

## **PERFORMANCE SCRUTINY COMMITTEE**

Minutes of a meeting of the Performance Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 29 September 2016 at 9.30 am.

### **PRESENT**

Councillors Raymond Bartley, Meirick Davies, Huw Hilditch-Roberts, Geraint Lloyd-Williams, Dewi Owens, Arwel Roberts, Gareth Sandilands and Joe Welch

Cabinet Members – Councillors Hugh Irving, David Smith, Julian Thompson-Hill, Eryl Williams and Bobby Feeley attended at the Committee's invitation for items relating to their portfolio.

Councillor Win Mullen-James was in attendance for business item number 10, in her capacity as the Chair of the Adult In-house Social Care Task and Finish Group.

Observer – Councillor Gwyneth Kensler

### **ALSO PRESENT**

Corporate Director: Communities (NS), Service Manager: Specialist Services (AP), Head of Community Support Services (PG), Interim Principal Manager: Services Support (MS), Head of Planning & Public Protection (GB), School Effectiveness Performance Officer: Secondary (JM), Head of Education (KIE), Programme Manager: Housing Development (MD), Strategic Planning & Policy Manager (AL), Head of Facilities, Assets & Housing (JG), Contract Management and Review Officer (EJ-D), Strategic Planning Team Manager (VR), Democratic Services Manager (SP), Scrutiny Co-ordinator (RE), and Committee Administrator (SLW)

Also in Attendance – Marc Berw Hughes, Senior Challenge Advisor GwE

Co-opted Members Debra Houghton, John Piper and Gareth Williams attended for agenda item 5.

### **1 APOLOGIES**

Apologies for absence were received from Councillors Barry Mellor and Colin Hughes for both sessions. Councillors Raymond Bartley, Meirick Lloyd-Davies and Dewi Owens sent apologies for the morning session only, all three were present during the afternoon session.

In the absence of the Chair (Councillor Barry Mellor), the Vice-Chair (Councillor Arwel Roberts) chaired the Committee's proceedings.

### **2 DECLARATION OF INTERESTS**

Co-opted Members Debra Marie Houghton and John Piper declared a personal interest in Item 5, Teacher Assessments and Provisional Examination Results.

### **3 URGENT MATTERS AS AGREED BY THE CHAIR**

No urgent matters.

### **4 MINUTES OF THE LAST MEETING**

The minutes of the Performance Scrutiny Committee held on 14 July 2016 were submitted.

**RESOLVED** that the minutes of the meeting held on 14 July 2016 be received and approved as a correct record.

### **5 TEACHER ASSESSMENTS AND PROVISIONAL EXAMINATION RESULTS**

The Head of Education introduced the report (previously circulated) to provide Performance Scrutiny Committee with the information regarding the performance of Denbighshire's schools in recent teacher assessments and external examinations.

The Senior Challenge Advisor, GwE (Conwy and Denbighshire Hub), summarised the report which detailed the result of final teacher assessments for 2015/16 and the provisional external examination results for the same period.

During the introduction, he:

- detailed the data contained within the report;
- confirmed that the + / - figure for Ysgol Brynhyfryd in the unverified external examination results table should read plus and not minus 4.8%;
- advised that Denbighshire's results were demonstrating an overall improvement on the previous year's results, nevertheless the majority of schools had not met the very ambitious targets they had set themselves;
- performance in Welsh Language skills had declined in all stages of teacher assessments and because of this, GwE would be monitoring this area very closely for the foreseeable future.

Discussion took place and responding to Members' concerns and questions, the Senior GwE Advisor, Lead Member for Education, and other senior officers:

- advised that the number of pupils who did not achieve Core Subject Indicator (CSI) in each stage and who had not been identified as having Additional Learning Needs (ALN) were reducing. This was because the County had detailed data on every pupil and were able to intervene at an early stage in their education. This provided the support required to ensure that they did achieve the CSI;
- confirmed they did have concerns with respect to the potential to lose a number of pupils from the Welsh medium sector to the English medium sector during the transition from primary to secondary education, and during the early stage of their secondary education. Officers would be supporting pupils identified as "at risk" at this stage. The Lead Member for Education cited Ysgol Dinas Bran's Welsh-medium stream's success in supporting pupils to achieve better results and outcomes;

- outlined the process followed by schools when setting targets, emphasising that the targets were extremely ambitious and were unlikely to be met. If a school achieved within 5% of the set target it was regarded as having met its target;
- the majority of schools had achieved within 5% of the target they had set themselves, with Ysgol Brynhyfryd exceeding its set target by 4.8%. However, three schools had missed their target by more than 5%. The three schools were:
  - Prestatyn High School
  - Denbigh High School, and
  - Blessed Edward Jones High School.
 Blessed Edward Jones High School had missed their target, despite showing a 15.4% improvement in performance on the previous year. GwE would be working closely to support these individual schools;
- a new Headteacher had recently been appointed to Prestatyn High School. He had been working alongside the former Headteacher for a period of time and would be applying similar teaching strategies as the new Headteacher of Ysgol Brynhyfryd had been utilising. The Lead Member and Officers were, therefore, confident that Prestatyn High School results would improve considerably in the future;
- detailed GwE's school categorisation process, where schools were given either a Red, Amber or Green (RAG) status.

The Head of Education and Members both registered their concerns about the potential detrimental effect of the RAG system. They felt that schools awarded "green" status were at risk of not achieving their targets in future as all support from GwE would be channelled to the "red" and potentially some "amber" schools. There was a collective feeling that all schools should receive an element of support in order to achieve continuous improvement.

Prior to the conclusion of the discussion, Members commended Ysgol Brynhyfryd's excellent achievement, particularly bearing in mind that the new Headteacher had only been in post for two full terms.

It had also been noted that a number of pupils across the county received extra tuition outside school hours in order to achieve their excellent grades.

At the conclusion of the discussion it was:

**RESOLVED**, *subject to the above observations:*

- (i) *to congratulate the county's pupils on their educational achievements this year as outlined in the report, and the county on its performance against external benchmarks; and*
- (ii) *that all schools should be supported accordingly with a view to achieving the best possible outcomes for their pupils.*

## **6      PROGRESS ON DELIVERING DENBIGHSHIRE'S HOUSING STRATEGY: THEME 2 - CREATING A SUPPLY OF AFFORDABLE HOUSING**

The Lead Member for Finance, Corporate Plan and Performance, introduced the report (previously circulated) in the absence of the Lead Member for Modernisation and Housing. The Lead Member confirmed the report was an update to Scrutiny Members on the progress made to date in delivering the key outcomes and actions in relation to affordable housing identified in Denbighshire's Housing Strategy. The Strategy had been adopted by Council on 1 December 2015.

The Lead Member advised that the Housing Strategy Delivery Group regularly monitored the delivery of the Housing Strategy in its entirety, and identified solutions for addressing any barriers to delivery. He advised that all targets in the Action Plan were on target at present. A key strand for creating a supply of affordable housing, and the development of locality plans for social housing needs in all areas of the county, was underway. A number of sites had been acquired for the purpose of building new homes. In addition, properties had also been purchased with a view to increasing the number of social housing units in the county. These purchases included former local authority houses previously sold under the "Right to Buy" scheme.

The Strategic Planning and Housing Manager outlined the background to the Housing Strategy's development via a PowerPoint presentation. The five themes which made up the Strategy were:

- (i) More homes to meet local need and demand;
- (ii) Creating a supply of affordable homes;
- (iii) Ensuring safe & healthy homes;
- (iv) Homes and support for vulnerable people; and
- (v) Promoting and supporting communities.

The Strategic Planning and Housing Manager explained how the five themes had been incorporated into an action plan, and the progress to date with the implementation of themes 1 and 2. She advised that with respect to Theme 2, 57 new properties had been enabled as affordable dwellings during 2015-16 (these comprised of 7 homebuys; 10 empty homes; 24 new builds; 6 privately financed by Registered Social Landlords (RSLs) and 10 leased as accommodation for homeless people). Feedback received from residents who had benefited from these schemes had been extremely positive.

It had been acknowledged that major housing developments, which would trigger the affordable housing provision requirement on site, had not been built in recent years due to the economic downturn. However, there had been indications that developers were looking to build in the near future. Therefore, the Council had produced housing site prospectuses and issued them to developers in a bid to entice them to start developing the sites.

With a view to increasing the number of affordable housing units available throughout the county, the Council had approved a Housing Revenue Account (HRA) 30 year business plan and applied for permission to suspend the "Right to Buy" scheme. The Planning Policy and Housing Strategy teams had also been

consolidated under one Head of Service in a bid to reduce the time involved in delivering housing related projects.

Responding to Members' questions the Lead Member for Public Realm, the Lead Member for Finance, Corporate Plan and Performance, and Officers:

- advised that the new staffing structure in place should contribute towards the delivery of the Housing Strategy within the intended timescale;
- confirmed that some residents were now objecting to planning applications submitted for large developments, but as the sites had already been designated under the Local Development Plan (LDP), as housing development land, they had insufficient grounds to object to the application unless they veered considerably from the agreed designation or major safety concerns came to light;
- advised that now the Council had opted out of the Housing Revenue Account (HRA) Subsidy System and was administering its own HRA, it would again be facilitating/enabling the building of affordable homes. As a housing enabler the council would be delivering housing developments to provide homes which reflected the local demography and which were sustainable in the long-term. It was felt that this approach would give the authority the maximum return on its HRA investments;
- confirmed that the term a housing "unit" was a self-contained home;
- advised that a number of units had been purchased to date and other purchases were in the pipeline pending new developments being built. The latter element would require a longer period of time for delivery;
- outlined plans currently under consideration for the development of larger affordable homes;
- confirmed that RSLs were regulated in the same way as local authority housing departments providing homes for local people;
- advised that, in addition to funding provided to local authorities via the Social Housing Grant (SHG), the Welsh Government (WG) had a tendency to announce quite substantial additional funding for housing related matters late in the financial year. This timing meant it was very difficult to utilise the money effectively at such short notice, hence the Council's decision to have development briefs adopted in advance to enable the authority to utilise the money to its maximum potential if and when it was awarded;
- confirmed that officers would be discussing and consulting on the Locality Plans for each area with all Member Area Groups (MAGs) once the initial analyses had been undertaken.

**RESOLVED** that subject to the above observations:

- (i) to endorse the progress made to date with delivering Theme 2 of the Local Housing Strategy: Creating a Supply of Affordable Homes: and
- (ii) instruct the Scrutiny Co-ordinator to liaise with the Lead Member for Modernisation and Housing and the Heads of Service to schedule regular monitoring of the delivery of each of the Local Housing Strategy's Action Plan themes into the Committee's Forward Work Programme.

**At this juncture (10.55 a.m.) there was a 20 minute break.**

**The meeting reconvened at 11.15 a.m.**

## **7 YOUR VOICE REPORT - QUARTER 1 2016/17**

The Lead Member for Customers and Libraries introduced the report (previously circulated) to provide an overview of compliments, suggestions and complaints received by Denbighshire County Council under the Council's Customer feedback policy "Your Voice" during Q1 2016/17.

The Interim Principal Manager: Support Services detailed the reports contents and explained the areas of performance highlighted within the report. Responding to Members' questions, the Lead Member, Corporate Director: Communities, and officers advised that:

- if the Committee had concerns on the number of complaints received with respect to services administered on the Council's behalf by external providers e.g. Civica, Kingdom etc., or their performance in dealing with those complaints, the Committee could invite the external providers to a future meeting to discuss those concerns. Members were advised that the types of services delivered by these providers tended to be "unpopular" services and, therefore, they were more likely to register a higher number of complaints. Officers undertook to provide data on the number of complaints lodged against the Revenues and Benefits Service whilst it was part of the Finance Department in comparison to the number received since it had been under the management of Civica;
- enquiries would be made as to whether appeals lodged against the issue of Fixed Penalty Notices (FPNs) for parking offences were classed as "complaints";
- with regard to potential financial risk to the Council having outstanding unresolved complaints, the Committee had been informed that there would always be a risk that the Public Services Ombudsman may impose a fine on the Council. However, the Council required to balance this risk against the need to obtain a satisfactory resolution that would eventually lead to improving things for the customer and residents generally in the long-term;
- all complaints had to be logged as individual complaints, even if they were lodged by the same individual. Nevertheless, the Council did have a Difficult Customer Policy for the purpose of dealing with vexatious complaints.

Attached to the report at Appendix 2 was the Social Services Customer Feedback Annual Report for 2015/16. The Corporate Director: Communities, advised that this was a key report for the Service as it summarised the Service's effectiveness in dealing with feedback and complaints and learning from them. This was now a key requirement of Social Services' work as per the provisions of the Social Services and Well-being (Wales) Act 2014.

An extract from a recent report published by the Public Services Ombudsman for Wales was read out by the Interim Principal Manager: Support Services, in which it

was reported that the number of complaints lodged with the Ombudsman against Denbighshire had increased by 10 last year in comparison to the previous year.

The number lodged in relation to Social Services in Denbighshire had increased to 7, which had been 2 above the national average. There had also been 5 code of conduct complaints against Denbighshire Councillors, none of which had proceeded to investigation by the Ombudsman. Responding to the statistic relating to the number of complaints lodged against Denbighshire's Social Services Department, the Corporate Director: Communities, advised that these related to the implementation of an unpopular policy. In response to complaints received, the Service had listened to families and were working with them to address the situation.

Following detailed discussion, the Committee:

***RESOLVED*** that subject to the above observations, to receive the report on the Council's performance in dealing with complaints, compliments and suggestions under the "Your Voice" corporate procedure during the first quarter of the 2016/17 year.

## **8 ANNUAL REPORT ON SAFEGUARDING ADULTS IN DENBIGHSHIRE: 1 APRIL 2015 - 31 MARCH 2016**

The Head of Community Support Services introduced the report (previously circulated) to provide Members with an overview of the impact of local Safeguarding arrangements and practice and to review progress in this key area of work over the last 12 months. Members were also to refer to data which reflected figures submitted by the Local Authority on an annual basis to the Welsh Government Data Unit. The report also showed the progress made in response to the areas of concern raised by CSSIW in their Annual Review and Evaluation of Performance 2014-15.

He advised that the number of referrals received during 2015/16 under the Protection of Vulnerable Adults (POVA) arrangements had been similar to the number received during the preceding year. The majority of referrals did not pass the threshold for further investigation. However, during 2015/16 there had been a significant increase in the number of referrals made by Social Services staff, those reported within a hospital setting, and those referred by care regulators. There had been a decline in referrals received direct from care providers. It was emphasised that complaints on quality of care were dealt with under a separate process. The Committee was advised that the Care and Social Services Inspectorate Wales (CSSIW) had raised concerns in its Annual Review and Evaluation of Performance 2014-15 in relation to the Council's performance in areas of the protection of vulnerable adults. In light of the CSSIW's findings, a decision was made to change the approach taken in Denbighshire regarding POVA arrangements. The changes implemented included:

- Training more social workers to be Designated Lead Managers (DLMs) for the purpose of undertaking POVA enquiries and to chair Strategy Meetings;

- Strengthening the Team's capacity to meet the requirements of the POVA process, and confidence building when dealing with multi agency work;
- Strengthening links with the Safeguarding Team at Ysbyty Glan Clwyd to enable poor quality or incomplete referrals to be effectively challenged; and
- The appointment of a Team Manager to ensure that process deadlines were met and statistics reported on time to Welsh Government.

Council representatives had recently met with the CSSIW to discuss the measures taken to improve processes in Denbighshire. Nevertheless, the regulators still had concerns in relation to DLMS' confidence in chairing Strategy meetings. It had recently emerged that similar concerns had been raised by the CSSIW in relation to the same matter across North Wales and consequently the matter would be referred to the North Wales Adults Safeguarding Board for consideration. The Council's capacity to deal with Deprivation of Liberty Safeguards (DoLS) requests, which had increased drastically in the wake of a Supreme Court Judgement in March 2014, and which would continue to increase in the future due to the requirement to review each case every 12 months, was an added pressure on the Service. Whereas in previous years, the Local Authority would have received between 10 and 15 DoLS assessment requests annually, this had increased last year to in excess of 300 requests for DoLS assessments. In a bid to address this demand, circa 15 social workers had been trained to undertake DoLS assessments and each trained individual was expected to undertake a minimum of 8 DoLS assessments per year in addition to their day to day duties. In addition to the workload pressures caused by the DoLS assessments, they also entailed financial pressures on the Local Authority as they were required to pay for the mandatory medical assessments associated with the process. In Denbighshire, this cost was anticipated to be in the region of £50,000 per annum, but no additional funding had been allocated towards this cost. The Association of Directors of Social Services (ADSS) in England had appealed the above judgement, and the outcome of the appeal was awaited.

Responding to Members' questions, officers advised that:

- they had raised concerns with the Welsh Government via ADSS Cymru and the Welsh Local Government Association (WLGA) on the financial implications of the DoLS Judgement on social care budgets, including the fairness of medical assessments being paid for from social care budgets;
- figures would shortly be available that would enable comparisons to be made between North Wales Local Authorities with respect of the number of POVA referrals and DoLS assessment requests for 2015/16; and
- it was anticipated that a number of the provisions in the Social Services and Well-being (Wales) Act 2014 would in the near future be subject to legal challenges and would, therefore, in due course, become case law.

At the conclusion of an in-depth discussion, the Committee:

***RESOLVED*** that subject to the above observations and the concerns raised in relation to the additional resource and financial pressures placed upon the Social Services budget and social care staff:



- (i) to commend the excellent work and leadership undertaken by Denbighshire's Social Services Department to date in order to protect vulnerable adults in the county and to address issues raised by CSSIW; and*
- (ii) acknowledged the important nature of a corporate approach to the safeguarding of adults at risk 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 the Council to Child Protection.*

## **9 SCRUTINY WORK PROGRAMME**

The Scrutiny Co-ordinator submitted a report (previously circulated) seeking Members to review the Committee's Forward Work Programme and providing an update on relevant issues.

The Scrutiny Co-ordinator elaborated upon forthcoming items to be considered at future meetings and responded to Members' questions thereon.

It was agreed that Lead Members be invited to attend the next Performance Scrutiny Committee scheduled to take place on 8 December 2016.

The Scrutiny Co-ordinator asked for a Member of the Committee to serve on the Community Support Services – Service Challenge Group. Councillor Joe Welch volunteered to sit on the Group.

### ***RESOLVED that:***

- the Forward Work Programme as detailed in Appendix 1 to the report be approved and the relevant Lead Members be invited to attend for items within their portfolio at the next meeting on 8 December 2016.*
- Councillor Joe Welch be appointed to be the Committee's representative on the Community Support Services – Service Challenge Group.*

**At this juncture (12.20 p.m.) there was a break for lunch.**

**The meeting reconvened at 2.00 p.m.**

## **10 IN-HOUSE CARE SERVICES UPDATE**

The Chair of the Task and Finish (T&F) Group established to examine the future delivery of in-house social care services presented the Committee with a progress report on the Group's work to date (previously circulated), which included its recommendations in relation to the future provision of services at Hafan Dê g Day Centre, Rhyl and Dolwen Day Centre and Residential Care Home, Denbigh.

In her introduction the Chair outlined the background to the Group's establishment, the process followed to date and the key democratic milestones and decisions which had led to the report being presented to the Committee at the current meeting. She also read out the Cabinet's decision of the 26 May 2016 which

authorised the T&F Group to undertake the exploratory work, the conclusions of which were detailed in the report to the Committee. The exploratory work was continuing in relation to potential proposals for Awelon, in Ruthin and Cysgod y Gaer in Corwen. The conclusions of those would be reported to the Committee at a later date, when the requested information was available and all options had been fully explored.

The Head of Community Support Services explained that whilst an initial engagement event had been held for potential providers for services at both Hafan Dê g and Dolwen, the level of comparative detail elected members had requested in order to formulate recommendations in relation to the future of both establishments could only be achieved if the Council commenced a formal tender process. Instigating such a process would not commit the Council to transferring the services over to an external provider, but it would provide it with sufficient detailed information to enable an informed decision to be taken on a way forward for the future. All risks identified with the entire project were detailed in the report. Responding to members' questions the Lead Member for Social Care (Adults and Children's Services), T&F Group members and officers confirmed in relation to the recommendations put forward for both establishments:

- that all tenders would be evaluated by the T&F Group before recommendations were formulated and presented to Performance Scrutiny Committee and then Cabinet on the future service provision;
- if following the tender process none of the tenders met the required criteria for the services the Council wanted to deliver, the Authority would need to review its approach to the delivery of these services. It was emphasised that none of the establishments would close and that services would continue as at present;
- statutory care quality monitoring arrangements would apply to both establishments if they were transferred over to external providers. They would also be subject to Care and Social Services Inspectorate Wales (CSSIW ) care monitoring arrangements, in the same way as public and private care providers would be inspected by the Regulator;
- the Council paid external providers £50 per day for the provision of day care. The proposed tender documentation for both establishments would specify the fee payable by the Council;
- the Social Care Welsh Language Champion and the 'Mwy Na Geiriau' ('More Than Words') Working Group would ensure that the tender documentation clearly specified the Welsh Language requirements for the provision of services at both establishments. They would also be involved in the tender evaluation process to ensure that all specified criteria were met;
- that Transfer of Undertakings (Provision of Employment) (TUPE) arrangements would apply to all staff members employed at both establishments if, and when, the services were transferred to an external provider;
- if potential providers were identified during the tender process, and all required criteria were met, the Council could potentially transfer the assets and the services within two years;
- confirmed that clauses would be included in any legal transfer documentation to protect the Council in the event of a successful tenderer withdrawing from delivering the commissioned services within a specified

period of time, or the owner/leaseholder of the building attempting to change its use from that it was sold/leased to them to be used for;

- care would be commissioned on an individual basis, as was the current practice, as it was tailored to each individual's needs. The provision of care in an establishment was purchased via a framework agreement which formed a contract for care. The terms and conditions of the contract with a provider was the key document;
- the Council already had contingency plans in place to deal with unforeseen closures and emergency situations which required residents to be re-homed at very short notice. These plans had been tried and tested and worked well; and
- service-users and their advocates would be included in the consultation process on the future provision of services at both establishments.

In relation to Hafan Dê g it was confirmed that:

- the facility was not utilised to its full capacity at present, this was due to financial constraints on the Council. A number of the interested parties who had attended the engagement event had listed an array of different types of services they would like to deliver at the centre, a number of which would deliver the requirements and aspirations of the Social Services and Well-being Act (Wales) 2014 in relation to supporting independence and resilience and reducing isolation;

In relation to Dolwen it was confirmed that:

- the sole provider who had expressed an interest at the engagement event in taking over Dolwen and providing services there was not at present delivering services in Wales. However, if they proceeded to the formal tender stage the tender would be evaluated against the set criteria which would include, amongst other criteria, standards measuring quality of care;
- the potential interested party had confirmed his intention to carry out essential maintenance work at Dolwen and had aspirations to increase the building's capacity, by applying for planning permission, to extend the building to accommodate a 50 bed unit, which would include Elderly Mental Health (EMH) beds. The interested provider had also indicated that his preference for increasing capacity would be to build an additional floor on the building rather than extend outwards into the grounds; and
- whilst only one potential provider had attended the engagement event, the Council was confident that other providers were interested. These would probably register their interest during the formal tender process;

Members emphasised the need for the Council to safeguard provision for residents within the local area and to seek assurances that any contracts it entered into would not have a detrimental effect on those requiring services and those providing them in Denbighshire. Councillor Hilditch-Roberts emphasised the need for any contracts to safeguard the services so they would not leave the area.

Prior to the conclusion of the discussion the Chair invited a member of the public in attendance to address the committee and ask questions. In response to those questions officers confirmed that:

- Hafan Dê g was not utilised to its full potential at present due to low demand for the services the Council had been able to deliver there in recent years. However, the preventative services which interest parties wanted to deliver there in future should be in high demand as they met the requirements of the Social Services and Well-being (Wales) Act 2014; and
- If a provider withdrew from delivering a service in a building transferred either to them or a third party it would be the responsibility of the building owner/leaseholder to provide the same type and level of service from that establishment as they were legally bound by their contract to do so;

The above individual stated that he felt that all scrutiny related to the transfer of services should be undertaken independently.

In thanking T&F Group members and officers for their work to date the Chair of the T&F Group emphasised that the proposals put forward represented a way to preserve current services whilst also enhancing them to meet future needs in the field of social care. She referred to the success of the Extra Care facility in Rhyl and her wish to see similar provision available across Denbighshire. The Lead Member emphasised that the proposed approach was futuristic and forward looking.

At the conclusion of an in-depth discussion the Committee:

**Resolved:** *to recommend to Cabinet that it should undertake:*

- (i) a formal tender process with respect to the provision of services at Hafan Dê g (Rhyl) with a view to transferring the building to an external organisation, commissioning a day care service within the building and, in addition, enabling 3<sup>rd</sup> sector agencies to provide early intervention activities for older people that reduce social isolation, support independence and promote resilience;*
- (ii) a formal tender process with respect to the provision of services at Dolwen (Denbigh) with a view to transferring the building and the whole service to an external organisation that would register Dolwen to provided elderly mental health (EMH) day and residential care services;*
- (iii) that all tender documentation specify requirements to evidence the quality of care and Welsh language provision that would be provided at both establishments; and*
- (iv) that at the conclusion of the tender process bids are evaluated and analysed for potential impacts by Performance Scrutiny Committee before being presented to Cabinet with recommendations on the preferred provider for each establishment prior to potential appointment in order to gain Cabinet's full approval and to achieve the most advantageous outcome. (All appointments would be subject to Cabinet being satisfied that the transfer of assets and the planned provision of services at those establishments would be in the best interest of services-users, residents and the Council).*

## 11 CORPORATE PLAN PERFORMANCE REPORT - QUARTER 1 2016/17

Introducing the report on the Council's performance in delivering its Corporate Plan during the first quarter of the 2016/17 financial year (previously circulated) the Lead Member for Finance, Corporate Plan and Performance informed the Committee that performance to date was good overall, with only one outcome, the one in relation to educational attainment, not being met.

There had been improved performance in a range of measures relating to the corporate priority of 'ensuring access to good quality housing' i.e. performance in delivering Disabled Facilities Grants (DFGs) – Denbighshire was now the best performing Council in Wales for this Performance Indicator (PI). Performance in relation to the 'number of calendar days taken to let empty properties (council housing stock only)' was still being monitored. However, Scrutiny had already satisfied itself that there were valid reasons for not meeting this national target. The Committee at an earlier meeting had endorsed the Service's approach in this area, of refurbishing houses to a high quality before re-letting, as they were of the view that this delivered better long-term outcomes for residents.

Data in relation to carbon emissions was now available, and whilst carbon emissions from the Council's office buildings was reducing, it had increased in schools. Work was now underway to try and improve performance in this area.

Attached to the report was an appendix: the Local Government Data Unit (Wales) Local Government Performance Bulletin for 2015-16. This report illustrated Denbighshire's performance in comparison to all authorities in Wales in relation to the statutory Performance Indicators (KPIs). Denbighshire was in the top quartile for 18 of the KPIs and in the bottom quartile for 7KPIs. Performance against the remaining 15 KPIs was either in the upper middle quartile or the lower middle quartile. The Lead Member emphasised that a decline in performance for a particular indicator did not necessarily mean that the Council was performing badly, just that there had been a slight decline in comparison to previous years e.g. sickness absence. The Data Unit's analysis of relative performance across Wales for 2015-16 ranked Denbighshire third best performing authority in relation to having the most indicators in the top quartile. Responding to members' questions and observations the Lead Member and officers:

- confirmed that initially all public buildings would be radon tested. Only Council housing in the areas identified on radon maps as 'risk areas' would be required to be tested. If all Council owned accommodation was required in due course to be radon tested then there would be substantial cost implications for the authority;
- acknowledged that the nature of data reported from surveys tended to just state raw data – it did not quantify or justify the reasons behind the performance or the work underway to address declining or poor performance;
- in the current Corporate Plan the Council had chosen 'improving performance in education and the quality of our school buildings' as one of its corporate priorities, with the latter element of the priority focussing on building new schools/school facilities. Looking ahead to the new Council and

- its Corporate Plan it may wish to focus on improving all schools across Denbighshire and not concentrate on a small number of school projects; and
- confirmed that the Council had set itself a very ambitious target for sickness absences, one that was comparable to private sector industries, hence the reason it was registering 'amber' for its performance in this area. No other local authority in Wales had yet met the target set by Denbighshire.

At the conclusion of the discussion the Committee:

**RESOLVED** *subject to the above observations to receive the report on the Council's performance in delivering its Corporate Plan during Quarter 1 of the 2016/17 year, and note the County's performance in relation to the National Strategic Indicators (NSIs) and Public Accountability Measures (PAMs) for 2015/16*

## **12 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

No relevant meetings had been held since the Committee's last meeting for members to feedback to the Committee on the discussions.

**Meeting concluded at 3.50pm**