 A minimum of £32,084,222 was spent with suppliers within the county of Denbighshire during 2014/15 financial year. This equates to 30.9% of the total procurement spend of £103,728,992.

BusSurv4.2 % of businesses satisfied with quality of advice/support



BusSurv4.1

% of businesses satisfied with access to advice/support



ECA2.2i

The percentage of contracts worth over £2 million with community benefit clauses

Activities

ECA 2.1a/2.2a/2.2c	Business Advice & Support	12/09/13	31/03/16
ECA 2.1b	Better Business for All (BFC Phase 1 - Planning & Public Protection)	06/05/14	31/03/16
ECA 2.3a	Supportive Procurement (Phase 1 - Procurement Strategy)	02/12/13	28/11/14
ECA 2.3b	Supportive Procurement (Phase 2 - DCC Supply Chain Development)	01/05/14	31/10/14

To be withdrawn

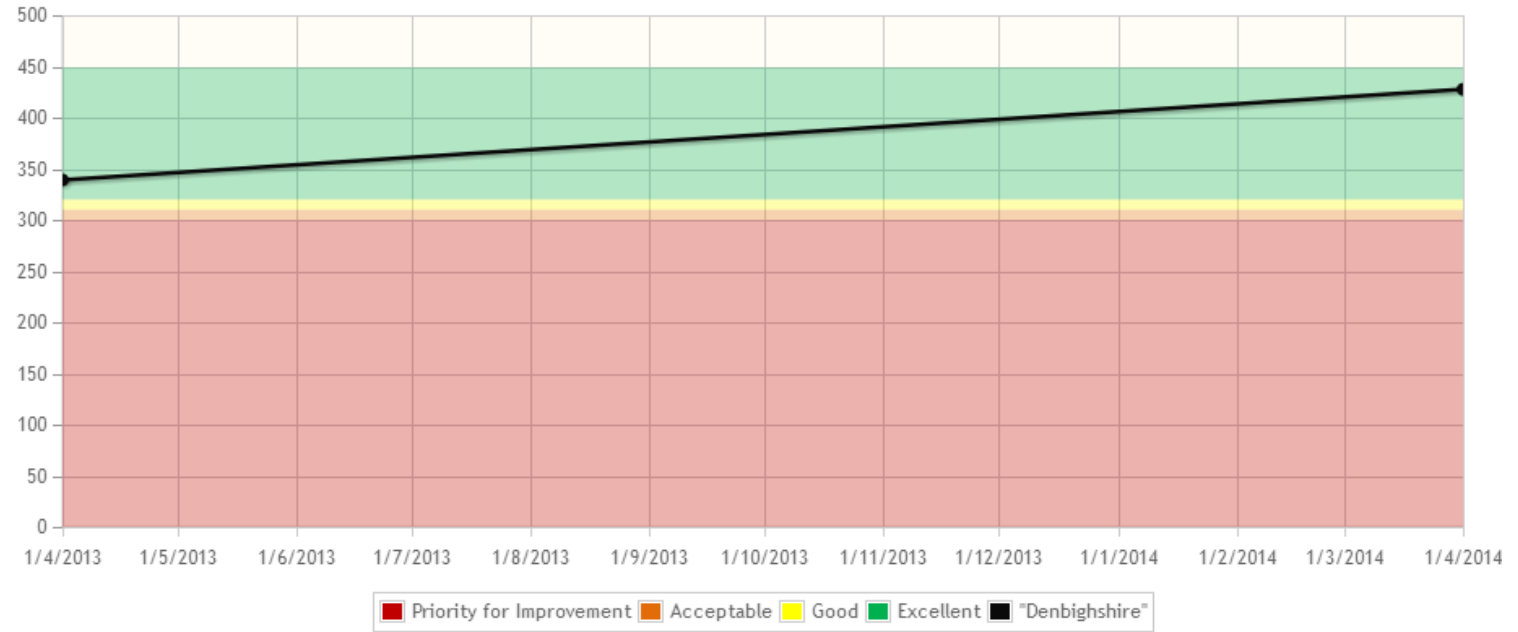
Outcome 03 - Opportunities for growth

General Information

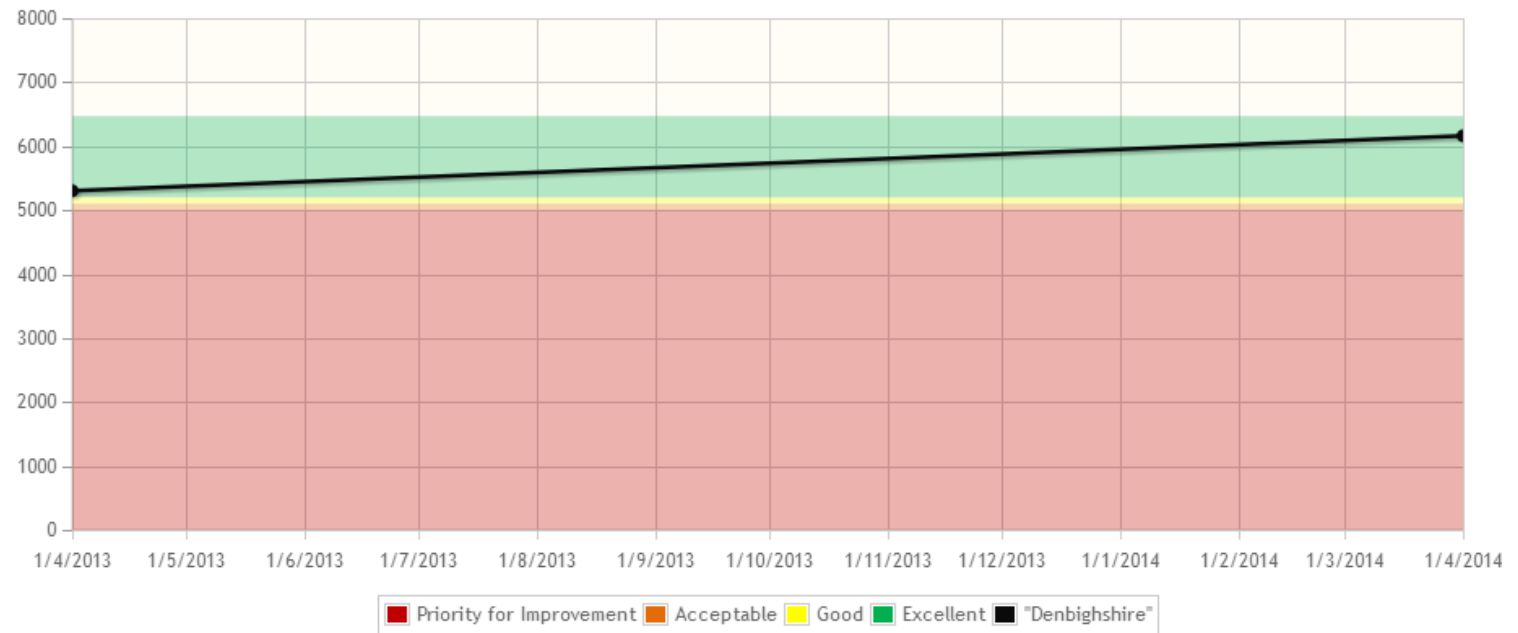
Status **Acceptable**

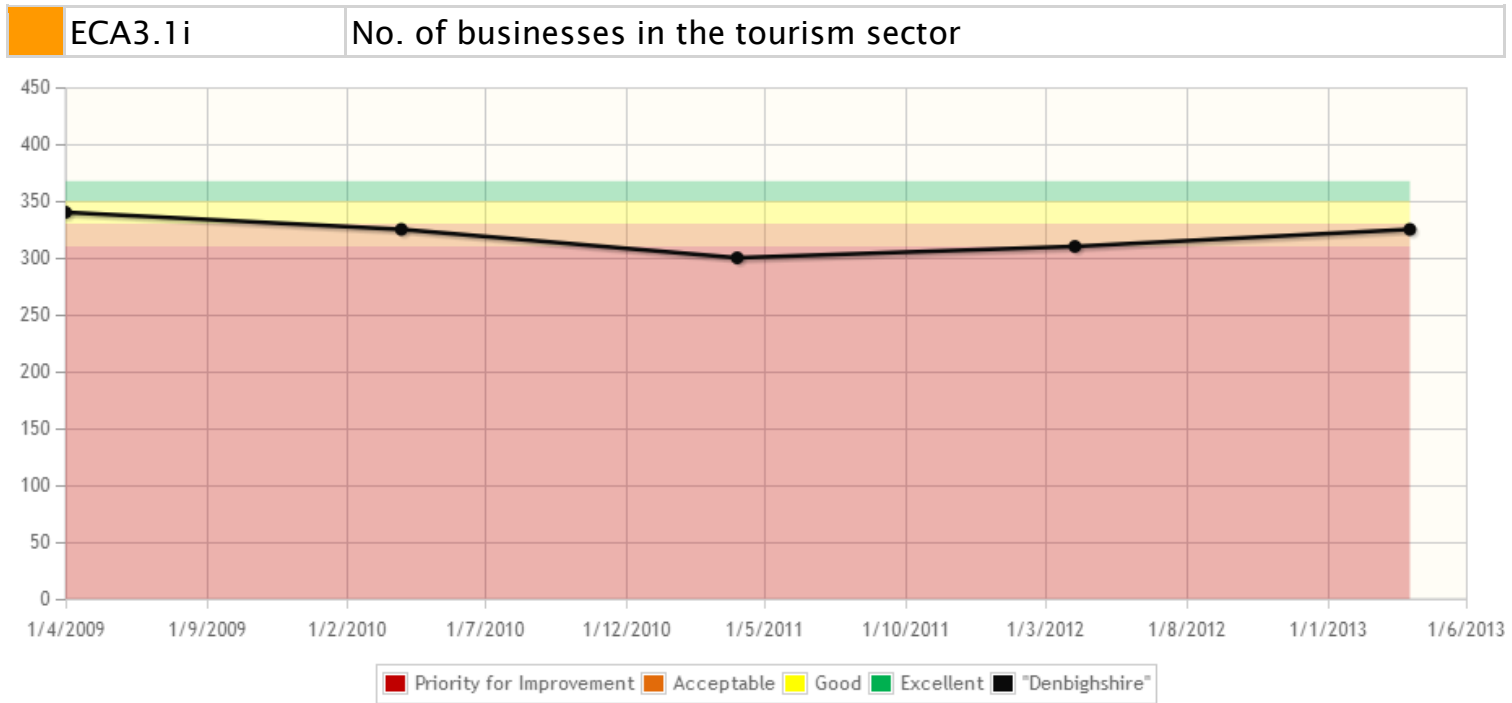
Indicators

CMLi10 STEAM - Total Economic Impact of Tourism (£ million)



CMLi11 STEAM - Number of Full Time Jobs Supported by Tourism





ECA3.2i	No. of new businesses in Growth Sectors		
Dependent on completion of Growth Sectors projects			
ECA3.3i	No. of Denbighshire residents employed in Growth Sectors		
Dependent on completion of Growth Sectors projects			
Activities			
ECA 3.1Aa-c	Tourism Growth Plan	05/06/14	31/07/15
ECA 3.1A-d	Denbighshire Coastal Facilities	01/01/14	31/12/18
ECA 3.2a	New Growth Sectors	01/01/15	01/03/17
ECA 3.2b/d	Regional Growth Opportunities	11/06/14	30/04/18
ECA 3.2c	OpTic/St Asaph Business Park Development	15/10/13	31/03/14

Outcome 04 - High quality skilled workforce

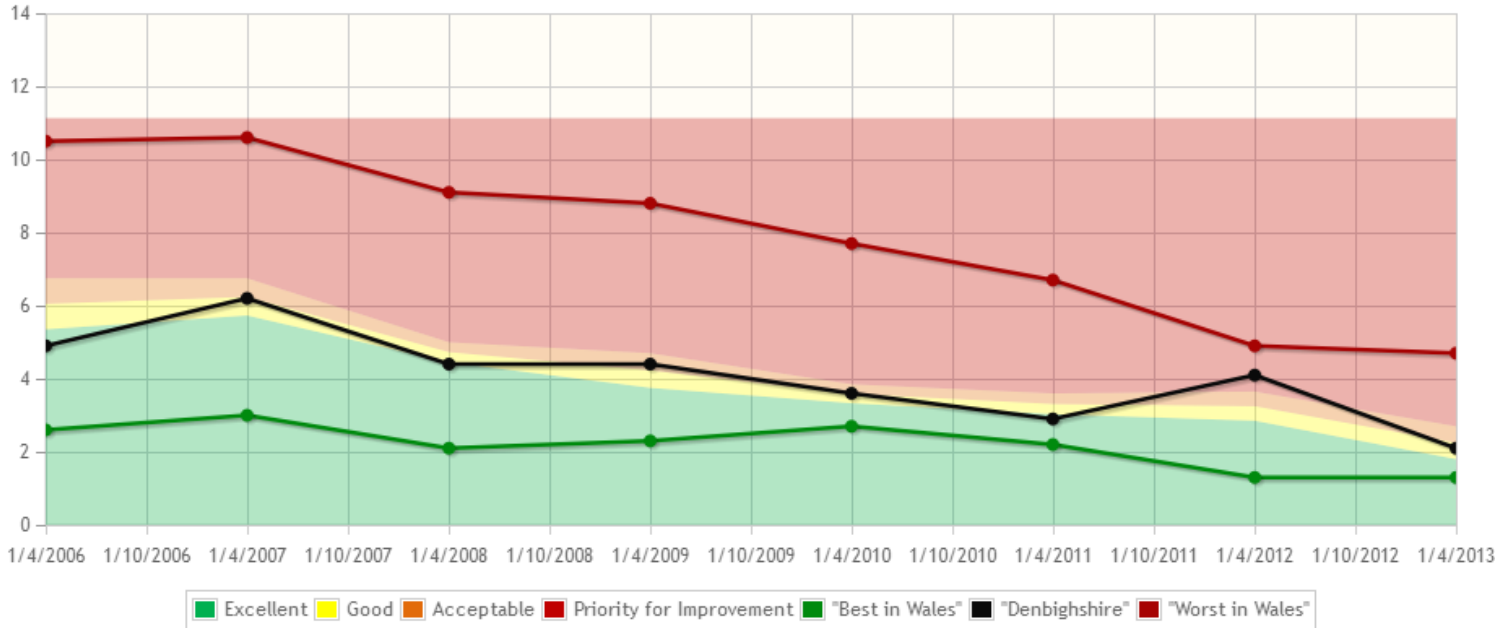
General Information

Status **Good**

Indicators

Ed004i

The percentage of children aged 16 - 18 Not in Education, Employment or Training, at the preceding 31 August in Denbighshire



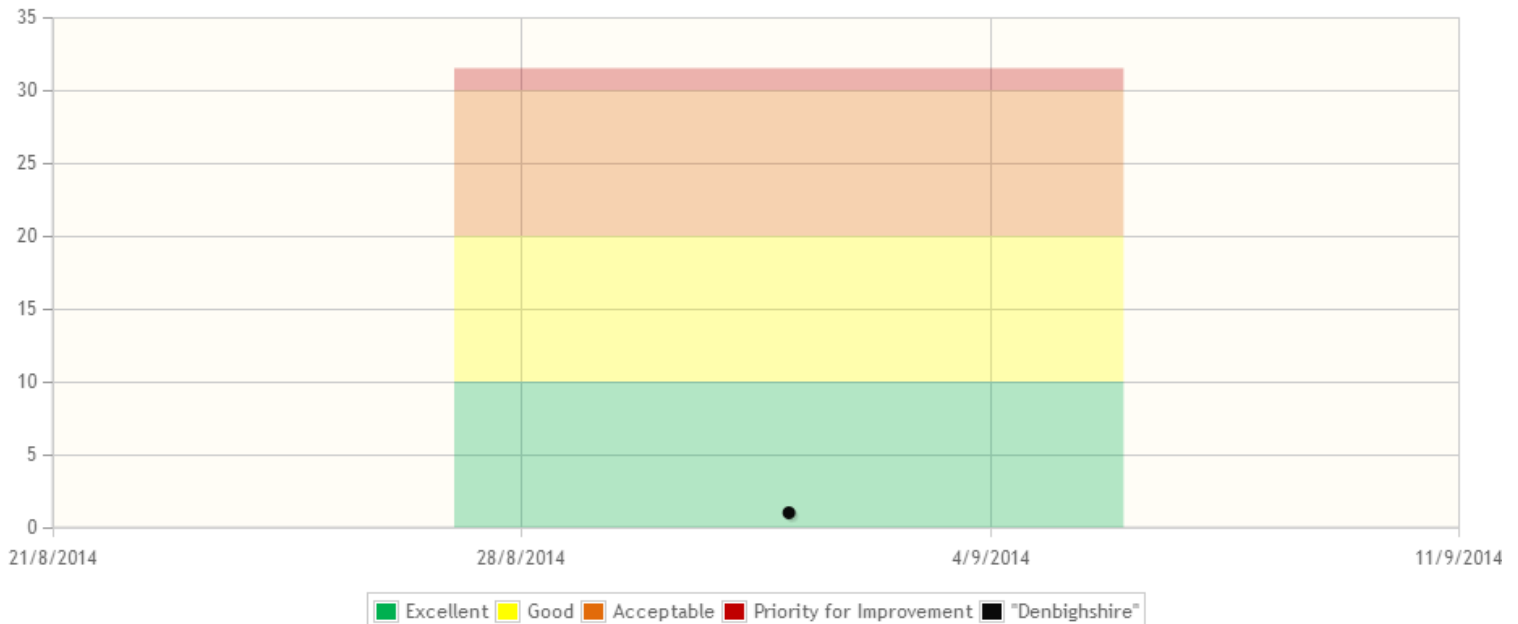
Latest Data Comment

2014/15

This represents 26 young people. This is the figure for the 2013/14 academic year, which represents the 2014/15 financial year

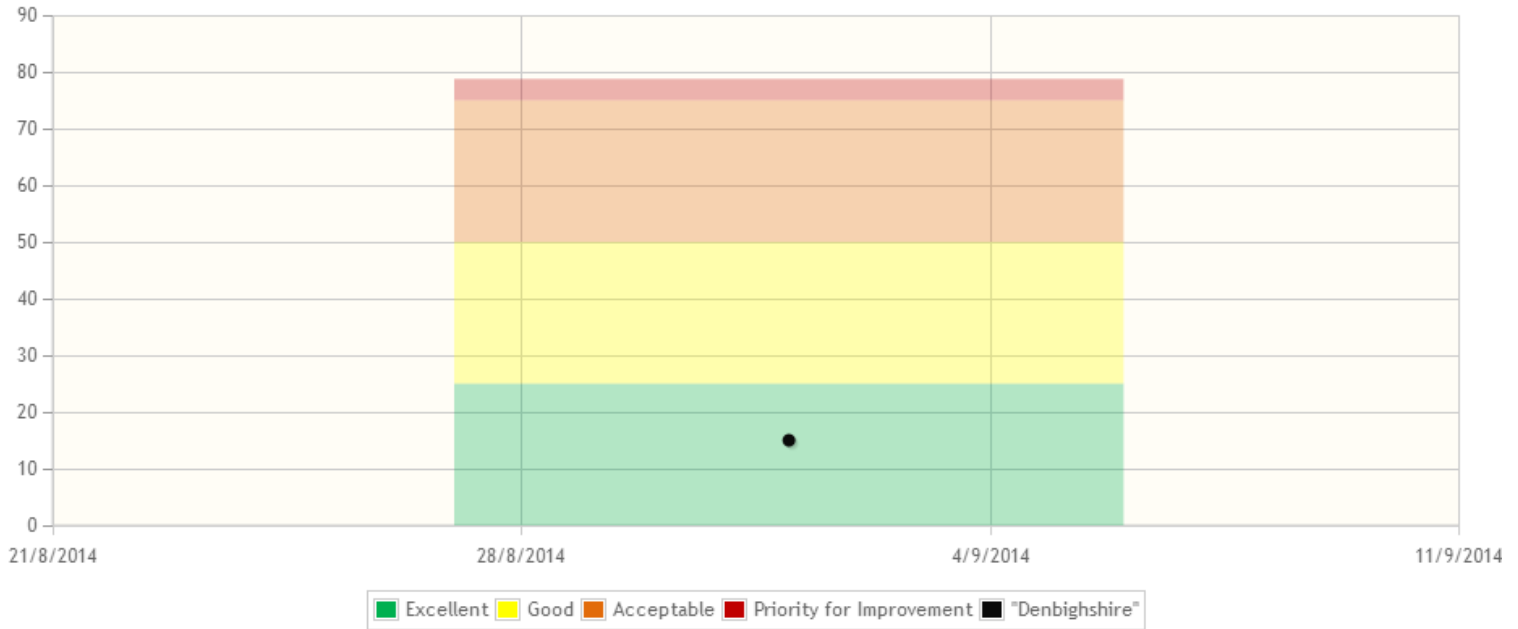
BusSurv3.3a

% of businesses reporting unfilled vacancies due to unsuitable applicants



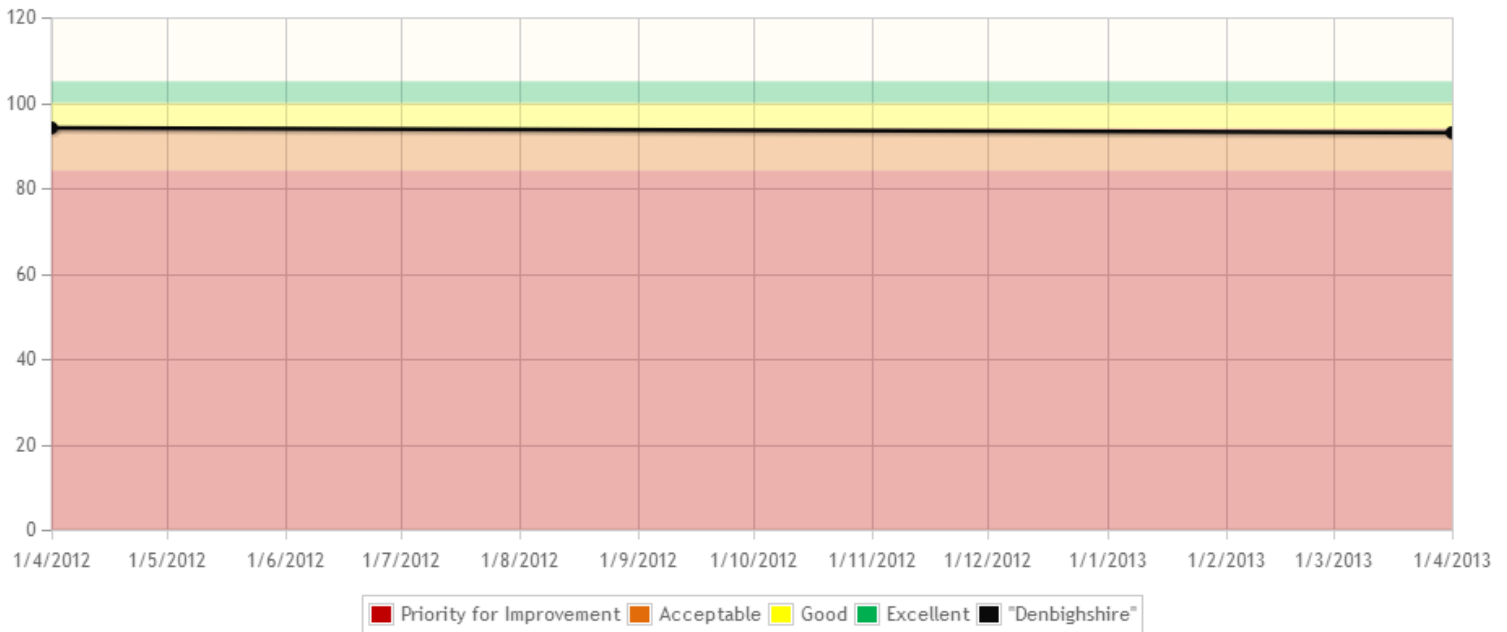
BusSurv3.3b

% of businesses reporting difficulty recruiting staff with the right skills



ECA4.7i

% of pupils leaving school at 16 attaining Level 2 in at least 1 STEM subject



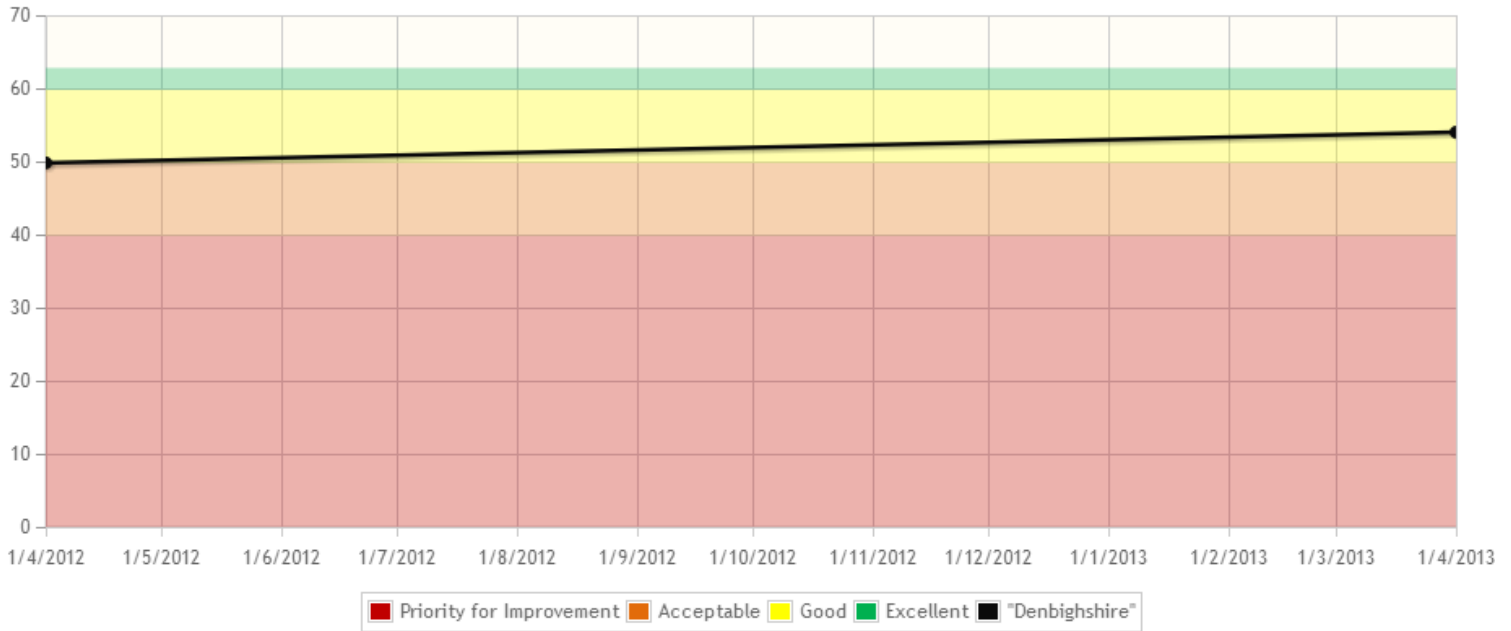
Latest Data Comment

2014/15

This is the figure for the 2013/14 academic year, which represents the 2014/15 financial year

ECA4.8i

% of pupils leaving school at 18 attaining Level 3 in at least 1 STEM subject



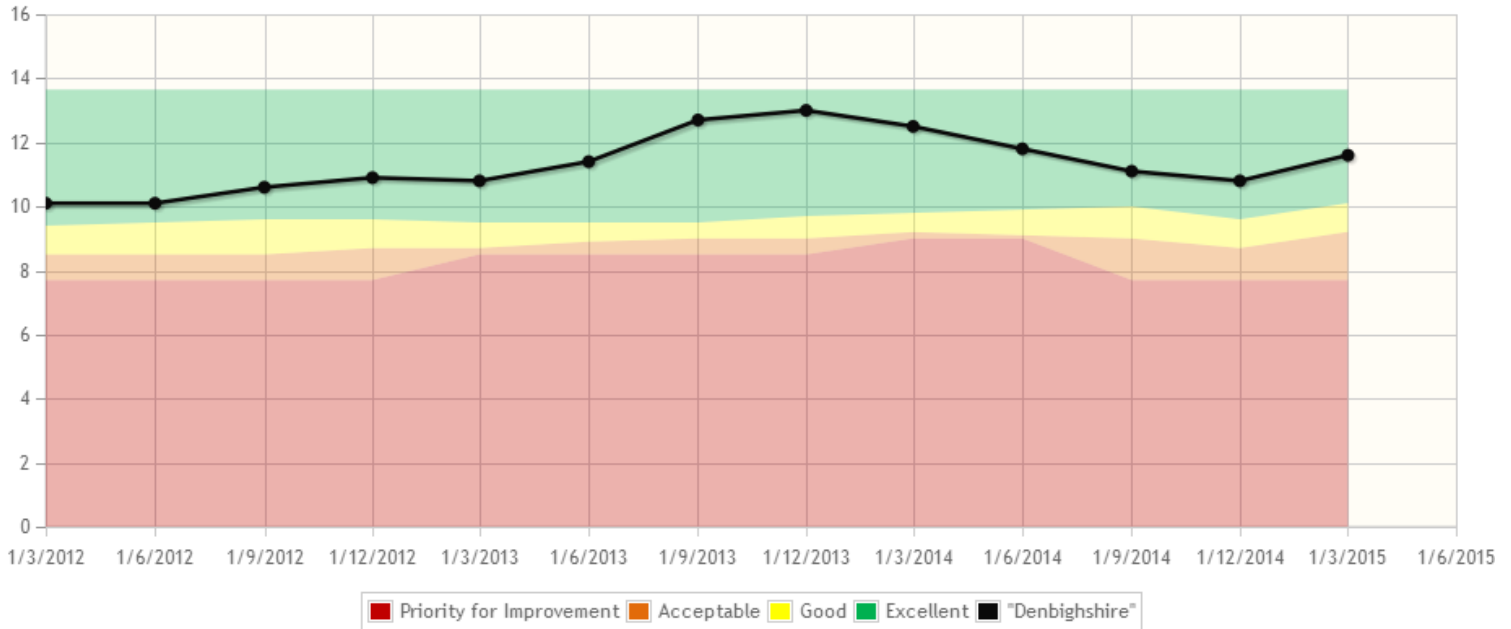
Latest Data Comment

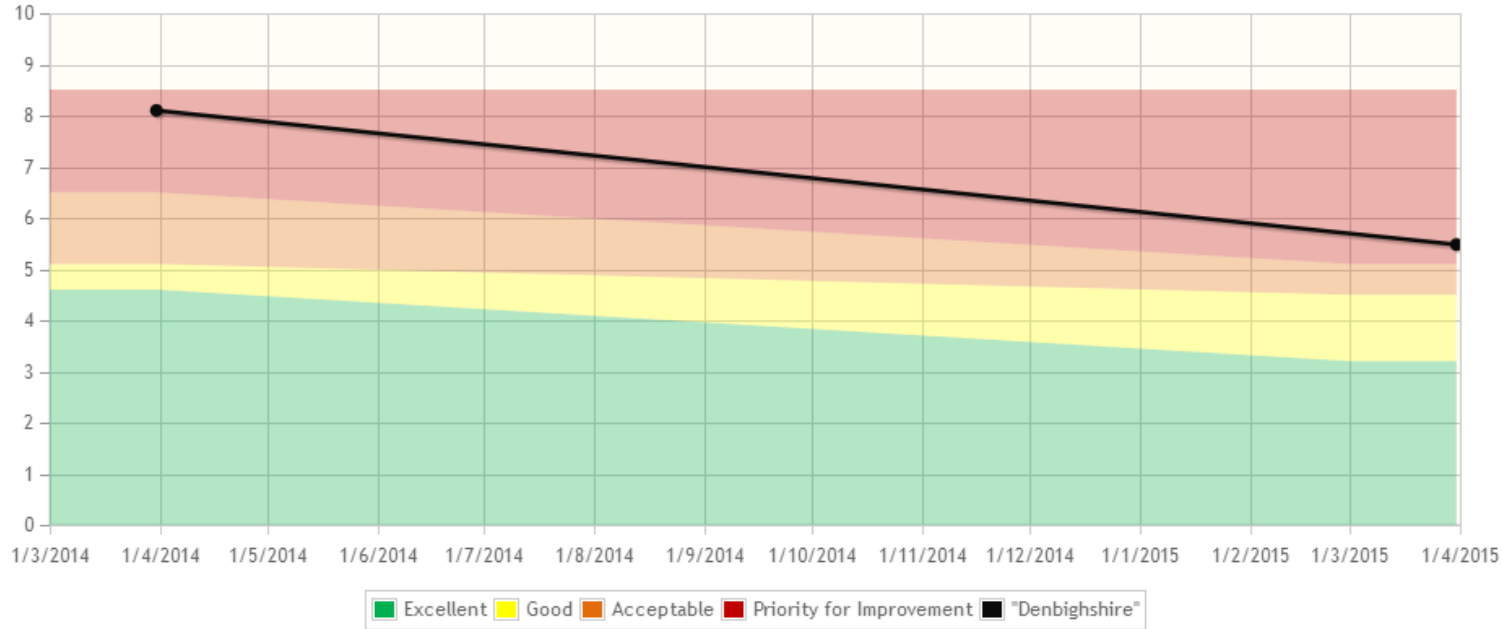
2014/15

This is the figure for the 2013/14 academic year, which represents the 2014/15 financial year

eca4.10i

% of people of working age in Denbighshire who are self employed





Activities

ECA 4.2a-c	TRAC	07/04/14	31/08/20
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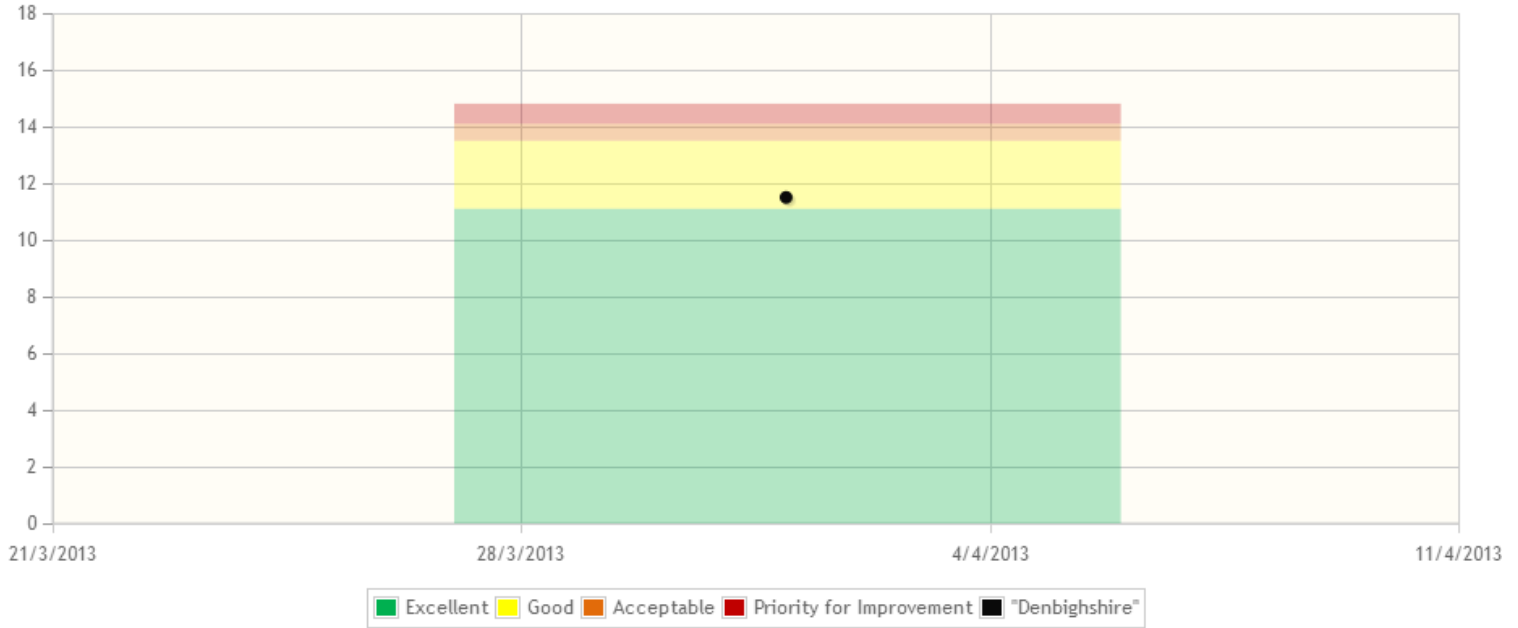
Outcome 05 - Vibrant towns and communities

General Information

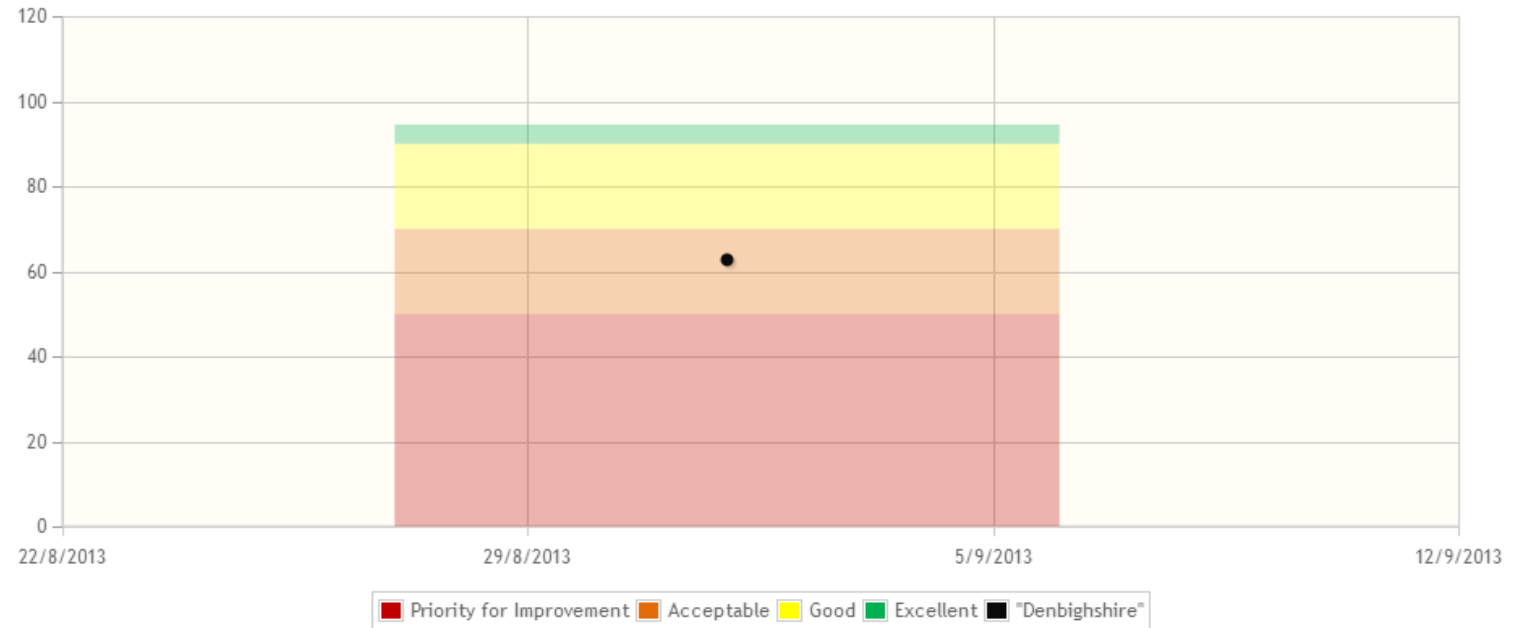
Status **Acceptable**

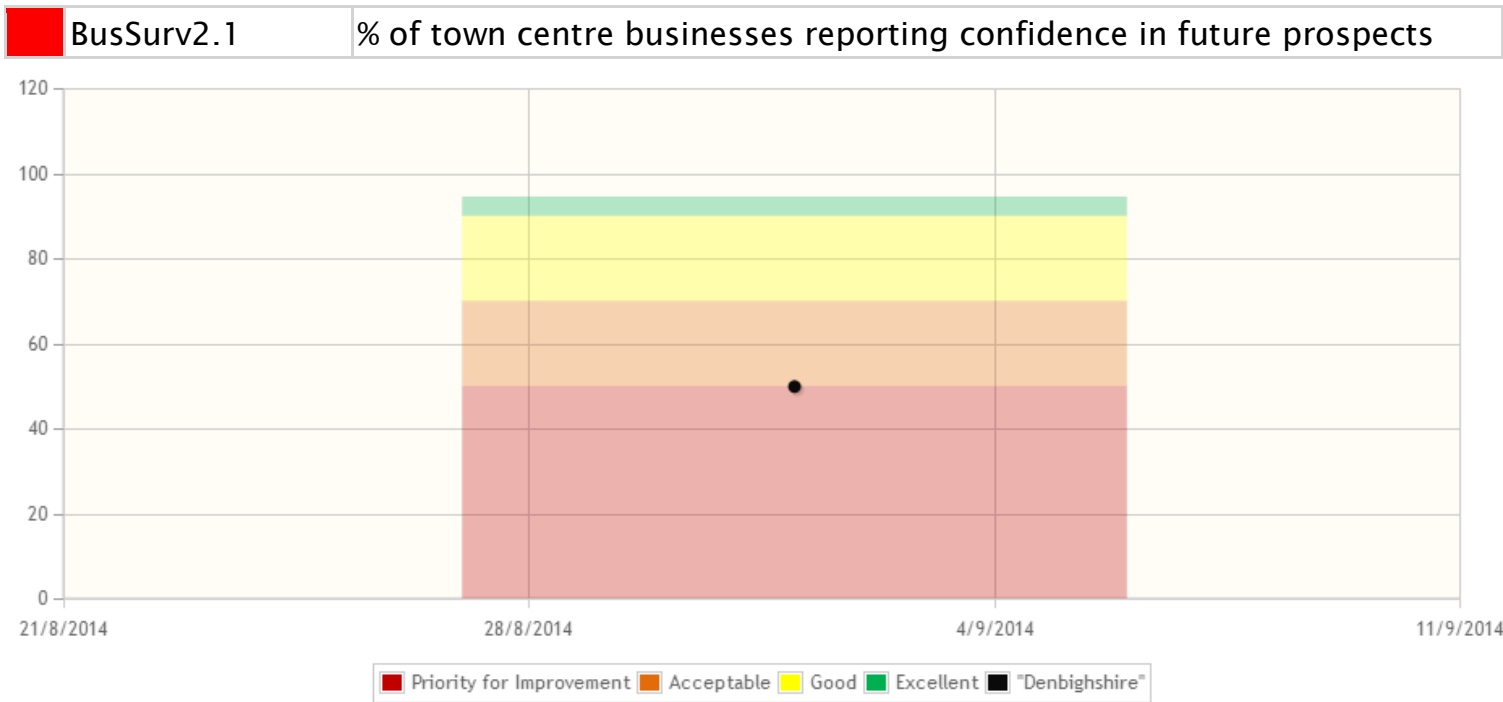
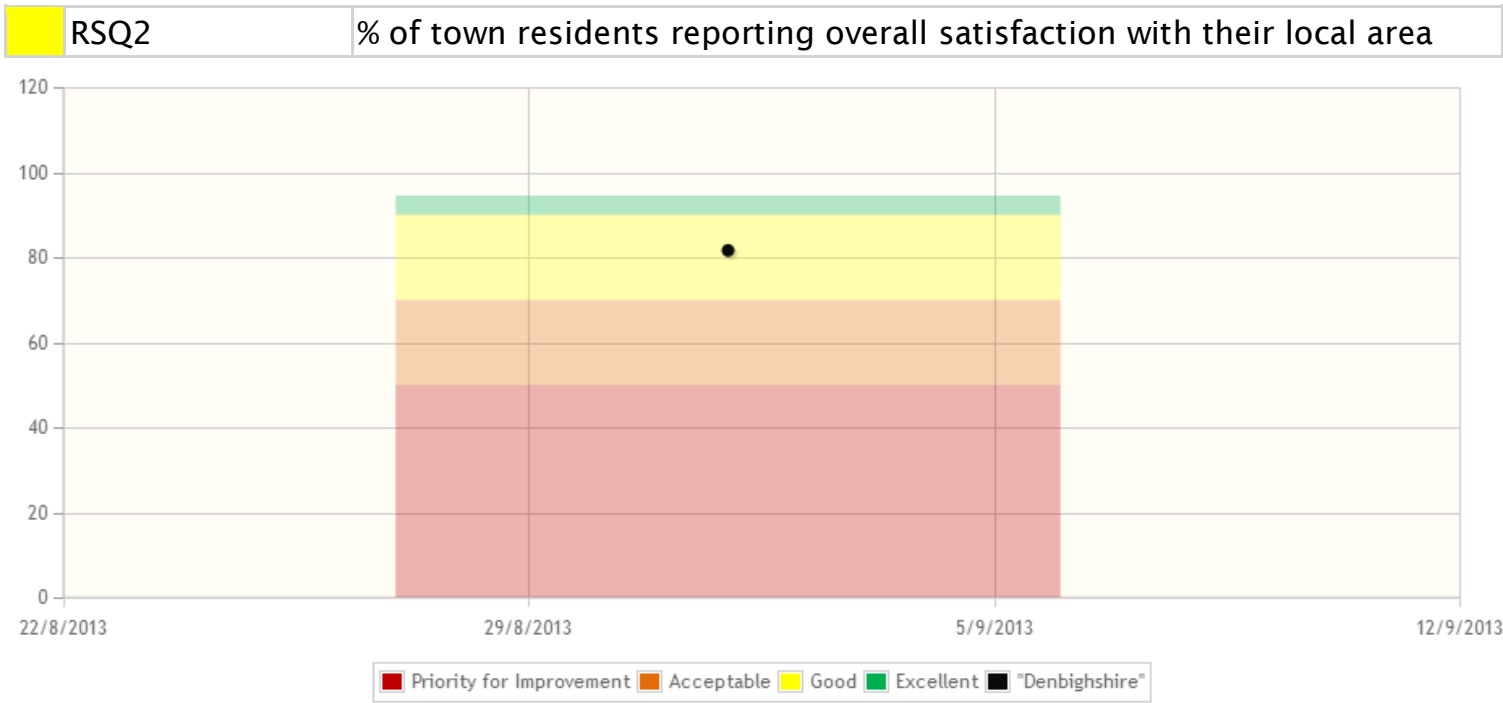
Indicators

ECA5.1i % of vacant town centre premises (Denbighshire average)



RSQ11 % of residents reporting overall satisfaction with their town centre





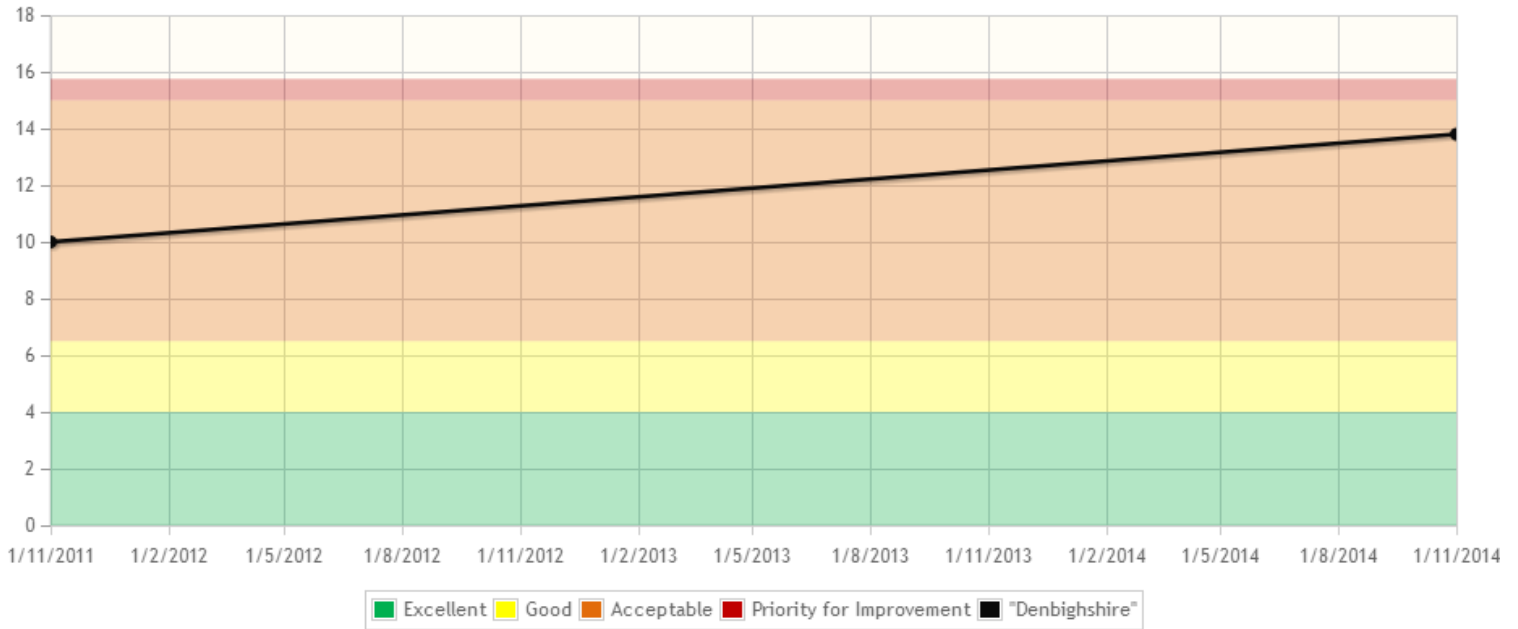
Latest Data Comment

2014/15

The source of this information was a short tick-box question on the Denbighshire Business Survey. The cause could be attributed to the general economic environment and the fact that high streets might face competition from online and out-of-town retailers, but this would only be speculation

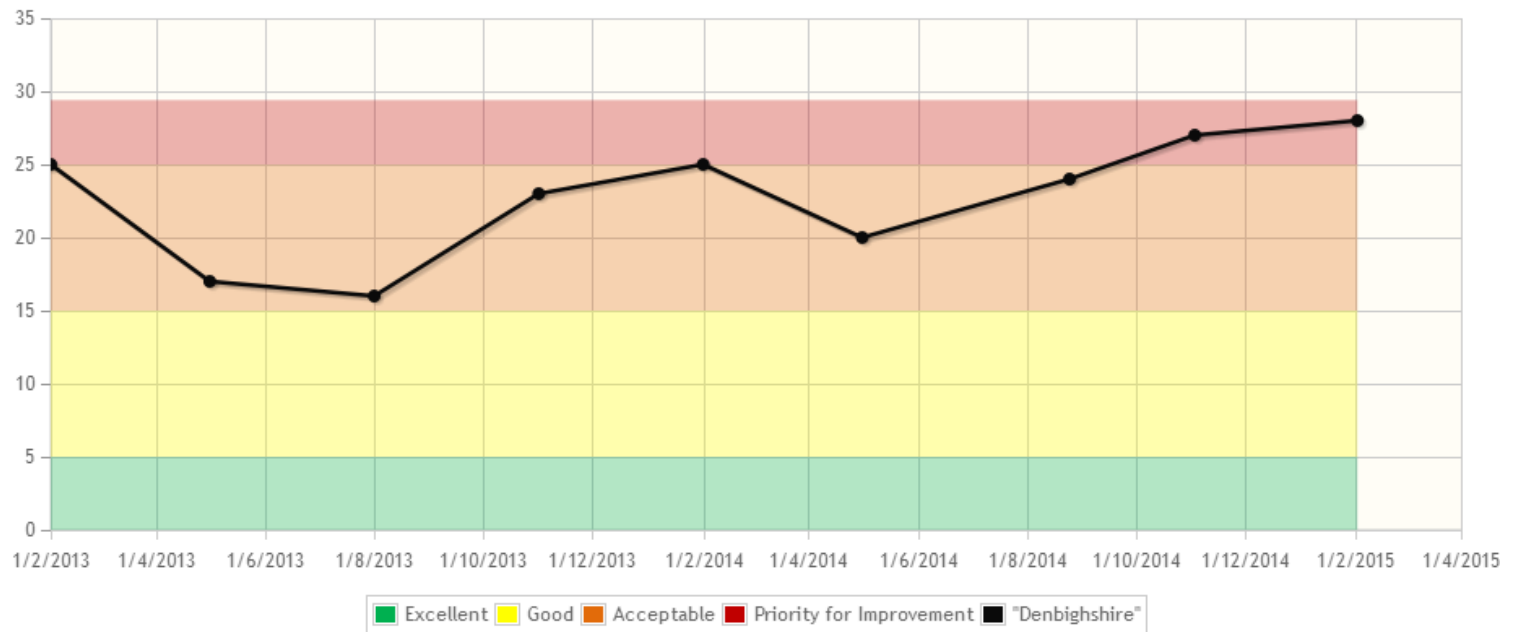
ECA5.2i

% of LSOA that fall into the 10% most deprived in Wales

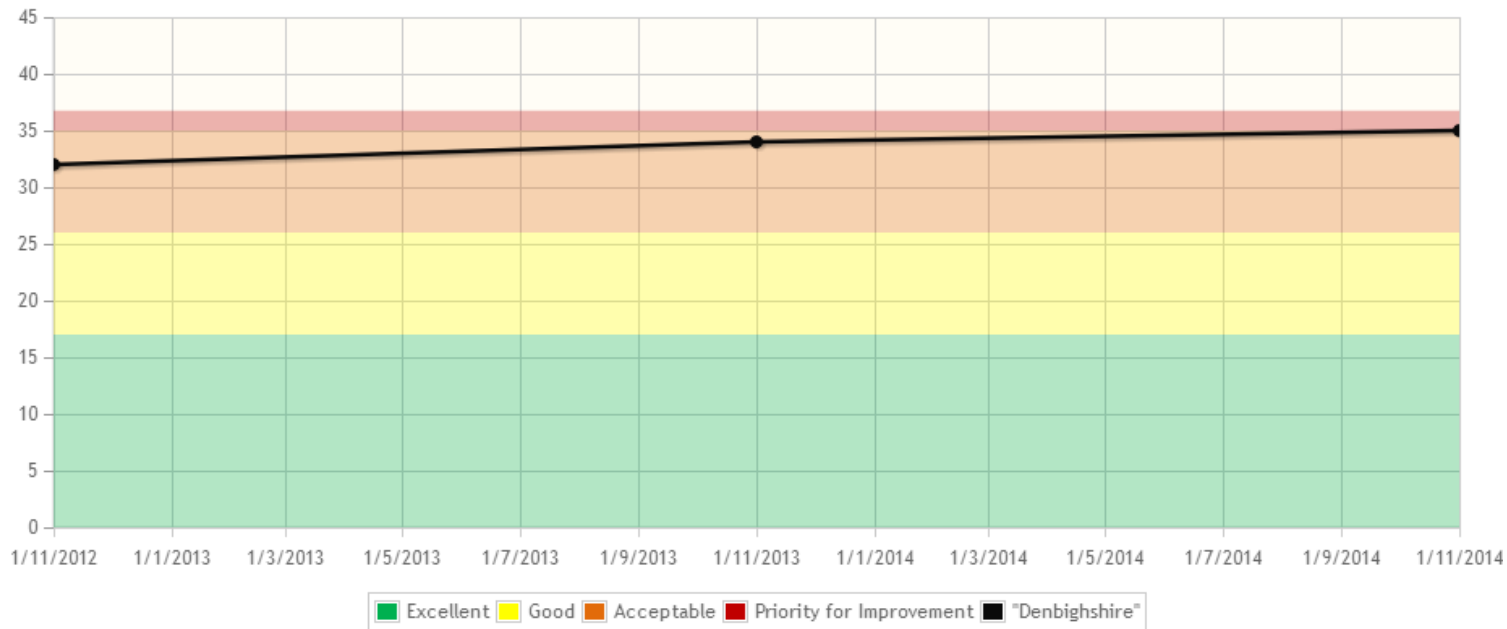


ECA5.3i

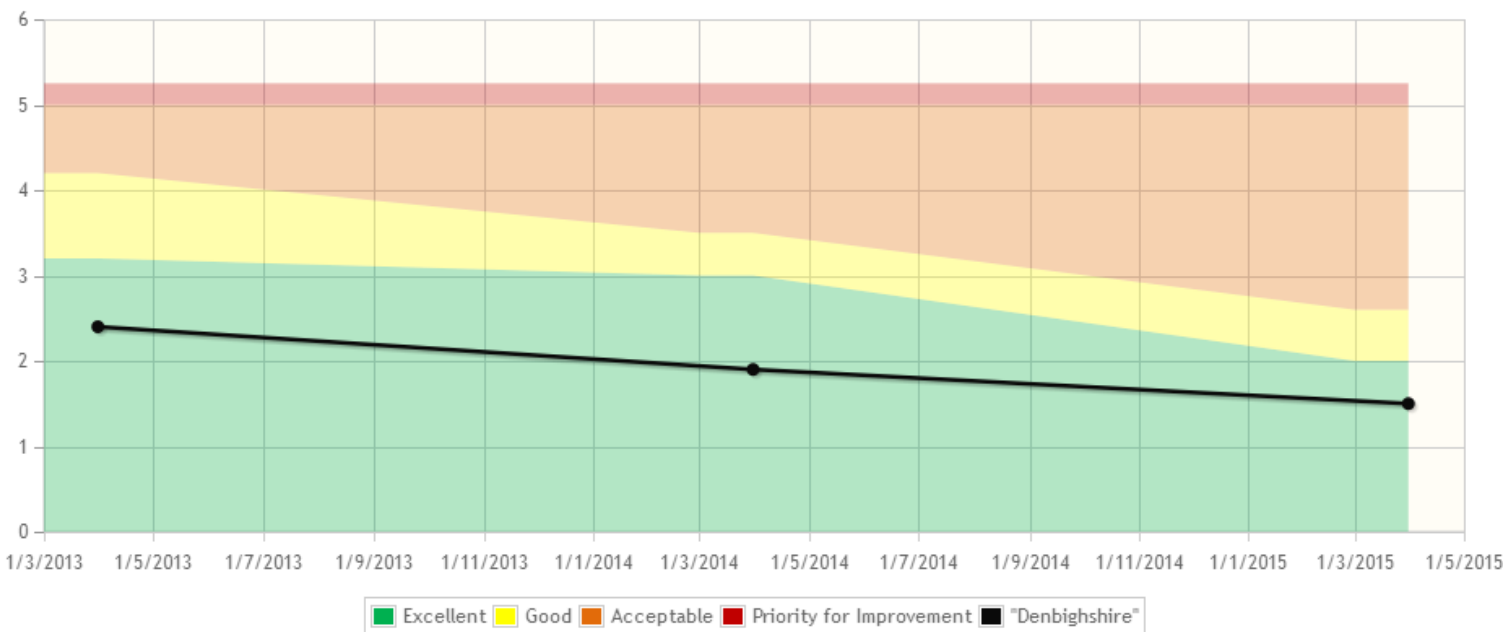
No. of LSOA with a claimant count (%) greater than Great Britain



ECA5.4i No. of LSOA with a median household income below Wales



Aeca5.5i The % of the rural working age population claiming Job Seekers Allowance



Activities				
ECA 5.1c	Town Centre Growth & Diversification Plan	15/07/14	31/03/17	
ECA 5.3a RGF 01	Rhyl Harbour: Pedestrian and cycle bridge, public square, quayside building and extended quay wall	02/03/09	31/03/15	
ECA 5.3a RGF 01.1	Rhyl Harbour: Harbour Empowerment Order	02/05/12	30/06/16	
ECA 5.3a RGF 02	West Rhyl Housing Improvement Project			
ECA 5.3a RGF 03	The Honey Club, Rhyl			

	ECA 5.3a RGF 10	49 - 55 Queen Street	01/09/14	31/03/15
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Outcome 06 - Well-promoted Denbighshire

General Information

Status Good

Activities

ECA 6.1a-c	Locate in Denbighshire- Inward Investment Marketing Campaign	17/04/14	04/02/15
ECA 6.2b / 1.3a	Enquiry Handling for Sites & Premises	24/11/14	30/06/15

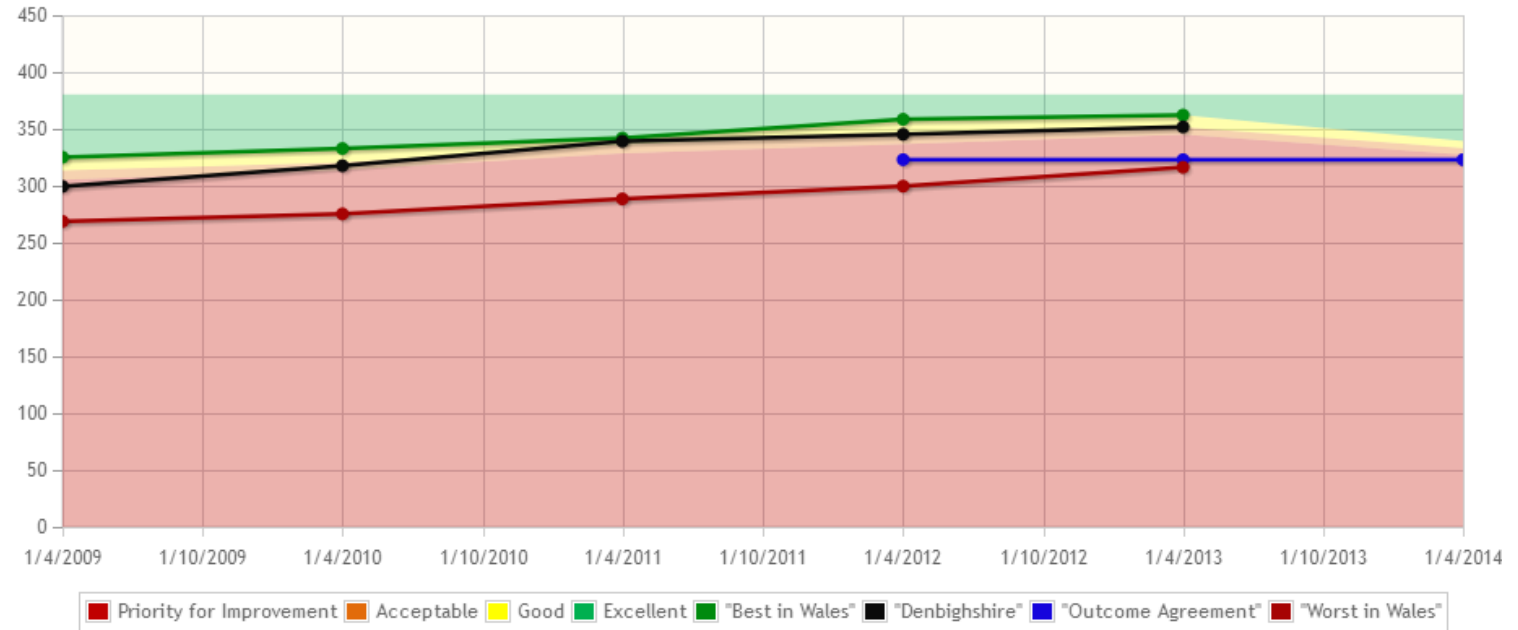
Outcome 07 - Students achieve their potential

General Information

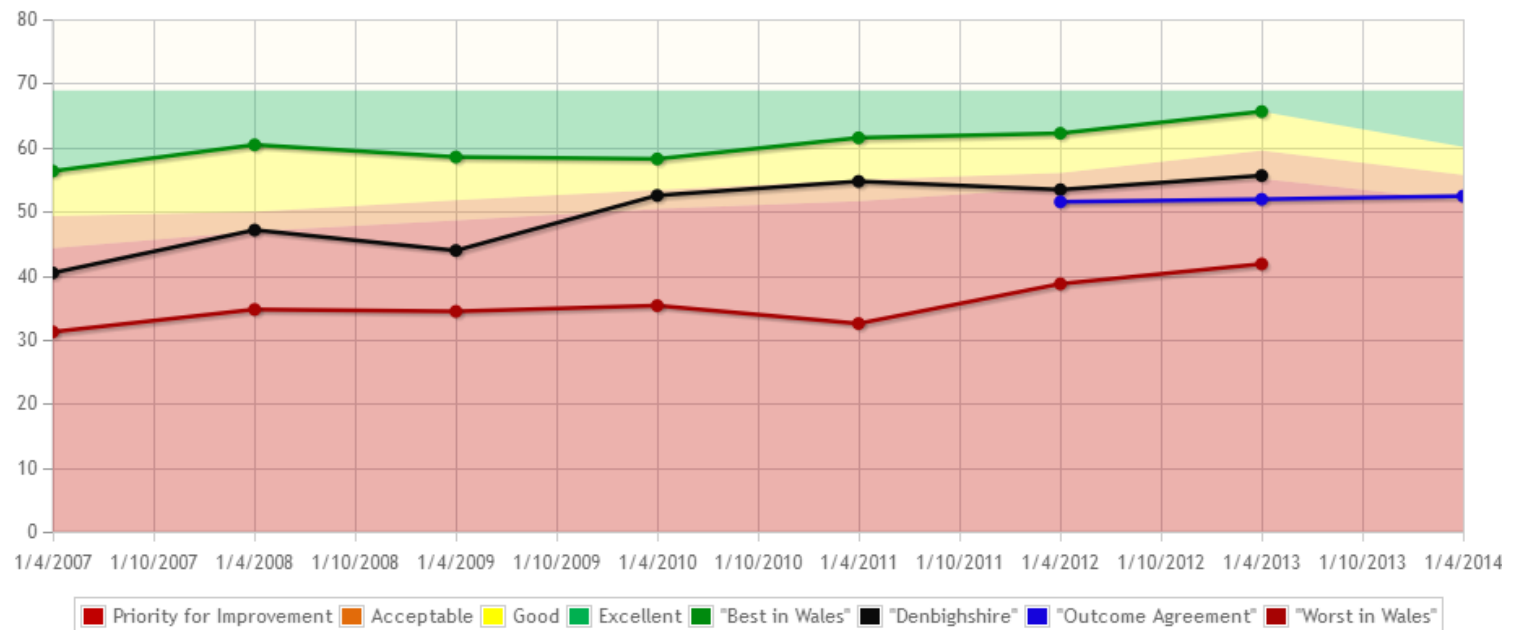
Status **Acceptable**

Indicators

Ed001i The average capped points score for pupils aged 15 at the preceding 31 August in schools maintained by the local authority (all pupils)

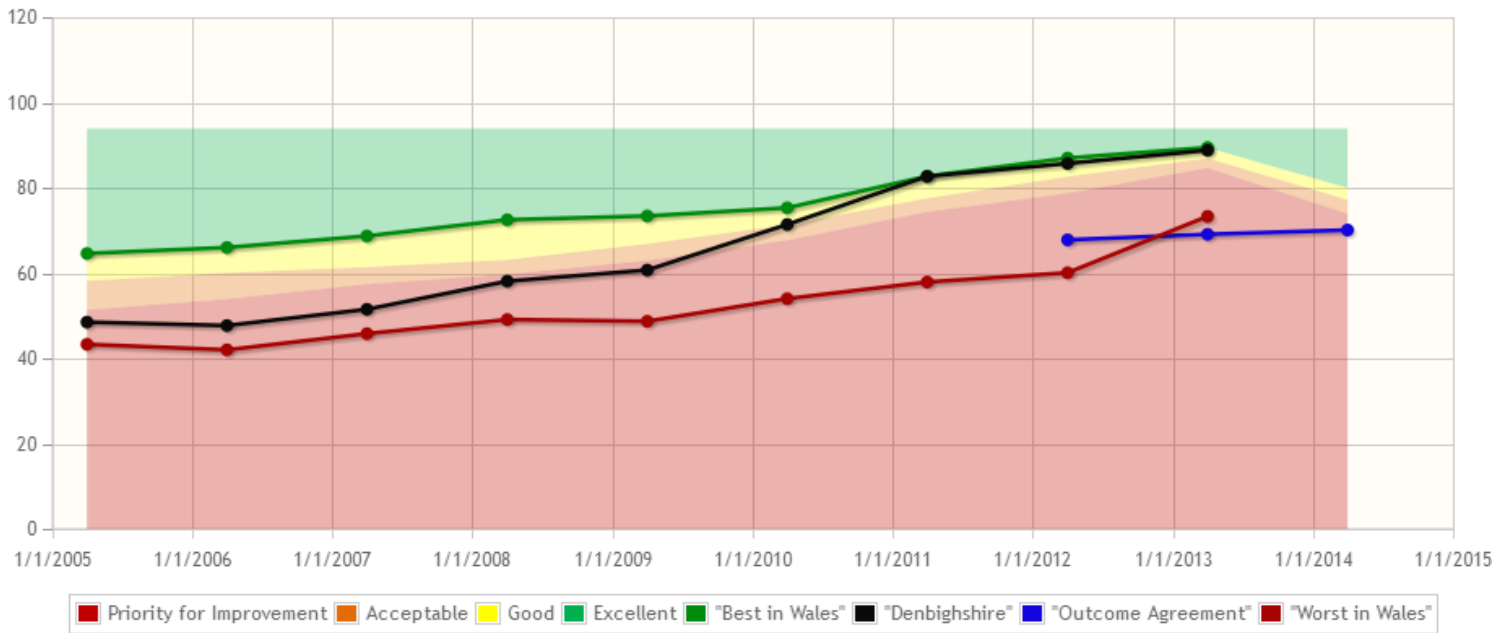


EDU017 The percentage of pupils achieving the level 2 threshold including English/Welsh and maths (all pupils)



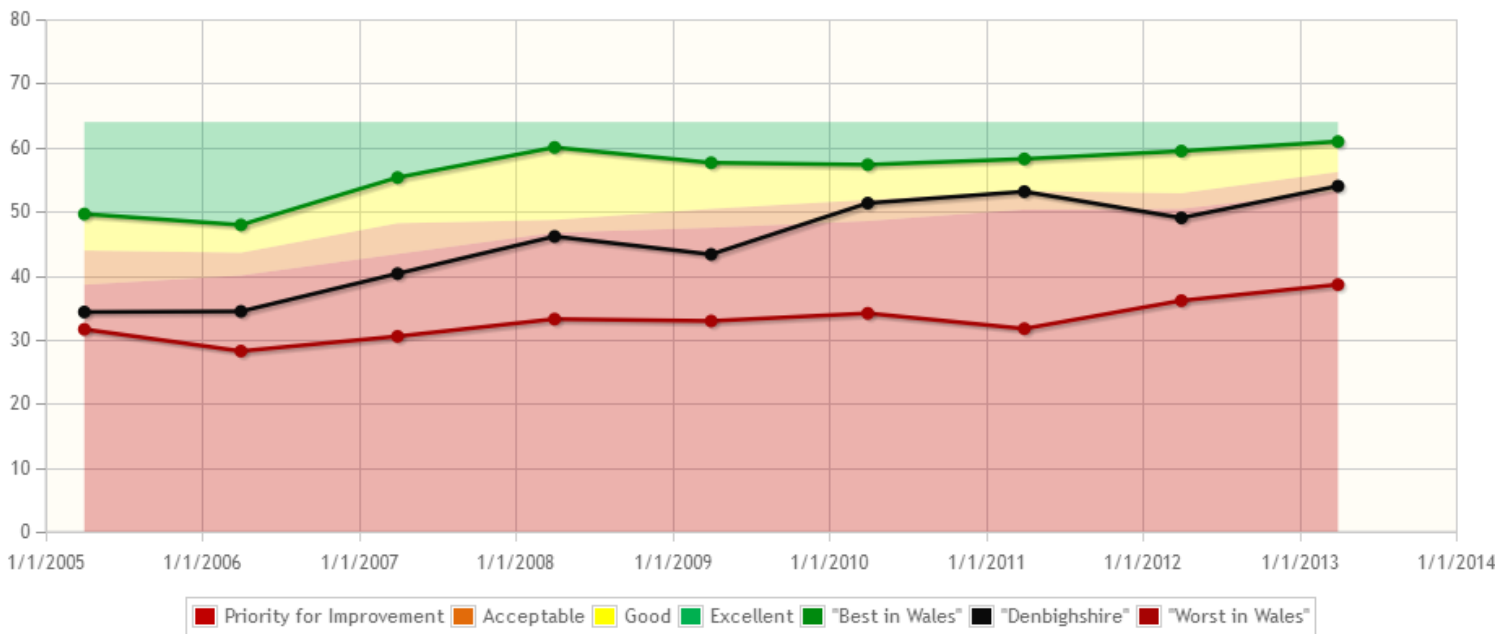
Ed006i

The percentage of pupils achieving the level 2 threshold or vocational equivalents (all pupils)



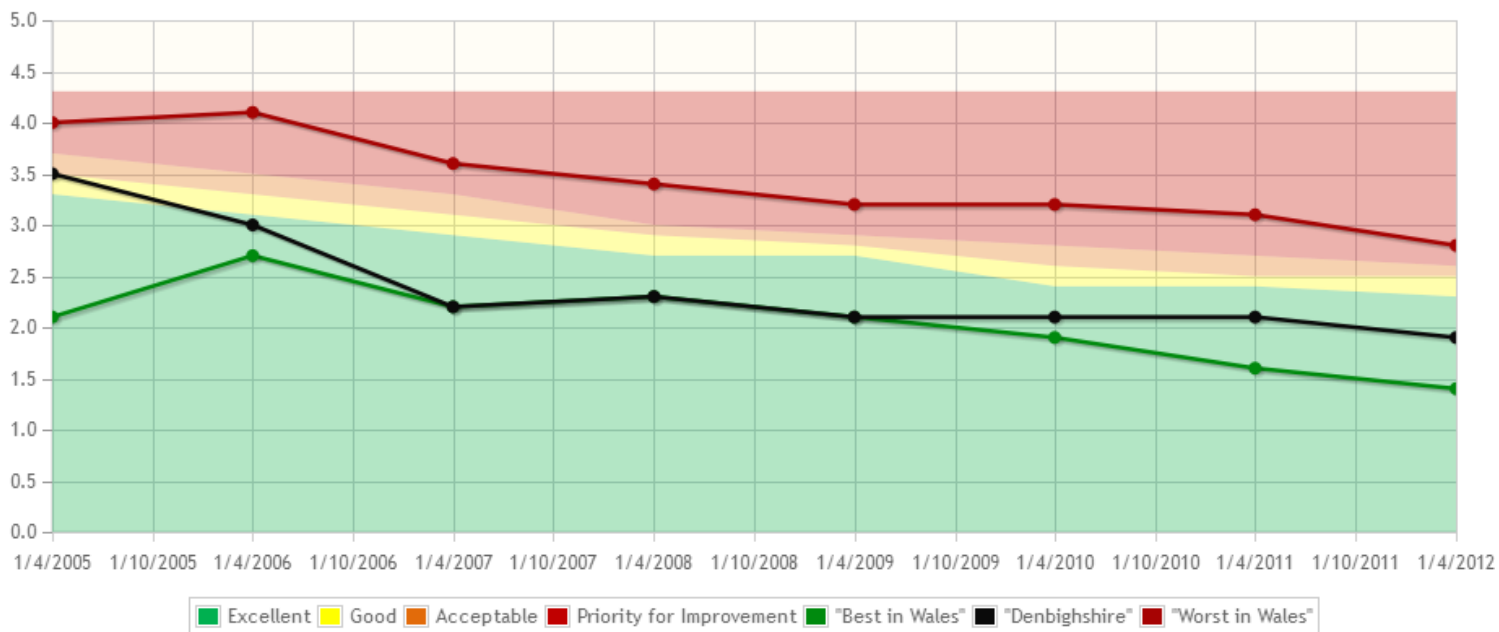
Ed009i

The percentage of pupils who achieve the Core Subject Indicator at Key Stage 4 (all pupils)



Ed204c

The average number of school days lost from school per total fixed term exclusions

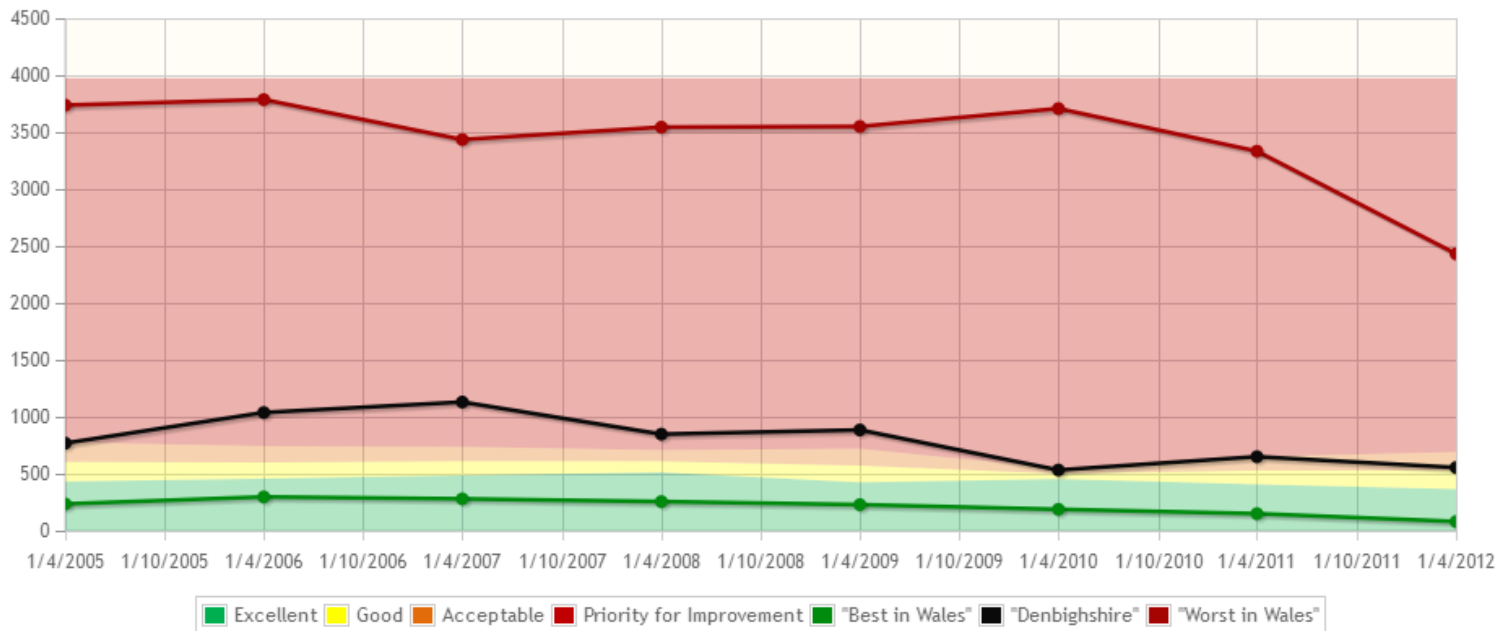


Latest Data Comment

2014/15 The Welsh Government has not published the exclusion data for 2013-14 academic year at the time of this report being produced.

Ed205c

The number of fixed term exclusions from school (total)

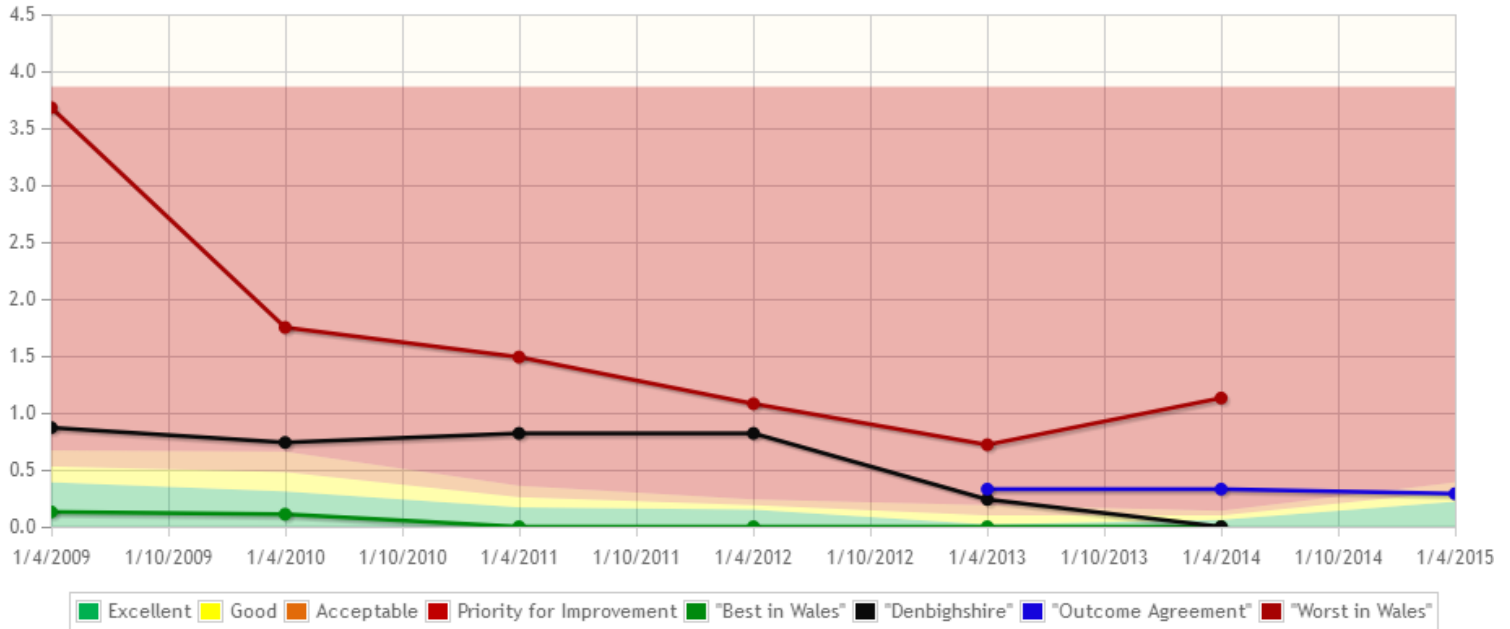


Latest Data Comment

2014/15 The Welsh Government has not published the exclusion data for 2013-14 academic year at the time of this report being produced.

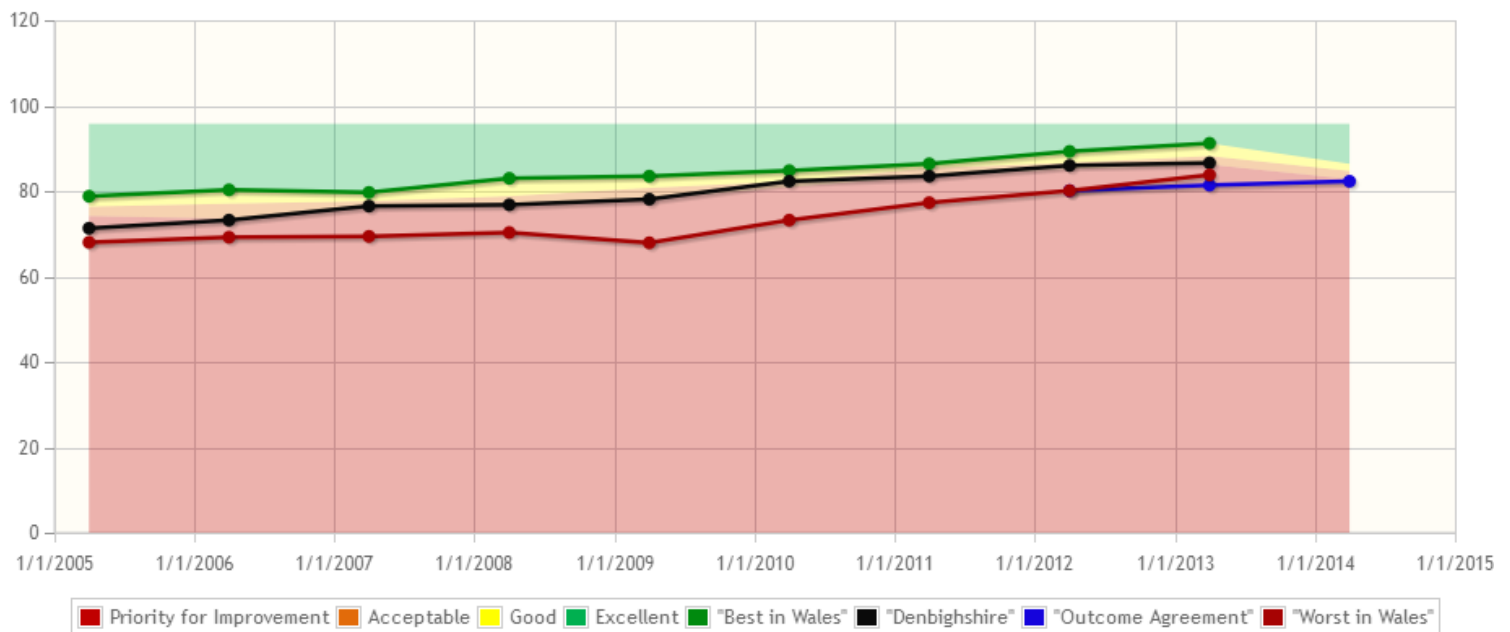
EDU002i

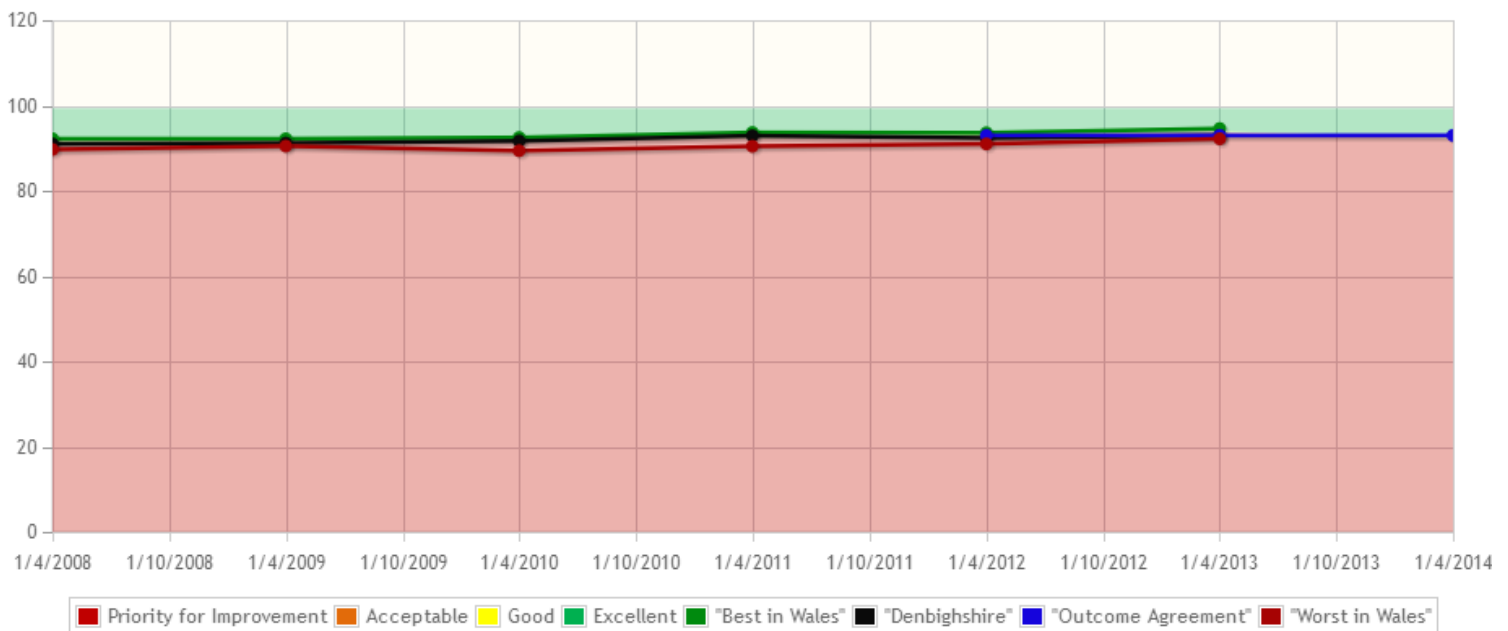
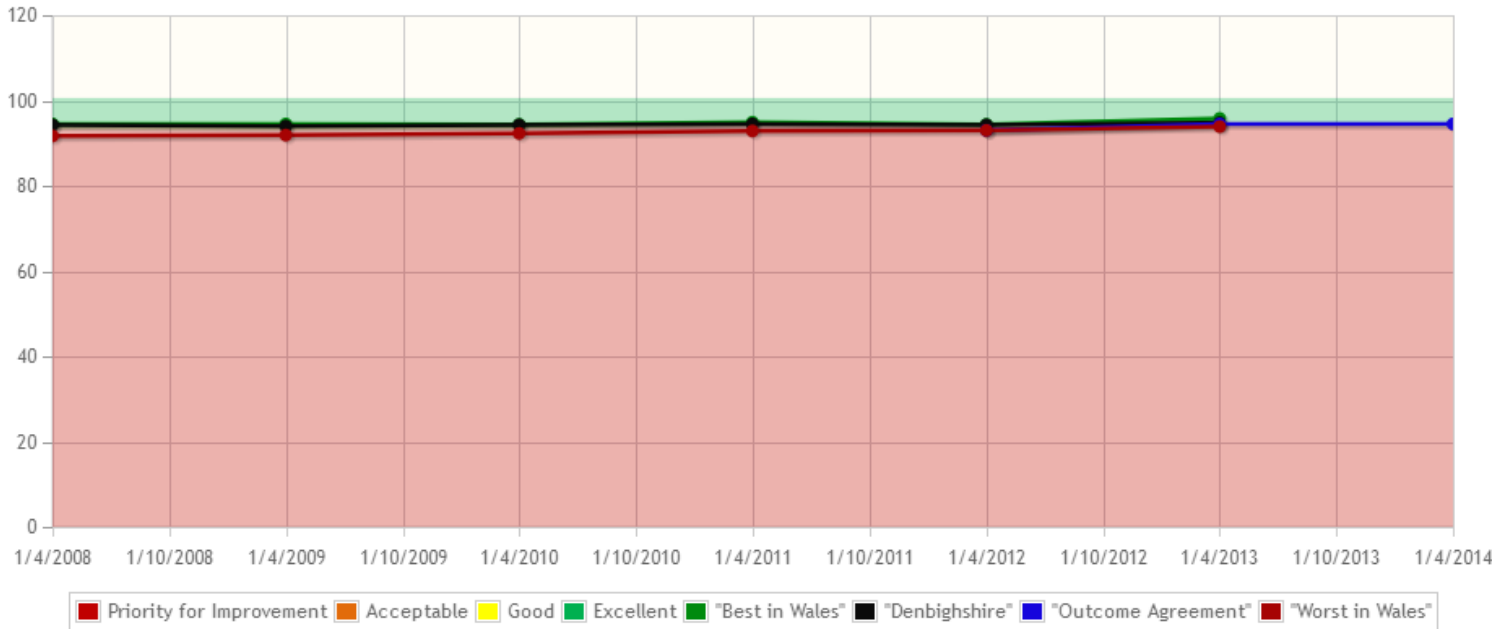
The percentage of pupils (including those in local authority care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.



EDU003all

The percentage of pupils who achieve the Core Subject Indicator at Key Stage 2 (all pupils)





Latest Data Comment

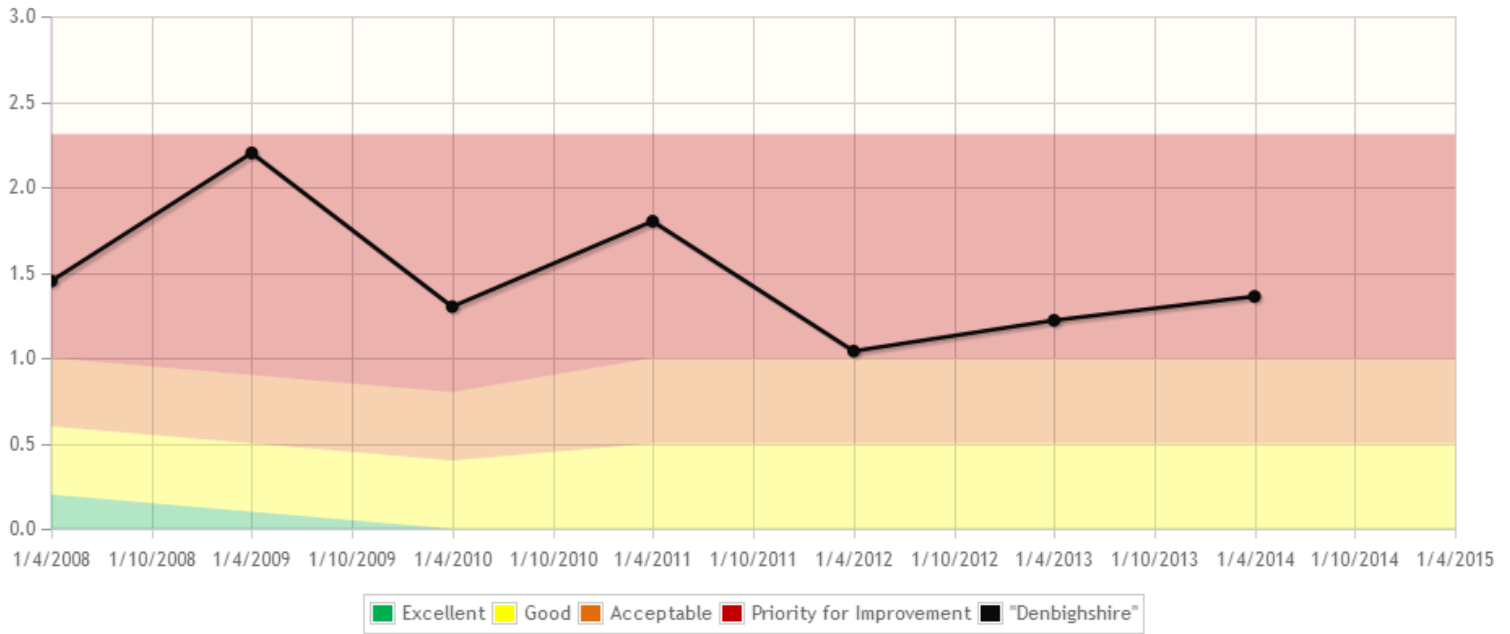
2014/15

Secondary school attendance has recovered beyond last year's decline, and just beyond the excellent position established in 2011/12. However, attendance improved more markedly in the rest of Wales, leaving us below the median for both authorised and unauthorised absence. Where our rank position in Wales for authorised absence has worsened over the last three years, it has actually improved for unauthorised absences.

Measures

LMEd20a

The number of deficit places as a percentage of the total school places in Denbighshire (Primary)



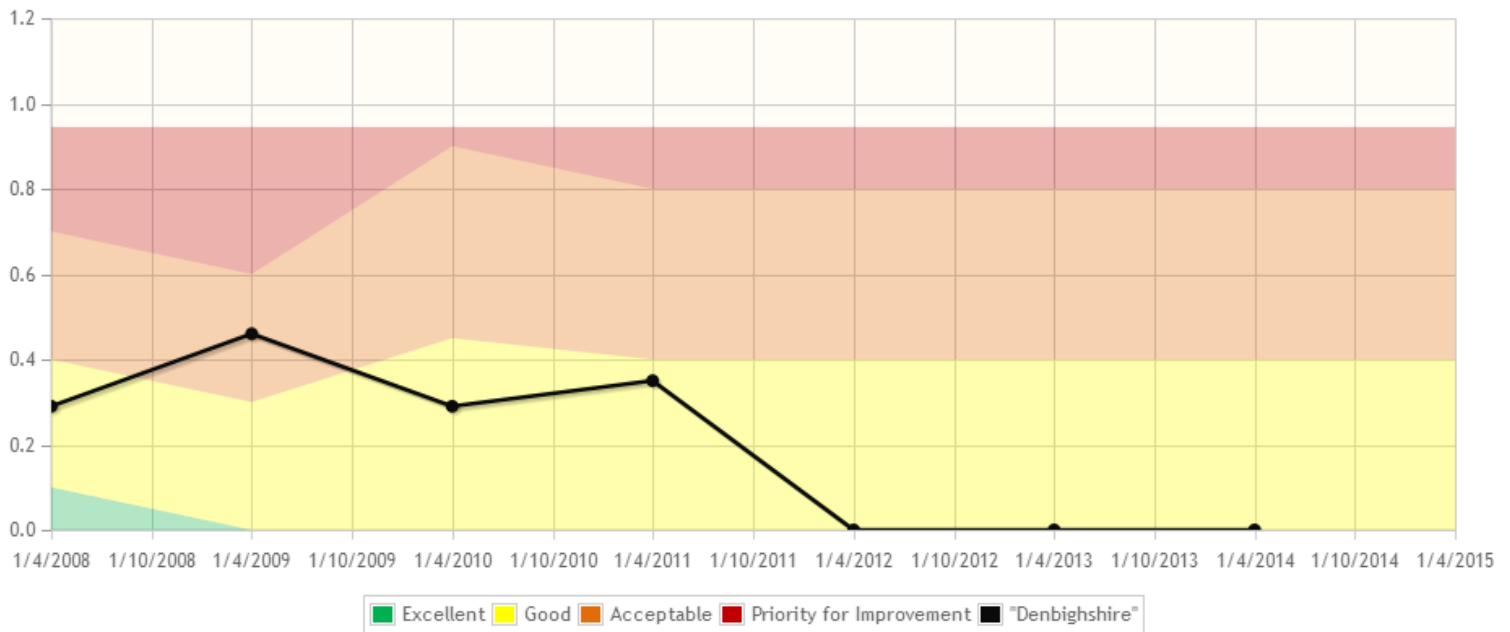
Latest Data Comment

2014/15

The increase in pupil numbers in the primary sector has created a small increase in the number of deficit places in the primary sector

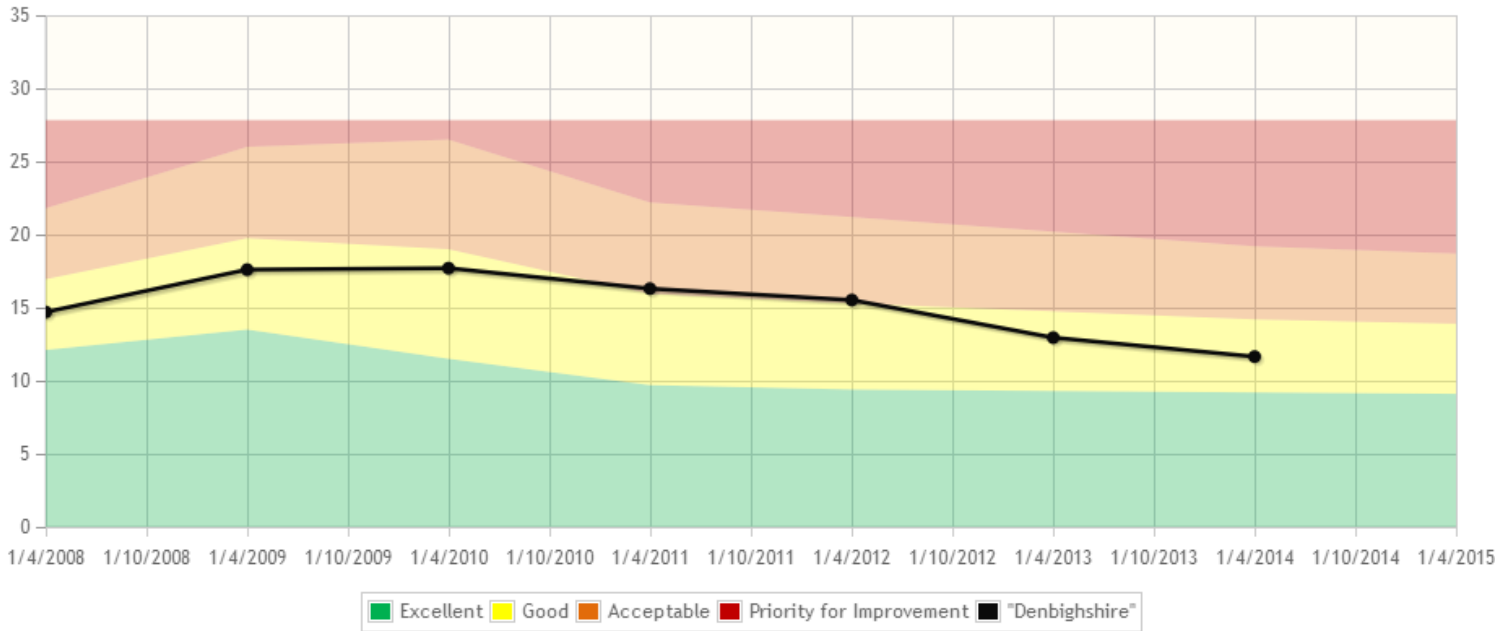
LMEd20b

The number of deficit places as a percentage of the total school places in Denbighshire (Secondary)



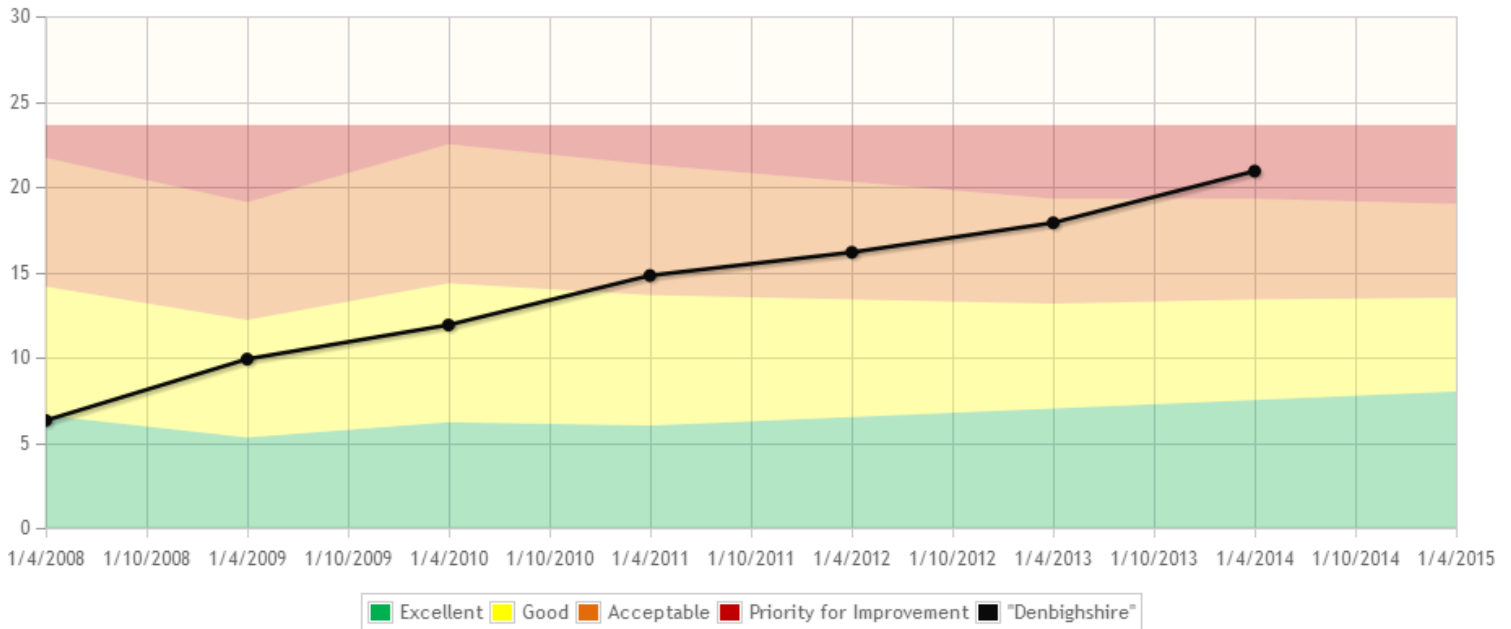
LMEd21a

The number of surplus places as a percentage of the total school places in Denbighshire (Primary)



LMEd21b

The number of surplus places as a percentage of the total school places in Denbighshire (Secondary)

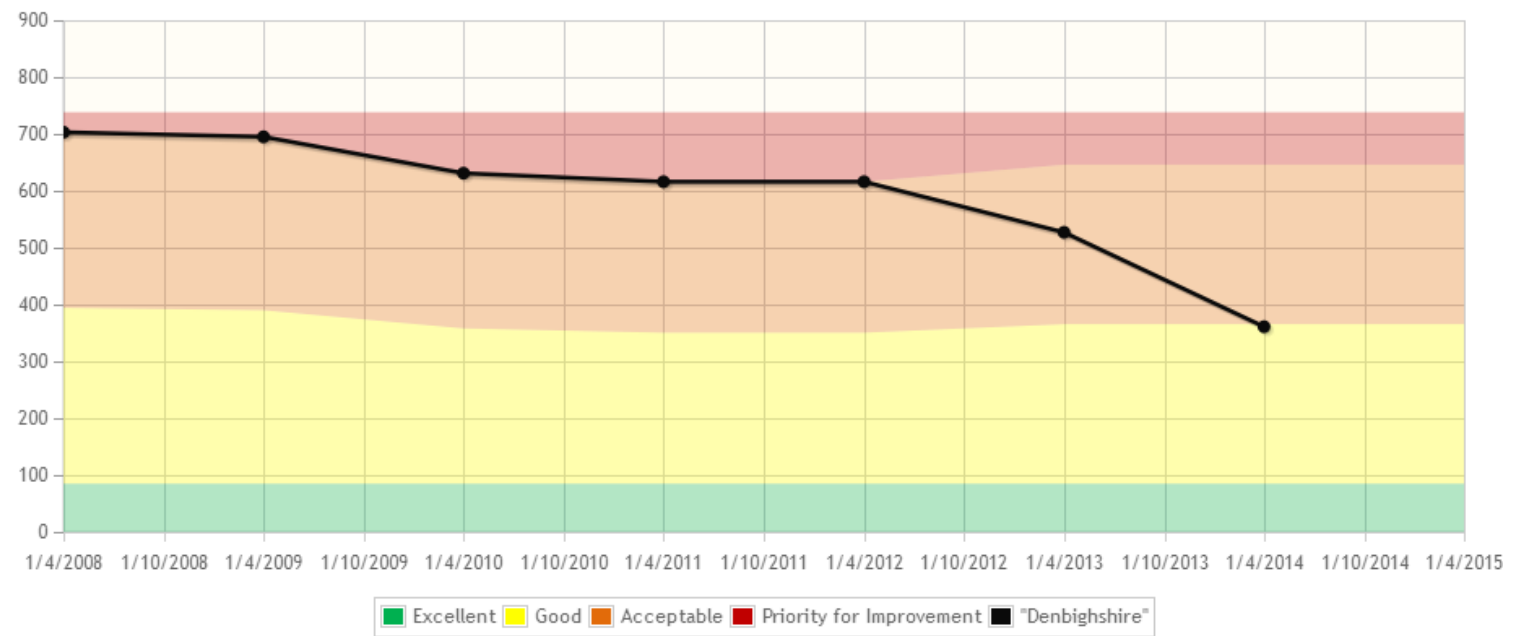


Latest Data Comment

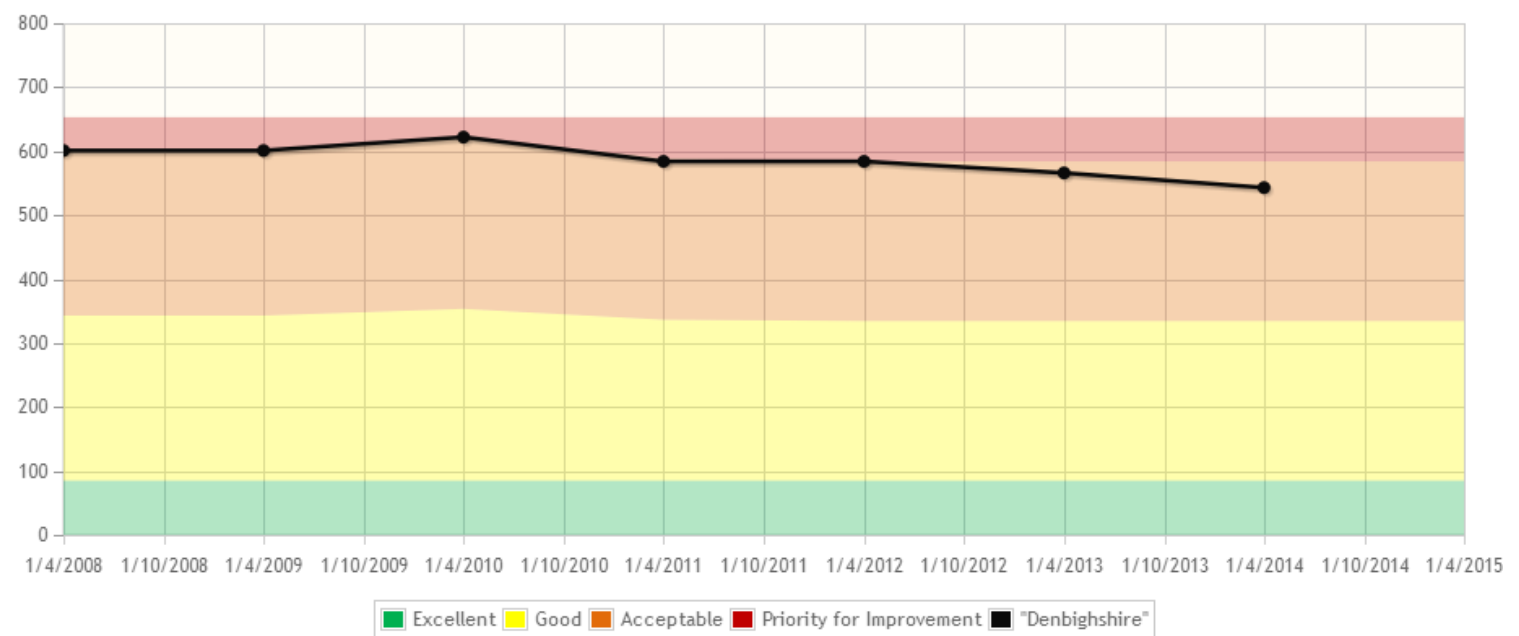
2014/15

The percentage has increased as the number of pupils in secondary education has reduced due to demographics. These numbers are not expected to increase until 2018.

LMEd22a The number of school places provided through mobile classrooms (Primary)



LMEd22b The number of school places provided through mobile classrooms (Secondary)



Activities				
CES102a	Funding the 21st Century Schools Programme and wider Modernising Education Programme	01/04/14	01/08/19	
CES111a	To reduce the reliance on mobile accommodation	01/04/14	31/03/16	
CES112a	To progress business cases for further investment in the school estate	01/04/14	31/03/16	
EDUa003	Review current provision for students who access the Behaviour support Service and remodel as appropriate	01/04/13	31/03/16	
EDUa004	Review current cluster arrangements and remodel in	01/04/13	31/03/15	

		order to provide greater opportunity for innovation and curriculum focus		
	EDUa005	Revisit Service Level Agreement with GwE	01/04/14	31/03/16
	EDUa006	Celebrating teacher achievements / good practice through an award scheme (Excellence Denbighshire for teachers)	01/04/14	31/03/16
	EDUa007	Preparing students in Denbighshire for PISA	01/04/14	31/03/15
	EDUa008	Literacy, Numeracy & ICT Skills development in schools	01/04/14	31/03/16
	EDUa009	Soft skills / skills for employment	01/04/14	31/03/16
	EDUa010	Regional skills and Employment Plan	01/04/14	31/03/15
	EDUa011	Careers advice and support	01/04/14	31/03/16
	EDUa012	Work experience opportunities	01/04/14	31/03/16
	EDUa013	Apprenticeships	01/04/14	31/03/16
	EDUa014	Links between schools, colleges and employers	01/04/14	31/03/16
	EDUa015	Advanced skills for growth sectors	01/04/14	31/03/16
	EDUa016	Enterprise & Entrepreneurship skills development	01/04/14	31/03/15
	PR000044	Rhyl New School	22/10/12	11/07/16
	PR000052	Ysgol Y Llys - Extension, Remodel & Refurbishment	30/11/10	30/09/14
	PR000055	Bodnant Community School Extension and Refurbishment	20/12/12	31/12/16
	PR000057	Ysgol Bro Dyfrdwy Area School: Extension and Refurbishment, Cynwyd Site	01/06/12	01/09/14
	PR000062	Welsh Medium Primary's North Denbighshire - Ysgol Twm o'r Nant	16/01/12	31/03/16
	PR000247	Extending Secondary Welsh Medium Provision - Ysgol Glan Clwyd Extension & Refurbishment	06/01/14	31/08/18

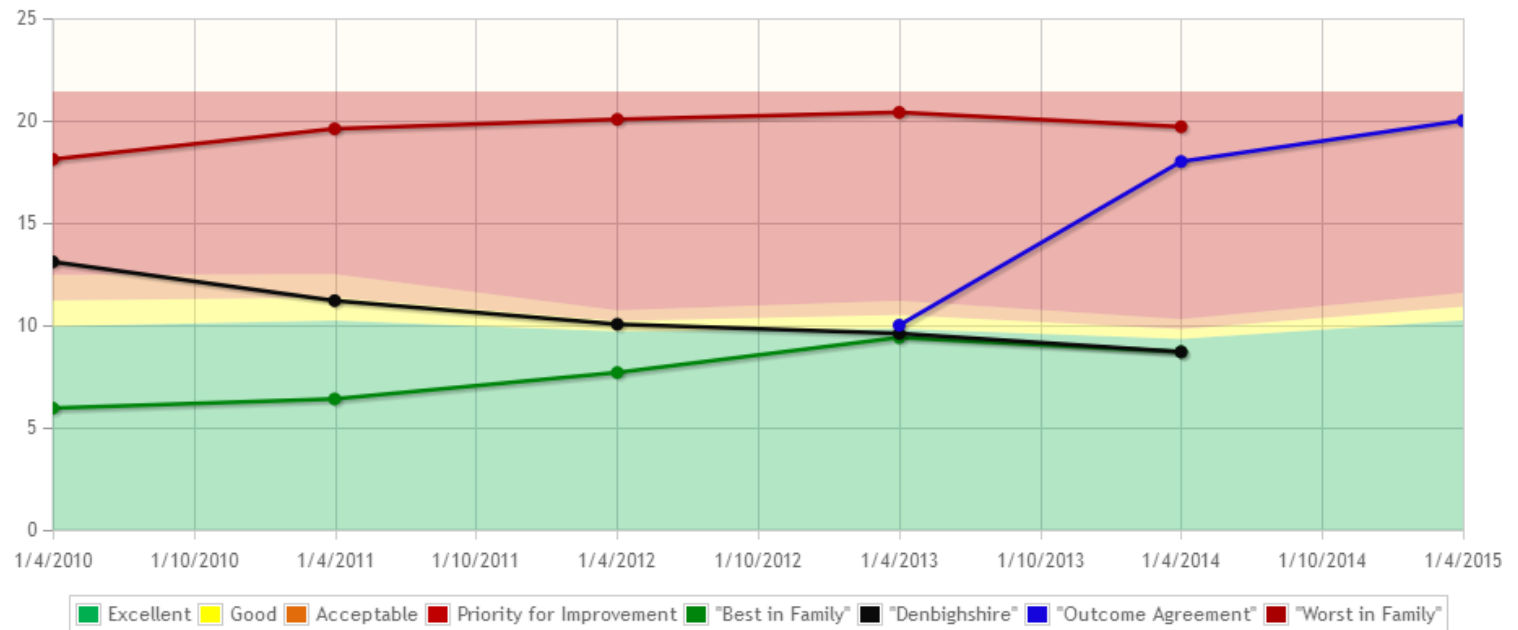
Outcome 08 - Residents and visitors to Denbighshire have access to a safe and well-managed road network

General Information

Status **Good**

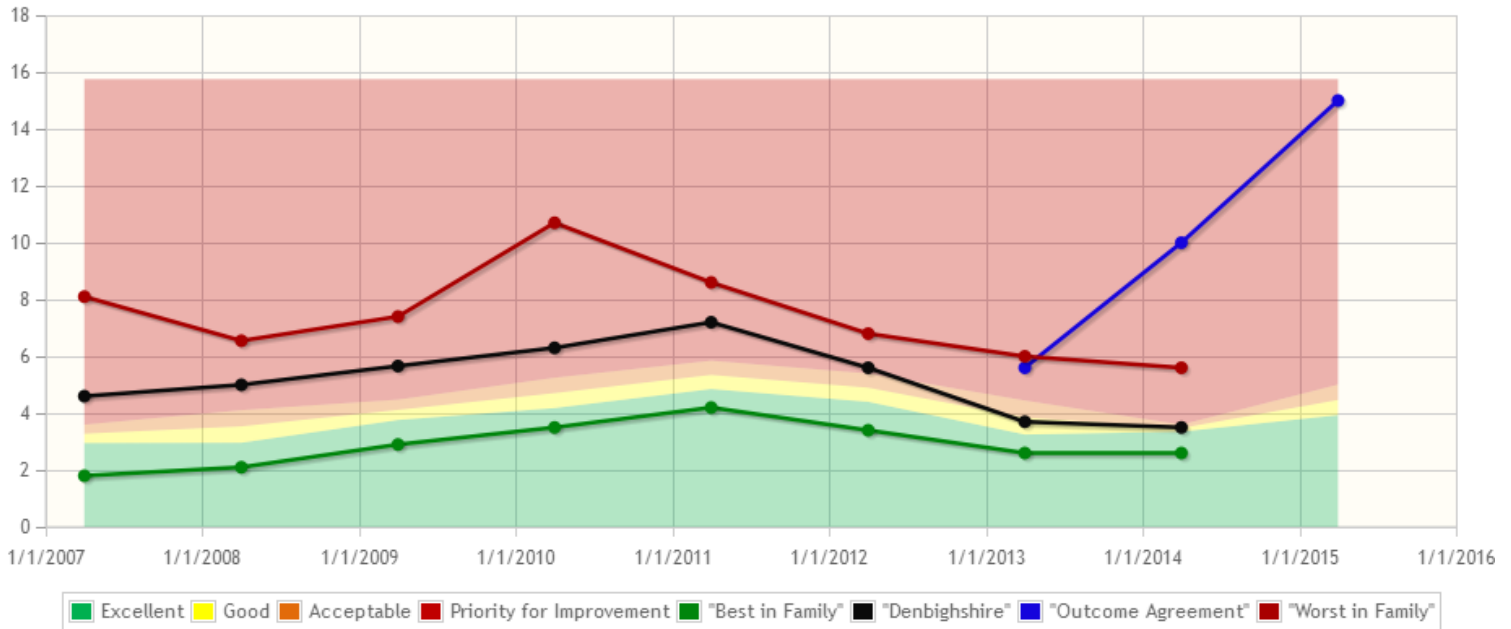
Indicators

HES101i	The percentage of respondents reporting satisfaction with the council's work in maintaining rural roads in good condition
RSQ09A	The percentage of respondents reporting satisfaction with the council's work in maintaining main roads in good condition (excluding don't know)
RSQ09B	The percentage of respondents reporting satisfaction with the council's work in maintaining streets in towns and villages in good condition (excluding don't know)
THS012	The percentage of principal (A) and non-principal (B) and (C) roads that are in overall poor condition



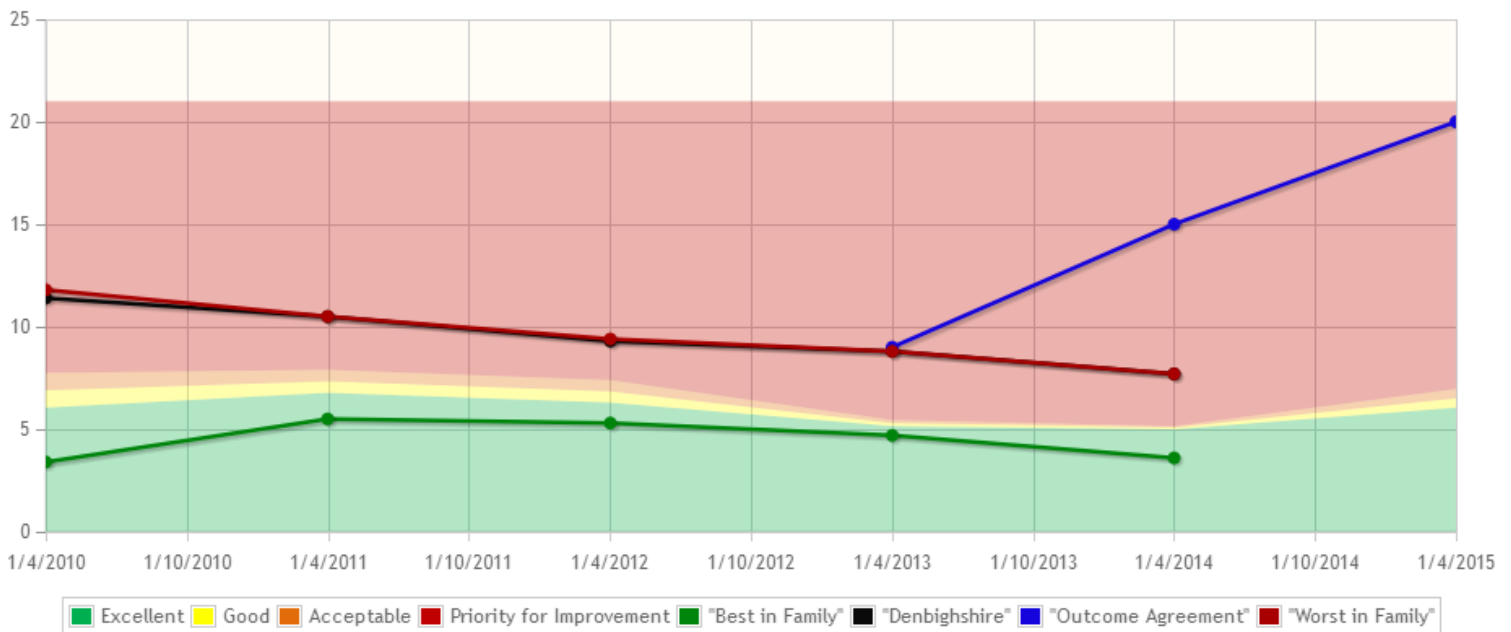
THS012a

The percentage of principle A roads that are in overall poor condition



THS012b

The percentage of non-principal/classified B roads that are in overall poor condition



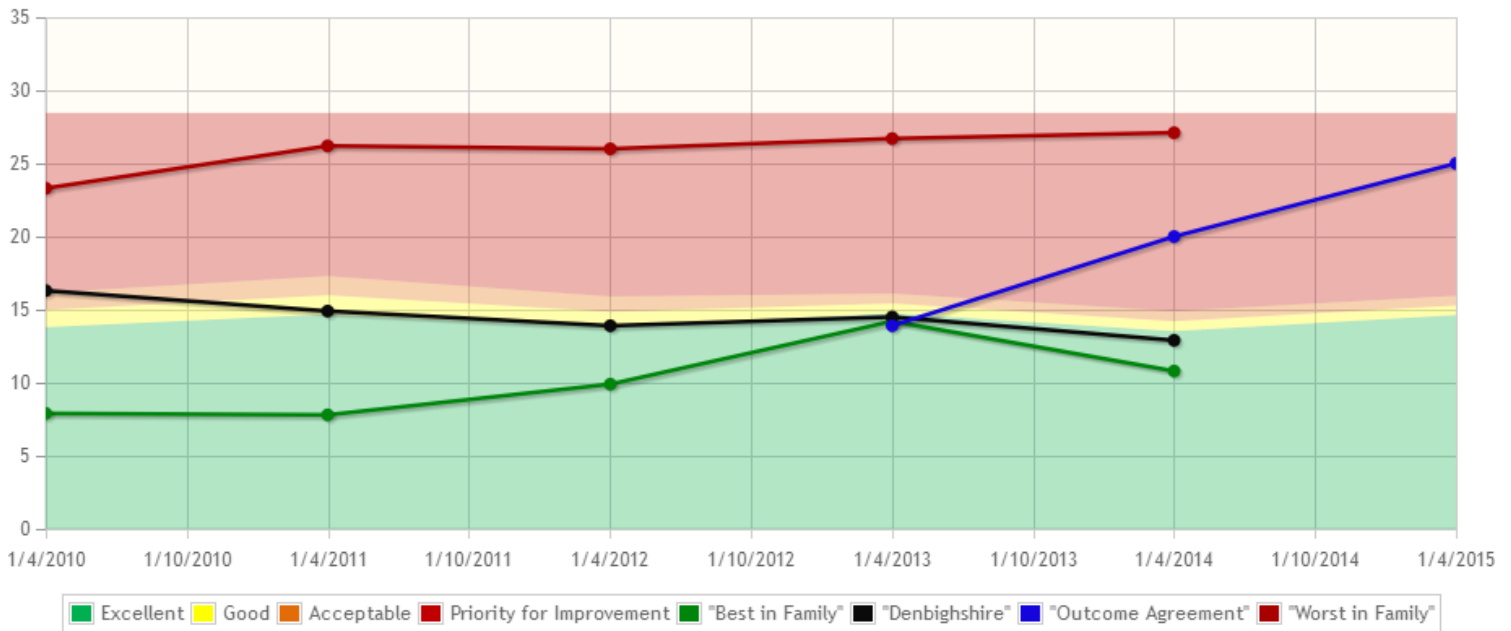
Latest Data Comment

2014/15

Denbighshire improved by 1.09% in 2014/15. Our position in terms of our family group (Carmarthenshire, Ceredigion, Conwy, Gwynedd, Anglesey, Monmouthshire, Pembrokeshire, Powys and The Vale of Glamorgan) continues to be a Priority for Improvement. It is anticipated that budget reductions will have an adverse impact on this indicator.

THS012c

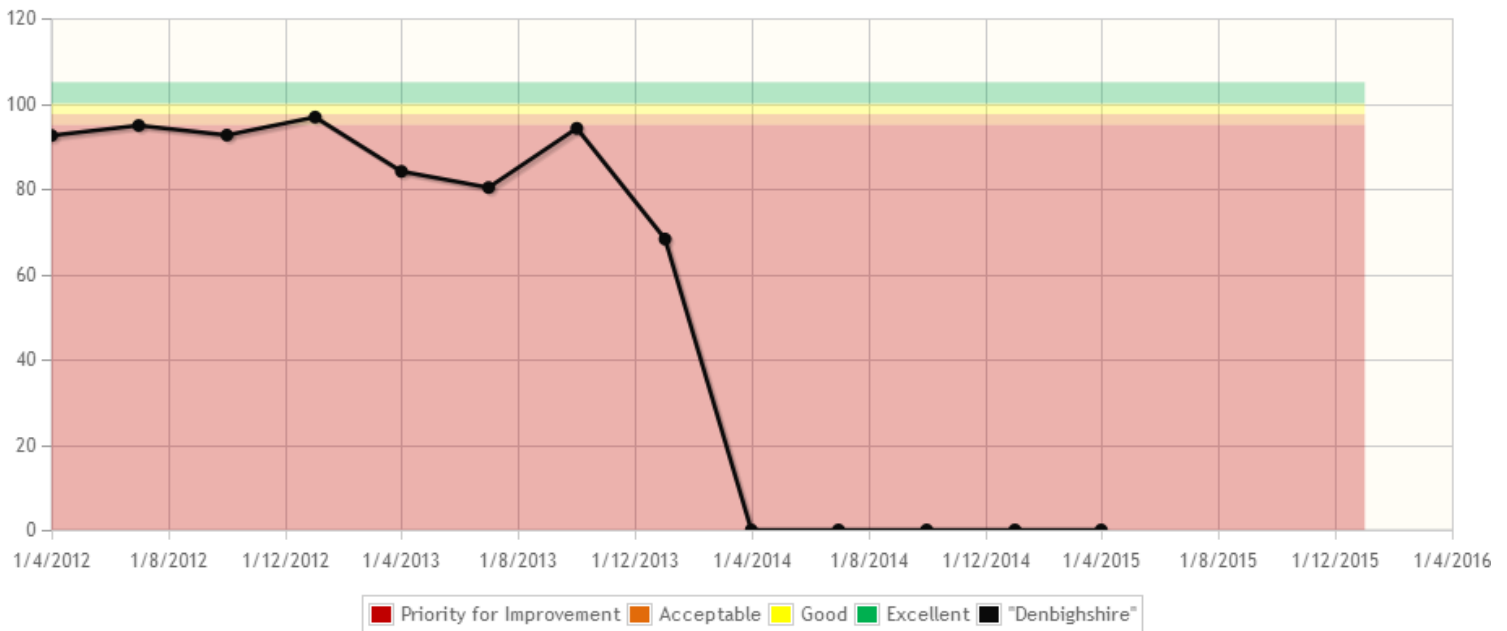
The percentage of non-principal/classified C roads that are in overall poor condition



Measures

APSEPI03c

Percentage of damaged roads and pavements made safe within target time



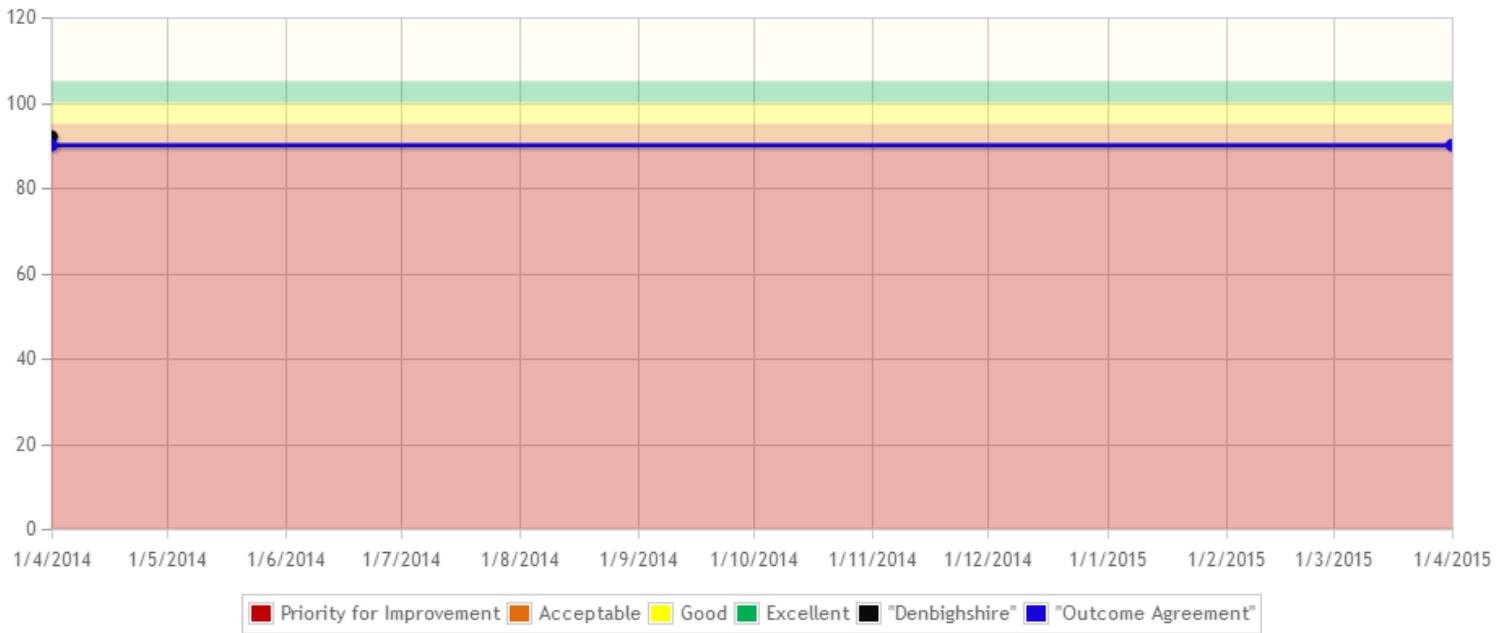
Latest Data Comment

2014/15

In the interests of efficiency and modernisation, Streetscene moved away from using COMMS (the system previously used to create this percentage figure) and introduced the new Symology system. Unfortunately the old system was withdrawn before the new system was ready to take over. These issues have now been addressed and a new report has been built into Symology that allows the service to accurately monitor performance in relation to damaged roads. This being the case, reliable figures will be available from Quarter 2, 2015-16 onwards.

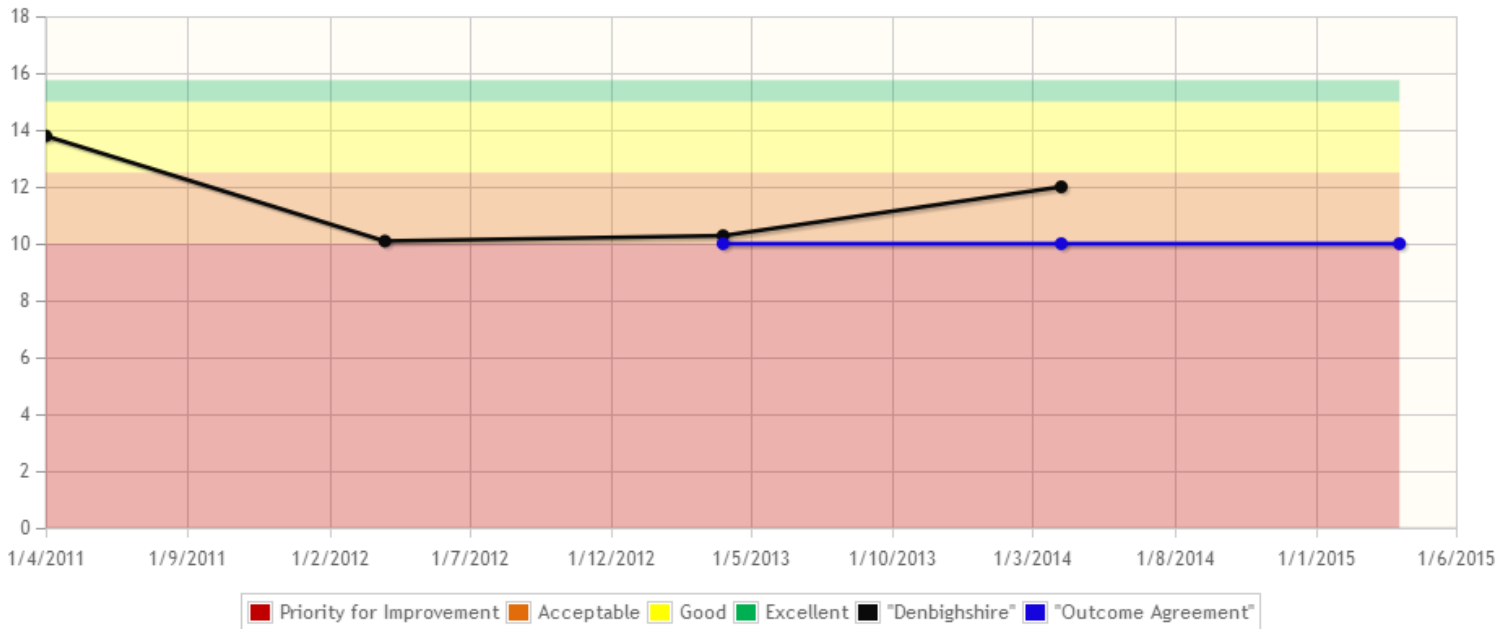
HES102m

The percentage of planned dropped-kerbs delivered along key routes within the year



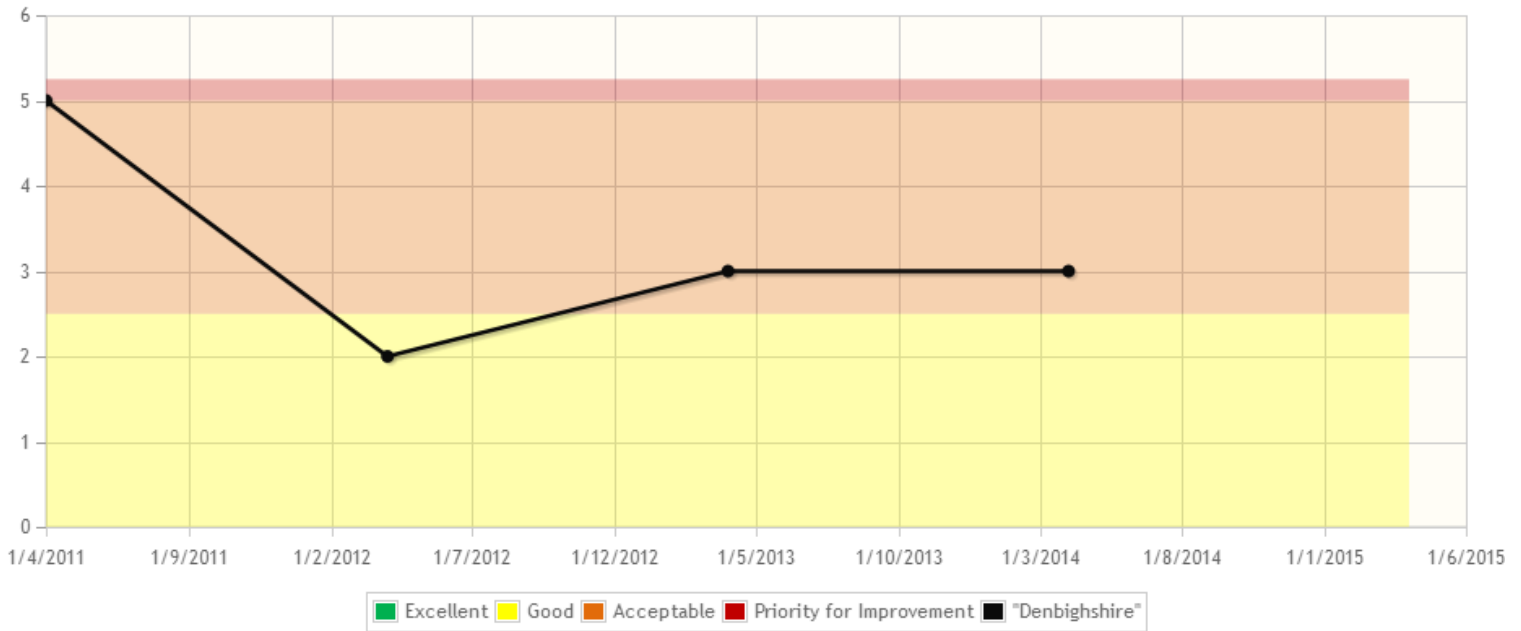
HIM006

The percentage of Category C (Final) Street Works inspections carried out on utility works before their guarantee period ends (legislation states 10%)



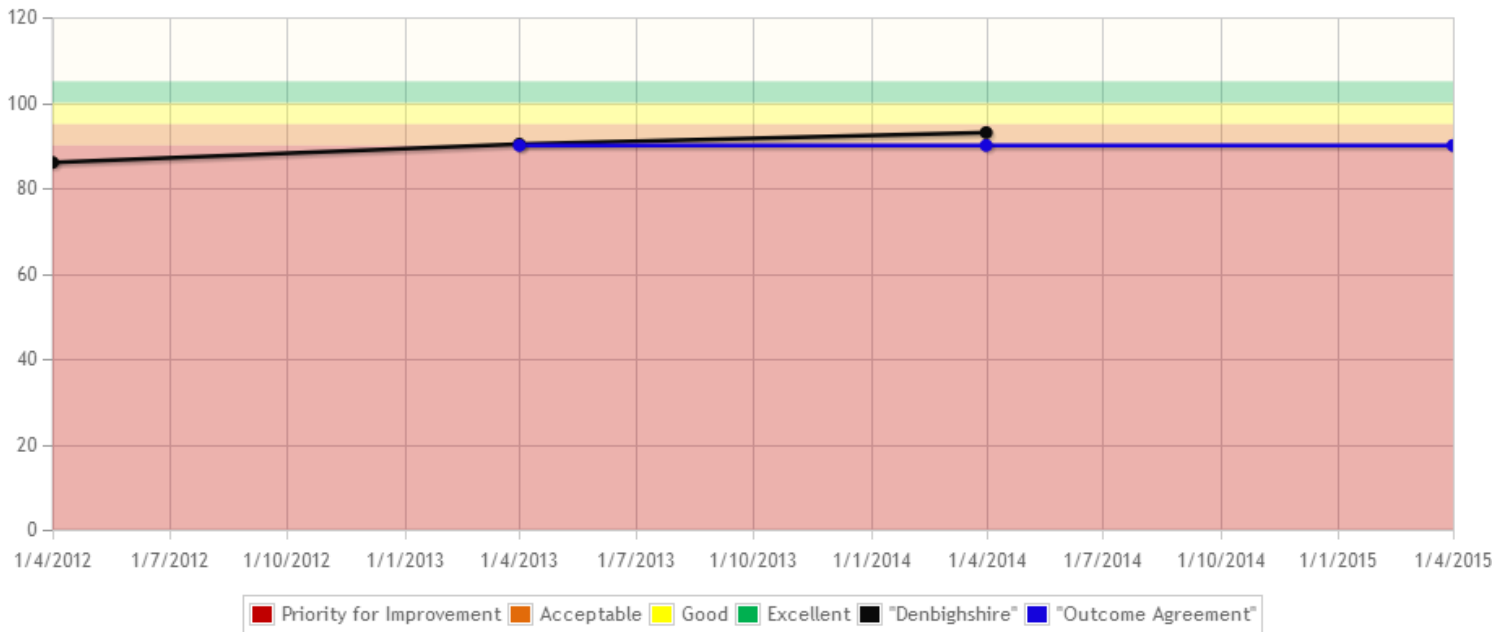
HIM007

The number of successful claims against the council concerning road condition during the year



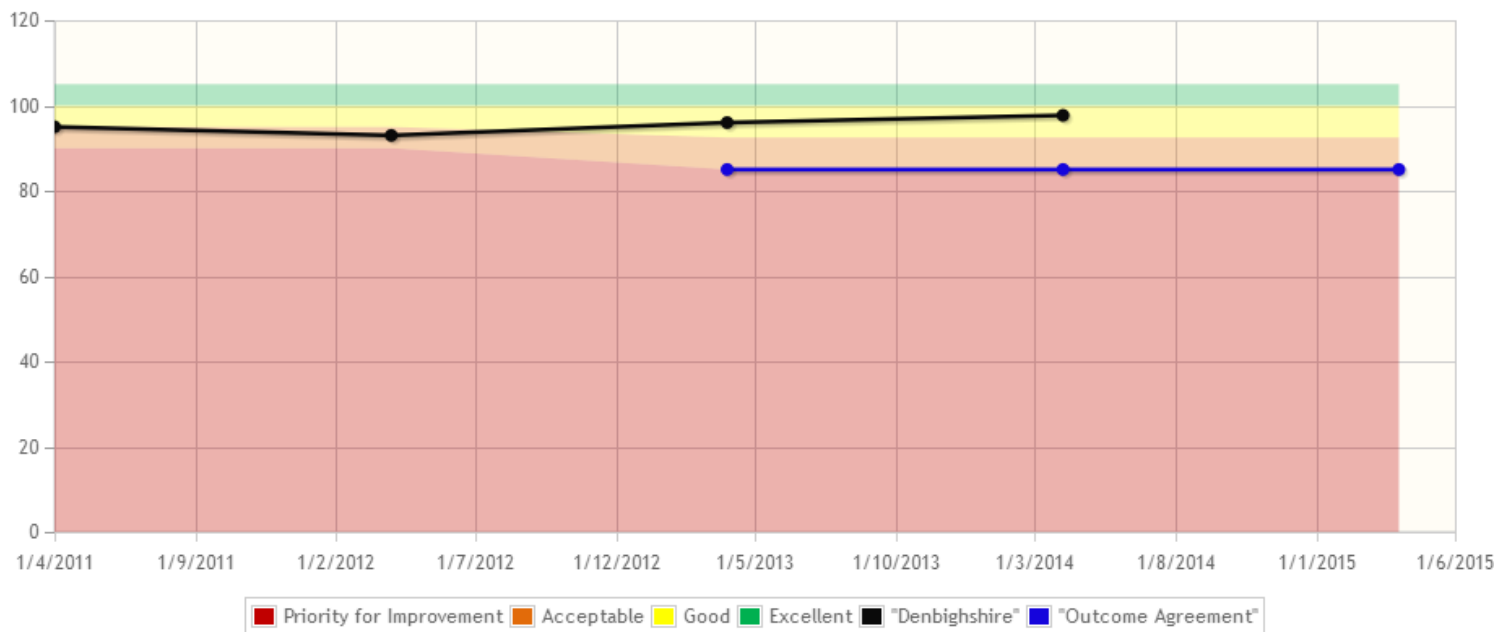
HIM042

The proportion of the planned Highways Capital Maintenance Programme achieved (schemes)



THS003

The percentage of the annual structural maintenance expenditure that was spent on planned structural maintenance



Activities

HES101a	Develop Minor Works framework	01/04/14	31/03/15
HES102a	Resurfacing works, including: A525: Section from Rhewl to 30 mph sign in Ruthin (Ruthin); A5104: Complete the section near Llandegla (Ruthin); U0851: Lower section of Rhyl High Street (Rhyl)	01/04/14	31/03/15
HES103a	Microasphalt laying works, including: Highlands Close, Rhuddlan (Elwy) Birch Hill, Llangollen (Dee) Marion Road, Prestatyn (Prestatyn)	01/04/14	31/03/15
HES104a	Surface dressing works, including: Hiraddug Road, Dyserth (Elwy) A548: Coast road from Bodnant Bridge to boundary (Prestatyn)	01/04/14	31/03/15
HES105a	Pedestrian safety improvements at Trellewellyn Road, Rhyl	01/09/14	30/11/14
HES106a	Continue to strengthen the Elwy Bridge, St Asaph, and undertake extensive repairs to the East Abutment of Foryd Road Bridge, Rhyl.	01/04/14	31/03/15
HES107a	Local transport infrastructure barriers to growth (from Economic & Community Ambition Programme Plan)	01/09/14	31/03/16
HES108a	Improved integration of local public transport services and information (from Economic & Community Ambition Programme Plan)	01/04/14	31/03/15
HES109a	Parking & Traffic Management Review (from Economic & Community Ambition Programme Plan)	01/09/14	30/11/14
HES110a	Establishment of a baseline for Denbighshire County Council's own road condition indicator	01/04/14	31/03/15
HES111a	Assess cost benefits of different highway treatments, and adjust spend patterns accordingly.	01/04/14	31/03/15
HES112a	Introduce revised winter maintenance agreements for	01/04/14	30/09/14

		2014/15 season. Finished sept 2014.		
	HIA004	Implement policy by delivery of dropped kerbs on prioritised key routes	01/04/14	31/03/16

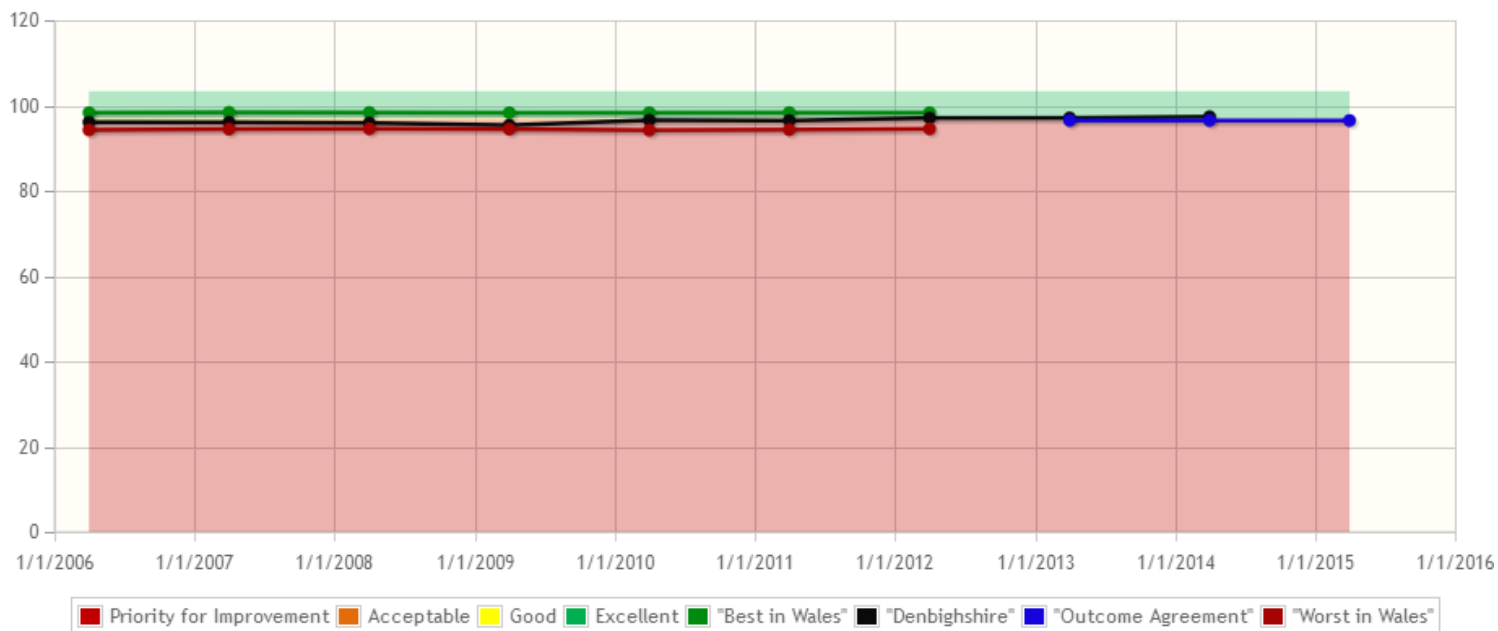
Outcome 09 - Vulnerable people are able to live as independently as possible

General Information

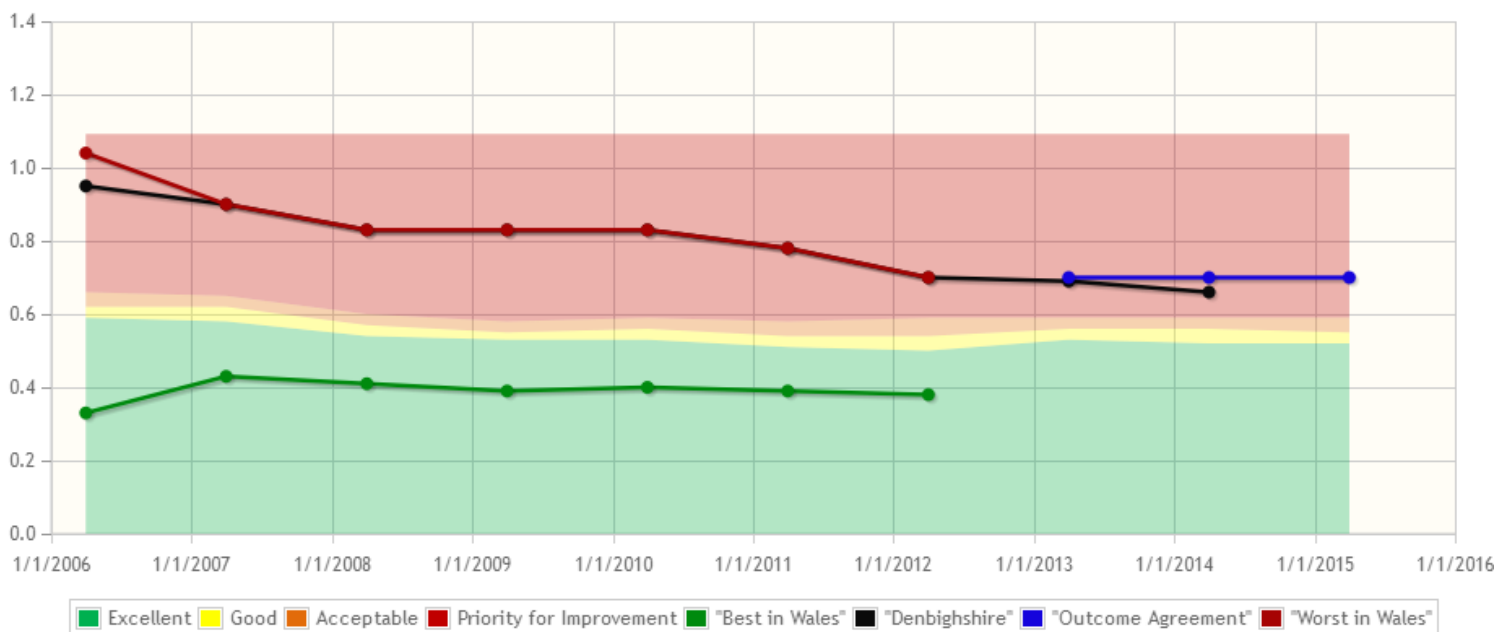
Status **Good**

Indicators

Independent18 The percentage adults who live independent of a formal package of social care provided/arranged by the council (aged 18 or over)



Residential18 The percentage of the population who cannot live independently (aged 18 or over)



Latest Data Comment

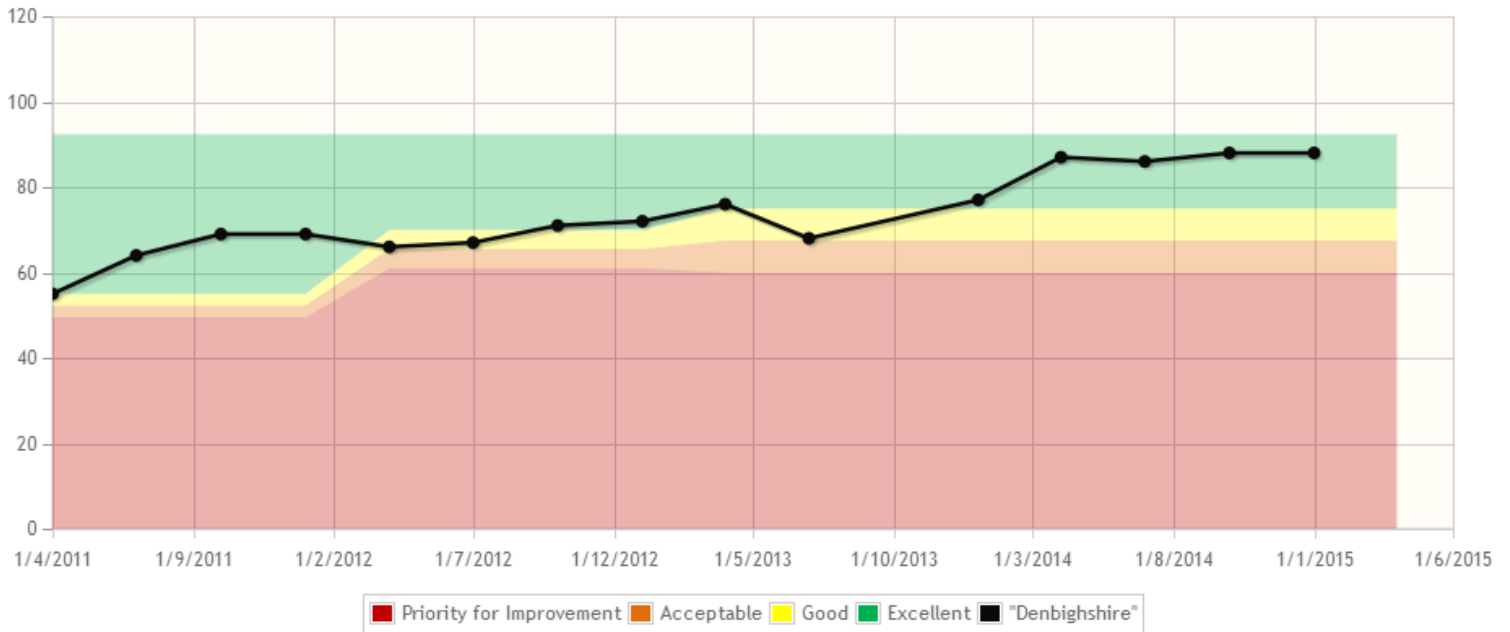
2014/15 Denbighshire has traditionally experienced a higher rate of placements than many other LAs. We are working to reduce the no.of new admissions through the use of both modern and traditional care packages in the home and working with people to maximise their independence. Overall, this means the

no. of people we support in residential care is diminishing, but it will take a no. of yrs to bring the total to an acceptable level due to the long term nature of the services already being provided.

Measures

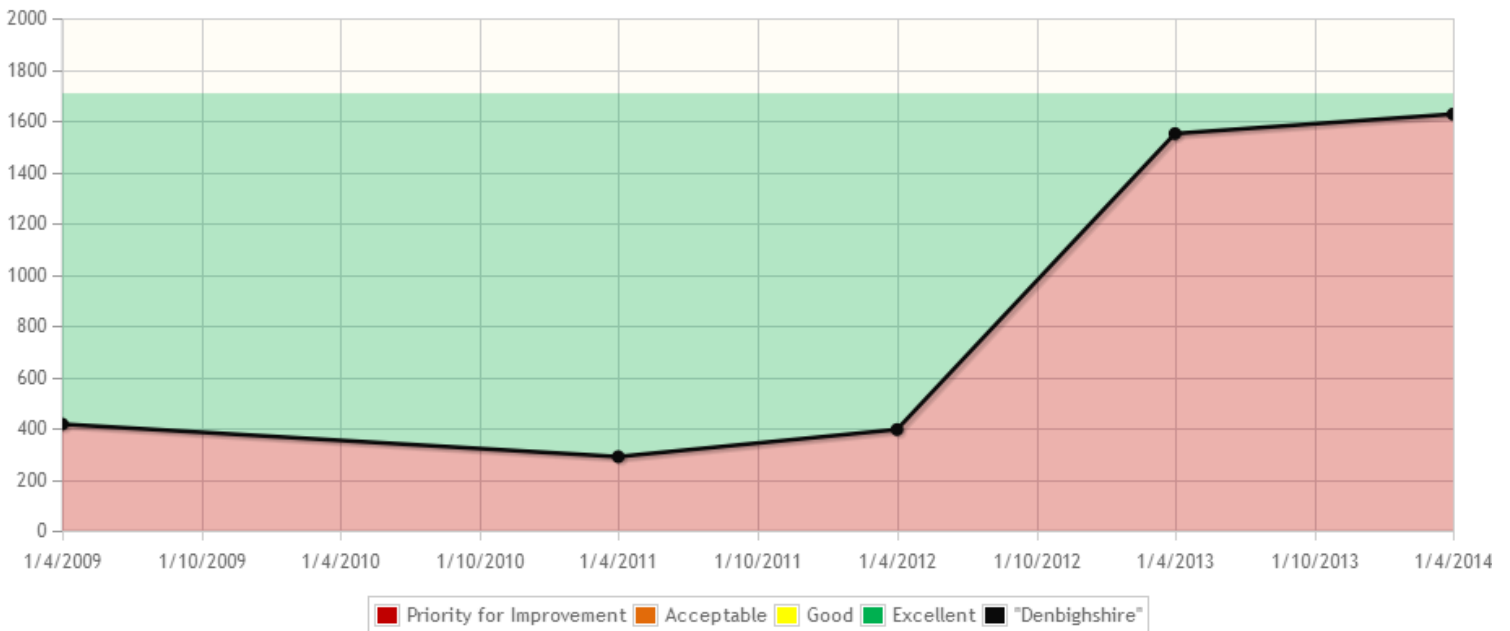
ABSm3

The percentage of people no longer needing a social care service following involvement from the reablement and intake service



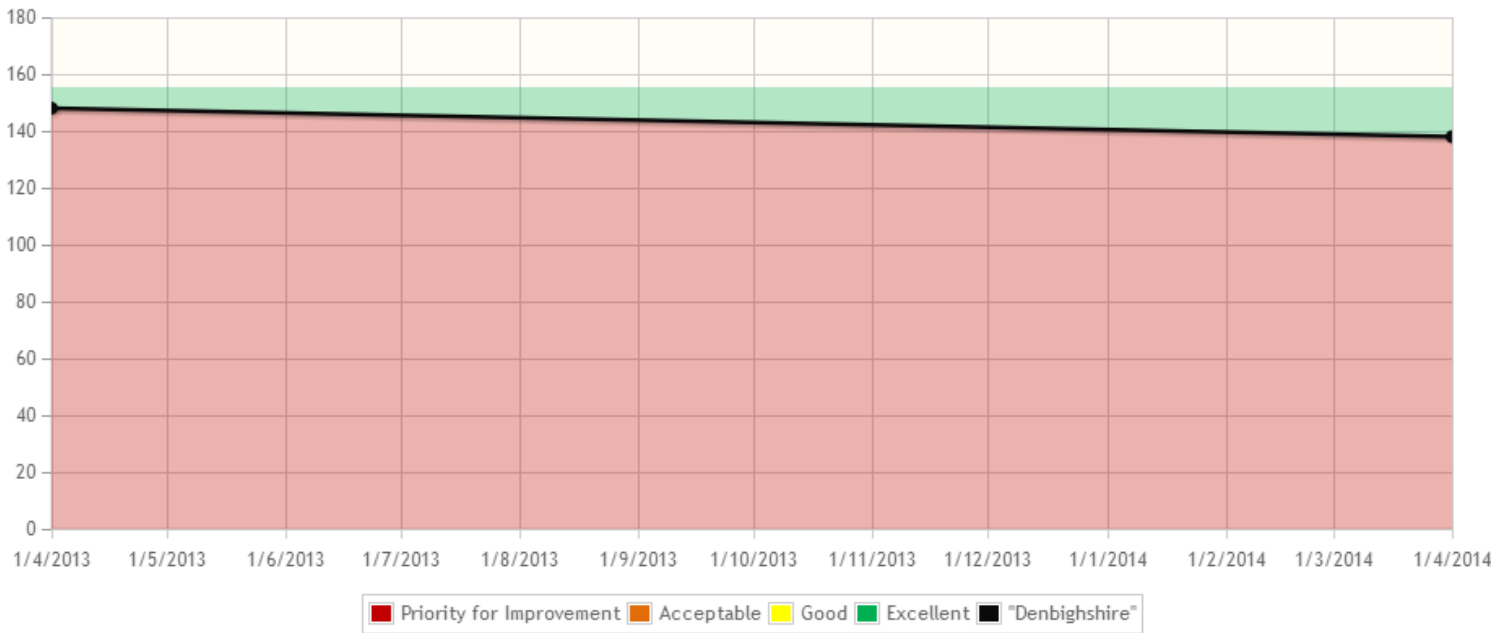
Assistive18

The number of adult clients in receipt of assistive technology (aged 18 or over)



Newcarehome65

The number of new placements of adults whom the authority supports in care homes (aged 65 or over)



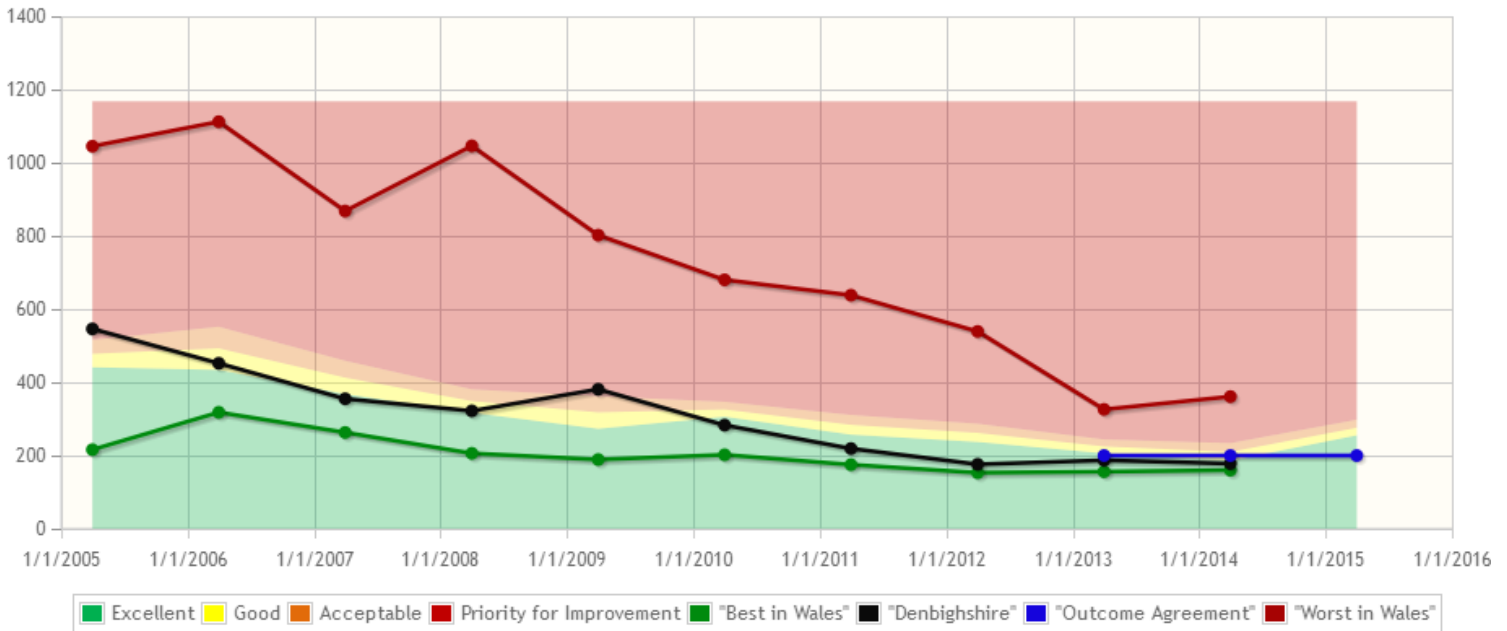
Latest Data Comment

2014/15

This is an annual `count' only. ROYG status not applicable.

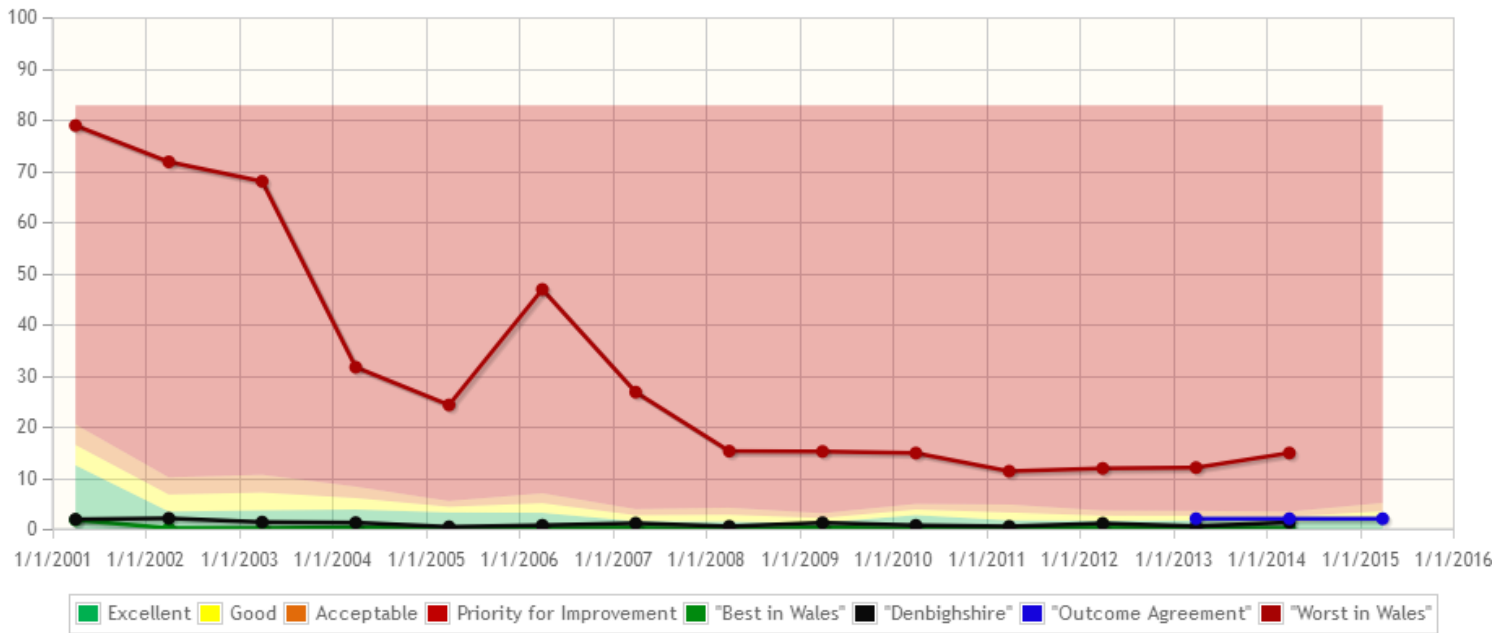
PSR002

The average number of calendar days taken to deliver a Disabled Facilities Grant



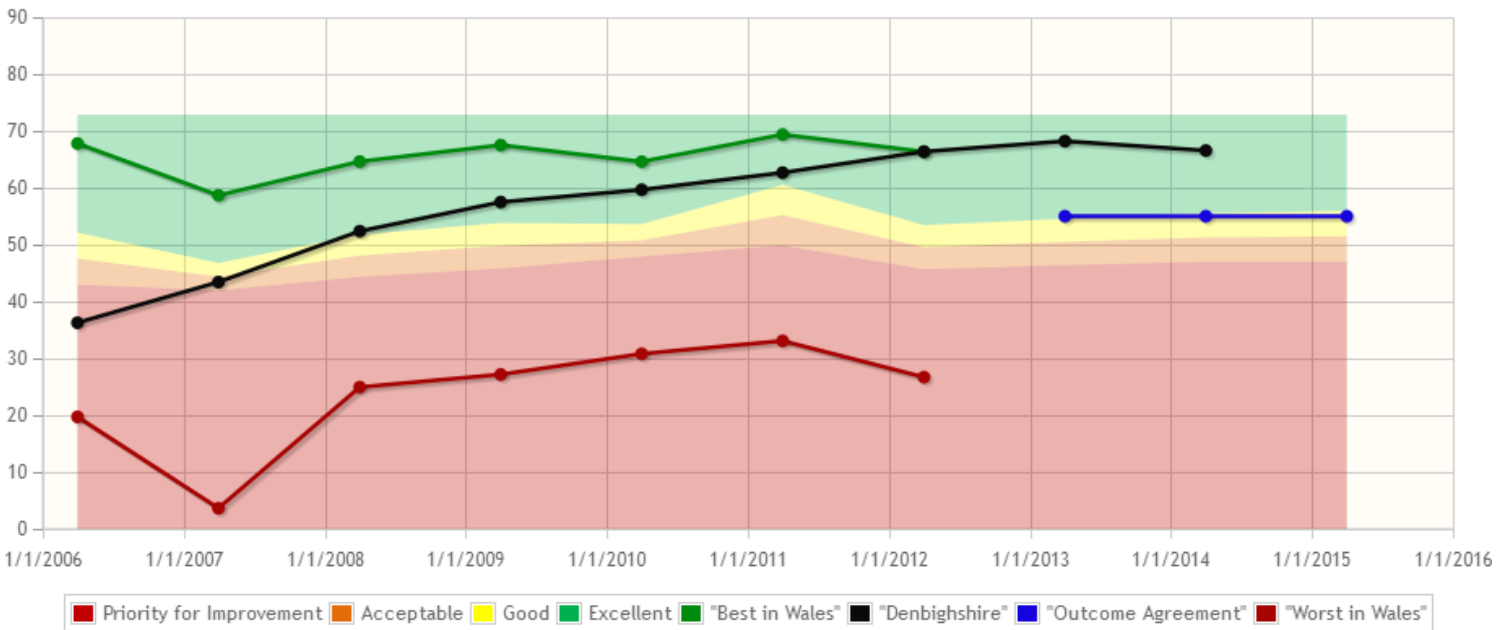
SCA001

The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over



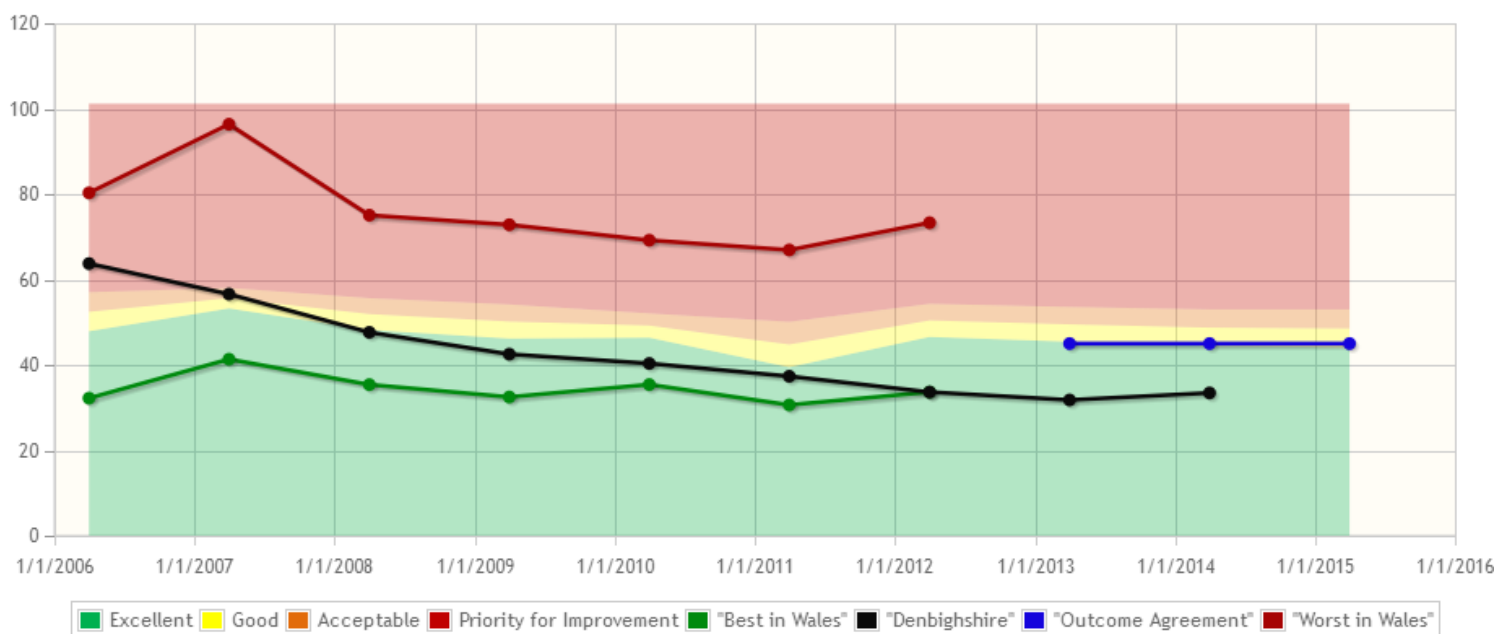
Supported(a)18

Of the people who can live independently with a package of care, the percentages that are supported to live independently through, modern supportive options (aged 18 or over)



Supported(b)18

Of the people who can live independently with a package of care, the percentages that are supported to live independently through, traditional care options (aged 18 or over)



Latest Data Comment

2014/15 Supported (a) and (b). Both of these indicators are cumulative in their nature and the Outcome Agreement targets which have been agreed reflect the ambition we hold for the end of the financial year. Given that we are experiencing a year on year improvement in the final outturn for these indicators and our Quarter 2 position is an improvement against the same time in previous year, we do not foresee any significant barriers to meeting the target at this juncture.

Activities

ABS101a	Implement a model of Citizen Directed Support (CDS) that enables individuals to be as independent as possible while maintaining choice and control over their social care needs in line with the Social Services & Wellbeing Modernisation Programme	01/04/14	31/03/15
ABS103a	Implementing the framework for delivering integrated health and social care (including Intermediate Care Fund; implementing a new locality model; re-focussing reablement; and integrated assessment)	01/04/14	31/12/15
ABS104a	To modernise disability services coherently across the whole age range ensuring a focus on enablement and inclusion in "ordinary" services, sensitivity to current users and continuity across the transition from children's to adult services	01/04/14	31/03/15
ABS105a	Develop a strategy, which will be used to raise the corporate and partnership profile of SID and drive the coordination of DCC services to deliver preventative services.	01/04/14	31/03/15
ABS106a	Develop a communication strategy regarding SID and modern adult social care services. This will	01/04/14	31/03/15

		identify the strategic approach to reviewing provision across Denbighshire in order to provide better social services		
	ABS107a	Implement revised arrangements for the delivery of LD Day & Work Opportunity Services.	01/04/14	31/03/15
	ABS108a	Service Challenge Action : Supporting Independence in Denbighshire (SID) Vision to be actively promoted on a Corporate scale. MMC dedicated sessions to be scheduled and delivered.	30/09/14	30/09/15
	ABS109a	Service Challenge Action : Revisit Senior Leadership Team (SLT) to promote and embed SID Vision.	30/09/14	06/11/14
	ABS110a	Service Challenge Action : Carry out review of Single Point of Access (SPoA) and develop a meaningful set of indicators with data available late 2015.	30/09/14	30/09/15
	MSSEWB2013/03	Extra Care - Independent living in a safe and supported environment	15/04/13	
	PR000173	Single Point of Access		

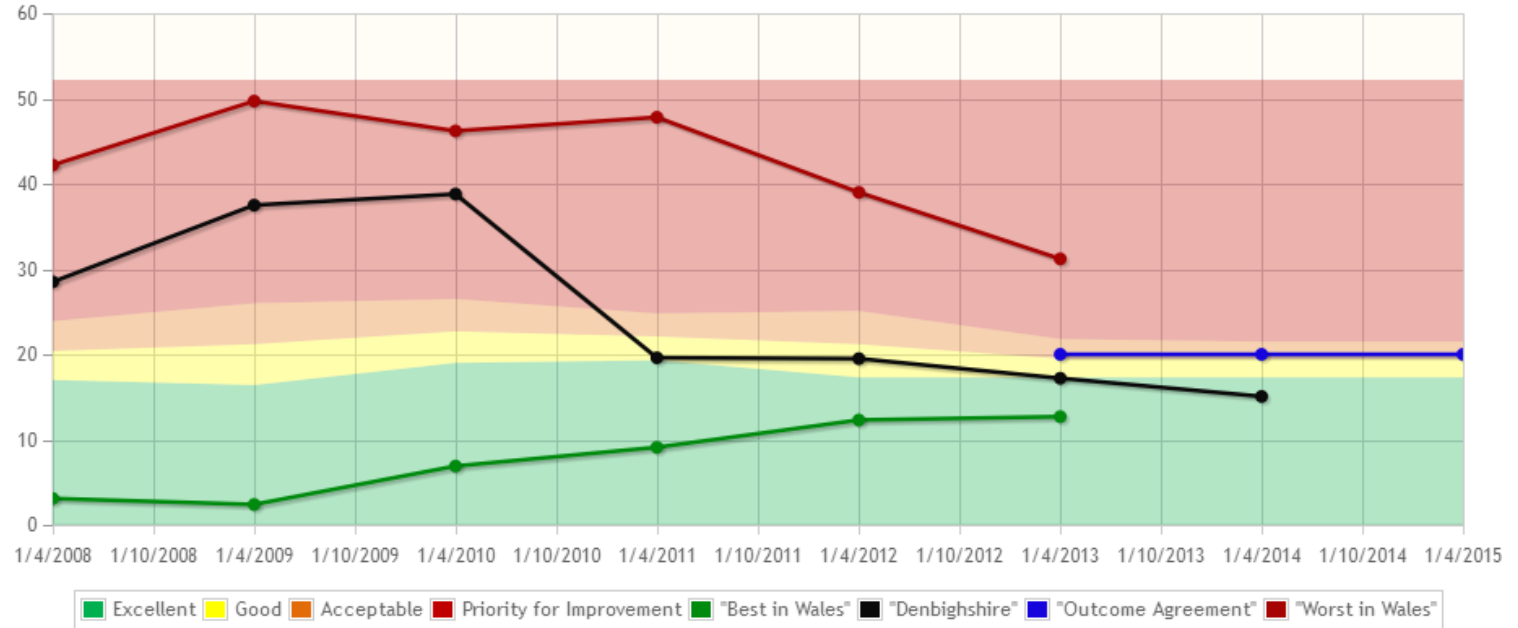
Outcome 10 - Vulnerable people are protected

General Information

Status **Excellent**

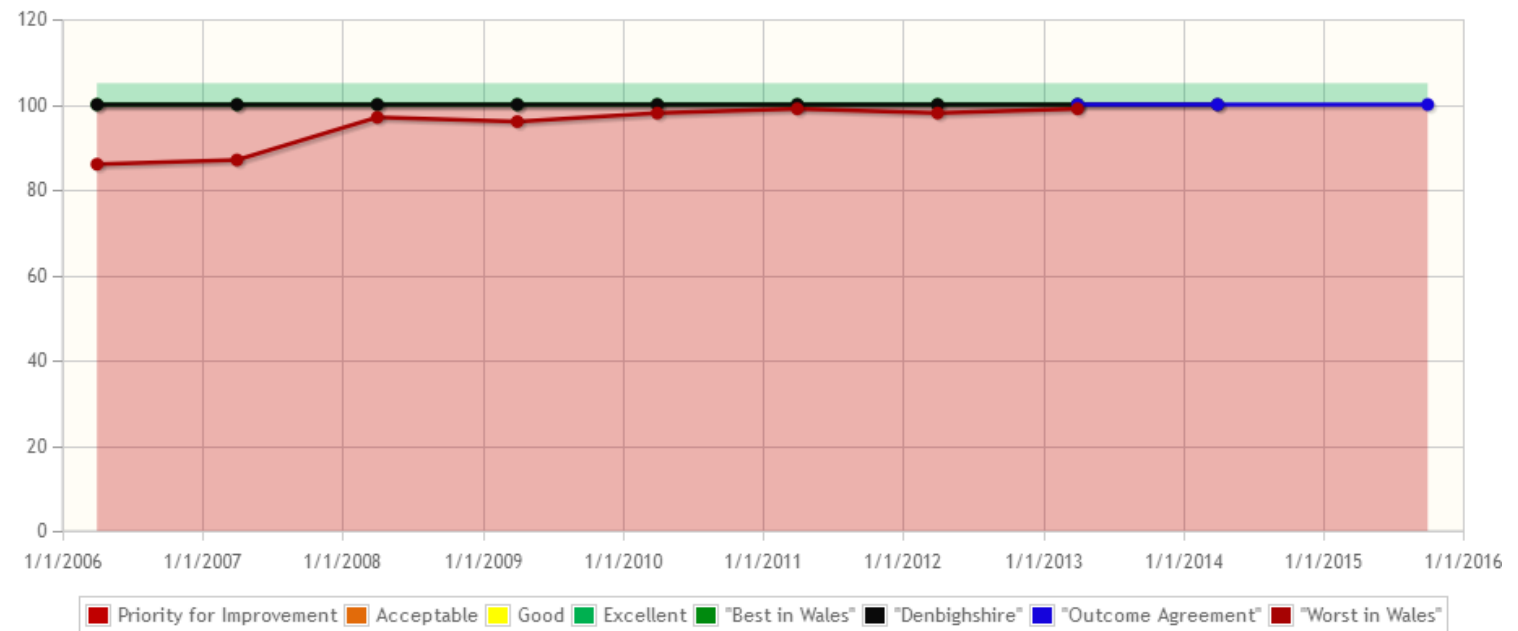
Indicators

SCC010 The percentage of child referrals that are re-referrals within 12 months



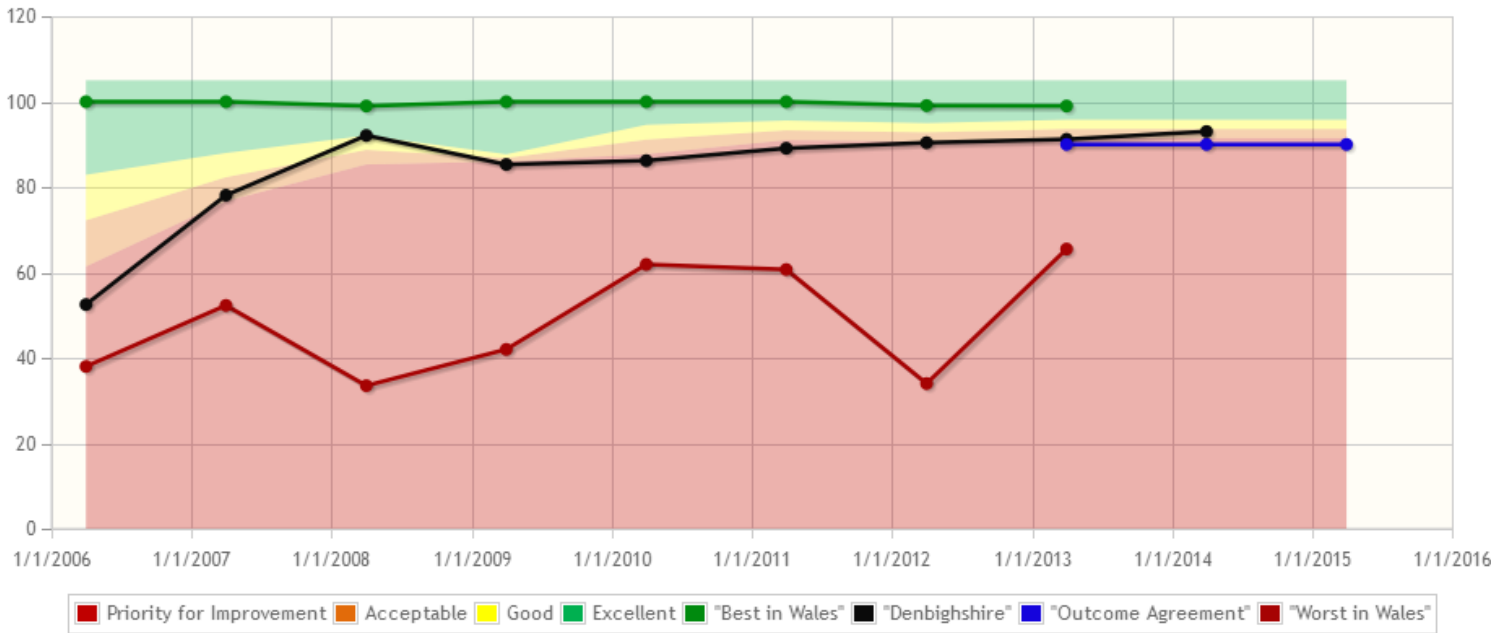
Measures

SCC013ai The percentage of open cases of children on the Child Protection Register who have an allocated social worker



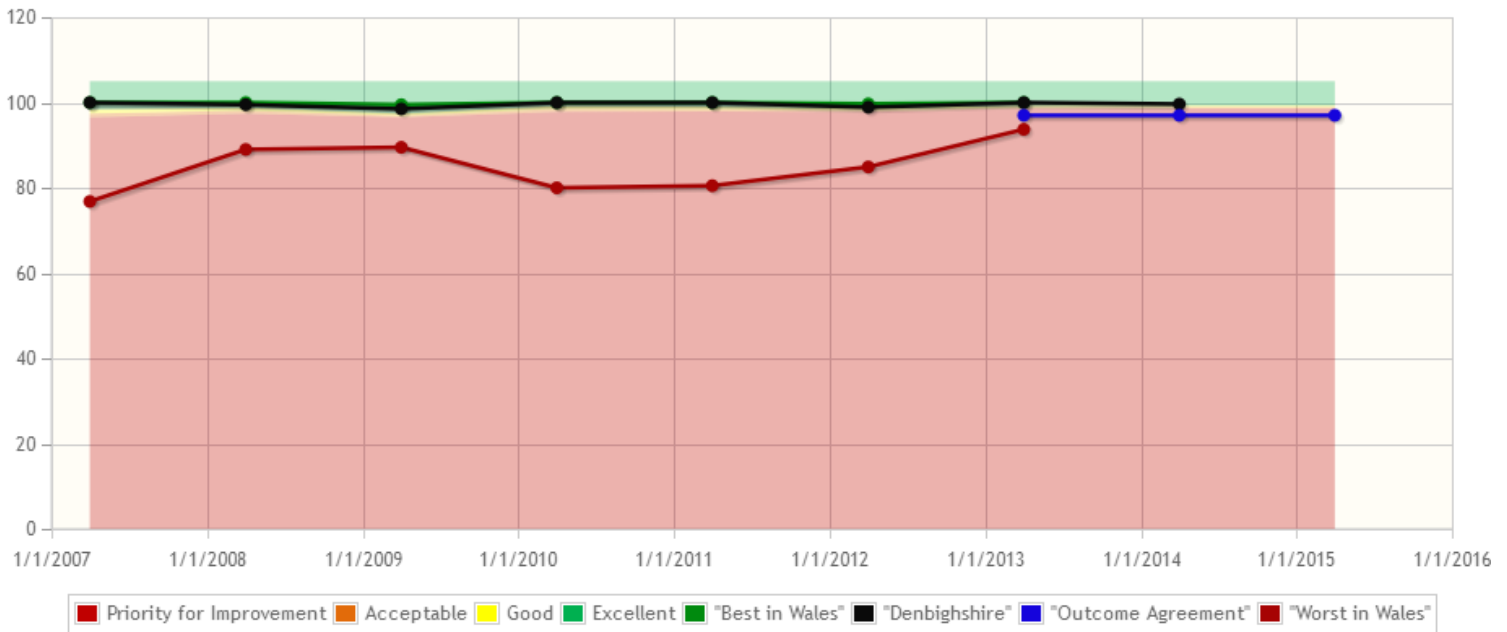
SCC015

The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference



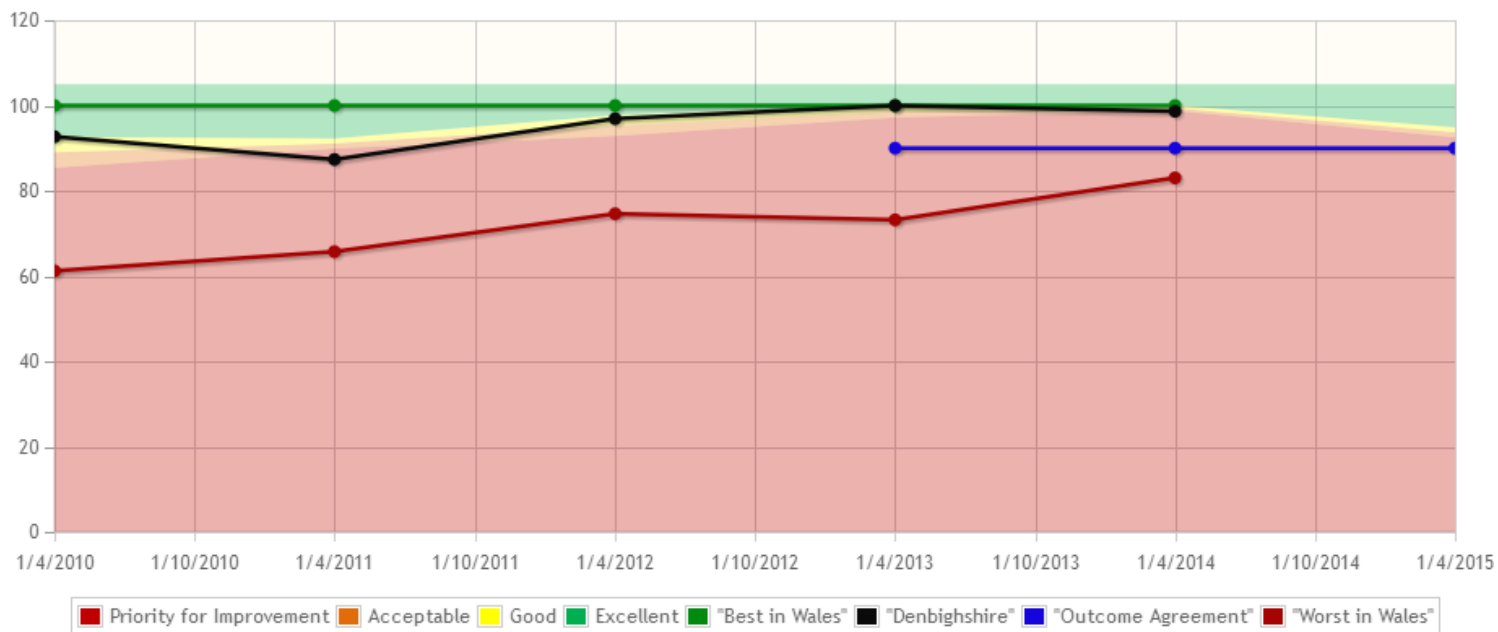
SCC034

The percentage of child protection reviews carried out within statutory timescales during the year



SCA019

The percentage of adult protection referrals completed in the year where the risk has been managed



Activities

ABS202a	Develop & deliver corporate safeguarding training	01/04/14	31/03/15
ABS203a	Improve Quality Assurance of outsourced services (including developing a quality assurance strategy for externalised services)	01/04/14	31/04/15
CFS301a	Establish corporate safeguarding arrangements.	01/02/14	31/07/14
CFS302a	Establish a learning framework for identifying and prioritising safeguarding issues to be addressed	01/02/14	31/04/15

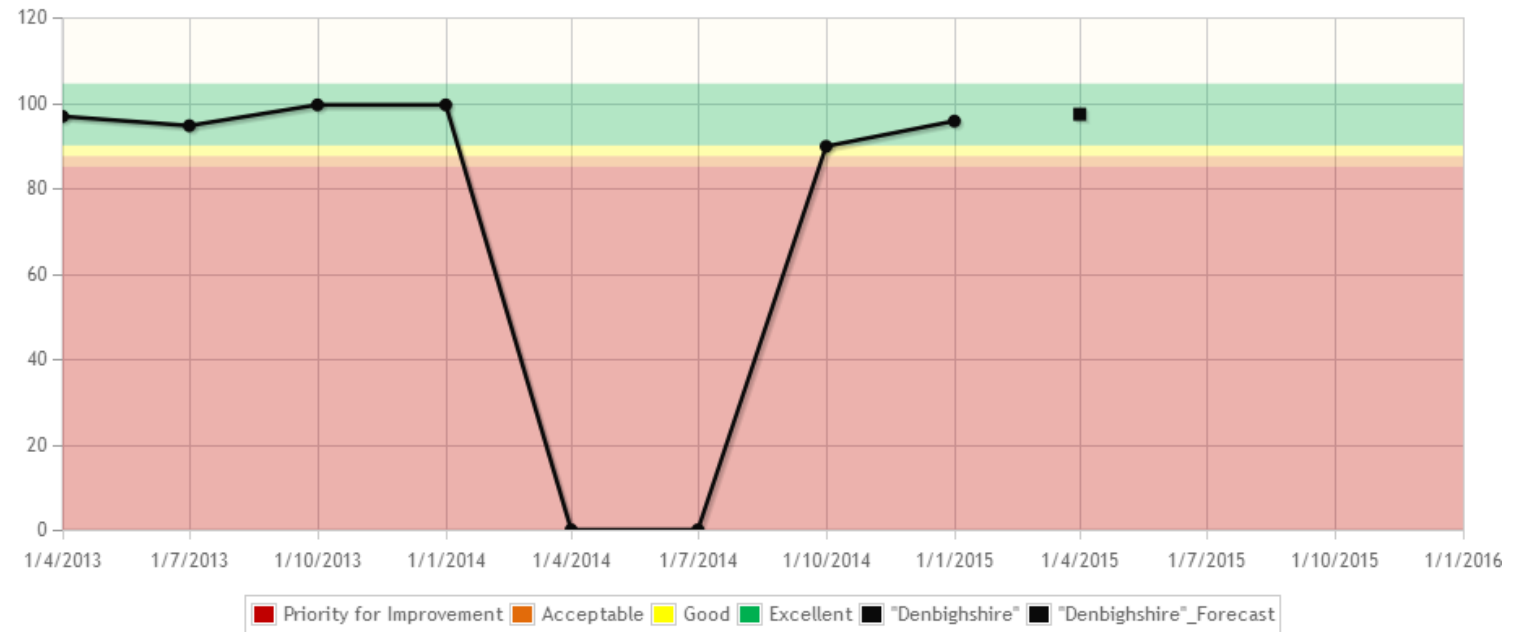
Outcome 11 - To produce an attractive environment for residents and visitors alike

General Information

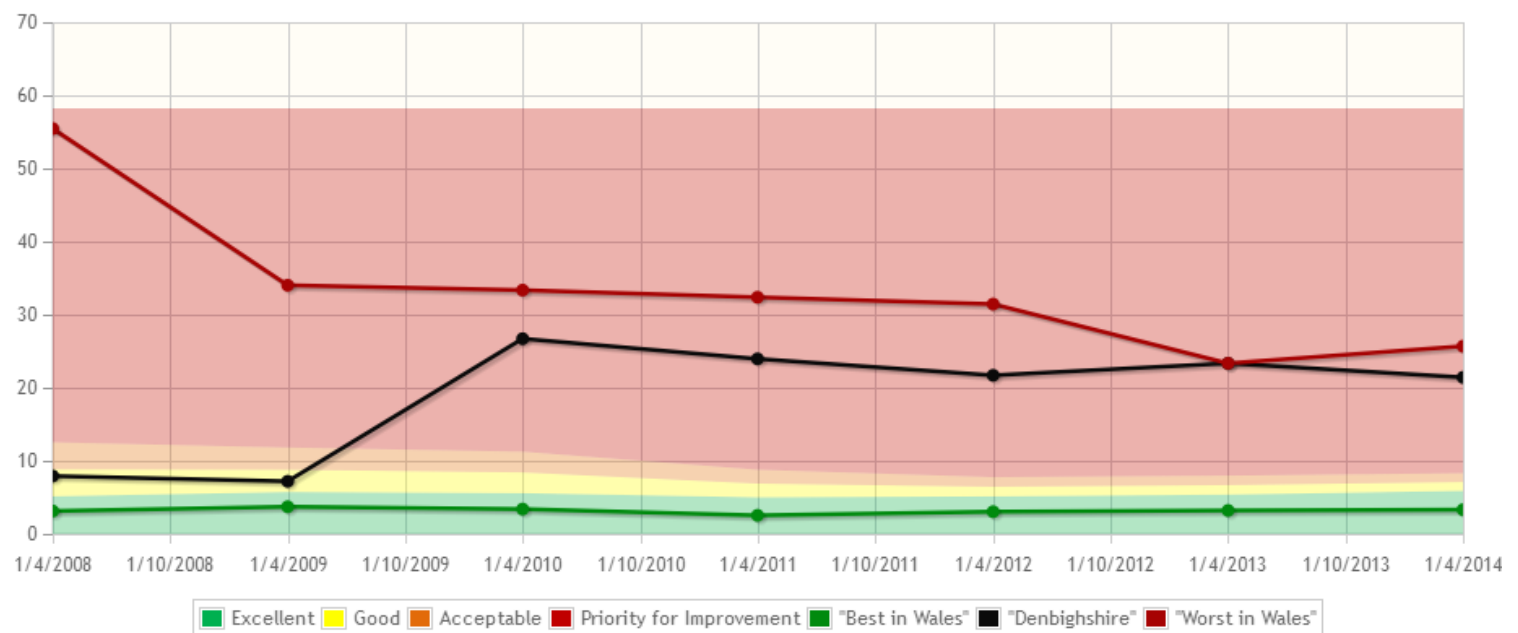
Status **Excellent**

Indicators

HES207i Clean Streets Survey - Improvement Areas



RATE/STS/006D The rate of fly-tipping incidents reported per 1000 population

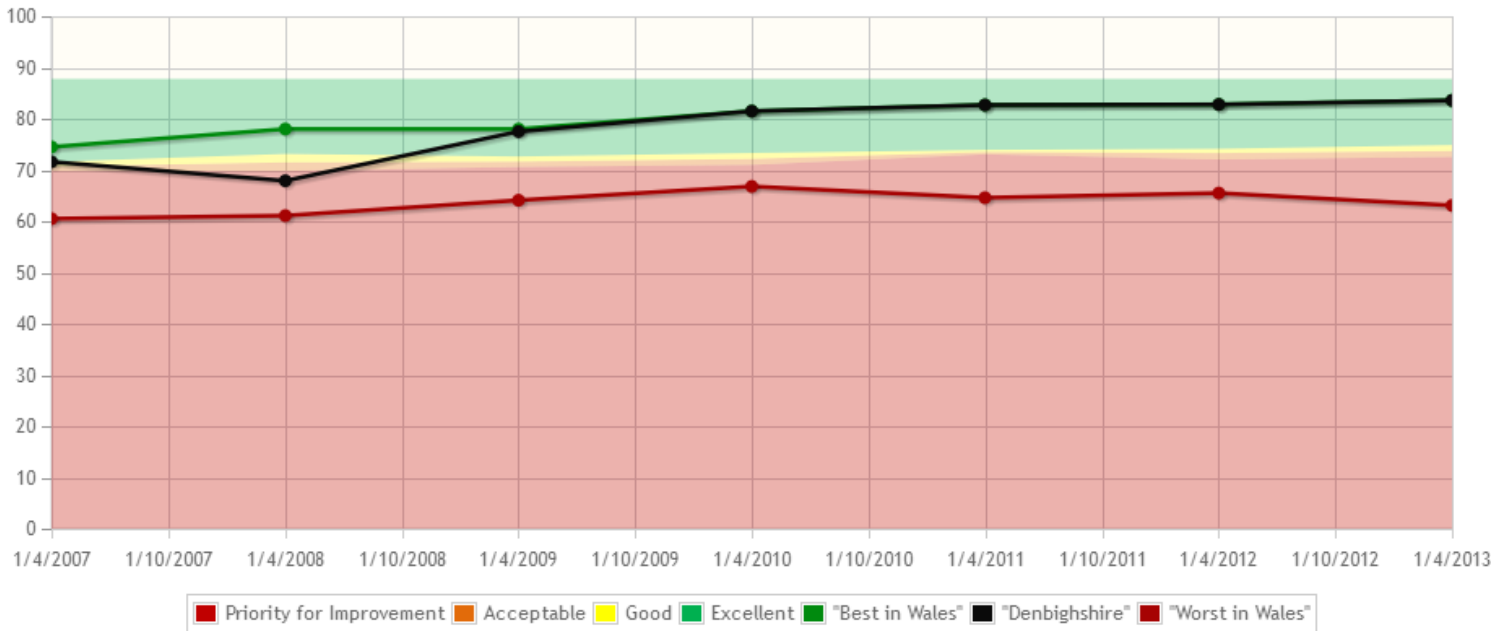


Latest Data Comment

2014/15 The rate of fly-tipping per 1000 fell slightly in 2014/15, but remains high in the context of Wales, with 2024 incidents recorded. We believe we are reporting this indicator differently to other councils because we include incidents that we identify, in addition to incidents reported by the public.

STS005a

The Cleanliness Index

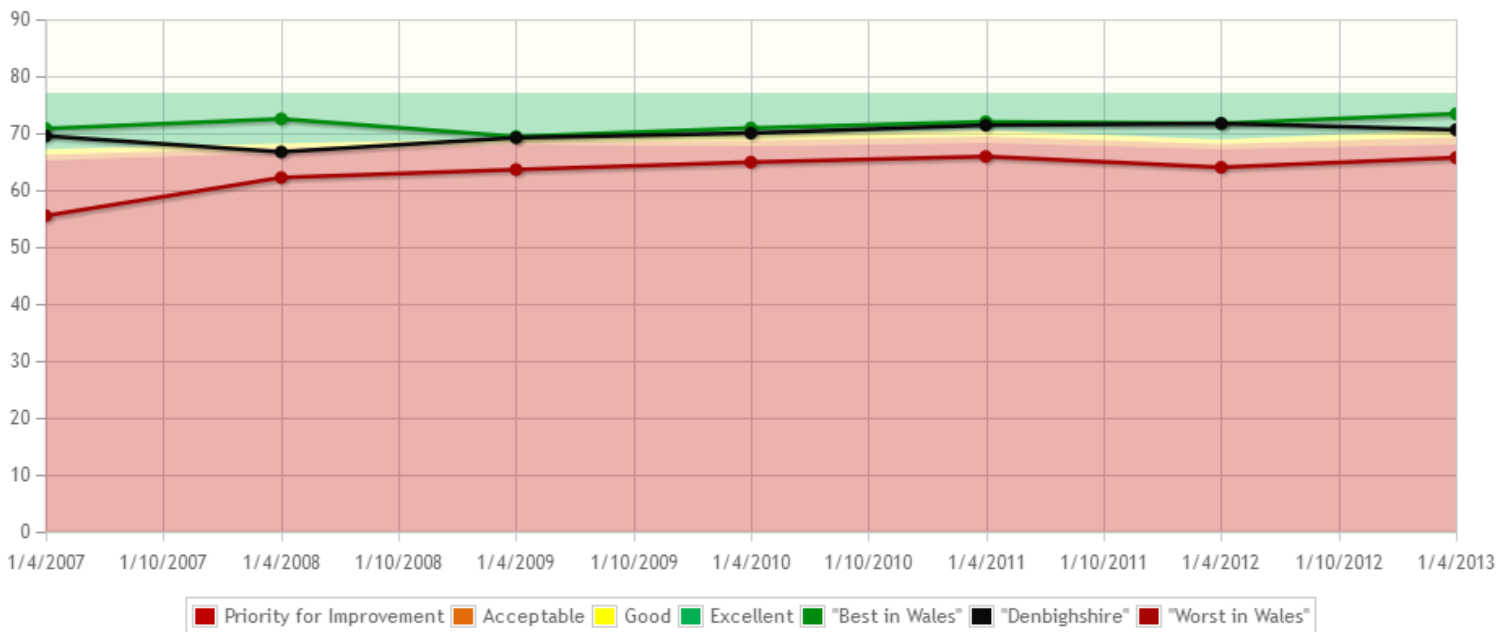


Latest Data Comment

2014/15 The Cleanliness Index, which formed part of the national Service Improvement Dataset was discontinued in 2014. This has been replaced with the Keep Wales Tidy Cleanliness Indicator (see below, which did form part of this average score indicator). The data for 2014/15 is currently awaited and will allow us to continue comparing ourselves with other authorities in Wales.

KWT001i

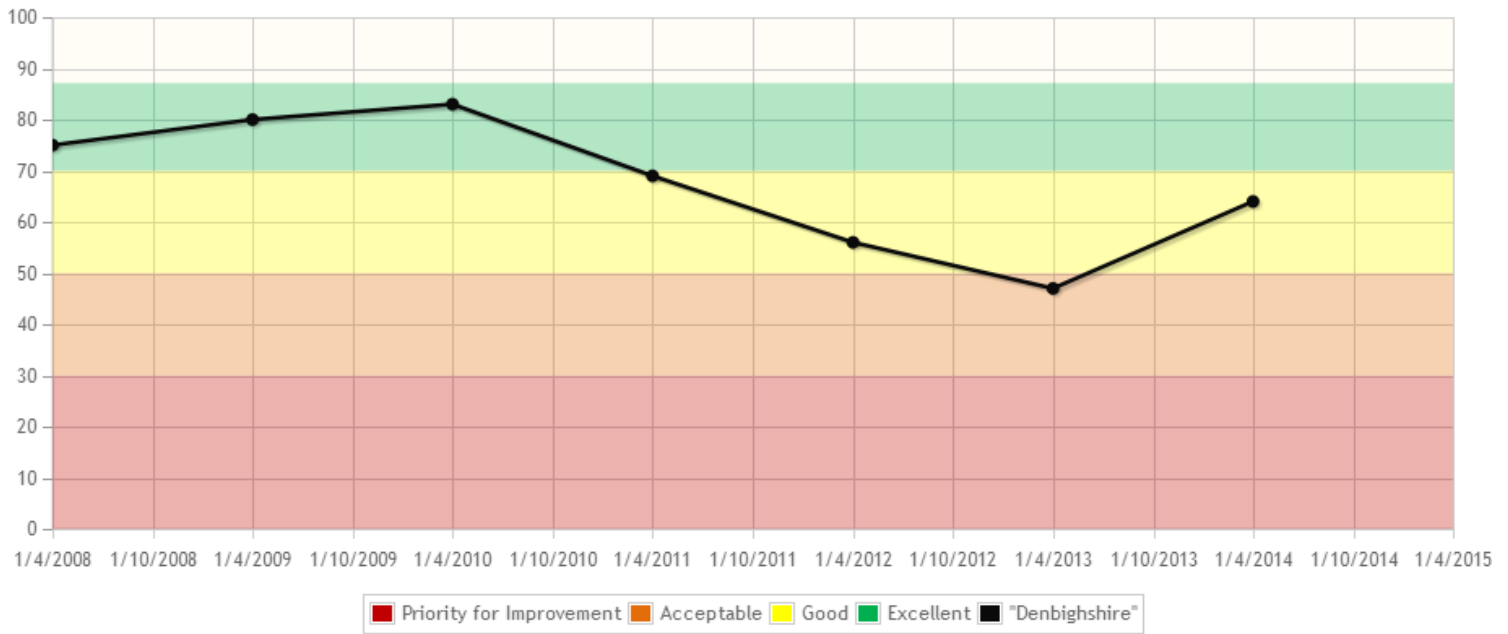
Keep Wales Tidy - Cleanliness Indicator



Measures

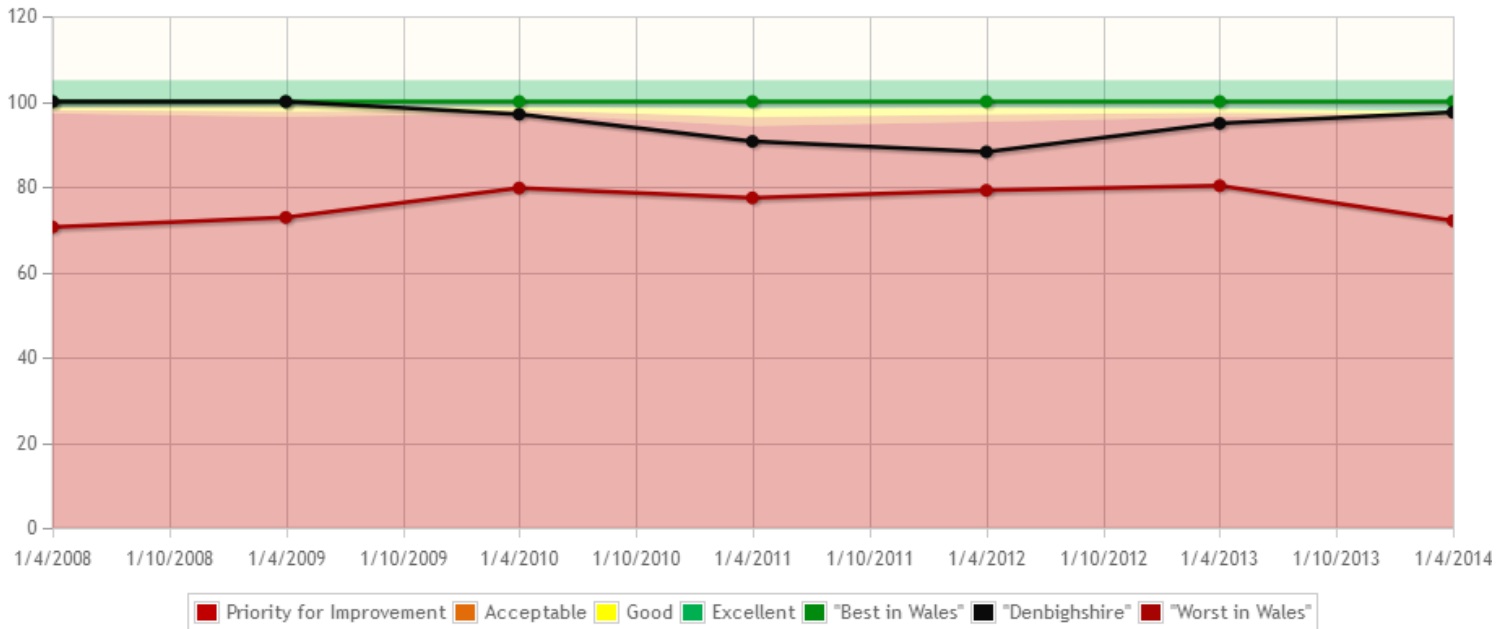
PPP101m

The percentage of untidy land incidents resolved within 12 weeks



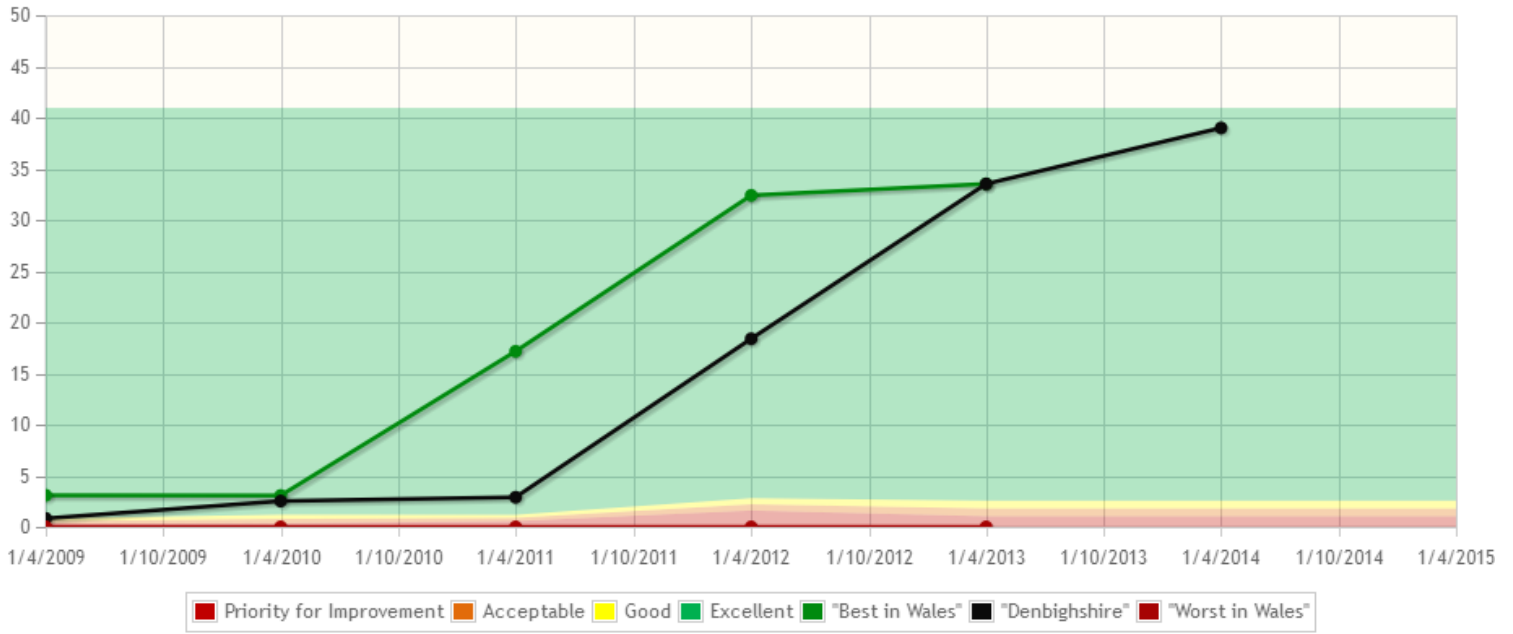
STS006

The percentage of reported fly tipping incidents cleared within 5 working days



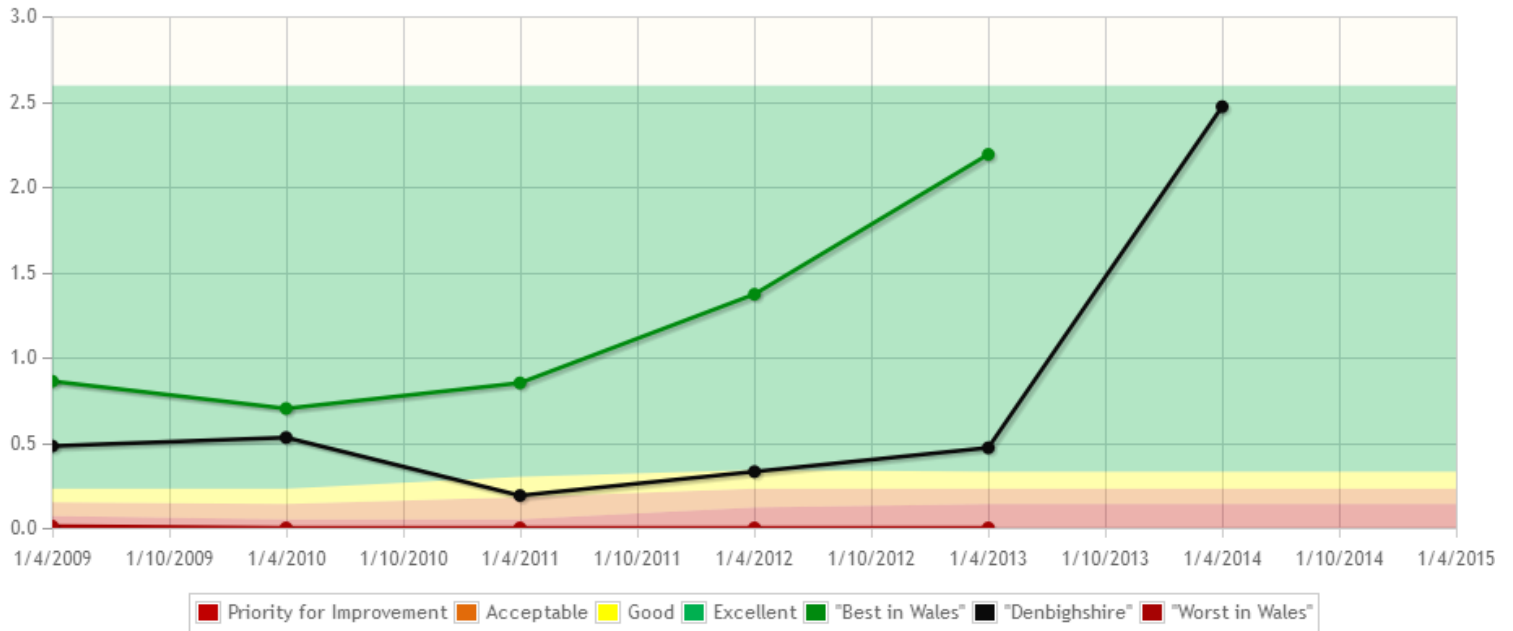
PPP102m

The rate of fixed penalty notices (all types) issues per 1000 population



PPP103m

The rate of fixed penalty notices (dog fouling) issues per 1000 population



Activities				
	HES201a	Integrate Grounds Maintenance, Street Cleansing and Highways Maintenance functions within Streetscene	01/04/14	31/03/15
	HES202a	Introduce a change of emphasis from the routine scheduling of Streetscene activities towards a demand based service.	01/04/14	31/03/15
	HES203a	Assess resource allocations within streetscene, in particular north versus south, and urban versus rural. Reorganise service delivery arrangements as necessary	01/04/14	31/03/15
	PPP101a	Lead and coordinate a multi-agency group, including council officers, Welsh Water, National Resources Wales, etc to seek to improve the bathing water quality along the Denbighshire coast	01/04/14	31/03/15
	PPP102a	Tackle environmental crime and associated anti-social behaviour	01/04/14	31/03/16
	PPP103a	Support and regulate the night time economy within the County including the sale of alcohol and standards in the taxi/private hire vehicle sector	01/04/14	31/03/16
	PPP104a	Develop and implement a coordinated approach to tackling identified eyesore sites across the county	01/04/14	31/03/15
	PPP105a	Local identity and Conservation Areas	01/04/14	31/03/15
	PPP106a	Develop protocols to deal with obstructions on highways	01/04/14	31/03/15
	PPP107a	Develop protocols to deal with fly posting	01/04/14	31/03/15

Latest Data Comment

Progress against PPP105a, PPP106a, PPP107a has been minimal. These are in the Public Realm Strategy as activities that require developing. In light of Freedom and Flexibilities there is a need to review these activities / projects and they have been withdrawn from Planning & Public Protection's Service Plan.

	PR000069	Former North Wales Hospital	01/03/10	31/03/16
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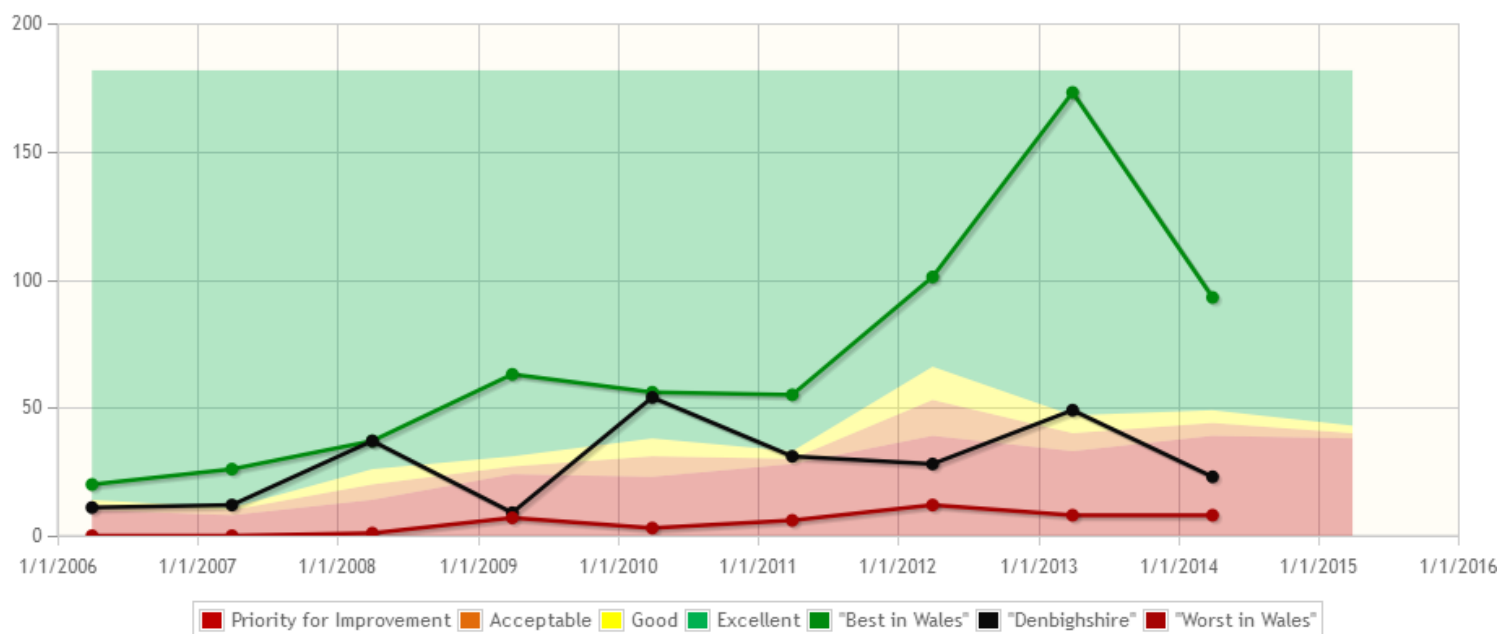
Outcome 12 - The housing market in Denbighshire will offer a range of types and forms of housing in sufficient quantity and quality to meet the needs of individuals and families

General Information

Status **Acceptable**

Indicators

PLA006	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year
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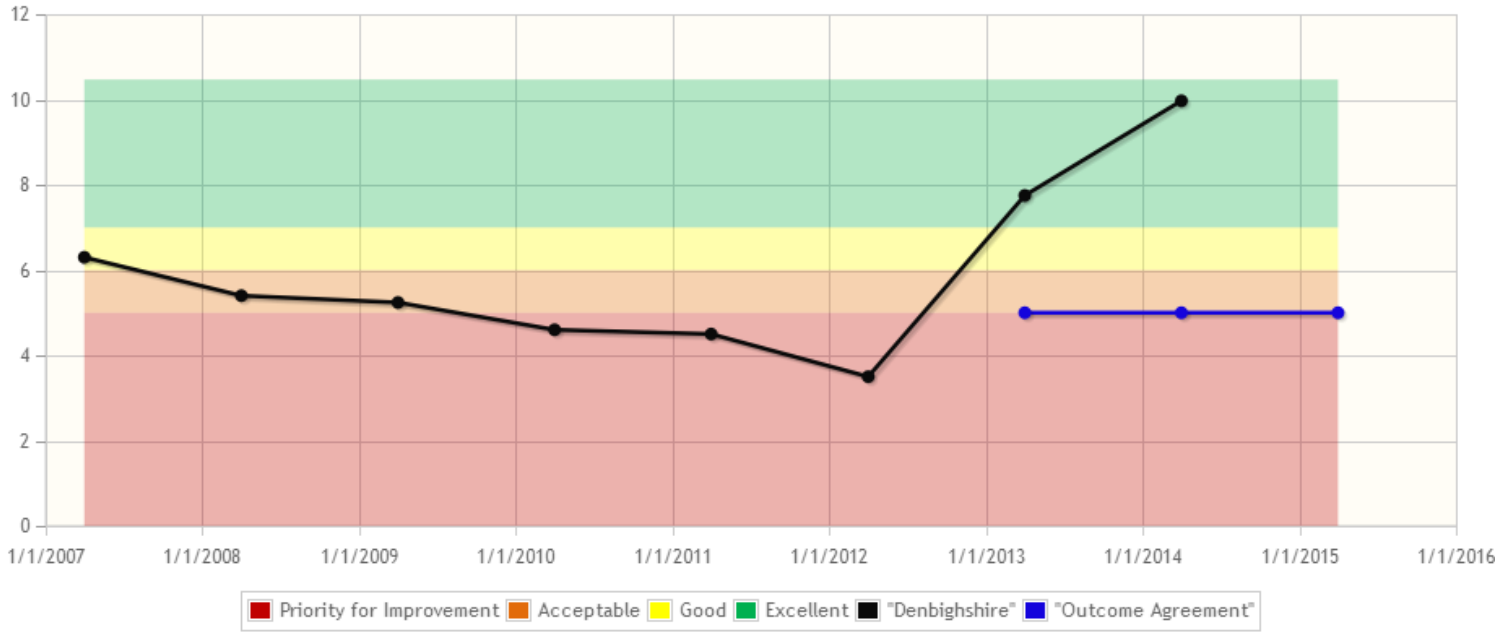


Latest Data Comment

2014/15 The percentage of additional affordable housing units provided during the year (as a percentage of all additional housing units), performance has declined to the bottom quartile in Wales. The performance of 23% has derived from 69 houses being built during the year, 16 of which were affordable.

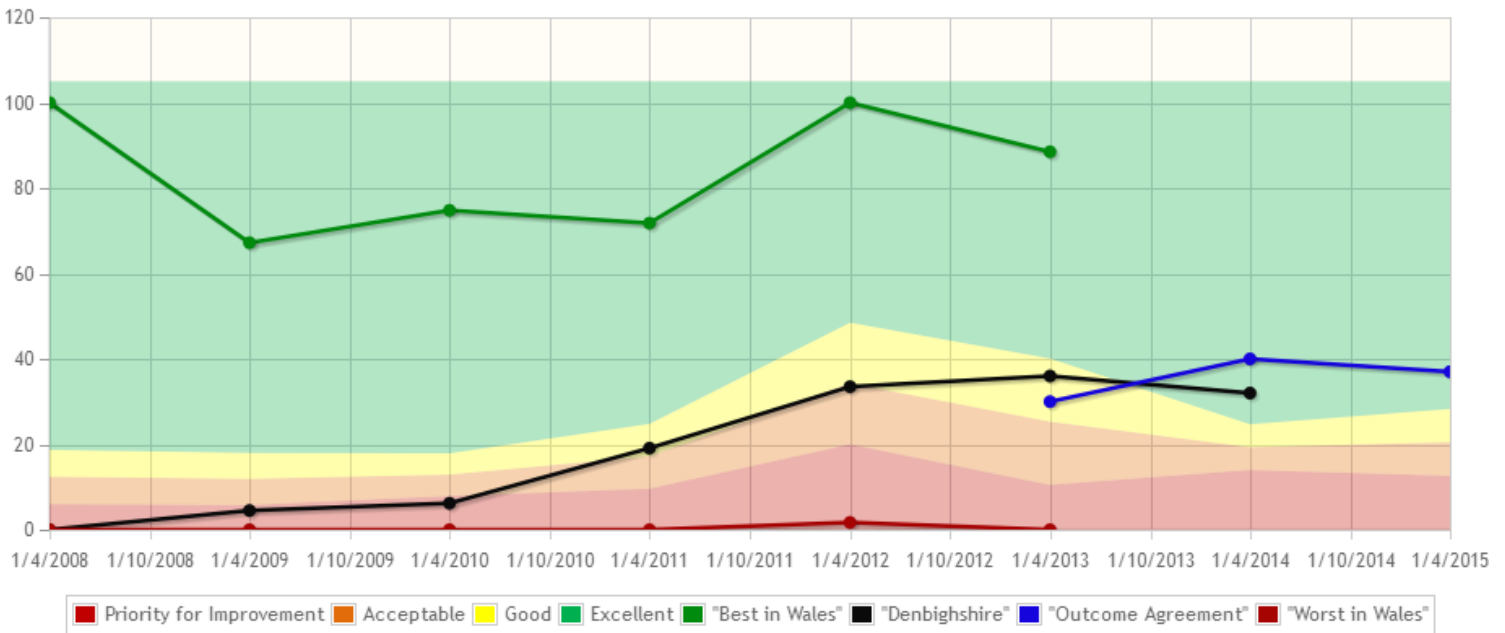
JHLAS03i

The years of supply of housing land as determined by the Joint Housing Land Availability Study



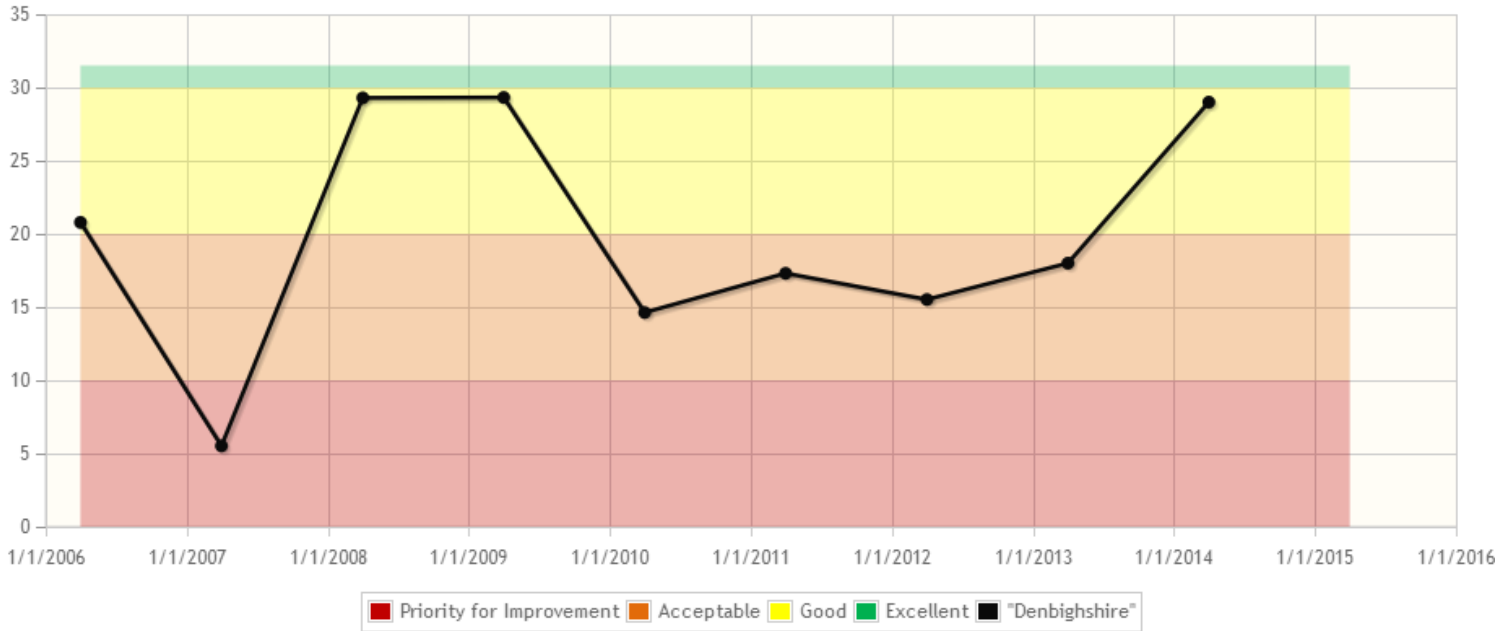
PSR007a

Of the Houses in Multiple Occupation known to the local authority, the percentage that have a full license



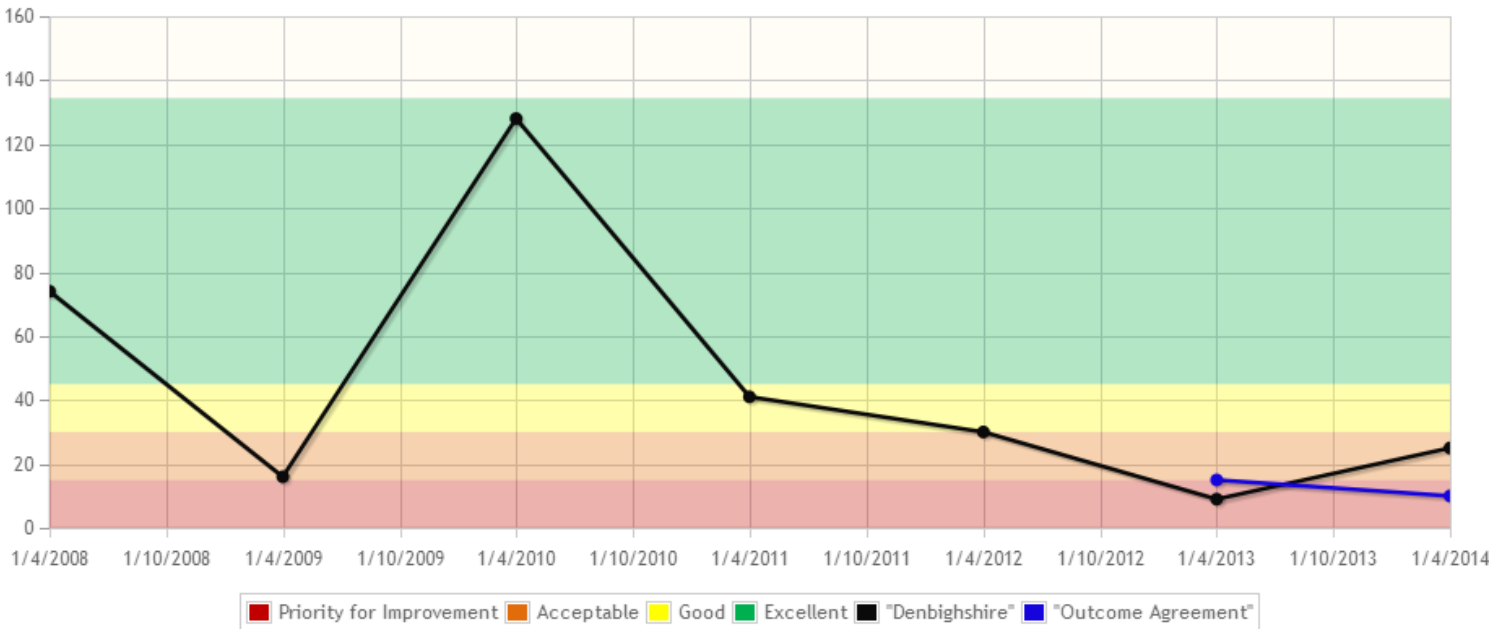
LI-PLA006

The number of additional affordable housing units granted planning permission as a percentage of all additional housing units granted planning permission during the year



HCD101i

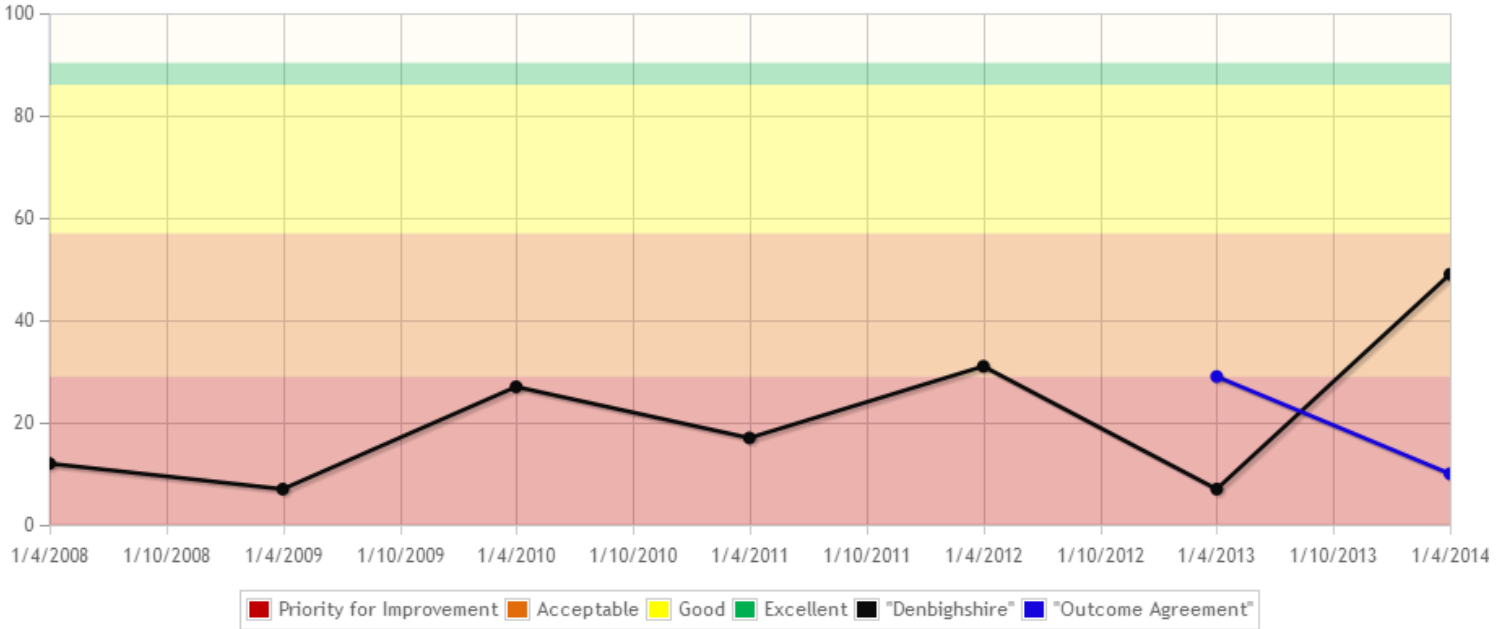
The current supply of social housing



Latest Data Comment

2014/15 New indicator PPPAH001 for 2015/16. See Annual Performance Report.

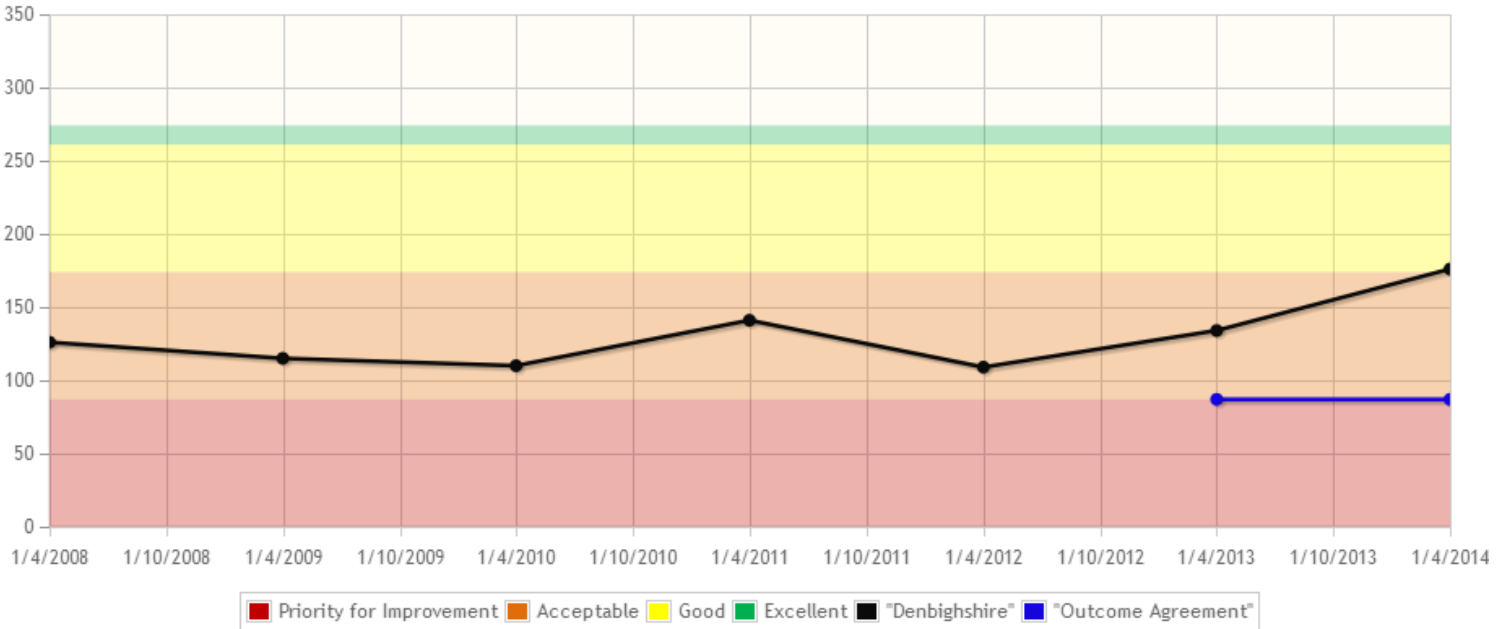
HCD102i The current supply of affordable housing



Latest Data Comment

2014/15 New Indicator PPPAH001 for 2015/16. See Annual Performance Report.

HCD103i The current supply of market housing



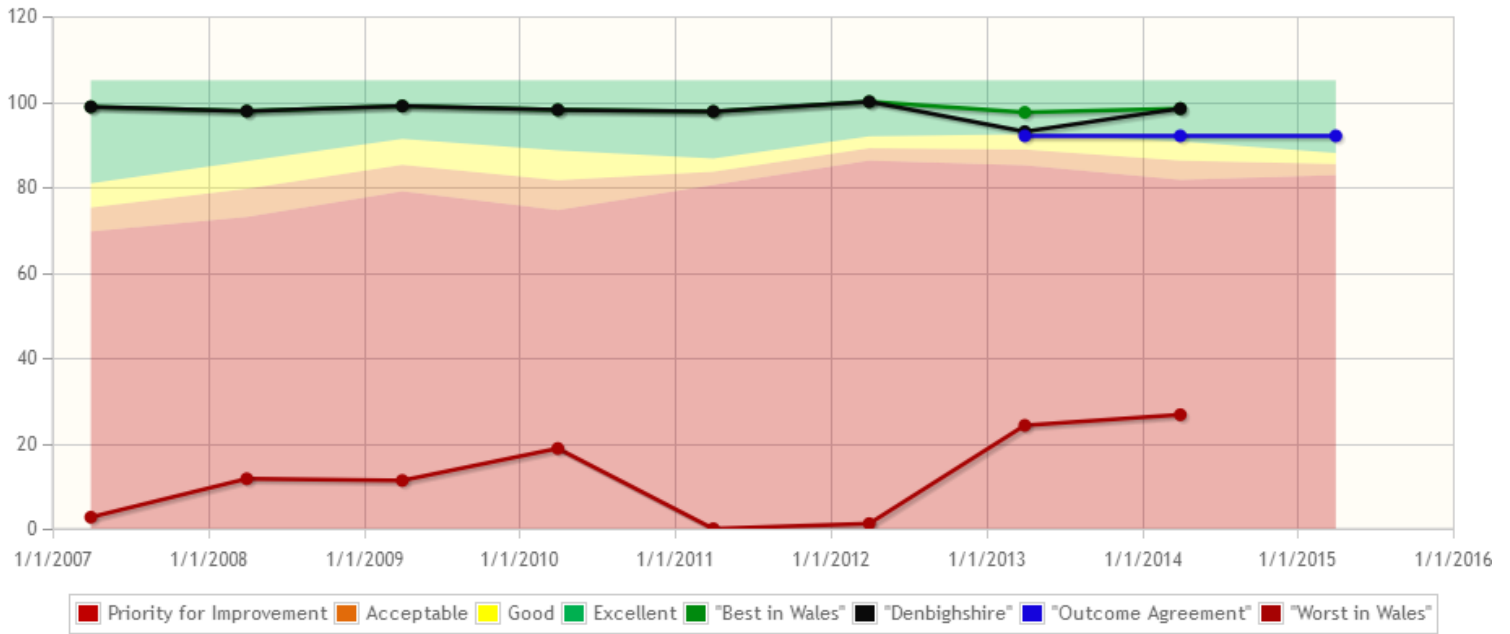
Latest Data Comment

2014/15 This indicator is now PPPMH001 - count only.

Measures

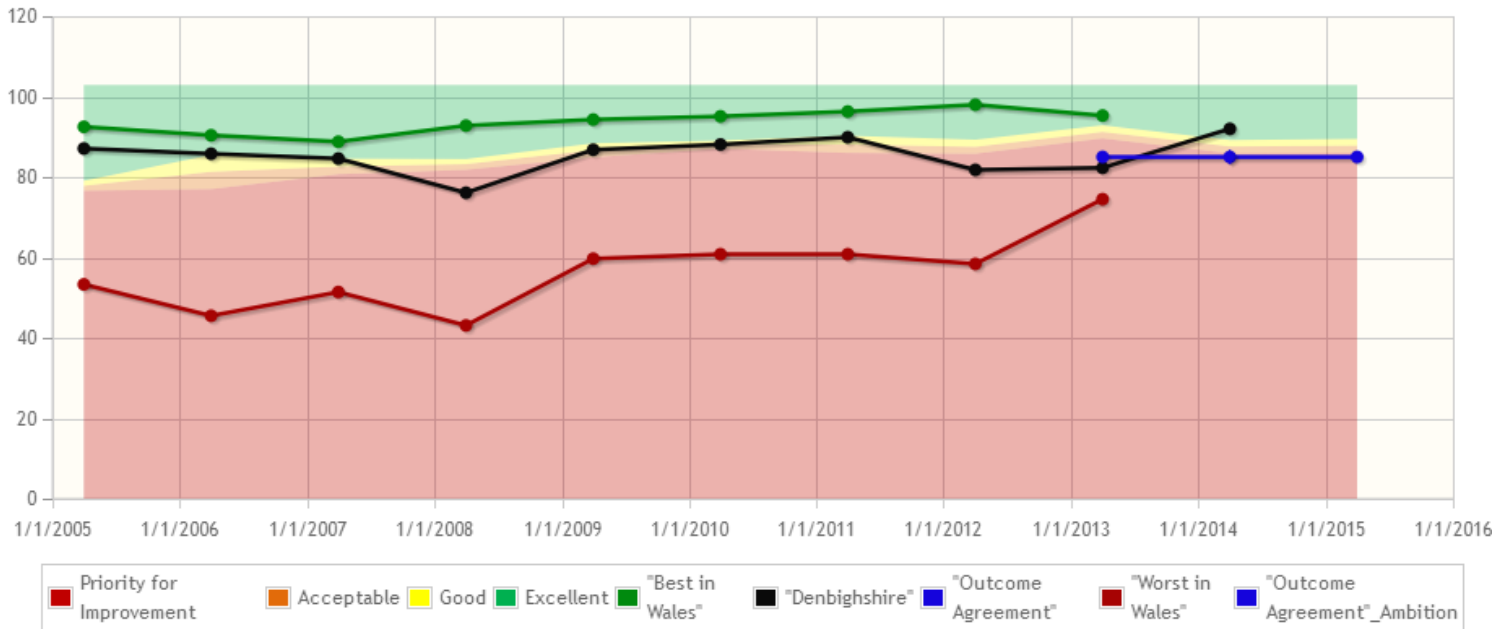
HHA013

The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months



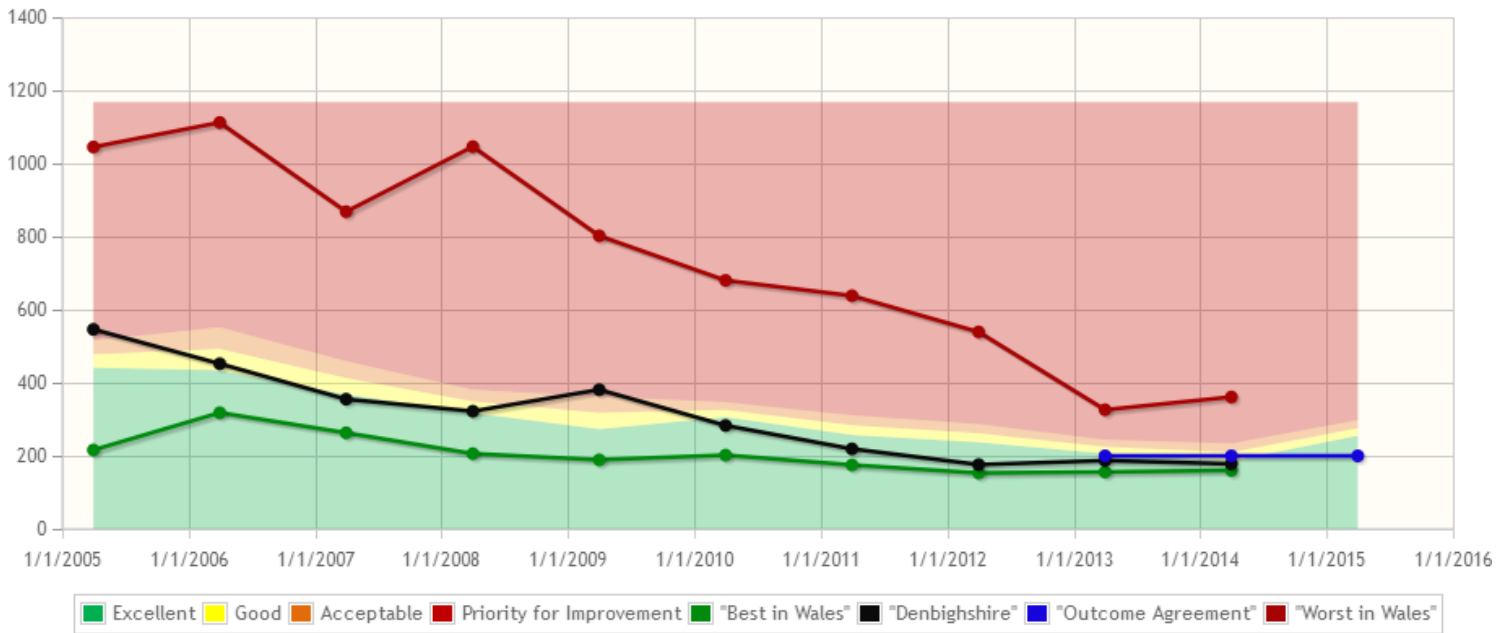
PLA004c

The percentage of householder planning applications determined during the year within 8 weeks



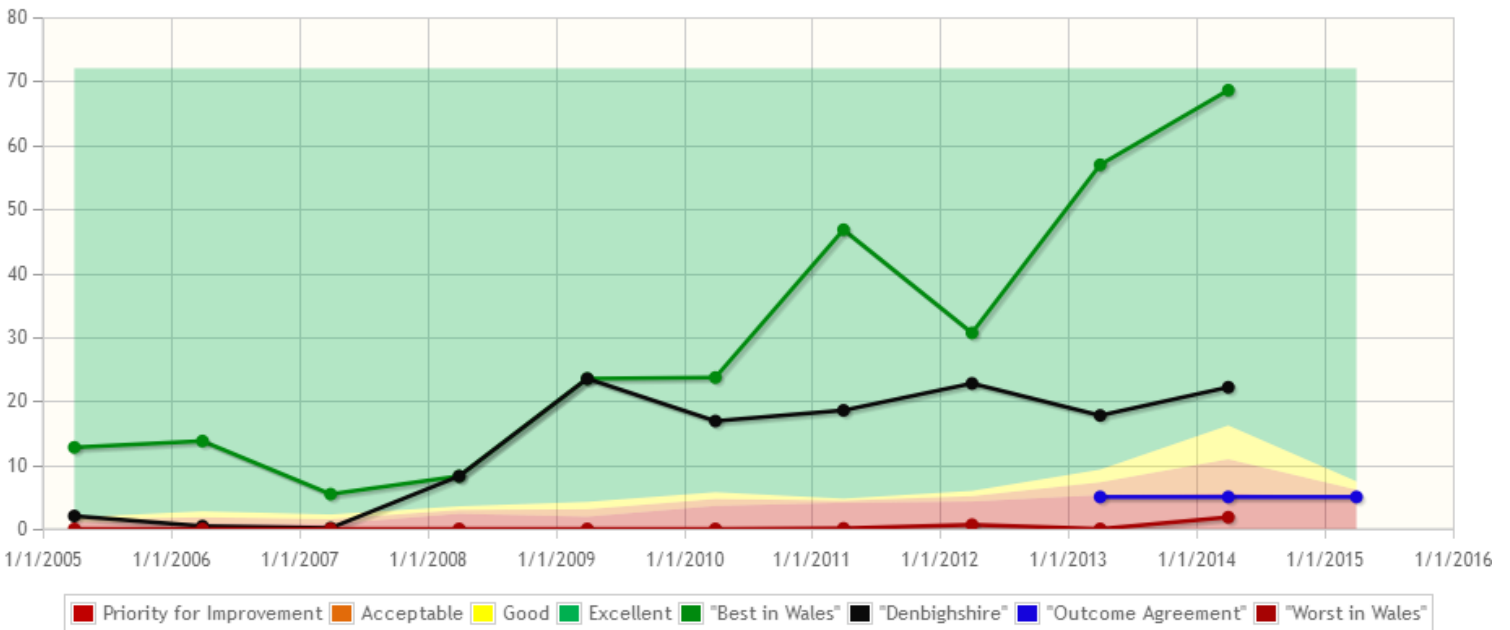
PSR002

The average number of calendar days taken to deliver a Disabled Facilities Grant



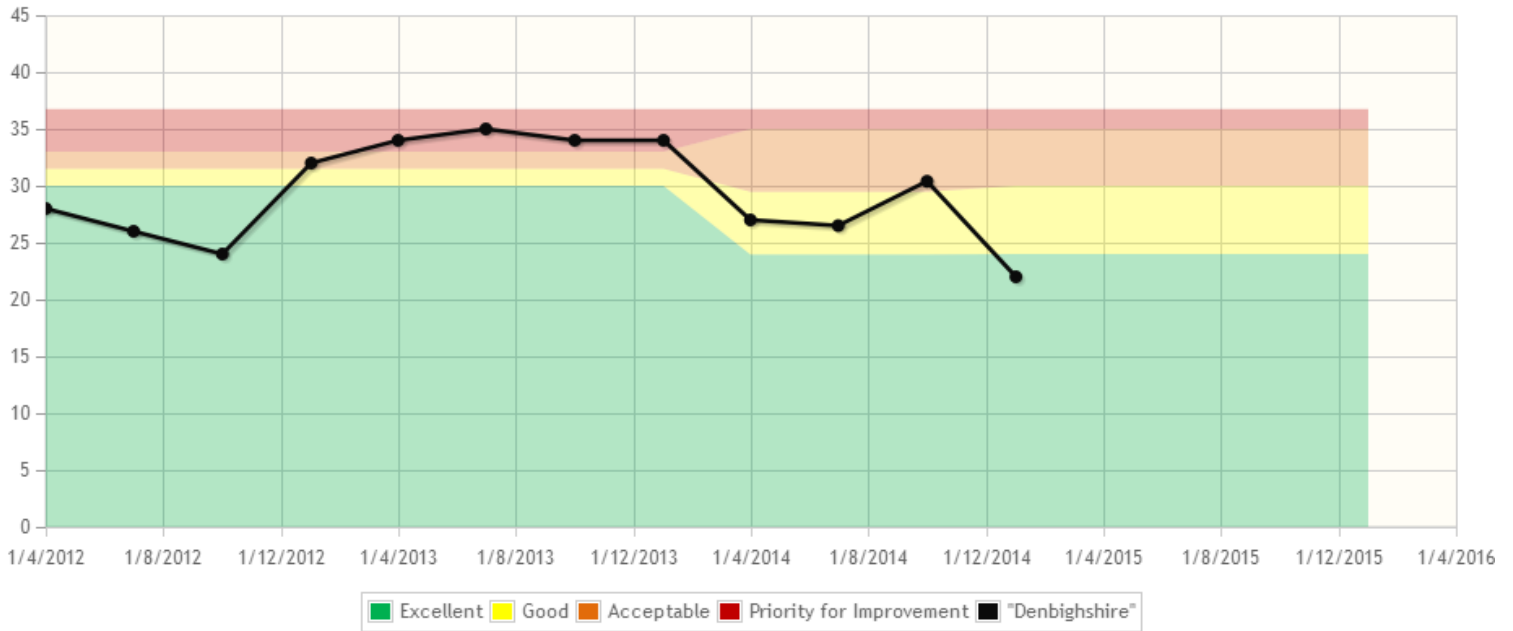
PSR004

The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority



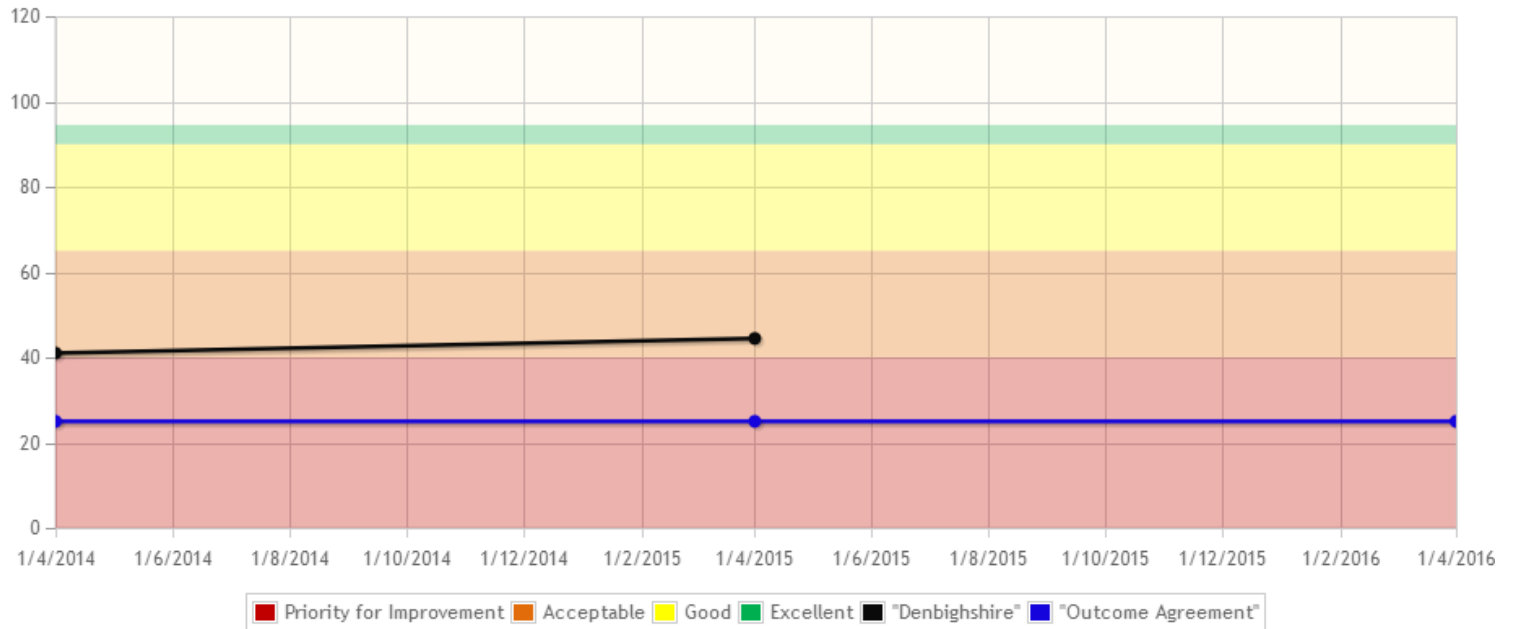
Q-CMPI03

The number of calendar days taken to let empty properties (council stock) - General Need & Housing for Older People



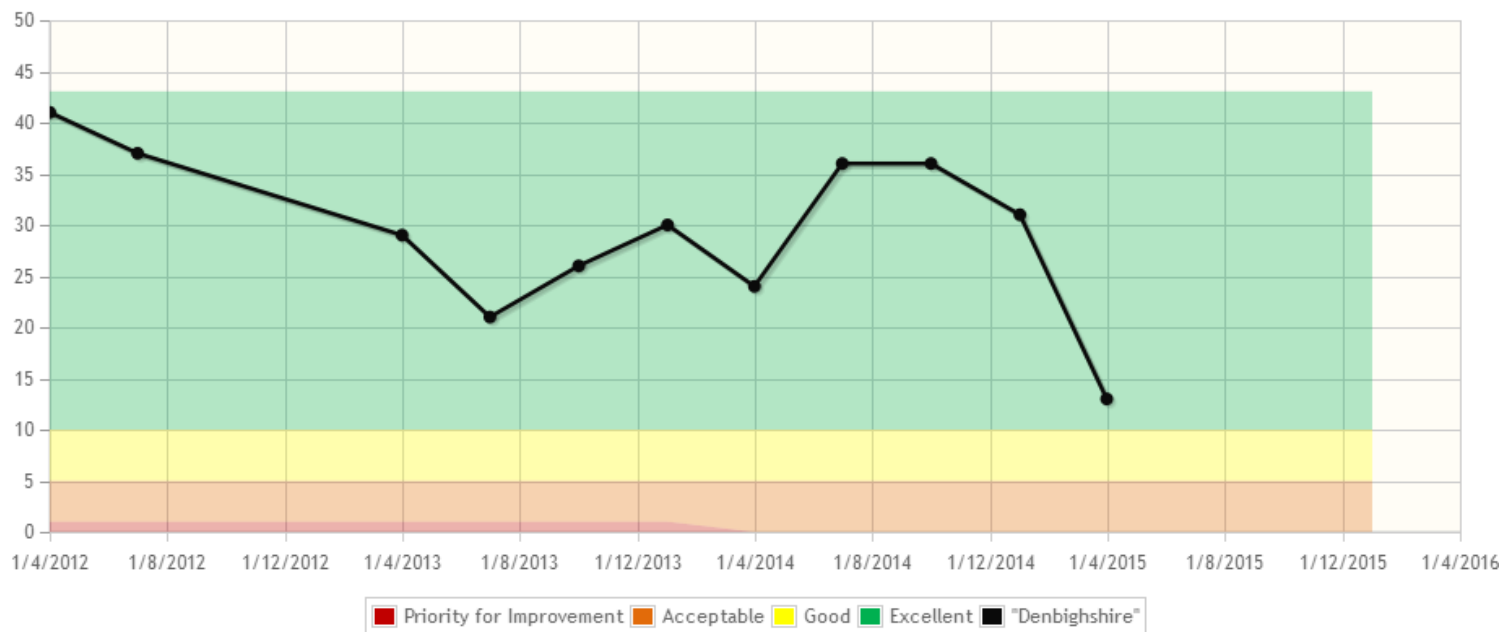
HMKPI001

The percentage of core KPI's Benchmarked with HouseMark that are in the top quartile



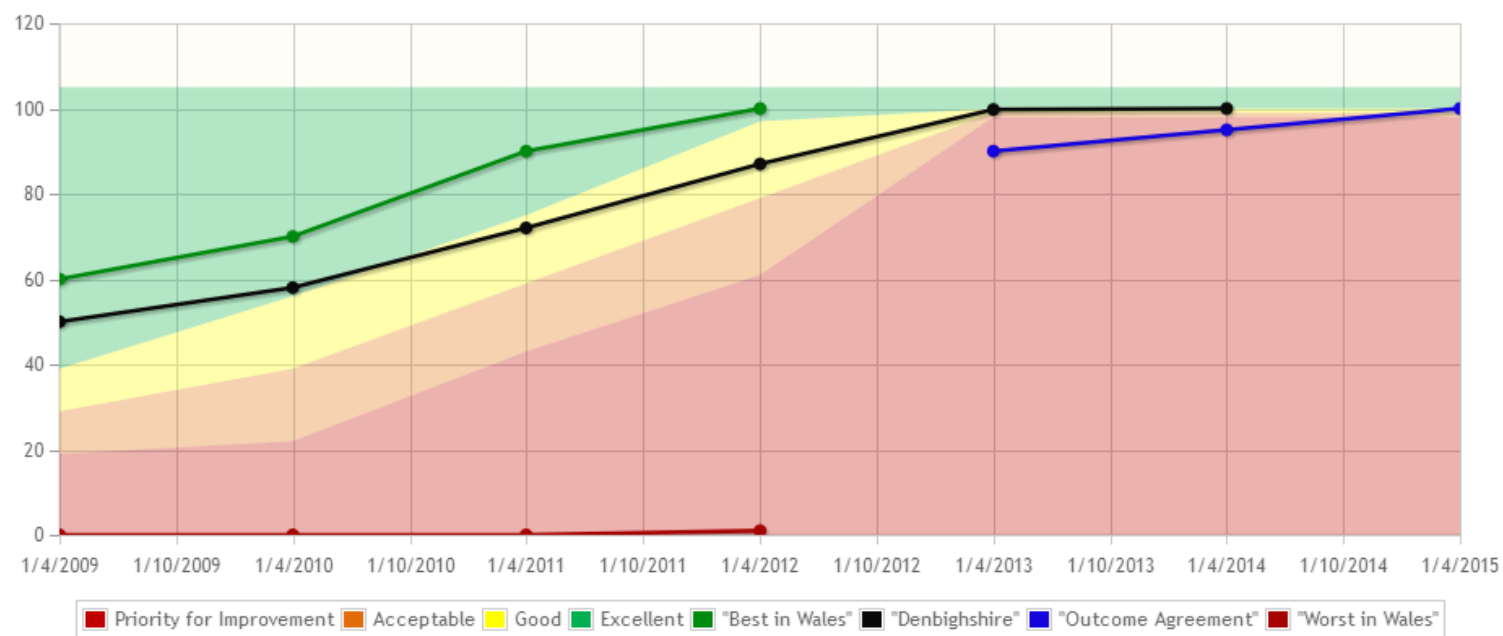
Q-LI/HS/13

The number of potential homeless people assisted to find a home



Y-HSG304m

The percentage of council properties compliant with the Welsh Housing Quality Standard



Activities				
	HCD101a	Develop and follow action plan to work more closely with PRS to achieve more solutions i.e. increasing the supply of good quality, energy efficient, affordable private rented homes, reduce tenancy breakdown within sector to prevent homelessness and increase access to sector to relieve homelessness	01/08/13	30/06/14
	HCD103a	Develop and deliver a Housing Strategy	01/04/14	31/03/16
	HCD104a	Deliver 38 units of new affordable housing in 14/15 within Denbighshire	01/04/14	01/03/15
	HCD105a	Improve arrangements for Move On accommodation from supported housing to allow more service users to move into independent living, so that supported housing resources can be better used to accommodate the most vulnerable	01/04/14	31/03/15
	HCD106a	To tender the grounds maintenance service in 2014/15 which shall result in a new service provider being appointed to deliver the service in 2015/16 and shall support the councils obligations to levy charges in accordance with the requirements from Welsh Government.	01/04/14	30/09/14
	HCD107a	To negotiate a settlement with Welsh Government for the abolition of the Housing Revenue Account Subsidy System which places the Council in the best possible position to take forward its strategic priorities including the development of new build council housing	01/04/14	31/03/15
	PPP201a	Deliver the Renewal Area projects in Rhyl to improve the conditions of private sector housing and environmental enhancements	01/04/14	31/03/16
	PPP202a	Implement new Welsh Government home loan scheme to allow home owners to improve conditions in the private housing stock	01/04/14	31/03/16
	PPP203a	Take a pro-active approach to encourage the private sector to bring forward allocated housing sites, to deliver mixed type and range of housing, by producing master plans, planning briefs and SPGs	01/04/14	31/03/15
	PPP204a	Identify service contribution to improving standards in private rented sector housing	01/04/14	31/03/15
	PPP205a	Ensure as many Affordable Houses as possible are provided through the planning system and other methods of delivery	01/04/14	31/03/16

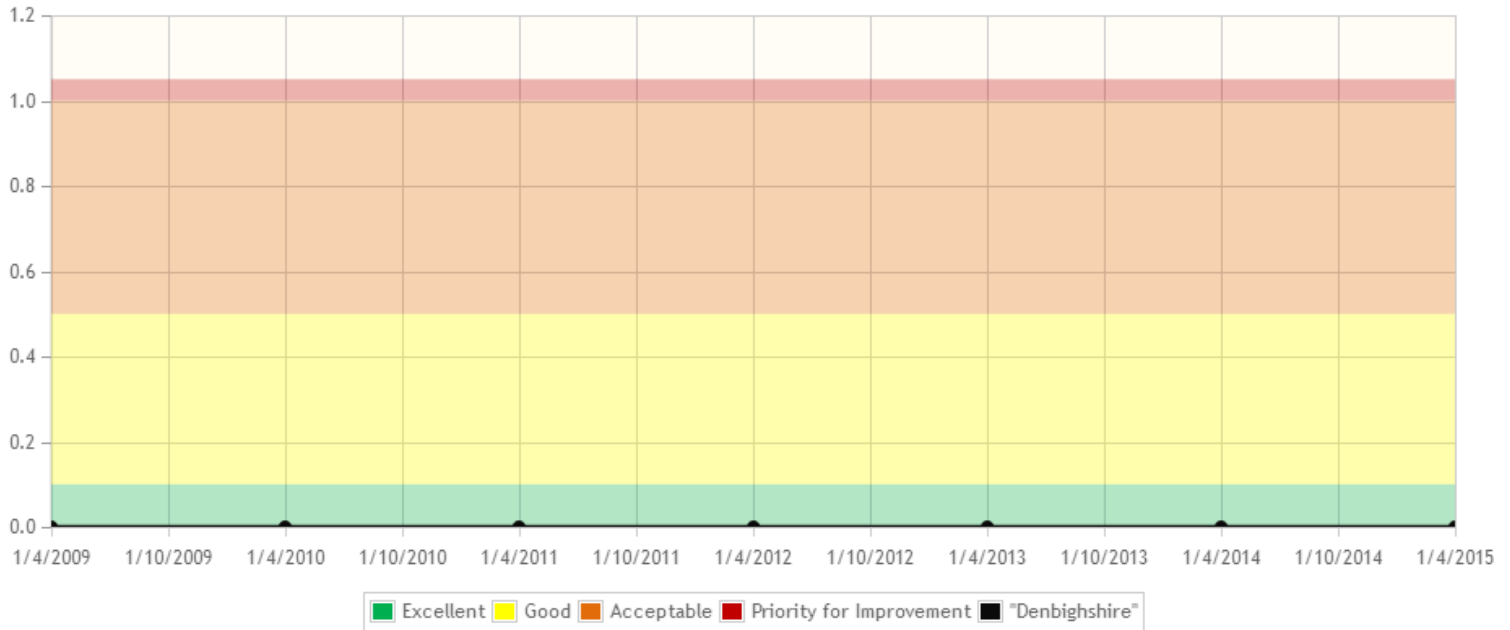
Outcome 13 - Services will continue to develop and improve

General Information

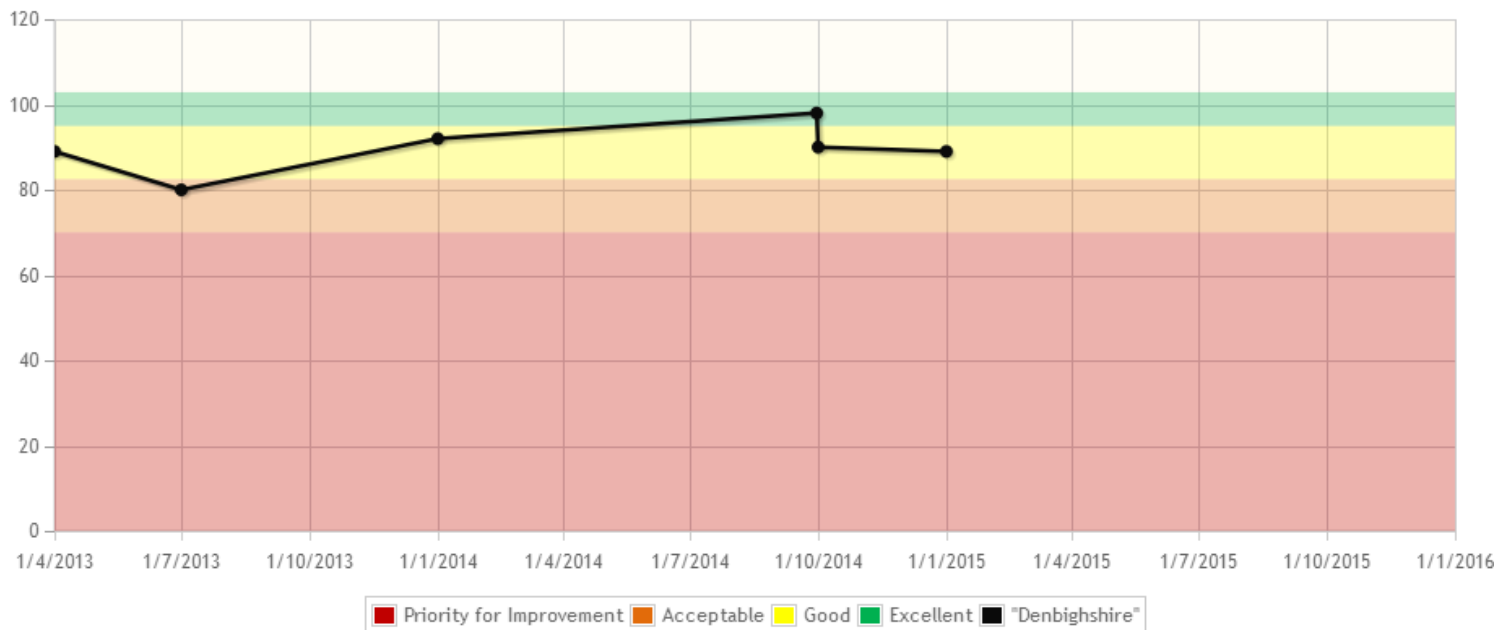
Status **Good**

Indicators

BPP1002 The number of formal recommendations for improvement within the WAO Improvement Reports



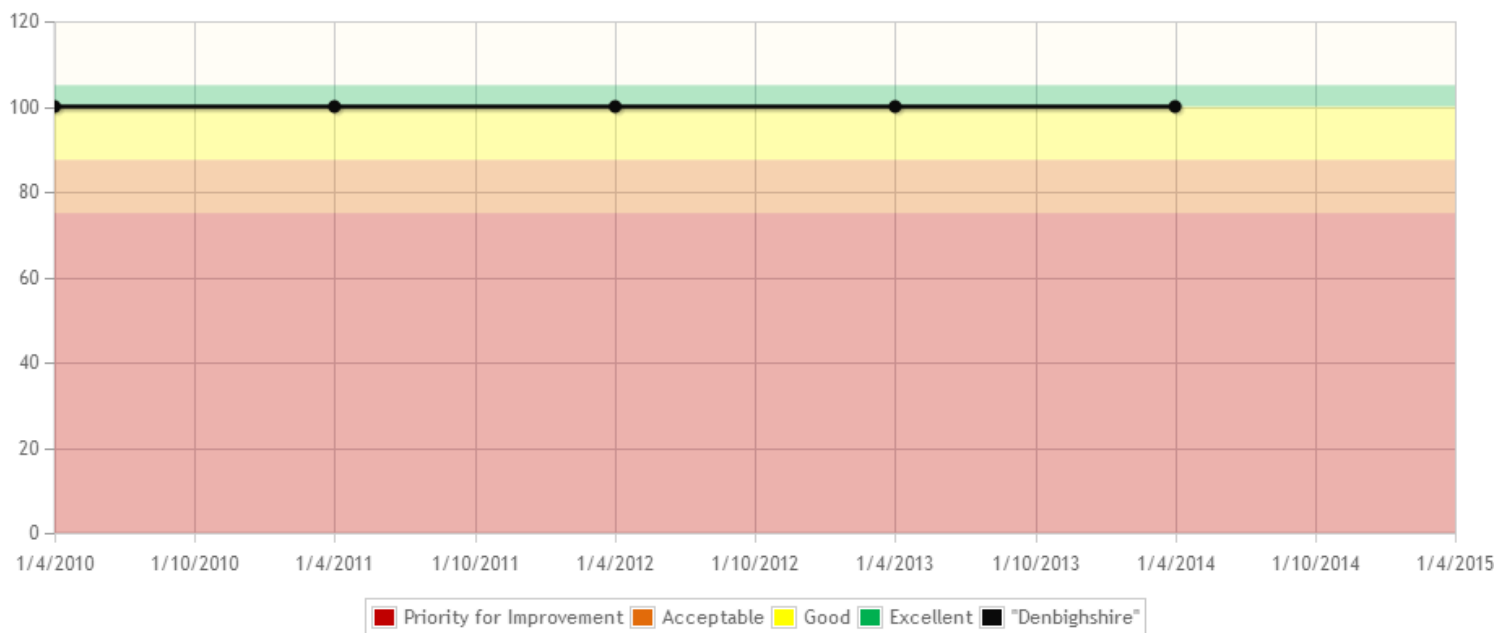
BPP101i The percentage of Open projects generating a Green or Yellow ROYG status in terms of being on-track to deliver their outputs according to pre-defined scope



Measures

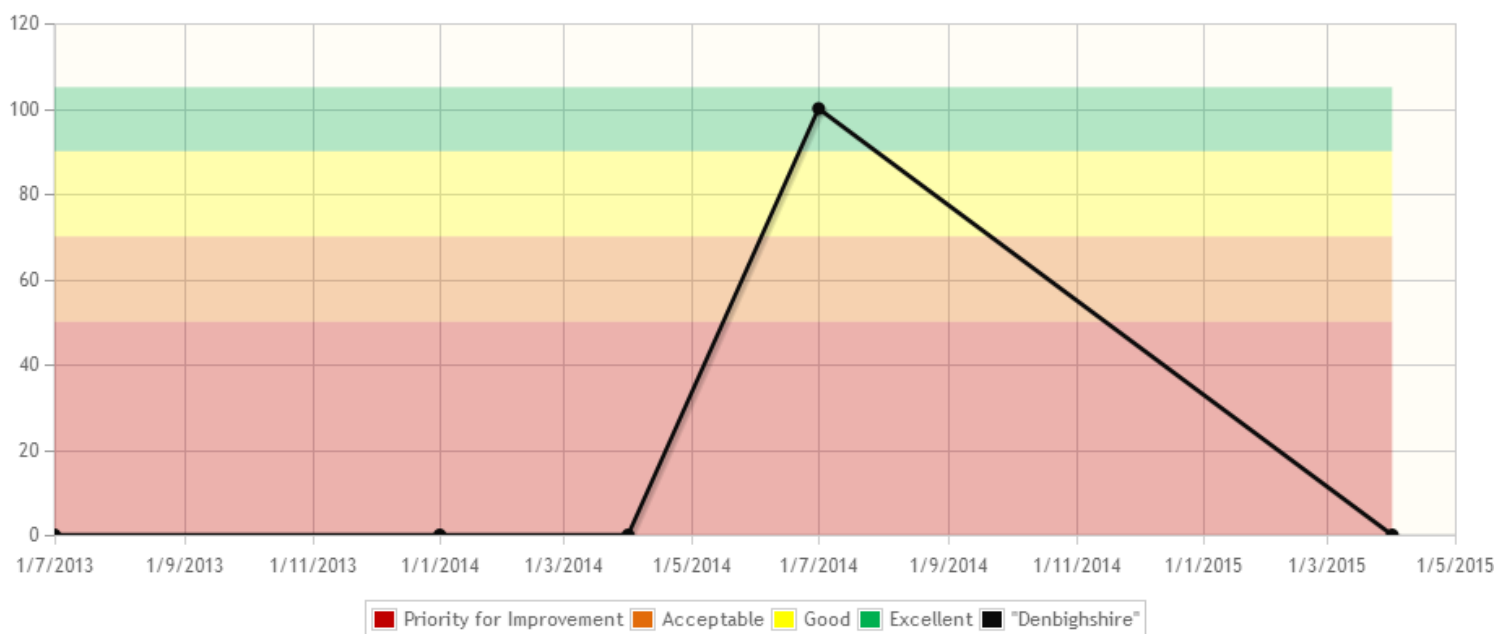
BPP1004

The percentage of Outcome Agreement Grant awarded by WG



M102m

The percentage of Modernisation projects that were due a post-implementation review this quarter that have been subject to one



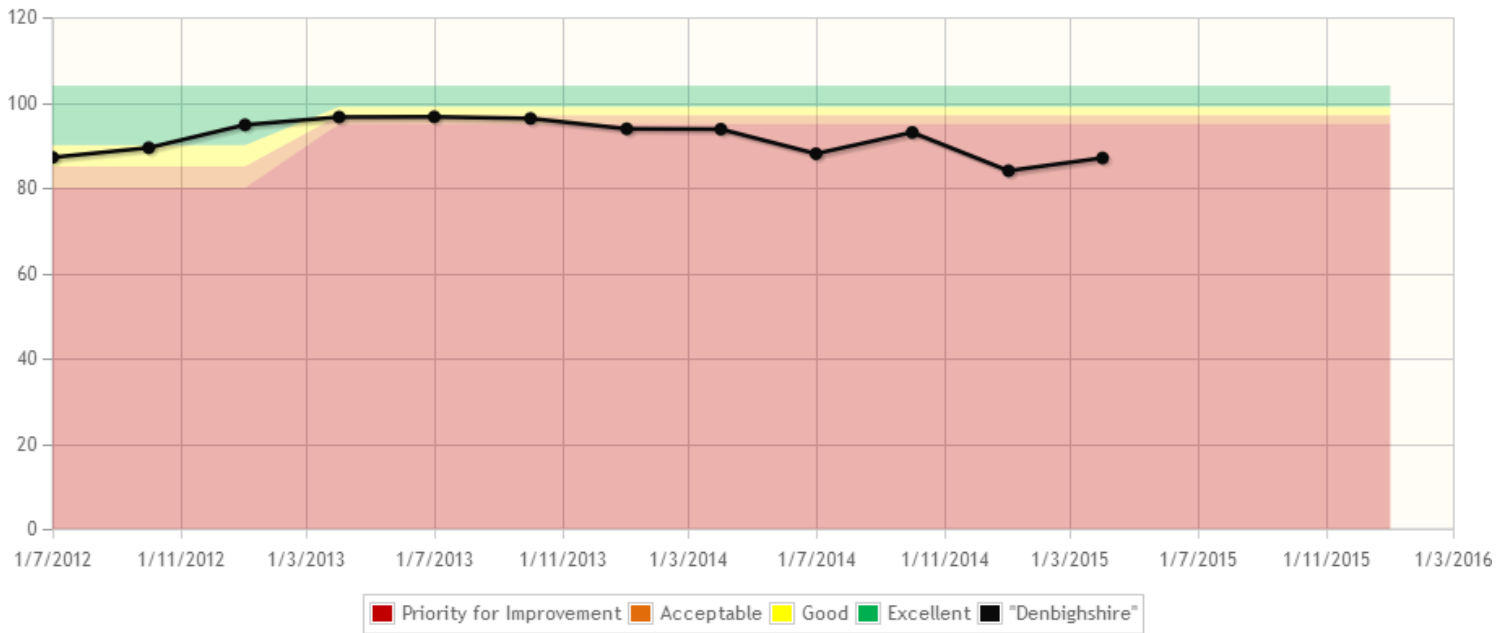
Latest Data Comment

01/04/15

No Modernisation projects were due a post-implementation review during quarter 1 2015/16

PCOTDCC

The % of external stage 1 complaints that are responded to within corporate timescales (DCC)

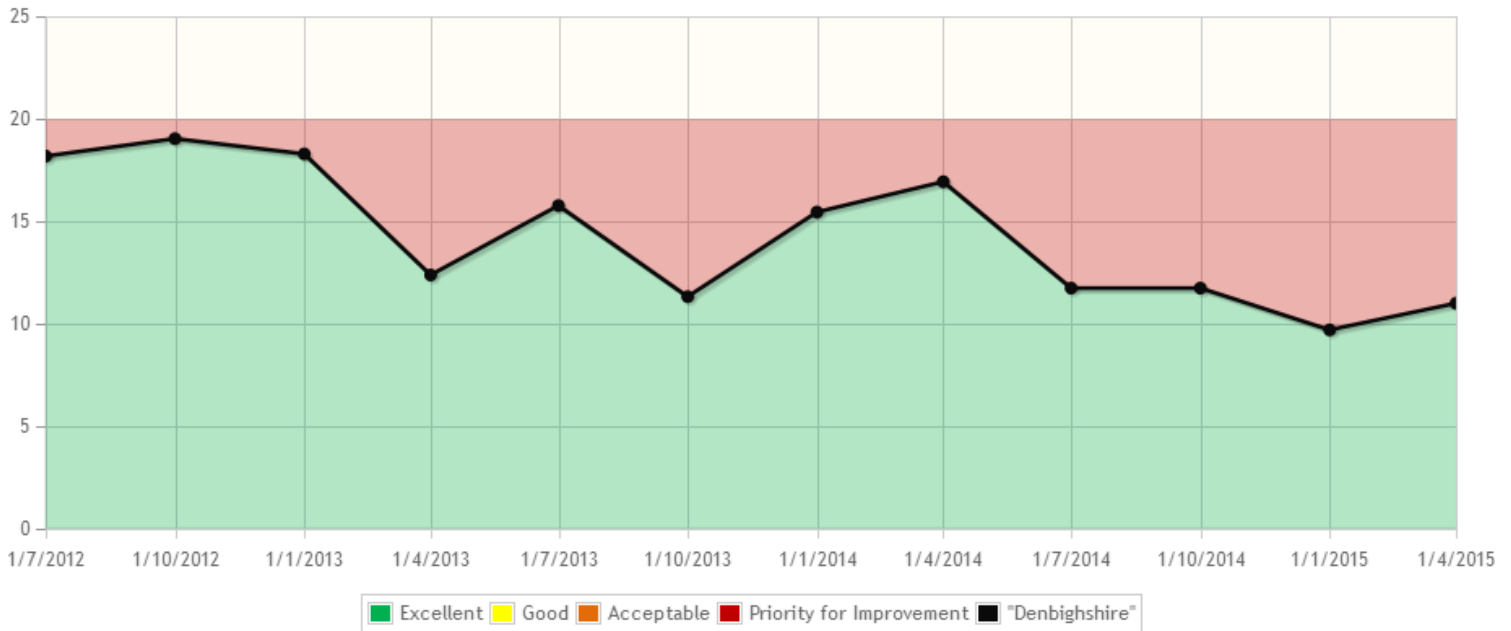


Latest Data Comment

2014/15 A report has been sent to the Performance Scrutiny Committee.

ROCDCC

The rate of stage 1 complaints received by Denbighshire County Council per 10,000 population



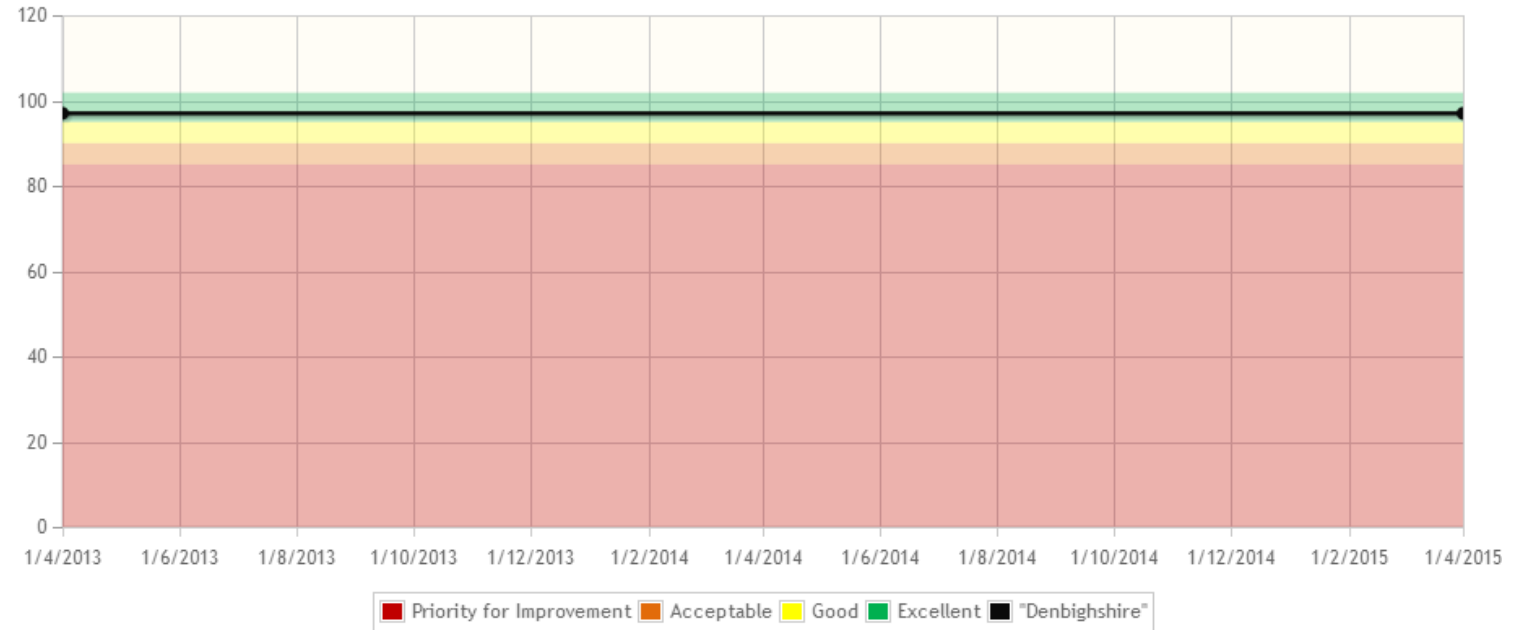
Outcome 14 - More flexible and effective workforce supported by cost efficient infrastructure

General Information

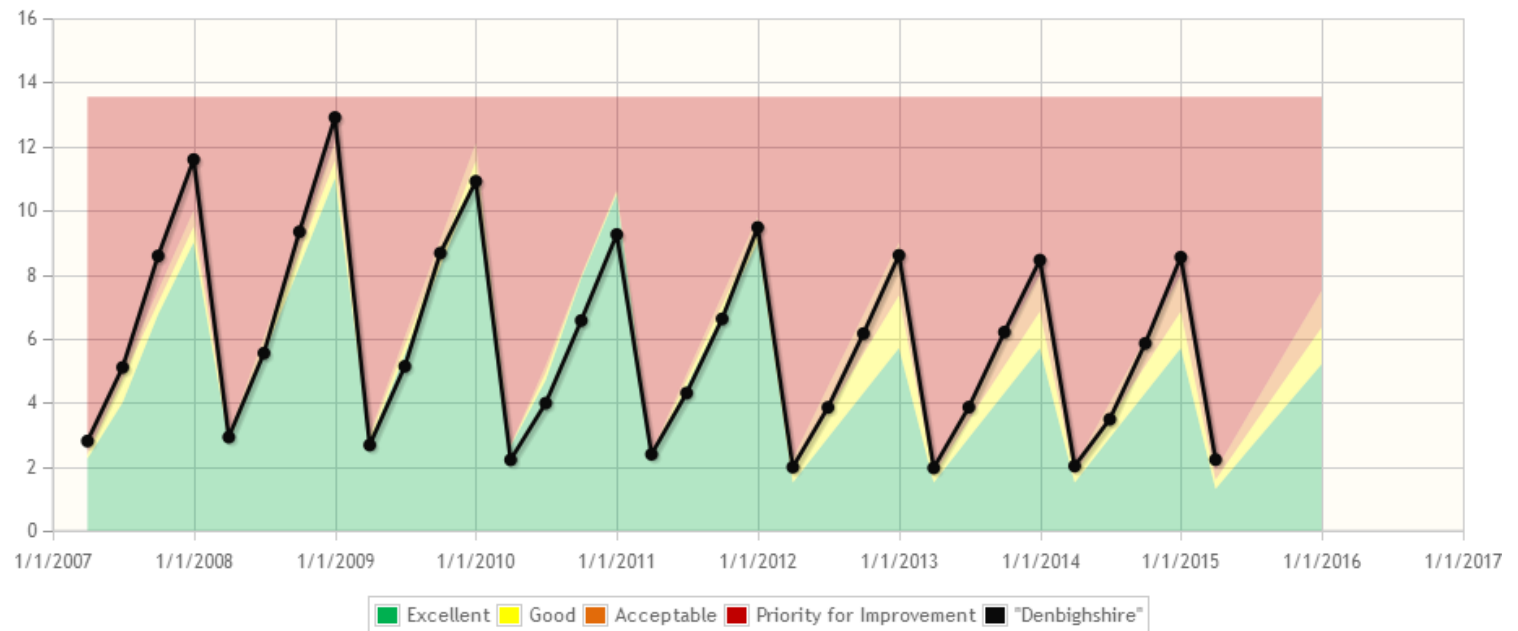
Status **Acceptable**

Indicators

M202a Staff Survey Q3a - The percentage of staff responding positively to the statement: I have the skills to do my job effectively



QCHR002 (Corporate) The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence

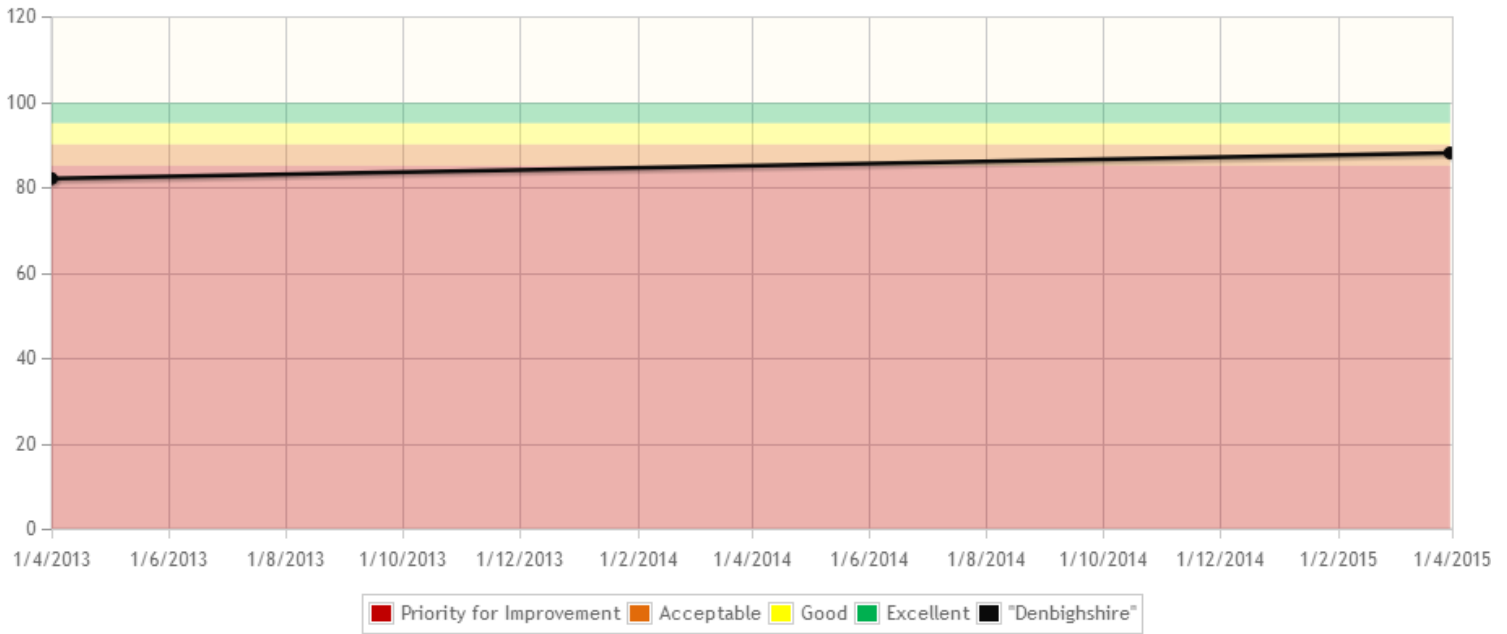


Latest Data Comment

2014/15 HR Business Partners are aware of the sickness levels being high across a number of services and have raised that with their service areas and we have started to tackle some of the issues in those services.

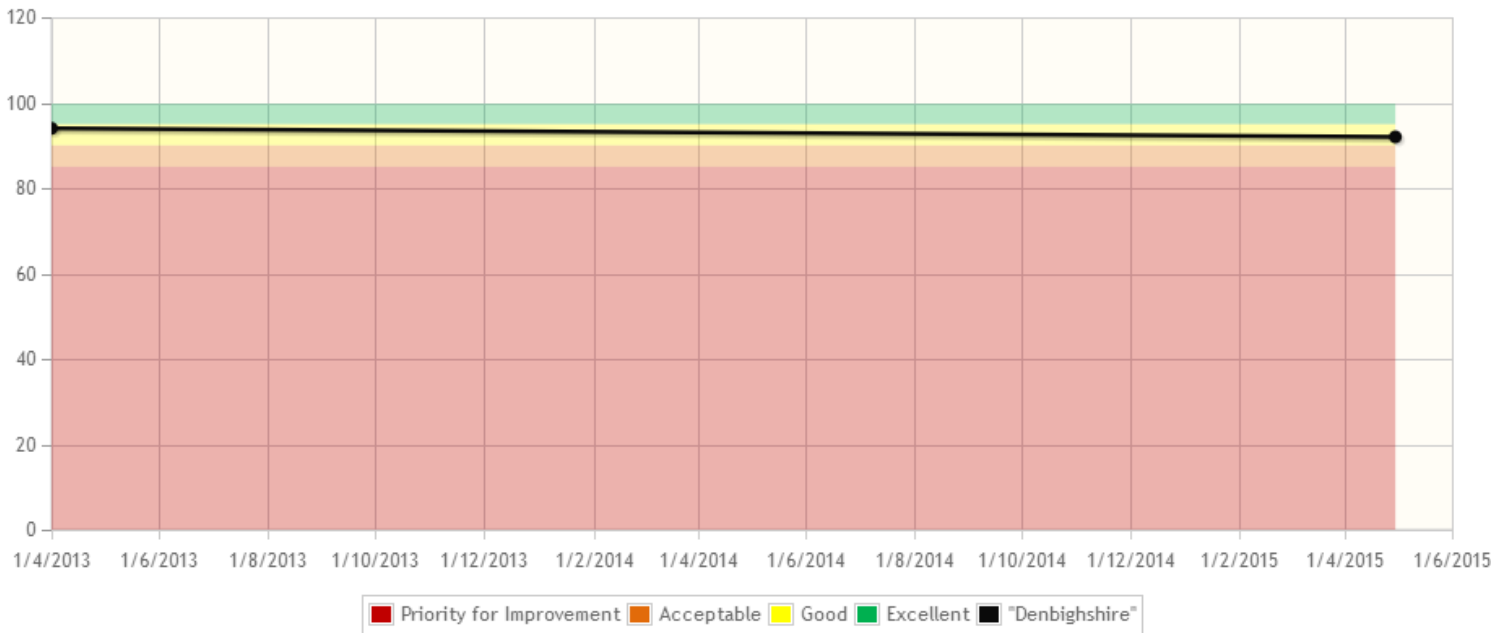
SSQ13a

The percentage of staff responding positively to the statement: I have access to the information and IT I need to work efficiently



SSQ1A

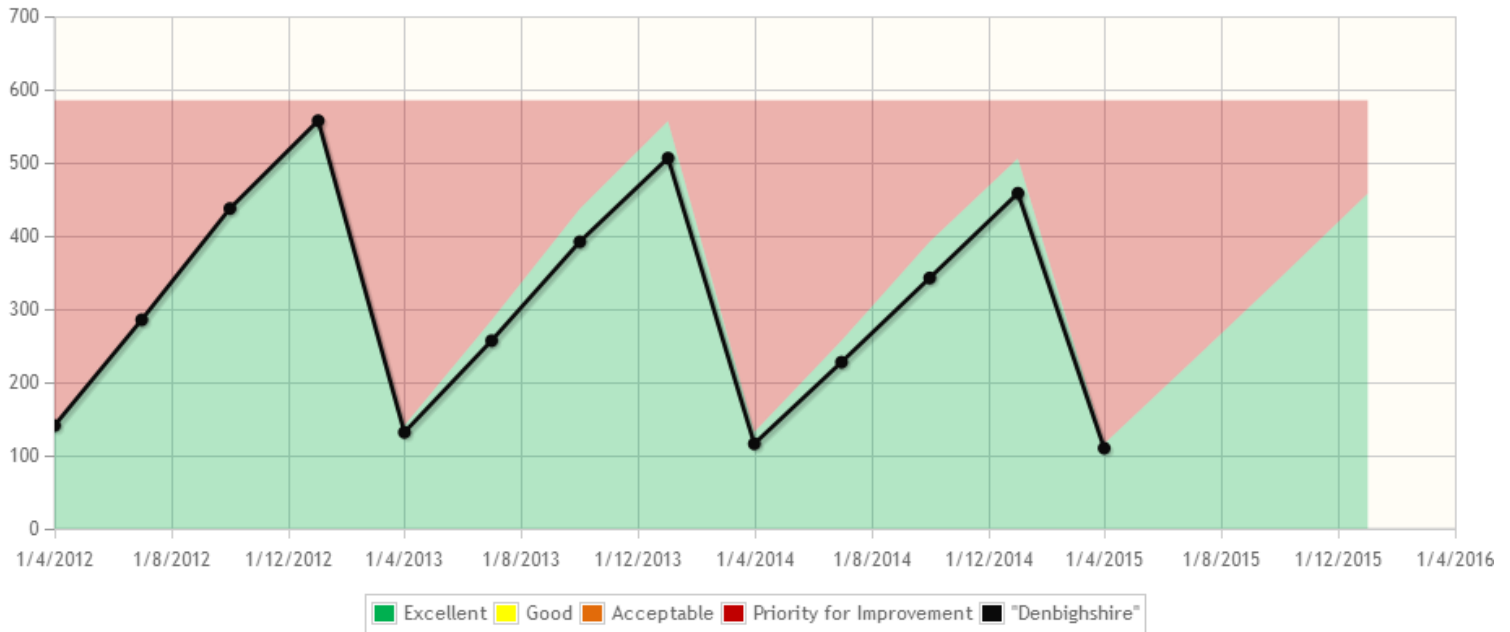
The percentage of staff responding positively to the statement: I know what is expected of me



Measures

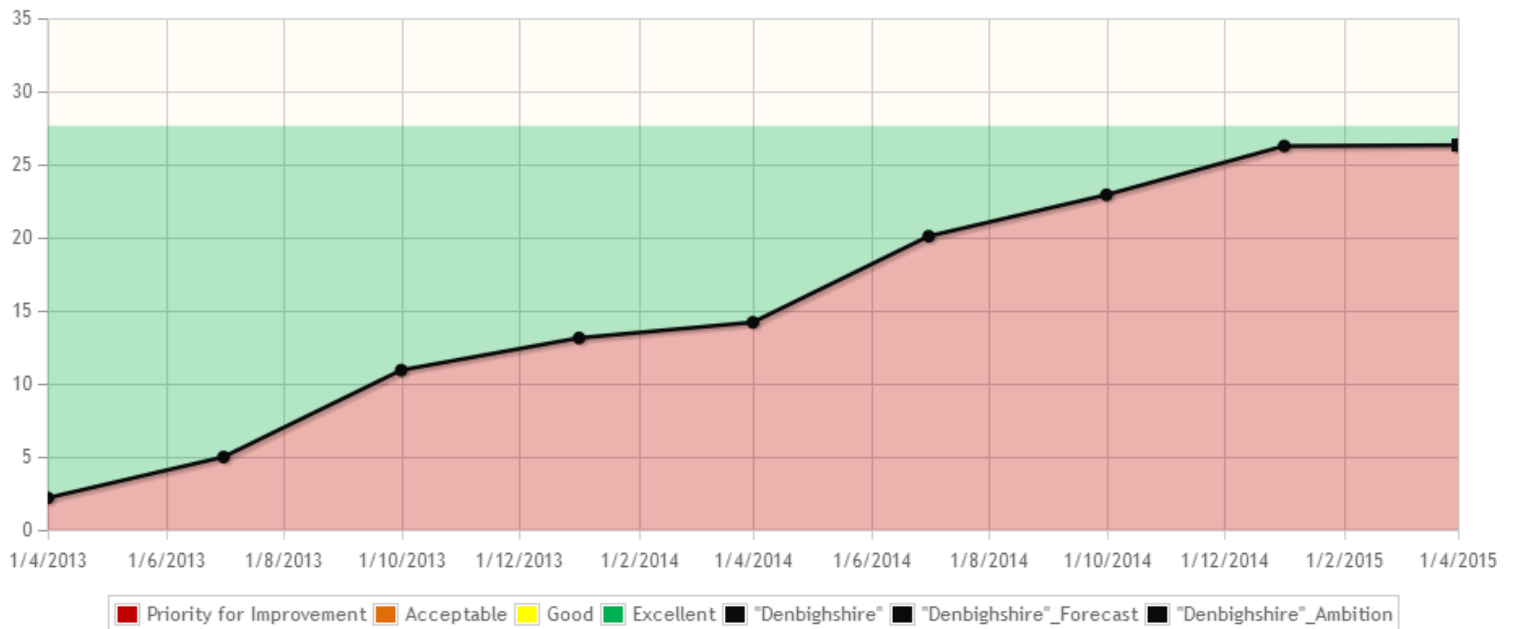
ABMCORP

The average number of business miles recorded per FTE across all corporate services



CES301

The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels



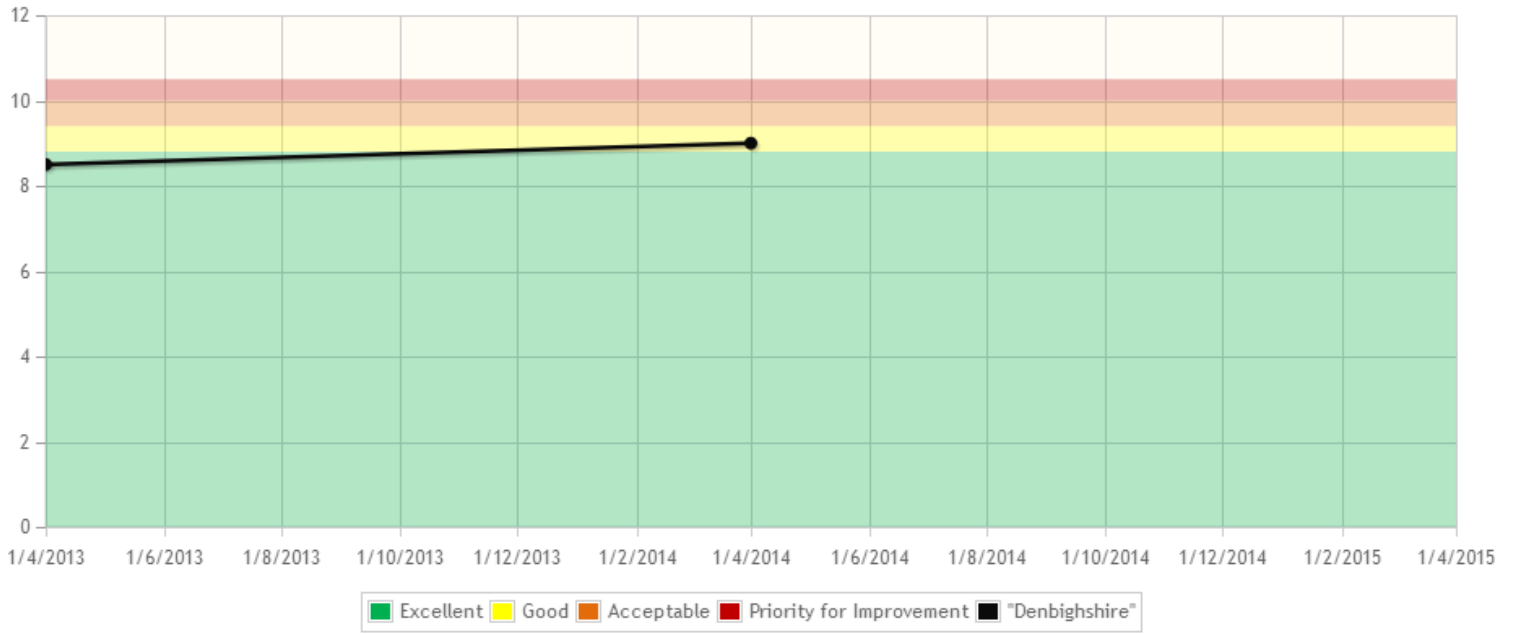
Latest Data Comment

2014/15

This measure is just a count of transactions. Performance appears to be levelling-off at 26%.

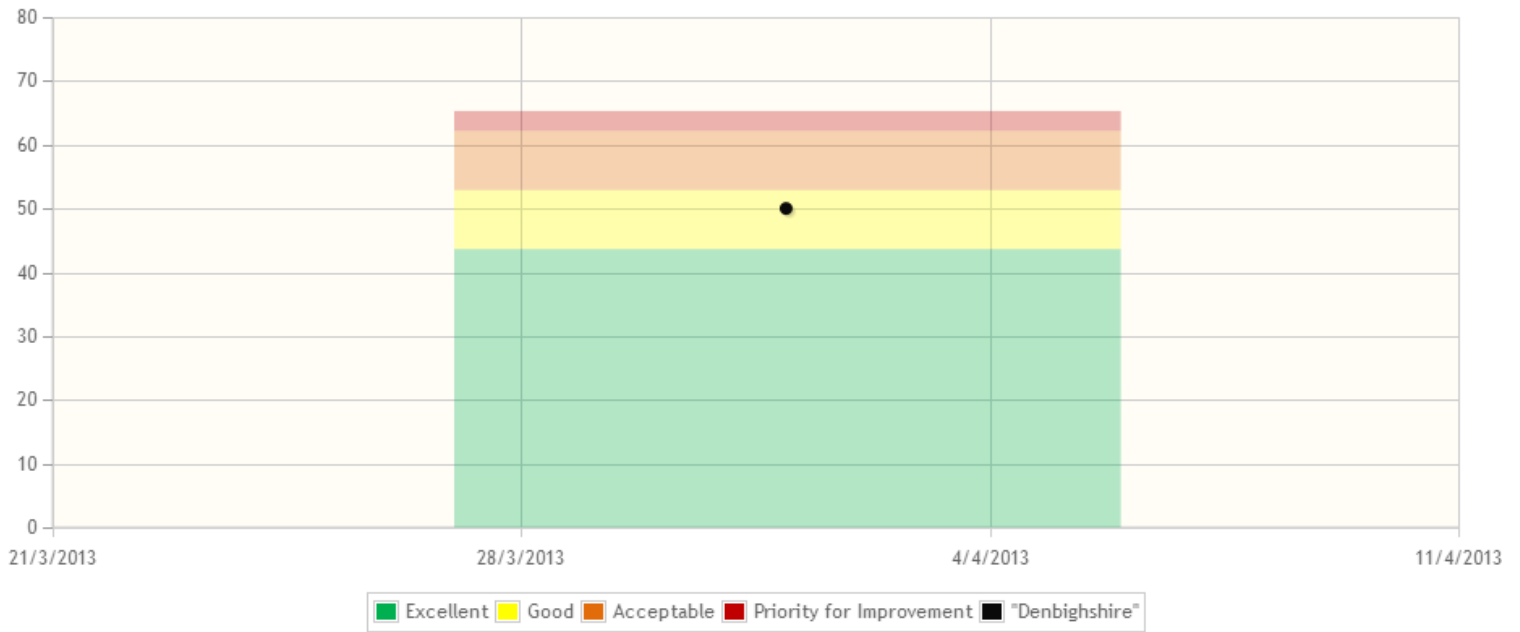
FAA101m

Corporate office space occupied by Denbighshire County Council (m2) per FTE



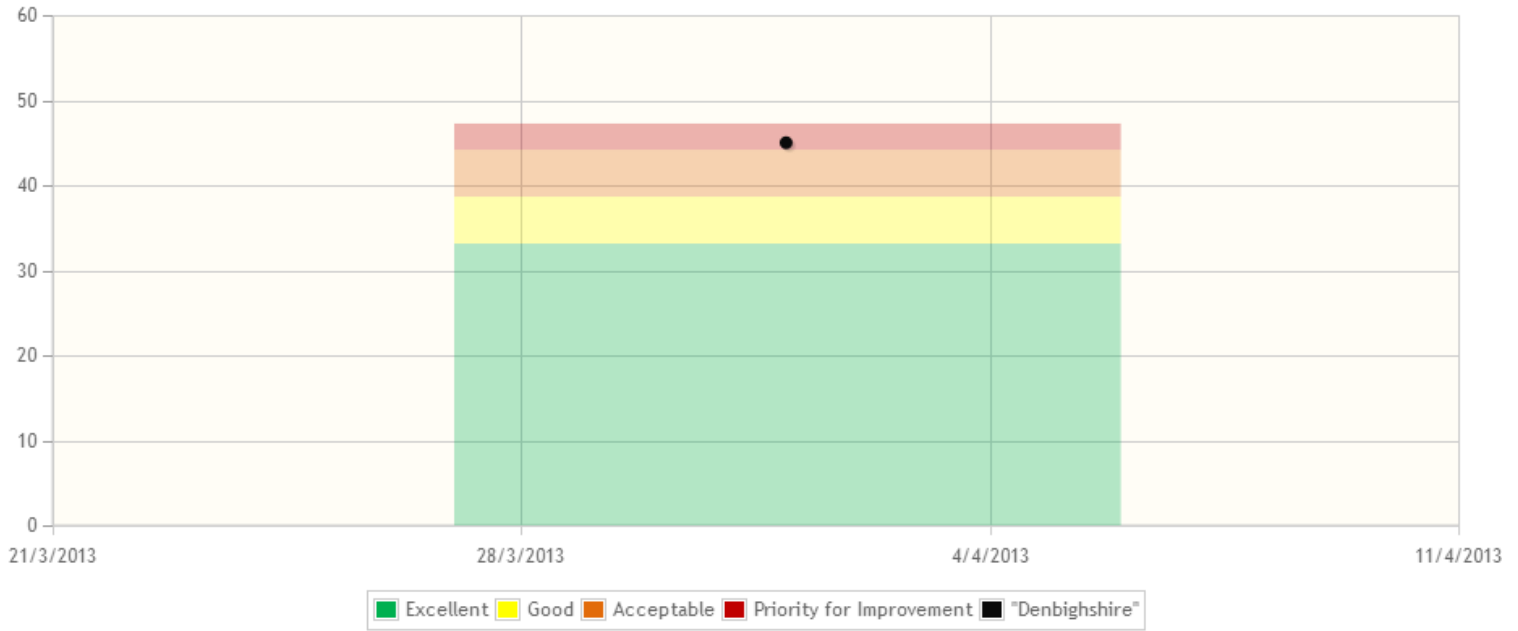
FAA110i

Carbon emissions (carbon kgs) per m2 of Denbighshire's corporate office space



FAA111i

Carbon emissions (carbon kgs) per m2 in Denbighshire's primary schools



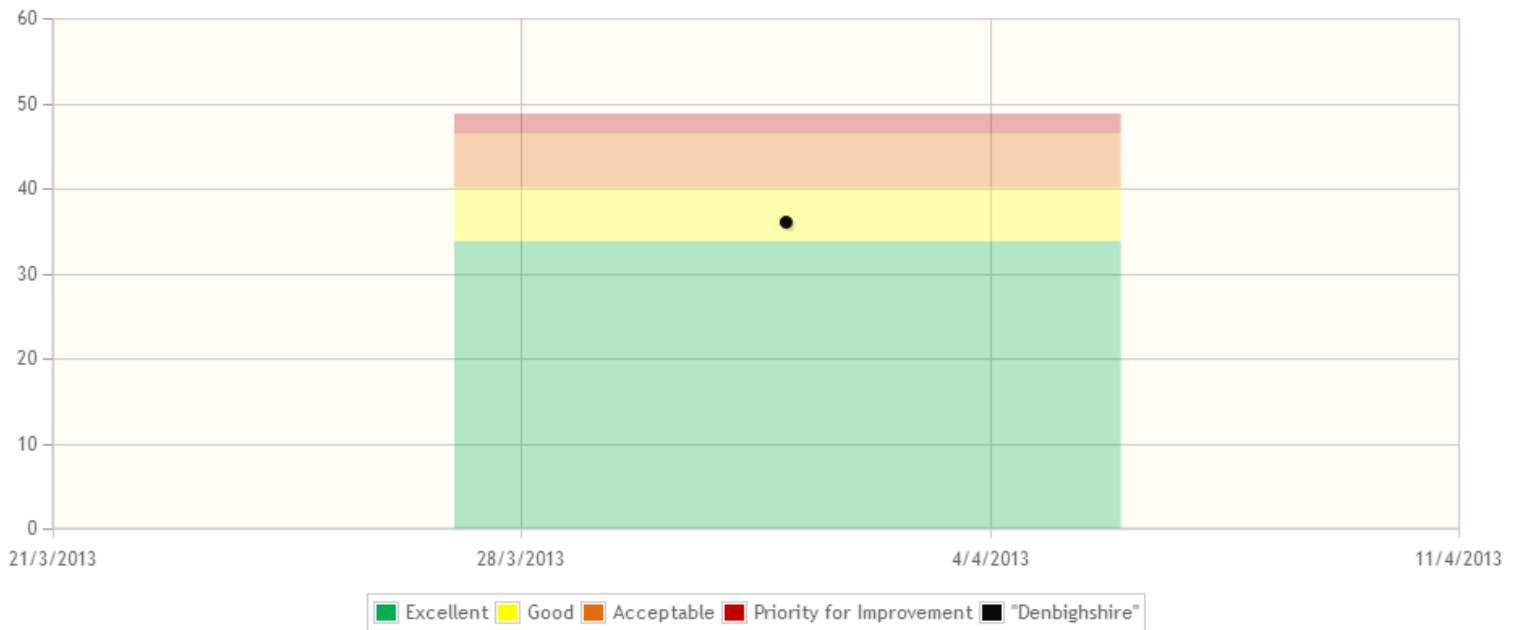
Latest Data Comment

2014/15

This performance is attributed to the fact that Denbighshire has a high proportion of old primary school buildings, and mobile classrooms. There has also been an increase in IT use in primary schools, which contributes to carbon emissions

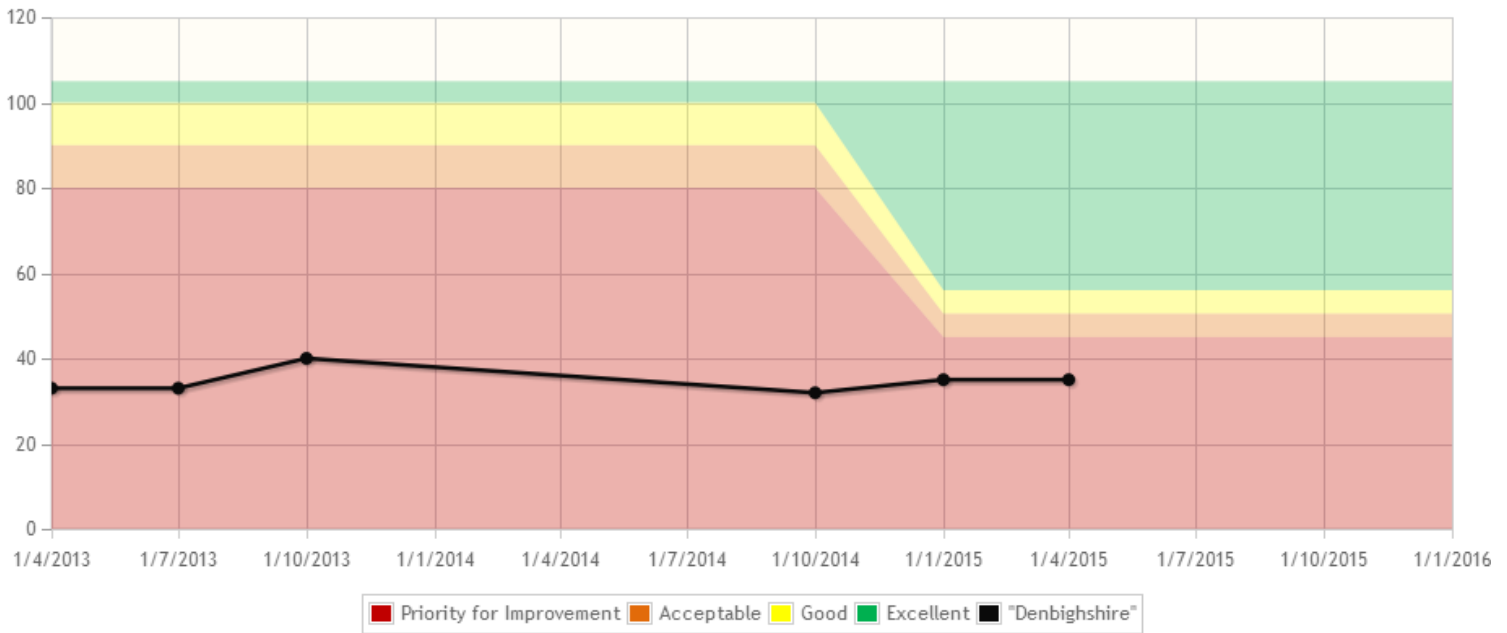
FAA112i

Carbon emissions (carbon kgs) per m2 in Denbighshire's secondary schools



ICT106i

The percentage of non-school staff who have been equipped for agile working



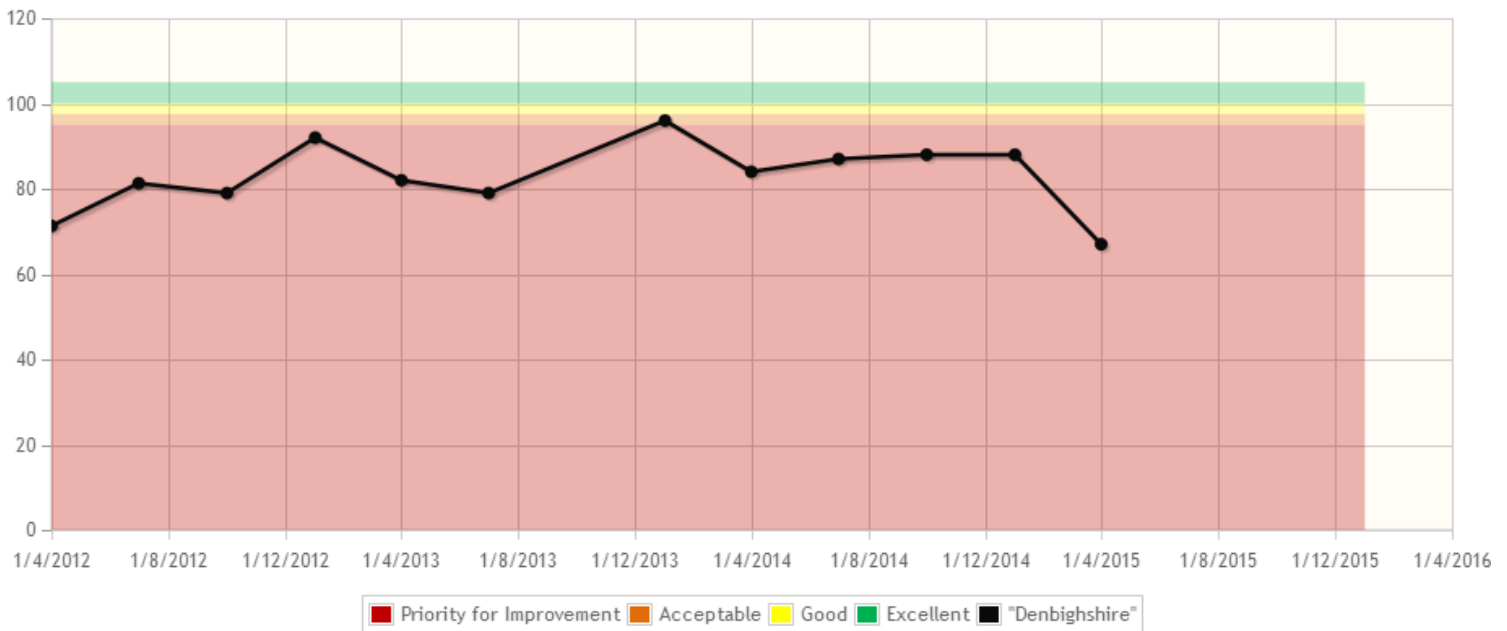
Latest Data Comment

2014/15

This is a red status because we want more of our personnel to work on a more agile basis, but we have a project underway to roll out agile working and this is progressing well.

SHR104i

The percentage of eligible staff that were due a performance appraisal within the last 13 months and have received one (corporately)



Latest Data Comment

2014/15

HR Business Partners receive monthly reports to enable them to monitor more effectively completion percentages are keeping their services informed of the figures.

Activities

PR000157	Electronic Document and Record Management System (EDRMs)	01/04/13	31/03/16
PR000163	E Invoicing & Central Invoice Registration	06/05/13	05/05/14
PR000241	North Denbighshire Accommodation Modernisation	02/09/13	01/09/14
PR000264	Denbighshire Telephony	06/01/14	30/09/16
PR000305	Domino Migration	01/05/14	01/04/15
PR000317	Digital Choice - Getting the Customers Ready	21/10/14	01/11/15
PR000318	Digital Choice - Getting the council ready	01/10/14	

