



**Annual Report of Denbighshire County Council's Scrutiny
Committees 2015/16**



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What is scrutiny?

Scrutiny is a key part of the Council's political structure and plays a vital role in improving the services that the people of Denbighshire use. Many of the Council's important decisions are taken by the Cabinet, a group of elected councillors who take decisions about policy and procedures.

Scrutiny Committees give the other councillors an opportunity to influence policies, review decisions taken by Cabinet and Officers, make recommendations, and examine a range of topics that affect Denbighshire's residents and visitors, to help ensure that Denbighshire County Council realises its ambition of being an excellent Council, close to its community.




Scrutiny in Action

In addition to the active role of Scrutiny Committees in developing policies and reviewing performance, they also have the responsibility of holding the Cabinet and other decision makers to account on the decisions they make.

If a Scrutiny Committee believes that an issue should be looked at in more depth before a decision is implemented, it can request a review under the "Call-In" procedure which will allow Scrutiny Committees to formulate alternative proposals.

How does scrutiny work?

Scrutiny acts as a 'critical friend' to the Council's leadership, driving improvement in public services and enabling the concerns of the public to be heard. The Council's scrutiny work is undertaken by three thematic, cross-cutting scrutiny Committees, meeting approximately every 6 weeks and comprising members from all political parties/groups on the Council:

-  Communities Scrutiny Committee
-  Partnerships Scrutiny Committee
-  Performance Scrutiny Committee



When examining education matters representatives appointed by the Church in Wales and the Catholic Church, along with representatives elected by parent governors, also serve on the committees. Whilst dealing with matters to do with education these representatives have full voting rights.

As was reported in last year's Annual Report Scrutiny in Denbighshire has decided to focus its efforts for the remainder of the Council term, up to May 2017, on delivering the Council's corporate priorities and ultimately the Corporate Plan.

However, this does not mean that it has not or will not examine other matters, which are considered to be important or urgent. To ensure that matters of importance and concern to residents and councillors are brought to scrutiny's attention, a procedure has been introduced to filter requests to enable scrutiny to consider the most important ones whilst referring the non-urgent or more local ones to other groups or individuals to address. How requests are made and dealt with is explained at the end of the report.

During 2015/16 the Council's three scrutiny committees have dealt with a mixture of pre-

decision and post-decision scrutiny as well as a whole raft of other business, including performance monitoring, policy development and consultation exercises undertaken by other organisations.

As already explained scrutiny has during the last year been focussing its efforts on delivering the corporate priorities to support the delivery of the Council's ambitious Corporate Plan. The Corporate Plan consists of seven corporate priorities:

- developing the local economy;
- improving performance in education and the quality of our school buildings;
- improving our roads;
- vulnerable people are protected and are able to live as independently as possible;
- clean and tidy streets;
- ensuring access to good quality housing; and
- modernising the council to deliver efficiencies and improve services for our customers

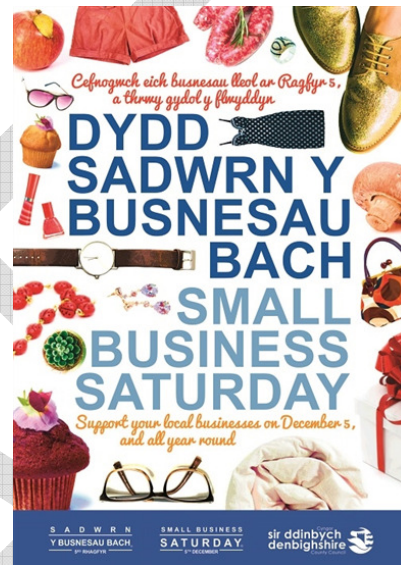
As we take a closer look at scrutiny's work during the past year in supporting the delivery of the priorities and the Plan you will notice that a number of the topics examined contribute towards the delivery of more than one of the above priorities.

1. Developing the local economy

A healthy economy depends on vibrant, economically active urban and rural communities. The global economic situation continues to be extremely challenging. This has a knock-on effect on businesses of all sizes in the UK, Wales and in Denbighshire.

Despite this the Council is striving to realise its ambition by making sure that the right

infrastructure and support are in place across the county to enable businesses here to compete effectively in the local and wider market. Denbighshire's economy comprises of a wide range of different businesses, in the main small to medium sized entities. For these businesses to flourish the Council needs to ensure that any measures it takes to increase revenue does not have a detrimental effect on the local economy.



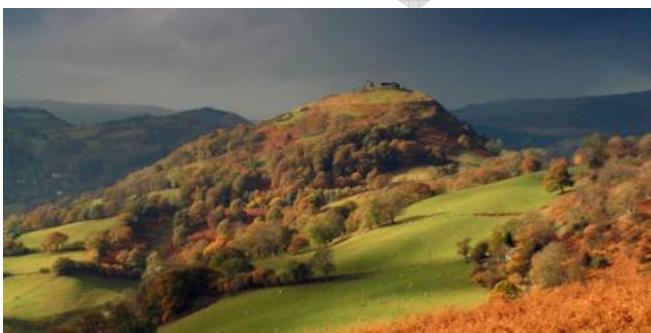
Having regard to this during the summer of 2015 scrutiny considered a new methodology for setting appropriate car parking charges across the county. In doing so it recommended a methodology that would keep an increase in charges to the minimum whilst ensuring the availability of short stay car parking facilities in town centres.

Effective high speed broadband and digital connectivity is crucial for modern businesses, be they large or small. Due to concerns and conflicting information on the progress made with the roll-out of superfast broadband in the county under the Welsh Government's (WG's) Superfast Cymru Project, scrutiny invited representatives from BT and the WG to a meeting to discuss the roll-out, including any delays or problems with the programme.



Accessible modern technology is crucial for all types of business in the county, including the tourism industry, which is very dependent on digital technology for marketing purposes.

Denbighshire is very fortunate in that the majority of the Clwydian Range and Dee Valley Area of Outstanding Natural Beauty (AONB) is situated within its county boundary. Having such a prestigious tourist attraction straddle the county from the coast in the north to its geographical boundary at the south boosts the entire county's economy. Scrutiny examined the AONB's impact on the local economy and the potential benefits of the projects and activities available within the AONB for visitors, local communities and residents alike during the year.



For the tourism trade to thrive it is vitally important that the county's food outlets conform to food safety and hygiene standards. Scrutiny continues to examine and monitor the Council's processes in relation to inspecting cafes, restaurants and food retailers' premises.

Another aspect of the local economy which has been a cause of concern for the Council and residents for a prolonged period of time is the perceived use of some caravans at sites in the county as all year round residences. Scrutiny has for some time now been examining the development of a strategy to address this matter by working with site operators on management methods to ensure both they and the local economy realise the utmost return from the tourist economy.

Reducing deprivation in parts of the county is a key contributor to developing the local economy. Through its regular monitoring of the Council's performance in delivering its Corporate Plan scrutiny has contributed to this work. It has met with representatives from the Co-operative Group, which co-ordinates the Communities First Programme, to discuss its work engaging with hard to reach groups in order to secure better outcomes for individuals and lift them out of poverty.

During the year scrutiny also met with representatives from the voluntary sector in order to understand their capacity to take on the role of assisting local organisations to access community funding that will soon become available from sources such as large windfarm projects etc. and to support individuals or organisations who may wish to provide services which the Council will no longer be able to provide. Going forward these organisations and particularly the assistance provided by them to tap into funding streams only available via them, will be crucial for small

businesses and organisations in the county which want to grow their business or support residents and communities.

For a number of years Conwy and Denbighshire Councils have been key partners in the Joint Local Service Board (LSB) for the Conwy and Denbighshire areas. This Board, which is made-up of a number of public bodies, community safety organisations, further education establishments, registered social landlords and business representatives has an important role to play in developing the local economy, equipping people with the relevant skills required by industry in the area and generally promoting the health and well-being of residents. From April 2016 this body will become a Public Service Board (PSB) in line with the requirements of the 'Well-being of Future Generations (Wales) Act 2015'. Proposals to continue with a joint Conwy and Denbighshire model for the PSB were examined and supported by scrutiny in early 2016. In future the PSB's work will be monitored by scrutiny.

2. Improving performance in education and the quality of school buildings

As has been reported in previous years improving pupils' educational examination results and consequently standing them in better stead in the employment market has been a Council priority for a number of years. Examination results and educational attainment feature regularly on scrutiny's forward work programme.

During this year Scrutiny has paid particular attention to how the Council and other organisations can improve pupil attainment even further by increasing the number of students gaining A and A* graded GCSE and 'A' Level qualifications, and supporting all pupils to realise their full potential. Scrutiny

has also examined the regional school improvement service for North Wales, GwE's effectiveness in delivering support to Denbighshire's schools to secure improvements. Whilst the overall performance of the county's pupils in external examinations was comparable with recent years, the county's overall performance in comparison to other local authorities was not as expected, with other counties, particularly in other regions of Wales, showing greater improvement than Denbighshire. Following detailed examination of the results scrutiny has tasked GwE with ensuring that it rigorously challenges and supports schools to meet the ambitious targets set and secure the best possible outcomes for students. Scrutiny will be closely monitoring this during the coming year.

The work and role of school governors and school governing bodies has also been examined by scrutiny to ensure that they are effectively challenging and supporting schools to deliver for their pupils. Individual schools' performance has continued to be monitored through the School Standards Monitoring Group (SSMG), a Group on which scrutiny committee members sit.

In order to invest in improving school buildings, be it modernising current buildings or building new schools, Denbighshire has been reviewing school provision on an area by area basis over the past few years. By addressing empty school places and drawing up plans for investment in area schools the Council has been able to secure Welsh Government (WG) 21st Century Schools funding to develop modern state of the art schools, which will enhance the learning experience for pupils.



Whilst pupils and parents welcome investment in education the closure of a school which has been at the heart of a community for generations inevitably stirs strong feelings. This has been the case during recent months, culminating in Cabinet's decisions to close Ysgol Llanfair Dyffryn Clwyd and Ysgol Pentrecelyn in order to establish a new Church in Wales school in the area and the decision to close Ysgol Rhewl, being called in for detailed scrutiny. As expected these meetings drew much public interest and attention. Although none of the decisions were referred back by scrutiny to Cabinet for reconsideration, they gave representatives from all schools concerned an opportunity to present their case, and generated a thorough debate on the issues of concern.

Now the Council has invested in new school buildings scrutiny now proposes, during 2016/17, to evaluate whether the investment has reaped the expected benefits and explore whether any unexpected benefits or even problems have come to light during and since their development.

3. Improving roads:

The condition of the County's roads is key to all aspects of residents lives, be it their drive to work, visits to family and friends or participation in leisure activities. Poor roads hamper access, compromise safety, damage vehicles, affect trade, discourage inward

investment and can even affect health and well-being. The condition of the county's roads also features prominently amongst residents' concerns.

Scrutiny regularly monitors the amount of investment in the County's road network and the impact of the investment through its regular monitoring of the Corporate Plan and the complaints received by the Council via its 'Your Voice' Complaints Procedure. By monitoring these, particularly the number and nature of complaints received, scrutiny can identify early on any increase in particular types of complaints, identifying potential problem areas and suggesting solutions for them before they escalate into much larger problems.

Whilst the condition of the County's roads has improved in recent years, balancing the backlog of maintenance work required with the money available to undertake the work requires a stringent prioritisation process - to deliver a sustainable programme of improvement works that will underpin the development of the local economy, support business and community networks and keep all road users safe and out of harm's way.

4. Ensuring that vulnerable people are protected and are able to live as independently as possible

Denbighshire's demographic profile is changing, and in line with the national trend its population is ageing. An ageing population will inevitably increase the demand on health and social care services.

Having regard to this the National Assembly for Wales has passed a law called the Social Services and Well-being (Wales) Act 2014. This Act places duties on councils, health and the WG to work together to promote the well-being of those residents who need care and support, and to have a preventative approach

to health and social care provision instead of a reactive approach. This approach will not eliminate the need for emergency medical health care, but better planning of services and educating residents on what they may be able to do to improve their own well-being should ease the pressure on all services in due course.



Keeping vulnerable people safe - be they young or old - and assisting them to live as independently as possible, for as long as possible is a key priority for the council. To achieve this it has needed to redesign its social care services and actively work with other organisations, such as the Health Service and the voluntary sector. Scrutiny has taken a keen interest in this work over the past twelve months and as well as examining a number of proposals and initiatives that will help the Council comply with the requirements of the Act, scrutiny has also developed proposals for delivering affordable high quality day and residential care services in Denbighshire in future.

A Task and Finish Group was established to explore options for delivering day care and residential care services in the future that would both comply with the Act's requirements, support independence whilst ensuring vulnerable people are protected.

To improve outcomes for residents it is vital that health and social care staff work cohesively together to ensure that the service user receives a unified seamless service at the initial point of contact, as an individual's first contact with any service instils confidence in them when dealing with that service. This is particularly true when the individual is vulnerable.

Throughout 2015/16 Scrutiny has discussed and monitored progress with services such as the Single Point of Access (SPoA) Service, Supported Independent Living Service and has examined the Supporting People Local Commissioning Plan. It has also held regular meetings with officials from the Betsi Cadwaladr University Health Board (BCUHB) to discuss plans and proposals for a community hospital to serve the North Denbighshire area, the Health Board's Improvement Plan and the Board's revised management arrangements for the North Wales Central Area, which covers Denbighshire.

In addition Scrutiny participated in the Board's consultation on proposed temporary changes to Women's and Maternity Services in North Wales, proposals if implemented would have had a severe effect on Denbighshire residents.

In response to concerns by residents in the Prestatyn area on GP provision from April 2016 Scrutiny invited Health Board representatives in to explain how they proposed to deliver GP services in the area. A consequence of that request was that scrutiny recommended to the Council's Cabinet and senior officials that every effort be made to reach an agreement with the Health Board for the lease of the former council offices and car parking facilities at Tŷ Nant for the purpose of developing a contemporary health care facility, which will be the first of its kind in Wales. The Healthy

Prestatyn Iach Service started on 1 April 2016, although it will be a few months yet before it is fully operational and relocates to the Tŷ Nant building.



There have been a number of reports in the media in recent years on how vulnerable people have been abused, both in their own homes and in care establishments. Denbighshire has prioritised the protection of vulnerable people, both young and old alike, for a number of years. Local authorities have for some time been required by law to safeguard children but they have not been bound by law to protect vulnerable adults until now, although Denbighshire has been working hard to safeguard their interests and well-being for some time.

As part of the adult safeguarding procedures Scrutiny has examined in detail the authority's performance in dealing with and addressing allegations of abuse against vulnerable adults, and ensuring that all possible safeguards are in place to avert similar situations arising in future. By allegations of abuse we mean physical, mental or financial abuse, whether they occur in an individual's own home, residential or nursing care home (both public and private), or anywhere else regardless of who is the alleged perpetrator.

5. Having clean and tidy streets

Denbighshire prides itself on its beautiful landscape, sandy beaches and historical market towns. Therefore keeping its streets

and countryside clean for to all who live and visit the area is very important to the Council. The outward appearance of the county and a clean and tidy environment not only contribute towards the well-being of residents, it can also help attract visitors, encourage inward investment and boost the economy. Throughout the year scrutiny has been regularly keeping an eye on the Council's performance in this area via its work in monitoring the delivery of the Corporate Plan.



Complaints in respect of dog fouling, littering and fly tipping also feature highly amongst the complaints received under the Council's 'Your Voice' Complaints Procedure. Scrutiny regularly monitors performance in responding to complaints under this procedure and can therefore identify any trends or increase in complaints in specific areas and suggest measures to address any problems that come to light, before they escalate into more serious problems.

Anti-social behaviour can have a detrimental effect on the cleanliness of the county's environment. CCTV is regarded as a tool to combat anti-social behaviour. In last year's Annual Report we reported on the work taking place into how CCTV services could be delivered in future in the light of budget cuts. Despite this service not being one that

the Council is by law required to provide, it is acknowledged that the availability of the service in certain areas protects vulnerable people, the environment and buildings, be they residential or business premises. Having regard to the Service's significance in supporting delivery of a number of the Council's priorities, scrutiny examined and endorsed a proposed partnership model for delivering the service in future. With a view to making sure that the 'new' service is effective in reducing crime scrutiny has undertaken to monitor its effectiveness during the coming year.

The Cutting Our Cloth Task and Finish Group, established to evaluate the impact of budget cuts on residents and communities examined the effect of the cuts to the Streetscene Service as part of its work during the year. More information on the conclusions of the Group's work into this cut as well as other financial efficiencies can be found later in this report.



6. Access to good quality housing

Quality housing is defined as housing that meets people's needs, ideally an appropriate mix of council, registered social landlord, private rented and owner-occupier residences. Denbighshire has developed a Housing Strategy in bid to ensure that the council has the appropriate mix of homes to meet local need and demand, which are affordable, keep people safe and healthy, support vulnerable individuals and are part of

sustainable communities. During the year scrutiny examined the findings and conclusions of the Affordable Housing Task and Finish Group and the draft housing strategy prior to recommending to County Council that it be approved and adopted. As part of its follow-up work in this area scrutiny will be monitoring aspects of the Strategy's delivery plan during the forthcoming year. It has also invited representatives from Welsh Government and Clwyd Alyn/Pennaf Housing to a meeting in May 2016 to discuss progress with the West Rhyl Housing Improvement Project, where houses have been demolished in order to build quality family homes for residents in that area of Rhyl.



7. Modernising the Council to deliver efficiencies and improve services to customers

The Council remains ambitious about delivering its Corporate Plan by 2017 despite facing continued cuts in funding from central government year on year. In a bid to safeguard frontline services it has been working with the public, private and voluntary sector to try and deliver services in a different way, improving outcomes for individuals who are reliant on the services whilst at the same time not compromising on the quality of the services provided.

During the course of the year scrutiny examined outcomes for service-users of the former Aberwheeler Nurseries following the termination of the contract with the agency that operated the facility. Whilst there had

been initial concerns with respect to the emotional impact the changes would have on individual service-users the actual impact had generally been positive for the majority of service users. The Task and Finish Group examining value for money options for delivering high quality social care for adults in the future continued with its work during the year and reported its findings to Performance Scrutiny Committee, who had established the Group, in April 2016. The Committee examined the findings and proposals in detail and have asked that Cabinet approve further work to be carried out in relation to the options put forward for development. Once this work has been done and an outline business case has been compiled scrutiny will examine the proposals again.

During the year scrutiny has met with representatives from voluntary and third sector organisations to discuss with them the type of support they can provide to individuals and organisations in the county who want to provide services previously delivered by the Council. This included examining potential funding streams which they could signpost individuals and groups towards to fund alternative service provision. Mention has already been made in this report to the meetings held with the Health Board to examine joint and integrated working aimed at delivering better outcomes for the service-user, whilst realising efficiencies for both public services and value for money for the taxpayer.

Regular monitoring of performance in delivering the Corporate Plan and the number of complaints received about services provided helps gauge public satisfaction with the Council's services. It is also an effective tool to identify persistent or recurring problems at an early stage enabling the Council to put measures in place to solve any problems as soon as possible.

Effective use of the latest technology has the potential to reduce costs and achieve efficiencies. Nevertheless, the Council acknowledges that not all residents have access to computer technology, or may not be comfortable using electronic communication methods. Libraries have long been regarded as community hubs and are well-loved by residents and viewed as community assets. Having regard to this the Council has started a programme of delivering 'Face to Face Customer Services' from the county's libraries. Scrutiny has looked at the initial implementation of this new approach for delivering services to communities and endorsed its continuation.



Mention was made in last year's report of the establishment of the '**Cutting our Cloth Task and Finish Group**'. This task and finish group takes its name from the efficiency savings exercise which the Council undertook when setting its budget for the 2015/16 and 2016/17 financial years, when it had to find £17m worth of savings from the services it delivered. As reduction in management costs and other internal efficiencies had already been realised in preceding years it was only service delivery costs which could now be reduced in order to save the required £17m.

Unfortunately, these types of cuts have a direct effect on residents' lives. Whilst the anticipated impact of individual cuts had been assessed by the Council prior to their implementation, scrutiny wanted to ensure that the actual impact was no worse than expected, and establish whether any other services or organisations had filled the gaps left by the Council.

The Task and Finish Group commenced its review work during 2015/16 and to date has considered the impact of the cuts made to the Streetscene Service, the transfer of the Welfare Rights Unit (WRU) to the Citizens Advice Bureau (CAB), and the partnership between the Council and CIVICA for operating the Revenues and Benefits Service. During the forthcoming months it will examine the impact of the cuts on the school music service and the effectiveness of the measures introduced to increase the income and efficiency of the Council's Leisure Service.

Whilst there have been some examples of a decline in performance, particularly in dealing with enquiries within the services which had been cut, the impact on the whole was no worse than had been anticipated. Other services, including those transferred to other organisations were performing better than expected, such as the Revenues and Benefits Service and the Welfare Advice Service. Nevertheless neither the Cutting Our Cloth Task and Finish Group nor scrutiny committees are advocating complacency with respect to the initial performance of these outsourced services as they have already programmed follow-up monitoring of their performance into their work programme for the forthcoming year.

Additional Work

Scrutiny members continue to undertake scrutiny work outside of actual committee meetings. Every committee has a nominated representatives serving on a variety of internal 'groups', tasked with working with officers to discharge corporate functions and to try and continually improve services despite government funding cuts. Via these groups, such as the Strategic Investment Group, Budget Workshops, the School Standards Monitoring Group, the Economic and Community Ambition Programme Board and the Corporate Equalities Group, scrutiny members have an opportunity to shape, influence, develop and monitor policy through alternative means, complementing the work undertaken by the committees at their regular meetings.

A representative from each scrutiny committee serves on the Council's Service Performance Challenge Groups (where services' performance and priorities are reviewed). If there are concerns regarding a service's performance the Chair of the Performance Scrutiny Committee or the committee's performance lead may meet with the relevant Head of Service and appropriate officers to examine matters in closer detail. If concerns still persist the matter can then be escalated for detailed examination by the whole committee.

Members who serve on these various groups regularly report back to their Committee on their discussions, findings and conclusions.

Improving Outcomes for Residents:

The purpose of scrutiny at the end of the day is to improve outcomes for residents. In 2014 the Auditor General for Wales published a national report, 'Good Scrutiny? Good Question!' That report concluded that whilst local authorities were enthusiastic to learn and improve their approach to scrutiny, they were struggling to demonstrate the impact of scrutiny. In some councils there seemed to be some lack of clarity around scrutiny's role in holding decision makers to account, which therefore led to some people questioning the importance and value of scrutiny. It concluded nevertheless that when particularly tough decisions need to be taken, the importance of effective scrutiny should not be underestimated.

As a result of this study a national set of 'Outcomes and Characteristics for Effective Scrutiny' were agreed. These characteristics, which are divided into three specific categories, are essential components of effective scrutiny. They are:

- Better outcomes
- Better decisions
- Better engagement

With a view to improving scrutiny in Denbighshire a self-evaluation exercise was recently undertaken to assess the scrutiny function's effectiveness against these characteristics and identify areas for improvement and development in the future. All county councillors, education

co-opted members and senior officers were invited to participate. The results will be analysed in detail but the general themes emerging from the evaluation was that:

- scrutiny had a clear and valued role in the Council's governance arrangements;
- scrutiny generally operated on a non-political basis and was councillor-led;
- having Cabinet members presenting reports and being held to account by scrutiny for their areas of responsibility worked well; and
- on the whole a high level of mutual trust existed between scrutiny and Council attendees and partner organisation representatives who attended scrutiny

Areas for improvement identified under the self-evaluation exercise included:

- provision of more training on scrutiny specific skills;
- improving attendance at some scrutiny committee meetings;
- improving communication with the public and encouraging residents to engage with scrutiny on matters of concern or interest; and
- to explore the potential of webcasting some scrutiny committee meetings

All of the above areas will be considered by the Scrutiny Chairs and Vice-Chairs Group during the forthcoming year.

External Organisations

With increasing numbers of public services being delivered either in partnership with external organisations or commissioned from external providers, scrutiny has to adapt its work to be more externally focussed. Therefore during the year a number of external organisations have been invited to attend scrutiny meetings to discuss progress with joint initiatives, or areas of concern for the Council or residents. Amongst the external organisations who participated in the scrutiny process during the year have been the Betsi Cadwaladr University Health Board (BCUHB), the Welsh Local Government Association (WLGA), GwE (the regional school improvement service), the Co-operative Group, Care and Social Services Inspectorate Wales (CSSIW), North Wales Fire and Rescue Authority and voluntary sector representatives. Some of these organisations have attended scrutiny on more than one occasion during the year. Representatives from BT also accepted an invitation to attend scrutiny to discuss the Superfast Cymru Broadband rollout in Denbighshire

Welsh Government representatives and officers from Clwyd Alyn/Pennaf Housing Association will be attending scrutiny early in the new Council year to discuss the West Rhyl Housing Improvement Project.

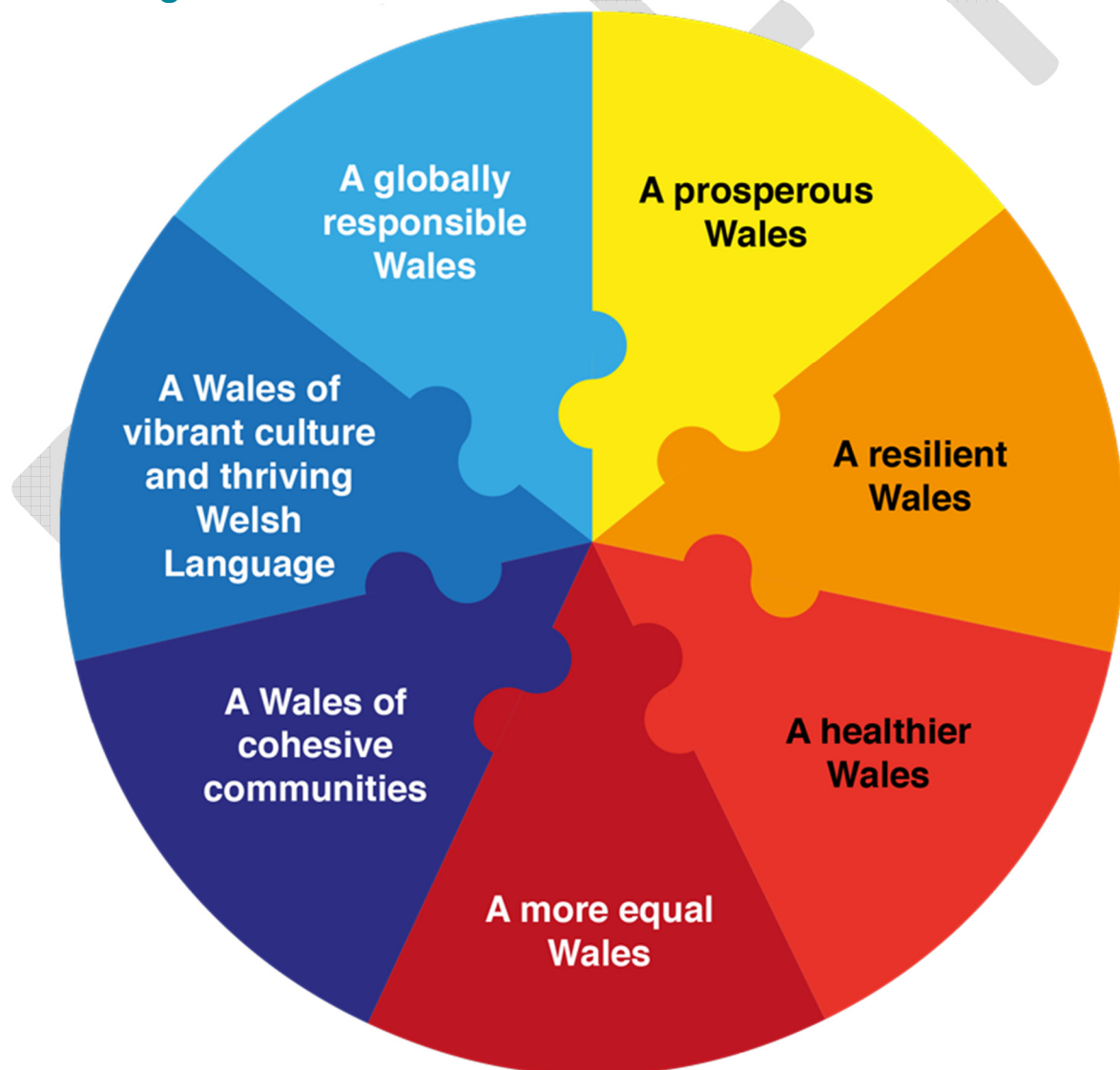
Looking forward

In addition to the areas already mentioned in this report which scrutiny will be examining for the remainder of the Council's term of office, one of the biggest, if not the biggest, change on the horizon will be the introduction of the Well-being of Future Generations (Wales) Act 2015.

The Well-being of Future Generations (Wales) Act is about improving the social, economic, environmental and cultural well-being of Wales. The Act requires all public bodies (which includes local authorities) think more about the long-term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. The aim is to help create a Wales that we all want to live in, now and in the future. To make sure we are all working towards the same vision, the Act puts in place seven well-being goals. All of these goals are inter-linked and dependent on each other.

The Well-being goals are illustrated below. More information about them and the Act can be found on 'The Wales We Want' website by following this link: <http://thewaleswewant.co.uk/about>

The Well-being Goals



During the course of the forthcoming year scrutiny will be examining and monitoring the Council's plans to embed the Act's goals and principles into its day to day business.

Communities Scrutiny Committee



Huw Hilditch-Roberts
Independent **Chair**



Rhys Hughes
Plaid Cymru
Vice-chair



Brian Blakeley
Labour



Bill Cowie
Independent



Peter Evans
Independent



Martyn Holland
Conservative



Win Mullen-James
Labour



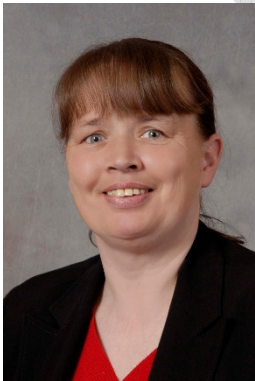
Bob Murray
Labour



Anton Sampson
Conservative



Cefyn Williams
Plaid Cymru



Cheryl Williams
Labour

	Current Membership	Political Balance
Labour	4	4
Independent	3	3
Conservative	2	2
Plaid Cymru	2	2

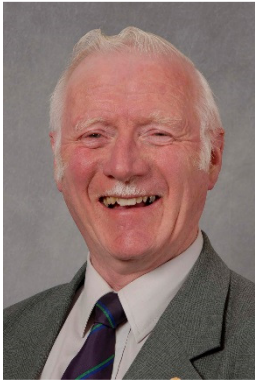
Partnerships Scrutiny Committee



Jeanette Chamberlain-Jones
Labour
Chair



Ray Bartley
Independent
Vice-chair



Meirick Lloyd-Davies
Plaid Cymru



Martyn Holland
Conservative



Pat Jones
Labour



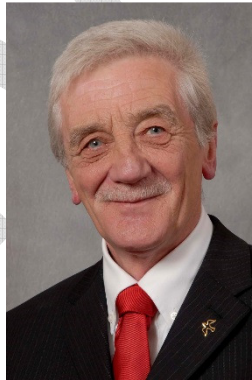
Dewi Owens
Conservative



Pete Prendergast
Labour



Arwel Roberts
Plaid Cymru



Bill Tasker
Labour

	Current Membership	Political Balance
Labour	4	4
Independent	1	3
Conservative	2	2
Plaid Cymru	2	2

Performance Scrutiny Committee



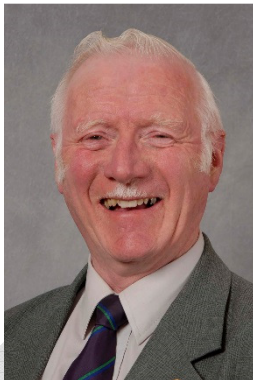
Barry Mellor
Labour
Chair



Arwel Roberts
Plaid Cymru
Vice-Chair



Ray Bartley
Independent



Meirick Lloyd-Davies
Plaid Cymru



Huw Hilditch-Roberts
Independent



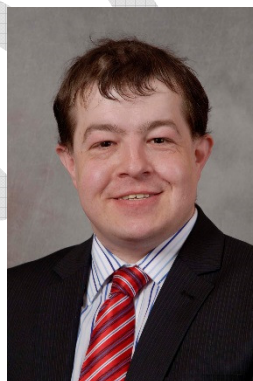
Colin Hughes
Labour



Geraint Lloyd-Williams
Labour



Dewi Owens
Conservative



Gareth Sandilands
Labour



Joe Welch
Independent

	Current Membership	Political Balance
Labour	4	4
Independent	3	3
Conservative	1	2
Plaid Cymru	2	2

Sadly Performance Scrutiny Committee lost Councillors Peter Owen and Richard Davies in March 2016, both of whom had been valued and well respected members of the Committee.

Summary of Communities Scrutiny Committee agenda items and resolutions 2015/16

<p>28 May 2015</p>	<p>Examined the findings of the Affordable Housing Task & Finish Group's study, and agreed that the draft Housing Strategy should be presented to the Committee for examination prior to its submission to County Council for approval and adoption in October 2015</p> <p>Considered an update report on food safety, standards & procurement practices in the county and resolved to note the progress made against each of the recommendations in the Task and Finish Group's report and monitor progress further in twelve months' time</p>
<p>9 July 2015</p>	<p>Endorsed the methodology utilised to determine appropriate car parking charges within Denbighshire, supporting the recommendations put forward subject to the lower of the two proposed charges and tariff bands and a 3 hour half day period being adopted.</p> <p>Considered an update on the project for better regulation of caravan sites, noting the project's progress to date, endorsing the planned next steps and agreeing to receive a further report on progress in the autumn.</p>
<p>10 September 2015</p>	<p>Received a report highlighting some of the funding decisions taken by Welsh Government in the last year, outlining their impact on the Council's financial planning. At the conclusion of this discussion the Committee requested that the Welsh Local Government Association convey the Committee's observations and concerns to the Welsh Government via the Partnership Council for Wales' Finance Sub-Group.</p> <p>Evaluated the effectiveness of the new Supporting Independent Living Service (SILS) resolving to support the approach being taken to establish and embed the Supporting Independent Living Service in Denbighshire, and requesting that a further progress report, including the SILS Action Plan, be presented to the Committee at its December, 2015 meeting.</p> <p>Discussed a report on the Council's work in Profiling Community Groups – work which will assist the Council to plan for children and young people's needs in future, particularly out of school activities, and the next steps in the project. The Committee supported the continuation of the work to map and profile the community groups across the County.</p>
<p>5 November 2015</p>	<p>Reviewed the home to school transport policy. At the conclusion of the discussion the Committee supported the continued application of the Home to School Transport Eligibility Policy.</p>

	<p>Considered a further update on the regulation of caravan sites project and agreed:</p> <ul style="list-style-type: none"> (i) that the corporate address database and new monitoring regime be used to tackle possible future unauthorised residential occupation of holiday caravans through joint planning and licensing controls (ii) to the development of joint procedures and documents for monitoring, investigating and enforcing of sites (iii) to the development of a proactive strategy for tackling larger “problem” sites in the county where evidence of unauthorised residential occupation is most prevalent, and that this strategy will need to establish appropriate time periods after which action may not be considered appropriate. (iv) to the establishment of further links with the British Holiday and Home Park Association (BH&HPA) to create park management procedures for all sites, and (v) that the draft Regulatory Procedure manual be presented to the Committee in the spring of 2016 for members’ comments. <p>Discussed the draft Housing Strategy that would give the Council an opportunity to develop a full range of housing opportunities to suit residents’ needs from cradle to grave and improve the quality of life across the county. The Committee resolved to:</p> <ul style="list-style-type: none"> (i) recommend that County Council, at its meeting in December 2015, approve and adopt the Draft Housing Strategy and associated Delivery Plan for the period 2015-2020; and (ii) that Scrutiny should periodically monitor the delivery of the Strategy’s outcomes.
<p>16 November 2015</p>	<p>A special meeting of the Communities Scrutiny Committee was convened to consider the call-in of a decision made by Cabinet on 27 October 2016 relating to Ysgol Llanfair Dyffryn Clwyd and Ysgol Pentrecelyn. The Committee resolved: that, having considered the reasons for requesting a review of the Cabinet decision and the information provided, the decision did not merit being referred back to Cabinet for review.</p>
<p>17 December 2015</p>	<p>Received a presentation from representatives of Betsi Cadwaladr University Health Board (BCUHB) on the background to the proposed changes in the provision of primary healthcare in Prestatyn. The Committee supported the Health Board’s proposals for the future provision of primary healthcare services in the Prestatyn area from April 2016, and requested that the relevant Cabinet Members and Officers of Denbighshire County Council be advised of the Committee’s support for the Health Board’s proposals and its desire to lease the former Tŷ Nant office and car park site ahead of their meeting with Betsi Cadwaladr University Health Board officials.</p> <p>Discussed a report on GP Out of Hours service that had been identified under BCUHB’s Special Measures as an area which required improvement. At the conclusion of the discussion the Committee whilst acknowledging challenges in certain areas, congratulated the Health Board on the improvements made to date, particularly the effective working practices with the Accident and Emergency Department at Ysbyty Glan Clwyd. They encouraged the Board to secure continued improvement in this area.</p>

	Considered an update on Supported Independent Living and, in resolving to receive the report and the progress to date in establishing the Supporting Independent Living (SIL) Service; requested that a further report be presented in six months' time outlining details of the Supporting People funding for the County for 2016/17 and the benefits of taking an integrated streamlined approach to managing SIL, Reablement and the Health and Social Care Support Worker Service (HSCSW).
4 February 2016	A Member workshop was held to outline the implications of the introduction of the Well-Being of Future Generations (Wales) Act 2015 .

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Summary of Partnerships Scrutiny Committee agenda items and resolutions 2015/16

<p>14 May 2015</p>	<p>Engaged with the community, voluntary sector and third sector representatives in Denbighshire. Hearing from the Denbighshire Coastal Partnership, Rhyl Coastal Partnership and Denbighshire Voluntary Services Council how they can assist and support individuals and community groups to apply for funding etc. The Committee resolved to invite them back to a future meeting to discuss partnership working between the Council, community, voluntary and third sector organisations across the County.</p> <p>Received a progress report on the Clwydian Range and Dee Valley Area of Outstanding Natural Beauty. Following discussion, the Committee supported the progress achieved with the AONB's Governance, and the Projects delivered in the first twelve months.</p> <p>Participated in a consultation on Designated Landscapes in Wales and resolved, subject to the inclusion of the points raised, to recommend the approval of Denbighshire County Council's official response to the Review of Designated Landscapes in Wales Stage 2 call for evidence.</p>
<p>30 July 2015</p>	<p>Considered the Council's CCTV exit strategy including working with partners to secure an alternative CCTV delivery model for the future. The Committee supported the work done by Officers to date in progressing the decision to close down the Council's CCTV function, while exploring possible alternative delivery models, and requested that a further report be presented to the Committee in January 2016, outlining the progress made with respect to exiting the current CCTV service, the conclusion of the work undertaken by the CCTV Working Group to develop a new minimal CCTV model (funded by partners) from April 2016, and if successful the Board's proposals with respect to developing the service in future.</p> <p>Received a report on the progress made within North Denbighshire Communities First including work taking place within the Pupil Deprivation Grant secured for 2015/16. Members agreed to provide assistance to the <i>Communities First Programme</i> and <i>Communities for Work project</i> in identifying further links with Council programmes where routes into employment may be provided for residents not presently in employment.</p> <p>Reviewed and received the Community Safety Partnership's annual report which focussed on each of the four priority areas that had been chosen for 2014/15</p> <p>Considered an update report on the Regional Emergency Planning Service and endorsed the Service's work and achievements to date in establishing and delivering the service on a regional basis.</p>

<p>17 September 2015</p>	<p>Welcomed a presentation from Betsi Cadwaladr University Health Board (BCUHB) on its improvement plan</p> <p>Took part in BCUHB's consultation exercise on proposed temporary changes to Women's and Maternity Services in North Wales. It was resolved that: in the long-term the residents of Denbighshire would be better served by a safe consultant-led obstetrics and gynaecology service at a site as near as possible to their homes, preferably within the county boundary, unless they were nearer to a unit that was outside the county.</p> <p>The committee received a presentation on the progress made to date with developing a sub-regional area structure for the Health Board's work in Conwy and Denbighshire.</p>
<p>8 October 2015</p>	<p>Received a report from the Supporting People Programme detailing their three year Commissioning Plan and subject to the inclusion of the observations and amendments made at the meeting recommended that the report be referred to Cabinet for consideration in due course.</p> <p>Considered the Wellbeing Plan Report which provided an update on the findings of an evaluation of the Denbighshire Top 20 projects' first six months and information on the project instigated by the Denbighshire Wellbeing Plan which had been published in December, 2014. The Committee supported the work undertaken to date and the proposal to continue with this work. It also made a number of recommendations with respect to the management and governance arrangements of the projects.</p>
<p>26 November 2015</p>	<p>Took part in North Wales Fire & Rescue Service's public consultation on "How to maintain excellent, affordable fire and rescue services in North Wales in 2016-2017 and beyond". At the conclusion of the discussion the Committee supported the objectives detailed in the <i>'Your Services, Your Choices'</i> consultation document to maintain excellent, affordable fire and rescue services in North Wales in 2016-17 and beyond emphasising the need to ensure adequate safe cover for rural as well as urban areas.</p> <p>Considered the 'Annual Report on Adult Protection 2014/2015' acknowledging the important nature of a corporate approach to Adult Protection and the Council's responsibility to view this as a key priority area, placing it alongside the commitment and significance given by Denbighshire County Council to Child Protection. It requested that a further report be presented in February 2016 detailing the number of Protection of Vulnerable Adults investigations undertaken with respect to various locations and types of services, the types of alleged and proven abuse, the measures taken to address proven allegations and to reduce risks to other individuals as well as to the Council itself.</p>

<p>14 January 2016</p>	<p>Contemplated a report on the arrangements for establishing the statutory Public Services Board (PSB), including potential options for scrutinising the new PSB, in line with requirements of the Wellbeing of Future Generations (Wales) Act. At the conclusion of the discussion it was agreed to support the proposal of Conwy and Denbighshire continuing with their joint arrangement and merge to become the Conwy and Denbighshire Public Services Board (subject to proposals continuing for Conwy and Denbighshire to merge under a future local government reorganisation). The proposal for Conwy and Denbighshire to have a single Well-being Plan for both counties was supported, with a target publication date of November 2017 for the joint Plan. It was also agreed to continue with the existing scrutiny arrangements for the LSB/PSB and, subject to a decision on local government reorganisation, to introduce Joint Informal Scrutiny Arrangements from May 2017.</p> <p>Received an update on the implications of the Council's decision, as part of the freedoms and flexibilities exercise to remove funding from the CCTV function for 2016/17. The Committee having considered the information supported the work done by officers in delivering the identified savings and developing a new partnership model for CCTV provision starting on 1 April 2016, and requested that a further report be submitted in six months' time detailing the governance arrangements for the CCTV partnership, outlining the partnership's effectiveness in delivering the service and the impact it was having on crime in the area it served.</p>
<p>25 February 2016</p>	<p>Considered a presentation by representatives of the Betsi Cadwaladr University Health Board on their current and future intentions with respect to the Royal Alexandra Hospital site, Rhyl. The Committee welcomed the commitment given by the Health Board to develop hospital facilities on the site and invited representatives from Betsi Cadwaladr University Health Board to the Committee's meeting on the 7th July, 2016 to update Members on progress with the North Denbighshire Hospital project.</p> <p>Evaluated a follow-up report on the Protection of Vulnerable Adults (POVA) and acknowledged the important nature of a corporate approach to the Protection of Vulnerable Adults (POVA) and the responsibility of the Council to view this as a key priority area and to place it alongside the commitment and significance given by Denbighshire to Child Protection. The Committee also requested that future annual reports on Adult Protection in Denbighshire include case studies and detailed data analysis.</p>
<p>14 April 2016</p>	<p>Considered the findings of a national Wales Audit Office (WAO) report, 'Supporting the Independence of Older People: Are Councils Doing Enough?' Following consideration of the report and Denbighshire's response to the WAO's recommendations, the Committee endorsed the need for a corporate approach to implementing the recommendations. It also tasked the Older People Reference Group with addressing and progressing the Supporting the Independence of Older People Action Plan, as part of its work in implementing Denbighshire's Ageing Well Plan. The Committee also requested that the draft</p>

Strategy for Supporting Independence in Denbighshire be submitted to it for scrutiny during the autumn of 2016.

Examined the Council and partner organisations' progress in developing and embedding the **Single Point of Access (SPoA)** service in Denbighshire. The Committee concluded to continue promoting SPoA as a way of supporting the independence of citizens and of meeting the Council's statutory duty to provide Information, Advice and Assistance Services as required by the Social Services and Well-being (Wales) Act 2014. In order to ensure that this valuable service continues to develop to meet citizens' needs the Committee has requested that another progress report be presented to it in twelve months' time, or earlier if funding for the Service becomes a concern.

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Summary of Performance Scrutiny Committee agenda items and resolutions 2015/16

11 June 2015	<p>Received the Director of Social Services' annual report informing the Committee of the challenges that lay ahead and the implications of the enactment of the Social Services and Wellbeing (Wales) Act 2014, which would come into full effect in April 2016. The Committee endorsed the report as a clear account of performance in 2014/15, recommended that the challenges identified for 2015 be closely monitored via the Service Challenge Process, with any areas of concern being escalated to the Committee's attention, and requested that the Lead Member for Social Care and the Director of Social Services keep members fully informed on developments relating to the Betsi Cadwaladr University Health Board and their impact on residents and Council services.</p> <p>Considered the progress made with the delivery of the Corporate Plan and outcome agreements as at the end of Quarter 4 in the 2014/2015 financial year.</p>
22 June 2015	<p>A Special meeting was convened to consider the future provision for Service Users from Aberwheeler Nurseries. Having considered the information imparted at the meeting the Committee noted the generally positive outcomes for the individuals involved. It also requested that a report be presented to the Committee in the autumn of 2015 detailing the conclusions of the review into former Aberwheeler Nurseries service-user's satisfaction with their new work opportunities' placement(s), the outcomes for them and their families/carers. The report should also detail the lessons learned by the Council during and after the decommissioning work.</p>
16 July 2015	<p>Considered a report on the Future of In-house Adult Social Care and the detailed recommendations of the Task & Finish Group. The Committee recommended that Cabinet consider the report in September in respect of undertaking a public consultation, and that proposals or options in future reports explicitly detail underlying research and evidence, and, if required, the consultation period be capable of being extended.</p> <p>Received a report that provided an update on Health and Safety (H&S) management within Denbighshire County Council as seen from the perspective of the Corporate H&S team. The activities of the Corporate Health and Safety Team were noted and the Democratic Services Manager was asked to pursue concerns raised regarding security relating to visitors to Council establishments.</p> <p>Discussed the 'Your Voice Complaints Report'</p>
24 September 2015	<p>Reviewed provisional teacher assessments and external examination results. At the conclusion of the discussion the Committee decided to invite the Managing Director of GwE to attend the Committee's meeting in January 2016, at which the verified examination results would be scrutinised.</p>

	<p>Considered a report by the Director, Coleg Llandrillo, Rhyl on the performance of the Rhyl Sixth.</p> <p>Discussed a report providing information to members regarding the performance of Denbighshire A* - A grade students in external examinations at Key Stage 4 and Post 16. At the conclusion of the discussion, it was recommended that more targeted support and challenge be provided for schools in the county to ensure that performance improves, and that an appropriate balance of support, challenge and accountability is offered to all schools to aim for year on year improvement.</p> <p>Considered a report by GwE on the support and challenge presented to schools identified as requiring increased support and intervention in order to ensure positive outcomes for learners. Following an in-depth discussion the Committee acknowledged that the support provided to the primary sector had realised positive outcomes. Nevertheless an appropriate balance needed to be struck between support, challenge and accountability to schools and school governing bodies. The Committee recommended that appropriate training is provided to school governors to enable them to fulfil and sustain their challenge role and that a report be presented to the Committee at its January 2016 meeting on the roles and responsibilities of school governing bodies.</p>
<p>10 December 2015</p>	<p>Considered a report detailing the key issues arising from the Care and Social Services Inspectorate Wales (CSSIW) evaluation of Denbighshire Social Services performance for 2014-15. It was agreed that, subject to the fact that Partnerships Scrutiny Committee had already scheduled reports on aspects of the areas identified for improvement in its forward work programme, to receive the CSSIW's Annual Evaluation and Review of Denbighshire's Social Services for 2014/15, and the Council's associated Action Plan.</p> <p>Received a report on the Council's Corporate Risk Register, noting the changes made to the Register and the reasons for the changes.</p> <p>Reviewed a report outlining the Library Service's performance against the Welsh Government's Framework of Public Library Standards 2014-17, and evaluating it in the context of Denbighshire's new Face to Face Customer Service Delivery Framework. The Committee in noting the Welsh Government's Assessment of the Library Service's performance in 2014/15, supported Denbighshire's response and approach to delivering the services particularly in the context of the new Customer Service Delivery Framework, and endorsed the Council's customer focused approach to delivering services to the community.</p>
<p>28 January 2016</p>	<p>Considered a report by the Head of Education providing clarification on the policy relating to Primary School Transport. After detailed discussion it was resolved: to recommend that the Council review its decision with respect to the provision of home to school transport for pupils from Rhuddlan attending Ysgol Dewi Sant, Rhyl and, in line with its discretionary powers, arrange concessionary travel for those pupils not entitled to free home to school transport.</p>

	<p>Reviewed a report detailing the verified performance of Denbighshire schools external examination results at Key Stage 4 and Post 16 together with an analysis of results against benchmarked information and performance against other local authorities. In noting the information on the performance of schools against previous performance and the external benchmarks the Committee emphasised the need for regular and continued challenge of the assessments and monitoring of the targets to ensure that actual performance would meet and possibly exceed the set target.</p> <p>Received a report detailing the role and responsibilities of school governors and school governing bodies, endorsing the support and training provided to Governors to assist them to support and challenge schools.</p>
<p>17 March 2016</p>	<p>Considered the Council's performance in delivering its Corporate Plan during the third quarter of 2015/16 and highlighted a few areas of concern for further scrutiny, subject to the Scrutiny Chairs and Vice-Chairs Group's consent. .</p> <p>Discussed and received the quarterly monitoring report on compliments, suggestions and complaints received by Denbighshire under the Council's customer feedback policy 'Your Voice' during Q3 2015/16,</p>
<p>12 April 2016</p>	<p>Convened a special meeting to consider a report on the In-house Social Care Review and Consultation at which it was decided to recommend to Cabinet that it approve the following options with respect to each of the four establishments:</p> <ul style="list-style-type: none"> (i) Hafan Deg (Rhyl) – that the Council explores a potential partnership with an external organisation with a view to transferring the building to them, commissioning a day care service within the building and, in addition, enabling 3rd sector agencies to provide early intervention activities for older people that reduce social isolation, support independence and promote resilience. The work in relation to this option should include comparative cost, quality of care and Welsh language provision analysis between the current service and any potential future service; (ii) Dolwen (Denbigh) – that the Council explores a potential partnership with an external organisation with a view to potentially transferring the building and the whole service to them, whilst ensuring that Dolwen is registered to provide elderly mental health (EMH) day and residential care. The work in relation to this option should include comparative costs, quality of care and Welsh language provision analysis between the current service and any potential future service; (iii) Awelon (Ruthin) – that the Council explores in detail the three options put forward in relation to this establishment and that the work in relation to these options include comparative costs, quality of care and Welsh

	<p>language provision analysis between the current service and each of the three options;</p> <p>(iv) Cysgod y Gaer (Corwen) – that the council explores entering into a partnership with relevant stakeholders (including BCU and the 3rd sector) to develop the site into a ‘support hub’ offering both residential and extra care type facilities as well as an outreach domiciliary care and support service to the tenants of local Sheltered Housing Schemes and the wider population of Corwen and the surrounding area; and</p> <p>(v) that upon completion of the above an analysis of each of the options in relation to each establishment is presented to Performance Scrutiny Committee for examination.</p>
28 April 2016	<p>Convened a meeting with BT to discuss issues of concern in relation to the Superfast Cymru Broadband rollout in Denbighshire. This was a constructive meeting as at its conclusion the Council had a clearer understanding of the extent of the Superfast Cymru fibre optic programme rollout across the county, its capabilities and limitations. The meeting also gave the Council an insight into other types of fibre optic provision servicing areas of the county as well as alternative solutions available to residents and businesses, particularly those located in ‘not spot’ areas.</p> <p>At the conclusion of the meeting both Council and BT representatives agreed to work together and support each other’s efforts to highlight and promote the availability and benefits of Superfast Cymru to communities and businesses in Denbighshire.</p>

How can residents participate in Scrutiny?

Would you like scrutiny to look at a particular matter?

You can raise a matter for consideration by one of Denbighshire County Council's scrutiny committees by filling out the Scrutiny Request Form (overleaf). The Chairs and Vice-Chairs of the three scrutiny committees meet every 6 weeks to decide how to allocate the work of the scrutiny committees and will consider if any matter raised should be examined in detail by one of the committees, or if another course of action should be pursued. This can range from a referral to the service responsible, to full scrutiny of the matter by one of the scrutiny committees, or even the establishment of a specialist 'task and finish group' to investigate and report on a particular matter.

Would you like to attend a meeting of a scrutiny committee?

Denbighshire County Council's scrutiny committee meetings are generally open to the public, and residents of Denbighshire and the general public are encouraged to attend. A list of upcoming scrutiny committee meetings and the matters to be discussed are available on the 'Scrutiny' page of the Council's website.

If you wish to take part in the discussion on a particular matter you will require the permission of the Chair of the committee (further details below).

Occasionally some items being discussed by a committee will contain confidential information and cannot be discussed in the usual public forum. Any such items (referred to as 'Part Two (II)') will be clearly identified when the meeting papers are published, and the Chair of the committee meeting discussing a 'Part II' item will make it clear that the meeting should continue without the press and public in attendance in order to avoid divulging confidential information.

Would you like to speak to a committee on an item being discussed?

Members of the public are very welcome to attend scrutiny committee meetings but will require the permission of the Chair of the committee if they wish to speak or make representations at a committee meeting. If you wish to submit evidence to a committee, or address members on your experience in relation to a subject under discussion, please contact the Scrutiny Co-ordinator in advance of the meeting so that this can be arranged and any paperwork can be circulated to members of the committee.

Occasionally scrutiny committees may wish to 'co-opt' an individual with particular experience or expertise to become a temporary member of the committee or ask them to contribute to an inquiry as an expert witness.

Keeping up to speed with decisions made by Denbighshire's scrutiny committees

You can keep track of what is being discussed at each scrutiny committee meeting, as well as any other public Council meeting, by visiting the 'meetings' page of the Council's website. The latest 'work programme' for each of the scrutiny committees is available with the meeting papers for each meeting and the confirmed agenda for each meeting will usually be available 5 - 7 days before the meeting is due to take place.

The minutes of previous scrutiny meetings and a record of the decisions made are also available on the Council's website.

Further advice or information is available by contacting the Scrutiny Co-ordinator, Rhian Evans on rhian.evans@denbighshire.gov.uk (01824 712554) or the Democratic Services Officer, Karen Evans, on karen.a.evans@denbighshire.gov.uk (01824 712575).

Is there something you would like scrutiny to have a look at?

Please give a brief description of the topic you would like to be considered by one of the Scrutiny Committees and why you think it should be considered

Would you like to attend a meeting of a Scrutiny Committee?

YES/NO

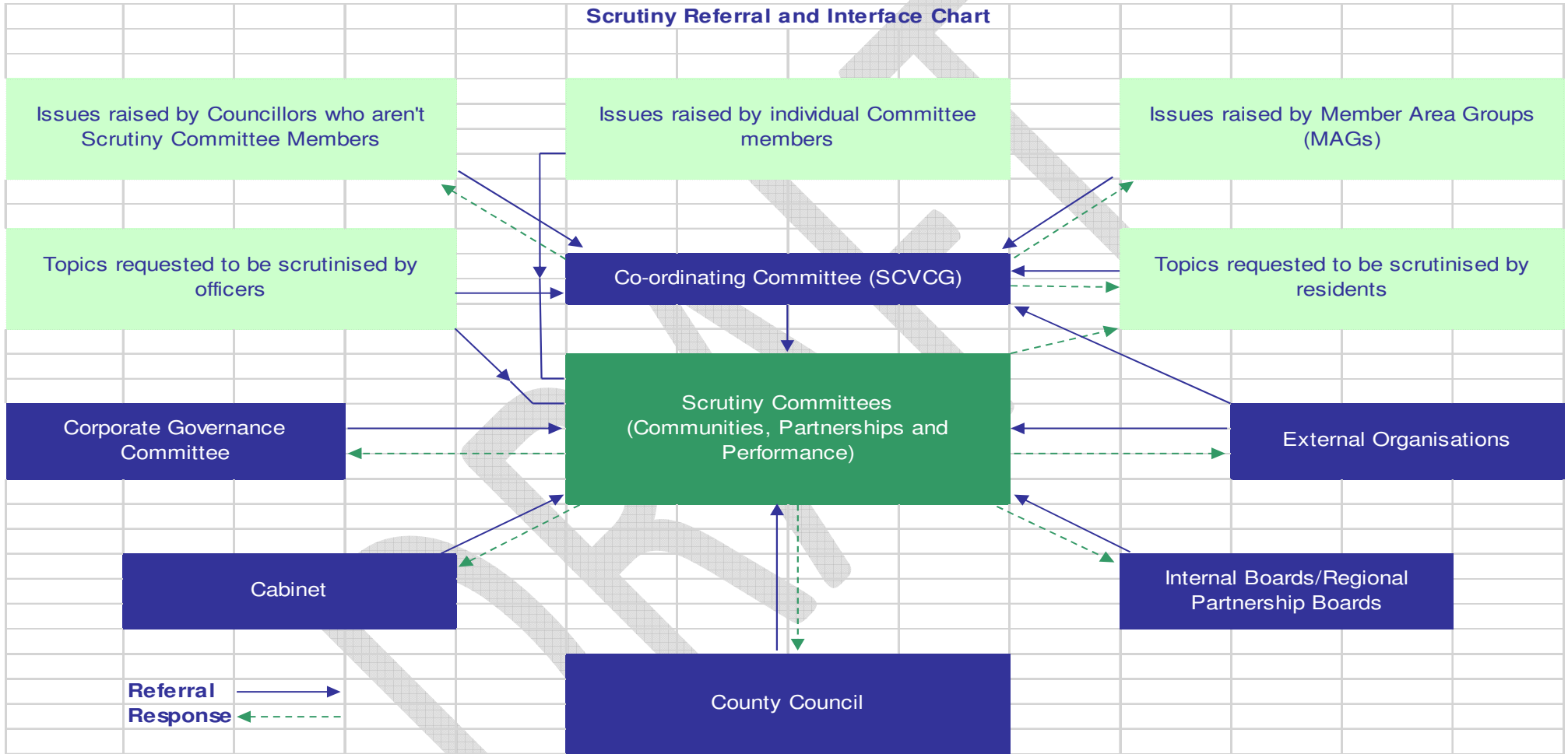
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PLEASE RETURN THIS FORM TO: SCRUTINY CO-ORDINATOR, LEGAL AND DEMOCRATIC SERVICES, COUNTY HALL, WYNNSTAY ROAD, RUTHIN LL15 1YN or e-mail it to rhian.evans@denbighshire.gov.uk

Scrutiny Referral and Interface Chart



 anyone wishing to request that a matter be considered for scrutiny should contact the Scrutiny Co-ordinator or the Democratic Services Officer to obtain the relevant referral form (contact details are shown on the preceding pages)