Corporate Plan Review Period 2015/16	
General Information	
Description	Denbighshire County Council Corporate Plan 2012-17
Rationale	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.
Contributing Services	Business Improvement & Modernisation Community Support Services Customers, Communications & Marketing Education & Children's Services Facilities, Assets & Housing Finance Highways & Environmental Services Legal, HR & Democratic Services Planning & Public Protection
Context	
Areas of Responsibility	Denbighshire's Corporate Priorities for 2012-17 are: • Developing the local economy - 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 - 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 - Services continue to improve and develop - Flexible and efficient workforce, cost-effective infrastructure

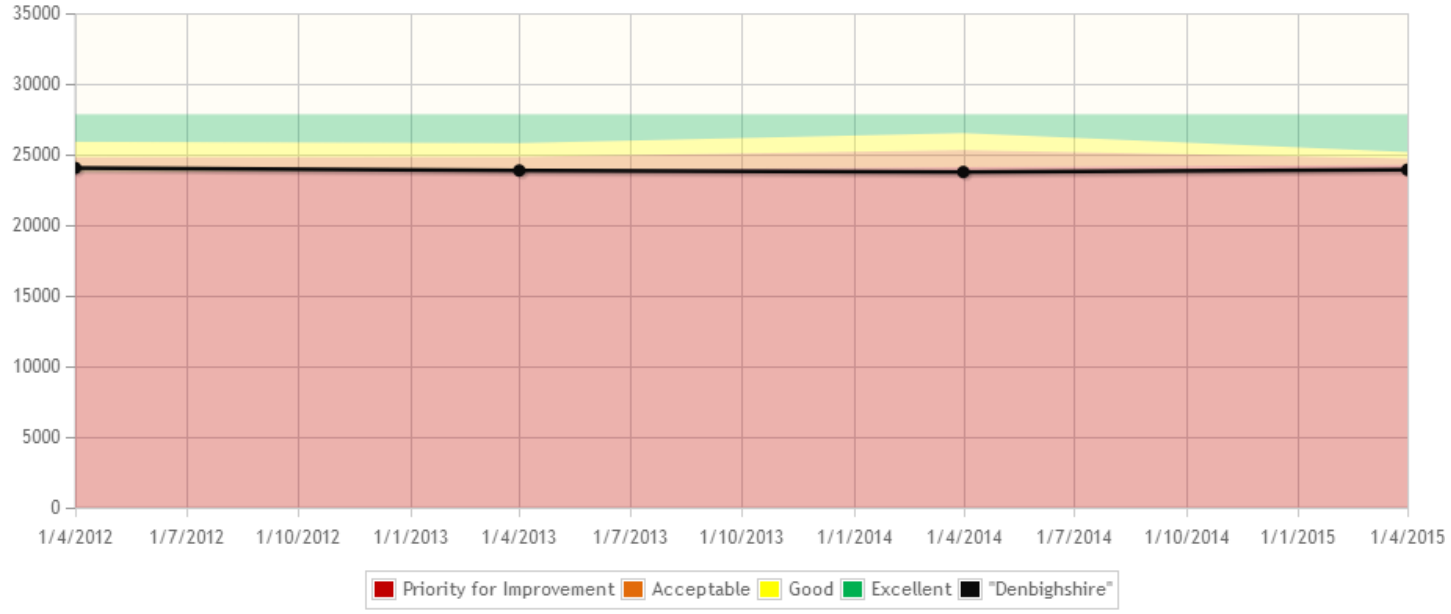
Economy Headline Indicators

General Information

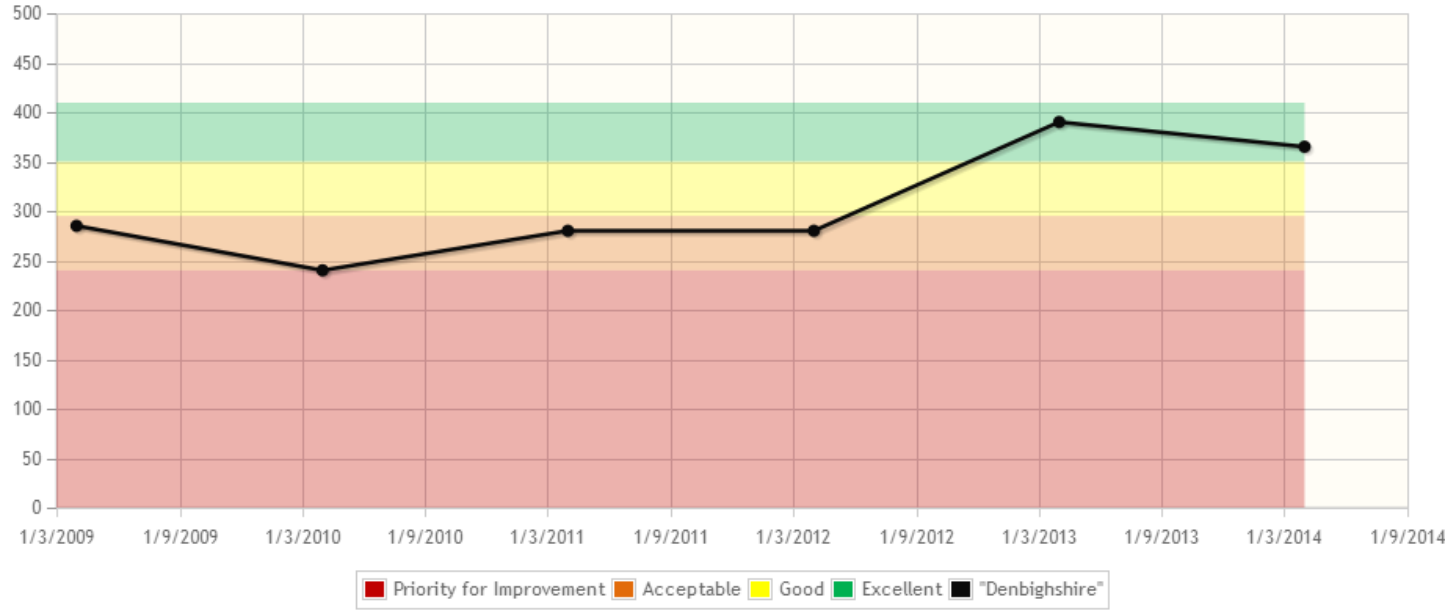
Status	Acceptable

Indicators

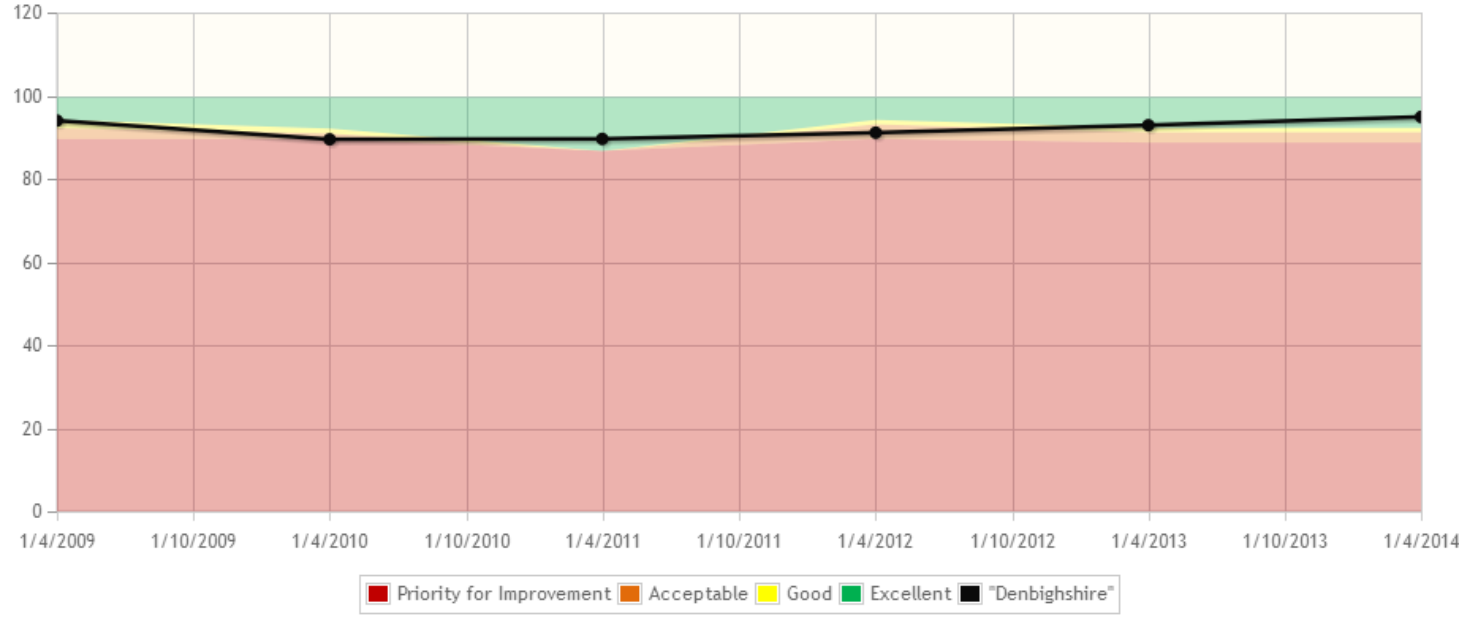
ECAHeadline2	Median Household Income



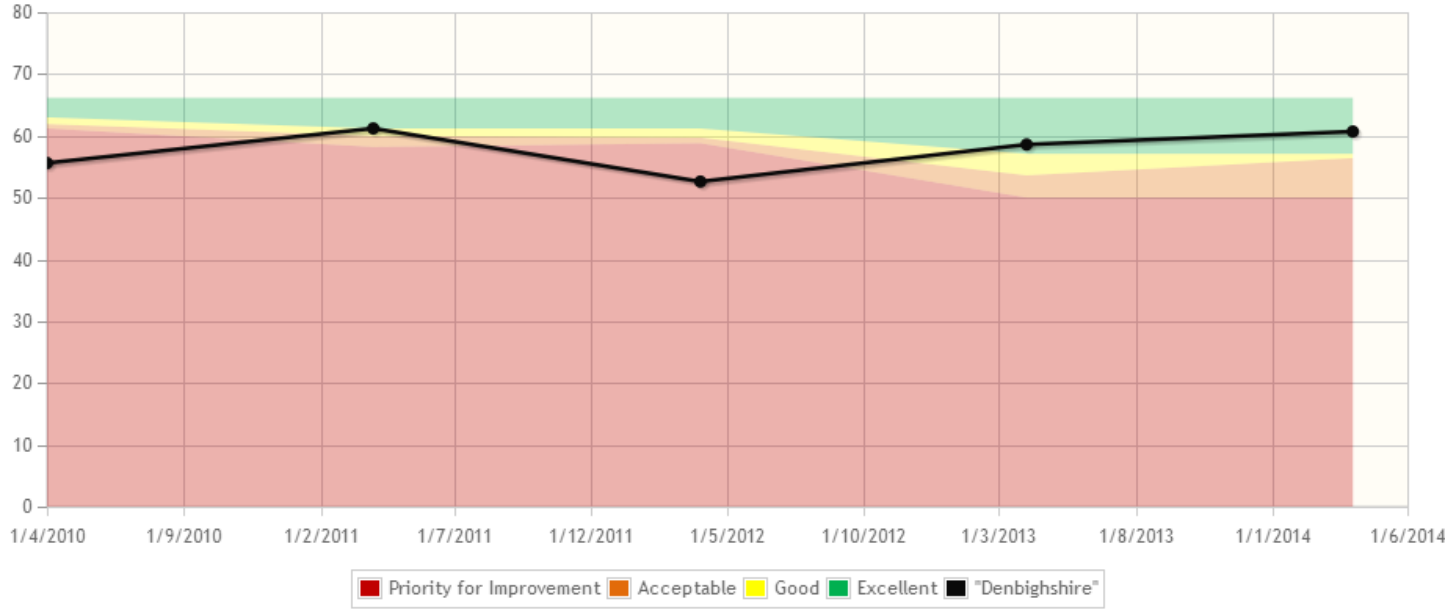
ECAheadline3	The count of births of new enterprises



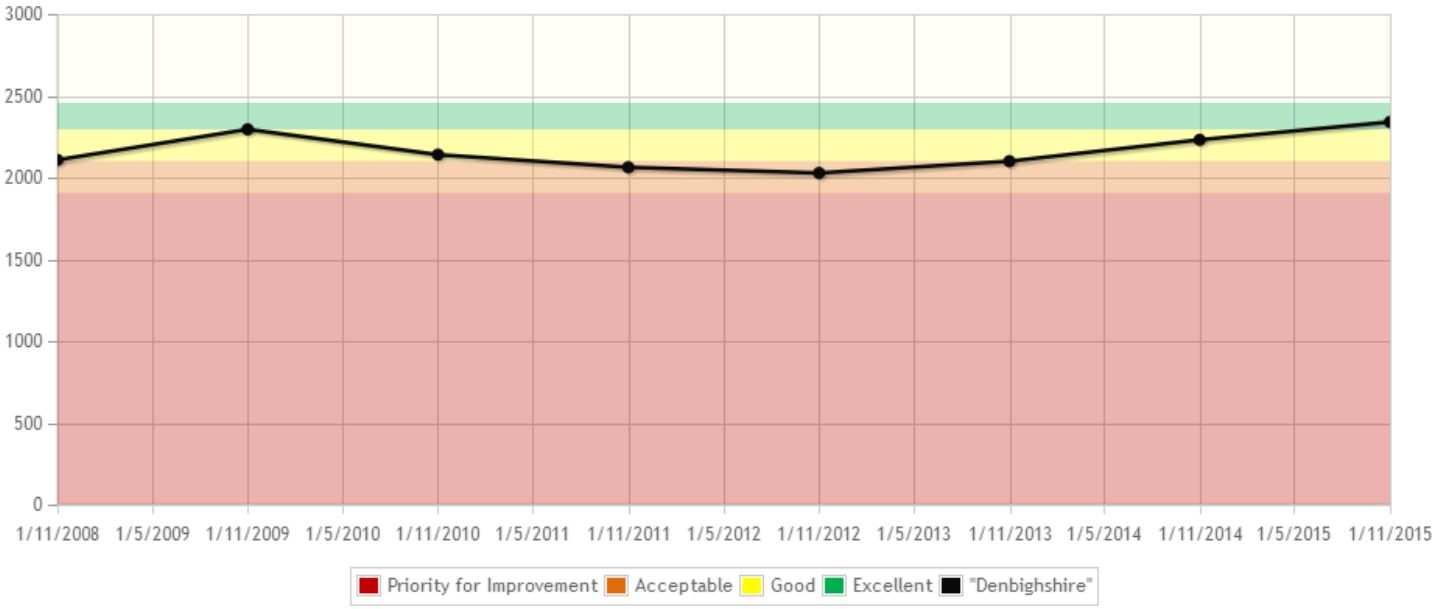
ECAheadline4	1 year survival rate of new enterprises (%)



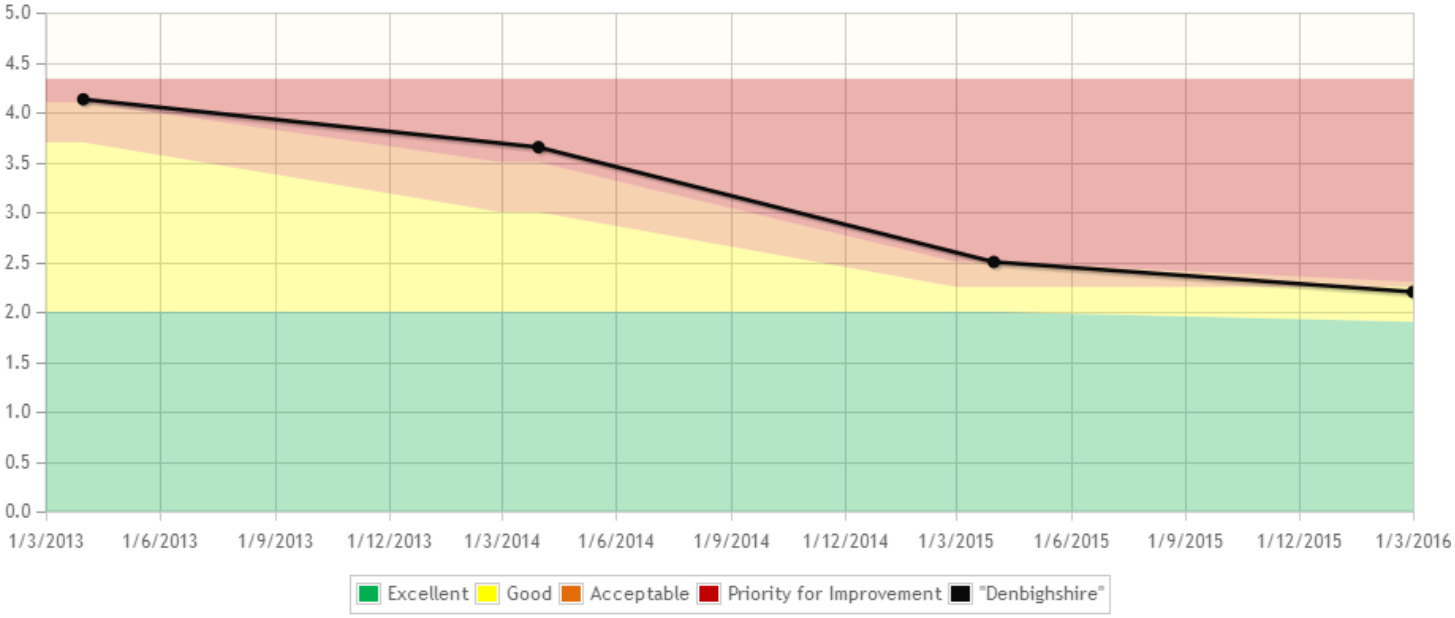
ECAheadline5	3 year survival rate of new enterprises (%)



ECAheadline6	Turnover of Denbighshire based businesses (£m)



AECAHeadline1	% Job Seekers Allowance claimant count



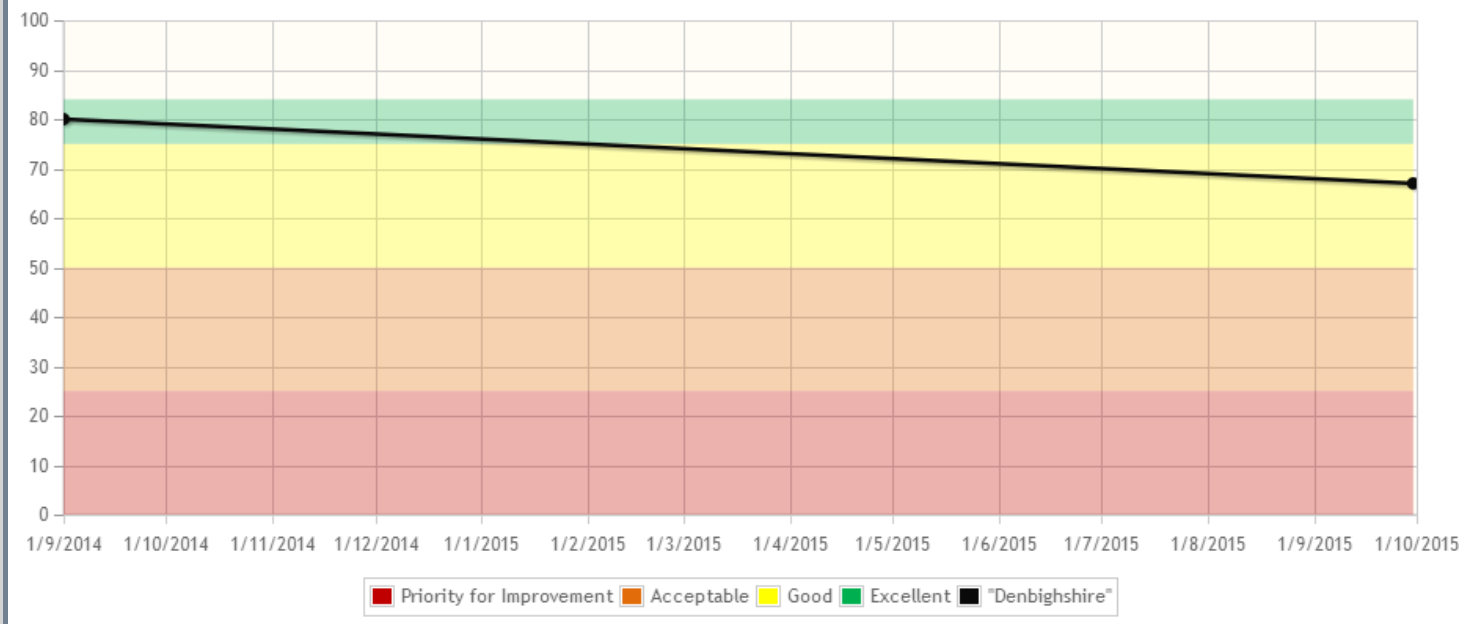
Outcome 01 - Infrastructure for growth

General Information

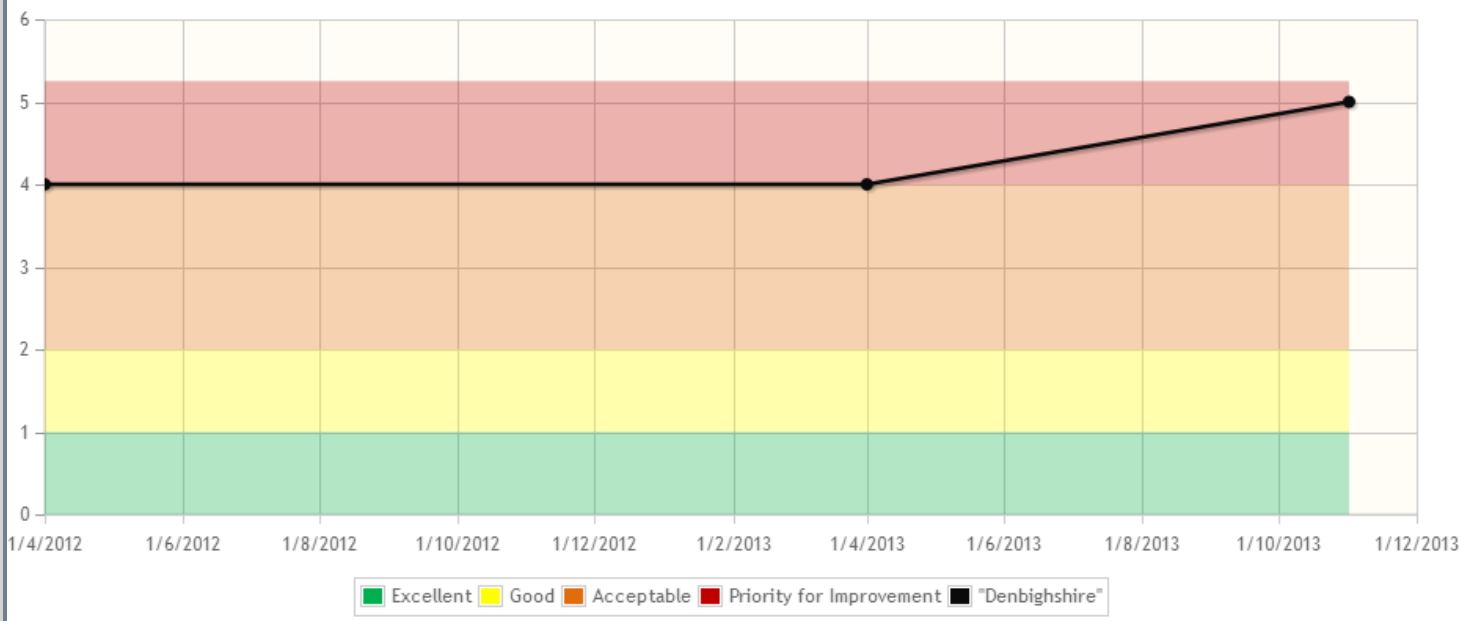
Status	Acceptable

Indicators

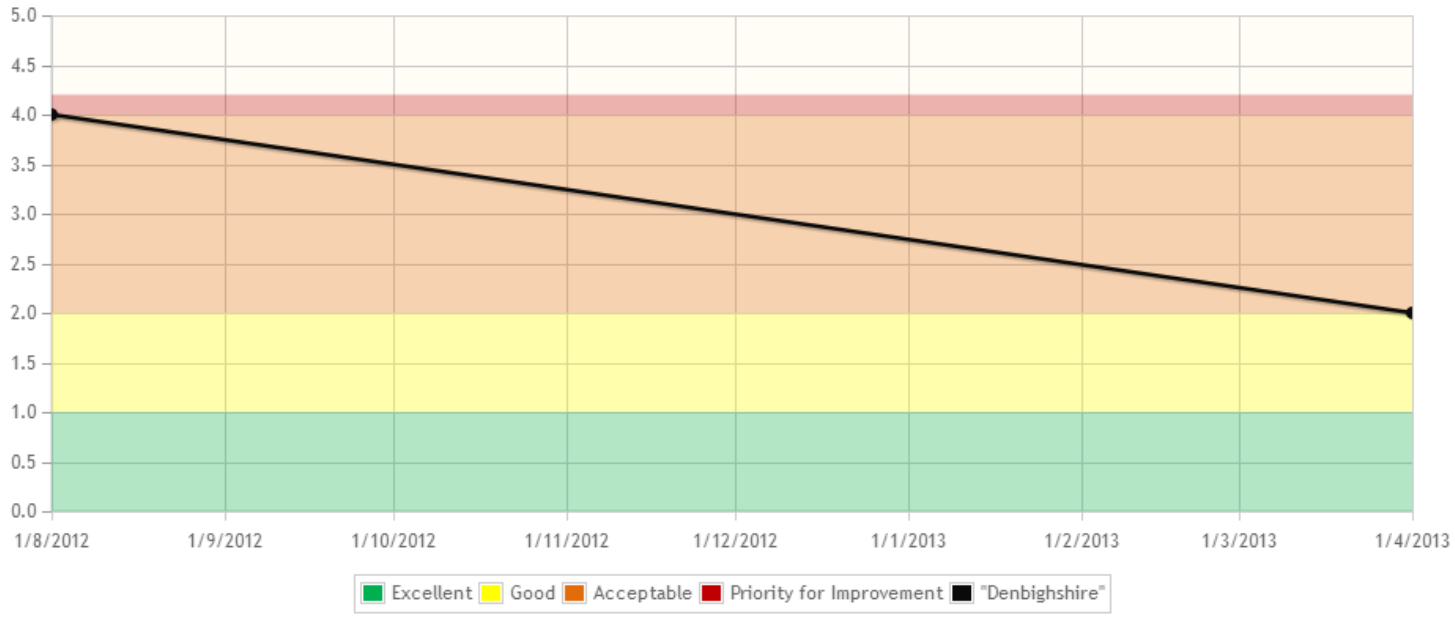
BusSurv1.9 The percentage of businesses selling or sourcing goods or services online



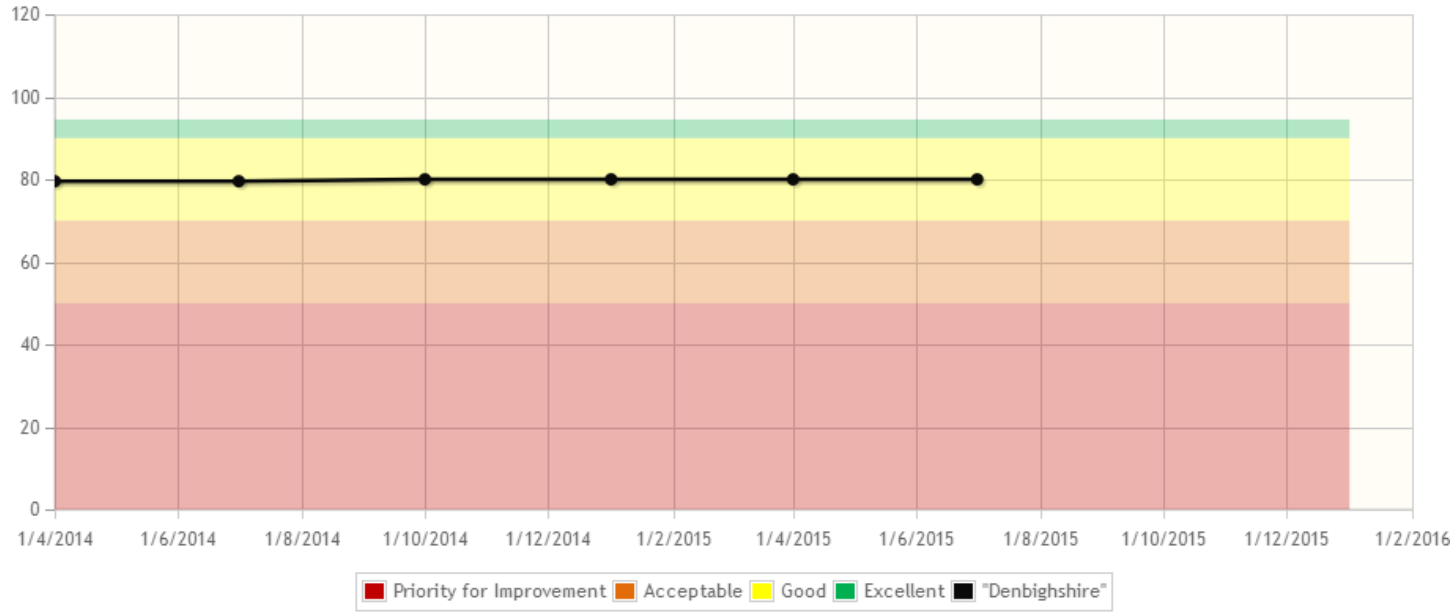
OFCOMsuperfast Denbighshire's OFCOM five-point ranking for superfast broadband availability



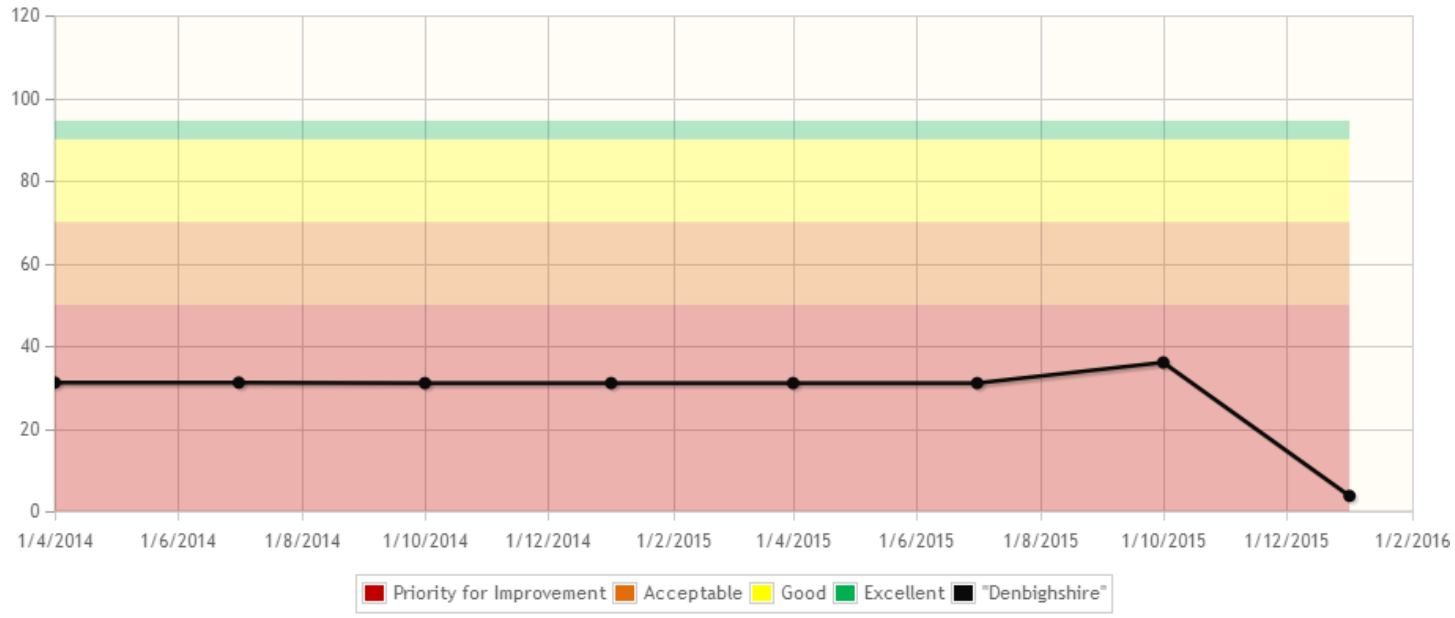
OFCOMtake up	Denbighshire's OFCOM five-point ranking for broadband take-up



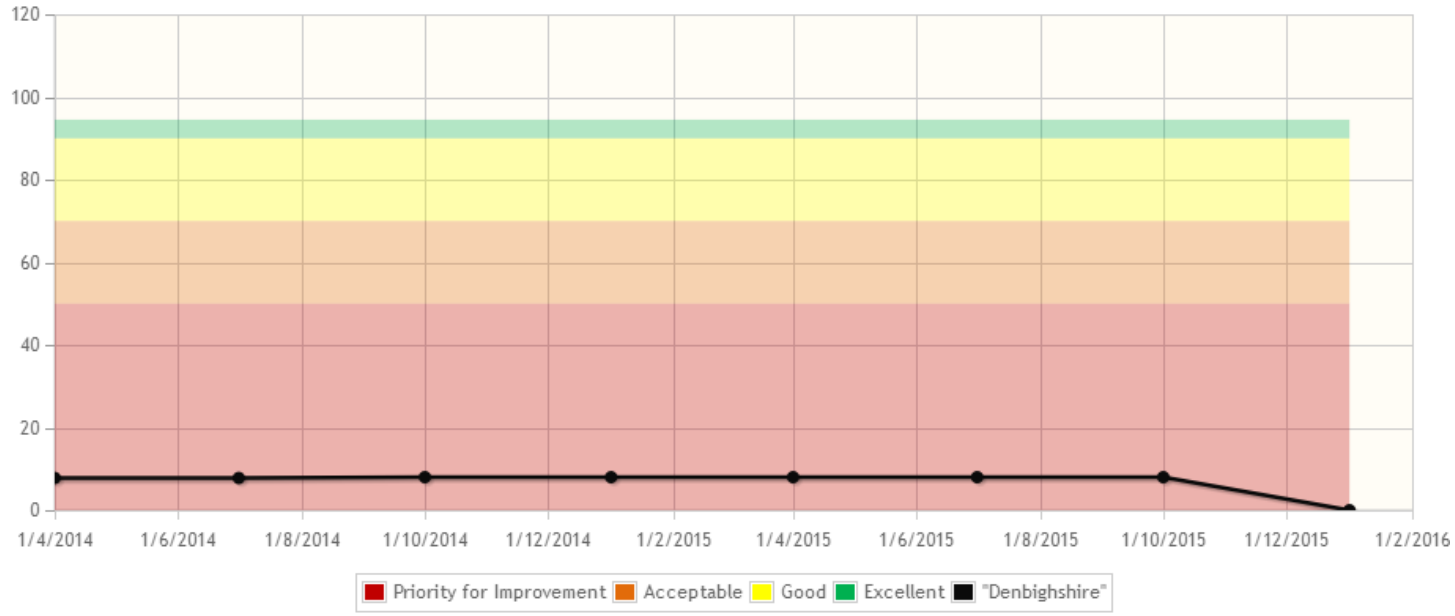
ECA1.1i	The percentage of available land on Priority Strategic Employment Sites where restrictions/hindrances to development are removed from the legal title (as a % of all available land)



	ECA1.2i	The percentage of available employment land (PSE2) with planning consent



	ECA1.3i	The percentage of available employment land (PSE2) developed



Activities

	ECA 1.2a	Digital Denbighshire		15/07/13	30/06/17
	ECA 1.3b	Strategic Employment Sites		06/05/14	31/03/18

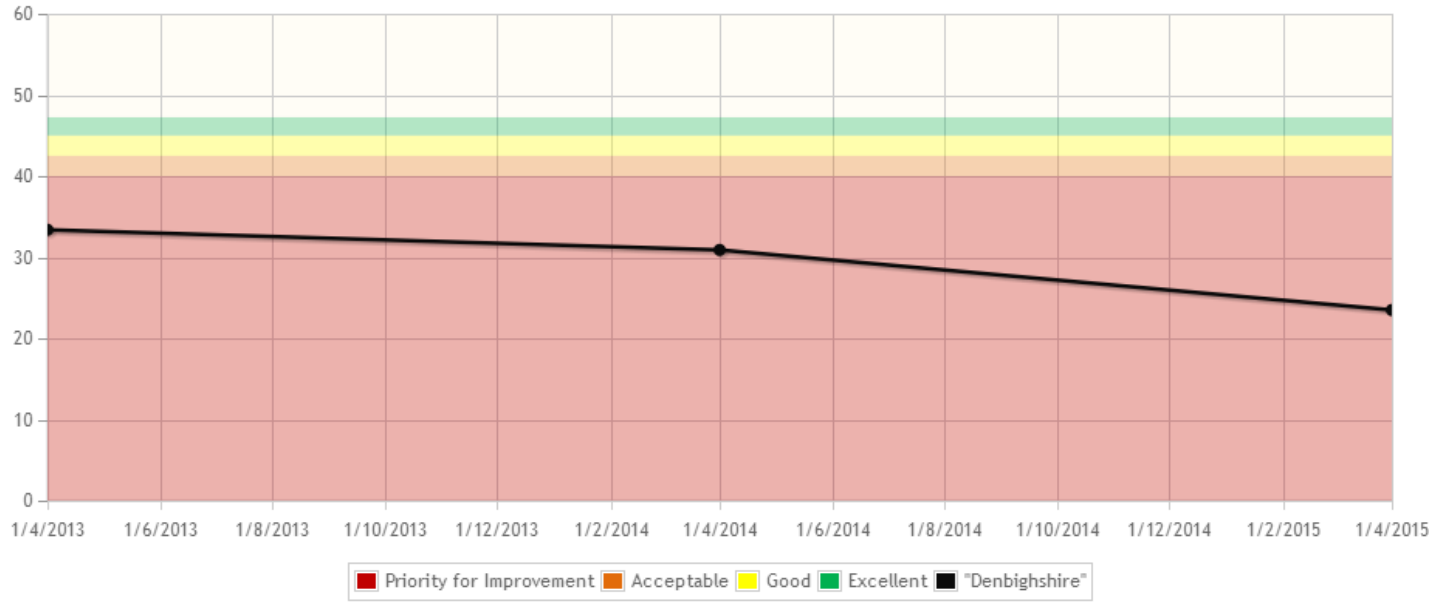
Outcome 02 - Supported and connected businesses

General Information

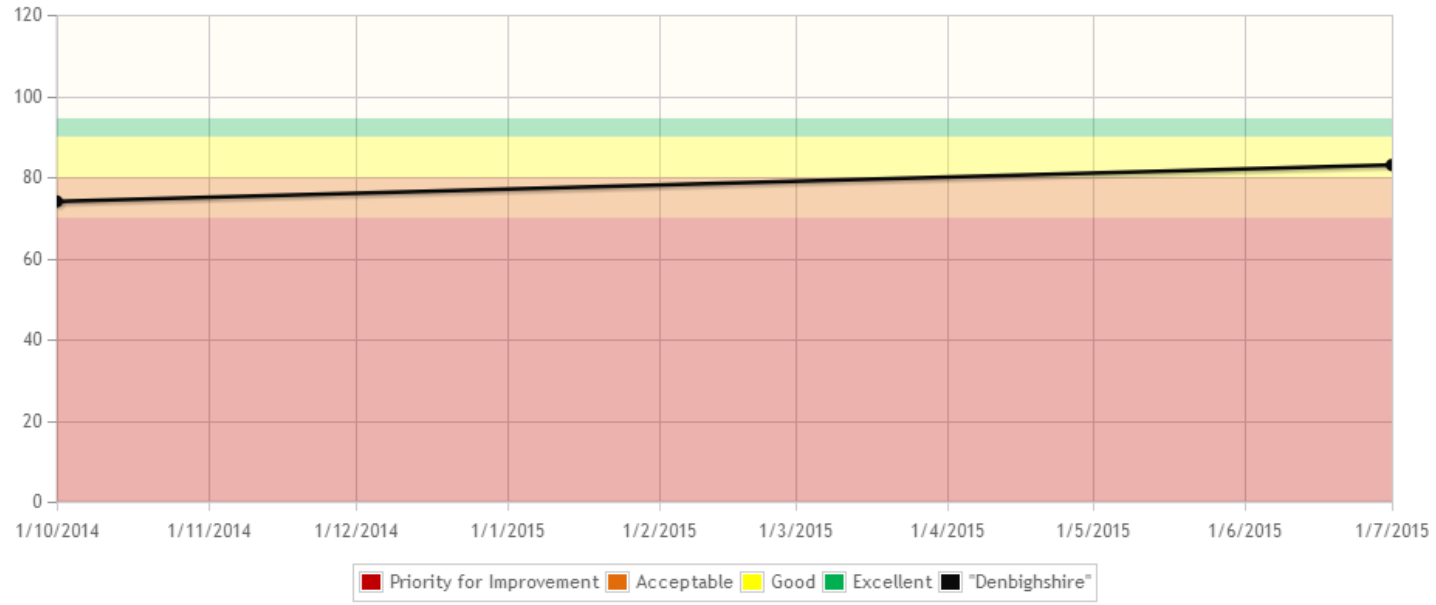
Status	Acceptable

Indicators

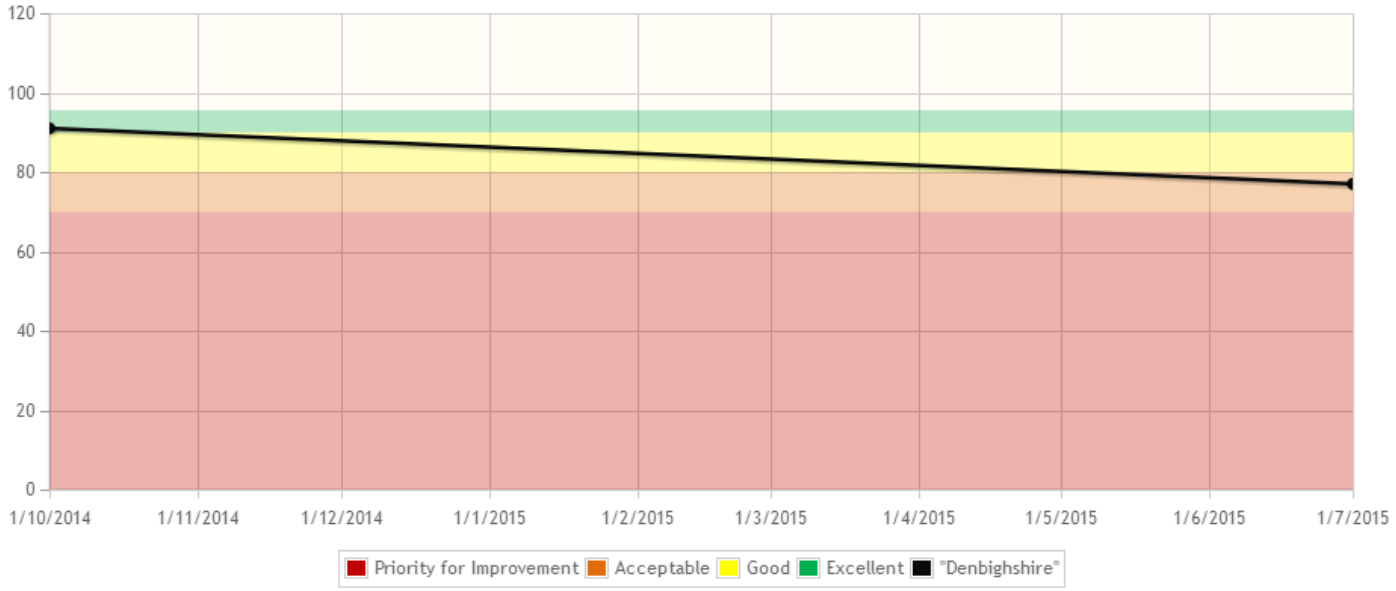
FAA406m	Local procurement spend as a % of total procurement spend



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



	BusSurv4.1	% of businesses satisfied with access to advice/support



Activities				
	BIM314a	Conduct, collate, analyse and publish results from the Business Survey	01/04/14	31/10/15
	ECA 2.1a/2.2a/2.2c	Business Advice & Support	12/09/13	22/07/16
	ECA 2.1b	Better Business for All (BFC Phase 1 - Planning & Public Protection)	06/05/14	31/12/16

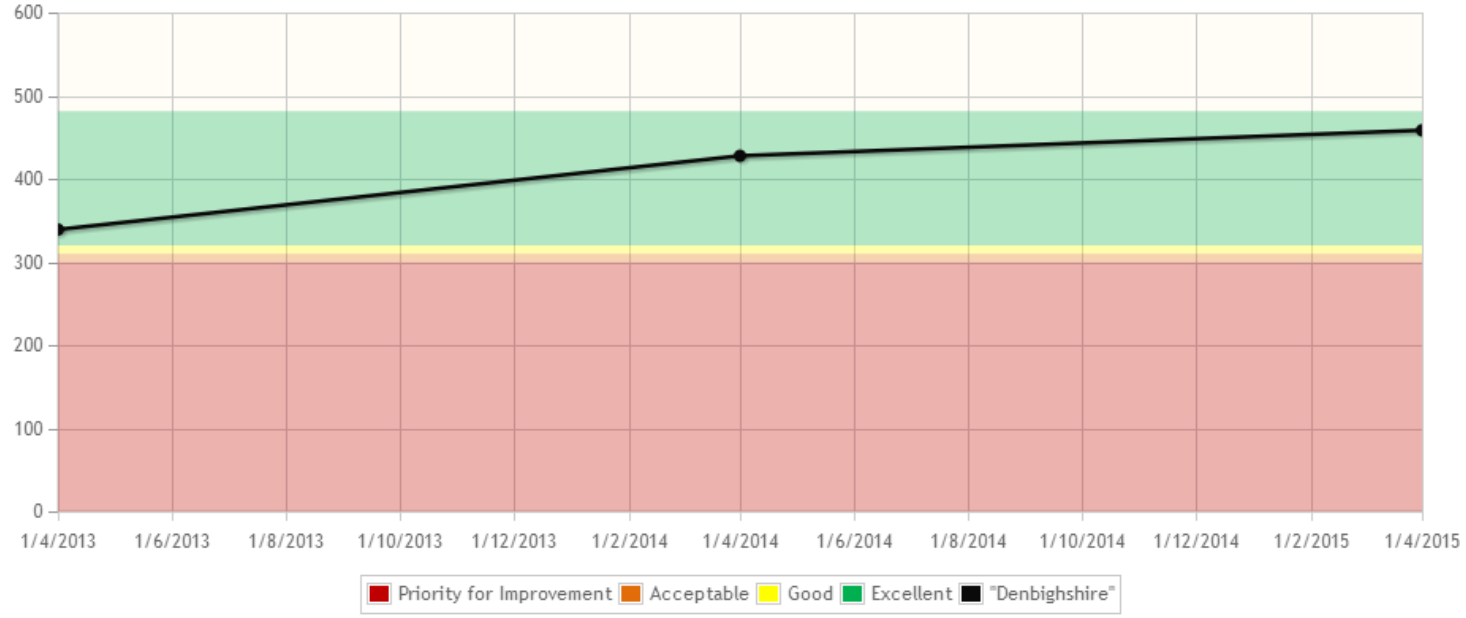
Outcome 03 - Opportunities for growth

General Information

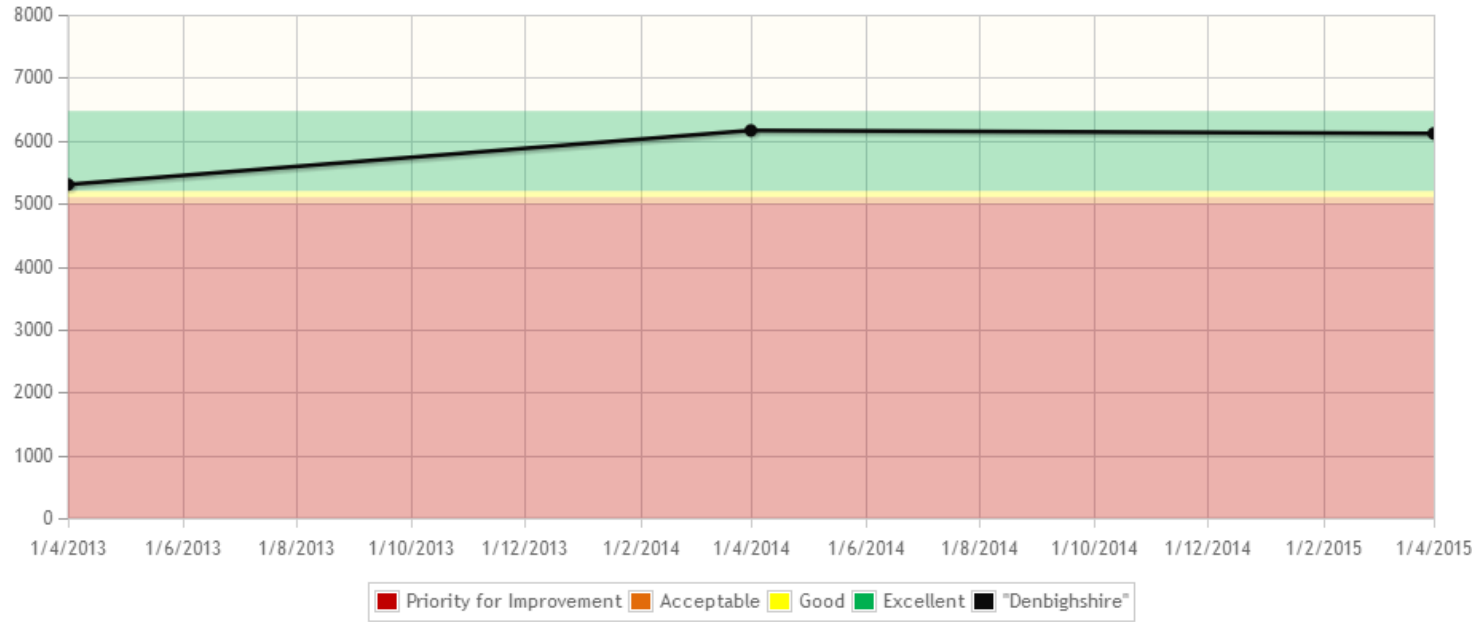
Status	Excellent

Indicators

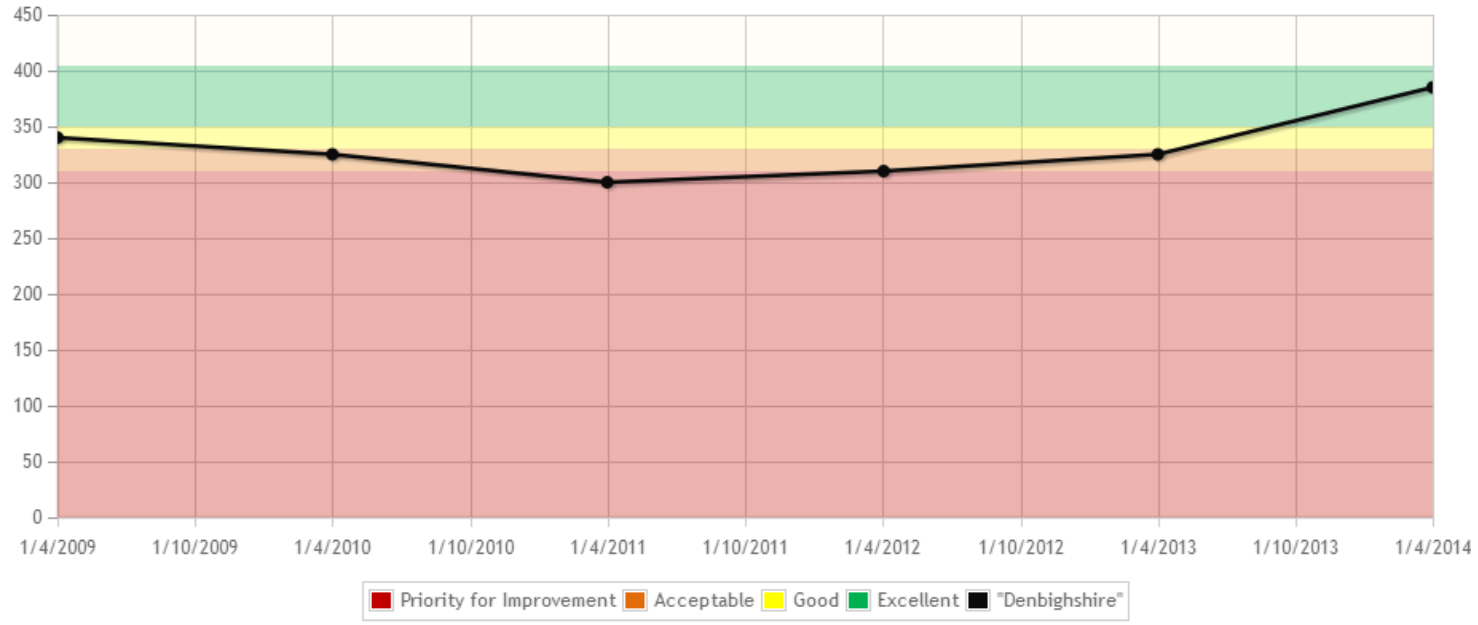
CMLi10	STEAM - Total Economic Impact of Tourism (£ million)



CMLi11	STEAM - Number of Full Time Jobs Supported by Tourism



ECA3.1i	No. of businesses in the tourism sector



Activities				
	ECA 3.1Aa-c	Tourism Growth Plan	05/06/14	31/07/15
	ECA 3.2a	New Growth Sectors / St. Asaph Business Park Development	01/01/15	31/03/18
	ECA 3.2b/d	Regional Growth Opportunities	11/06/14	30/04/18
	PPP311a	Take a pro-active approach to encourage the private sector to develop economic development, by producing master plans, planning briefs and SPGs	01/04/15	31/03/16

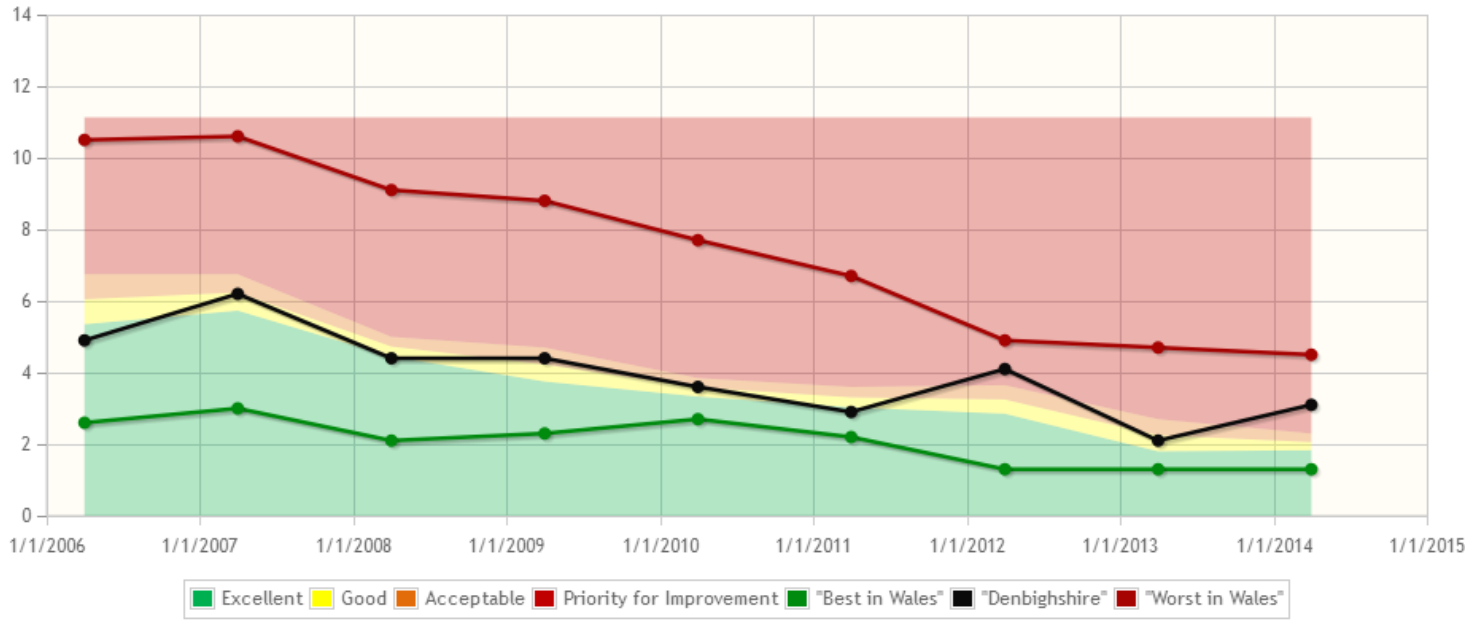
Outcome 04 - High quality skilled workforce

General Information

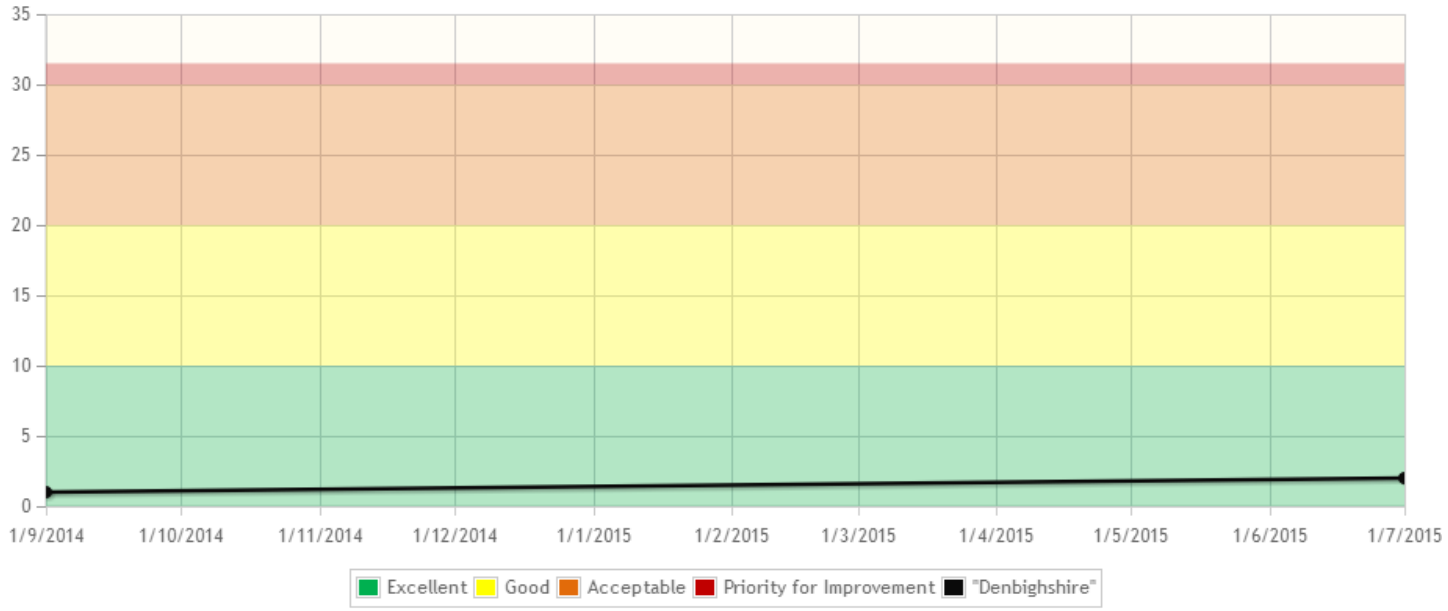
Status	Good

Indicators

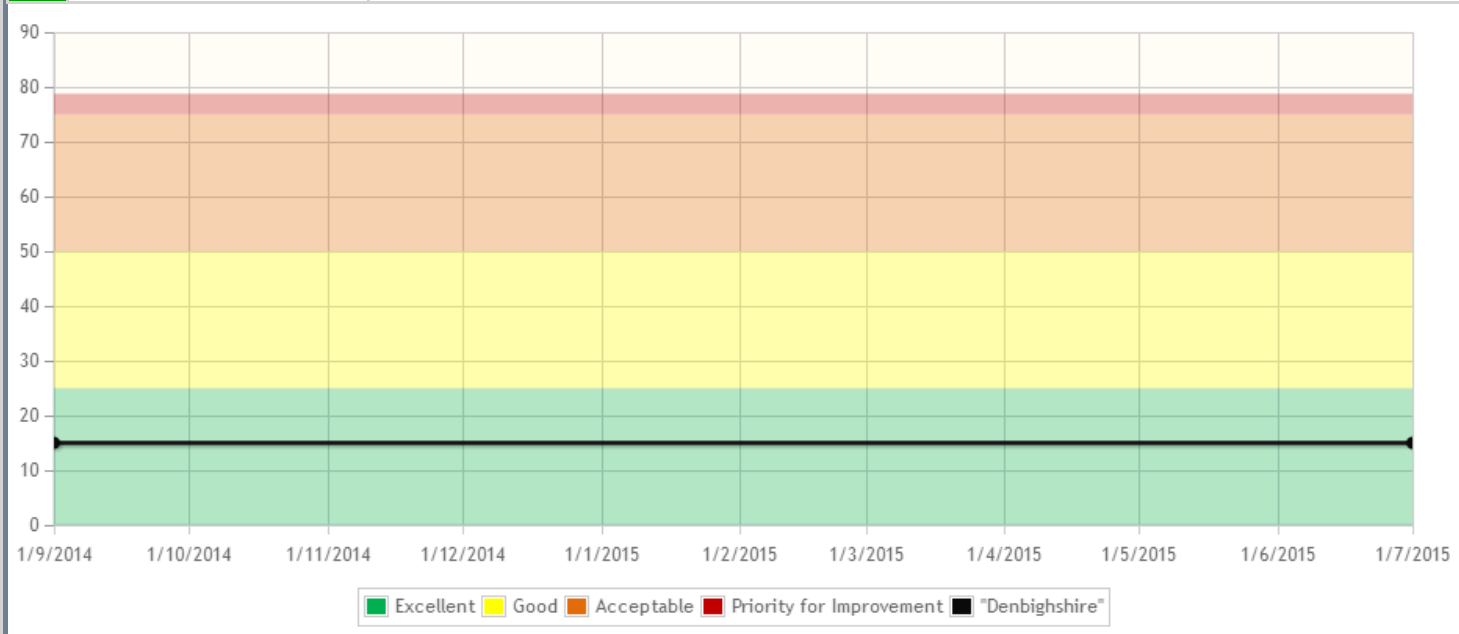
Ed004i	The percentage of children aged 16 - 18 Not in Education, Employment or Training, at the preceding 31 August in Denbighshire



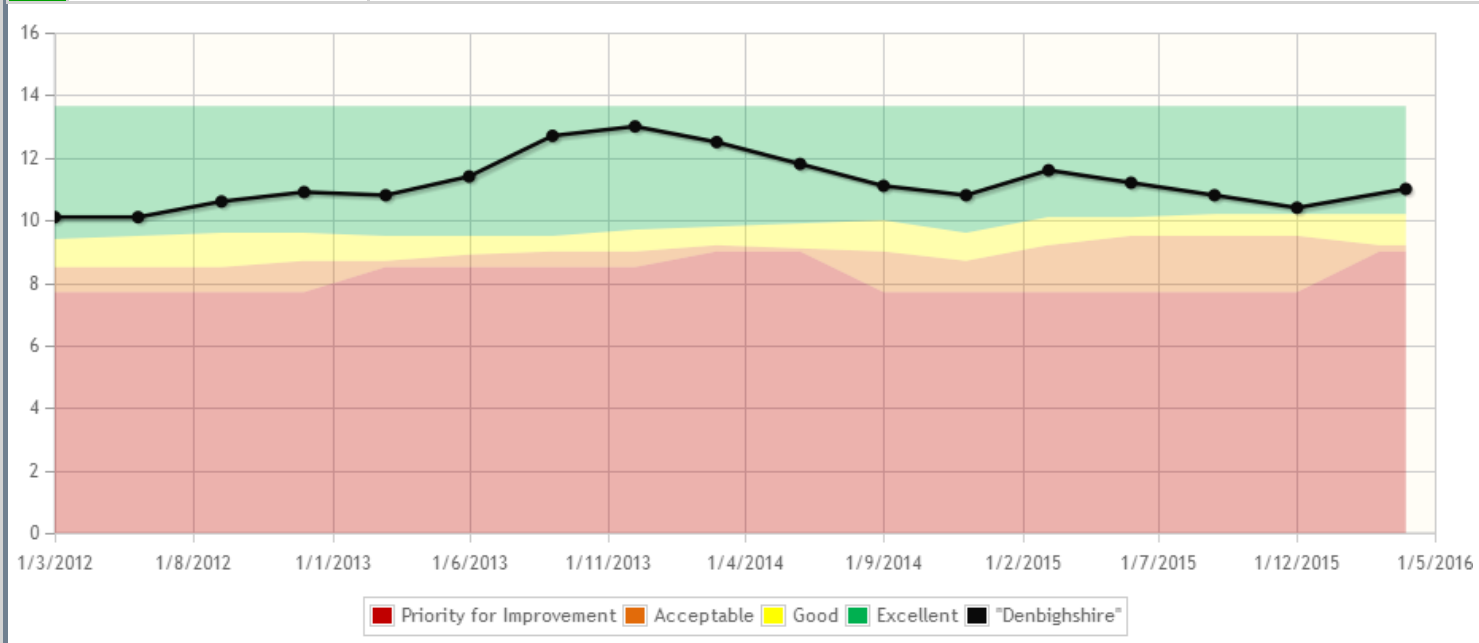
BusSurv3.3a	% of businesses reporting unfilled vacancies due to unsuitable applicants



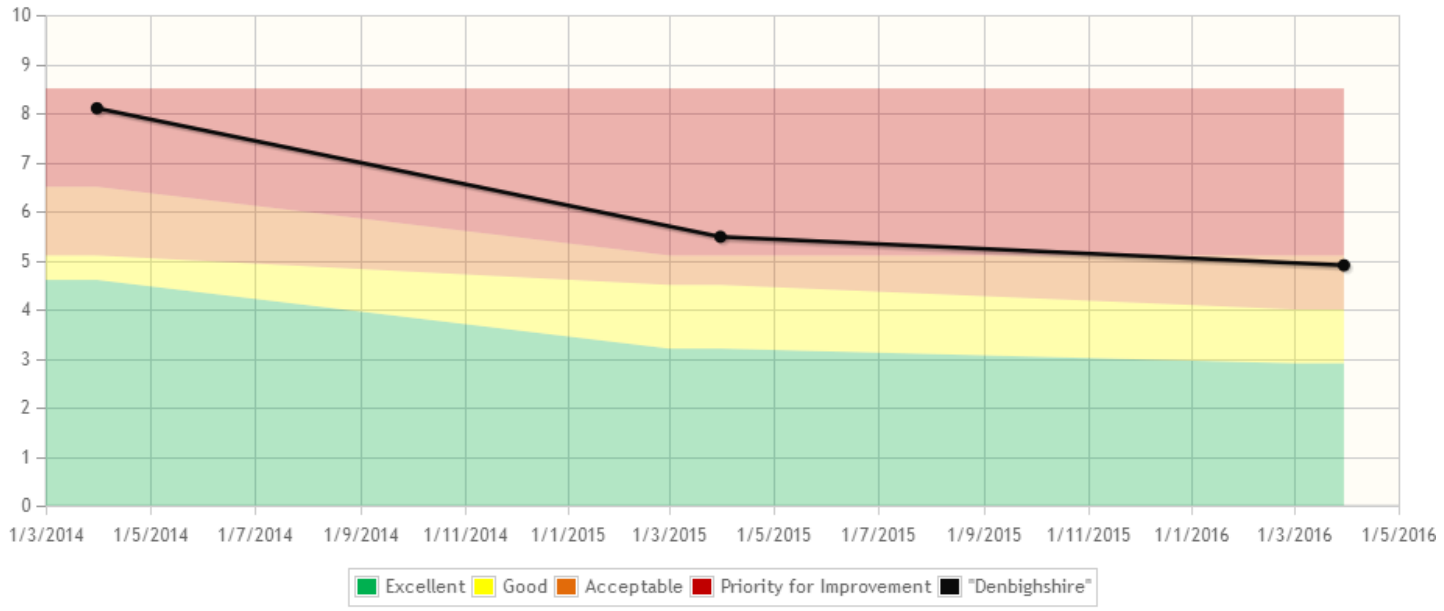
BusSurv3.3b	% of businesses reporting difficulty recruiting staff with the right skills



Aeca4.10i	% of people of working age in Denbighshire who are self employed



AECA 4.6i	% of the population aged 18 to 24 claiming JSA



Activities

	ECA 4.1b,4.2a-c,4.3a	Pathways +	01/04/15	31/07/16

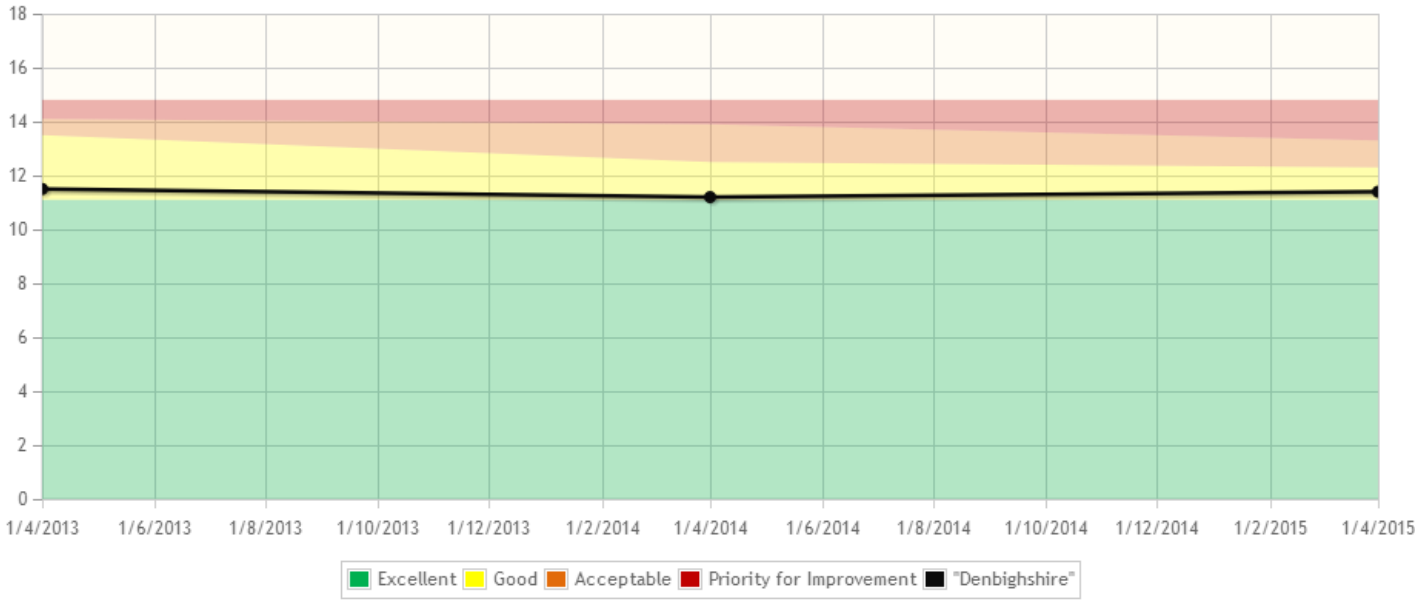
Outcome 5: Vibrant Towns and Communities

General Information

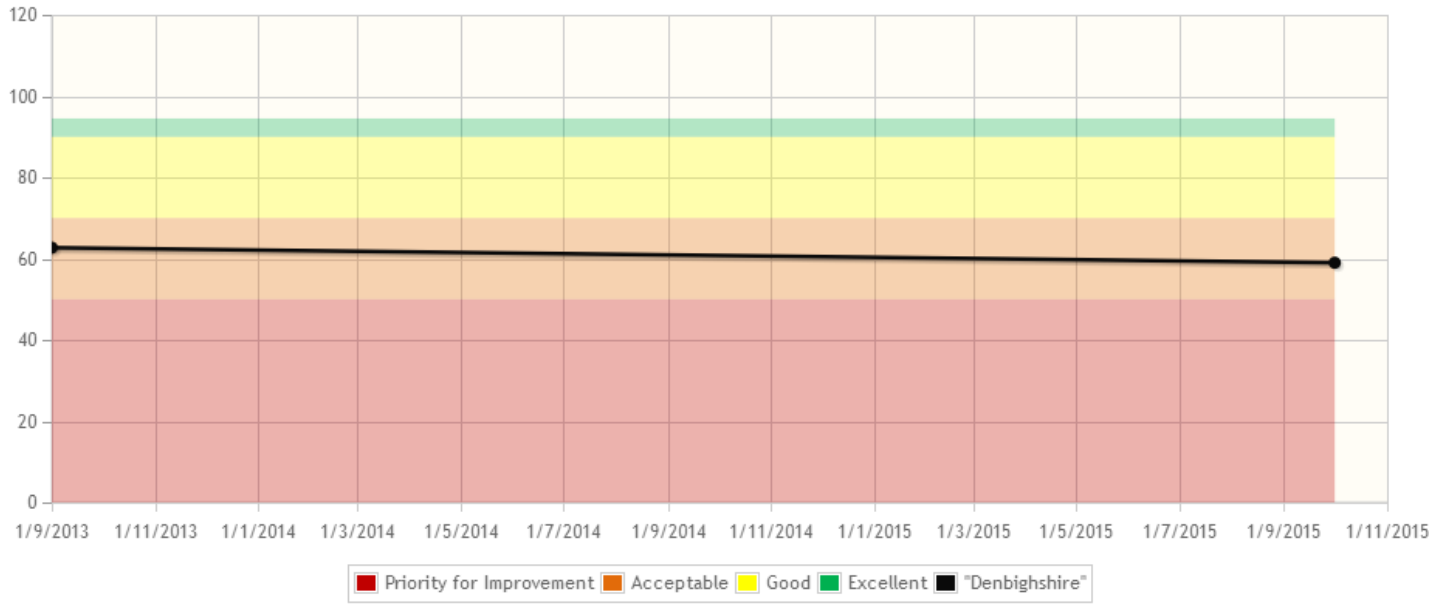
Status	Acceptable

Indicators

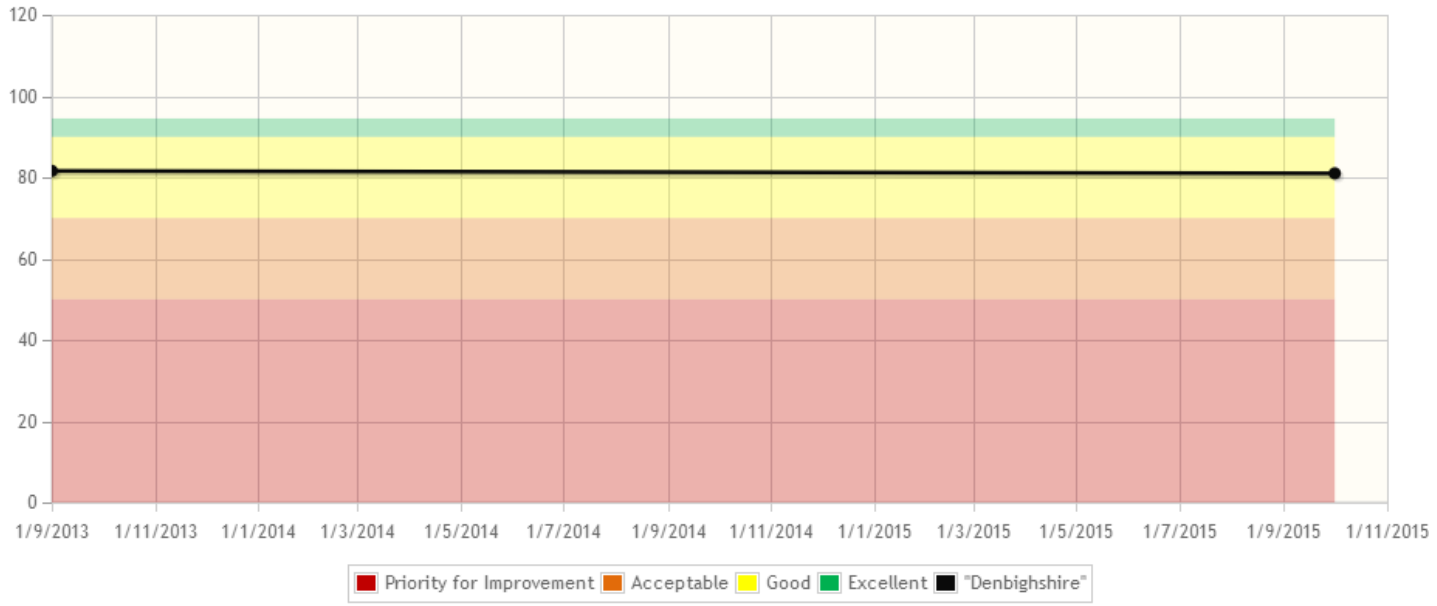
ECA5.1i	% of vacant town centre premises (Denbighshire average)



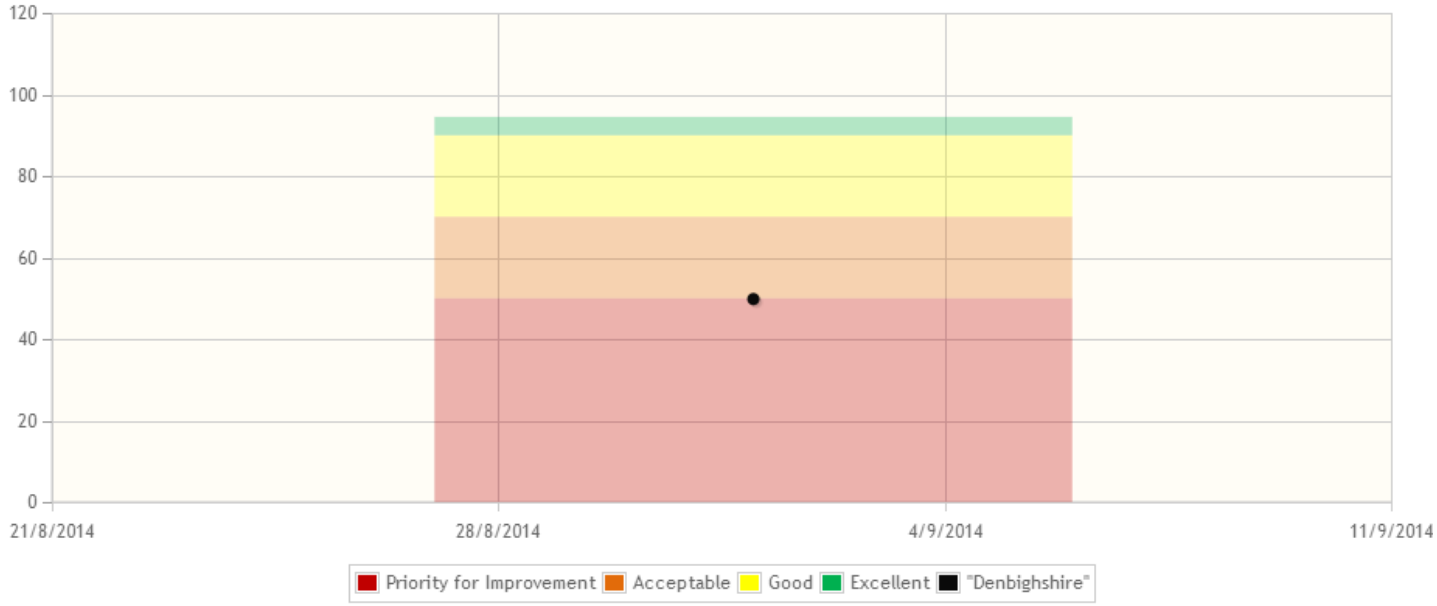
RSQ11	% of residents reporting overall satisfaction with their town centre



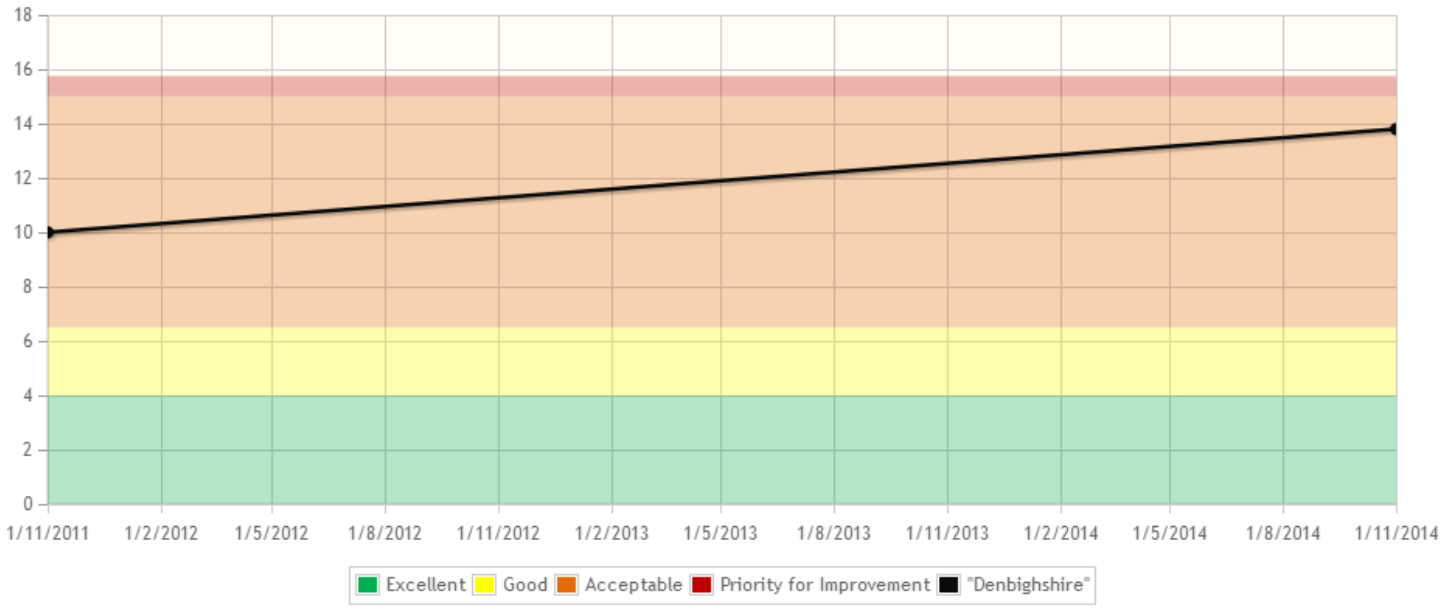
RSQ2	% of town residents reporting overall satisfaction with their local area



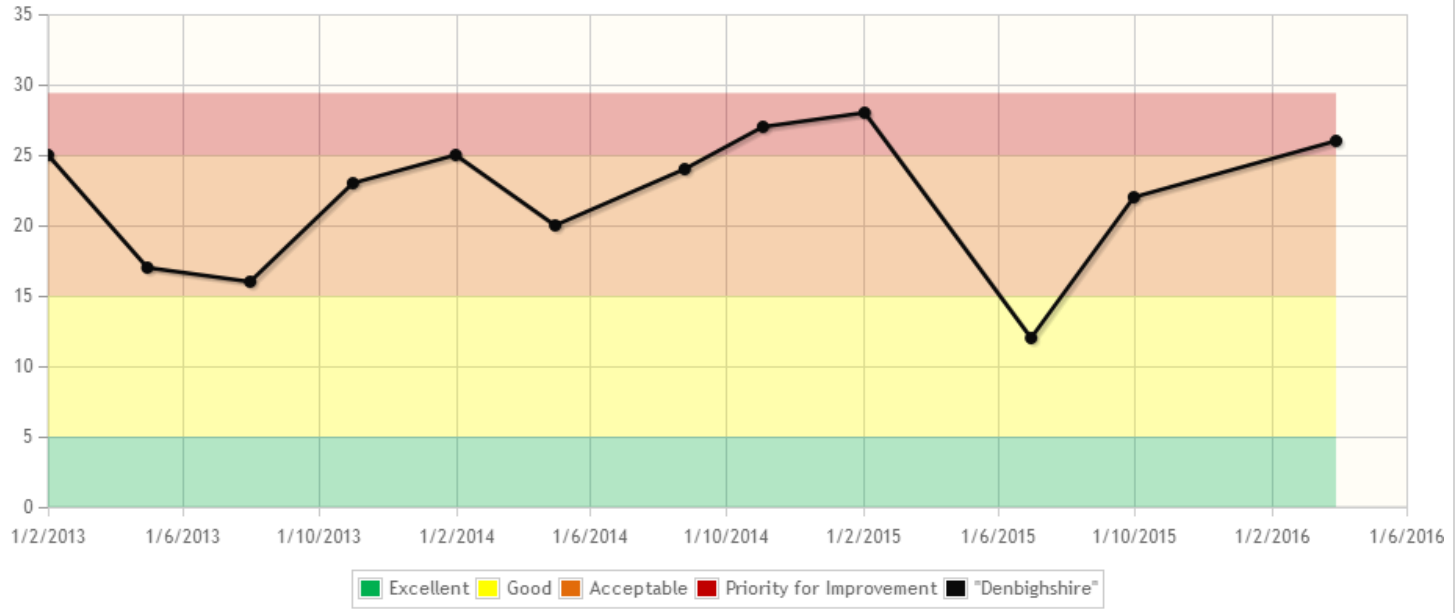
BusSurv2.1	% of town centre businesses reporting confidence in future prospects



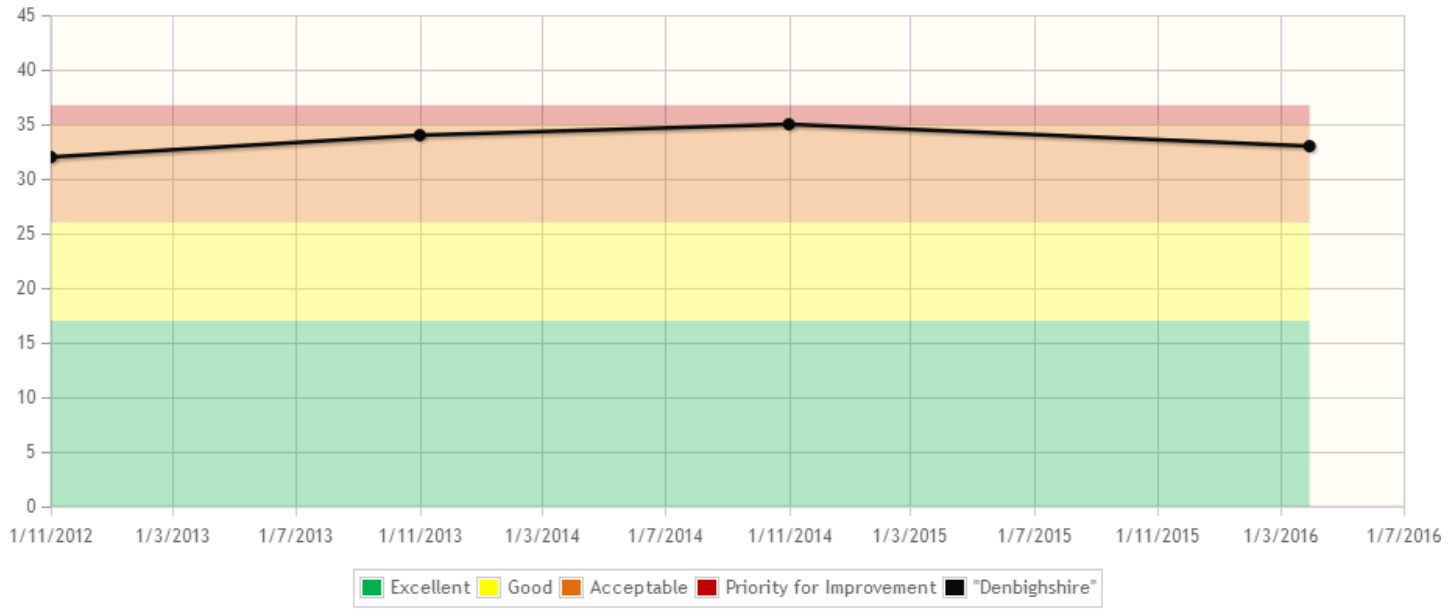
ECA5.2i	% of LSOA that fall into the 10% most deprived in Wales



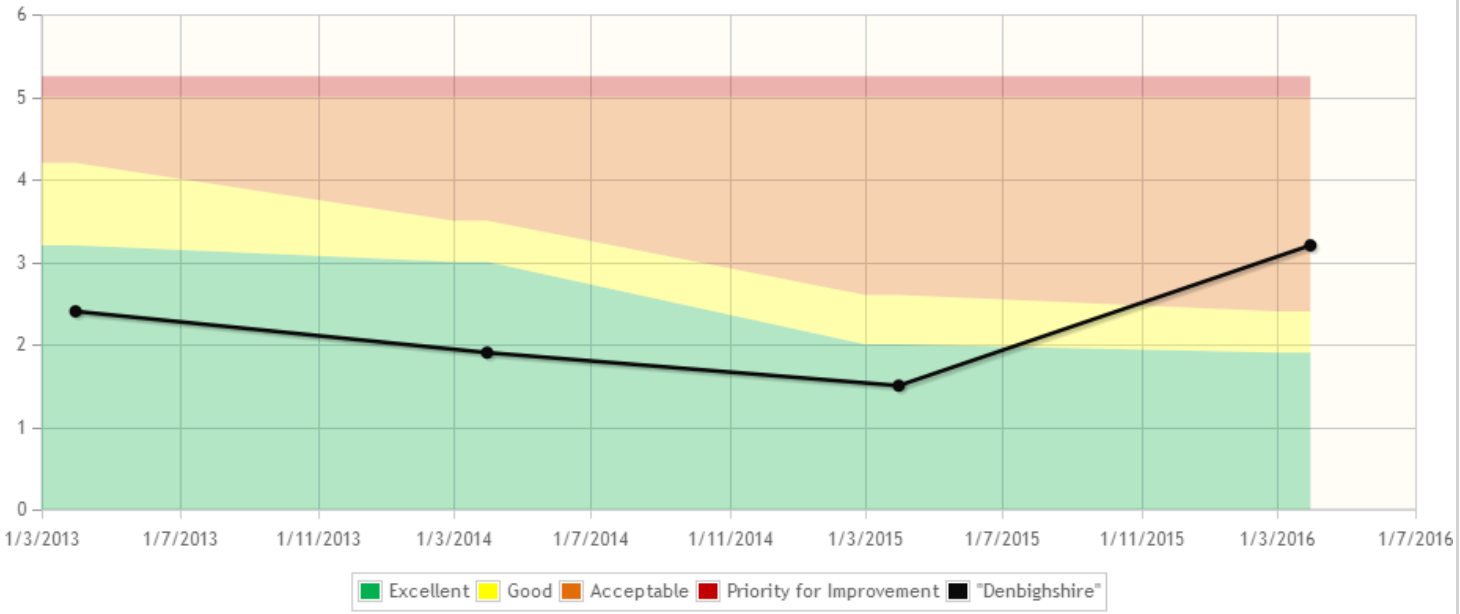
ECA5.3i	No. of LSOA with a claimant count (%) greater than Great Britain



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



ECA 5.1	Vibrant & Viable High Streets	05/05/15	31/03/17
ECA 5.3a RGF	Rhyl Regeneration		
ECA 5.3a RGF	Rhyl Harbour: Pedestrian and cycle bridge, public square, quayside building and extended quay wall	02/03/09	31/03/15
ECA 5.3a RGF	Rhyl Harbour: Harbour Empowerment Order	02/05/12	30/06/16
ECA 5.3a RGF	West Rhyl Housing Improvement Project		
ECA 5.3a RGF	The Honey Club, Rhyl		

Outcome 06 - Well-promoted Denbighshire

General Information

Status	Excellent

Activities

	ECA 6.1a-c	Locate in Denbighshire- Inward Investment Marketing Campaign	17/04/14	30/09/16
	ECA 6.2a	Develop a Destination Management Plan for Denbighshire	01/04/14	30/06/14
	ECA 6.2b / 1.3a	Enquiry Handling for Sites & Premises	24/11/14	30/06/15

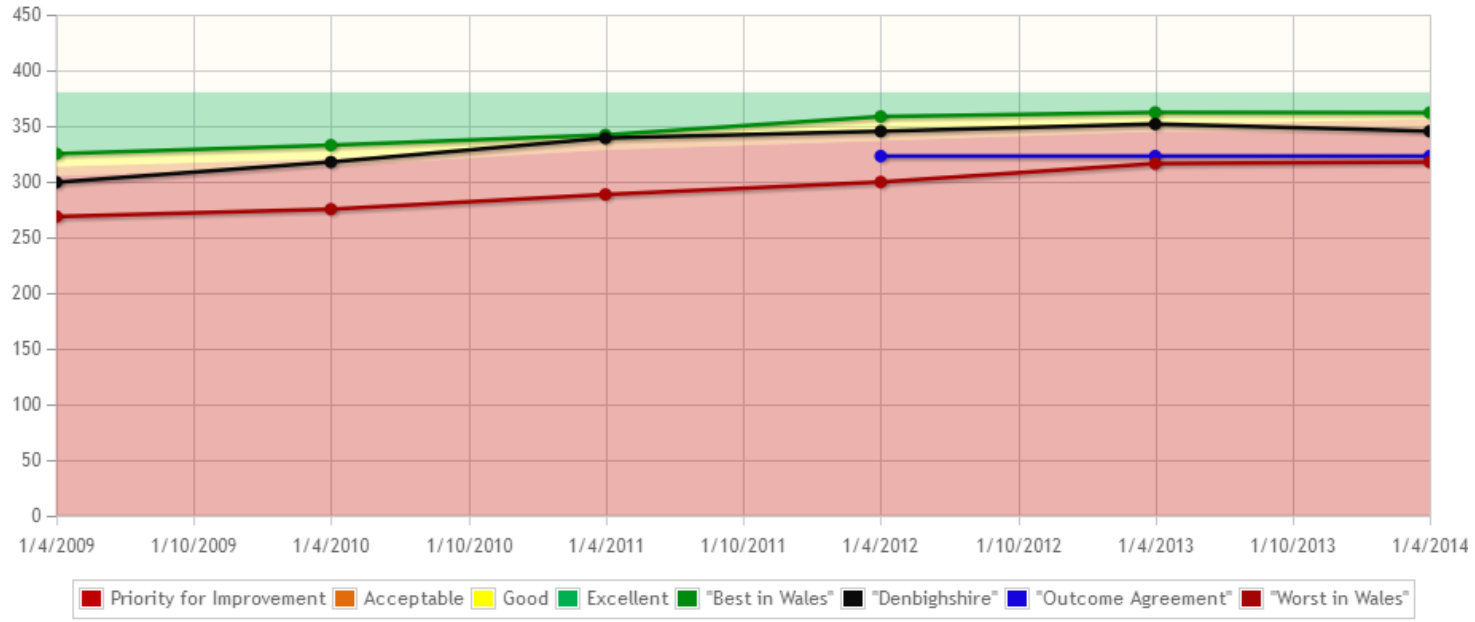
Outcome 07 - Students achieve their potential

General Information

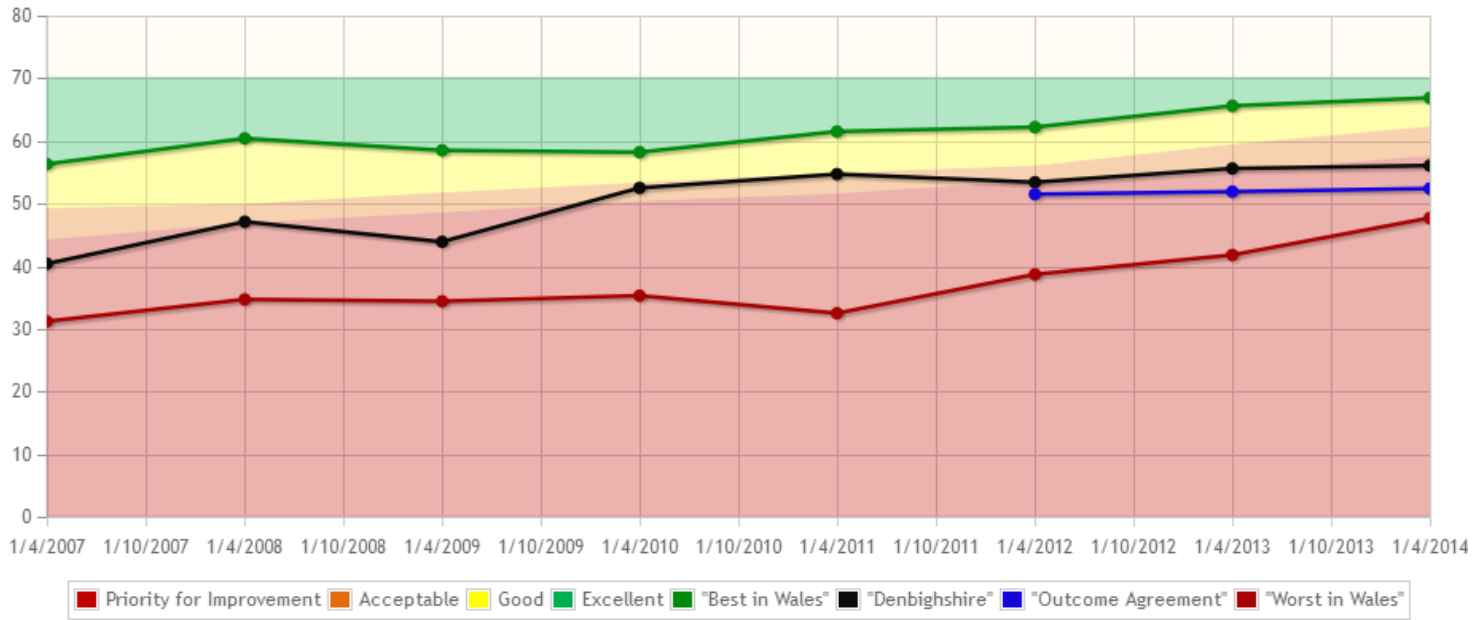
Status	Priority for Improvement

Indicators

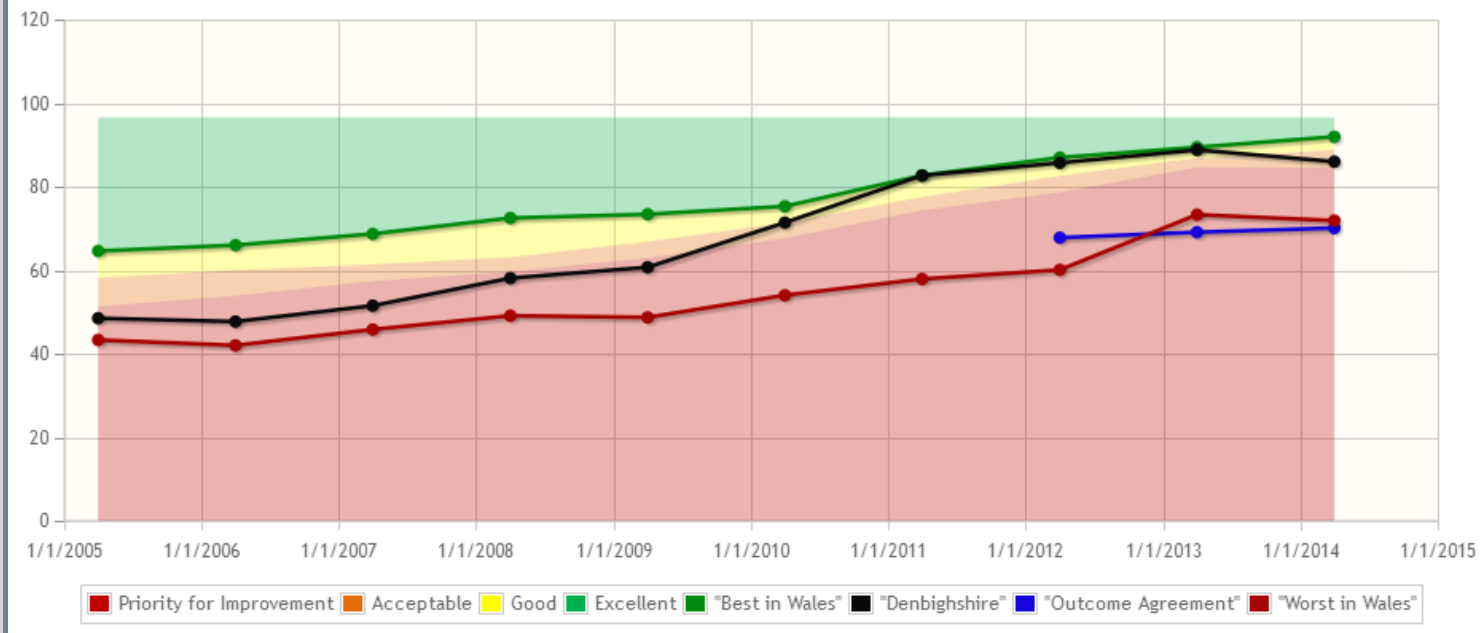
Ed001i	The average capped points score for pupils aged 15 at the preceding 31 August in schools maintained by the local authority (all pupils)



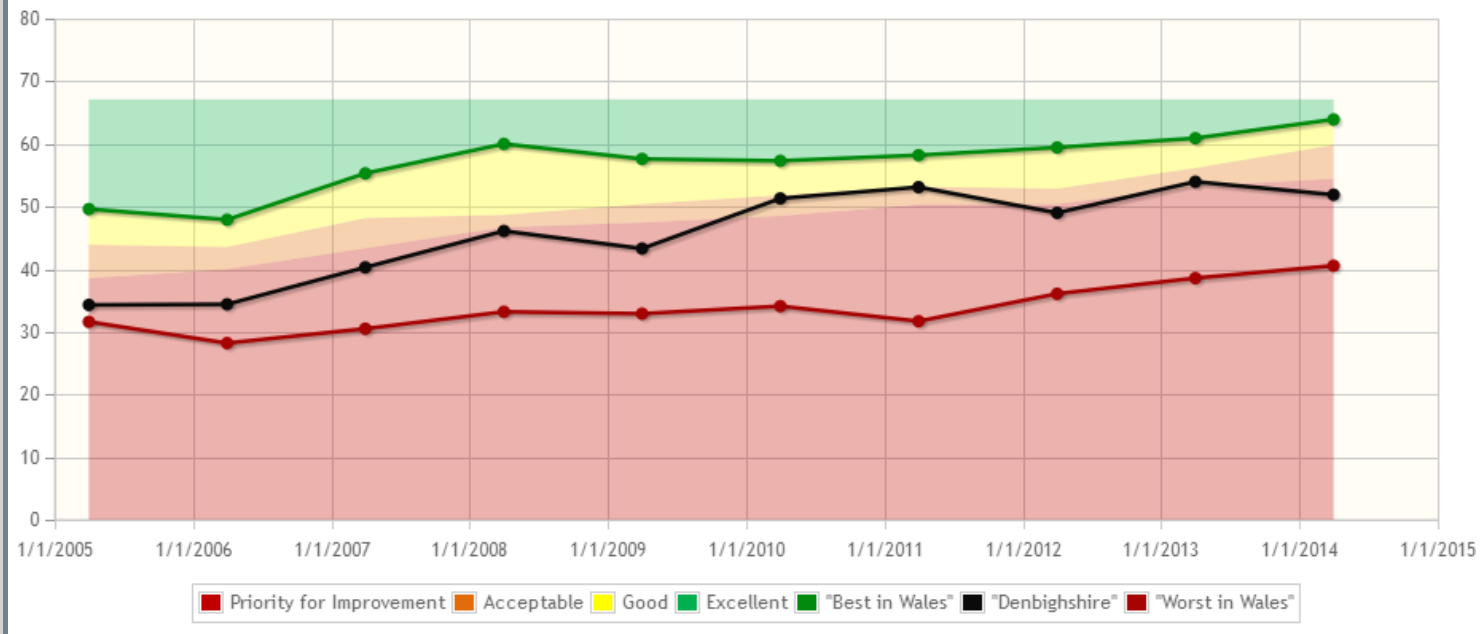
EDU017	The percentage of pupils achieving the level 2 threshold including English/Welsh and maths (all pupils)



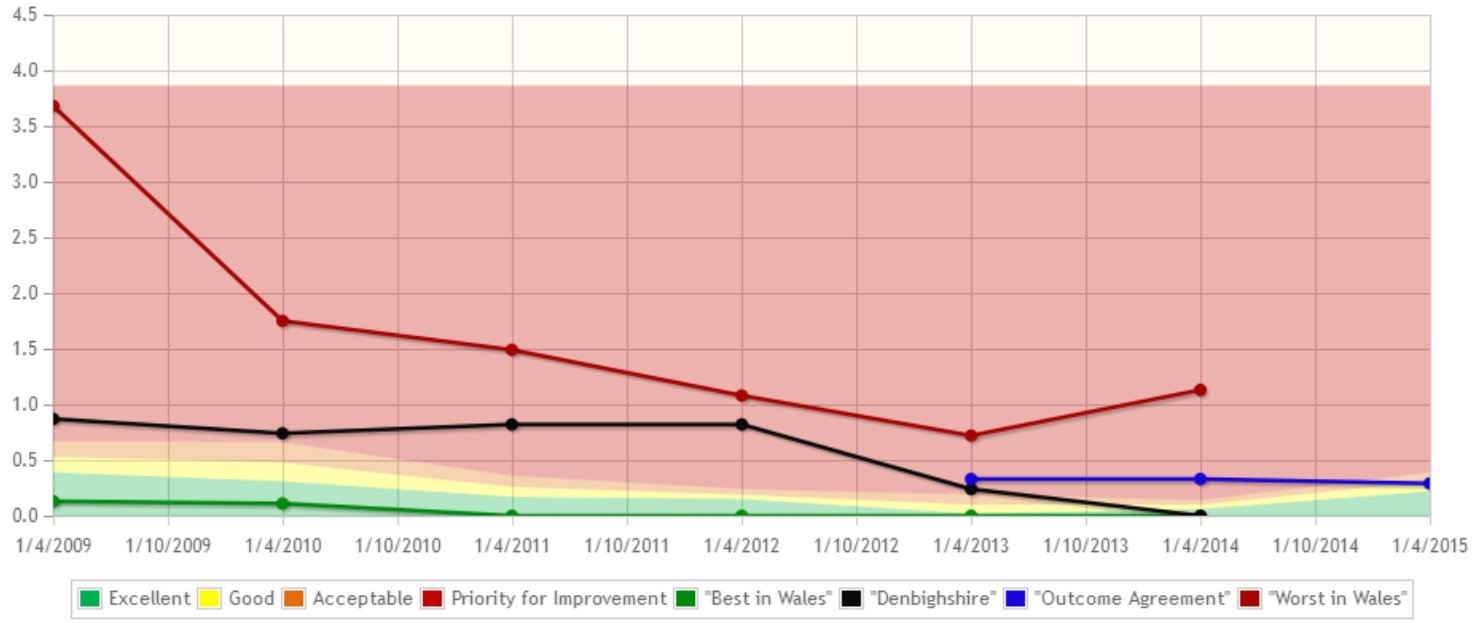
Ed006i	The percentage of pupils achieving the level 2 threshold or vocational equivalents (all pupils)



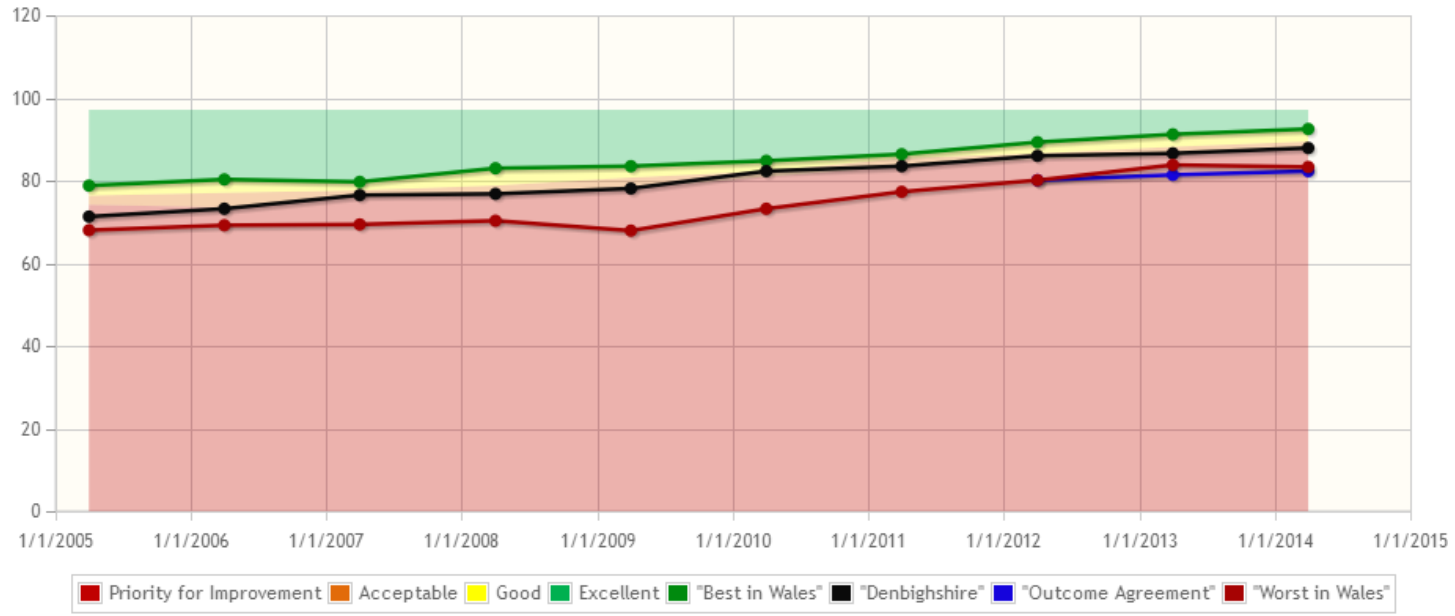
Ed009i	The percentage of pupils who achieve the Core Subject Indicator at Key Stage 4 (all pupils)



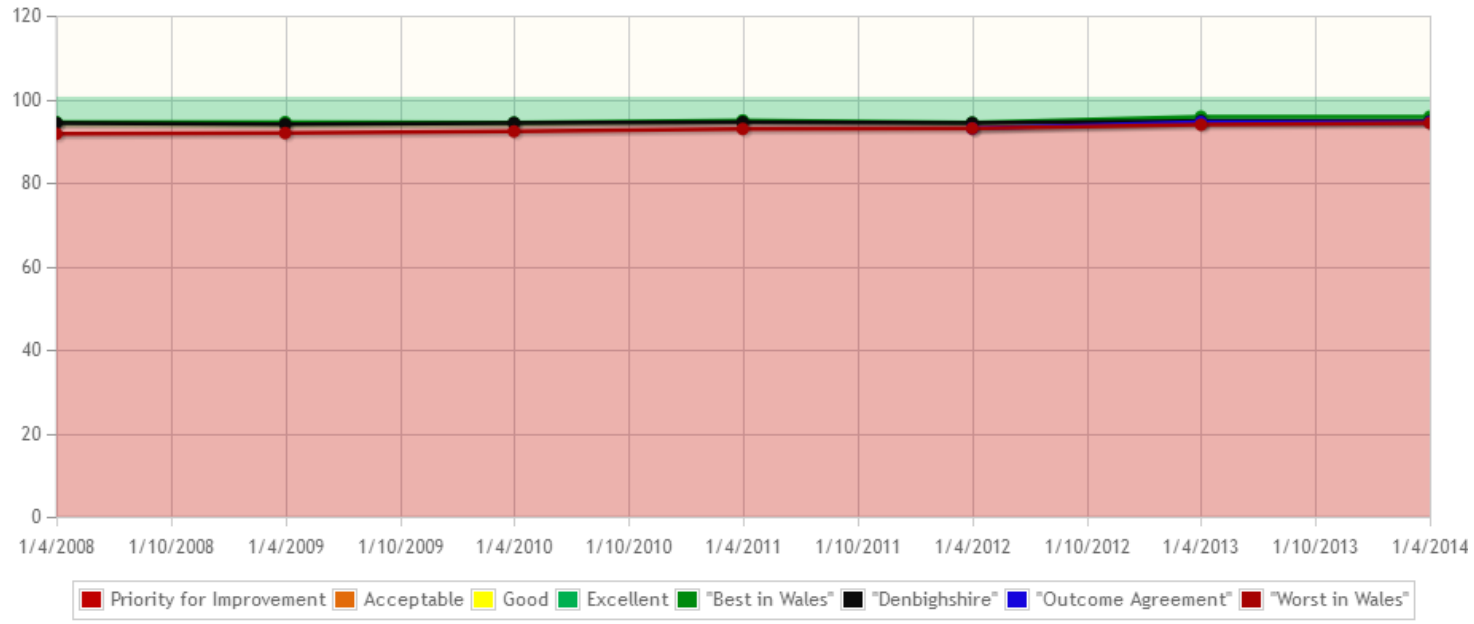
EDU002i	The percentage of pupils (including those in local authority care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.



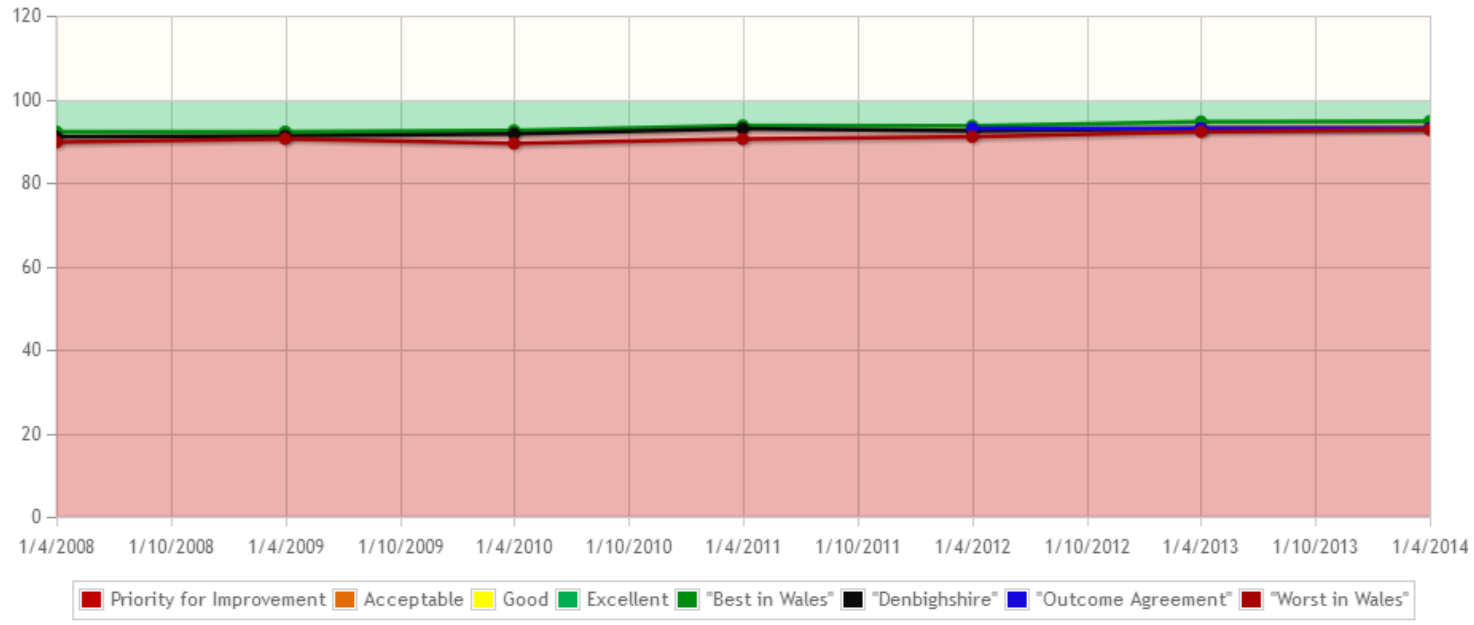
EDU003all	The percentage of pupils who achieve the Core Subject Indicator at Key Stage 2 (all pupils)



EDU016a	Percentage of pupil attendance in primary schools

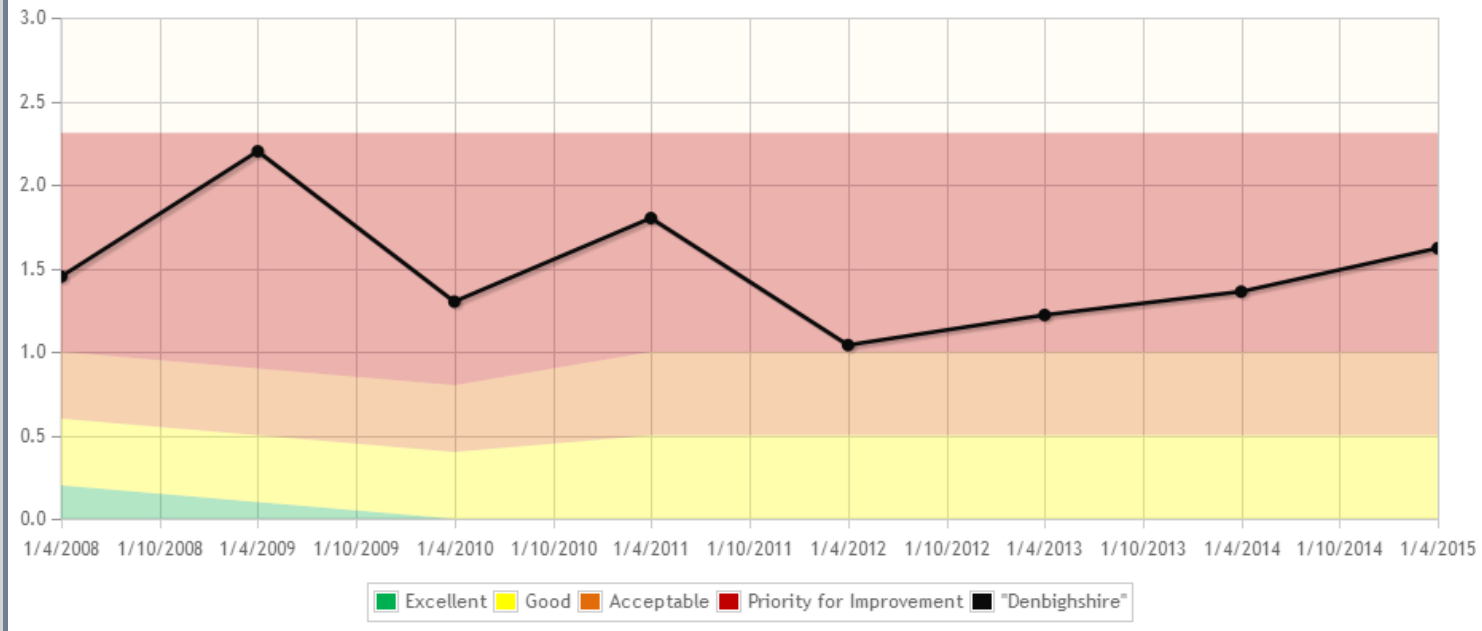


EDU016b	Percentage of pupil attendance in secondary schools

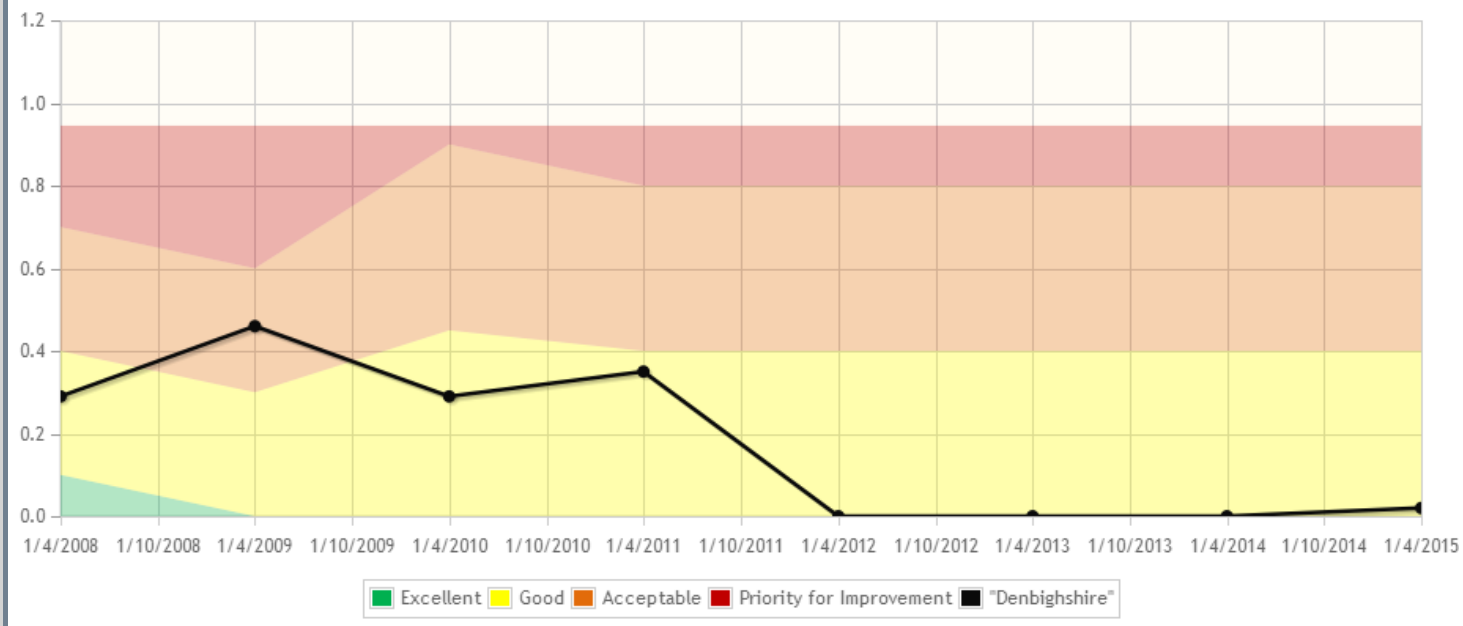


Measures

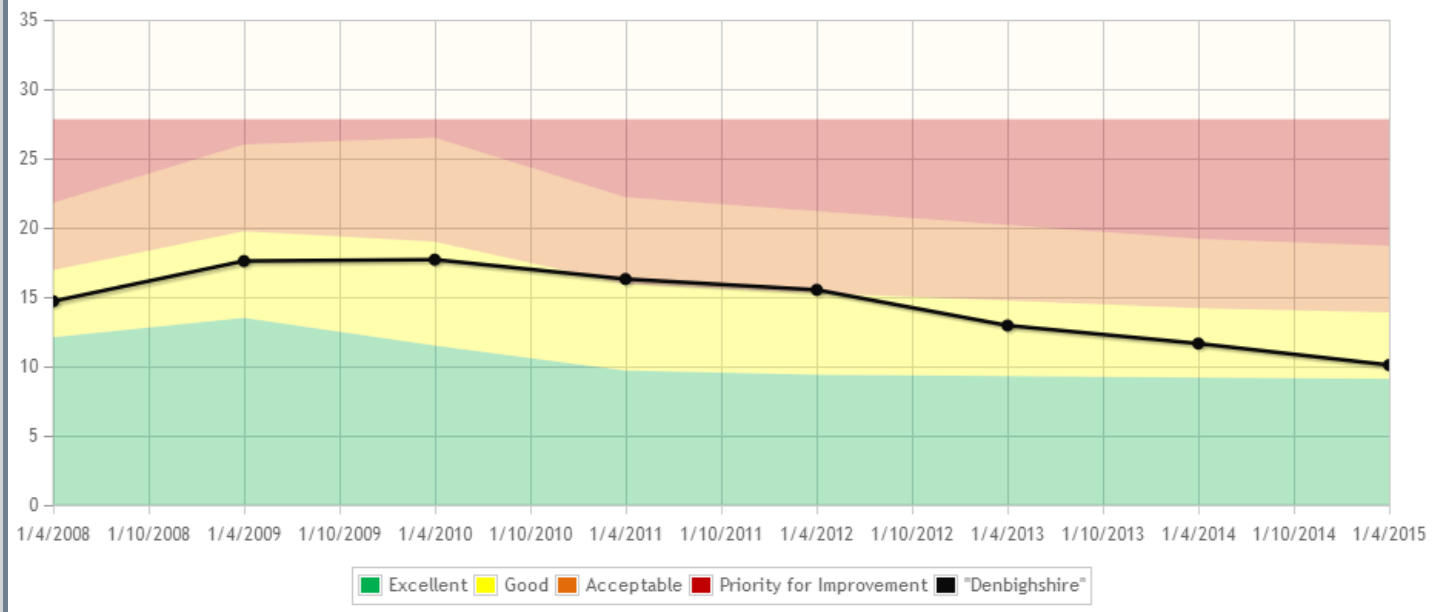
LMEd20a	The number of deficit places as a percentage of the total school places in Denbighshire (Primary)



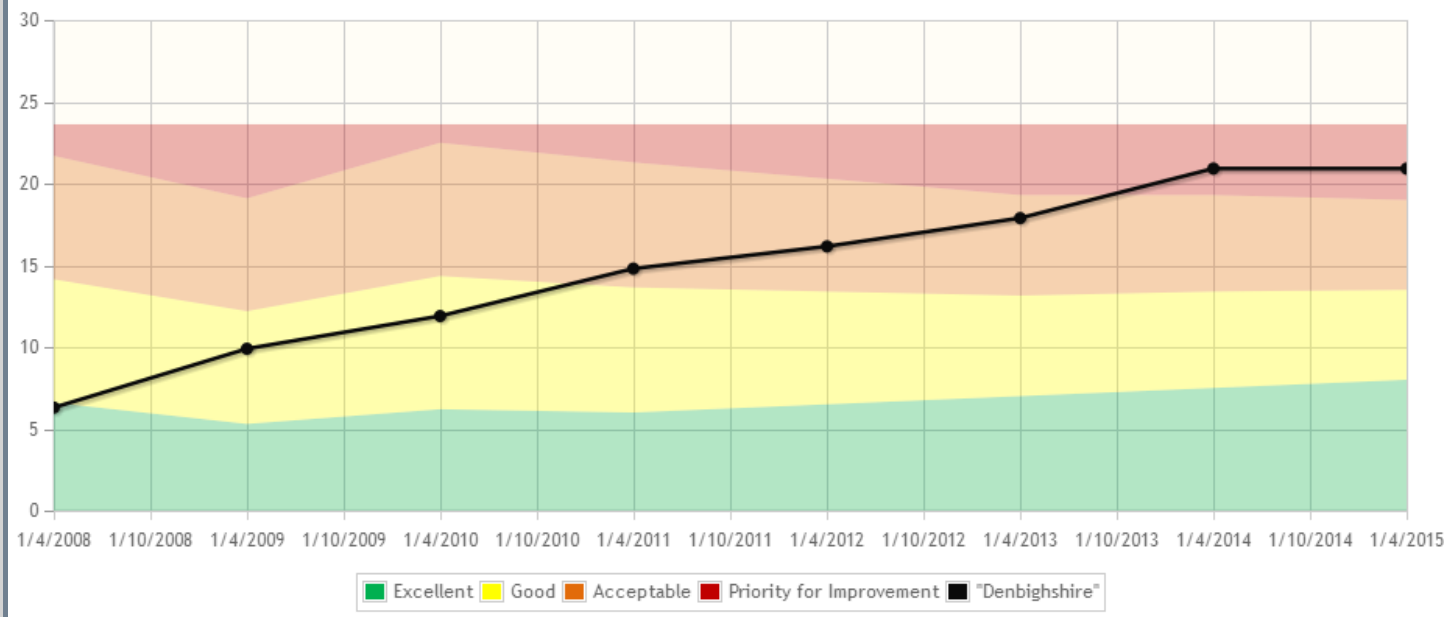
LMEd20b	The number of deficit places as a percentage of the total school places in Denbighshire (Secondary)



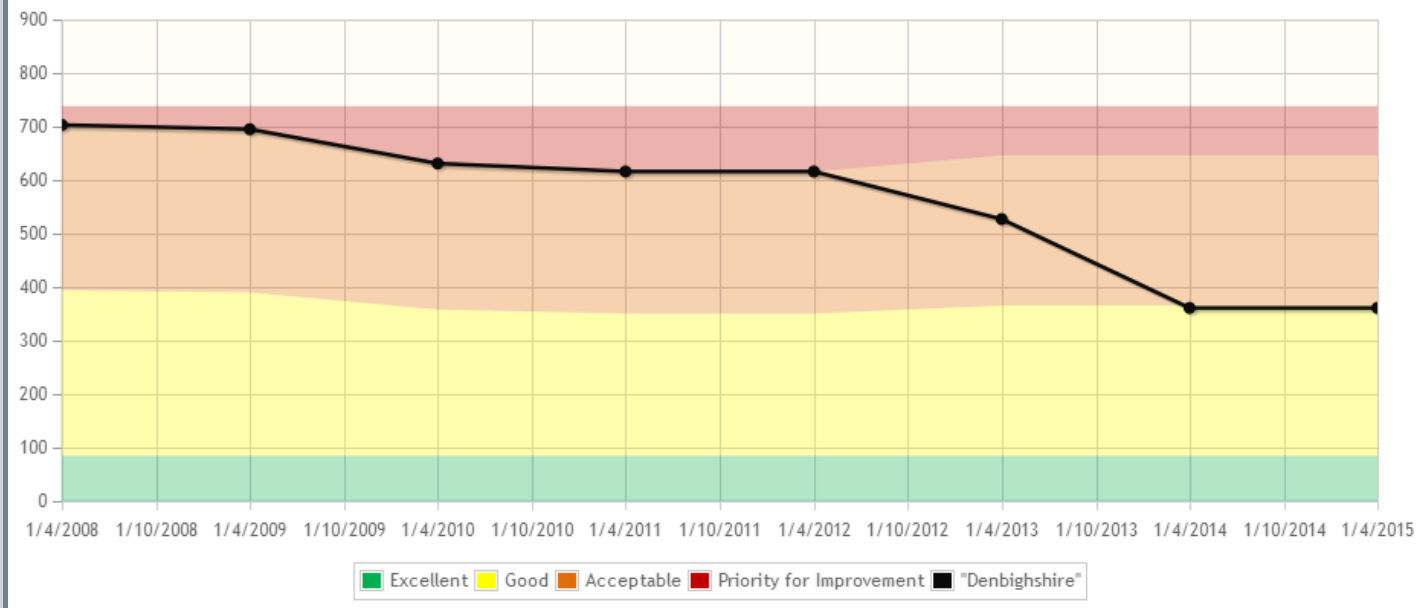
LMEd21a	The number of surplus places as a percentage of the total school places in Denbighshire (Primary)



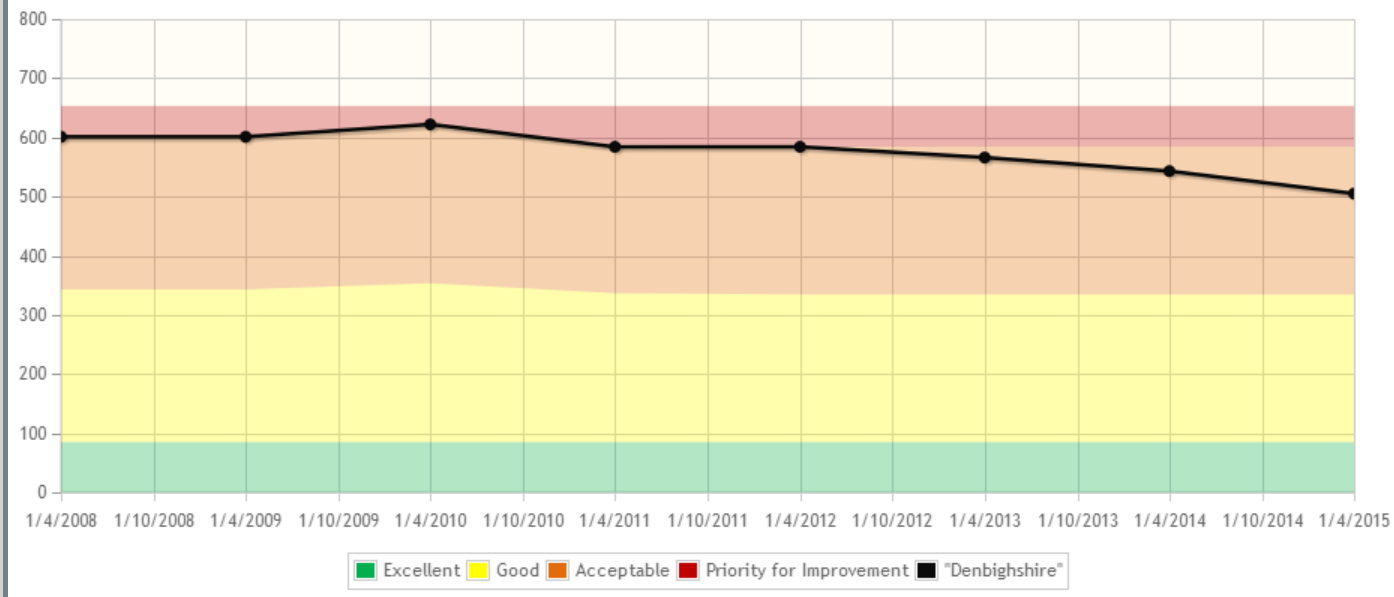
LMEd21b	The number of surplus places as a percentage of the total school places in Denbighshire (Secondary)



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	31/03/19
	ECA 4.1b,4.2a-	Pathways +	01/04/15	31/07/16

	c,4.3a			
	ECA 4.2a-c	TRAC 11 – 24 Project	07/04/14	31/08/20
	EDU117a	Health and Wellbeing Outcomes for Schools	01/04/15	29/07/16
	EDU118a	Review of Athrawon Bro Service for schools	01/04/15	31/03/16
	EDUa003	Review current provision for students who access the Behaviour support Service and remodel as appropriate	01/04/13	31/03/17
	EDUa005	Revisit Service Level Agreement with GwE	01/04/14	31/03/17
	EDUa006	Celebrating teacher achievements / good practice through an award scheme (Excellence Denbighshire for teachers)	01/04/14	31/03/16
	EDUa008	Literacy, Numeracy & ICT Skills development in schools	01/04/14	31/03/17
	EDUa009	Soft skills / skills for employment	01/04/14	31/03/17
	EDUa011	Careers advice and support	01/04/14	31/03/17
	EDUa012	Work experience opportunities	01/04/14	31/03/17
	EDUa013	Apprenticeships	01/04/14	31/03/17
	EDUa014	Links between schools, colleges and employers	01/04/14	31/03/17
	EDUa015	Advanced skills for growth sectors	01/04/14	31/03/17
	EDUa018	Challenge Action: Further develop the role of the School Standards Monitoring Group (SSMG), to include focus on Headteacher performance and school attendance	22/04/15	31/05/16
	EDUa019	Challenge Action: Continue to develop Denbighshire's own leadership of GwE	22/04/15	31/03/16
	EDUa020	Challenge Action: Service to progress its strategy on improving secondary school attendance, and to circulate a paper to Scrutiny for information	22/04/15	30/06/15
	EDUa021	Challenge Action: Analysis of Yr13 2015 destination data using a sample from our sixth-form schools	01/07/15	31/10/15
	EDUa022	Curriculum Enrichment Programme	01/04/15	31/03/17
	PR000055	Bodnant Community School Extension and Refurbishment	20/12/12	31/12/16
	PR000247	Extending Secondary Welsh Medium Provision - Ysgol Glan Clwyd Extension & Refurbishment	06/01/14	31/08/18
	PR000319	Ruthin Town: Glasdir Development- Relocation of Ysgol Pen Barras and Rhos Street School	21/04/14	01/09/18
	PR000330	Ruthin Area Review: New Area School for Ysgol Carreg Emlyn	01/01/14	30/10/17
	PR000332	Ruthin Review -New Area School for Llanfair DC and Pentrecelyn	01/08/14	03/09/18
	PR000359	Rhyl New School	30/01/14	17/10/16

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

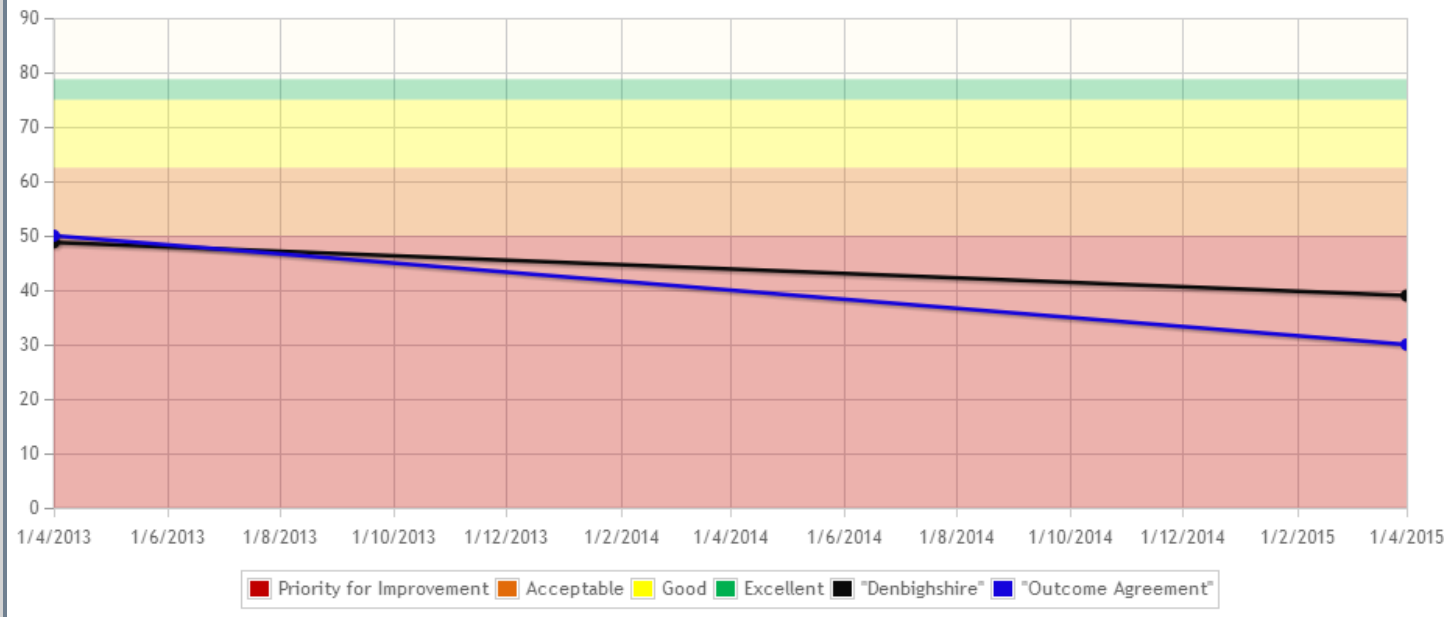
General Information

Status	Acceptable

Indicators

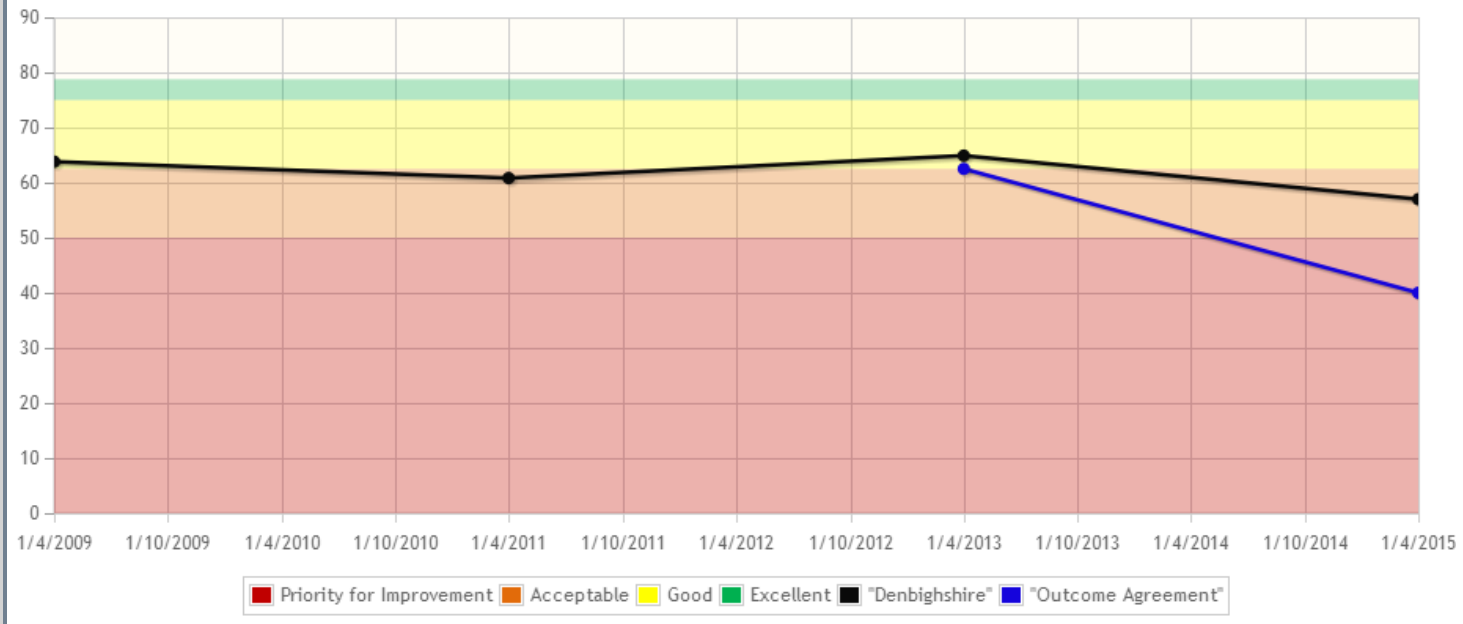
HES101i

The percentage of respondents reporting satisfaction with the council's work in maintaining rural roads in good condition

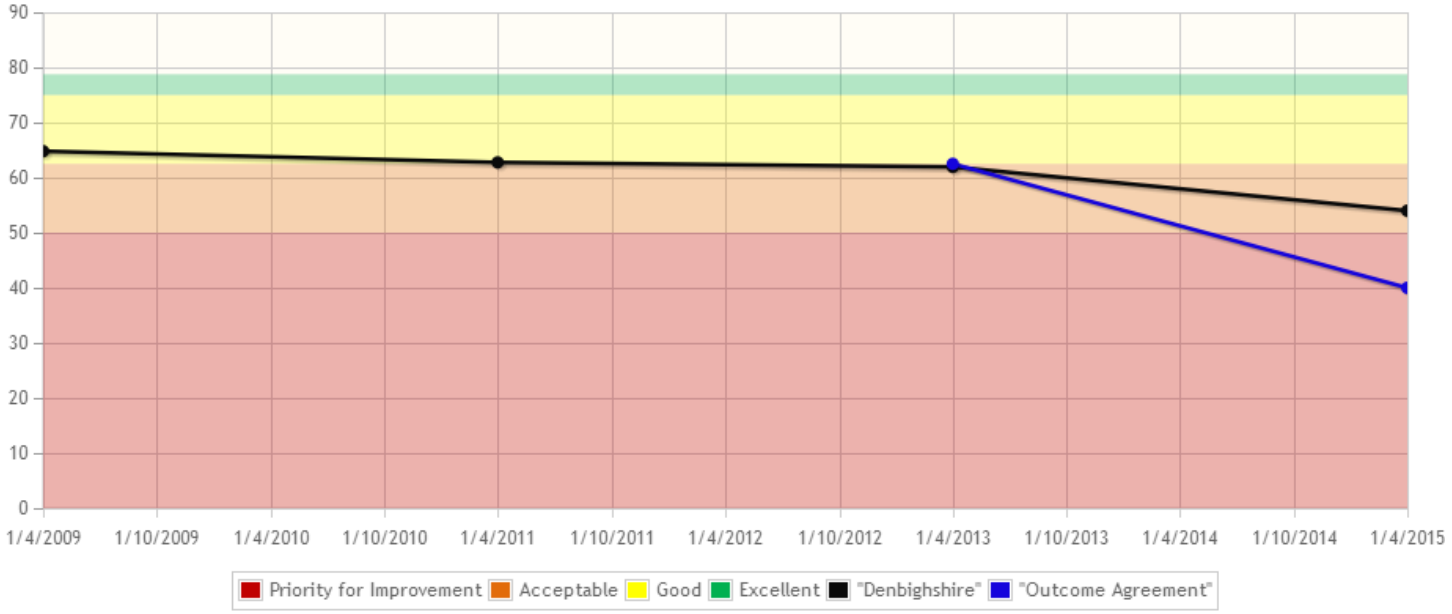


RSQ09A

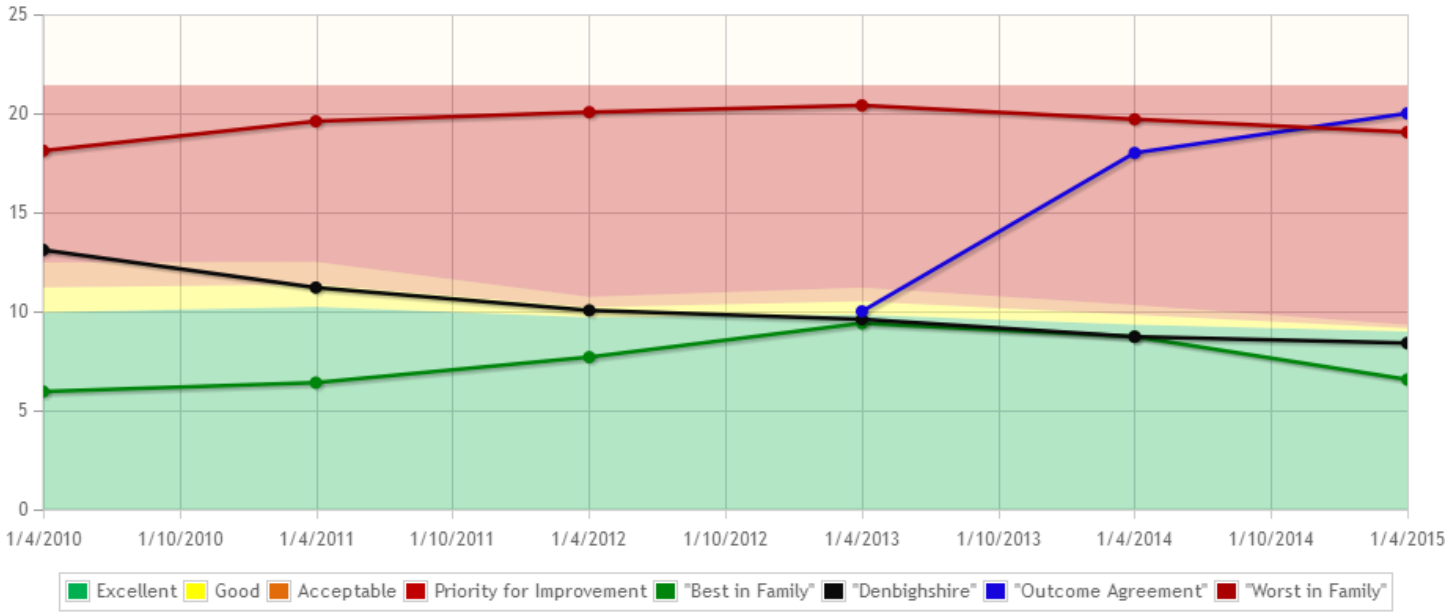
The percentage of respondents reporting satisfaction with the council's work in maintaining main roads in good condition (excluding don't know)



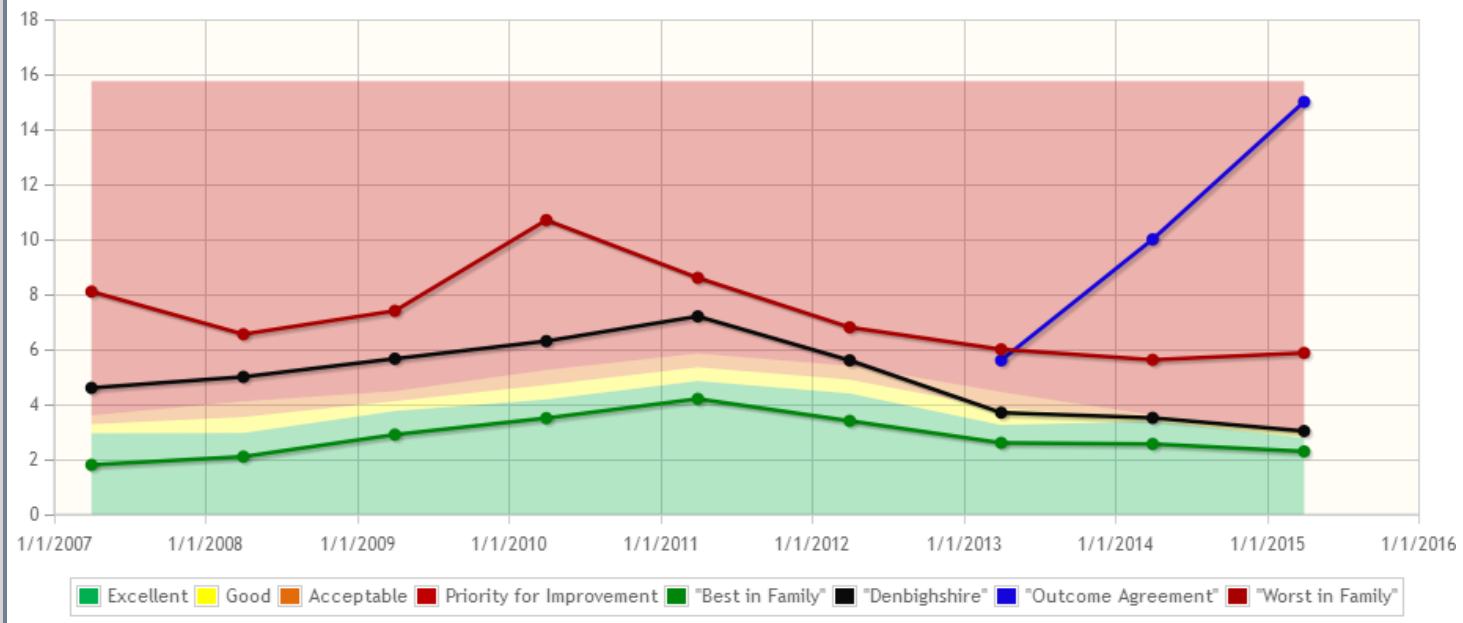
RSQ09B	The percentage of respondents reporting satisfaction with the council's work in maintaining streets in towns and villages in good condition (excluding don't know)



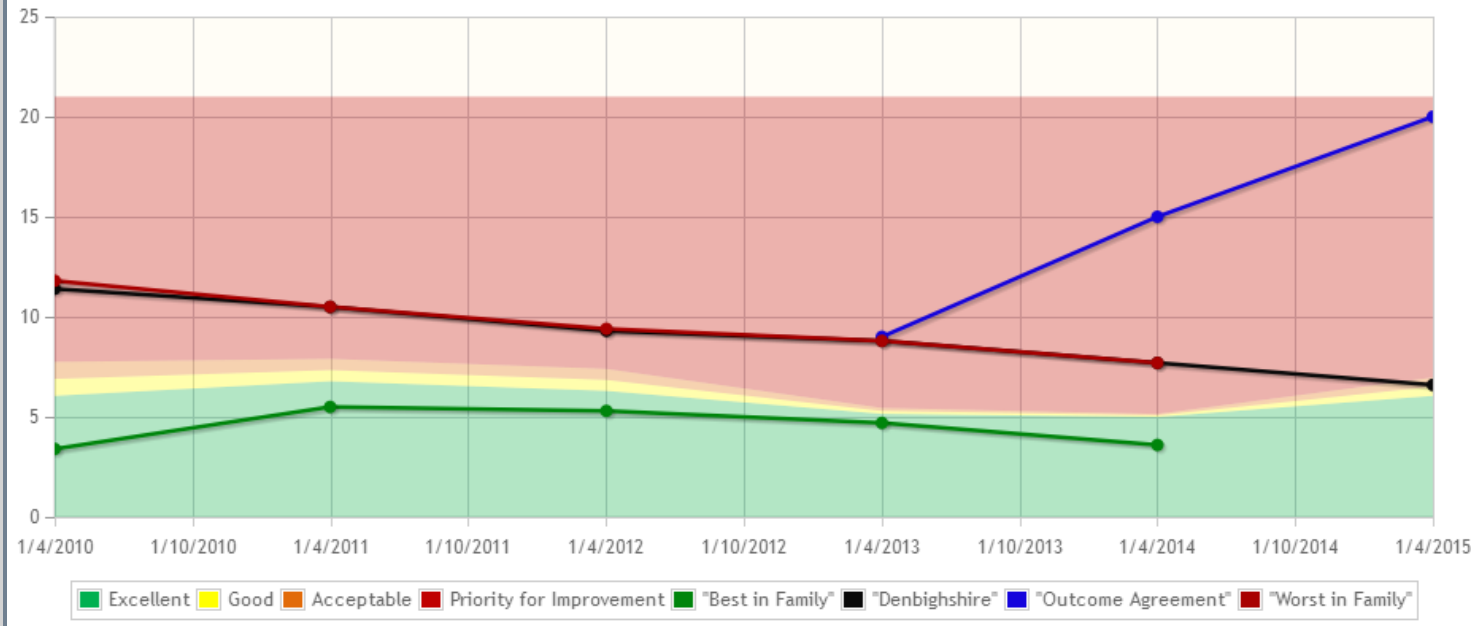
THS012	The percentage of principal (A) and non-principal (B) and (C) roads that are in overall poor condition



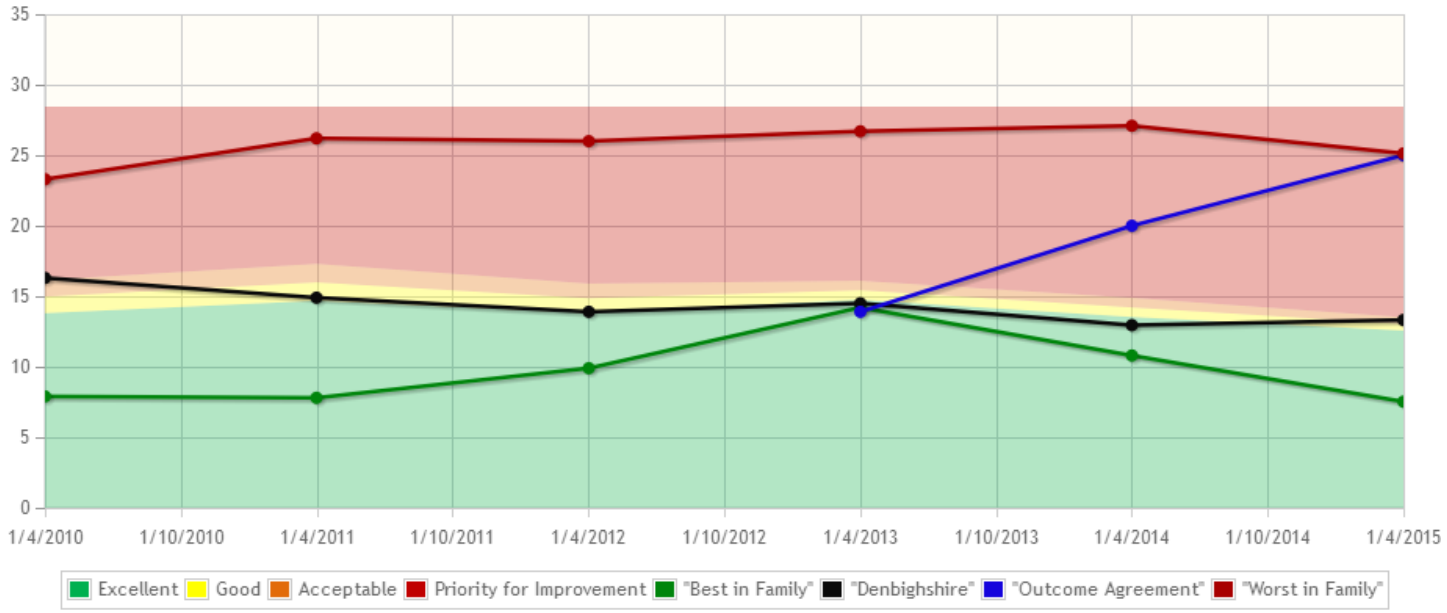
THS012a	The percentage of principle A roads that are in overall poor condition



THS012b	The percentage of non-principal/classified B roads that are in overall poor condition

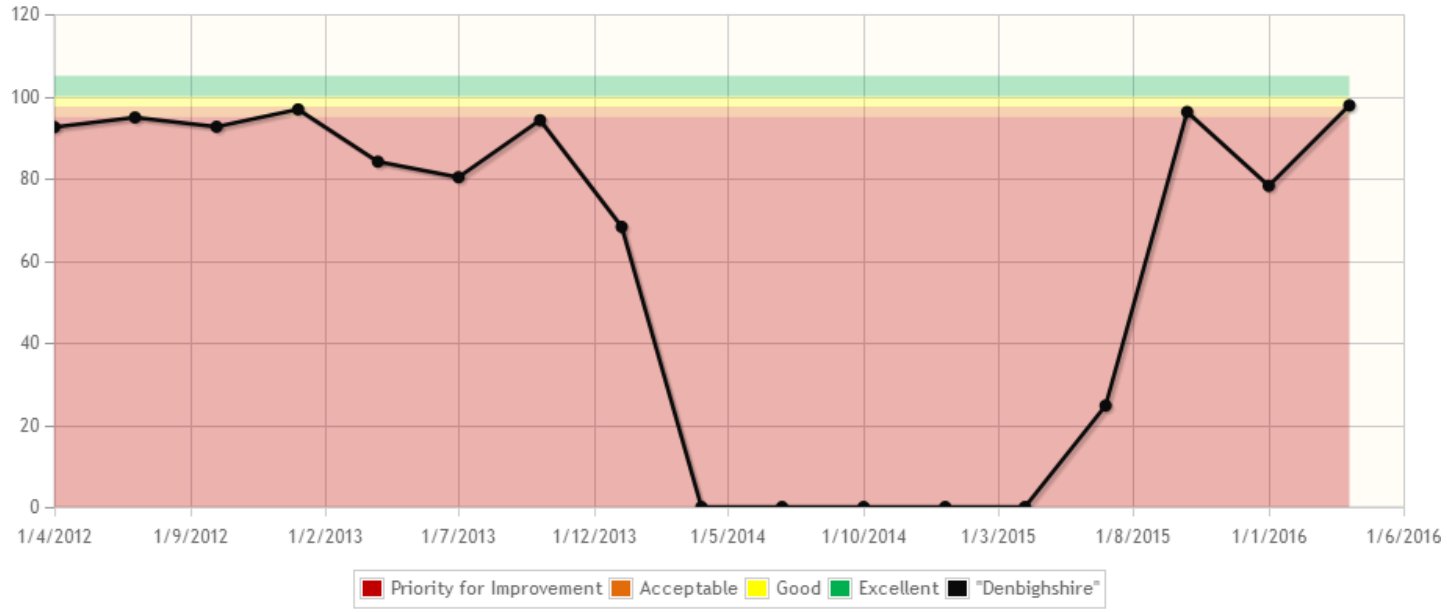


THS012c	The percentage of non-principal/classified C roads that are in overall poor condition

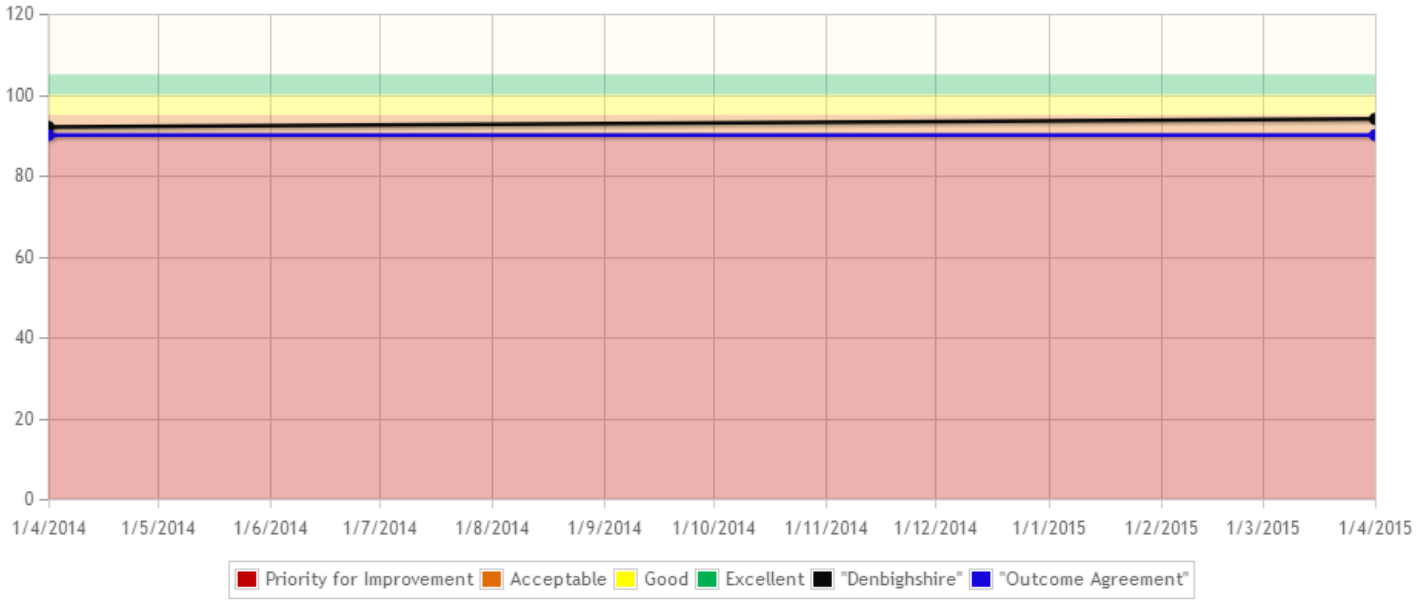


Measures

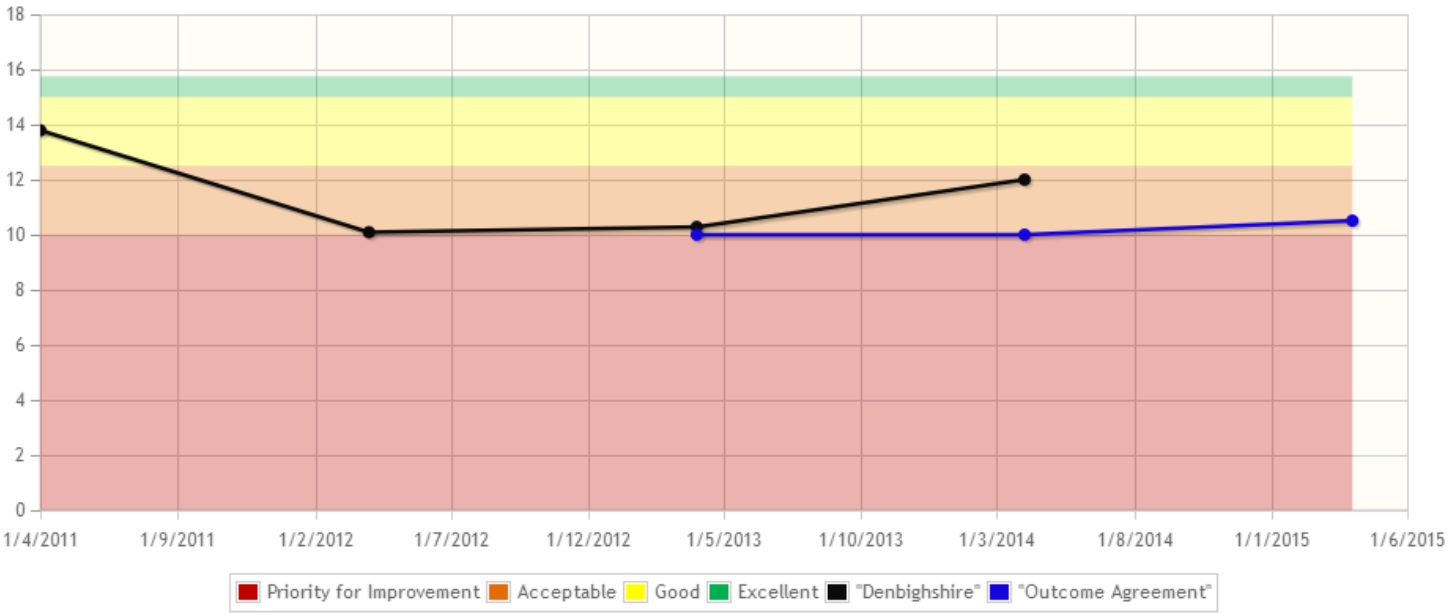
APSEPI03c	Percentage of damaged roads and pavements made safe within target time



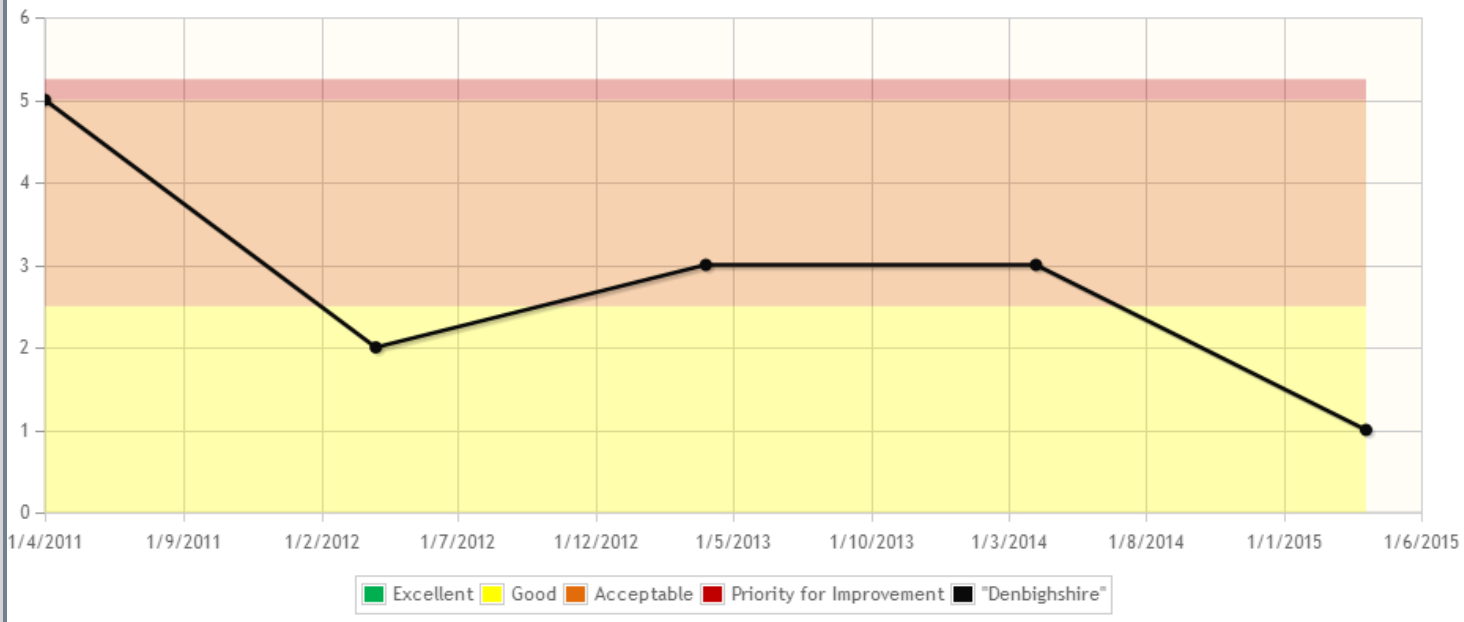
HES102m	The percentage of planned dropped-kerbs delivered along key routes within the year



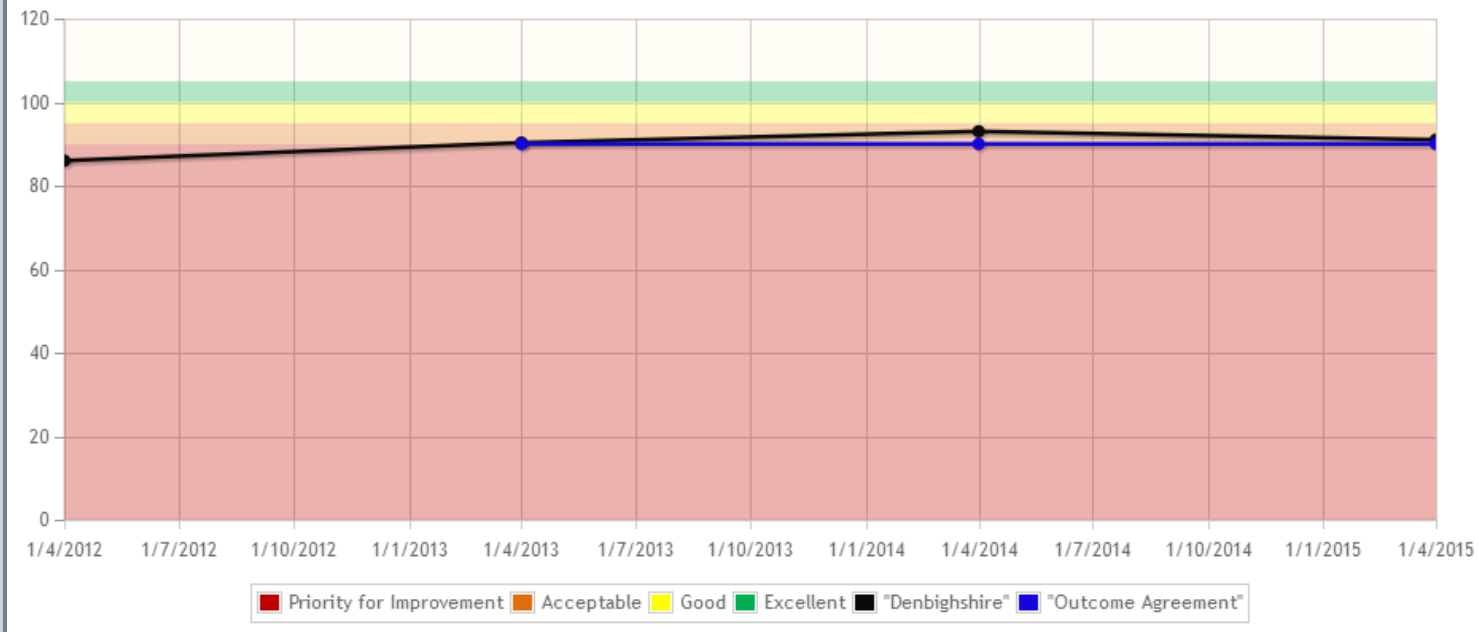
HIM006	The percentage of Category C (Final) Street Works inspections carried out on utility works before their guarantee period ends (legislation states 10%)



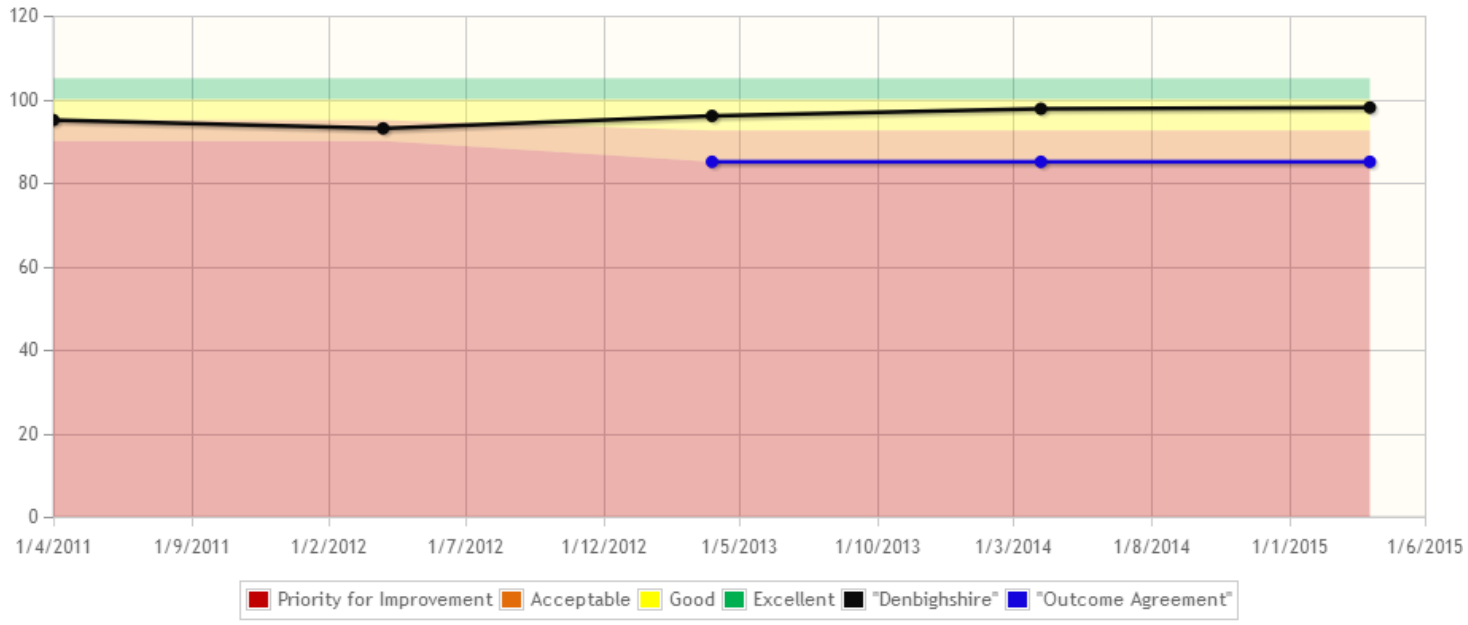
HIM007	The number of successful claims against the council concerning road condition during the year



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

	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
	HES113a	Resurfacing works	01/04/15	31/03/16
	HES114a	Microasphalt laying works	01/04/15	31/03/16
	HES115a	Surface dressing works	01/04/15	31/03/16
	HES116a	Review car park tariffs	01/04/15	31/07/15
	HES117a	Introduce telemetry system for car park pay & display machines	01/04/15	31/03/16
	HIA004	Implement policy by delivery of dropped kerbs on prioritised key routes	01/04/14	31/03/17

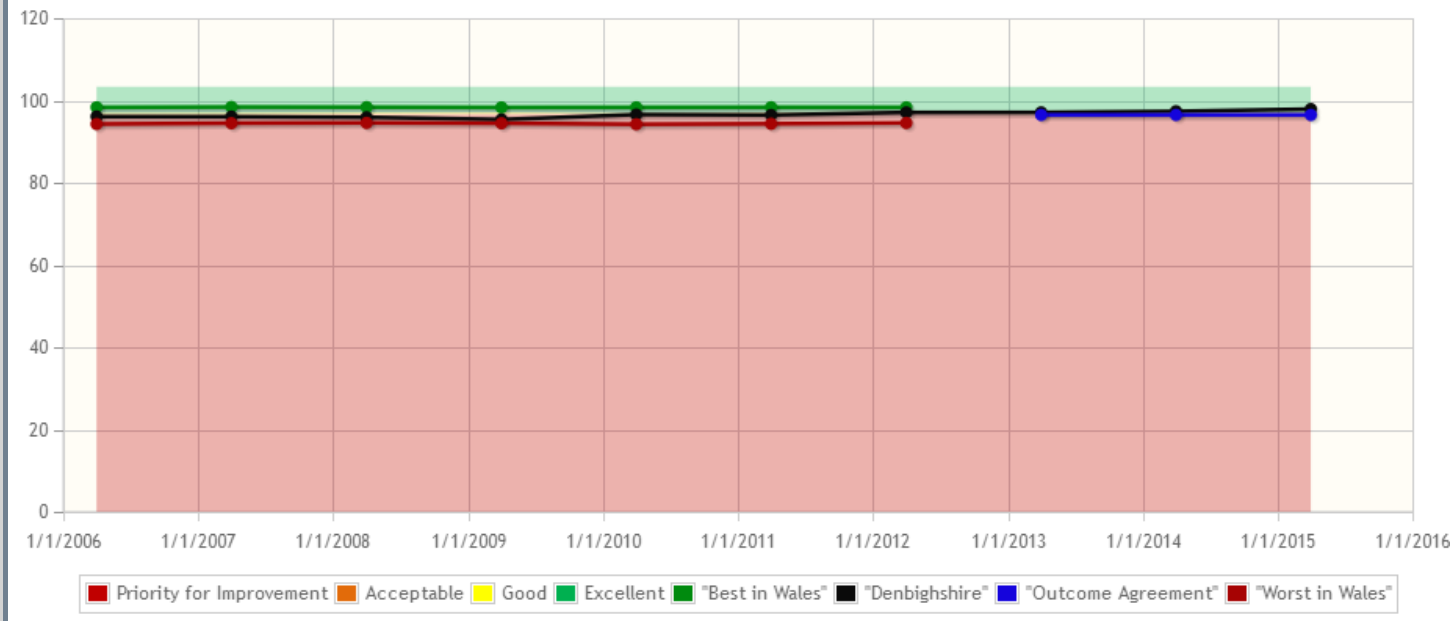
Outcome 09 - Vulnerable people are able to live as independently as possible

General Information

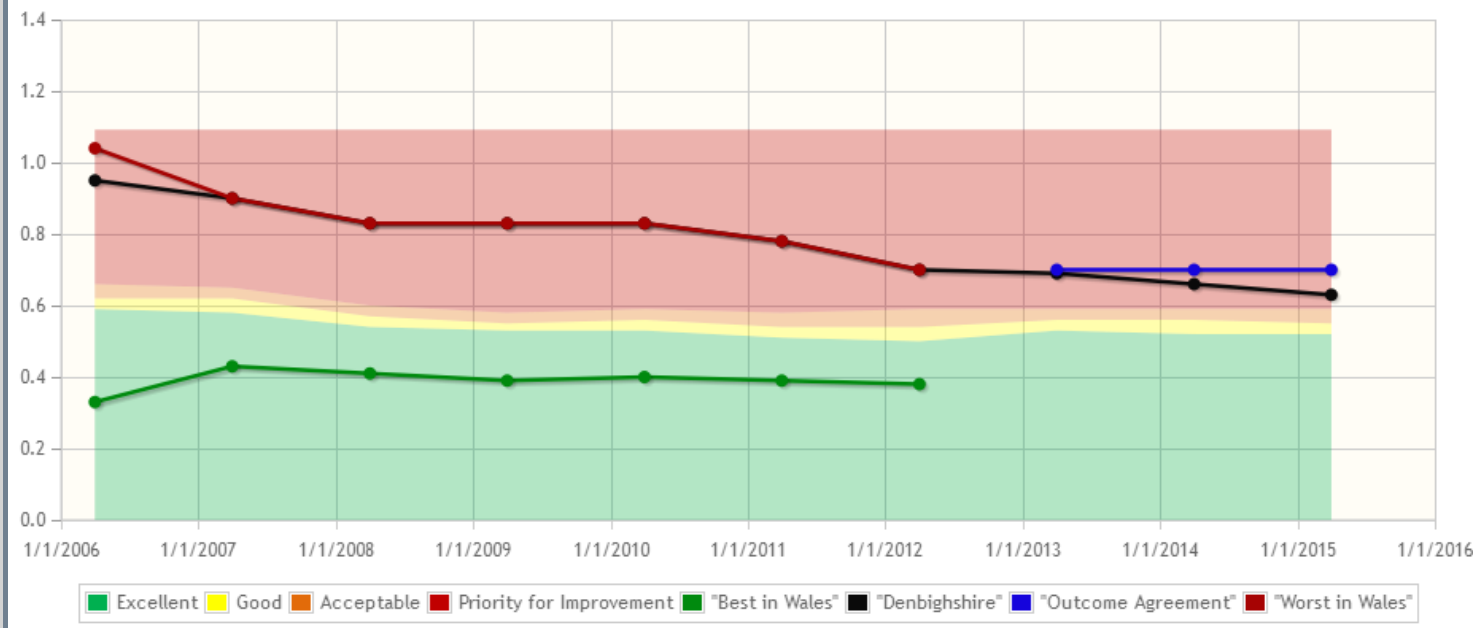
Status	Good

Indicators

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

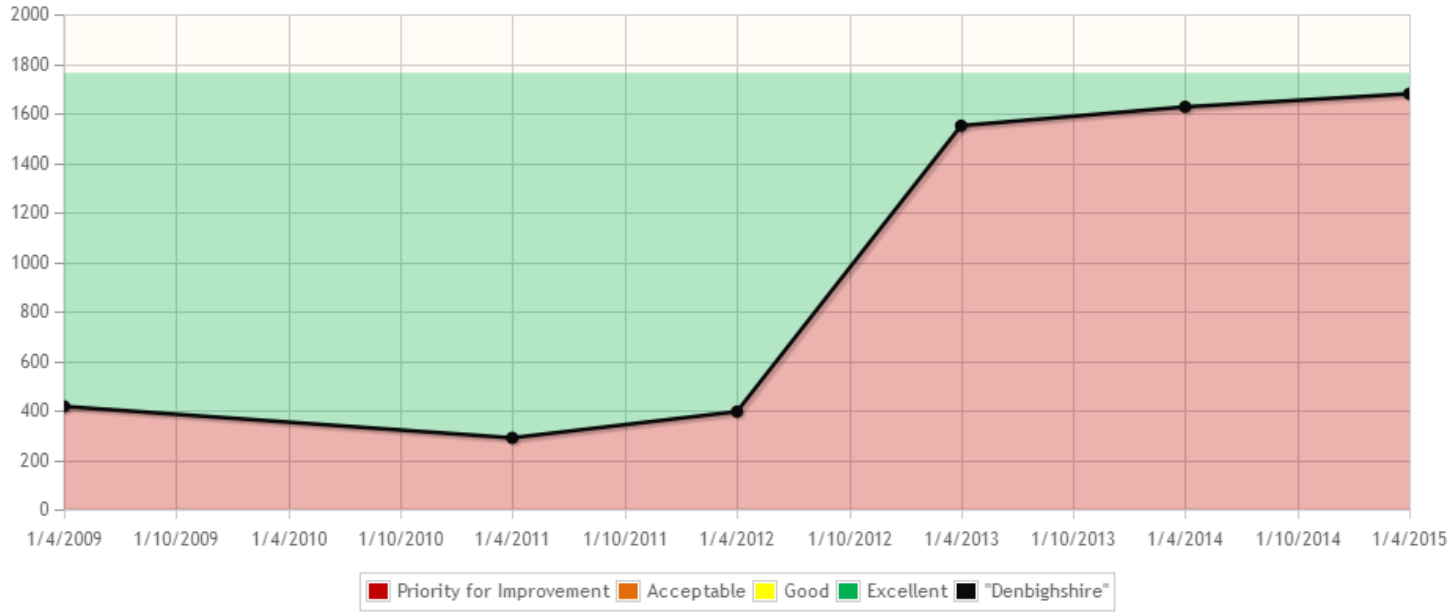


Residential18	The percentage of the population who cannot live independently (aged 18 or over)

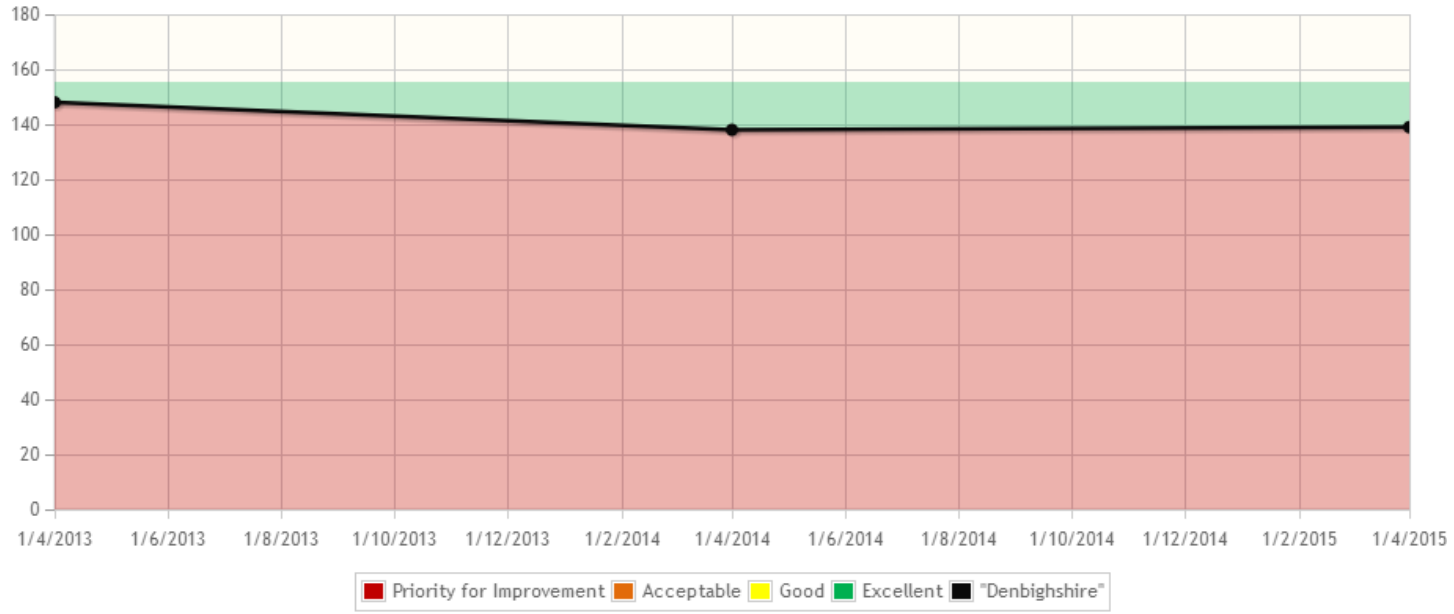


Measures

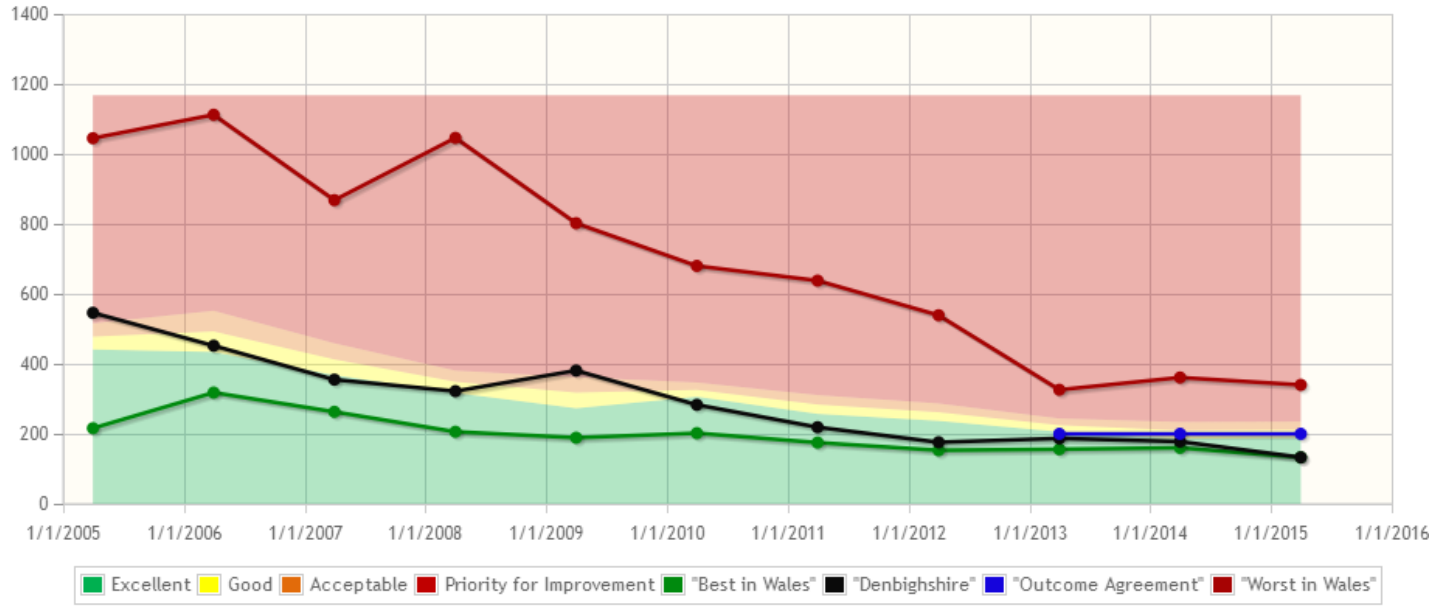
Assistive18	The number of adult clients in receipt of assistive technology (aged 18 or over)



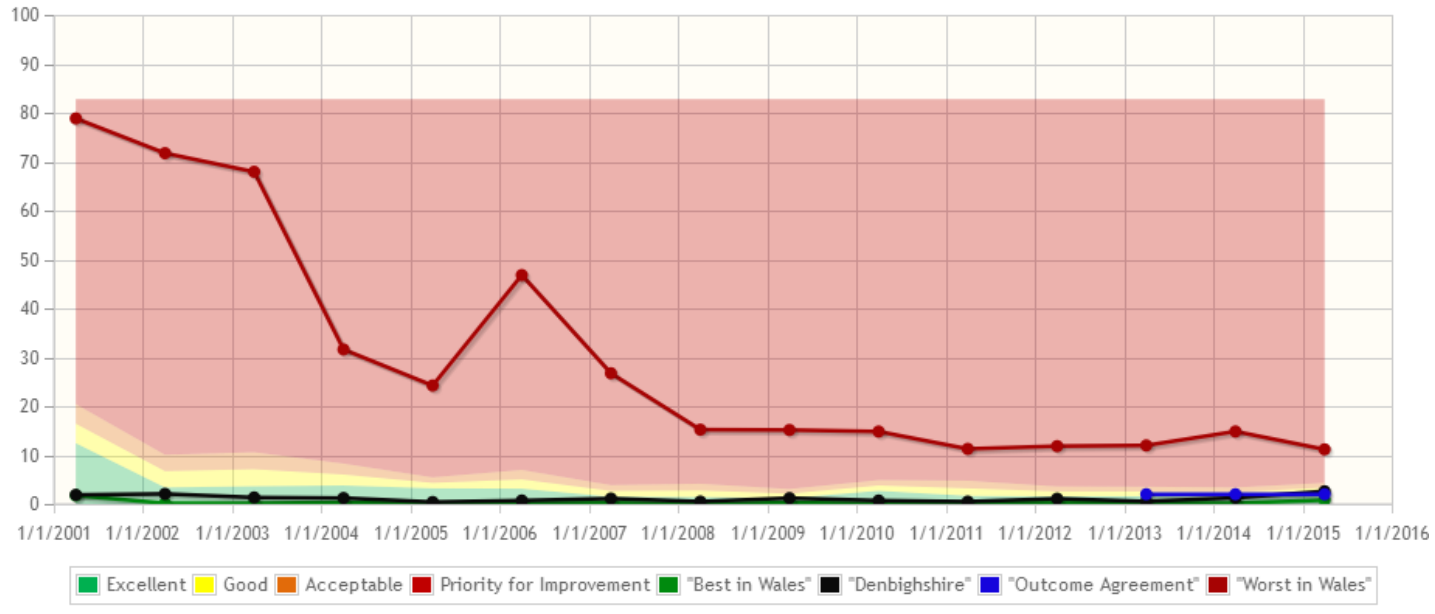
Newcarehome65	The number of new placements of adults whom the authority supports in care homes (aged 65 or over)



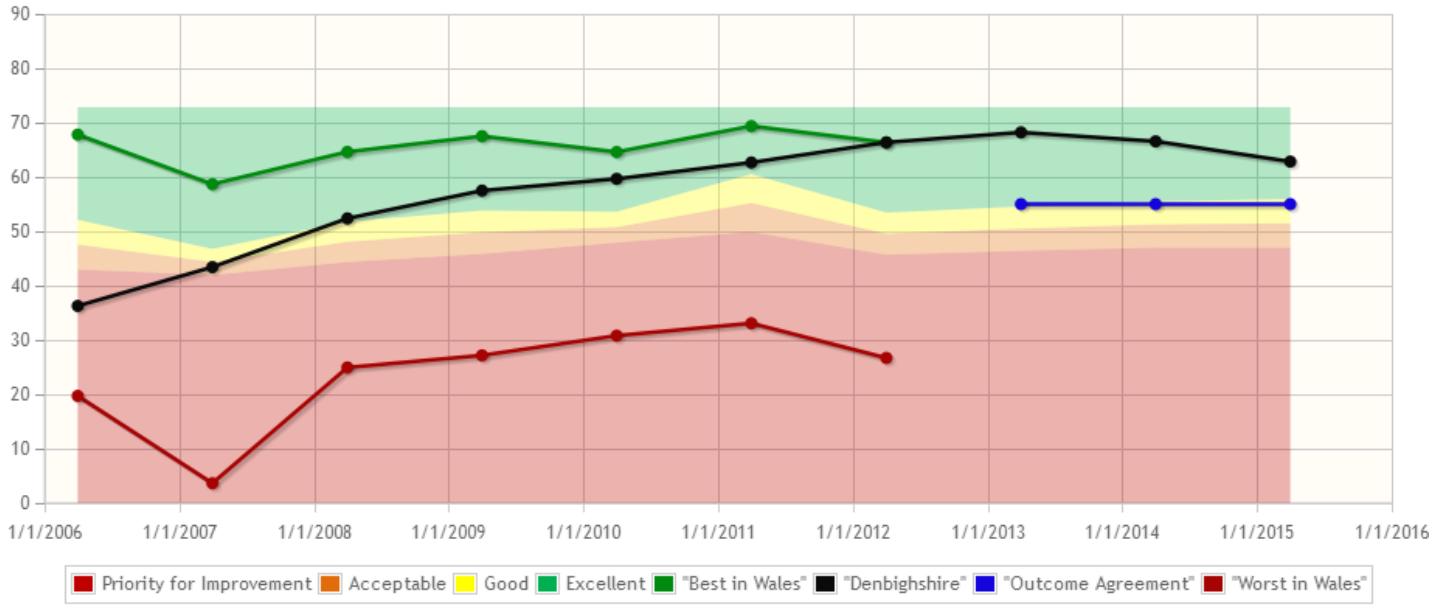
PSR002	The average number of calendar days taken to deliver a Disabled Facilities Grant



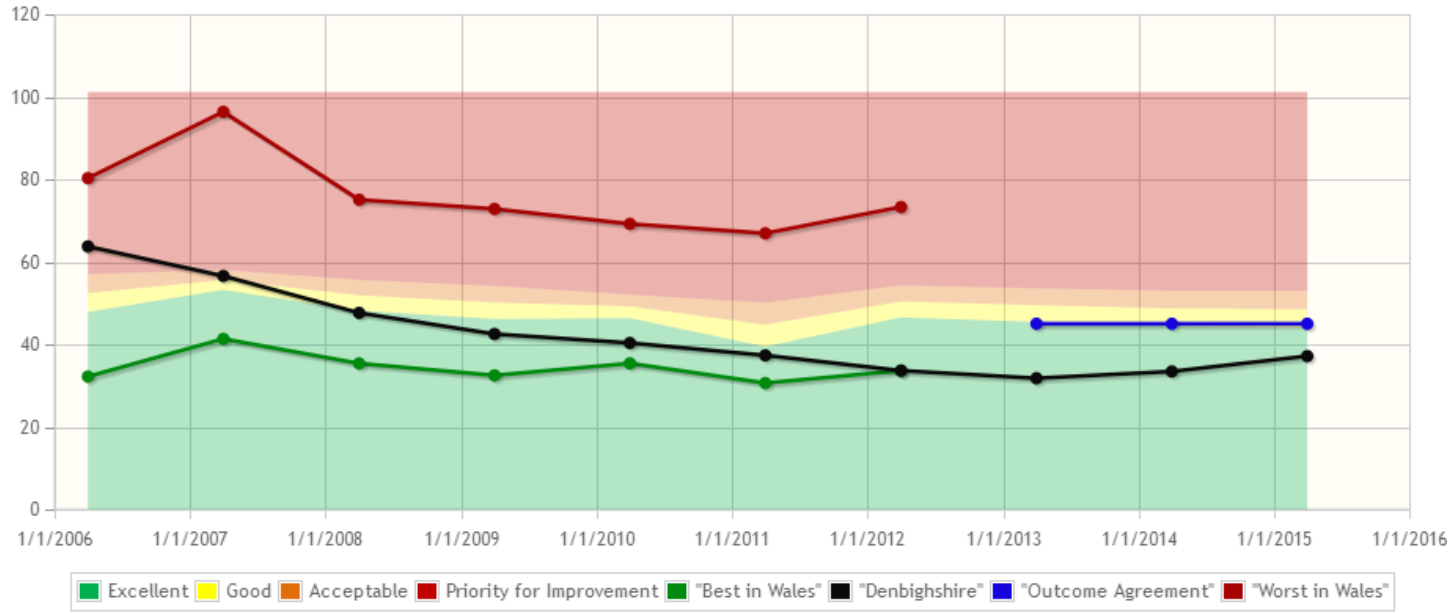
SCA001	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over



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)



Activities				
	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
	CFS206a	The development of a new Care Leavers Service commissioned through engagement and co-production	01/04/15	30/09/15
	CFS406a	Improve the approach to inclusive practice of mainstream providers of services to children and young people, so that these services can be easily accessed by children with additional needs	01/04/15	31/06/16
	CSS101a	Development and implementation of the Supporting Independence in Denbighshire (SiD) vision, including: engaging with Town & Community Councils and the 3rd Sector to develop supportive communities	01/04/15	31/03/16
	CSS102a	Working with providers in the independent sector to enable the council to commission “outcomes” rather than “services” from providers.	01/04/15	31/03/16
	CSS302a	Specialist Services Development. We will review the roles & responsibilities within Specialist Service and consider whether it is feasible to develop a whole of life disability service.	01/04/15	31/03/16
	CSS304a	Implementation of changes necessary to respond to the Housing Act	01/04/15	31/03/16
	CSS305a	Continue to promote and develop integrated partnership working with health (developing formal integrated structures and governance arrangements).	01/04/15	31/03/16
	CSS306a	Continue to develop person centred approaches to support and empower citizens to gain independence and achieve the outcomes that are important to them, including working with the Social Services Improvement Agency to test the National Outcomes Framework.	01/04/15	31/03/16
	CSS307a	We will test a different way of working with citizens at risk of losing their independence that is community focused and geared towards promoting independence. This will be part of a national `Community Led Conversations' programme run by the NDTi	01/04/15	31/03/16
	MSSEWB2013/03	Extra Care – Independent living in a safe and supported environment	15/04/13	
	PR000173	Single Point of Access		
	PR002863	Consultation on future of in-house services	13/01/15	24/05/17

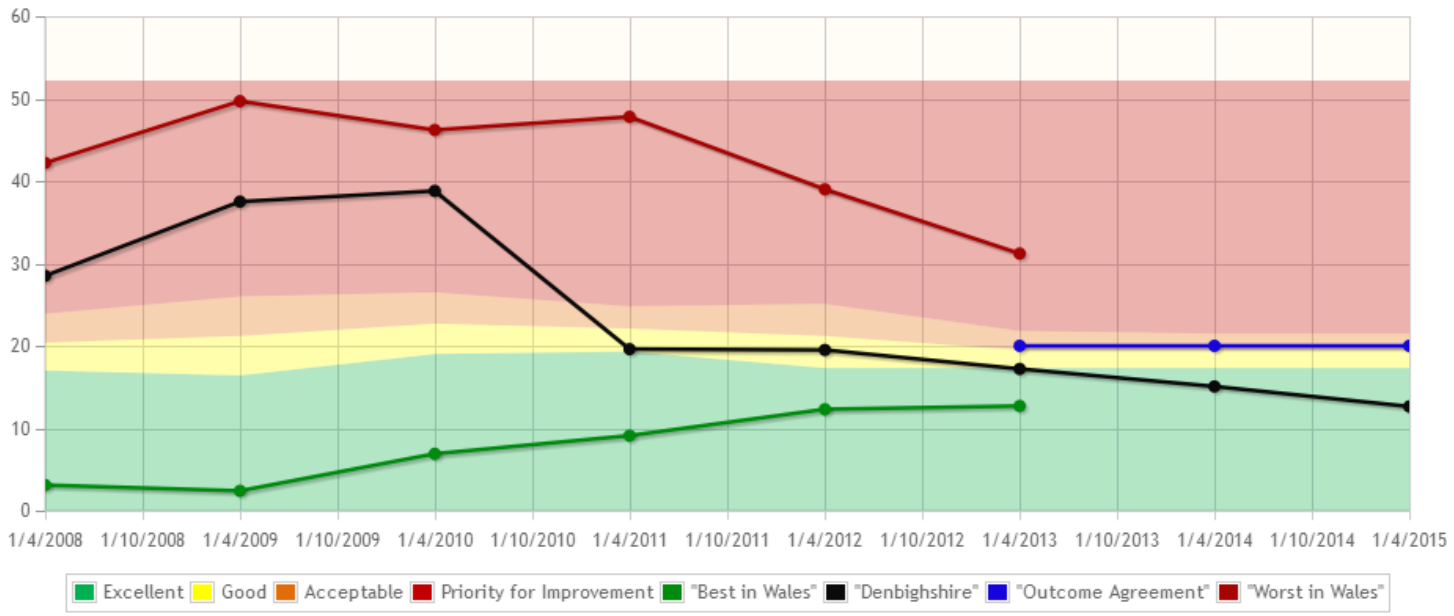
Outcome 10 - Vulnerable people are protected

General Information

Status	GOOD

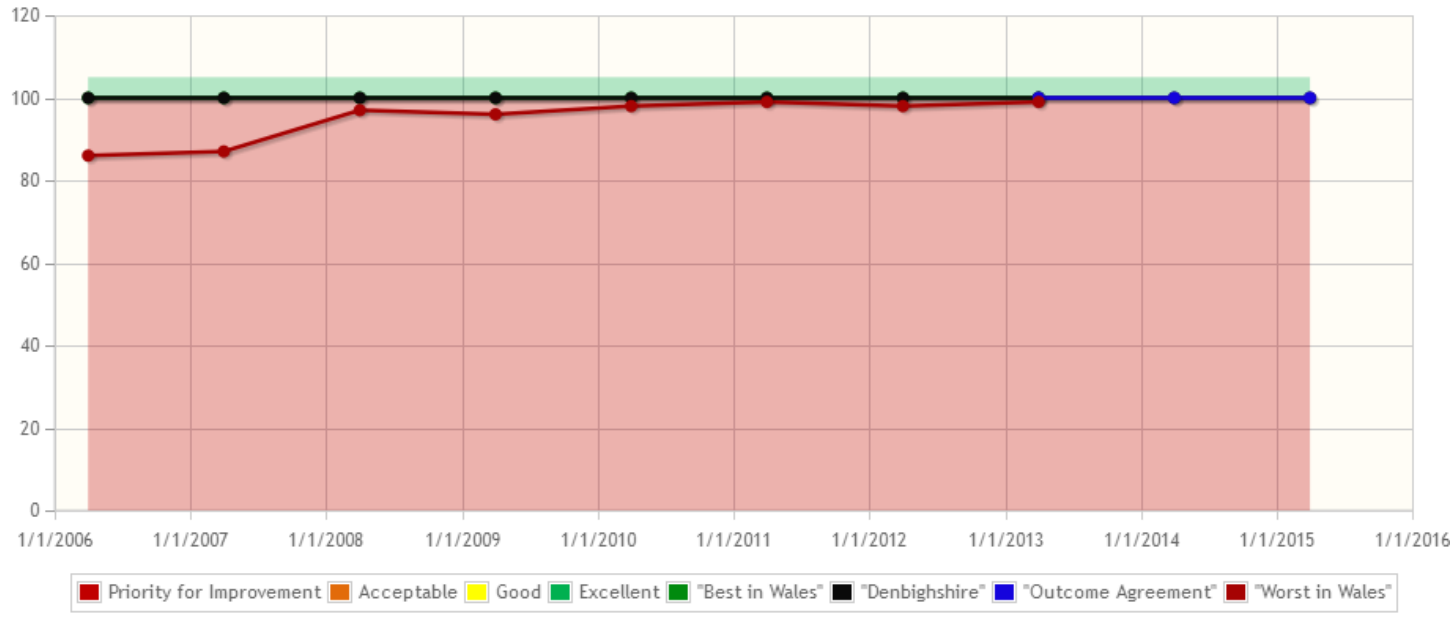
Indicators

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

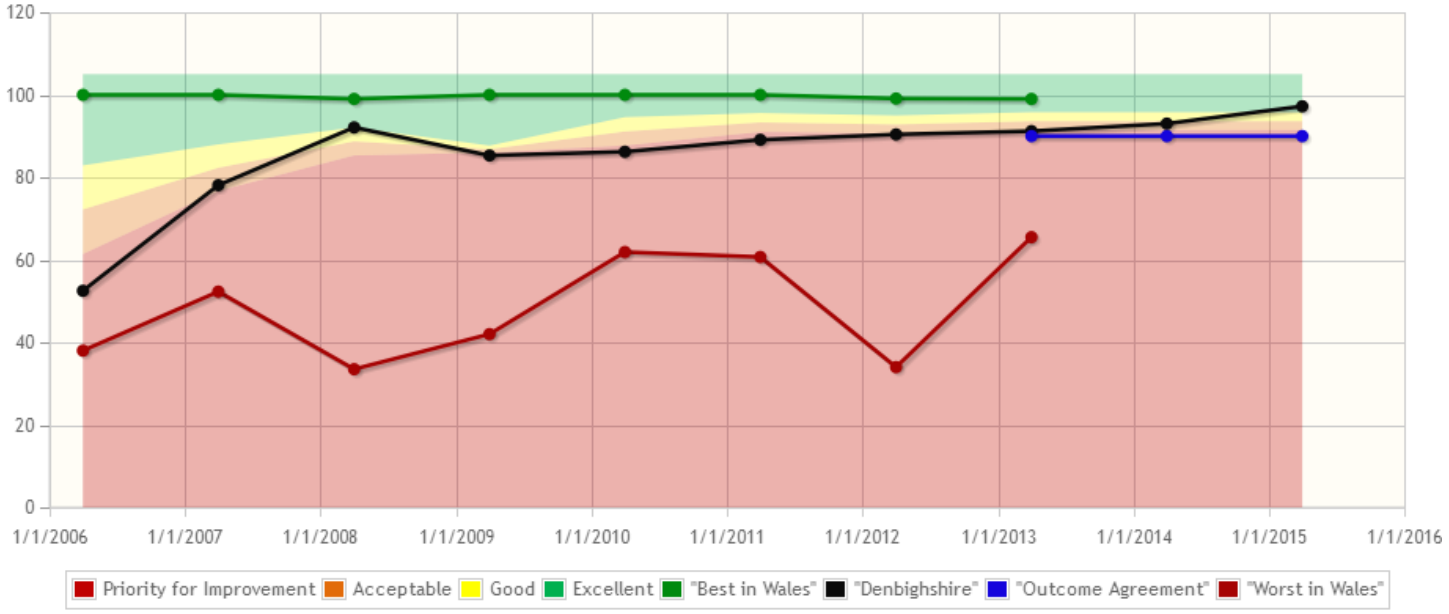


Measures

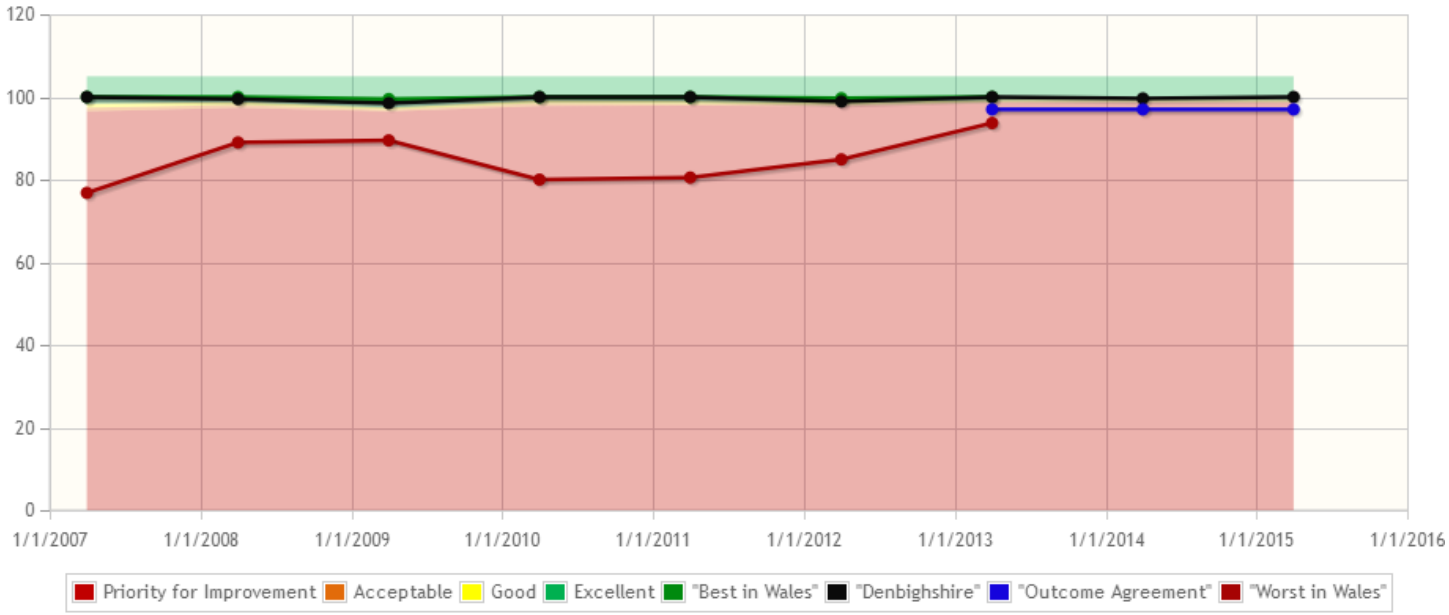
SCC013ai The percentage of open cases of children on the Child Protection Register who have an allocated social worker



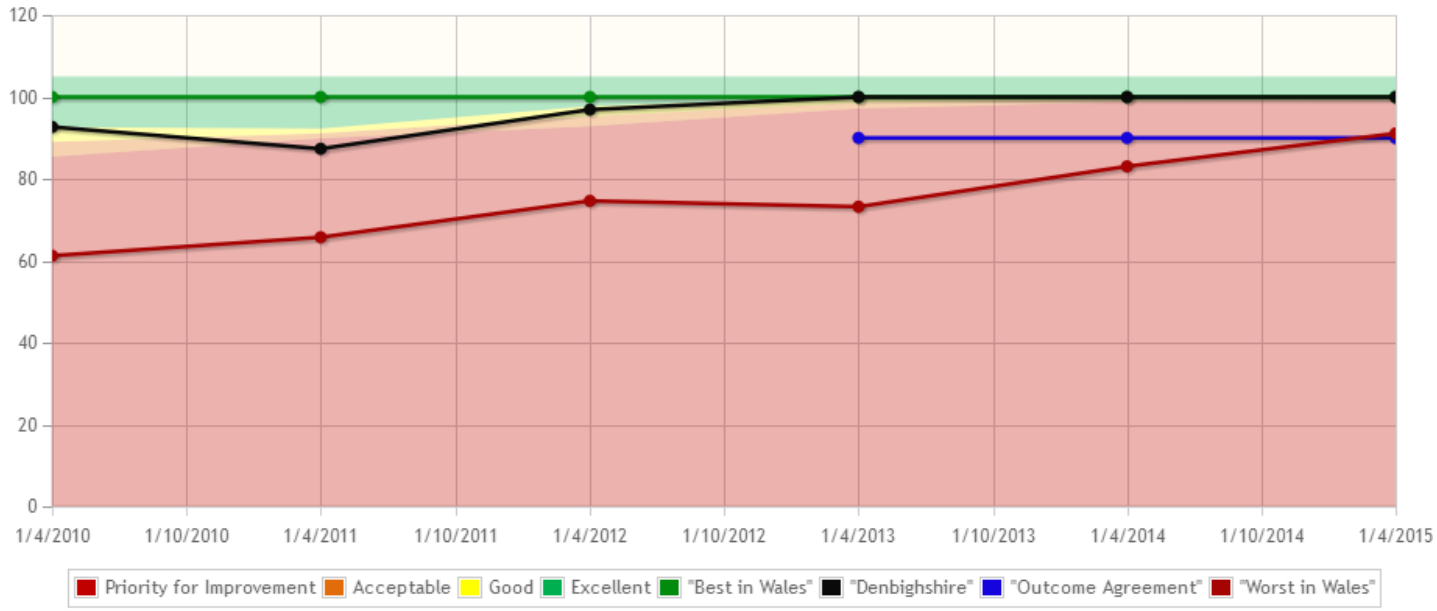
SCC015	The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference



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

	CFS102a	Implement a coherent service wide approach to the use of risk models and risk management in the direct work with families.	01/04/14	31/03/16
	CFS106a	Develop a Strategy to further strengthen impact of early intervention services and an Options Appraisal for strengthening the interface between TAF and Intake Services	01/04/15	30/09/15
	CFS107a	Develop the final year plan for delivery of Families First to include preparation to exit from the programme	01/04/15	31/03/16
	CFS108a	Develop and deliver an effective training programme for `all staff' around providing stability for vulnerable families	01/04/15	31/03/17
	CFS207a	Implement actions from Foster Care Profile exercise undertaken in 2014/15.	01/04/15	30/06/16
	CFS208a	National Outcomes Framework Pilot for Looked After Children and children at risk of becoming Looked After	01/04/15	30/09/15
	CFS302a	Establish a learning framework for identifying and prioritising safeguarding issues to be addressed	01/02/14	31/03/15
	CFS303a	Implement Signs of Safety approach to manage child protection conferences	01/02/15	31/12/15
	CFS304a	Aim to ensure every child is subject to an appropriate intervention	01/05/15	31/03/16
	CFS305A	Improve basic Skills Set for communicating with children	01/04/15	31/12/15
	CFS306a	Implement an effective approach to Core Groups ensuring they adhere to the creation and implementation of a child protection plan	01/05/15	31/03/16

	CSS201a	Improve POVA processes to support the role of the Designated Lead Manager	01/07/15	31/03/16
	CSS202a	Improve processes to ensure more effective management of the DoLs workload	01/07/15	31/03/16

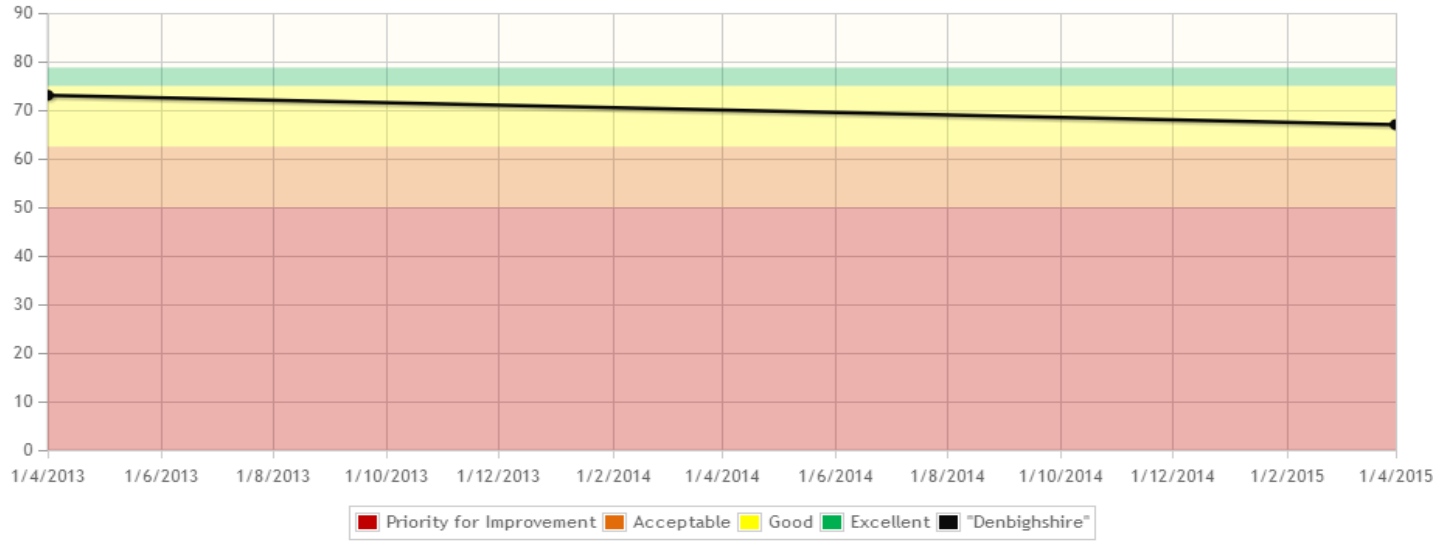
Outcome 11 - To produce an attractive environment for residents and visitors alike

General Information

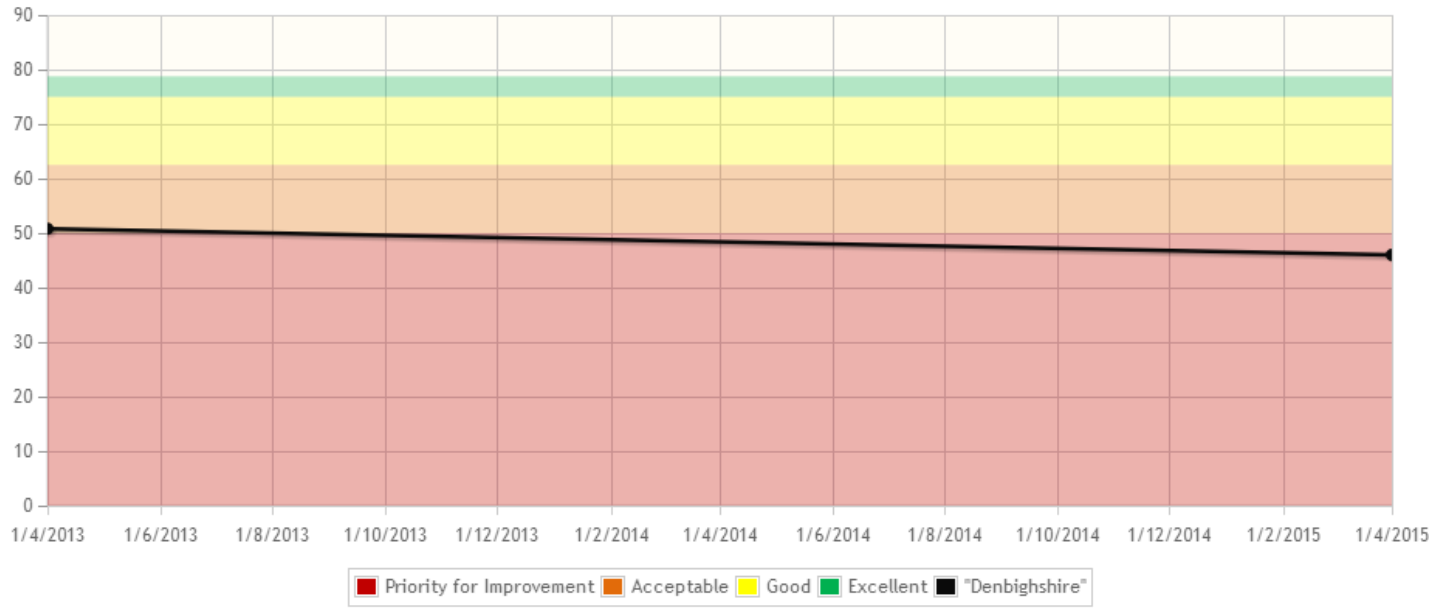
Status	Good

Indicators

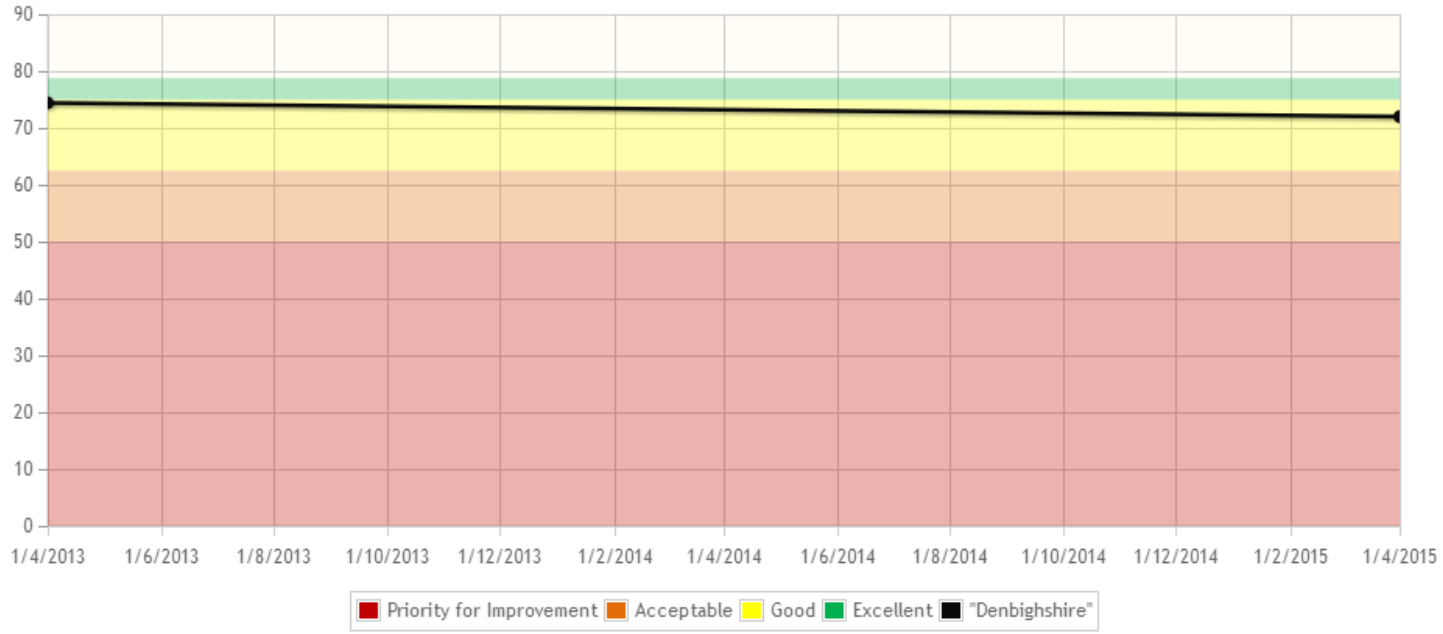
	HES201i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their local area



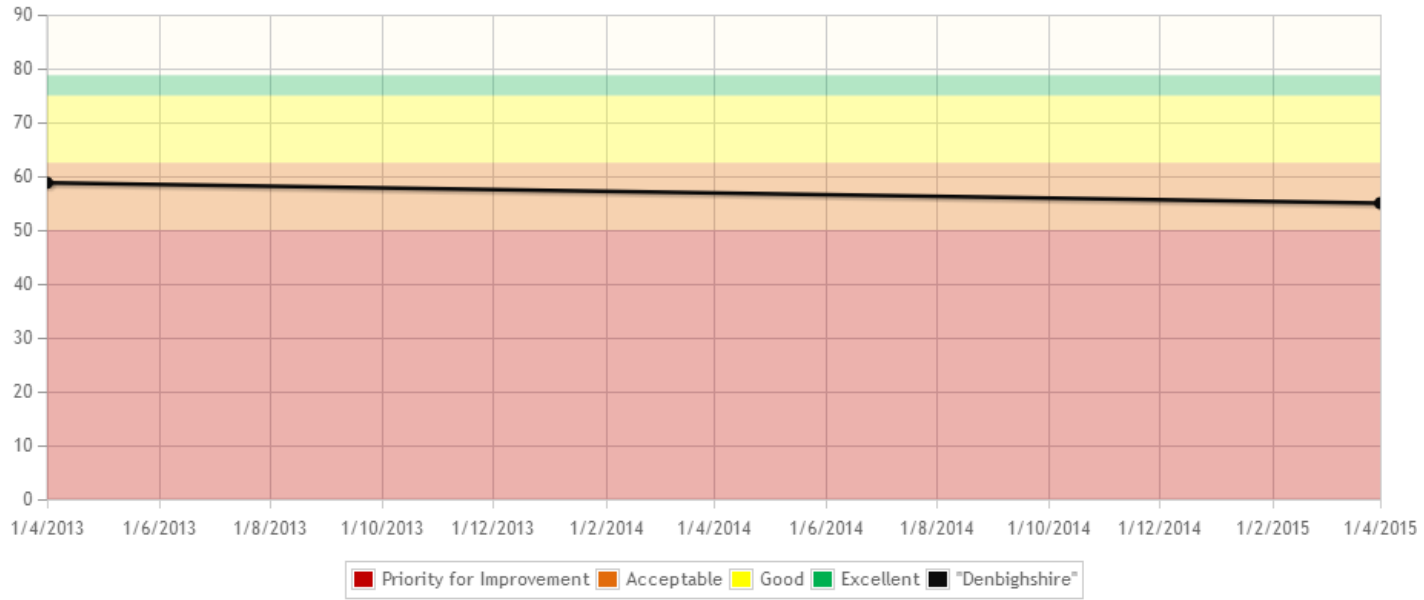
	HES202i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their local area in relation to dog fouling



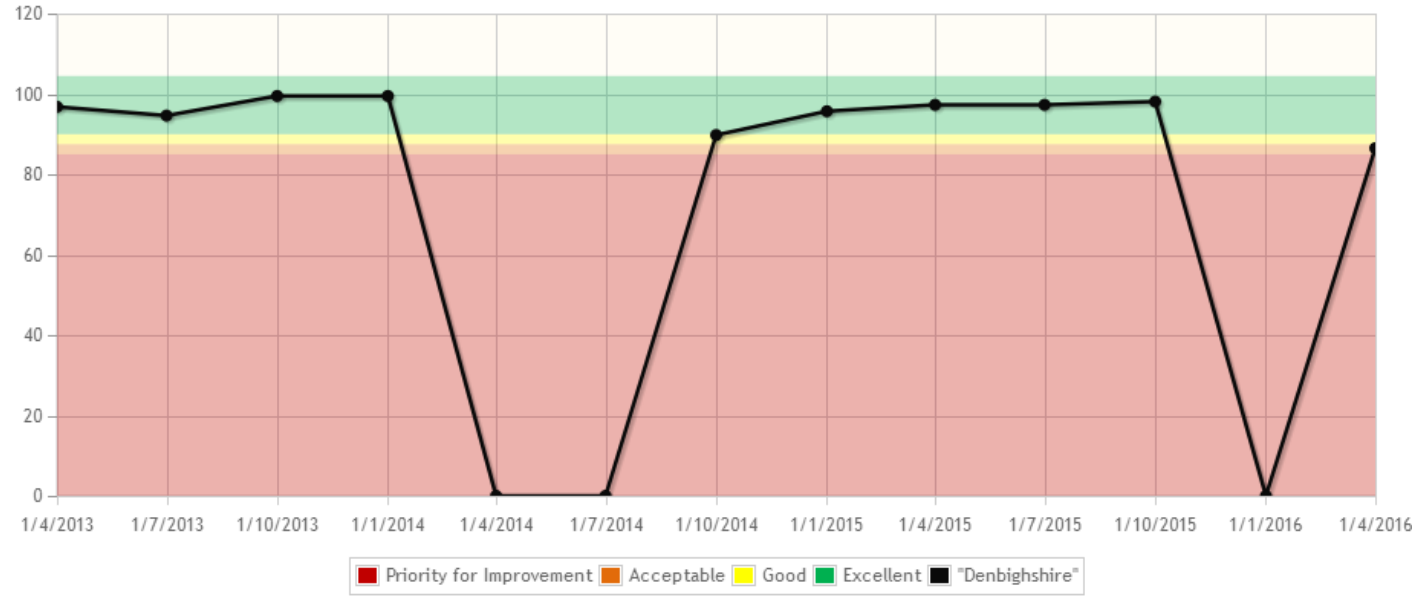
	HES203i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their nearest town centre



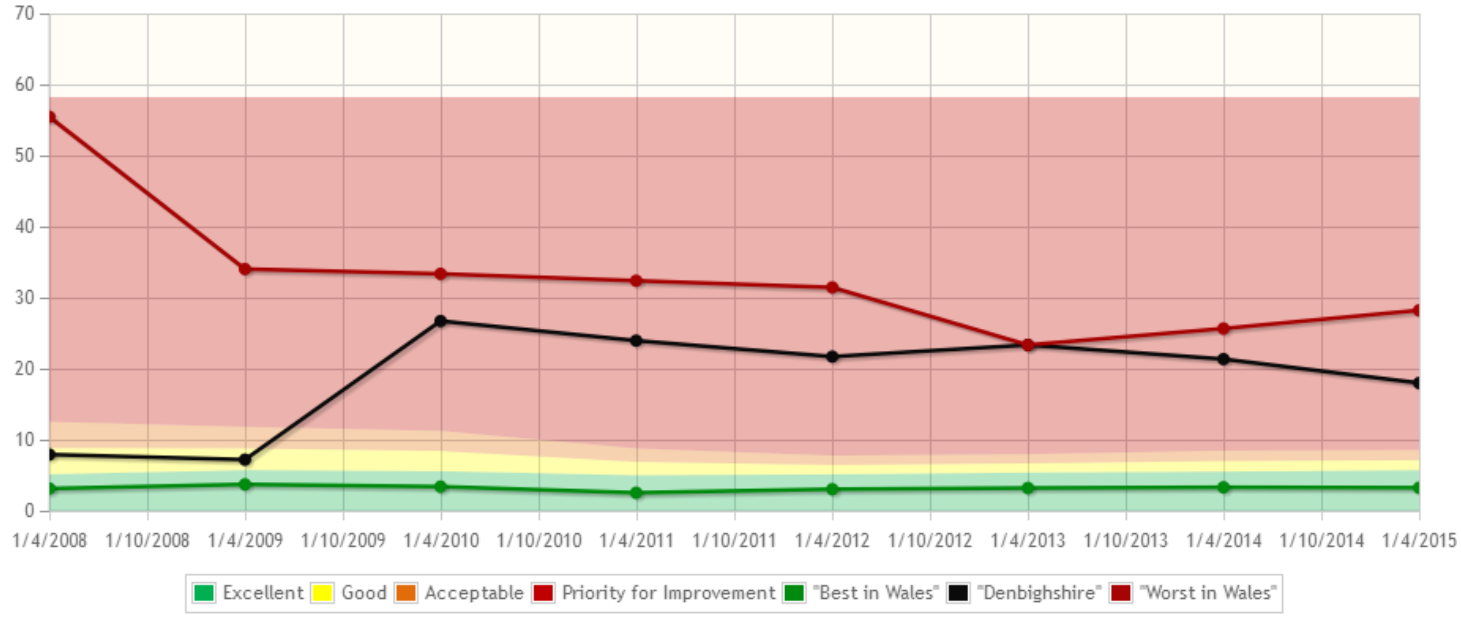
	HES204i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their nearest town centre in relation to dog fouling



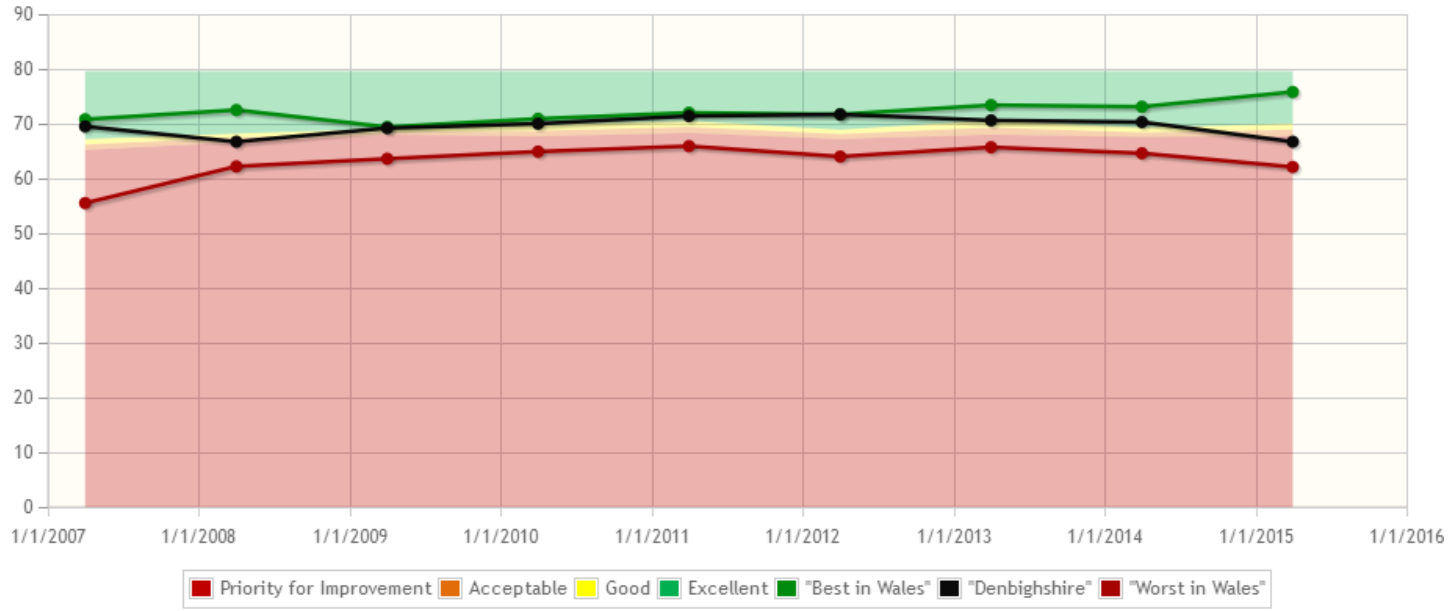
HES207i	Clean Streets Survey - Improvement Areas



RATE/STS/006D	The rate of fly-tipping incidents reported per 1,000 population

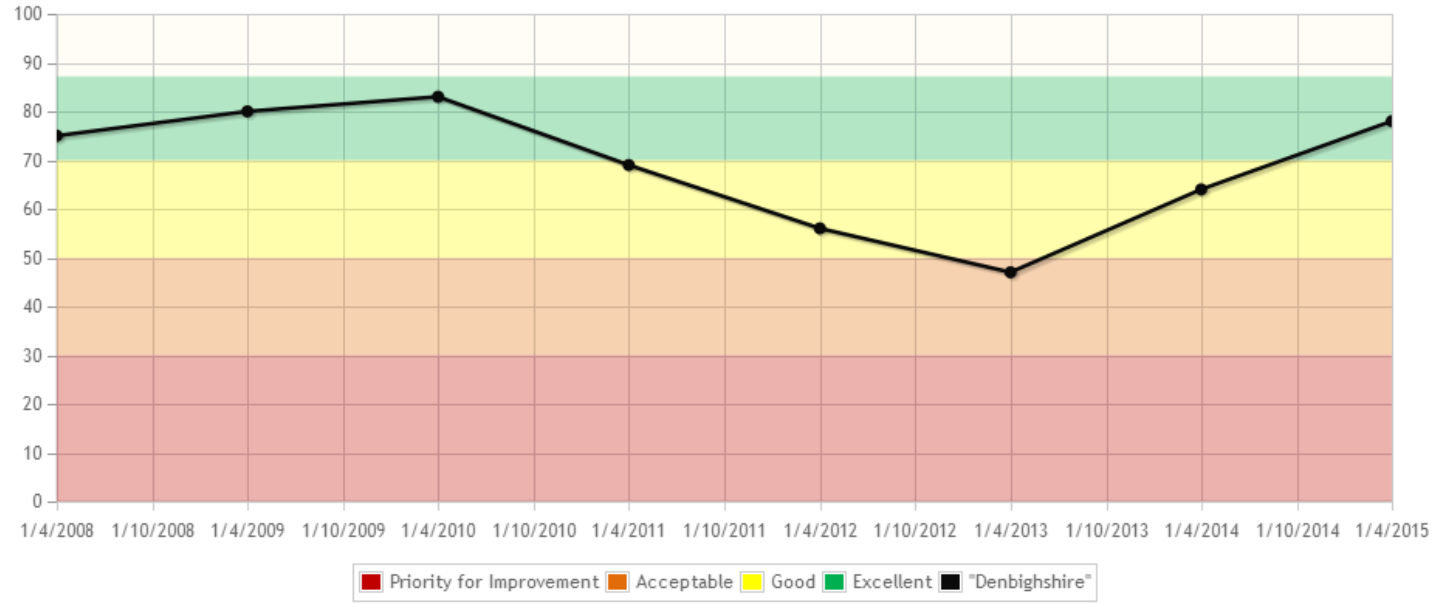


KWT001i Keep Wales Tidy - Cleanliness Indicator

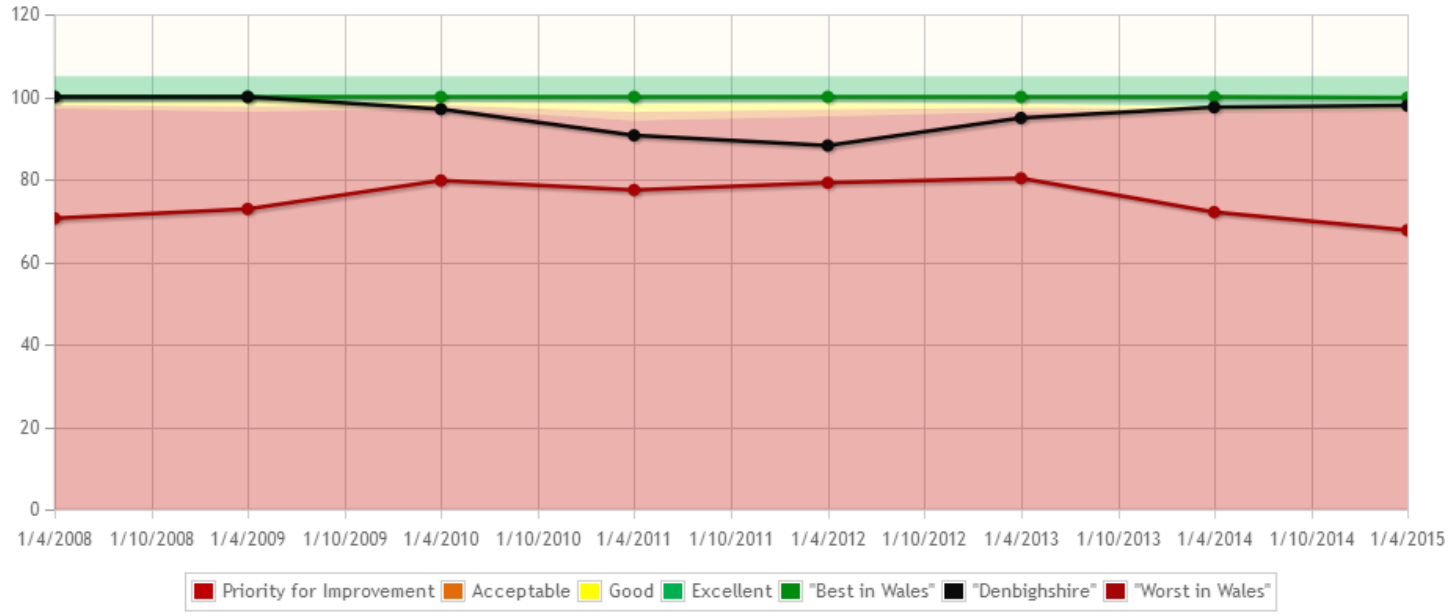


Measures

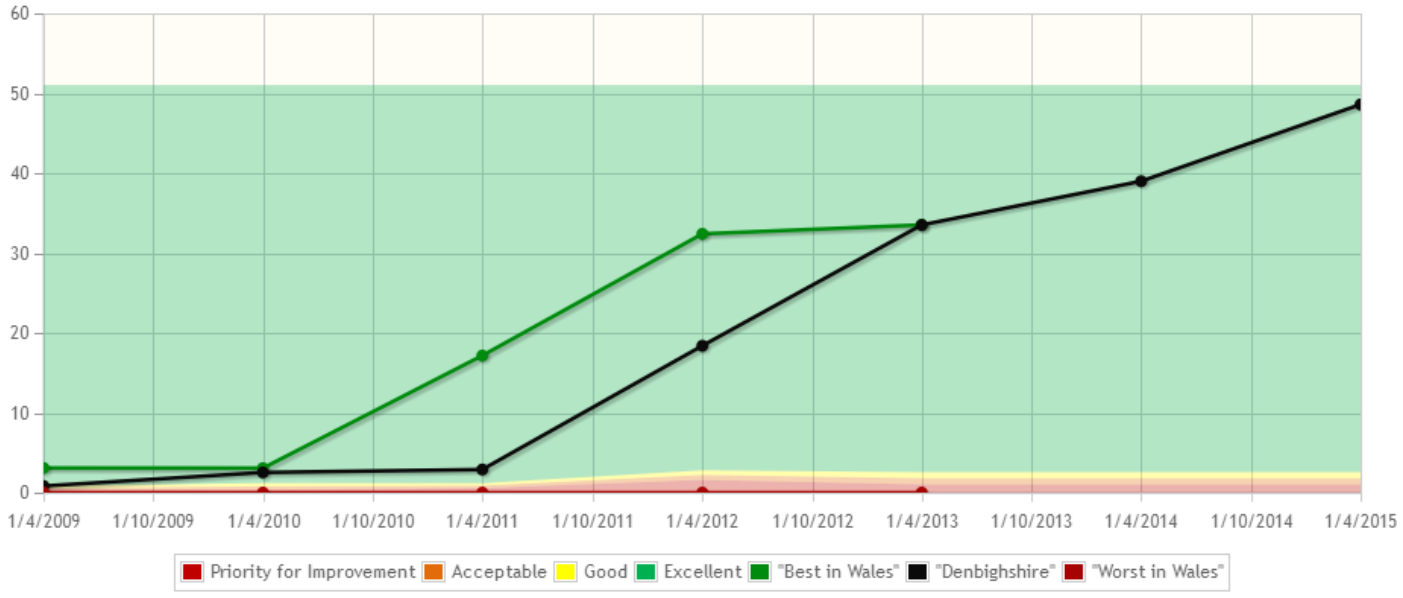
PPP101m The percentage of untidy land incidents resolved within 12 weeks



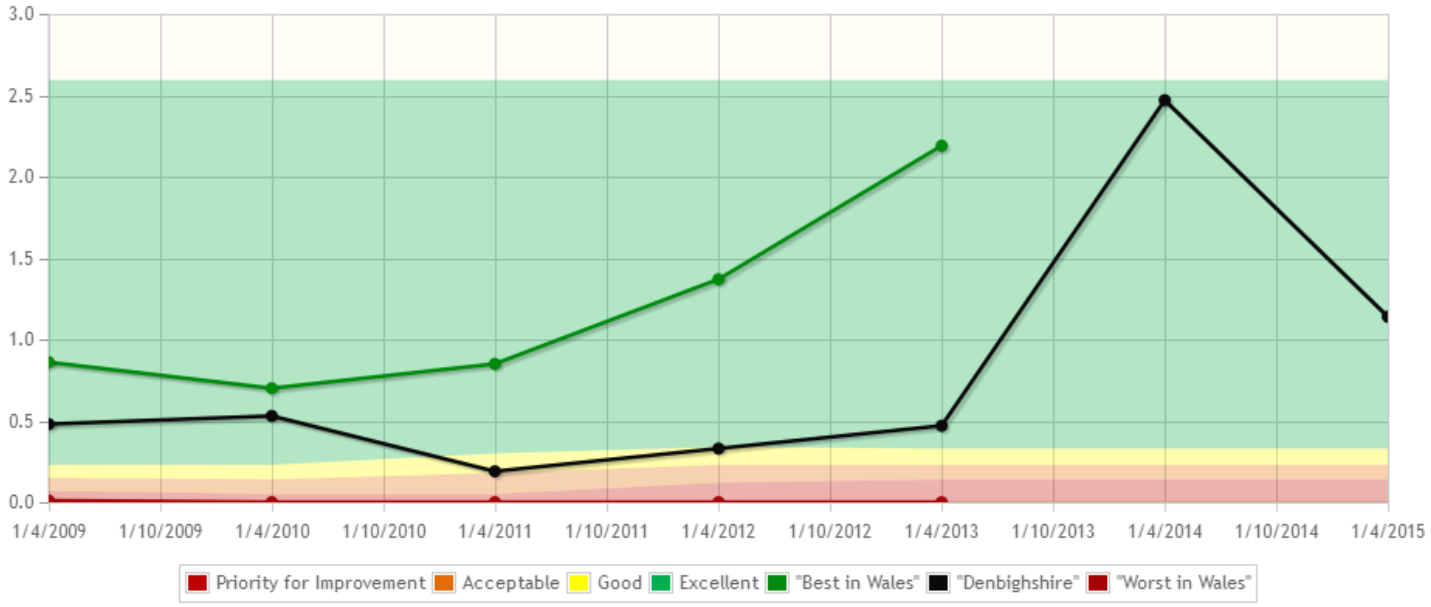
STS006	The percentage of reported fly tipping incidents cleared within 5 working days



PPP102m	The rate of fixed penalty notices (all types) issues per 1000 population



	PPP103m	The rate of fixed penalty notices (dog fouling) issues per 1,000 population



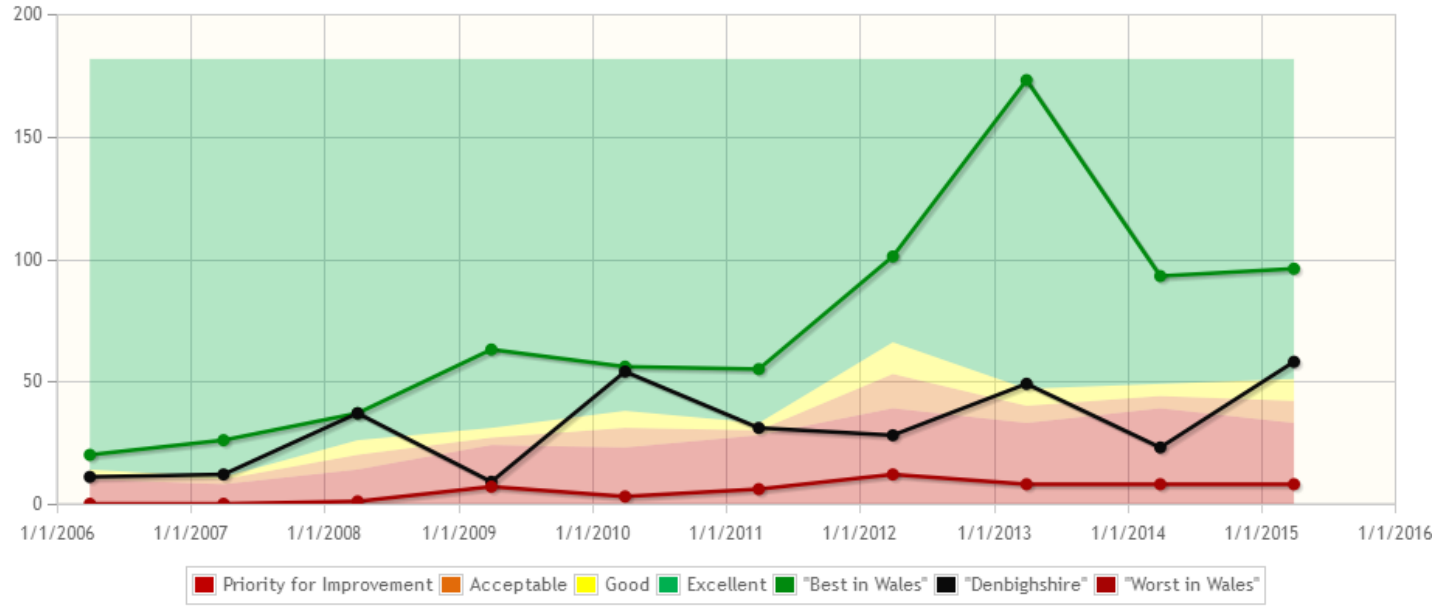
Activities				
	HES204a	Collaboration between Streetscene and Public Protection in relation to dog fouling	01/04/15	31/03/17
	HES205a	Streetscene/Countywide engagement with the general public in relation to dog fouling	01/04/15	31/03/17
	PPP104a	Develop and implement a coordinated approach to tackling identified eyesore sites across the county		31/03/15
	PR000069	Former North Wales Hospital	01/03/10	31/03/16

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

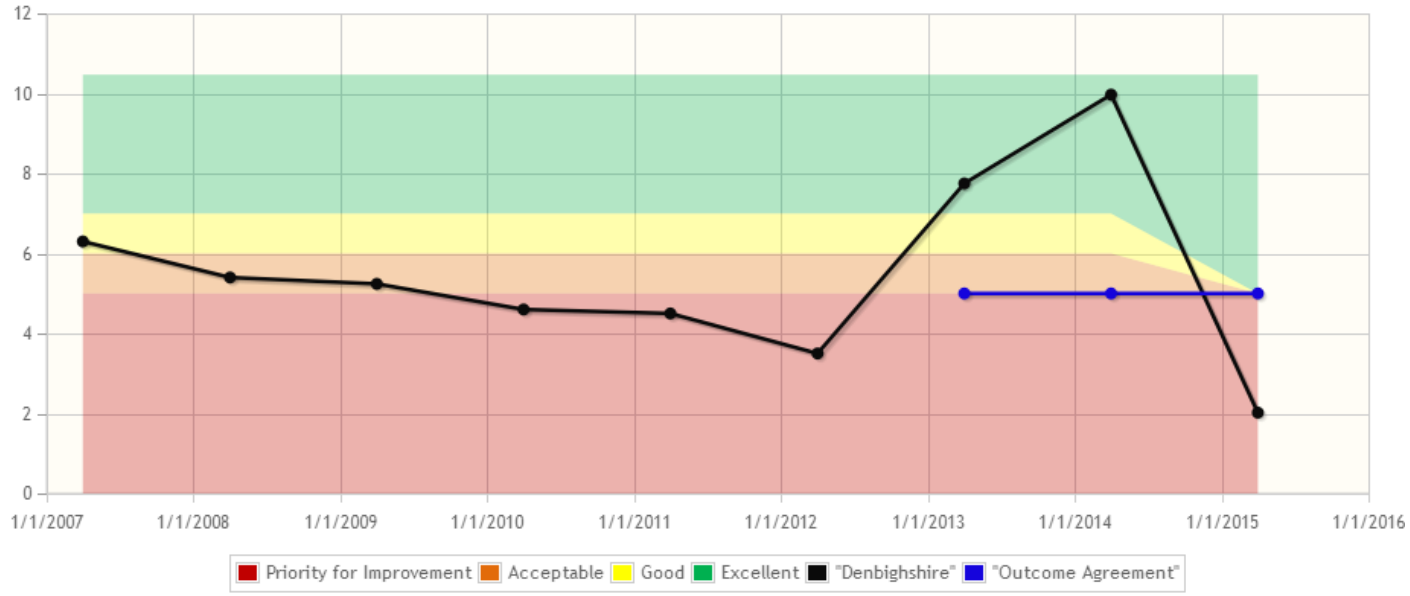
General Information	
Status	Good

Indicators

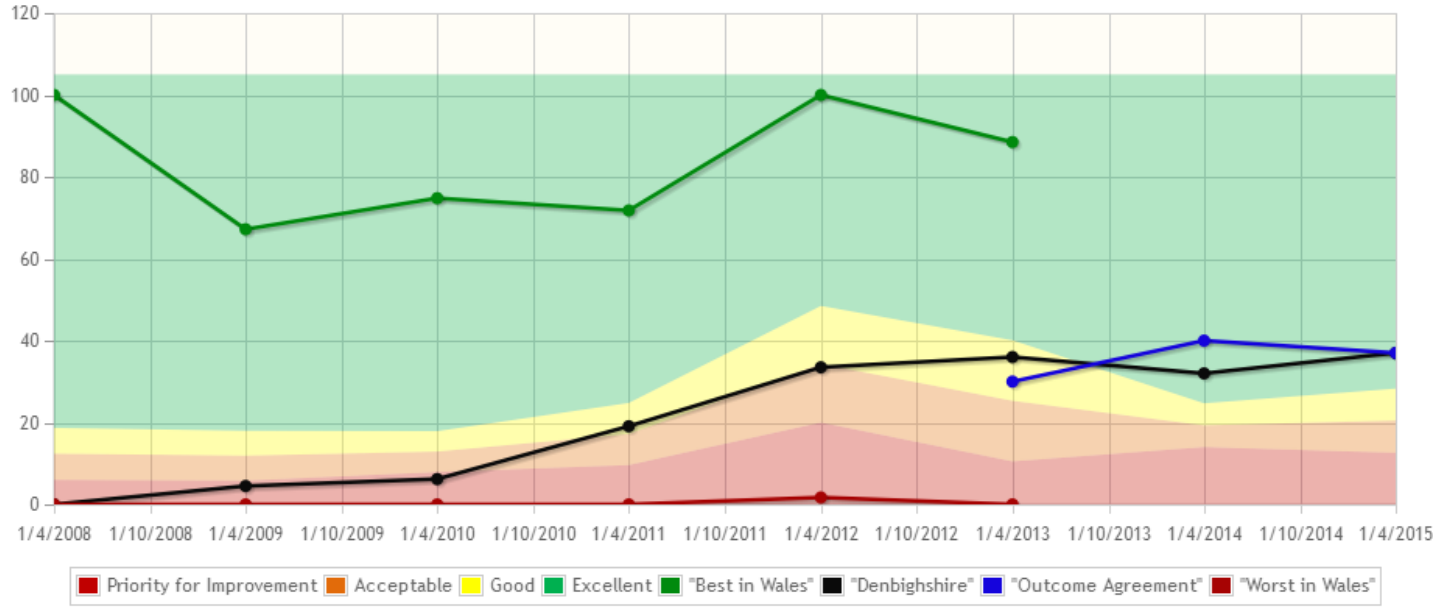
PLA006	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year



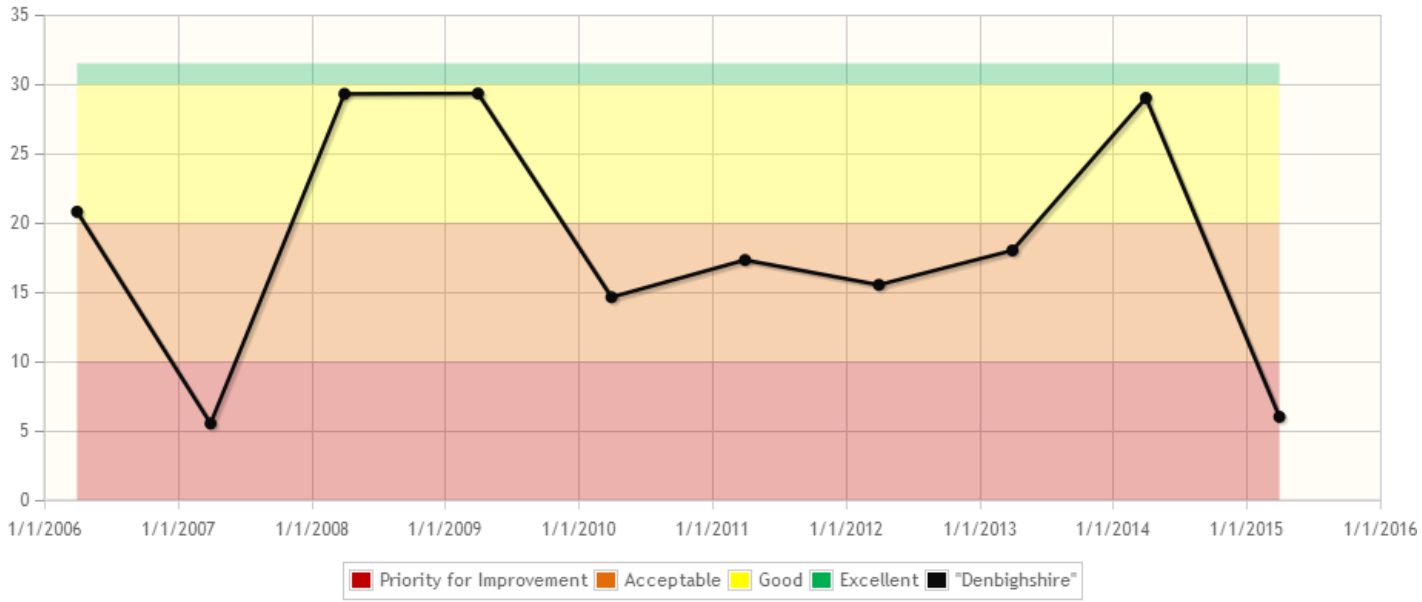
JHLAS03i	The years of supply of housing land as determined by the Joint Housing Land Availability Study



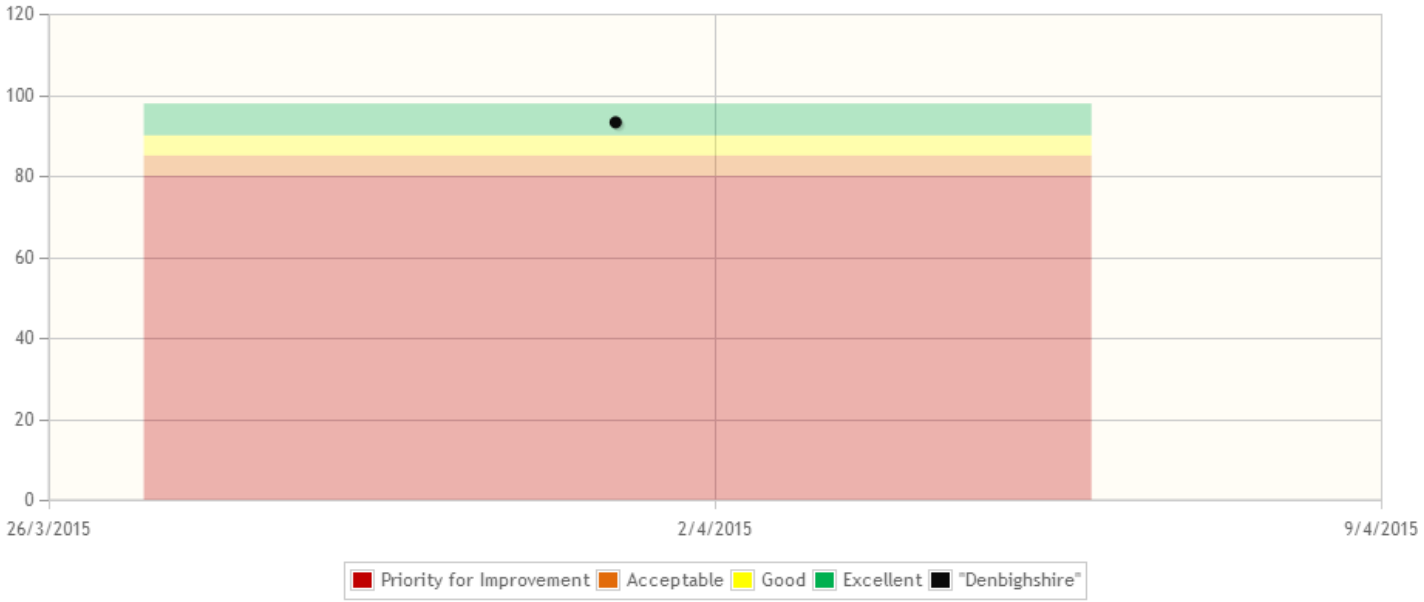
	PSR007a	Of the Houses in Multiple Occupation known to the local authority, the percentage that have a full license



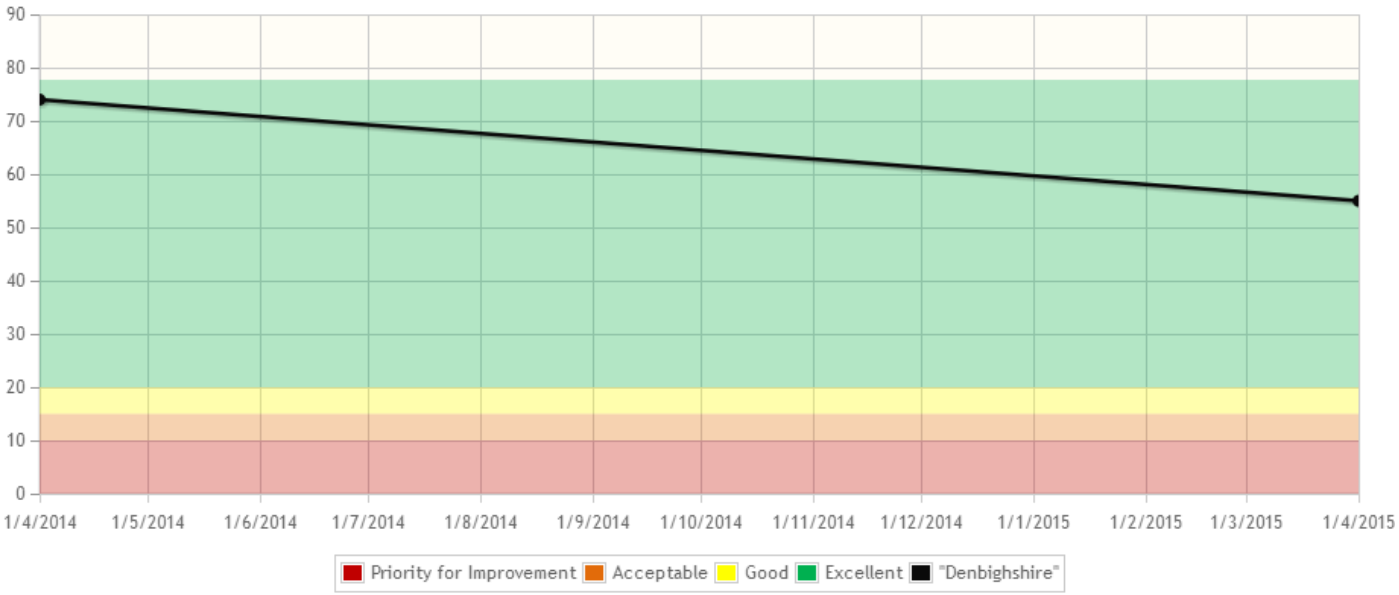
	LI-PLA006	The number of additional affordable housing units granted planning permission as a percentage of all additional housing units granted planning permission during the year



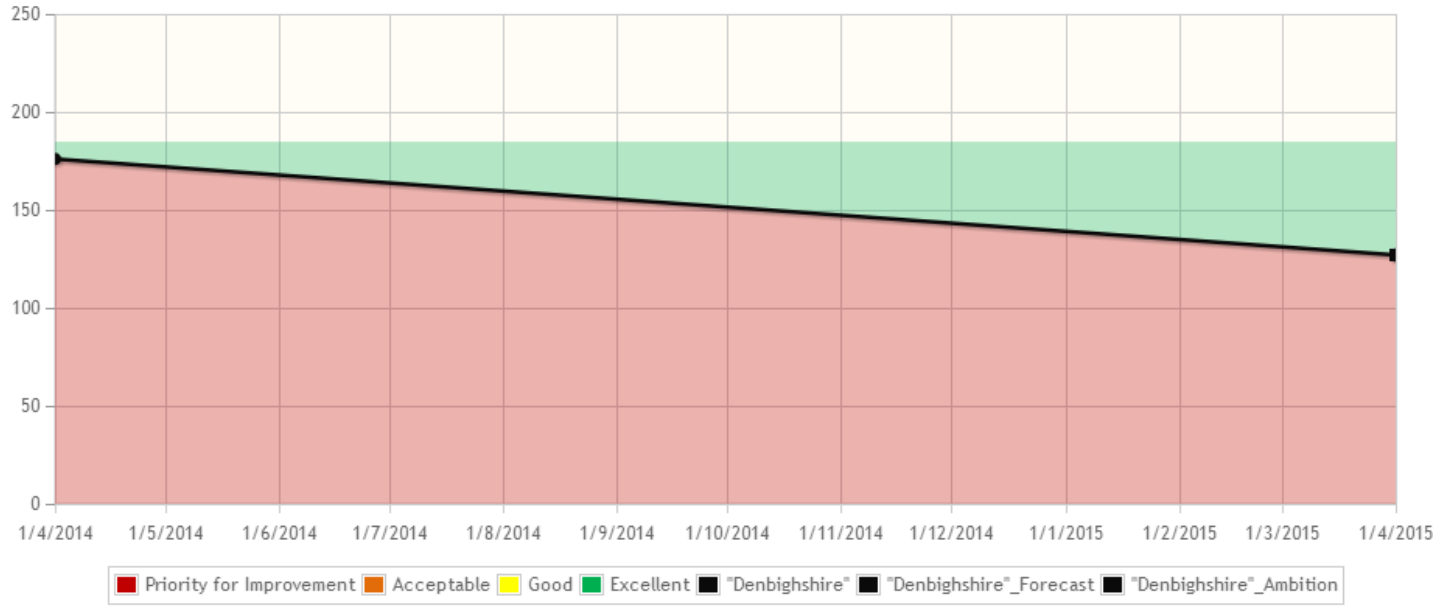
	FAA407i	The % of Council House tenants that were at least satisfied with the quality of their home



	PPPAH001	The additional supply of affordable housing, including social housing, provided during the year

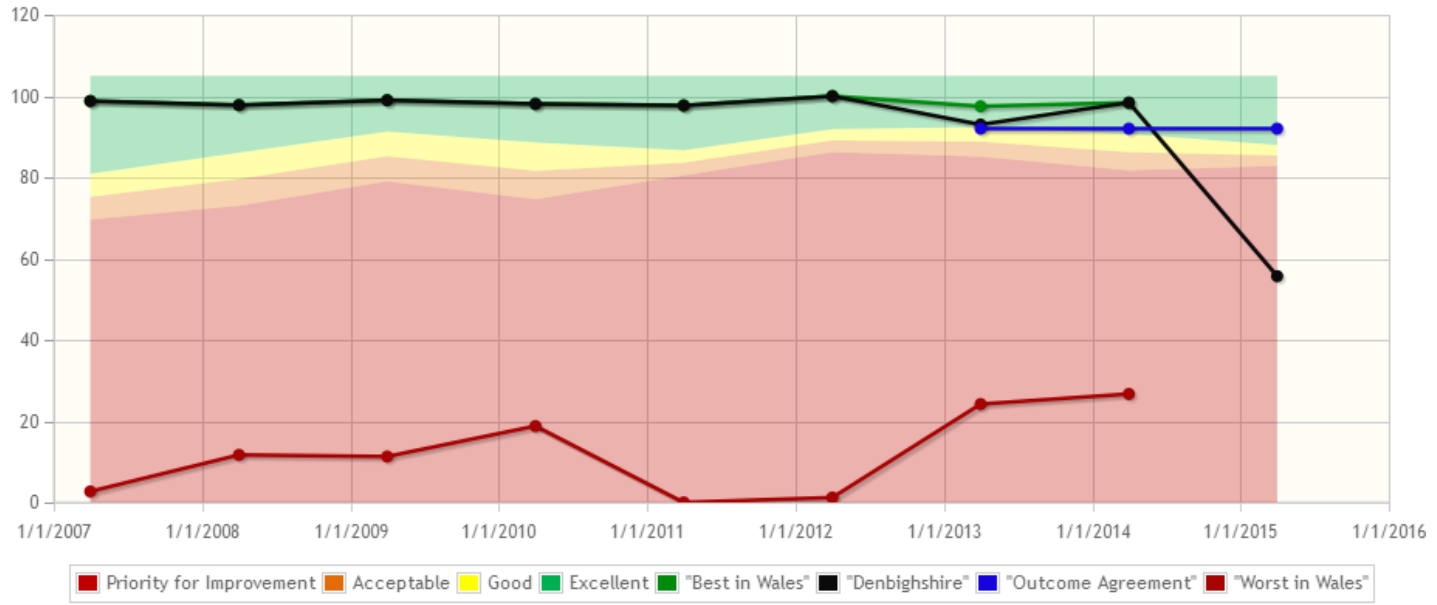


	PPPMH001	The additional supply of market housing, provided during the year

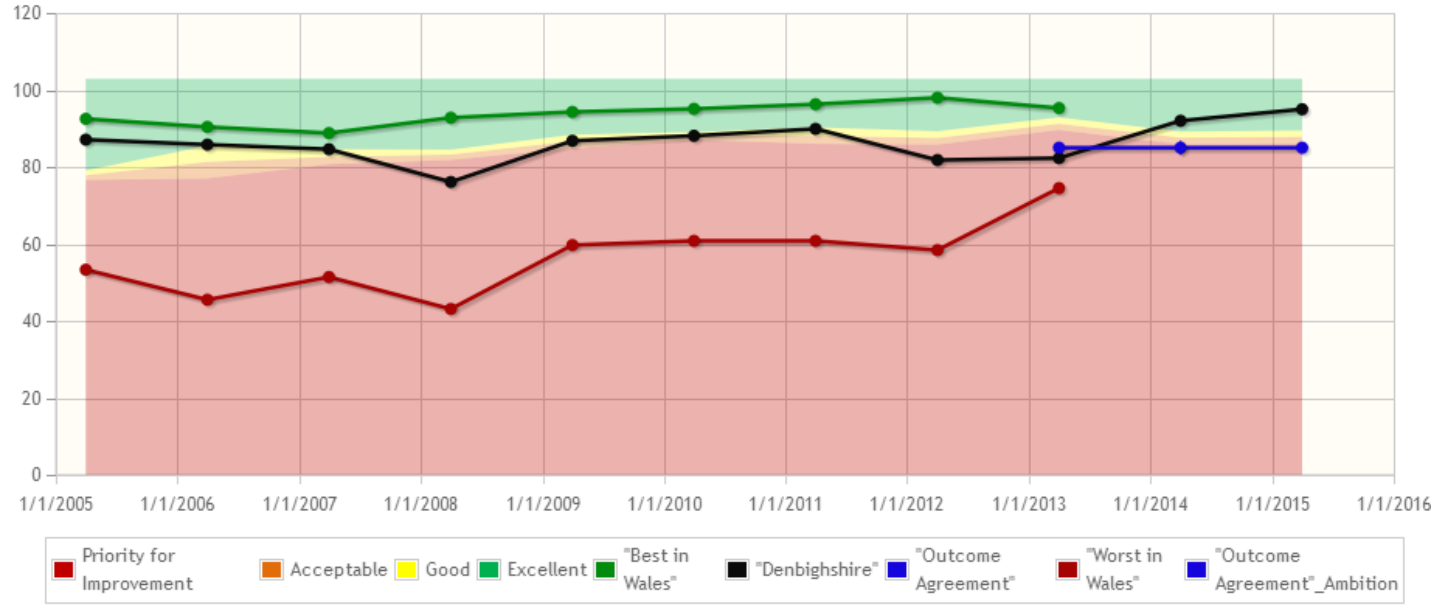


Measures

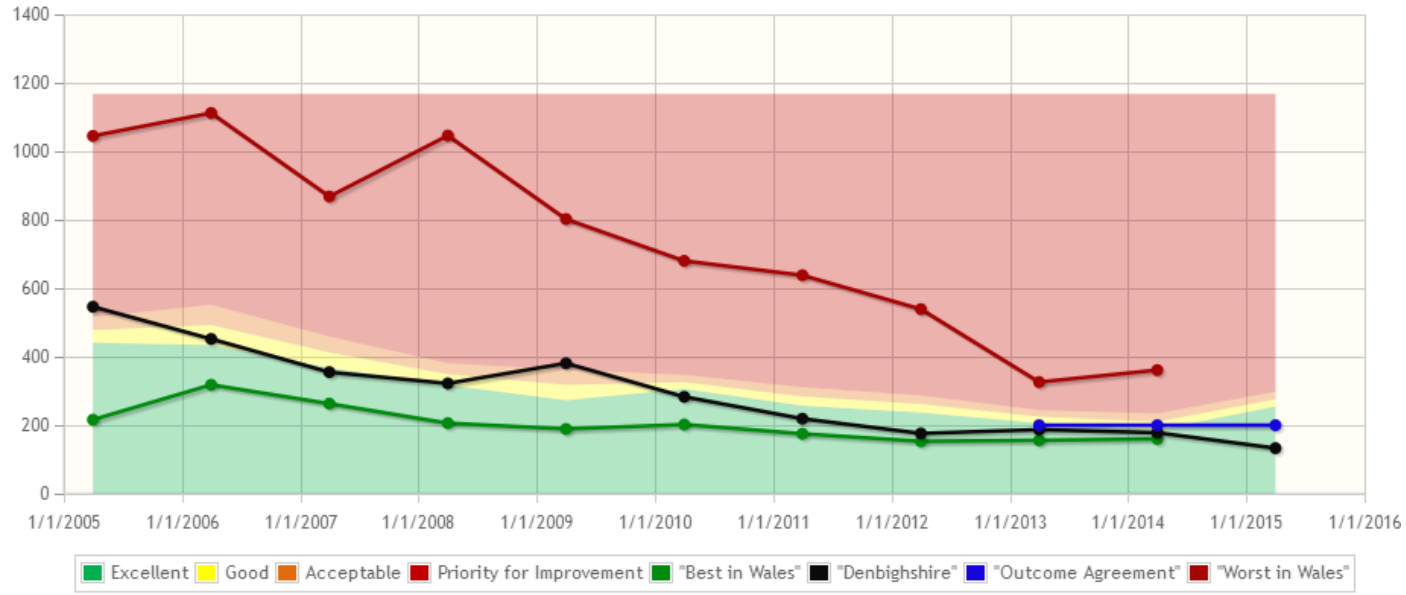
	HHA013	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months



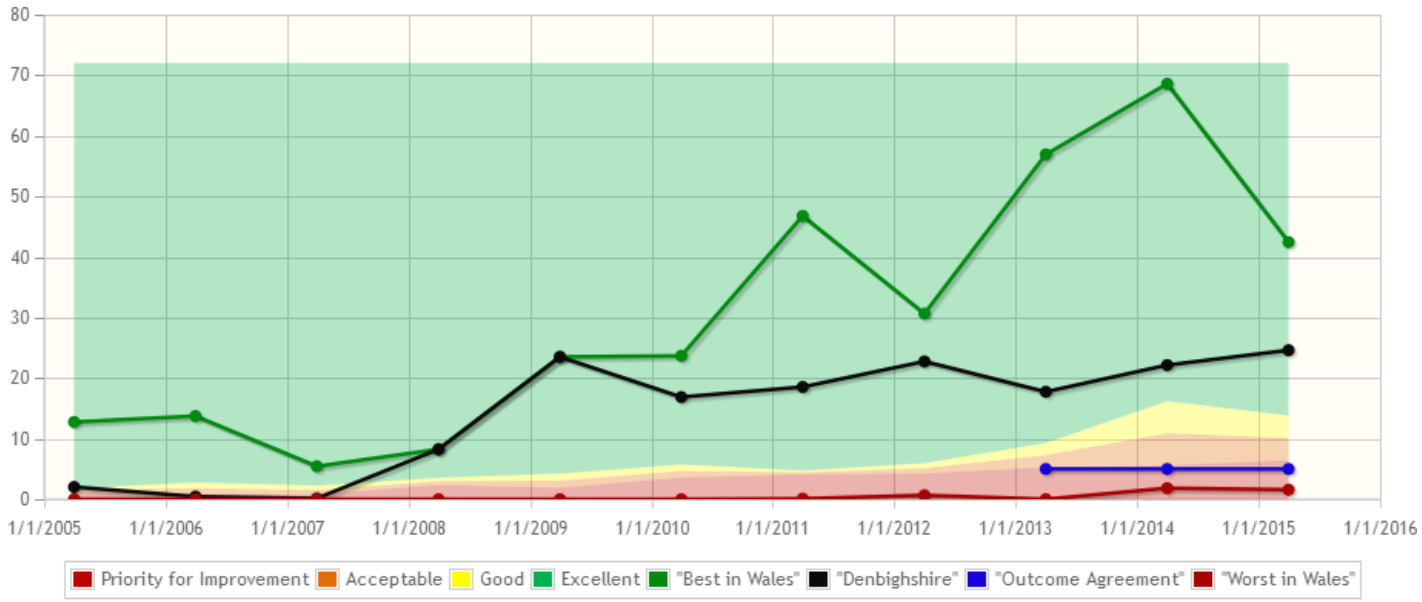
	PLA004c	The percentage of householder planning applications determined during the year within 8 weeks



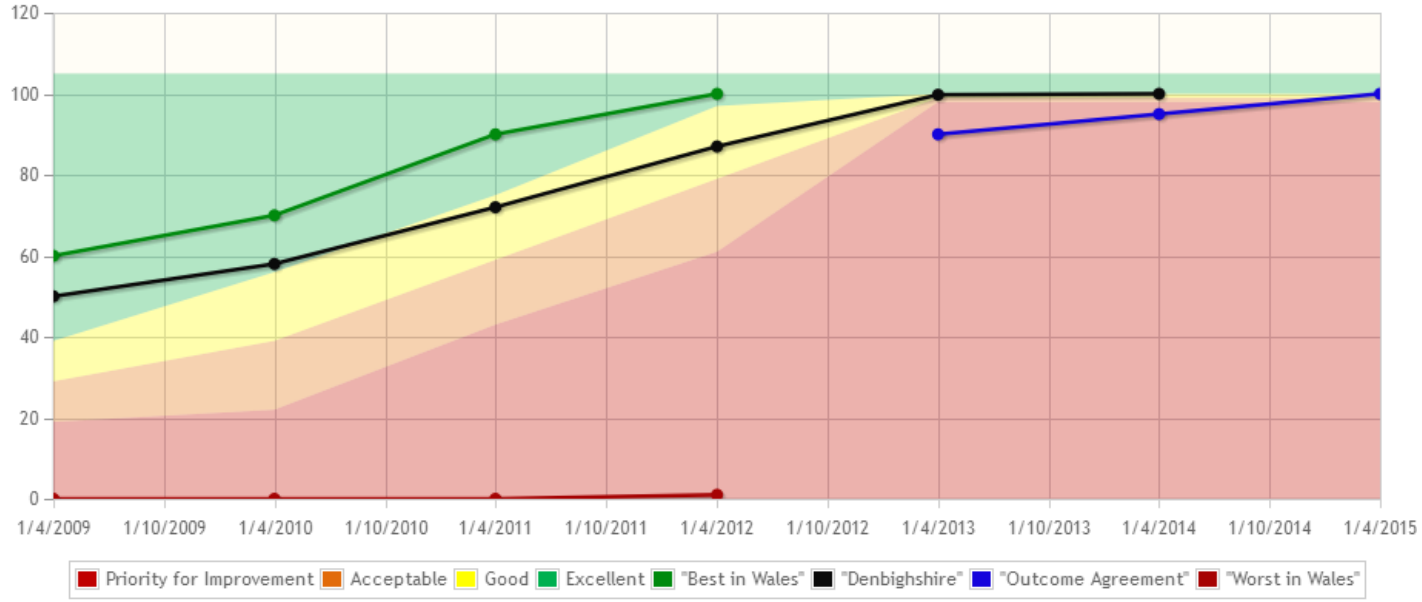
	PSR002	The average number of calendar days taken to deliver a Disabled Facilities Grant



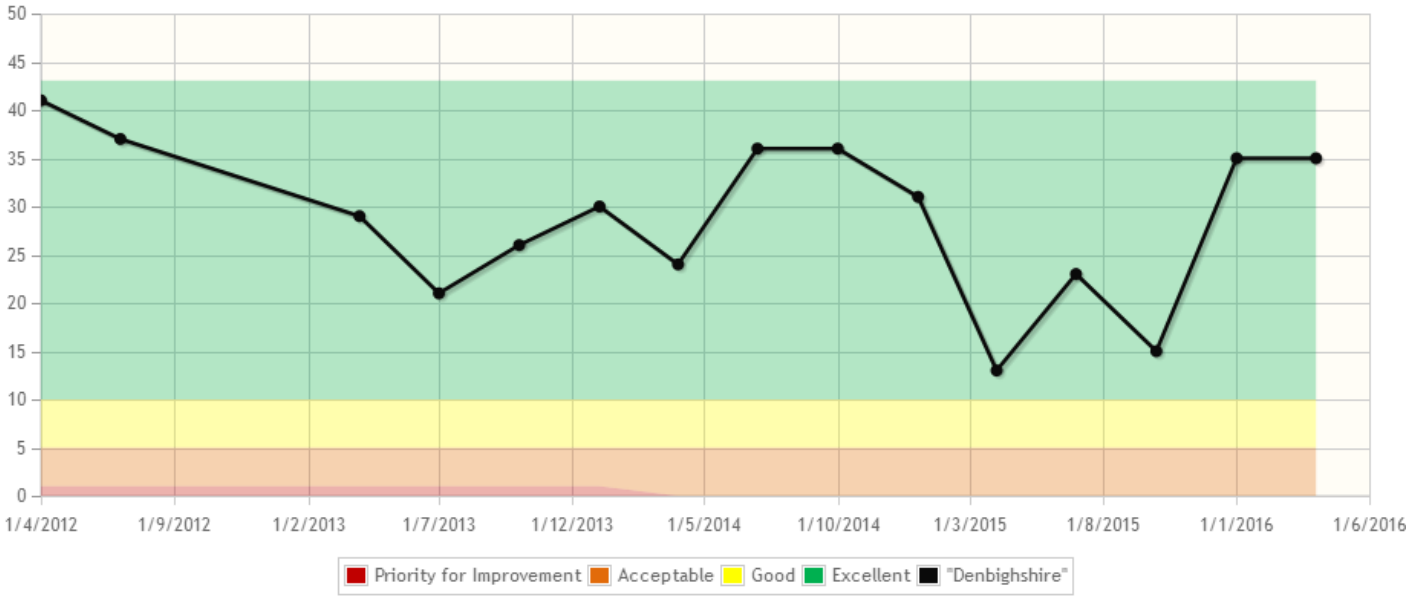
	PSR004	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority



	Y-HSG304m	The percentage of council properties compliant with the Welsh Housing Quality Standard



Q-LI/HS/13	The number of potential homeless people assisted to find a home



Activities				
	FAA402a	Develop and embed some county-wide initiatives to enhance tenant engagement and satisfaction	01/04/15	31/03/16
	FAA405a	Publish results from the 2014/15 Council Tenant survey	01/04/15	31/03/16
	FAA502a	Undertake work to enable identified vacant private sector dwellings to be converted into Council Housing	01/04/15	31/03/16
	FAA503a	Prepare sites to enable new Council House builds	01/04/15	31/03/16
	FAH401a	Conduct condition surveys to update our intelligence around the housing stock, to include an analysis around high-cost maintenance properties	01/02/16	31/03/17
	FAH402a	Review approach to surveying tenants about property condition / repairs	01/01/16	30/04/16
	FAH403a	Profiling our tenants to understand current and future needs	01/01/16	30/09/16
	FAH404a	Create a more coherent approach to property management and maintenance in order to assure best value for money	01/12/15	30/09/16
	FAH405a	Develop and implement policy to support energy efficient housing within the council's stock	01/01/16	30/06/16
	FAH406a	Develop programme for the electrical testing of properties (dedicated DLO operative)	01/01/16	30/04/16
	FAH407a	Develop one approach to a Health & Safety policy for housing and corporate property (covering asbestos, fire, electrical, etc.)	01/01/16	30/06/16
	FAH408a	Implement enhanced processes around the 'anything else?' approach to maintenance and repairs, allowing flexibility for operatives to deal with ad-hoc tasks and reduce the need for repeat visits	01/01/16	30/06/16
	FAH409a	Evaluate the effectiveness of the Jewson supplier contract in preparation for its renewal / replacement, in partnership with neighbouring authorities	01/03/15	31/07/16
	FAH410a	Develop a strategic asset management plan for our housing stock (link to Housing Strategy), which defines Denbighshire's own housing quality standard	01/01/16	30/06/16
	FAH411a	Delivery of planned upgrade works to housing stock	01/04/16	31/03/17
	FAH412a	Integration of housing and corporate property services to deliver best value (to include a review of the workforce, helpdesk, skill-gaps and contracts, etc.)	01/01/16	31/08/17
	FAH413a	Improve strategic approach to the buying and selling of housing assets ('whole-street' approach), supported by intelligence around need and demand, for the benefit of housing stock	01/02/16	31/07/16
	FAH414a	Undertake work to enable identified vacant private sector dwellings to be converted into social housing and temporary accommodation, in partnership with	01/09/15	31/03/17

		homelessness services		
	FAH415a	Develop a schedule to enhance our open space / play assets	01/10/15	31/10/18
	FAH416a	Acquire sites to enable new social housing developments	01/12/15	31/03/17
	FAH417a	Profiling of current Council Housing stock against need and demand with a view to explore opportunities of reclassification (i.e. Sheltered to general needs). Working in conjunction with RSL's & Housing Strategy	01/02/16	30/09/16
	FAH418a	Review of all IT systems and data recording methods in Housing (Keystone, Coms, spreadsheets etc.)	01/01/16	
	FAH419a	Review of Denbighshire County Council's Right to Buy Scheme and consider suspension	01/01/16	29/02/16
	FAH513a	Create an action plan based on the results from the Council Tenant survey	01/08/15	31/10/15
	HCD103a	Develop and deliver a Housing Strategy	01/04/14	31/03/16
	MSSEWB2013/03	Extra Care – Independent living in a safe and supported environment	15/04/13	
	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
	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
	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
	PPP207a	Improve the behaviour of private sector landlords	01/04/15	31/03/16
	SCHSG206a	Service Challenge Actions: Housing : Ensure Service Challenge key actions are taken into account regarding the development of the Local Housing Strategy	04/03/15	31/10/15

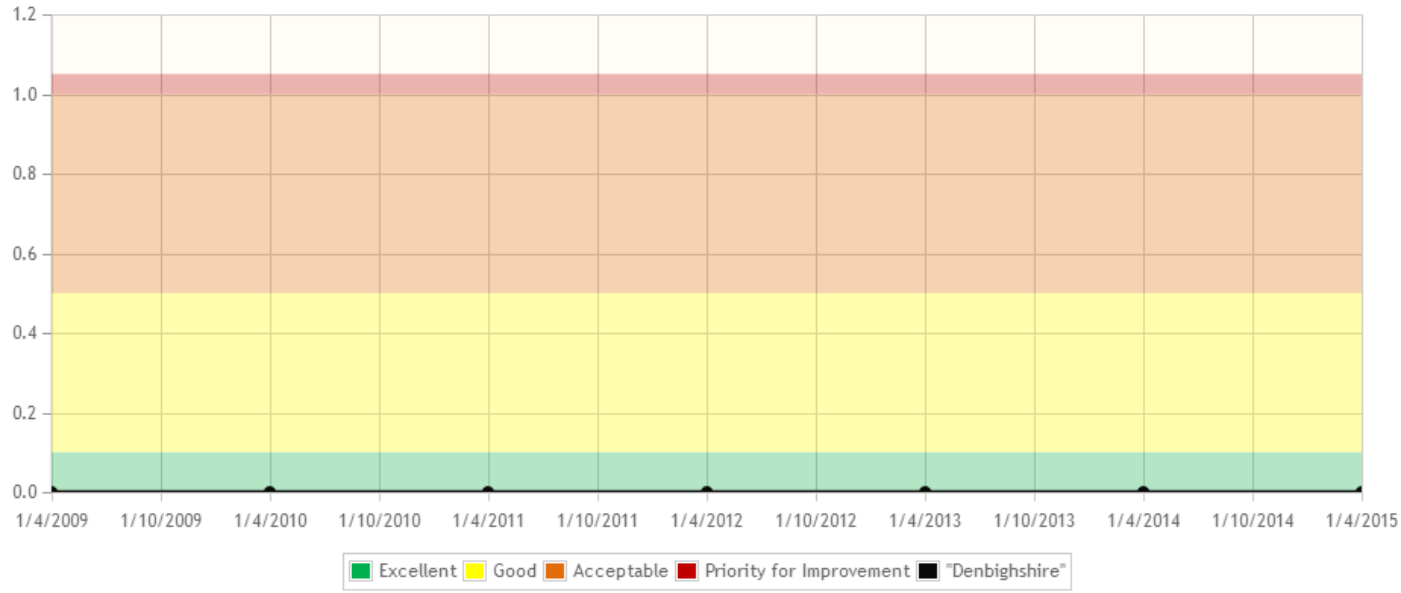
Outcome 13 - Services will continue to develop and improve

General Information

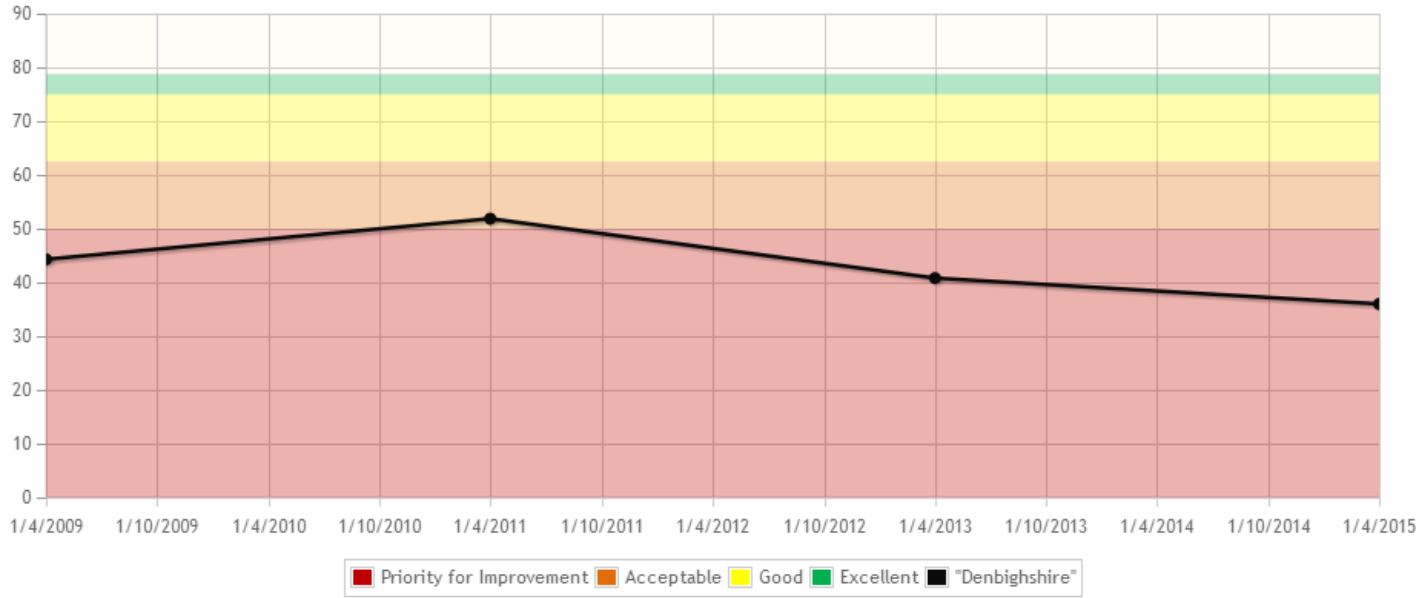
Status	Good

Indicators

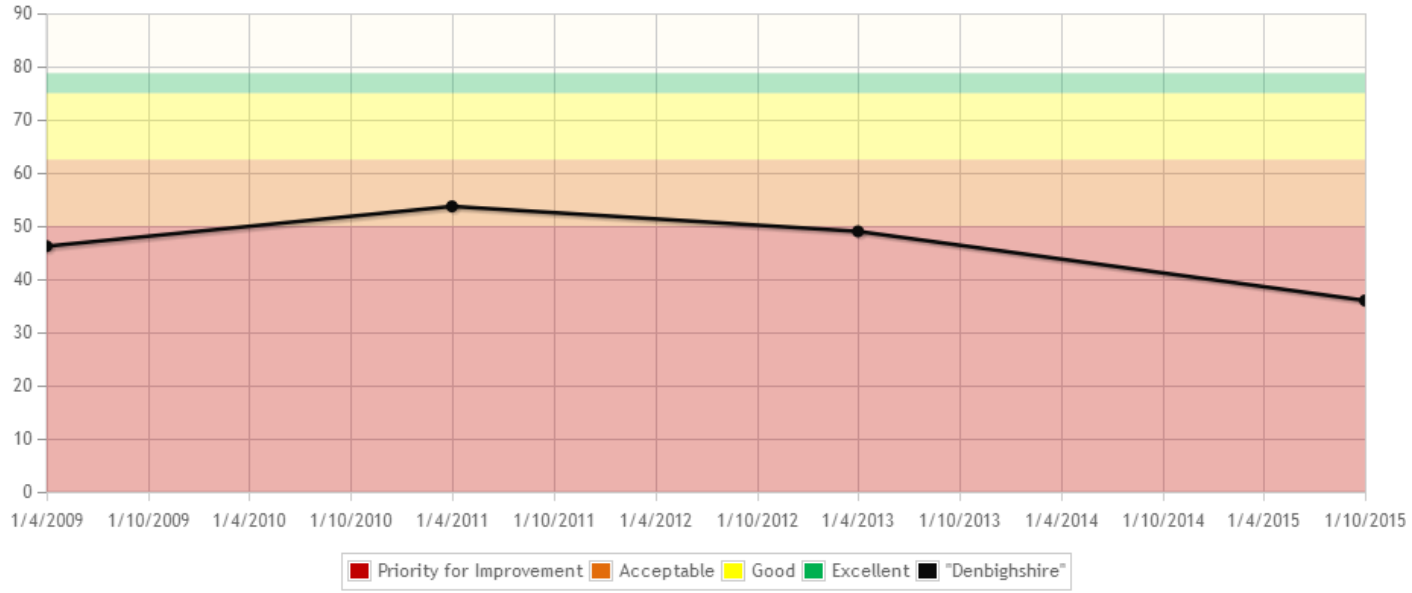
BPP1002	The number of formal recommendations for improvement within the WAO Improvement Reports



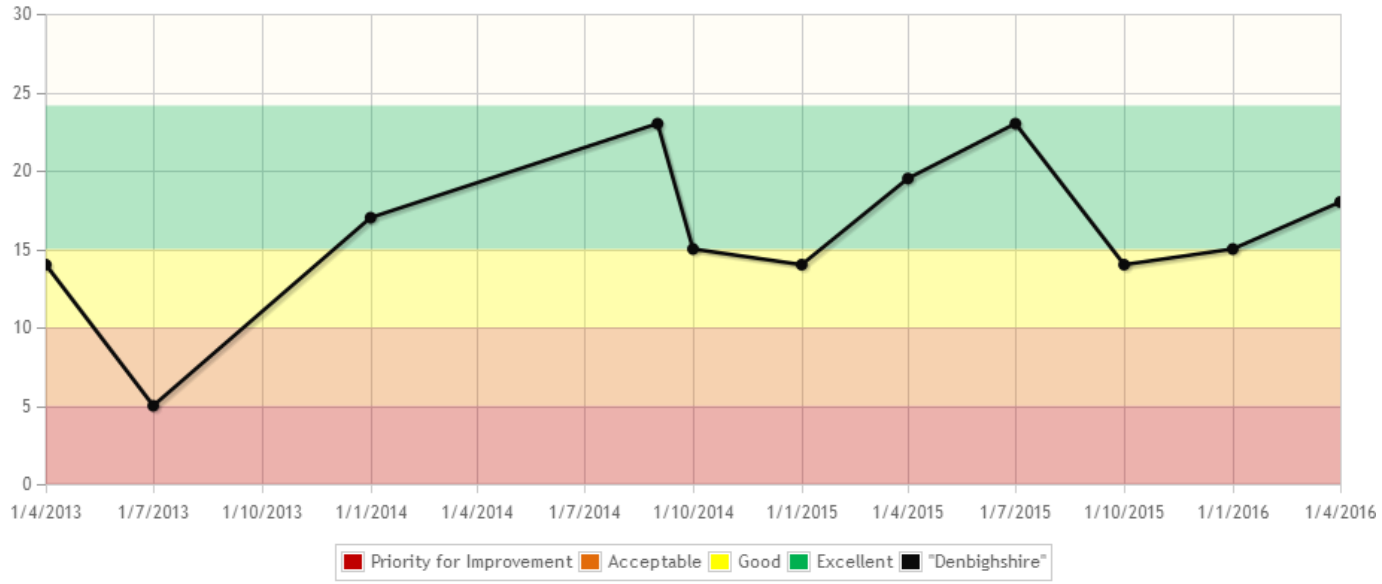
RSQ16B	The percentage of residents responding positively to the statement: My Council is efficient and well-run



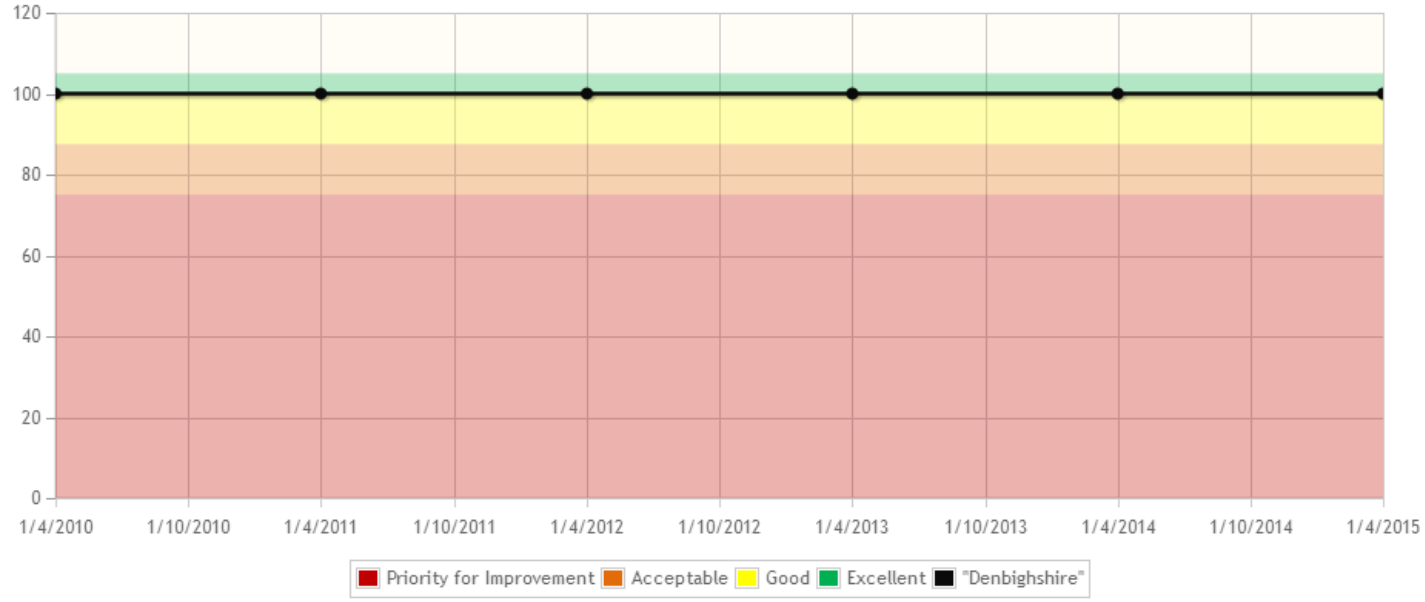
RSQ16C	The percentage of residents responding positively to the statement: My council acts on the concerns of residents (excluding don't know)



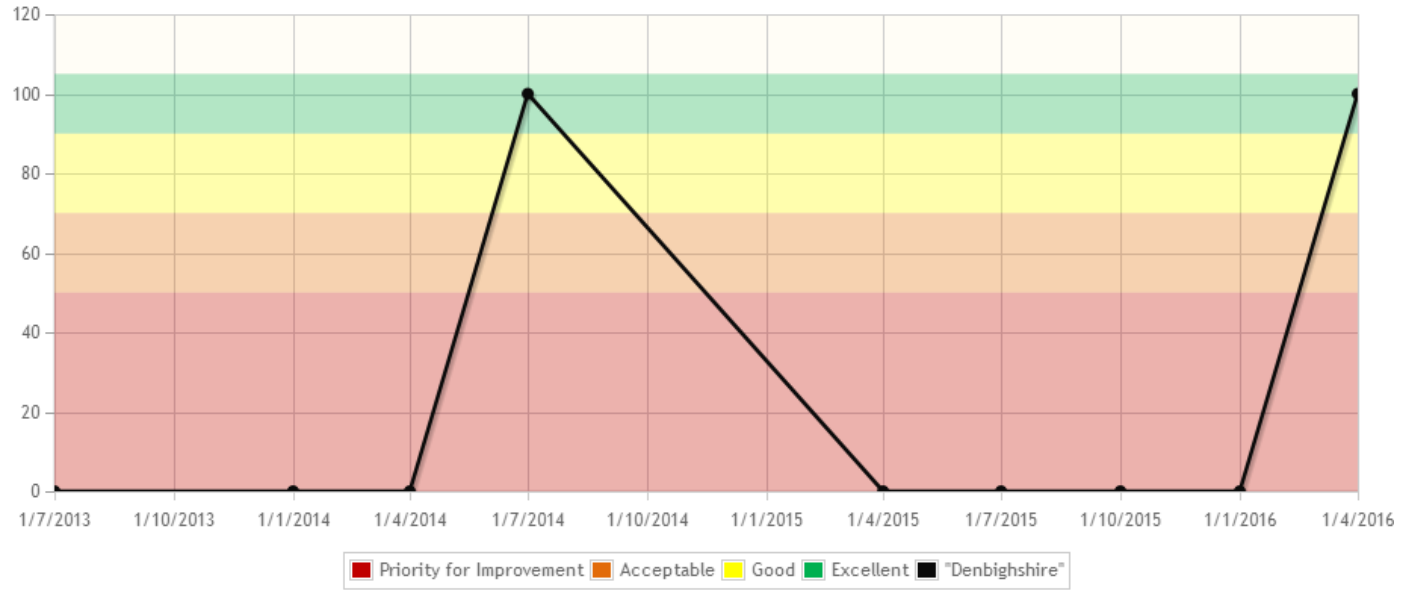
BIM3110i	The percentage deviation from a good practice figure of 75% of Open projects generating a Green or Yellow ROYG status in terms of being on-track to deliver their outputs according to pre-defined scope



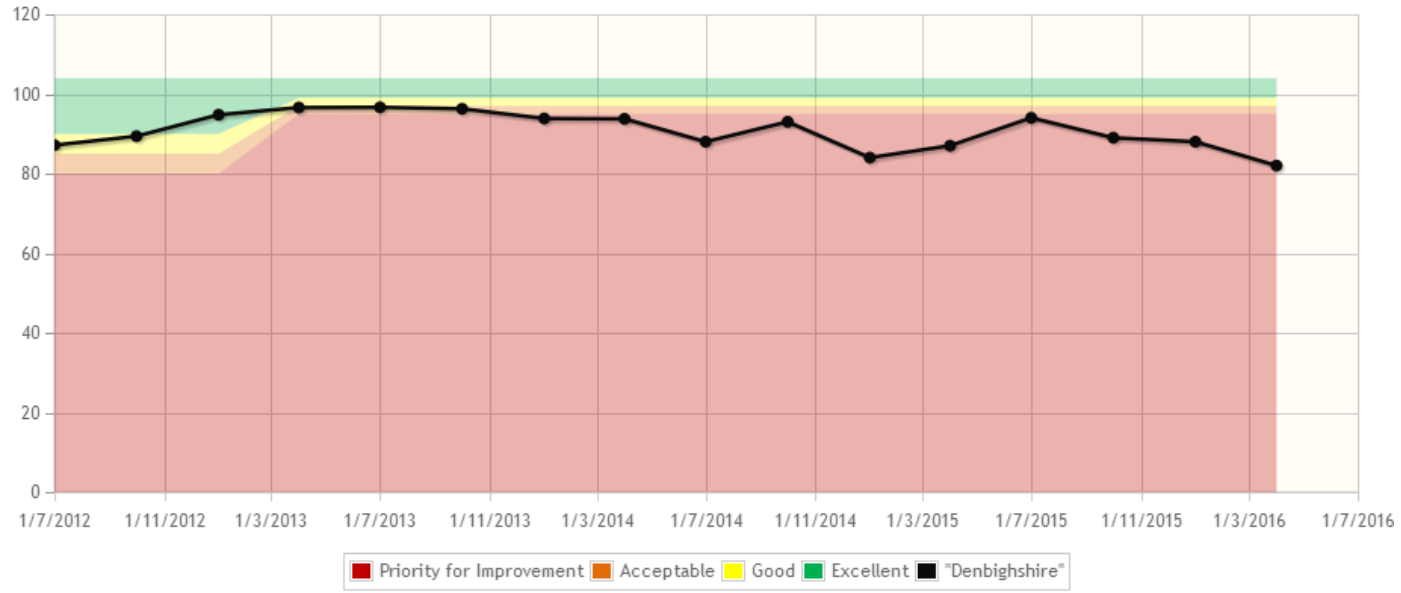
Measures	
BPP1004	The percentage of Outcome Agreement Grant awarded by WG



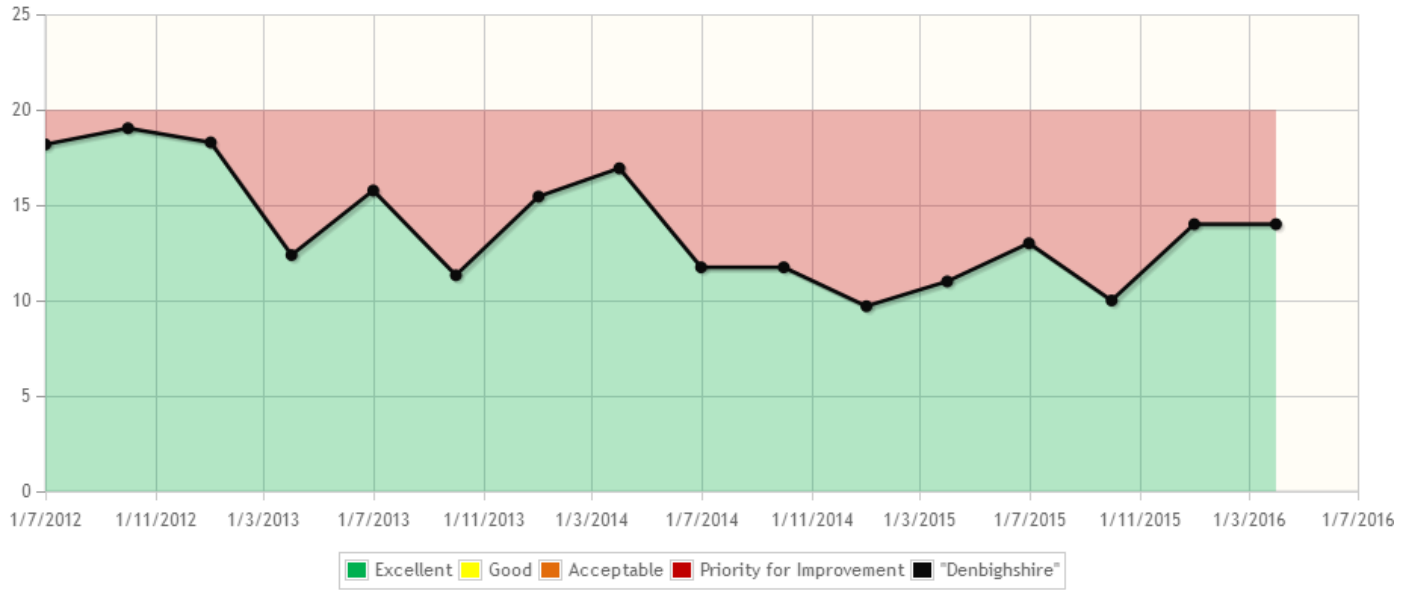
M102m	The percentage of Modernisation projects that were due a post-implementation review this quarter that have been subject to one



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



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



Activities				
	BIM114a	Support Town and Area Champions and Member Area Groups to develop revised Town and Area Plans in collaboration with Partners and Communities in line with the Wellbeing Plan	01/04/15	31/03/16
	EDU119a	Preparing for merger with Children & Family Services	01/04/15	31/03/16
	LDS203a	Establish and operate a Task & Finish sub-scrutiny group to examine the Impact of Budget Cuts on the Corporate Plan and the Council's Performance	01/04/15	31/03/17
	PR000317	Digital Choice - Getting the Customers Ready	21/10/14	01/11/15
	PR000494	Archives & Records Management Transformation	01/09/14	31/05/16
	WLS001	Consider our position in relation to the Welsh Language Standards set by the Welsh Language Commissioner and develop an action plan to deliver them	01/04/15	31/03/17

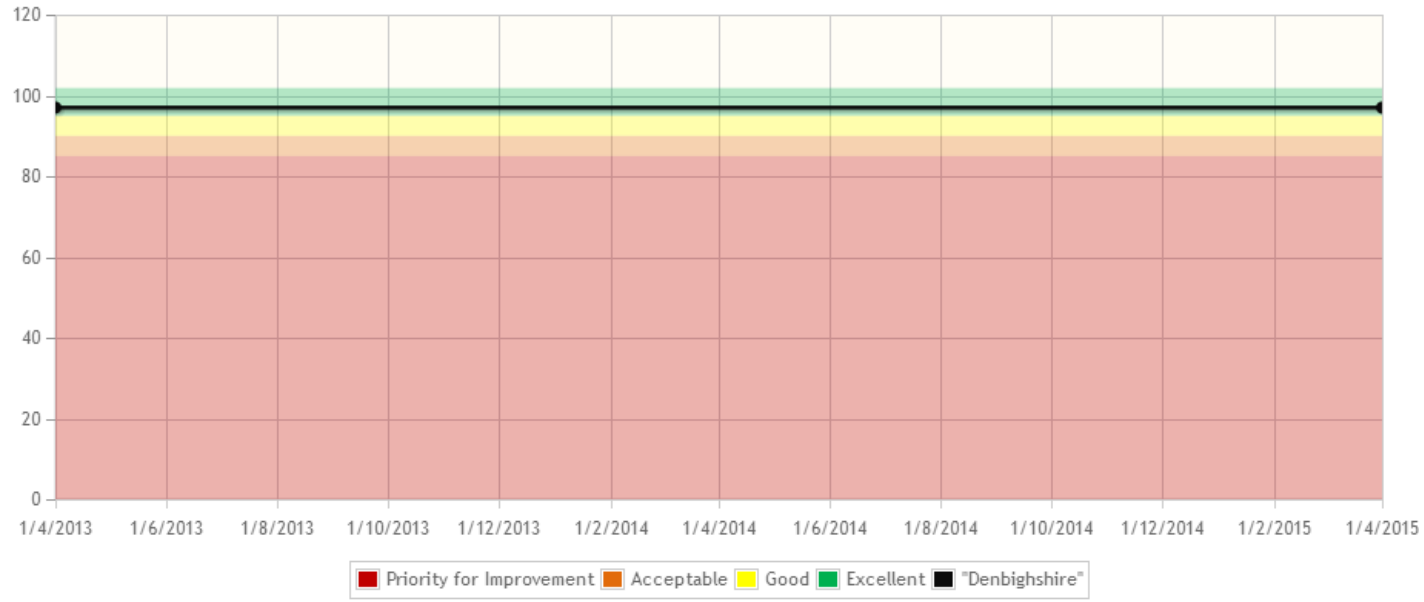
Outcome 14 - More flexible and effective workforce supported by cost efficient infrastructure

General Information

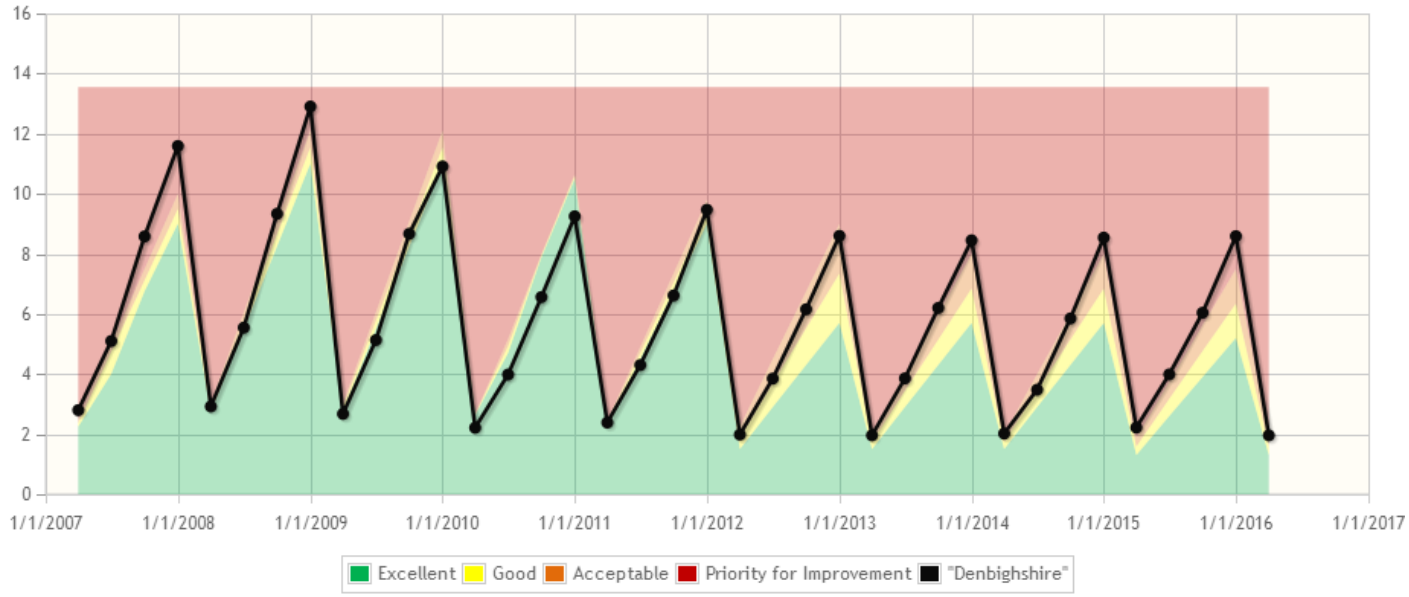
Status	Acceptable

Indicators

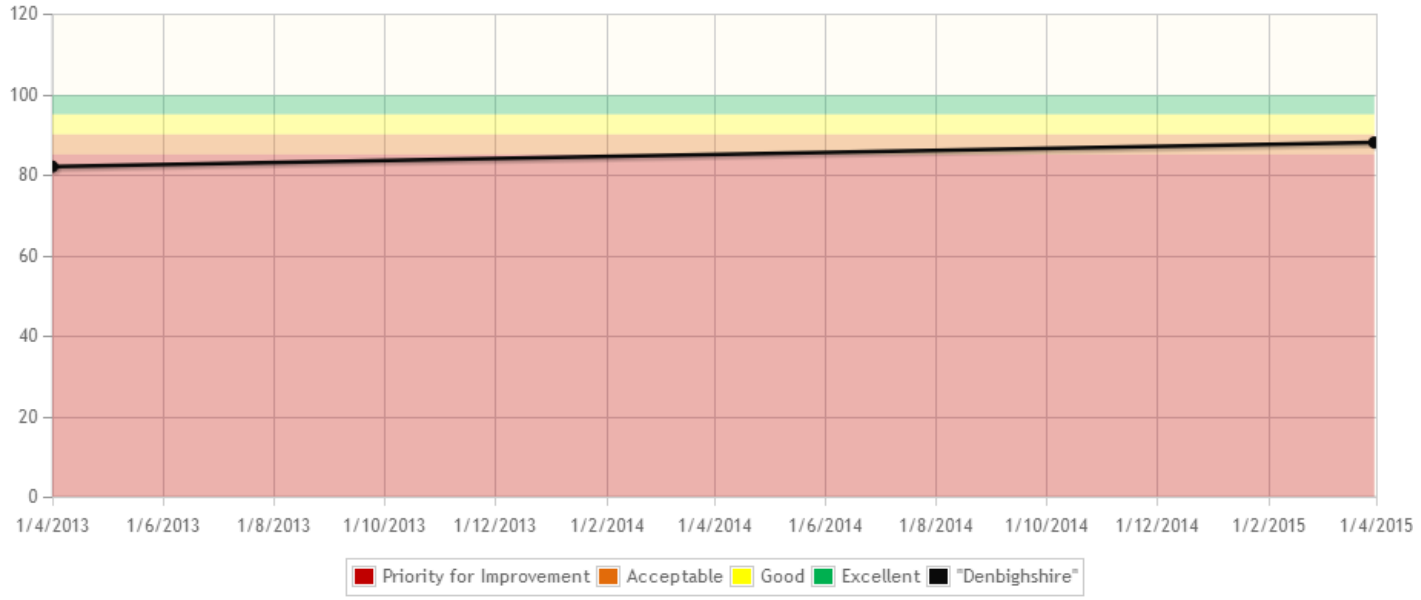
M202a	Staff Survey Q3a - The percentage of staff responding positively to the statement: I have the skills to do my job effectively



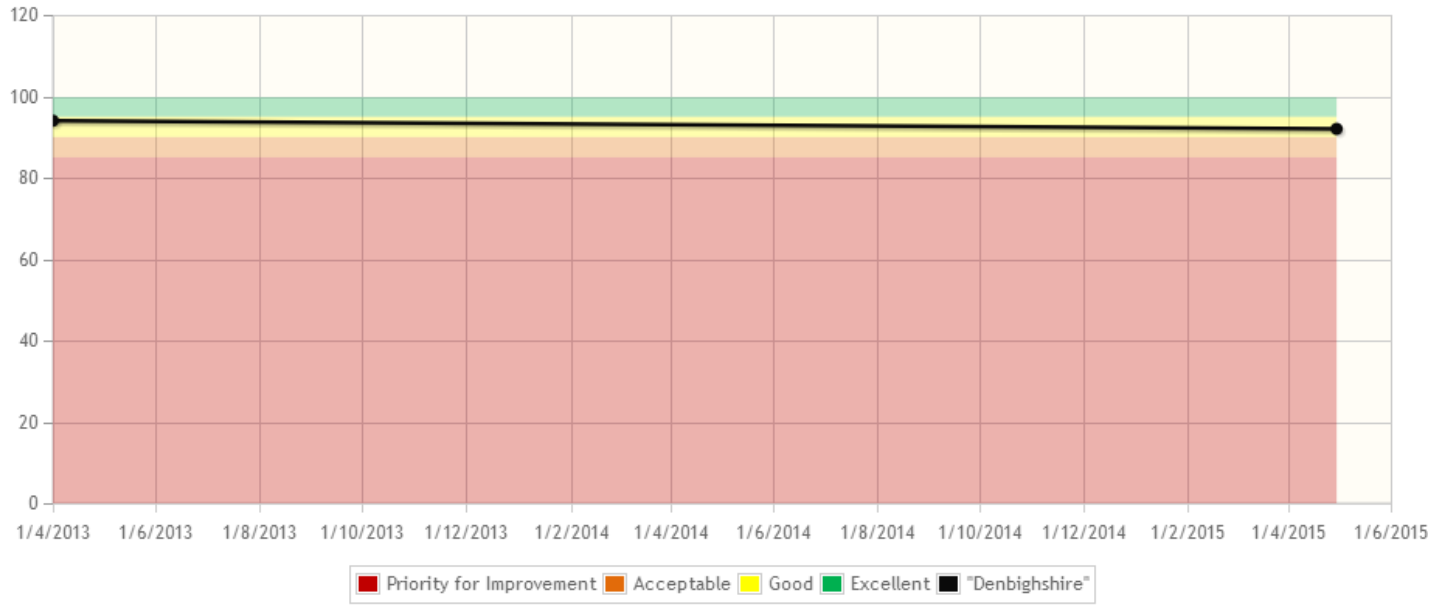
QCHR002	(Corporate) The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence



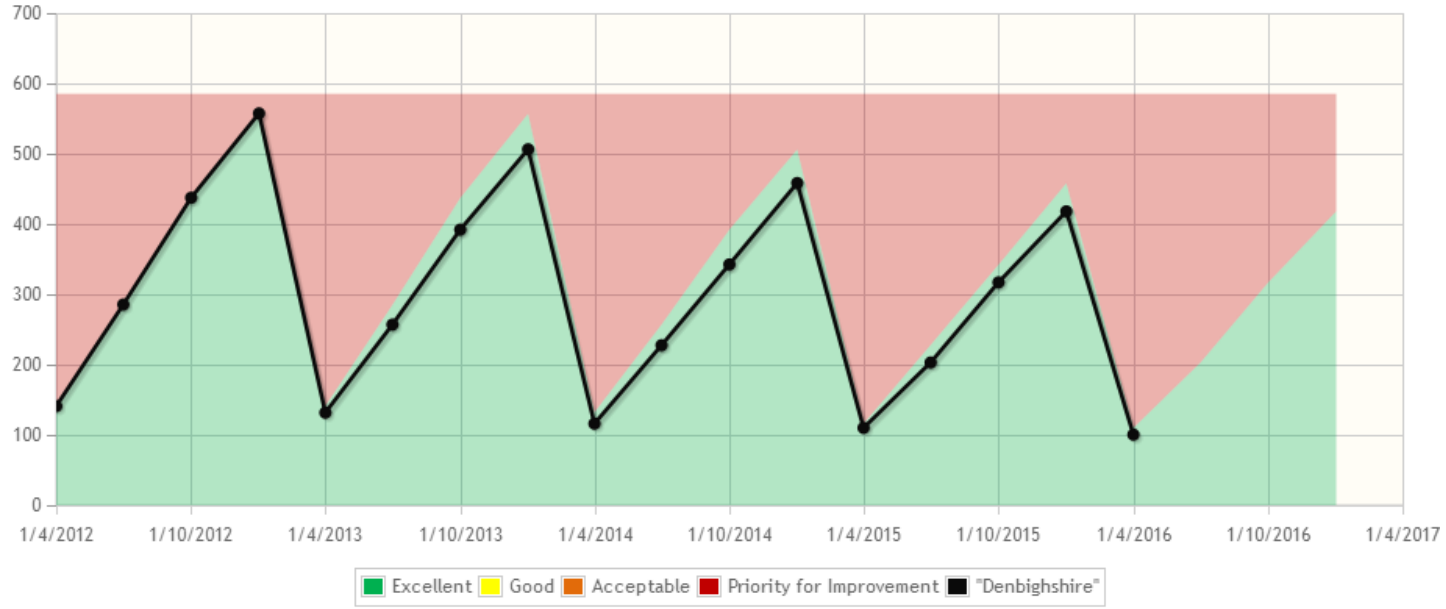
SSQ13a	The percentage of staff responding positively to the statement: I have access to the information and IT I need to work efficiently



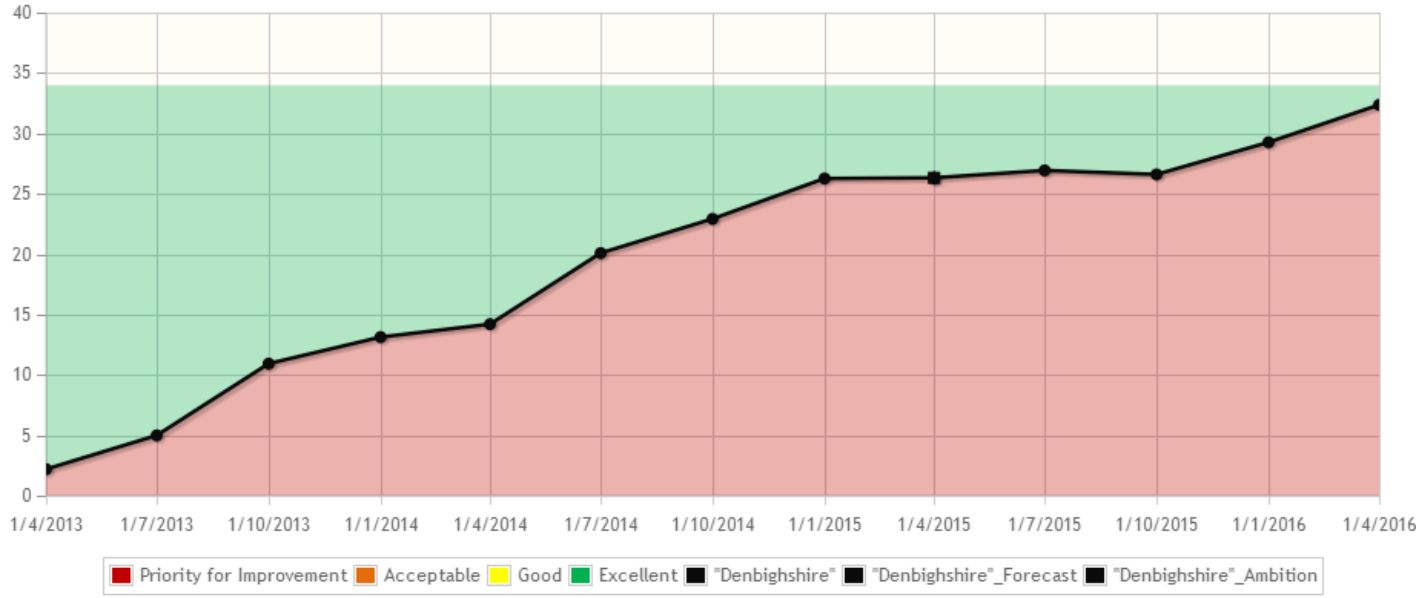
SSQ1A	The percentage of staff responding positively to the statement: I know what is expected of me



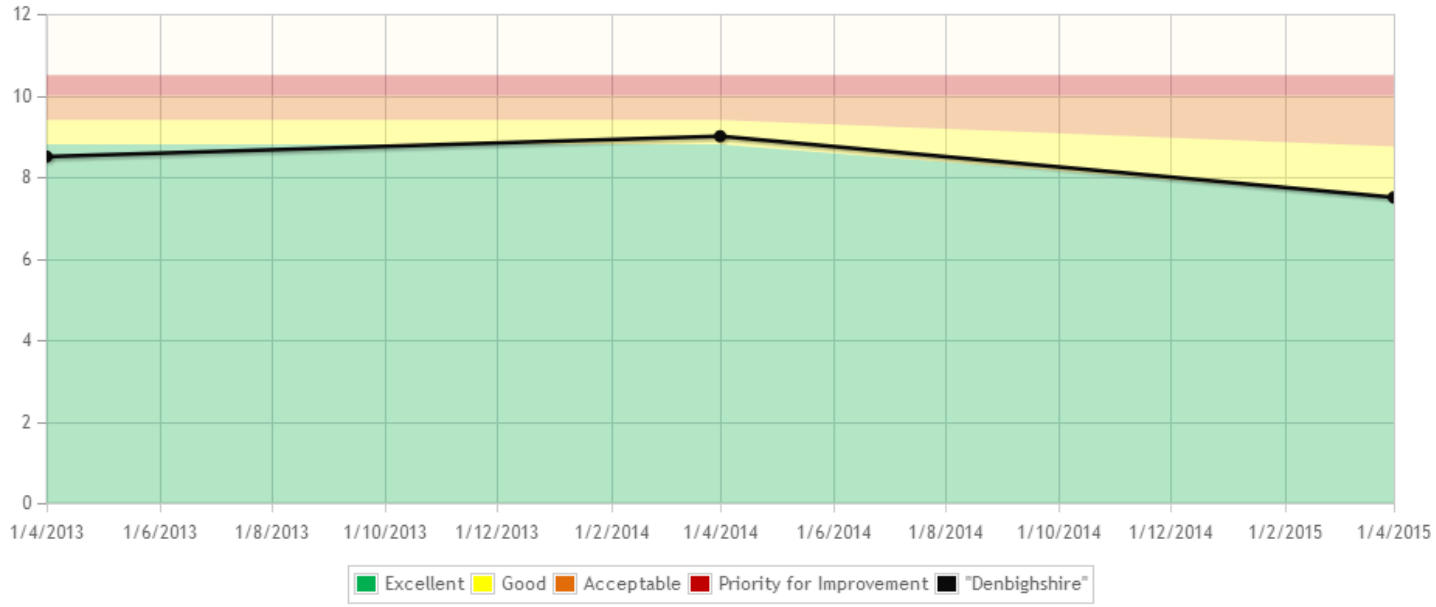
Measures		
	ABMCORP	The average number of business miles recorded per FTE across all corporate services



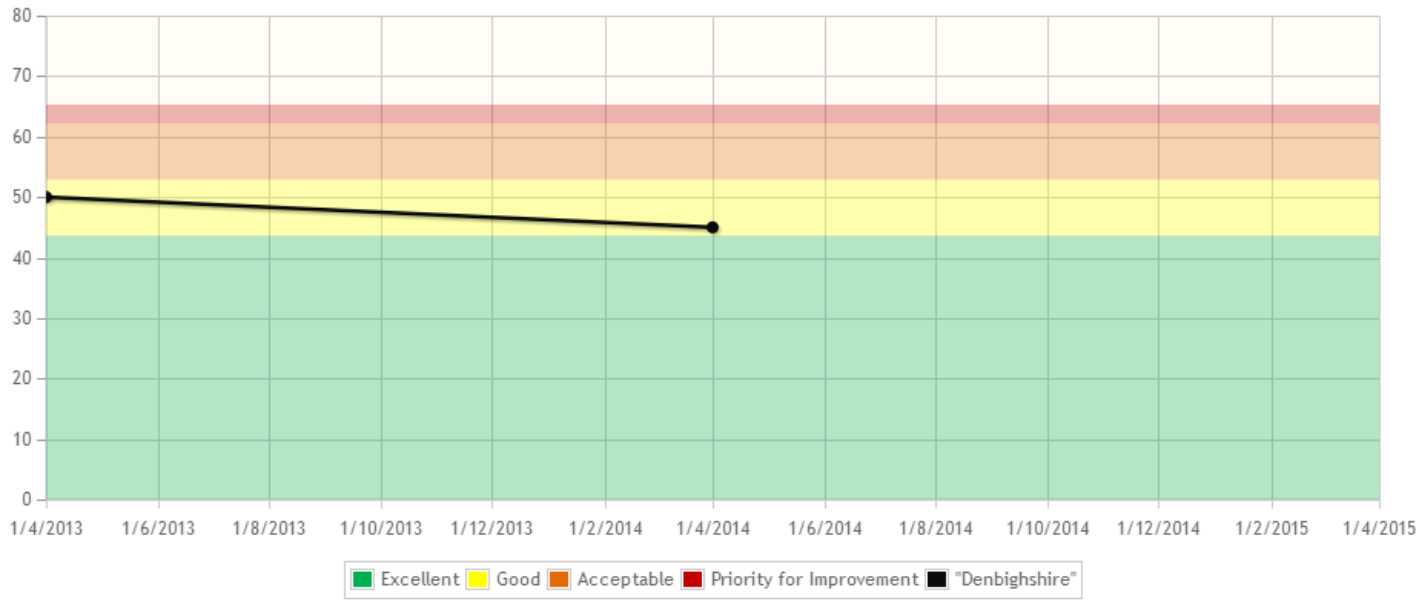
	CES301	The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels



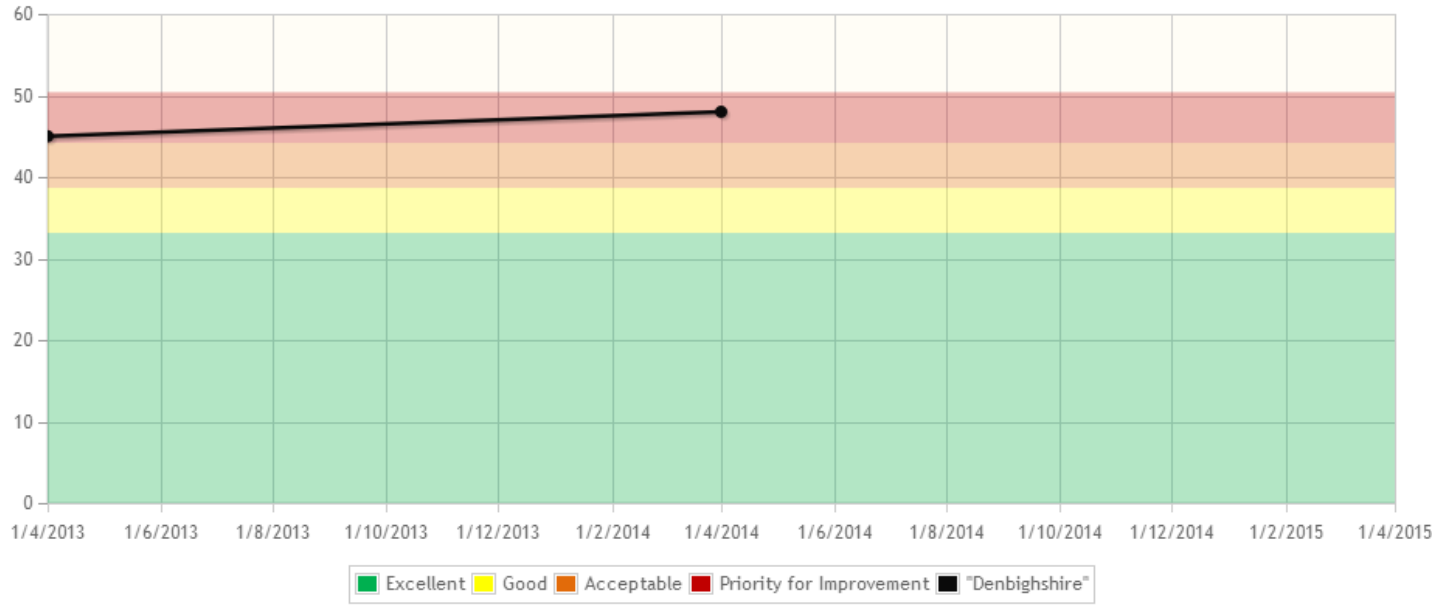
	FAA101m	Corporate office space occupied by Denbighshire County Council (m2) per FTE



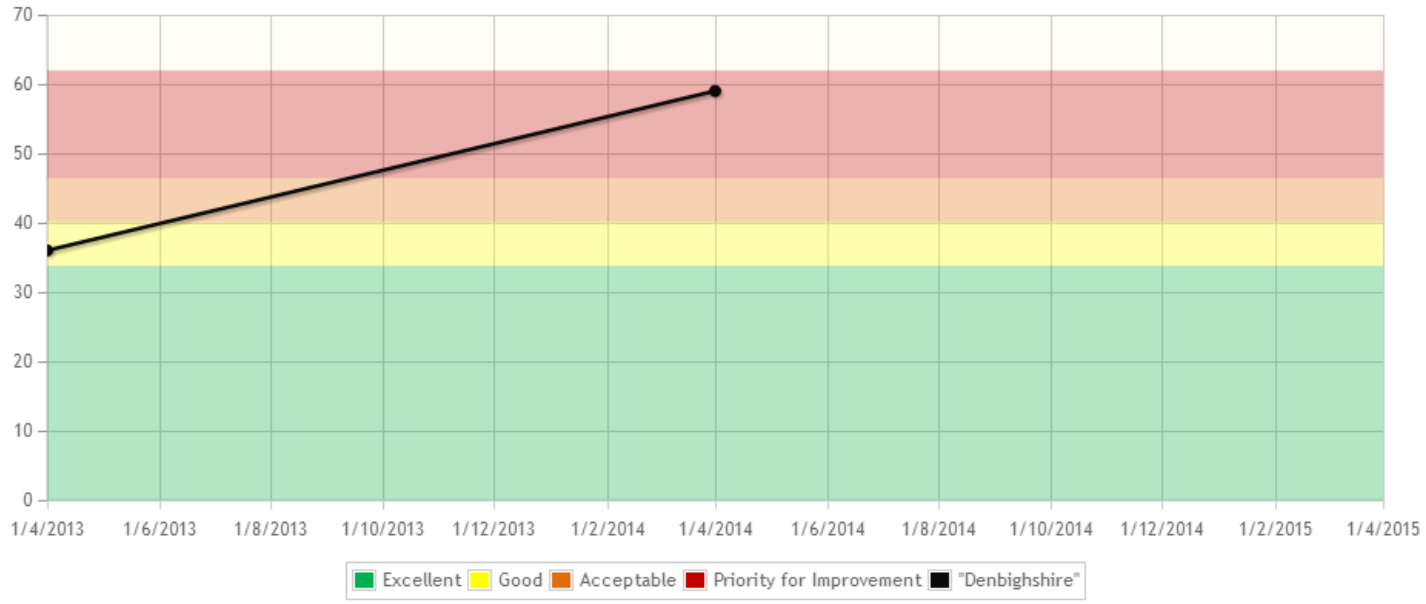
	FAA110i	Carbon emissions (carbon kgs) per m2 of Denbighshire's corporate office space



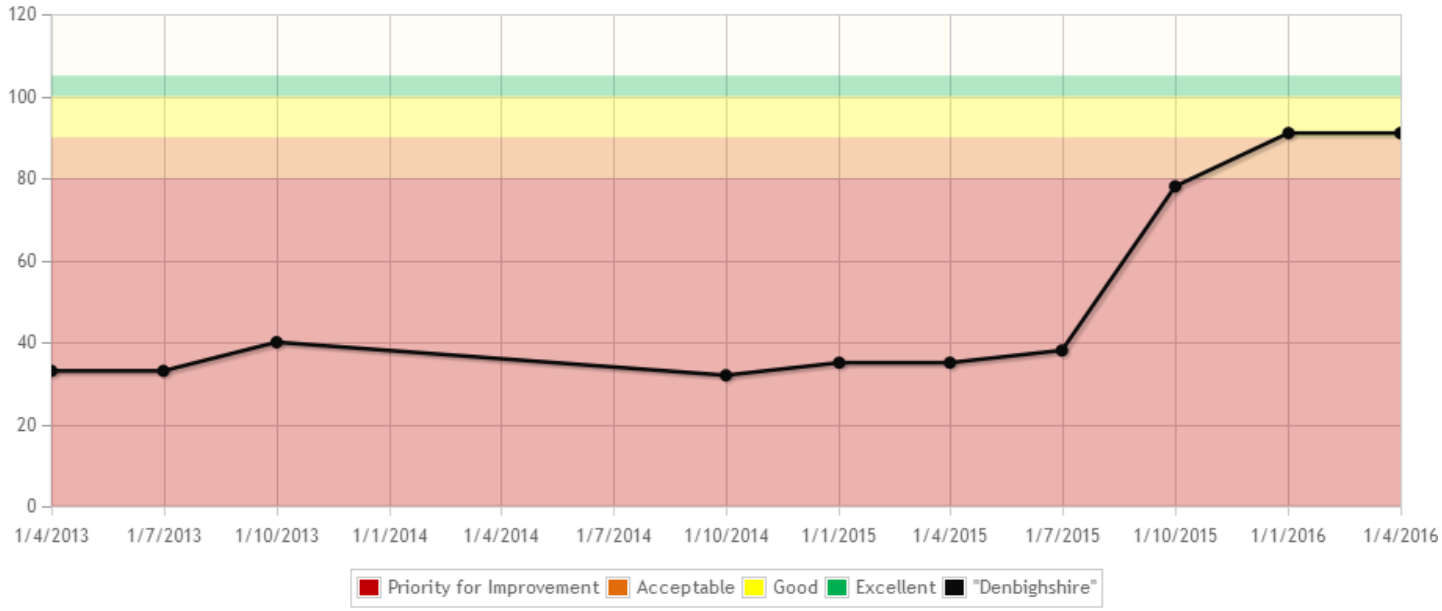
FAA111i	Carbon emissions (carbon kgs) per m2 in Denbighshire's primary schools



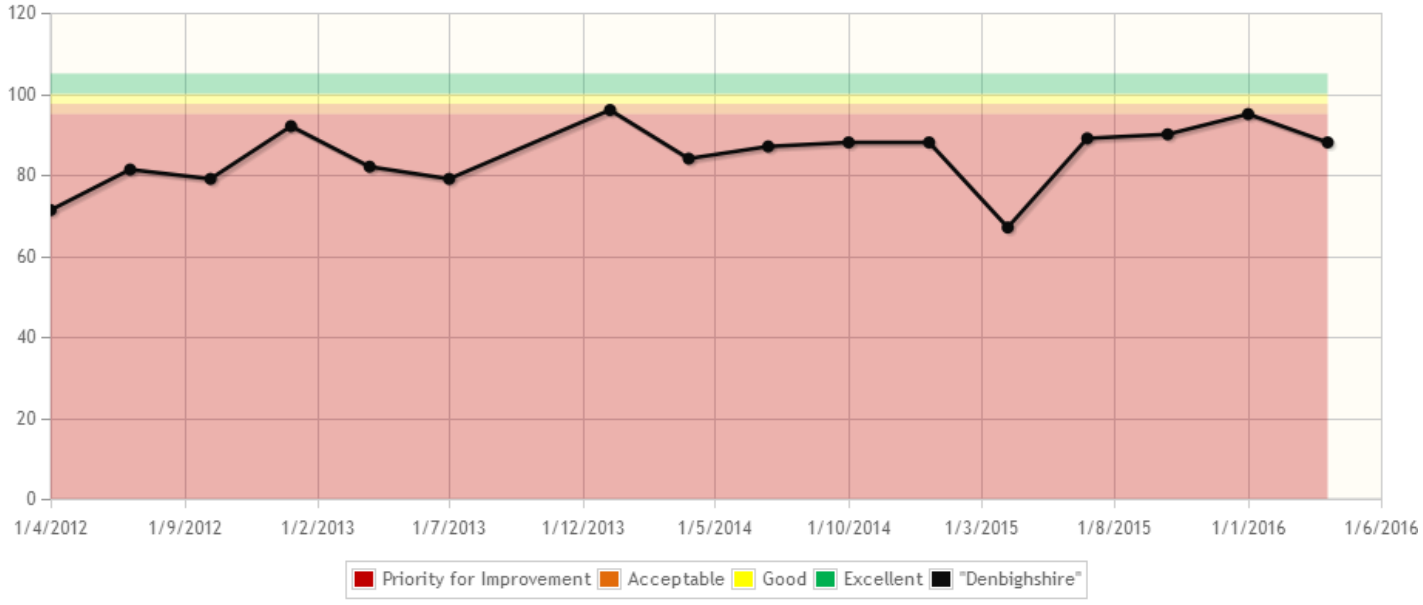
FAA112i	Carbon emissions (carbon kgs) per m2 in Denbighshire's secondary schools



	ICT106i	The percentage of staff (desk based) who have been equipped with a laptop for agile working



	SHR104i	The percentage of eligible staff that were due a performance appraisal within the last 13 months and have received one (corporately)



Activities				
	FAA302a	Introduce an apprenticeship scheme for the repairs & maintenance section	01/04/15	31/03/16
	PMPDCC	Implement the project: Change Management the Denbighshire Way	01/04/14	31/03/16
	PR000073	Brighton Road Office Closure		
	PR000157	Electronic Document and Record Management System (EDRMs)	01/04/13	31/03/17
	PR000251	Centralised Mailroom Project	01/04/15	30/04/17
	PR000304	Outlook Rollout	28/05/14	31/03/16
	PR000309	Windows 2003 Migration		31/12/15
	PR000318	Digital Choice - Getting the council ready	01/10/14	
	PR000344	Flexible Working	01/08/14	31/12/15
	PR003096	Central Invoice Registration Phase 2	01/10/14	31/03/18