

Corporate Plan 2016–17

General Information

Rationale	<p>The purpose of our Corporate Plan is to describe the main priorities for the council during the next five years, and to explain what that will mean in terms of benefits to our communities. It is important to note that our Corporate Plan does not cover everything that the council will do. We provide a wide range of services for our communities, and each of our 9 council services has a separate plan that says what it aims to deliver, and how it will be done. The Corporate Plan identifies the main priorities for the council as a whole during the next five years. This means that these areas will receive additional focus and resources in order to ensure they are delivered successfully. They have been identified as priorities for the council because our research and engagement work tells us that they are important to our communities, and that we need to do more in these areas to meet the needs and expectations of those communities.</p>
Contributing Services	<p>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</p>

Context

Areas of Responsibility	<p>Denbighshire's Corporate Priorities for 2012–17 are:</p> <p>Developing the local economy</p> <ul style="list-style-type: none"> – Headline indicators – Infrastructure for growth – Supported and connected business – Opportunities for growth – High quality, skilled workforce – Vibrant Towns & Communities – Well-promoted Denbighshire <p>Improving performance in education and the quality of our school buildings</p> <p>Improving our roads</p> <p>Vulnerable People</p> <p>Vulnerable people are able to live as independently as possible</p>
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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

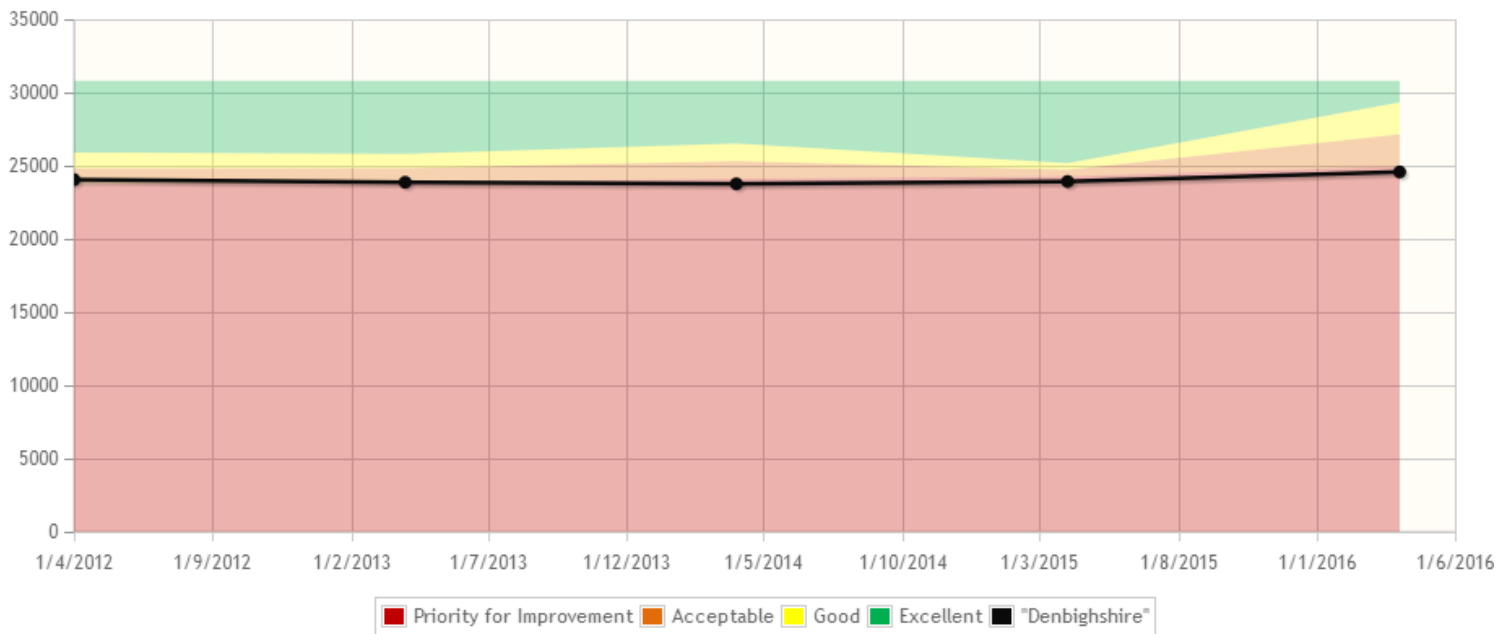
Economy Headline Indicators

General Information

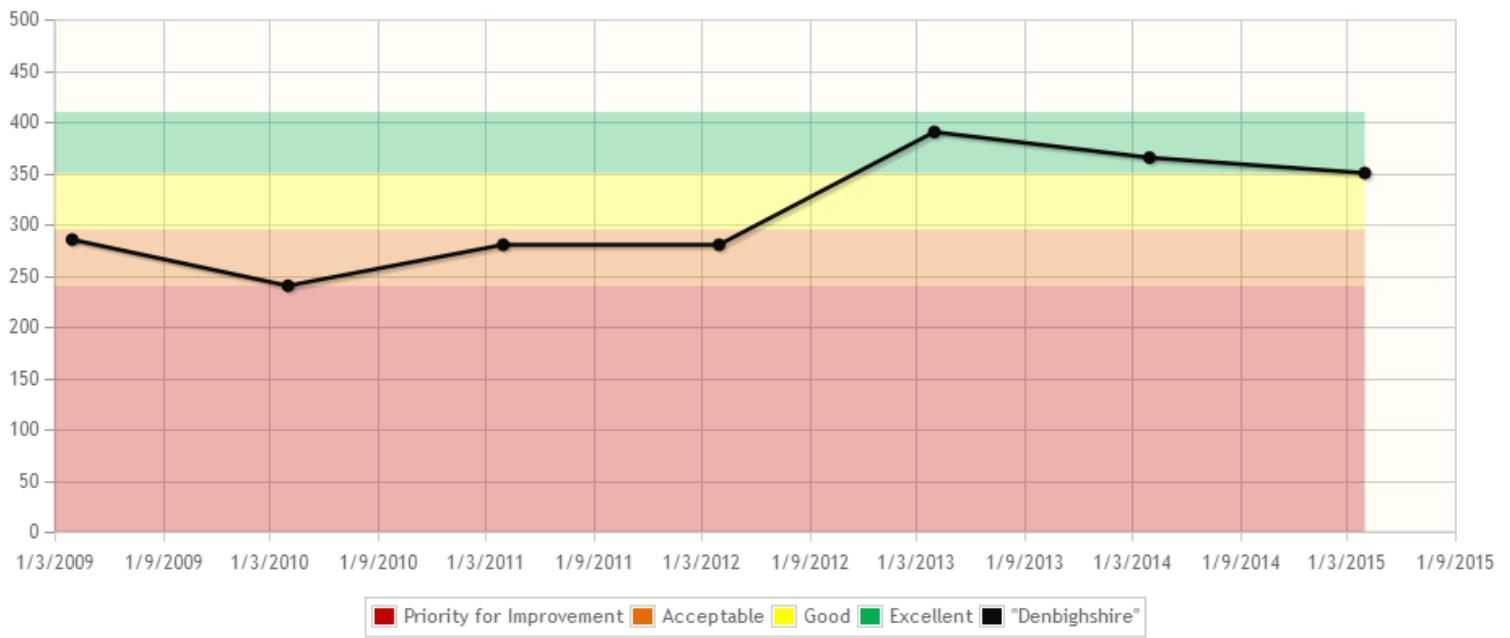
Status **Acceptable**

Indicators

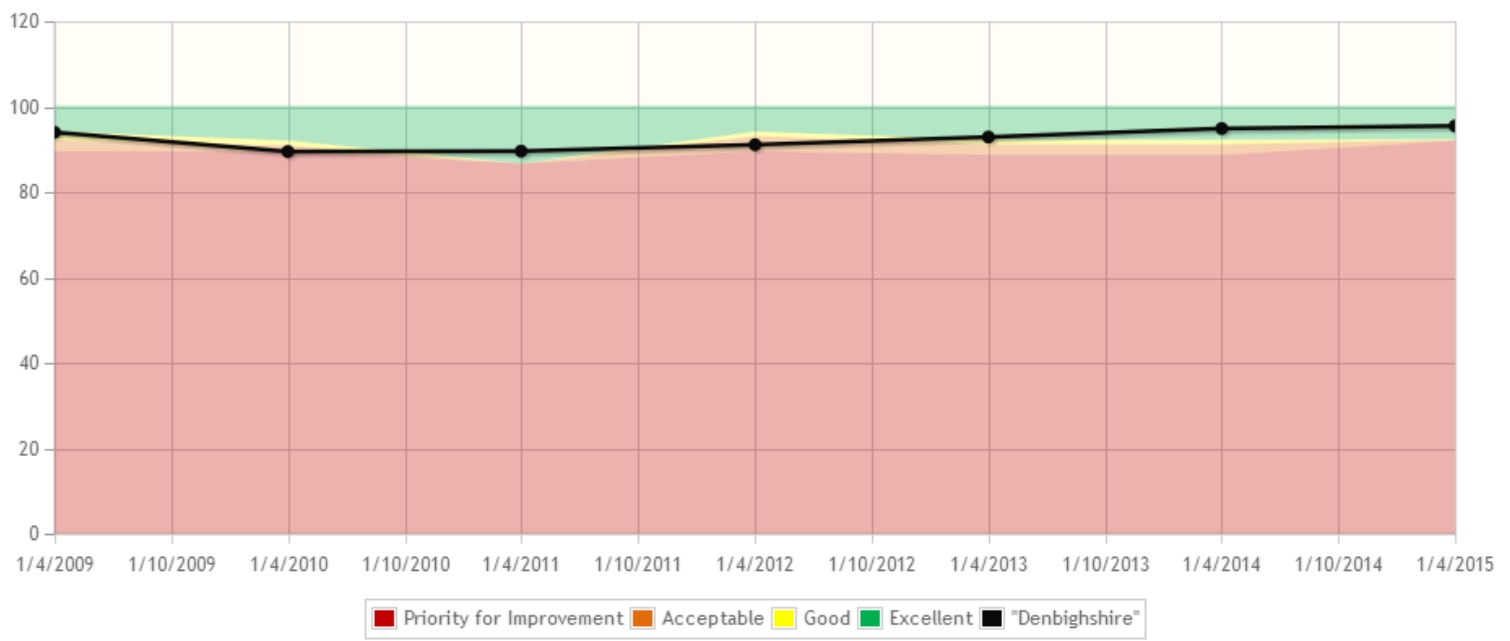
ECAHeadline2 Median Household Income



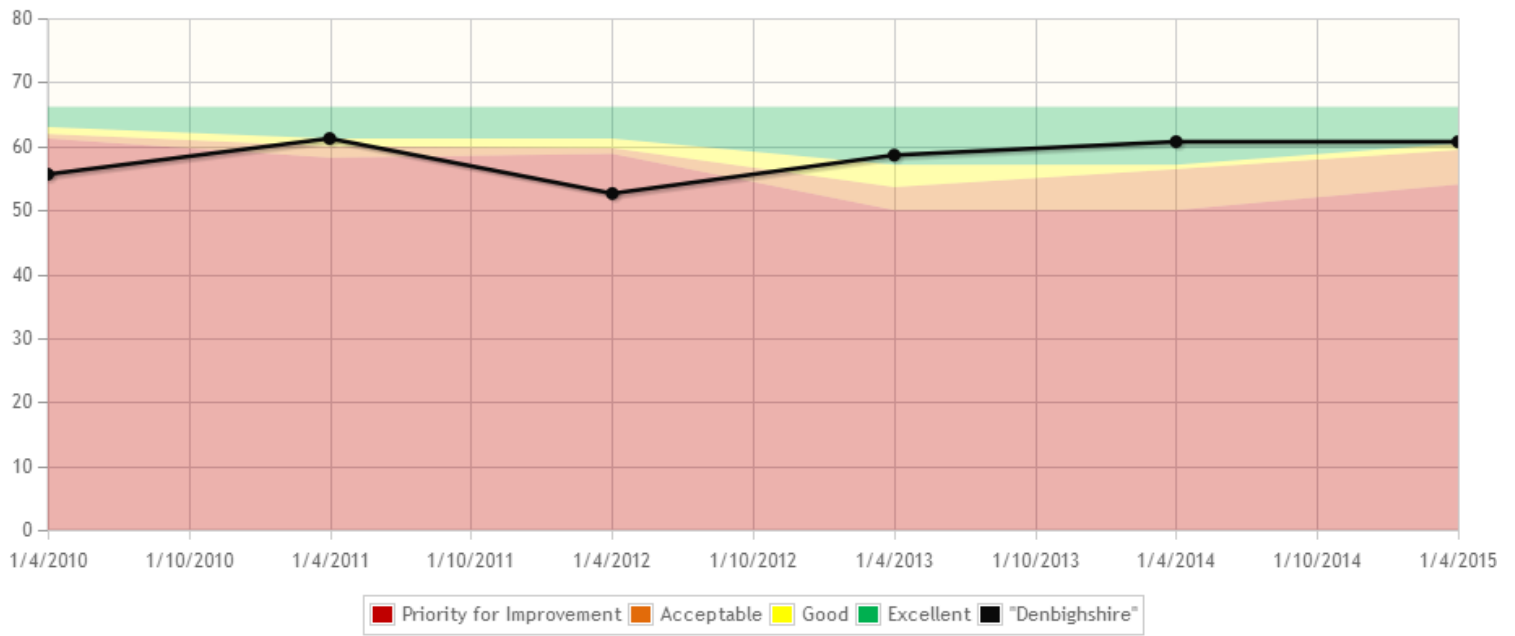
ECAheadline3 The count of births of new enterprises



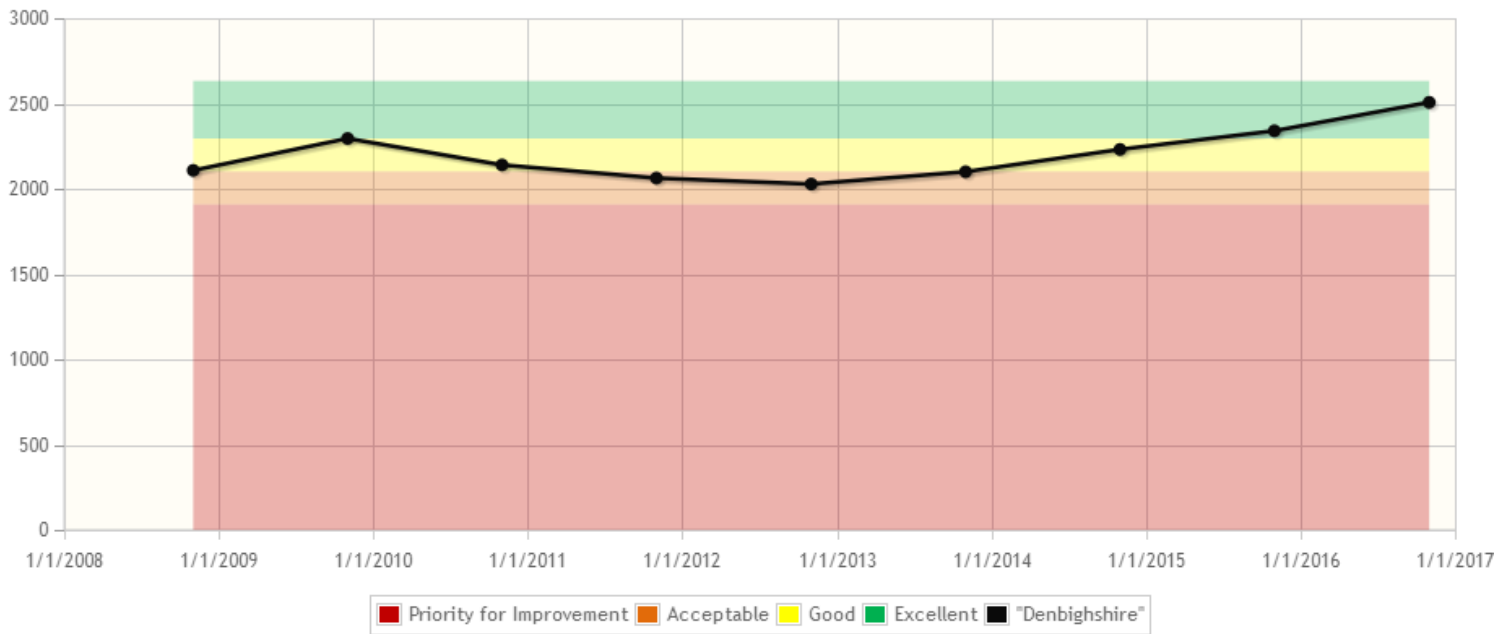
ECAheadline4 1 year survival rate of new enterprises (%)



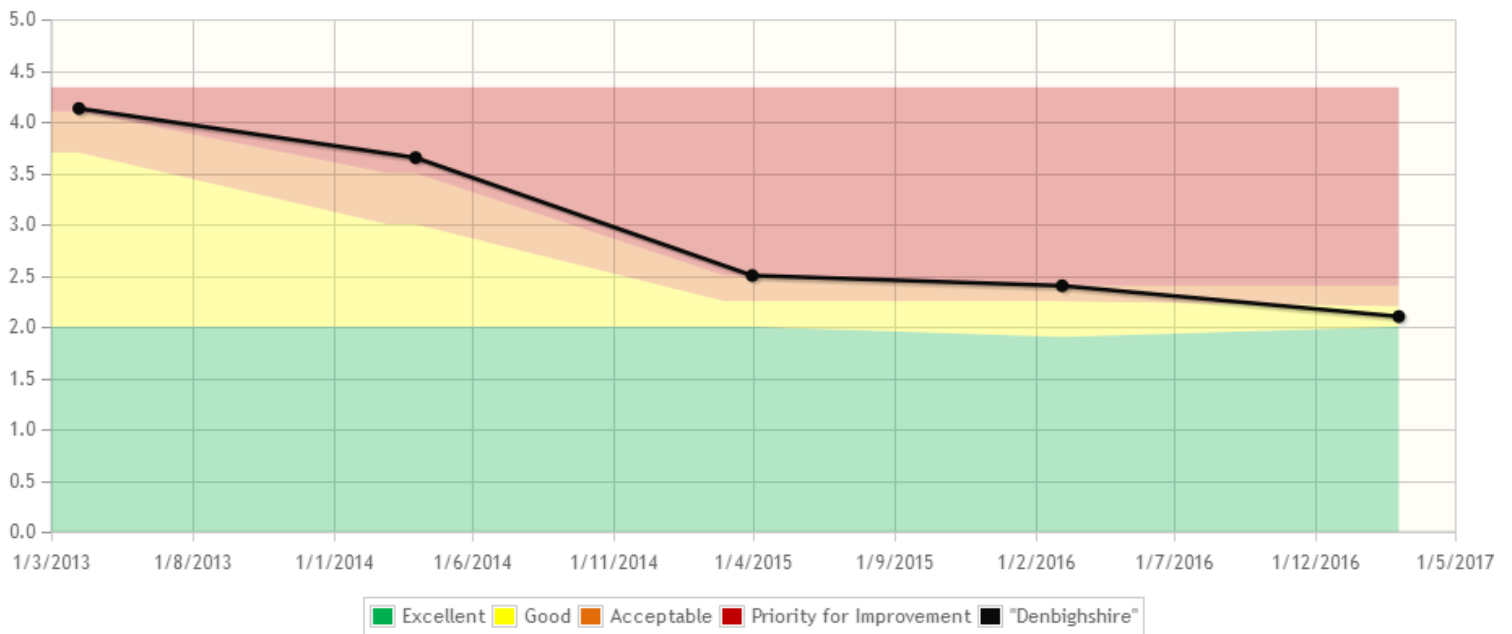
ECAheadline5 3 year survival rate of new enterprises (%)



	ECAheadline6	Turnover of Denbighshire based businesses (£m)
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AECAHeadline1 % Job Seekers Allowance claimant count



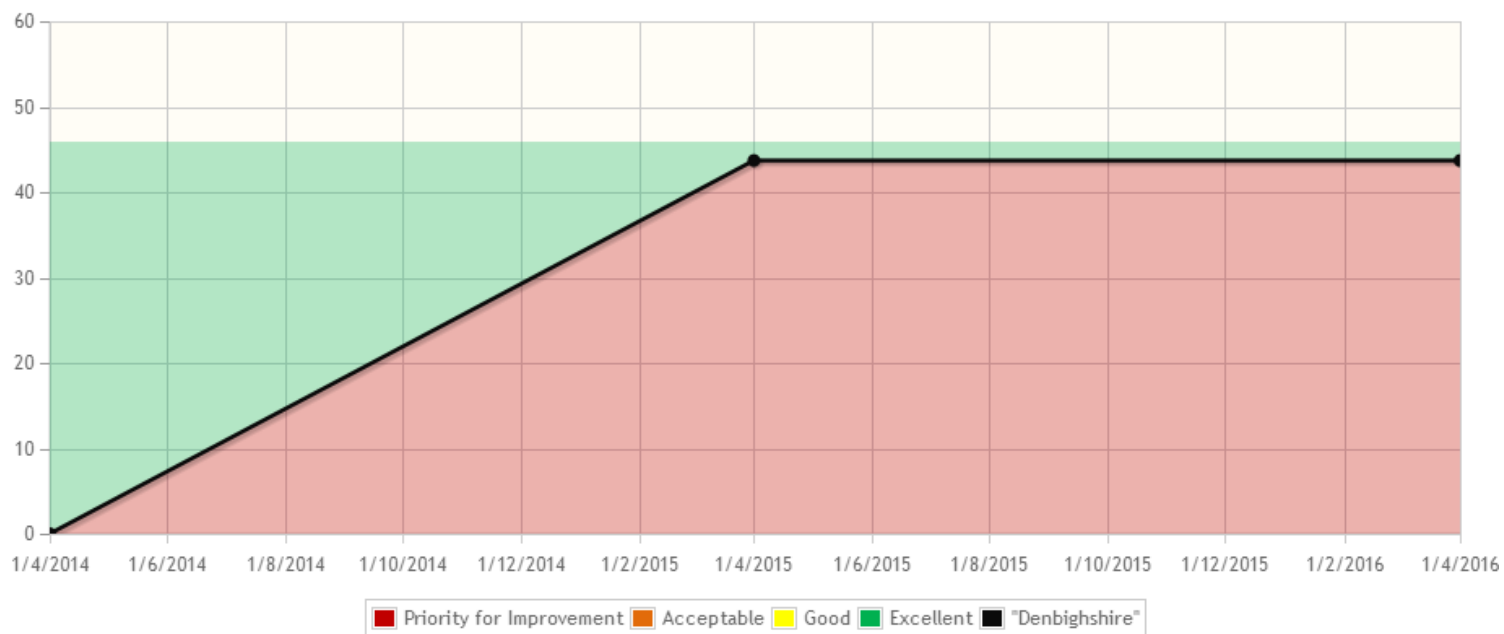
Outcome 01 – Infrastructure for growth

General Information

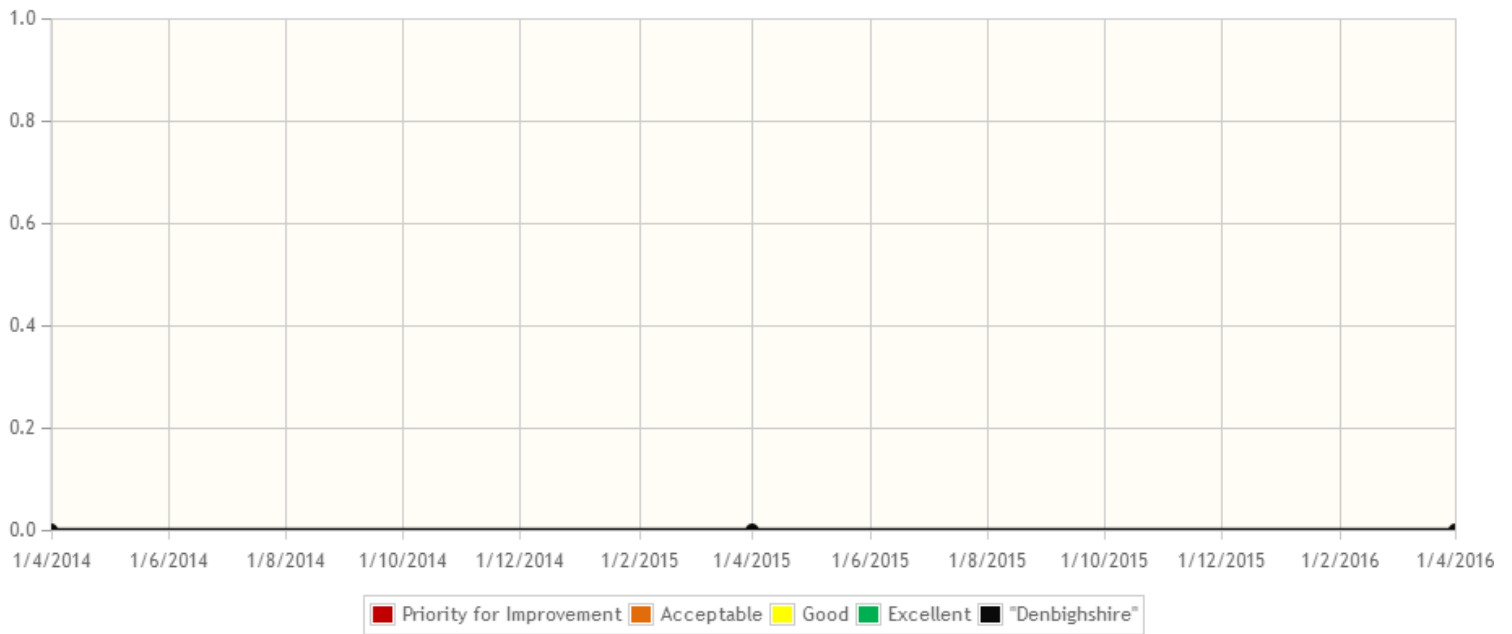
Status **Acceptable**

Indicators

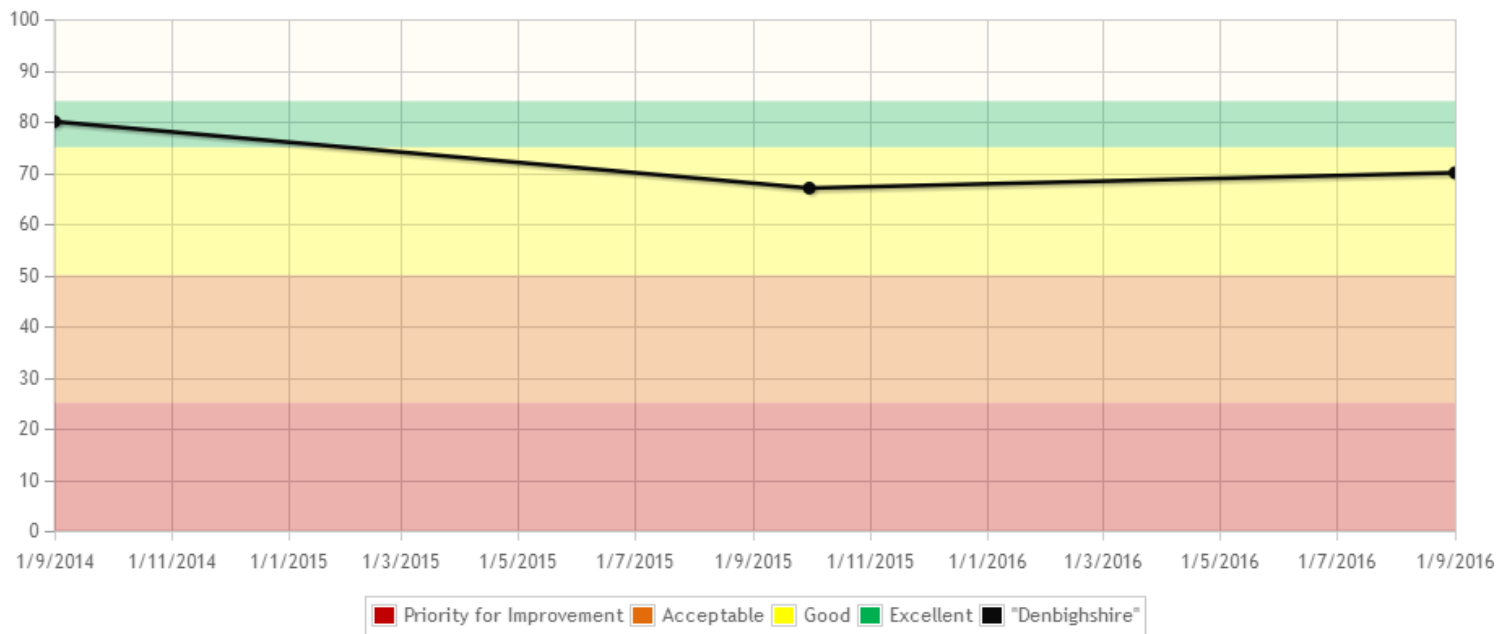
PPP_ECA301i Percentage of employment land (ha) that is ready to be developed



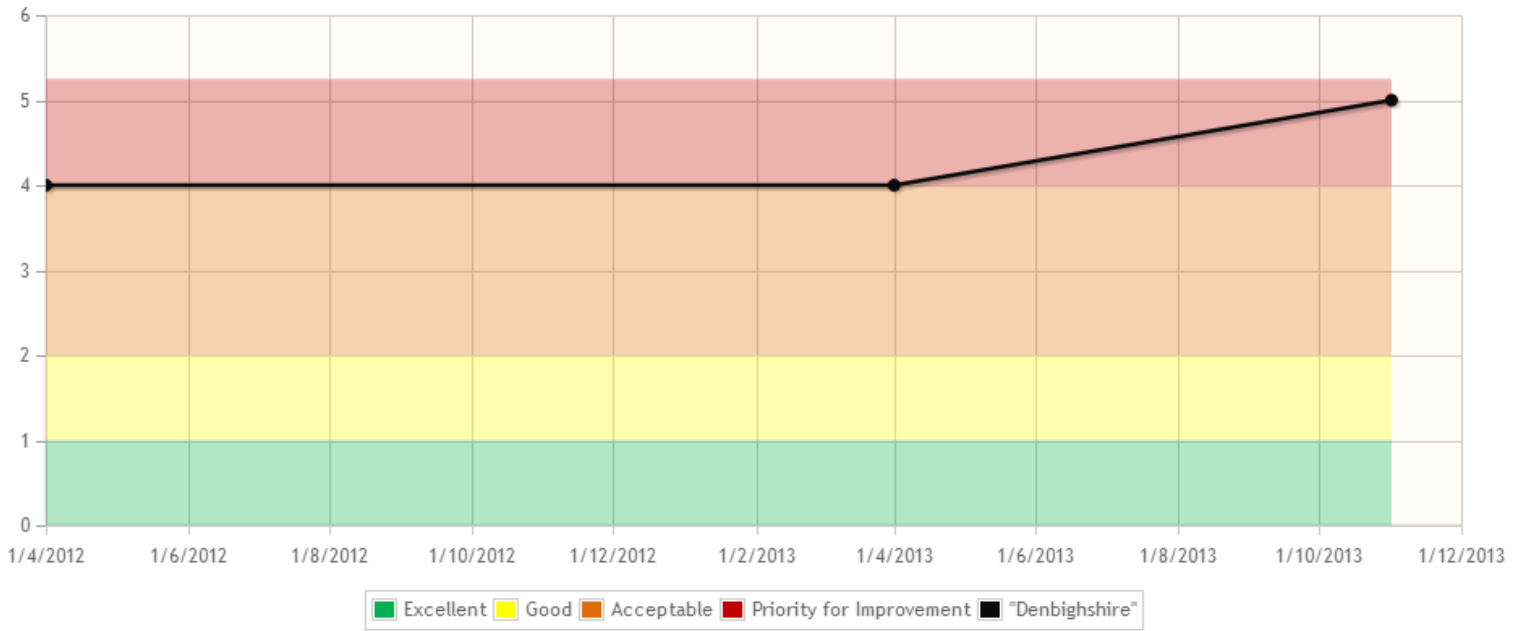
PPP_ECA302i Percentage of employment land (ha) that has been developed



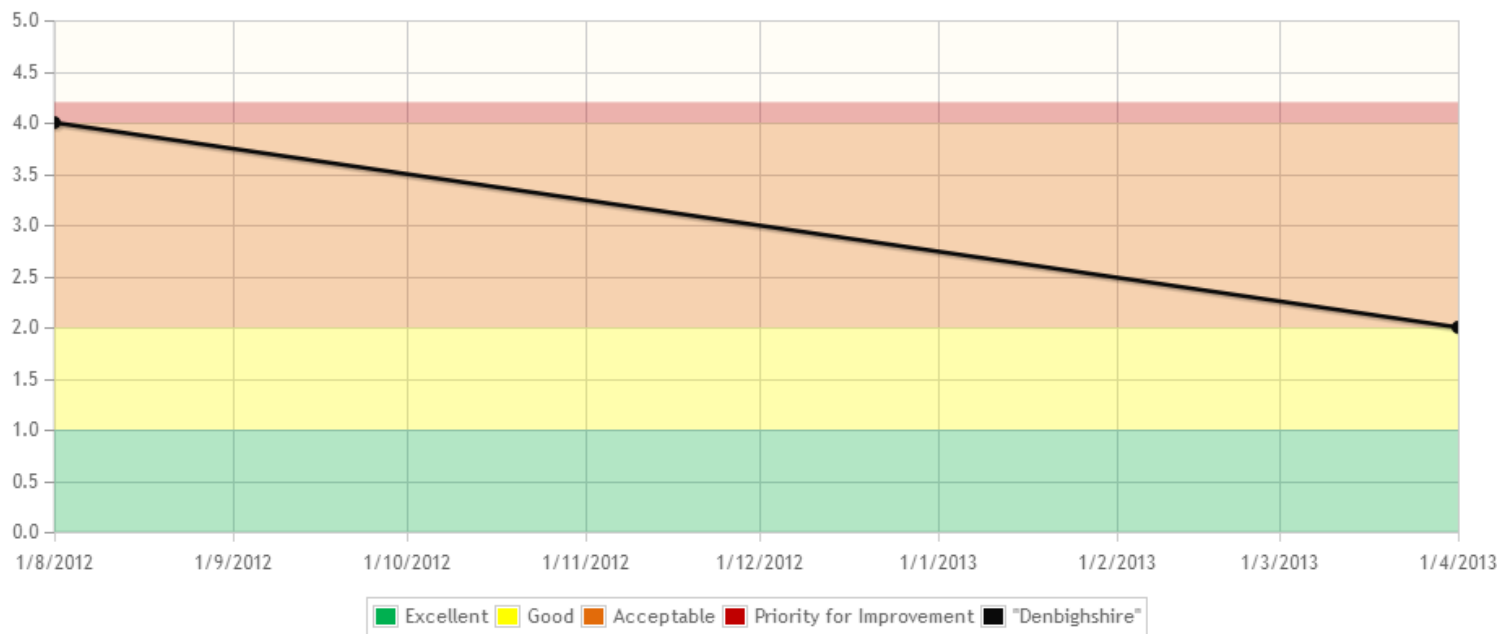
BusSurv1.9 The percentage of businesses selling or sourcing goods or services online



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



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



Activities

ECA 1.2a	Digital Denbighshire	01/04/14	01/06/15
ECA 1.3b	Strategic Employment Sites	06/05/14	31/03/18

Outcome 02 – Supported and connected businesses

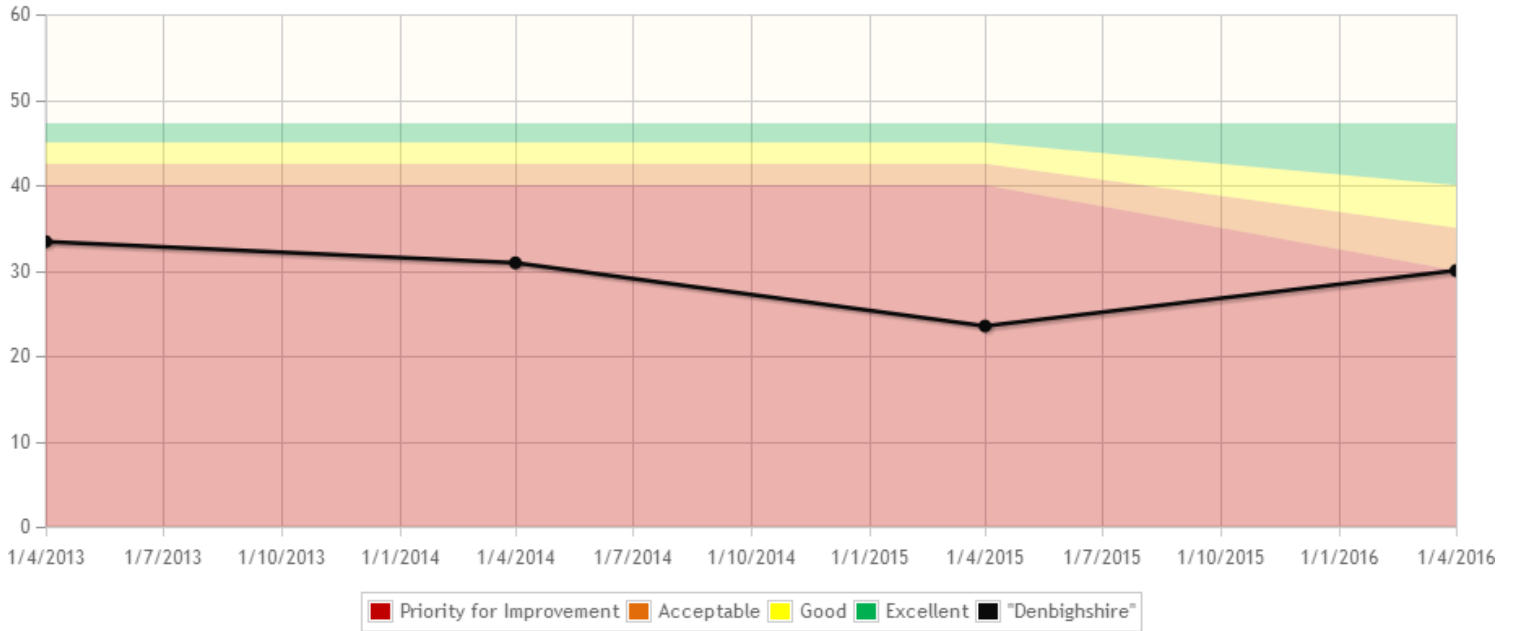
General Information

Status **Acceptable**

Indicators

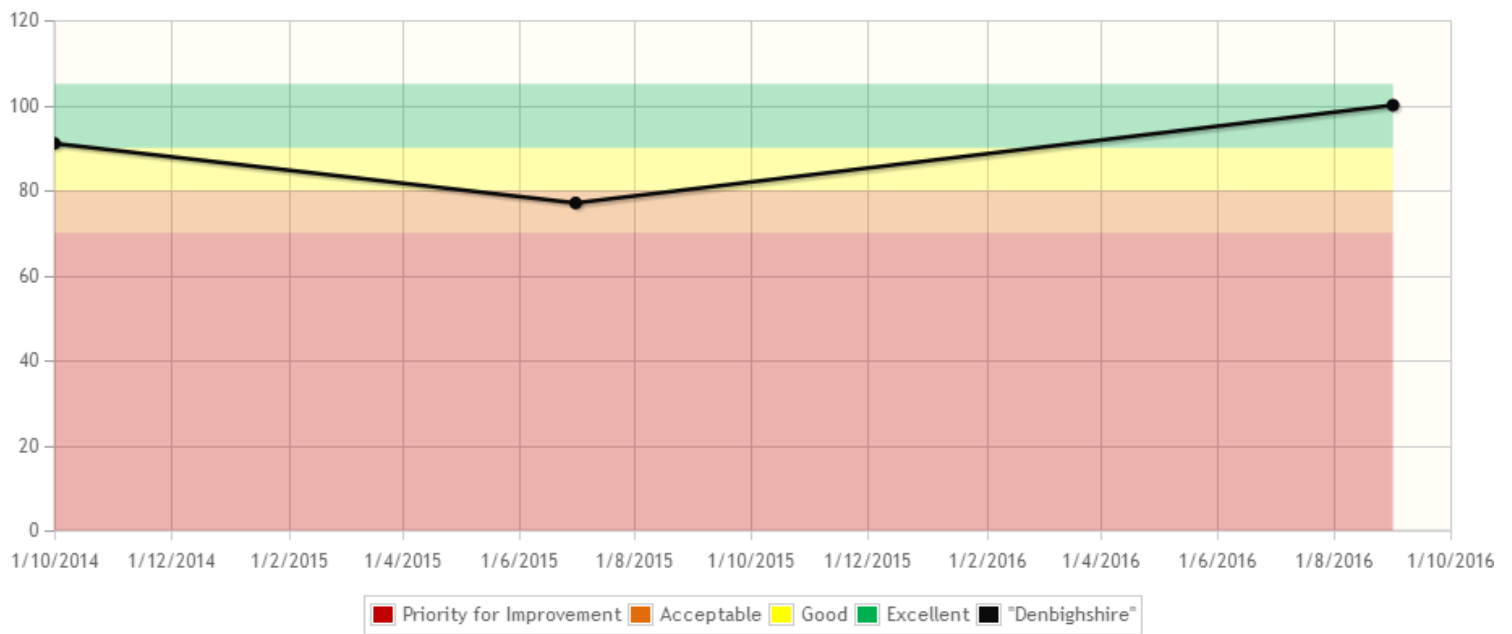
FAA406m

Local procurement spend as a % of total procurement spend



BusSurv4.1

% of businesses satisfied with access to advice/support



Activities

ECA 2.1a/2.2a/2.2c	Business Advice & Support	12/09/13	10/04/18
ECA 2.1b	Better Business for All (BFC Phase 1 – Planning & Public Protection)	06/05/14	31/12/16
ECA 2.3a	Supportive Procurement (Phase 1 – Procurement Strategy)	02/12/13	28/11/14
ECA 2.3b	PROCUREMENT: Local Supplier Development	01/06/15	31/12/17
PR003264/ECA 2.3a	PROCUREMENT: Strategy & revised CPR's	01/06/15	31/12/16

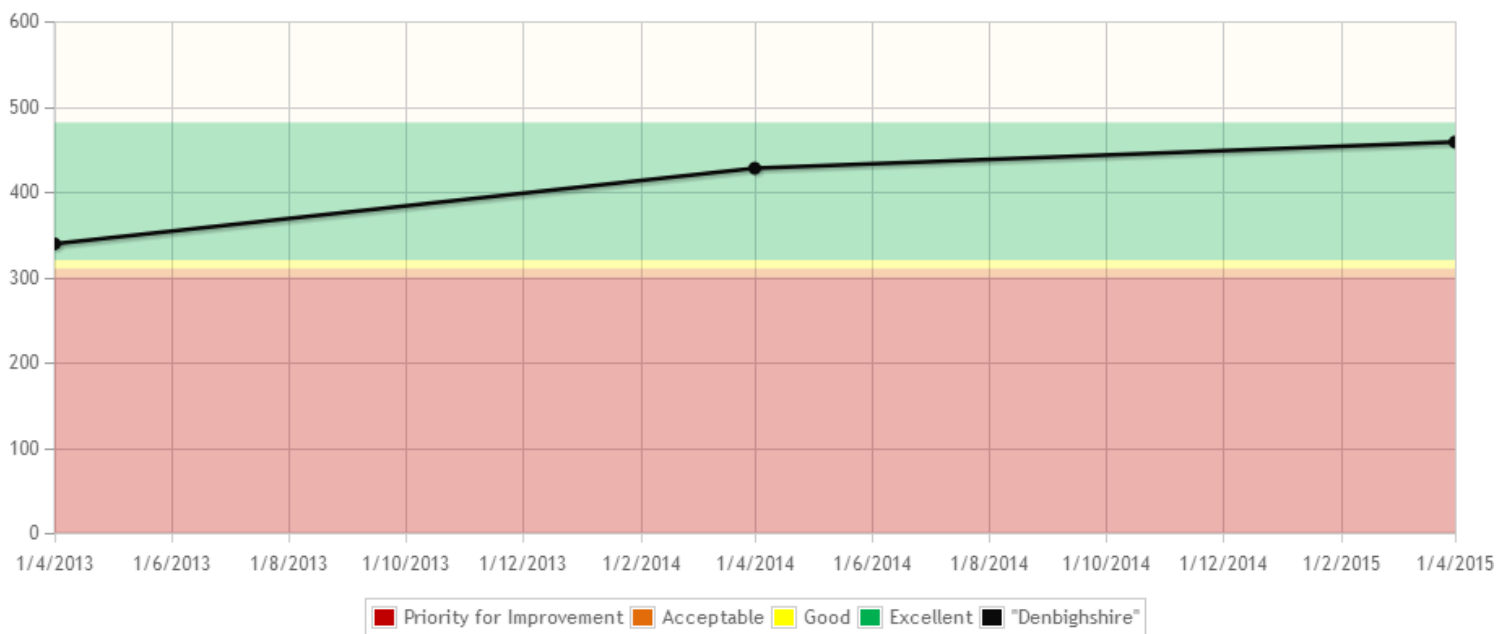
Outcome 03 – Opportunities for growth

General Information

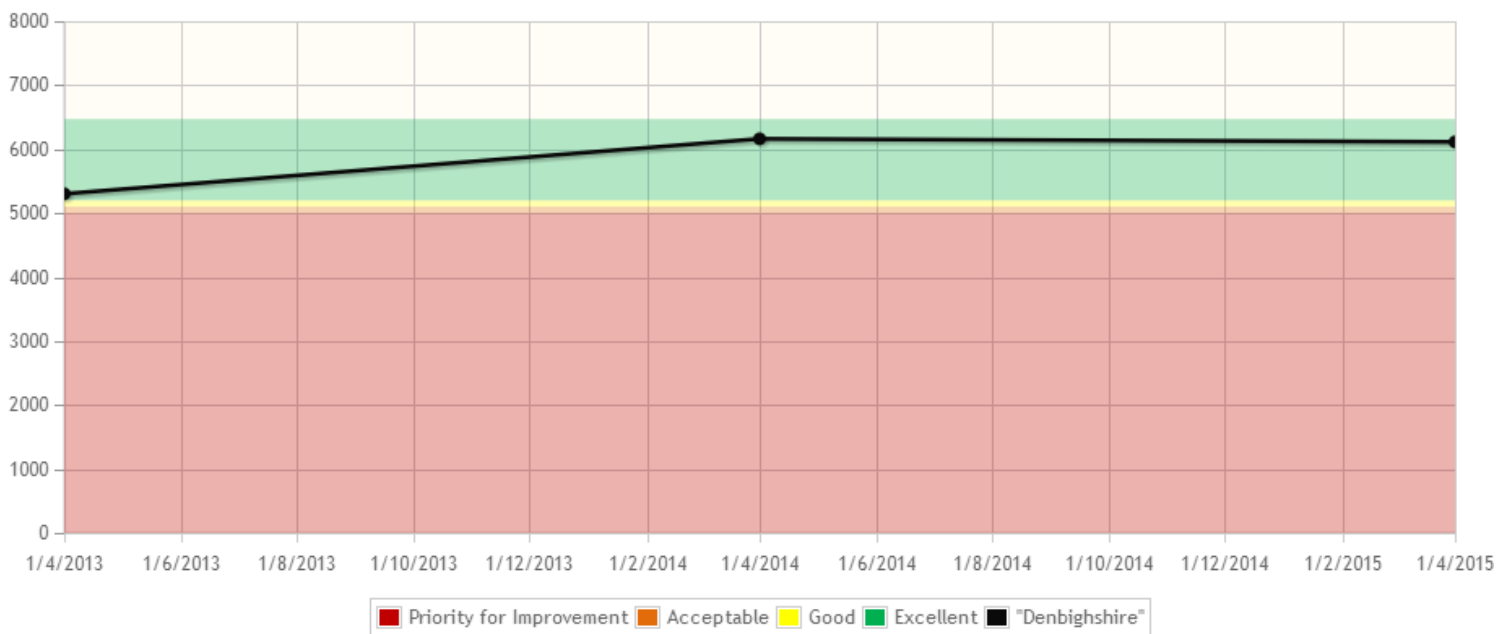
Status **On Target**

Indicators

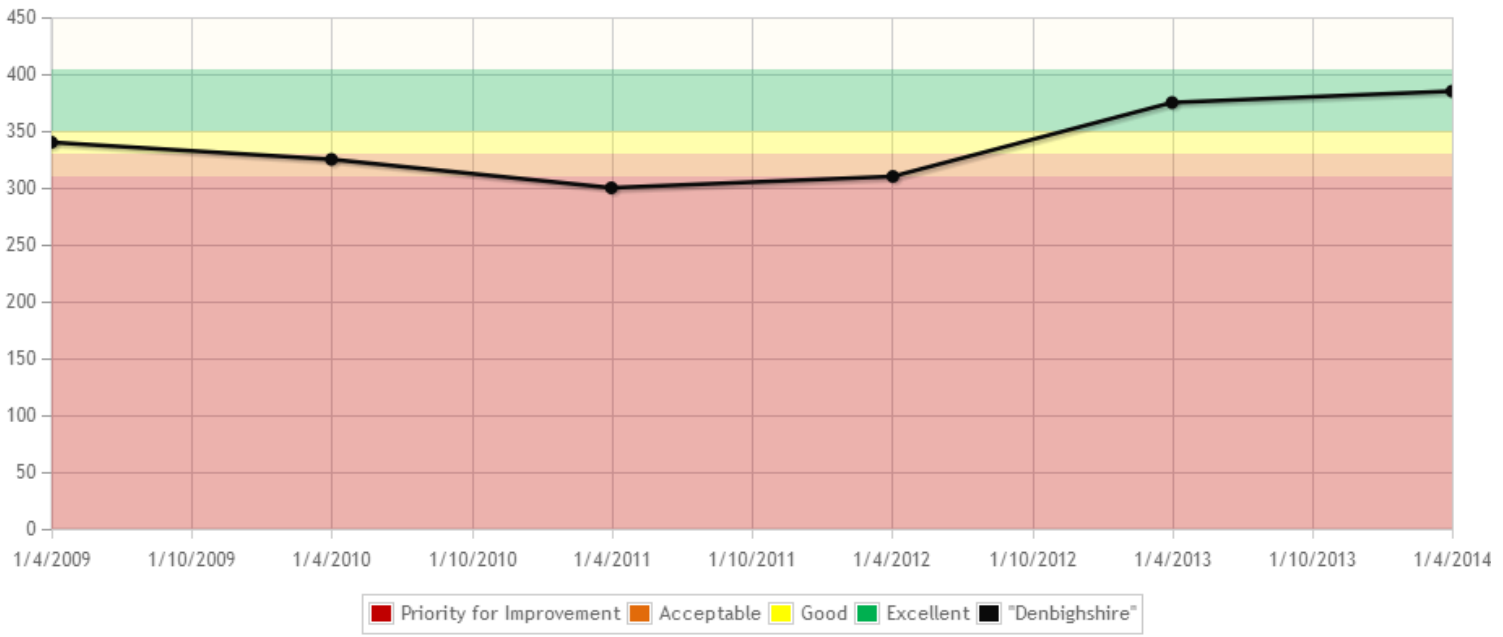
CMLi10 STEAM – Total Economic Impact of Tourism (£ million)



CMLi11 STEAM – Number of Full Time Jobs Supported by Tourism



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

Outcome 04 – High quality skilled workforce

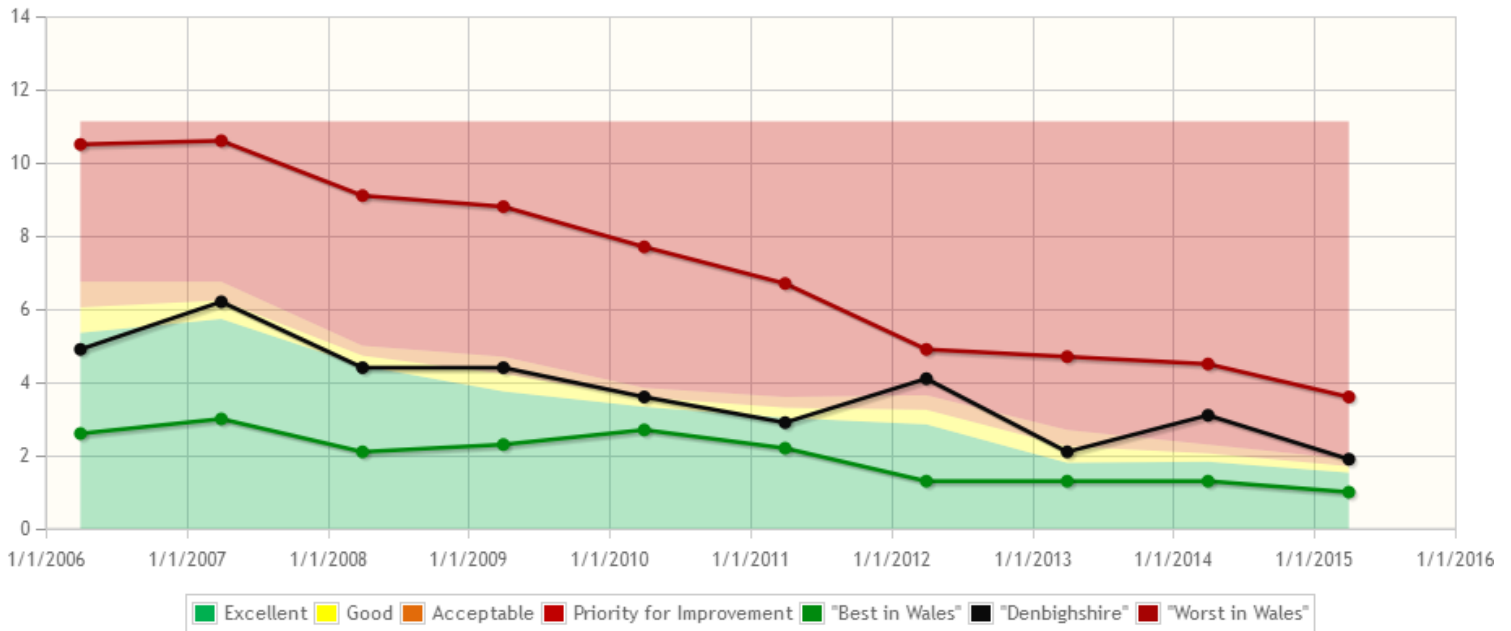
General Information

Status **Good**

Indicators

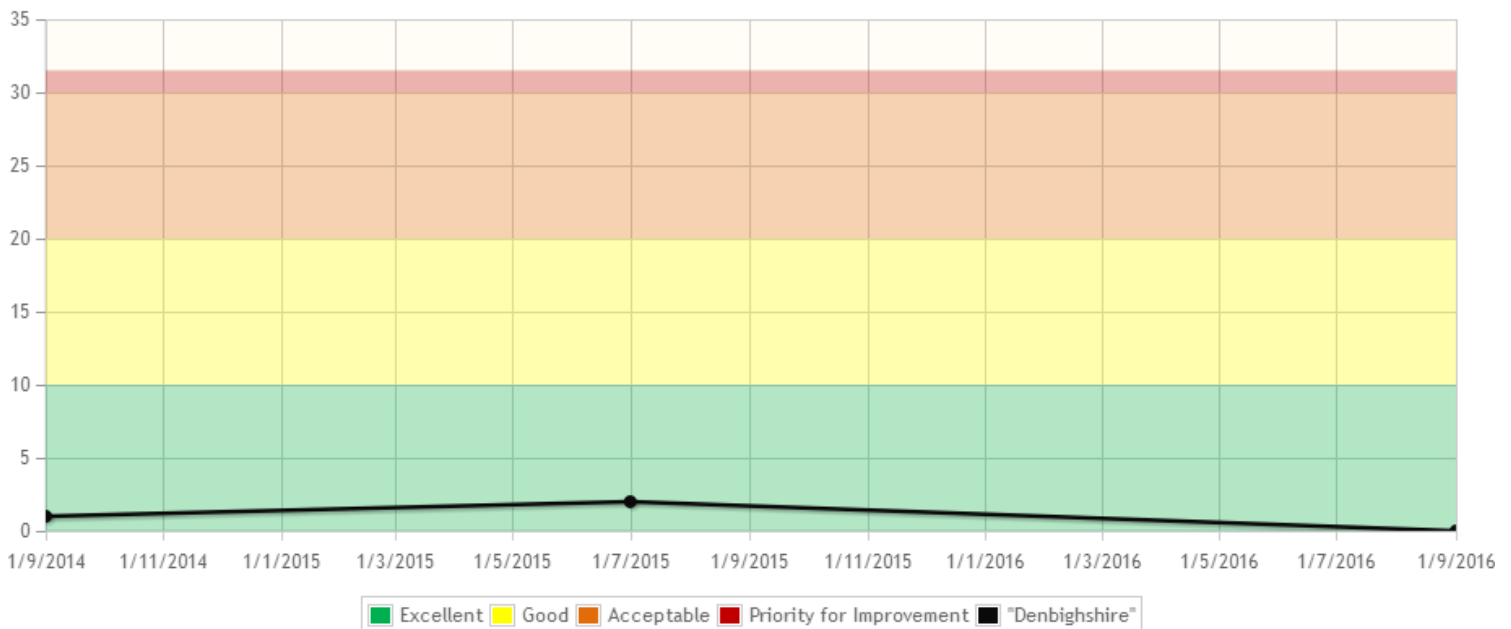
Ed004i

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



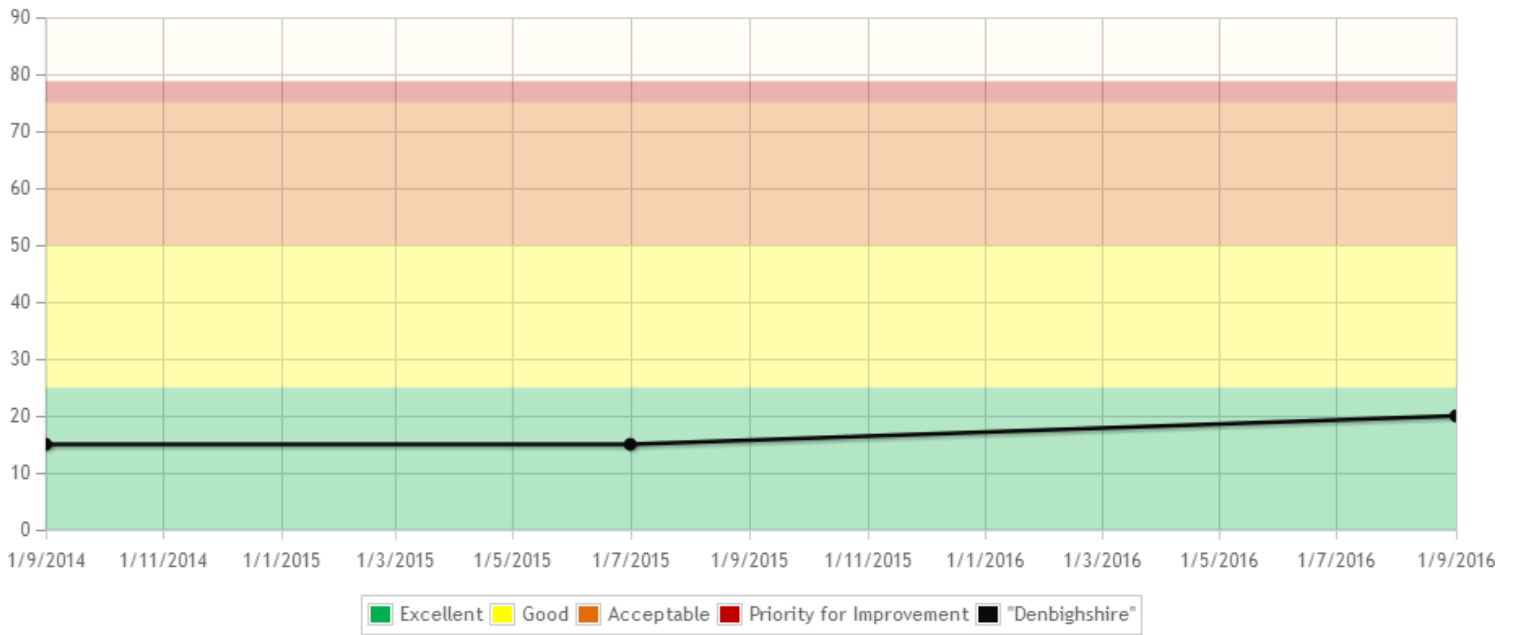
BusSurv3.3a

% of businesses reporting unfilled vacancies due to unsuitable applicants



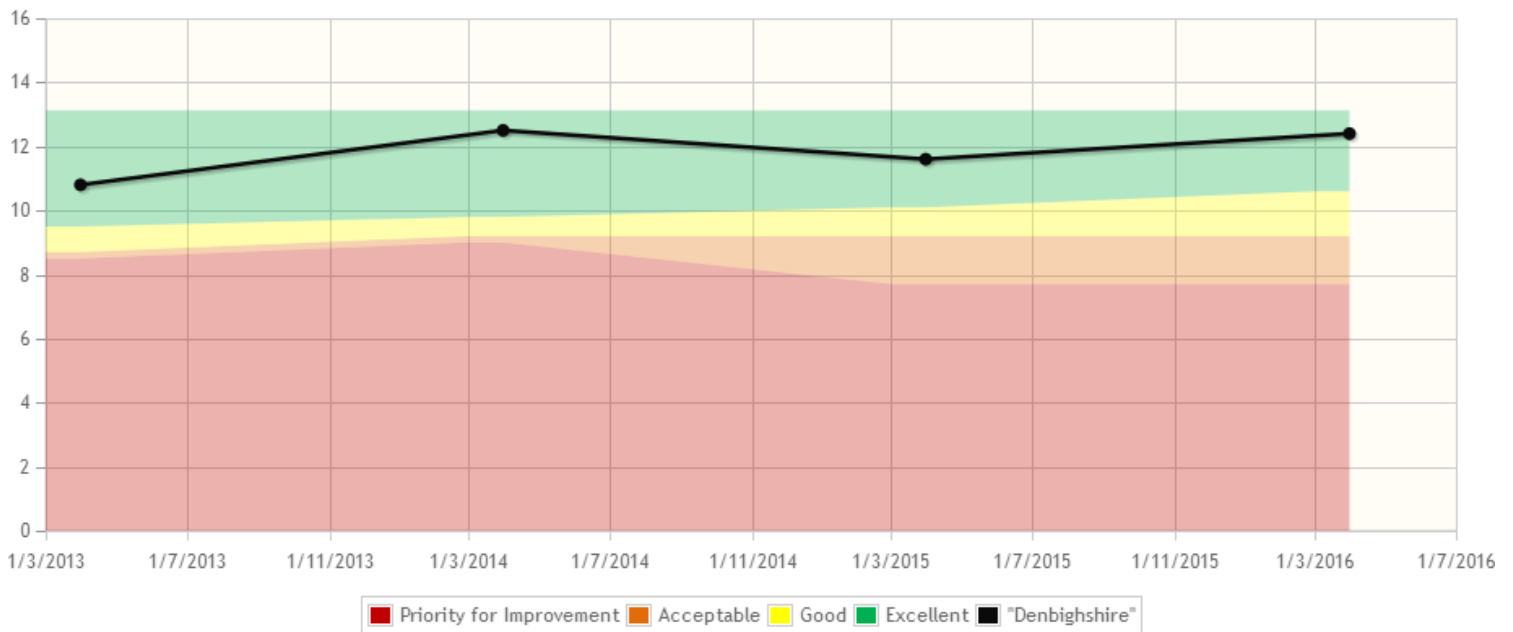
BusSurv3.3b

% of businesses reporting difficulty recruiting staff with the right skills



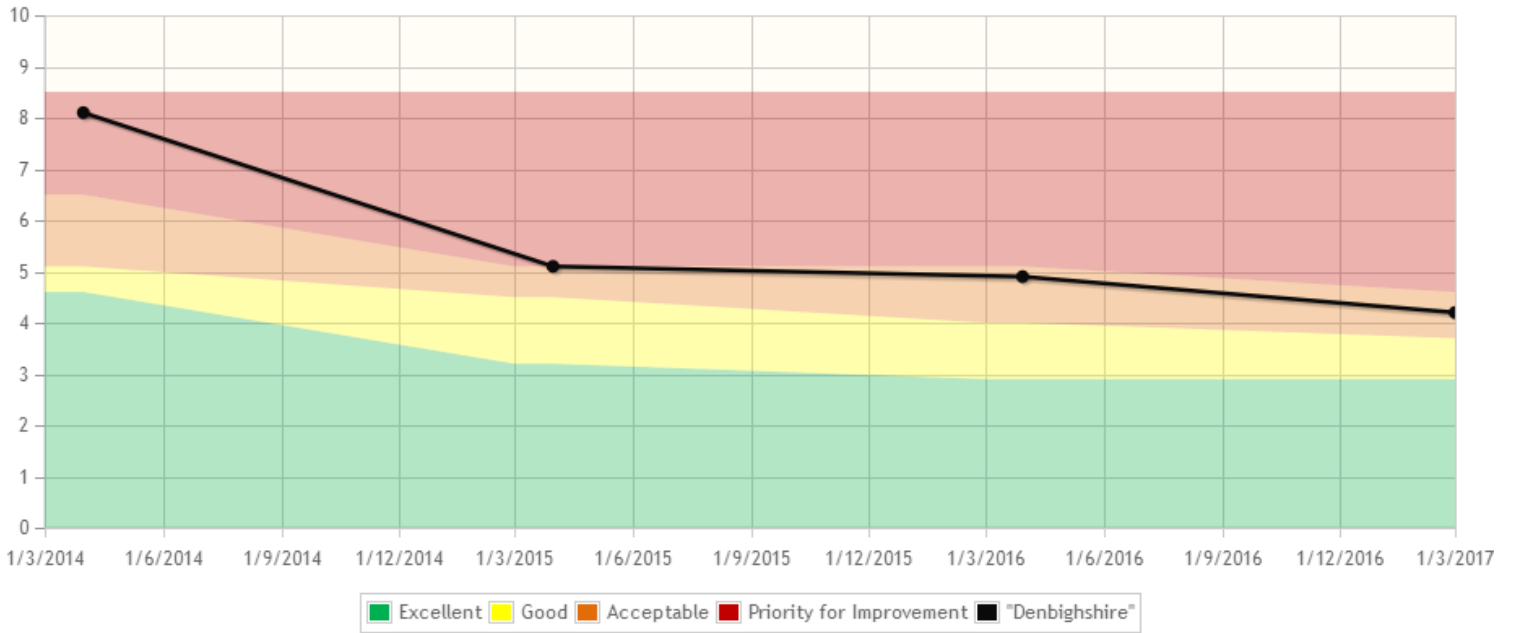
Aeca4.10i

% 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
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

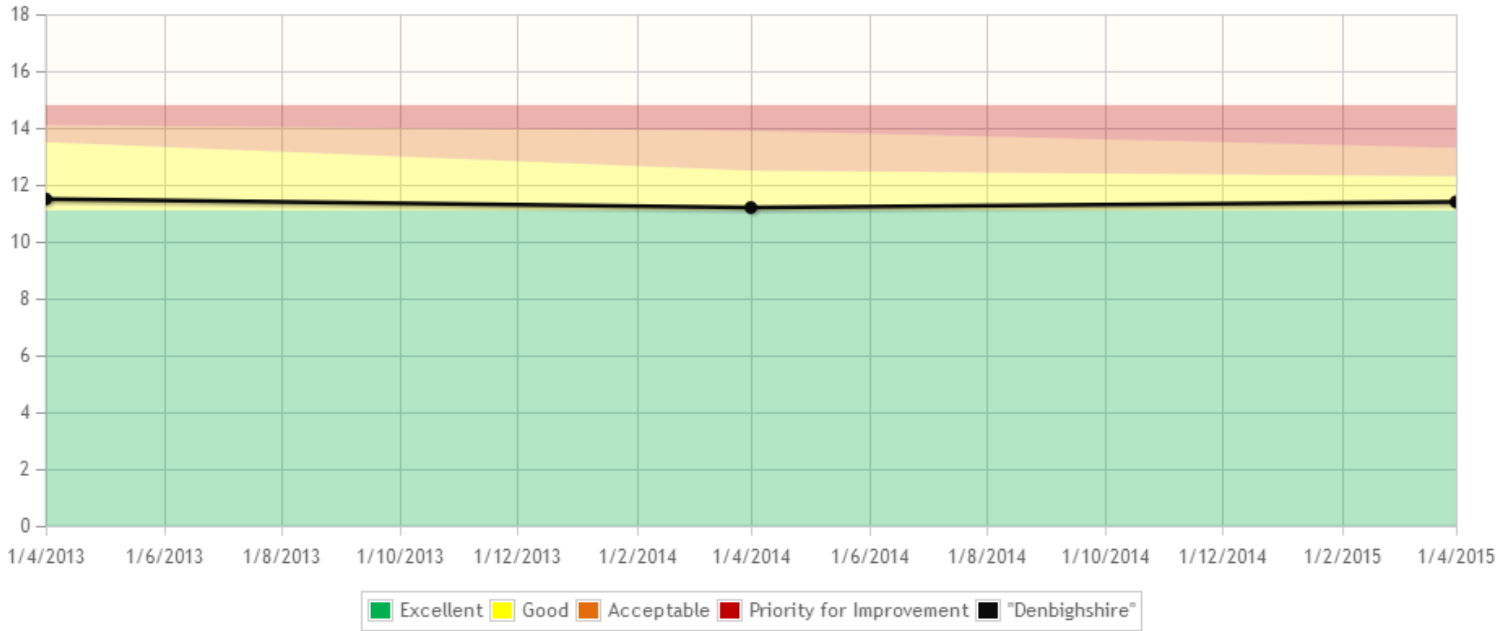
Outcome 05 – Vibrant towns and communities

General Information

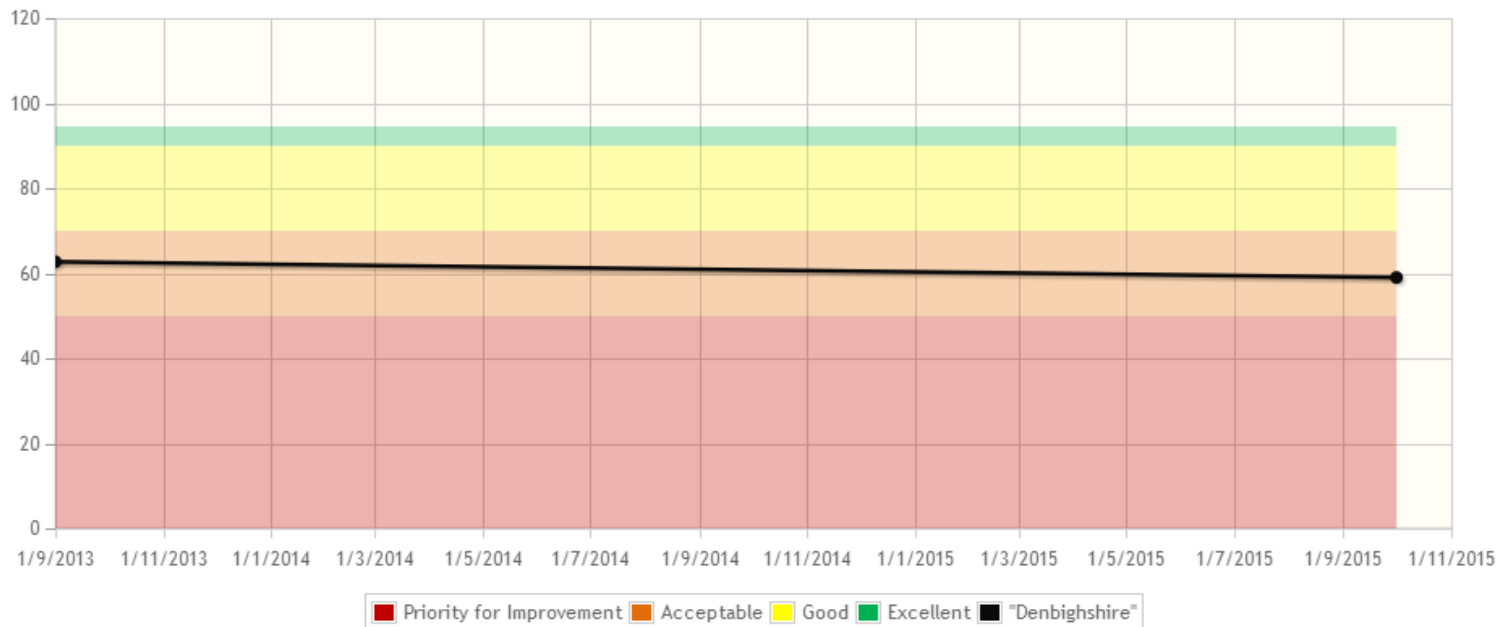
Status **Acceptable**

Indicators

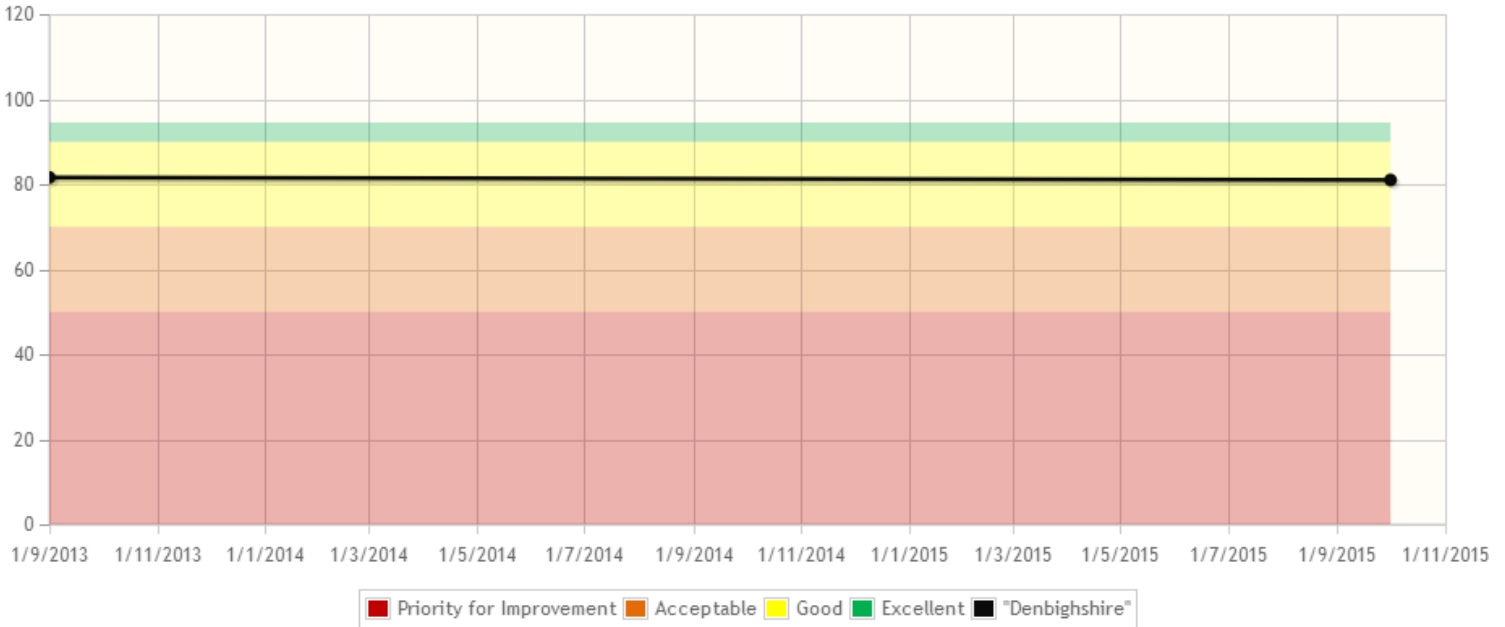
ECA5.1i % of vacant town centre premises (Denbighshire average)



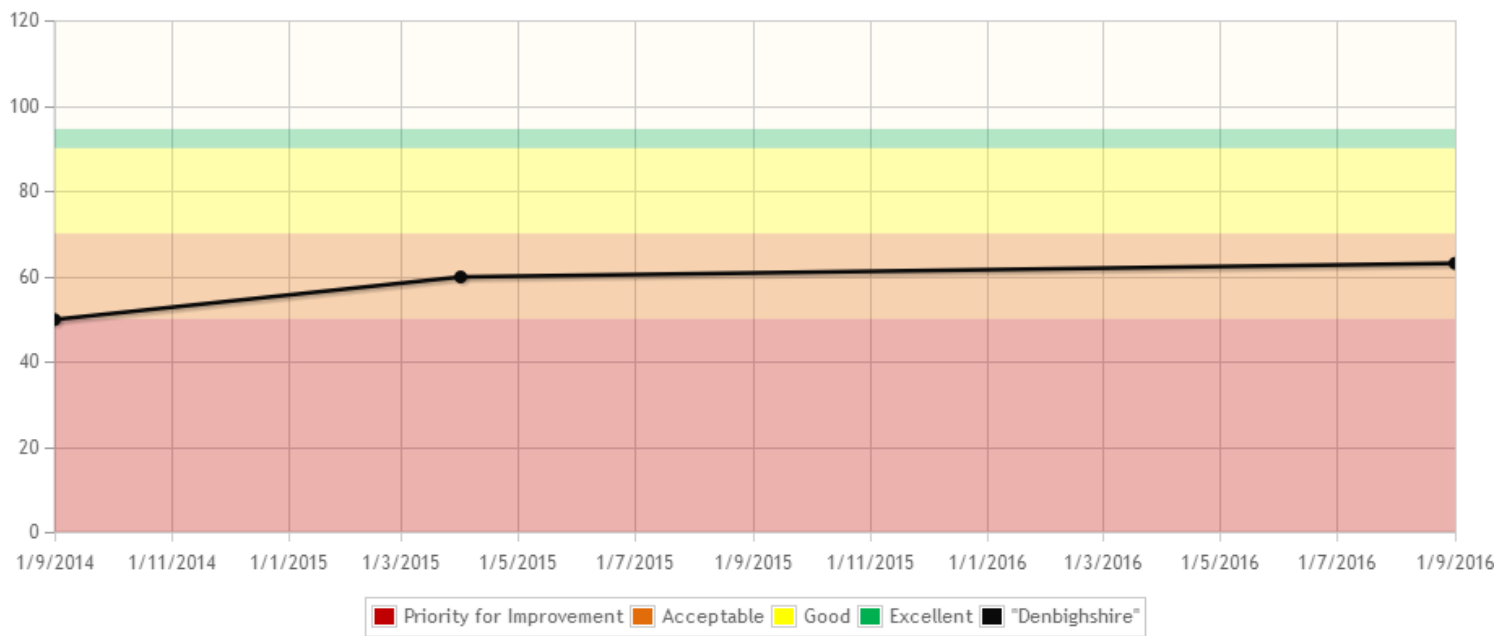
RSQ11 % of residents reporting overall satisfaction with their town centre



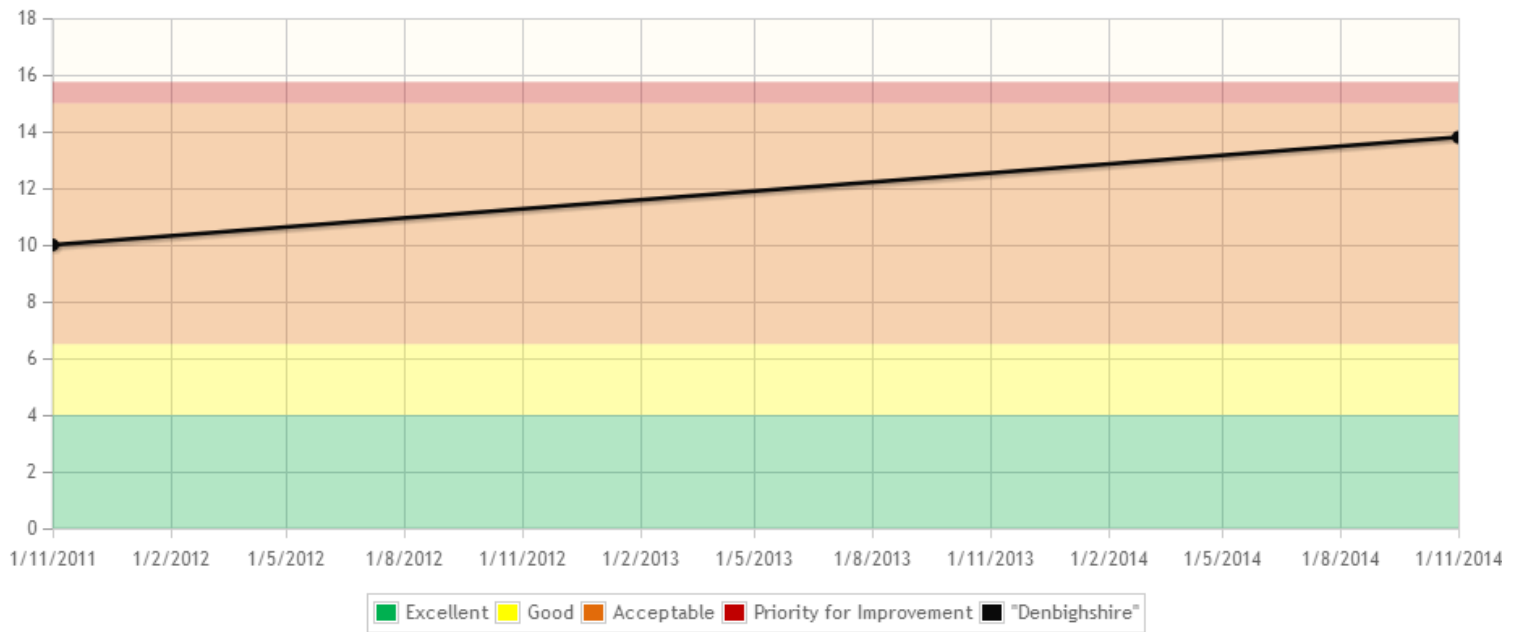
RSQ2 % of town residents reporting overall satisfaction with their local area



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

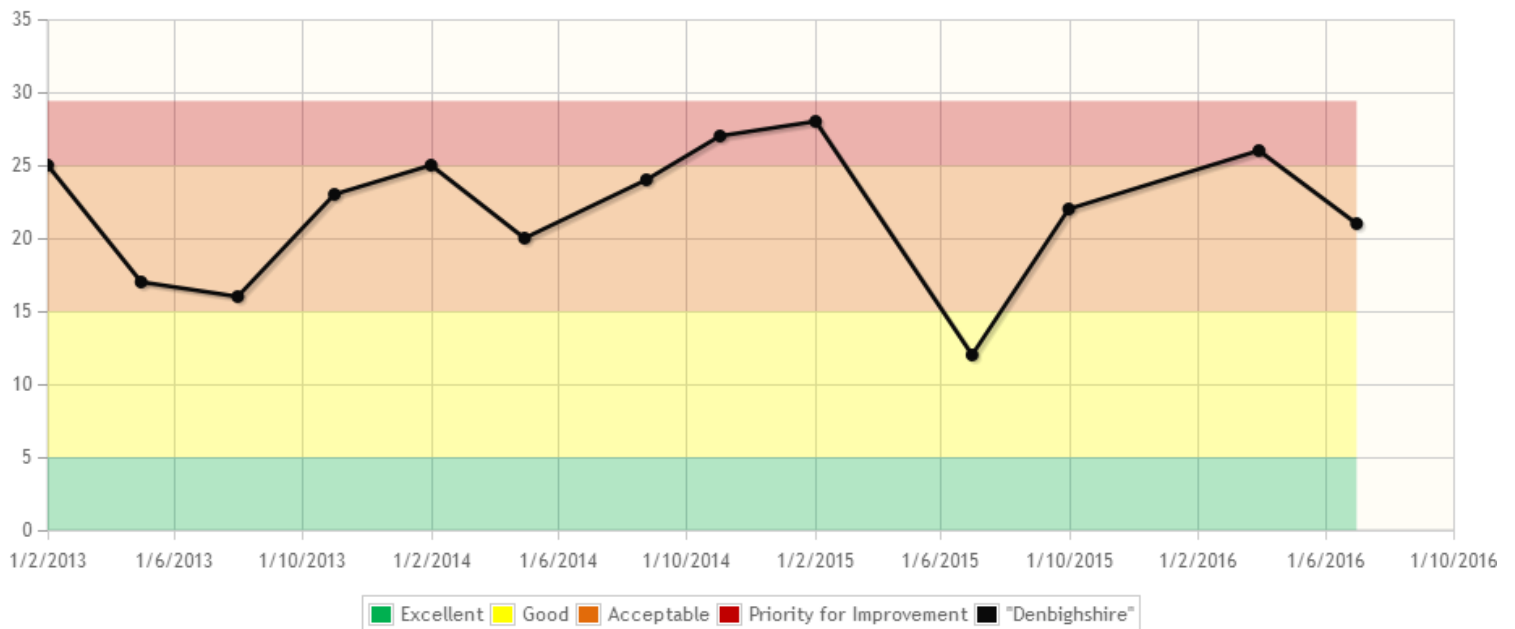


ECA5.2i	% of LSOA that fall into the 10% most deprived in Wales
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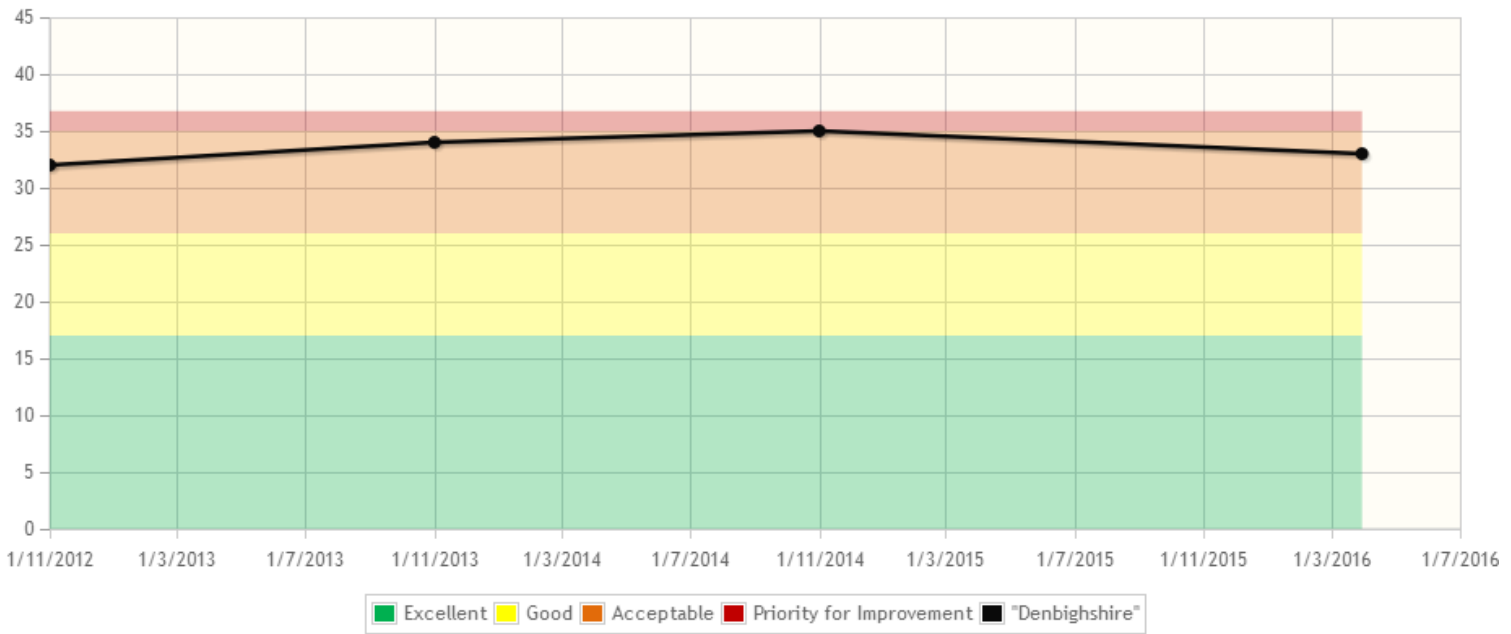


ECA5.3i

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

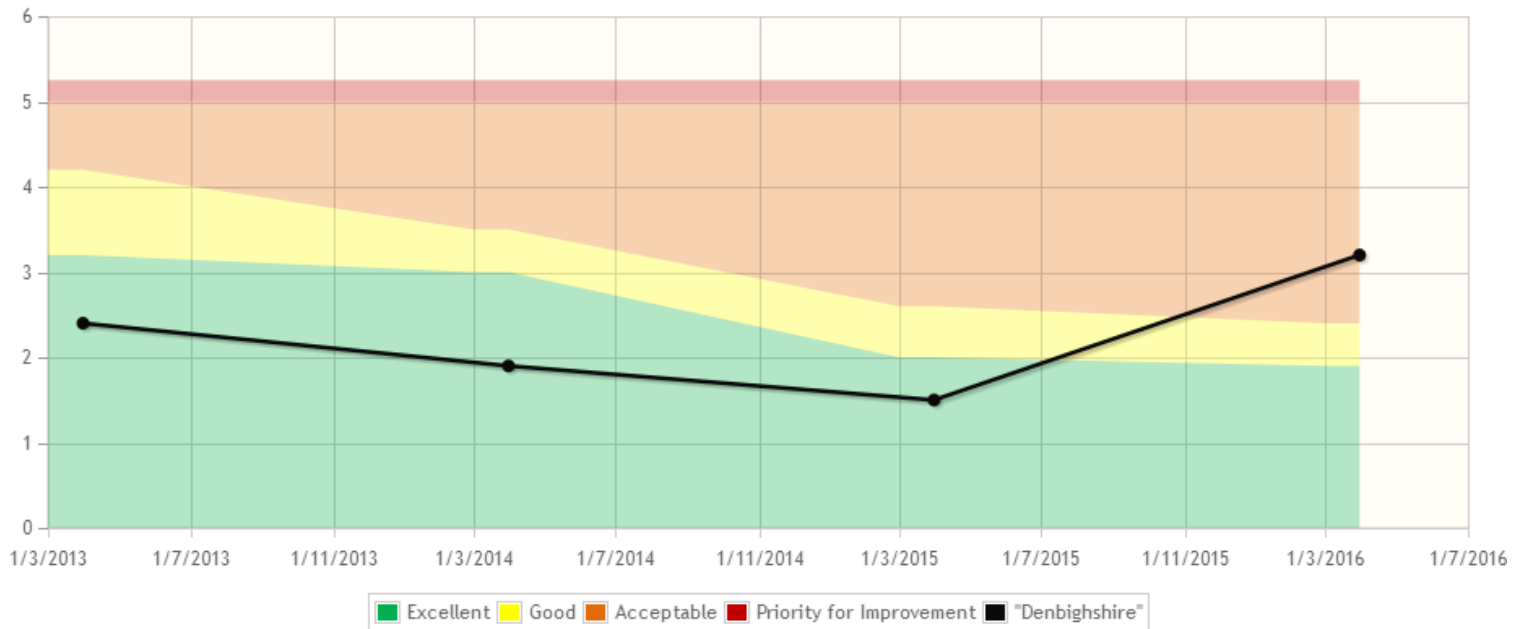


ECA5.4i No. of LSOA with a median household income below Wales



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

Allowance



Activities

ECA 5.1	Vibrant & Viable High Streets	05/05/15	31/03/17
ECA 5.3a RGF	Rhyl Regeneration		

Outcome 06 – Well-promoted Denbighshire

General Information

Status: Excellent

Activities

ECA 6.1a-c	Locate in Denbighshire- Inward Investment Marketing Campaign	17/04/14	22/12/17
ECA 6.2b / 1.3a	Enquiry Handling for Sites & Premises	24/11/14	30/09/16

Outcome 07 – Students achieve their potential

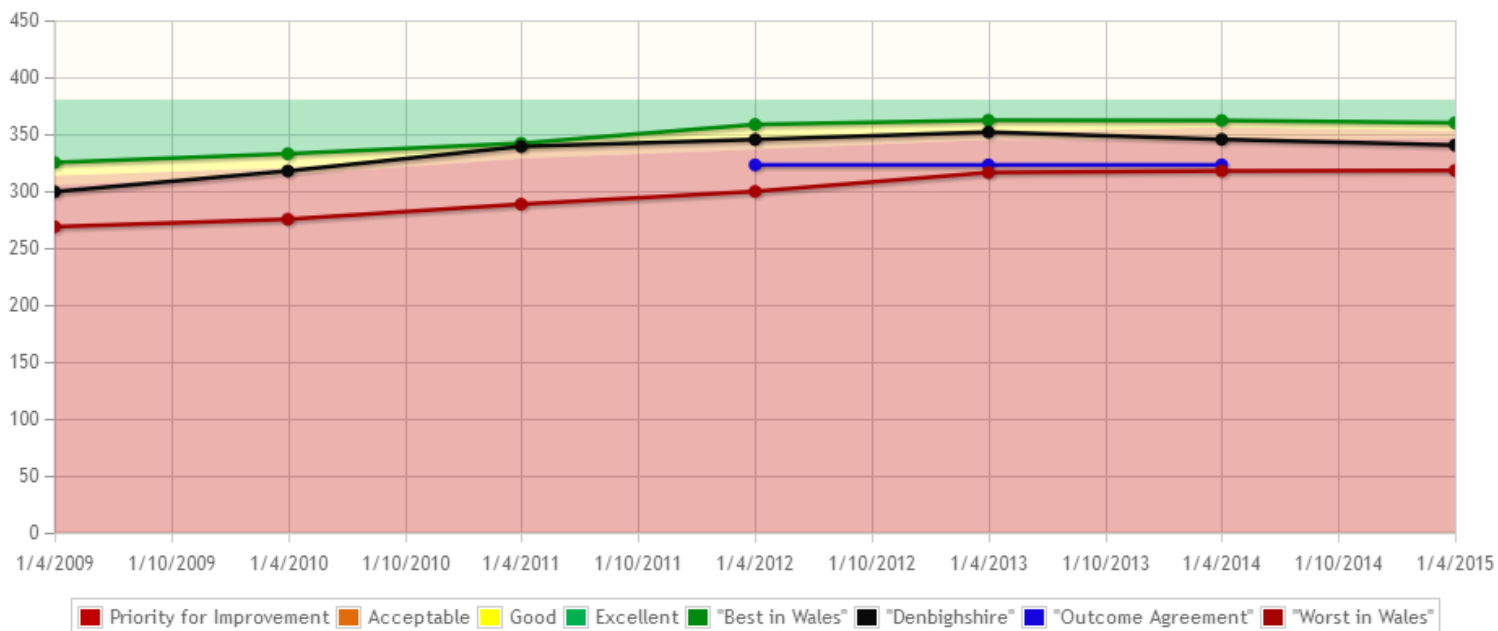
General Information

Status **Priority for Improvement**

Indicators

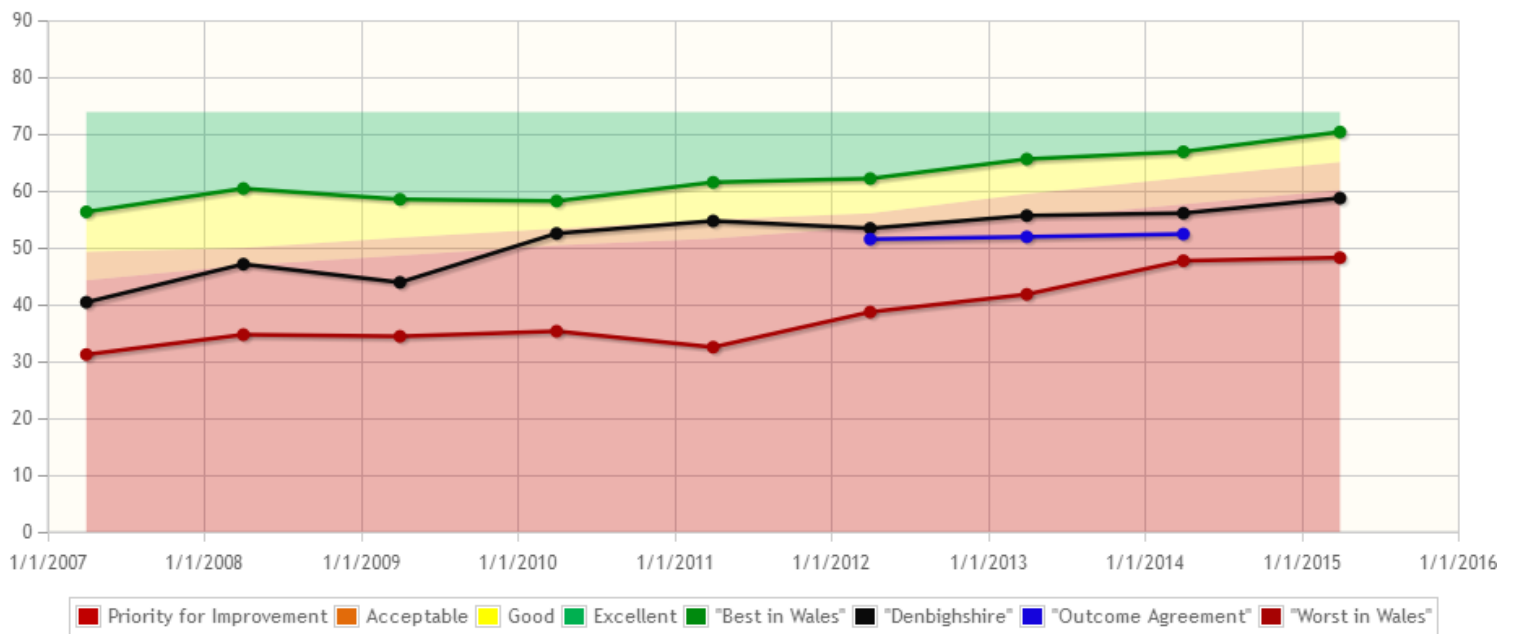
Ed001i

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



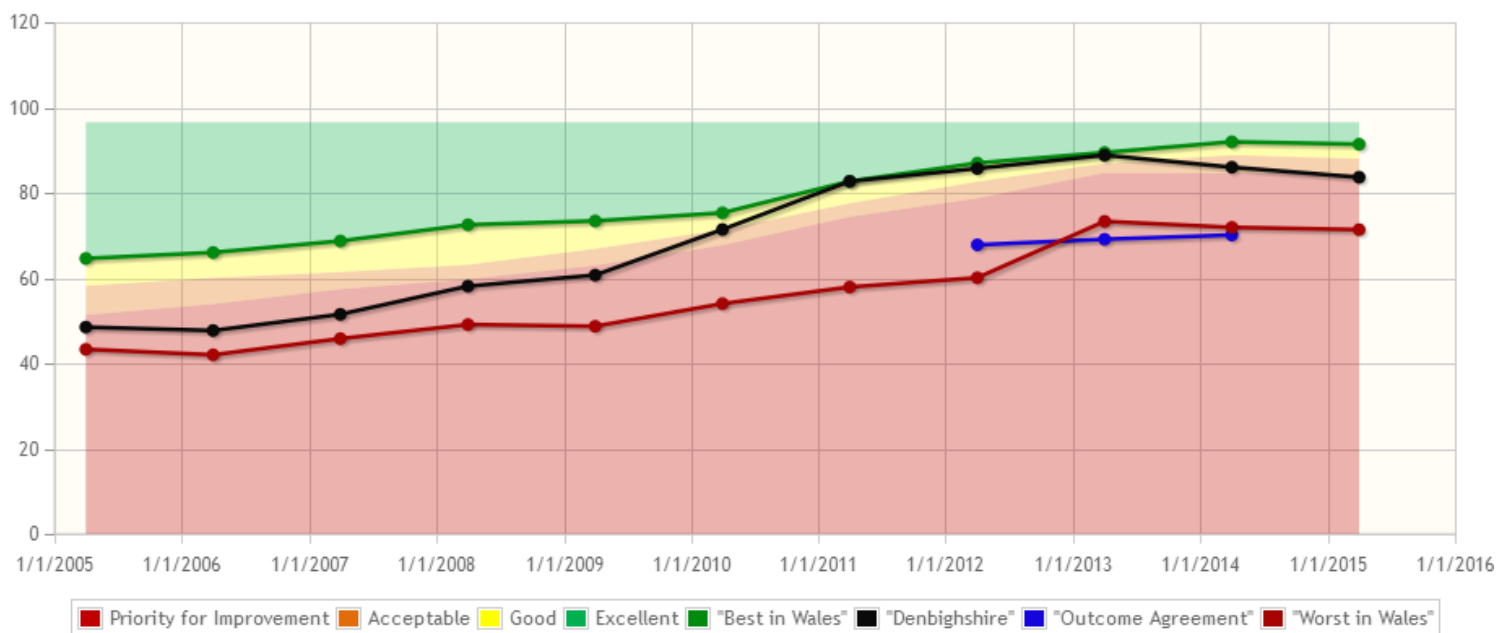
EDU017

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



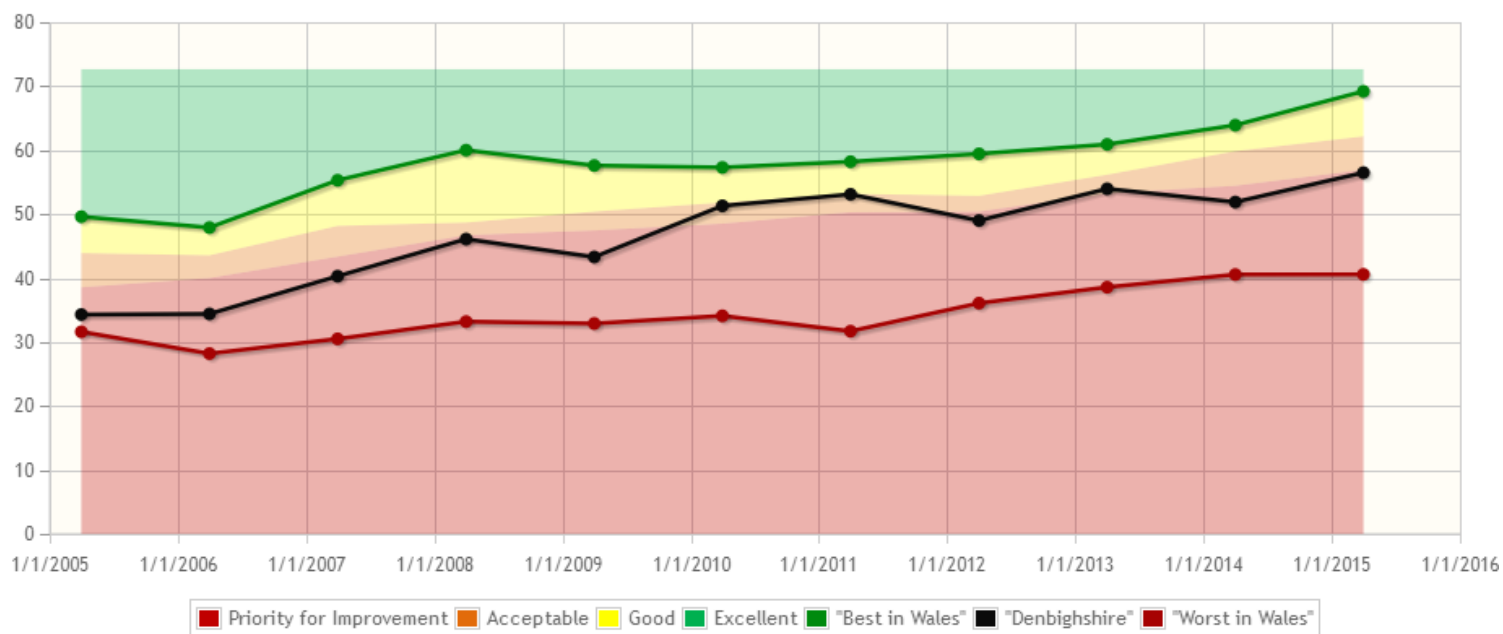
Ed006i

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



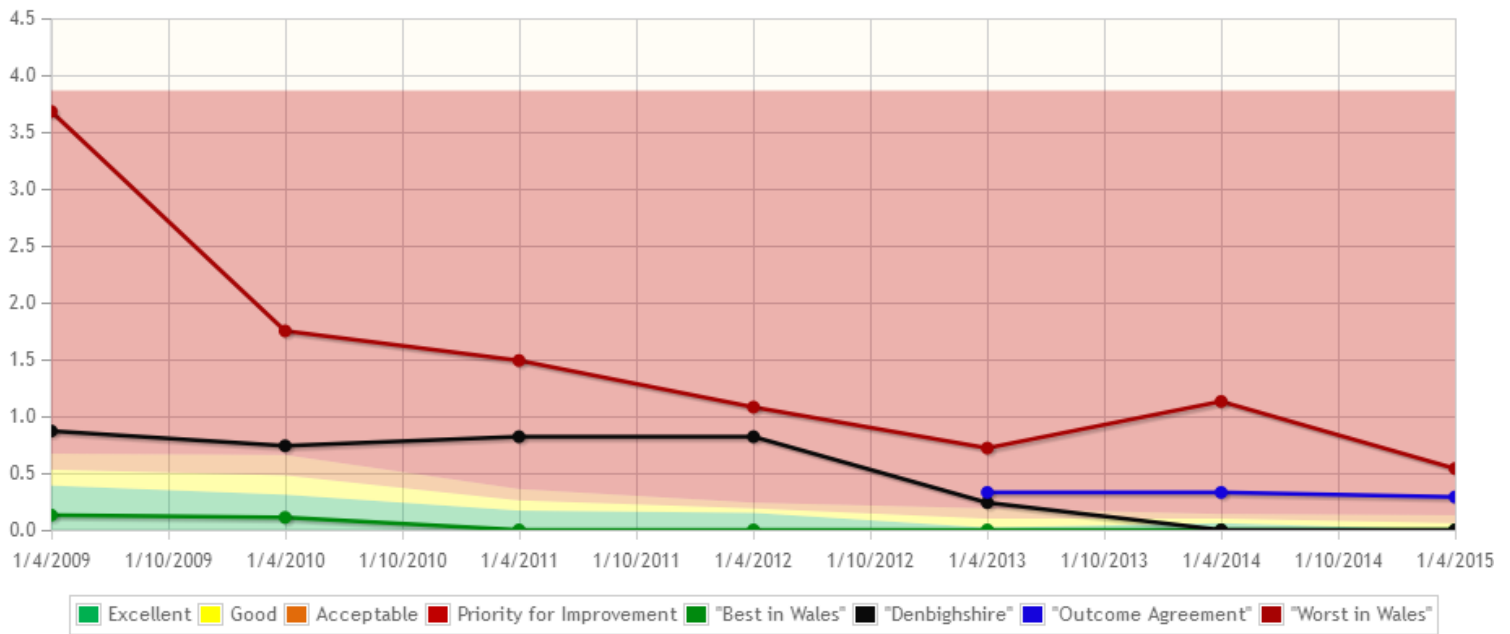
Ed009i

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

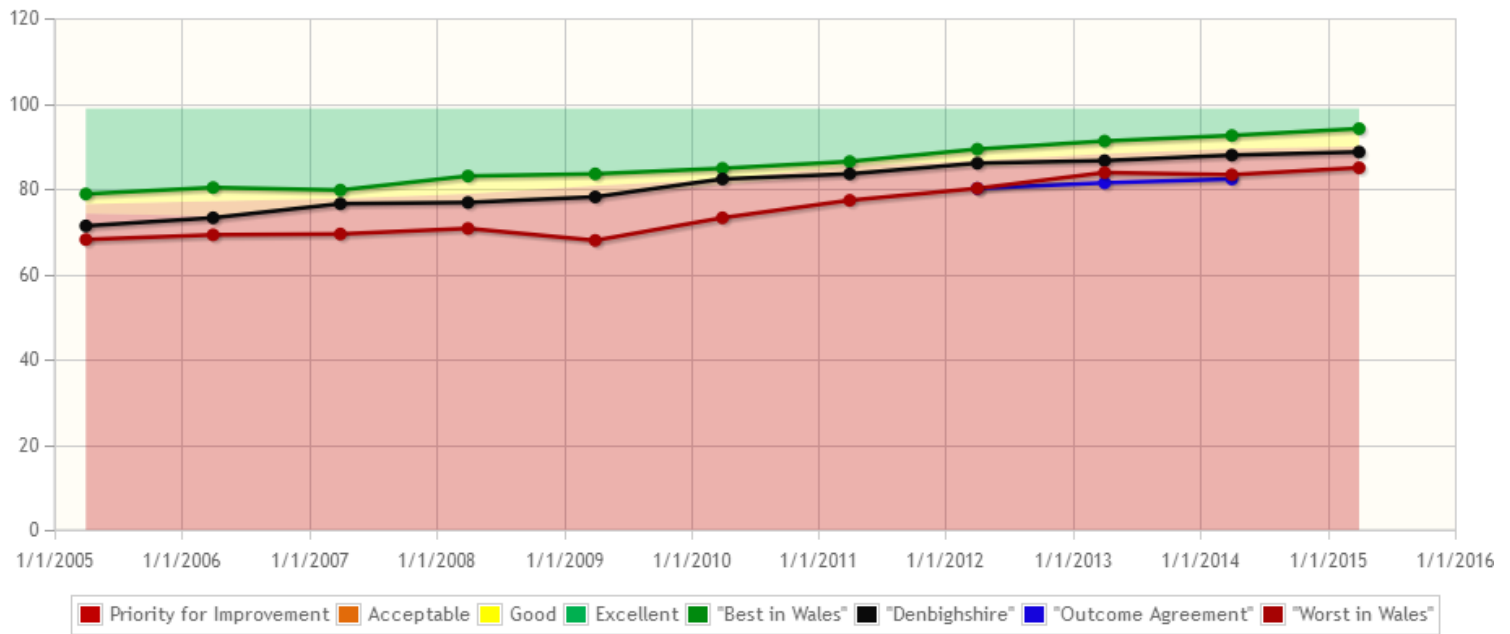


EDU002i

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.

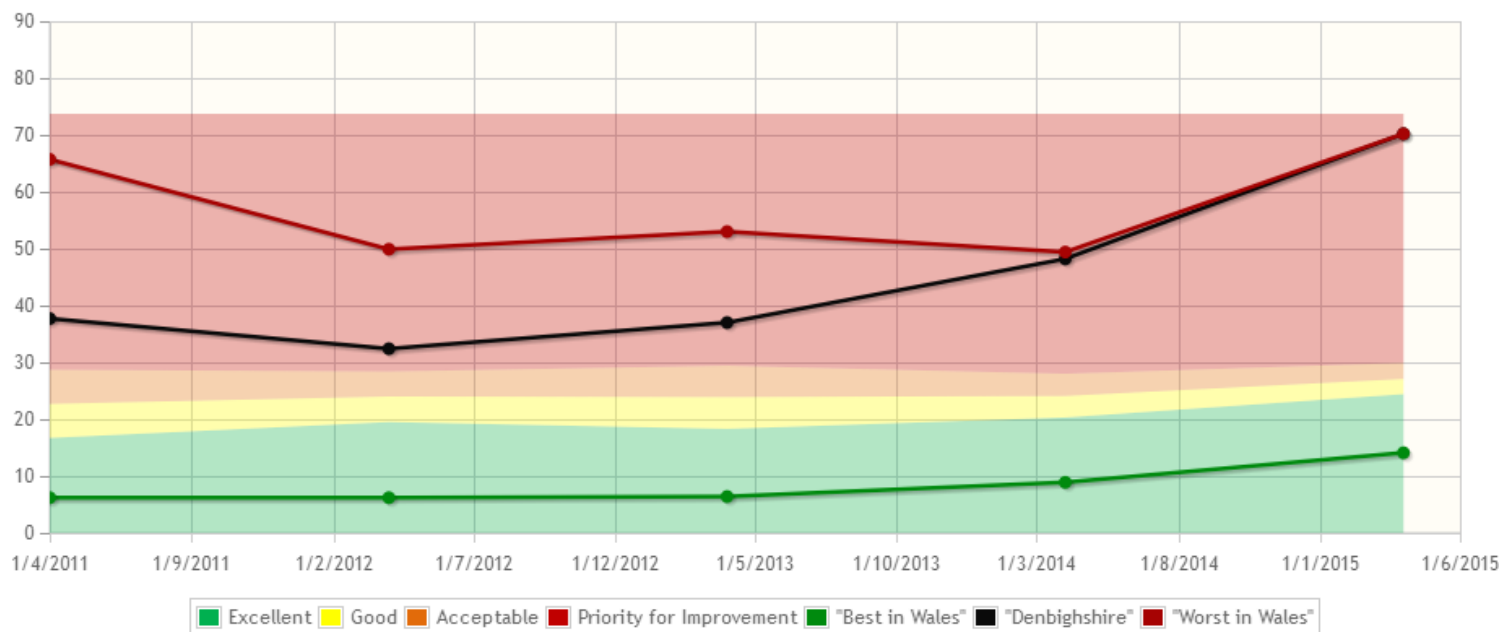


EDU003 The percentage of pupils who achieve the Core Subject Indicator at Key Stage 2 (all pupils)



EDU101i

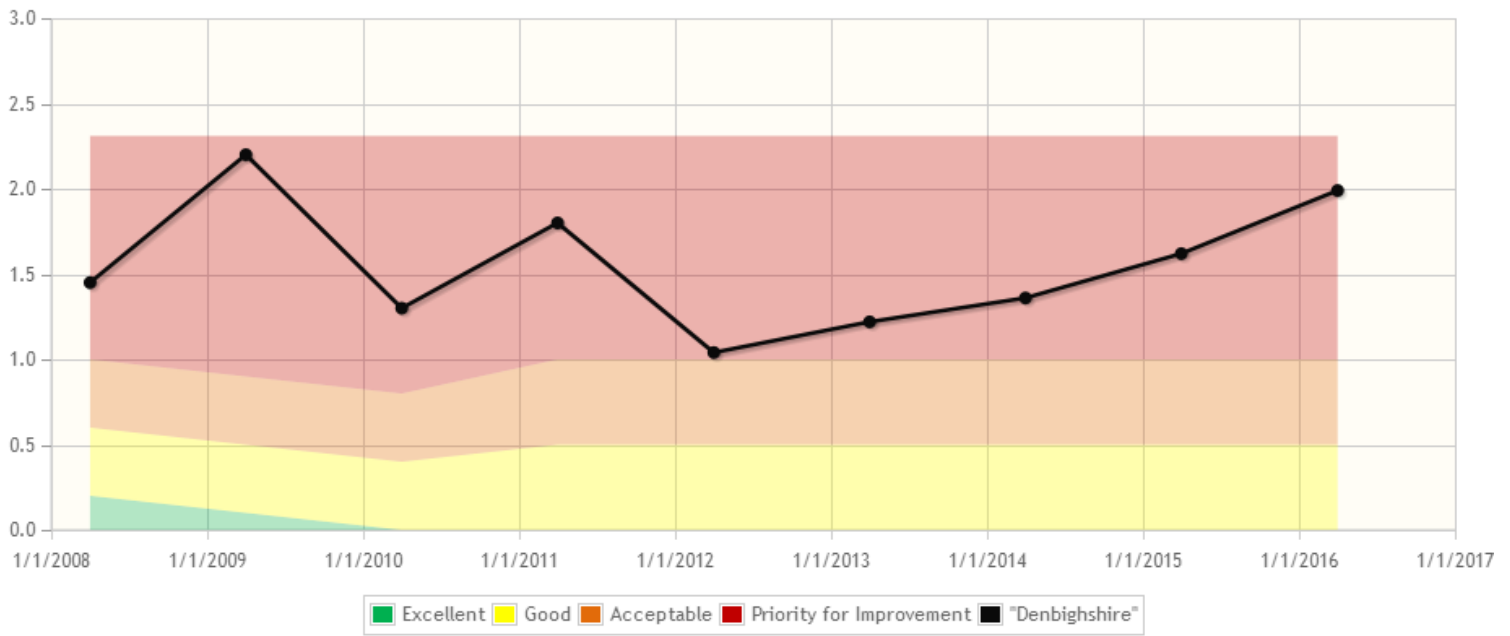
The total rate per 1,000 pupils of fixed-term exclusions from local authority maintained schools



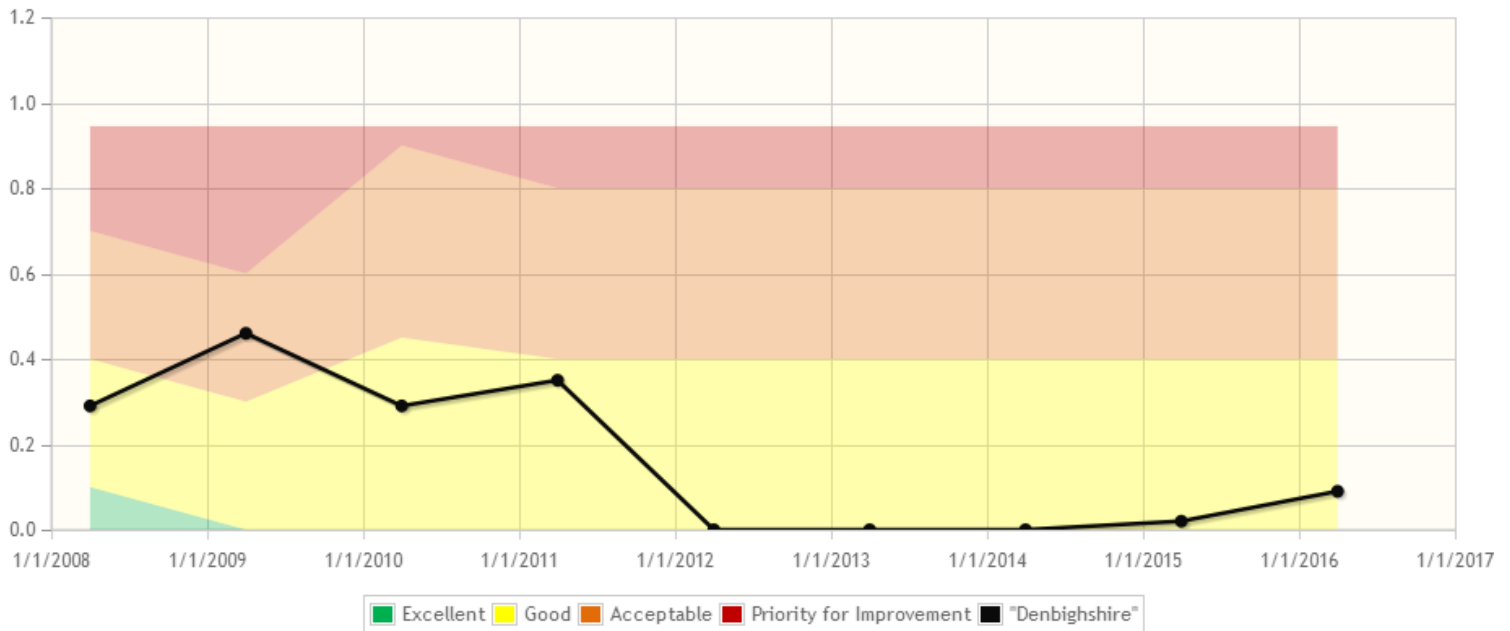
Measures

LMEd20a

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

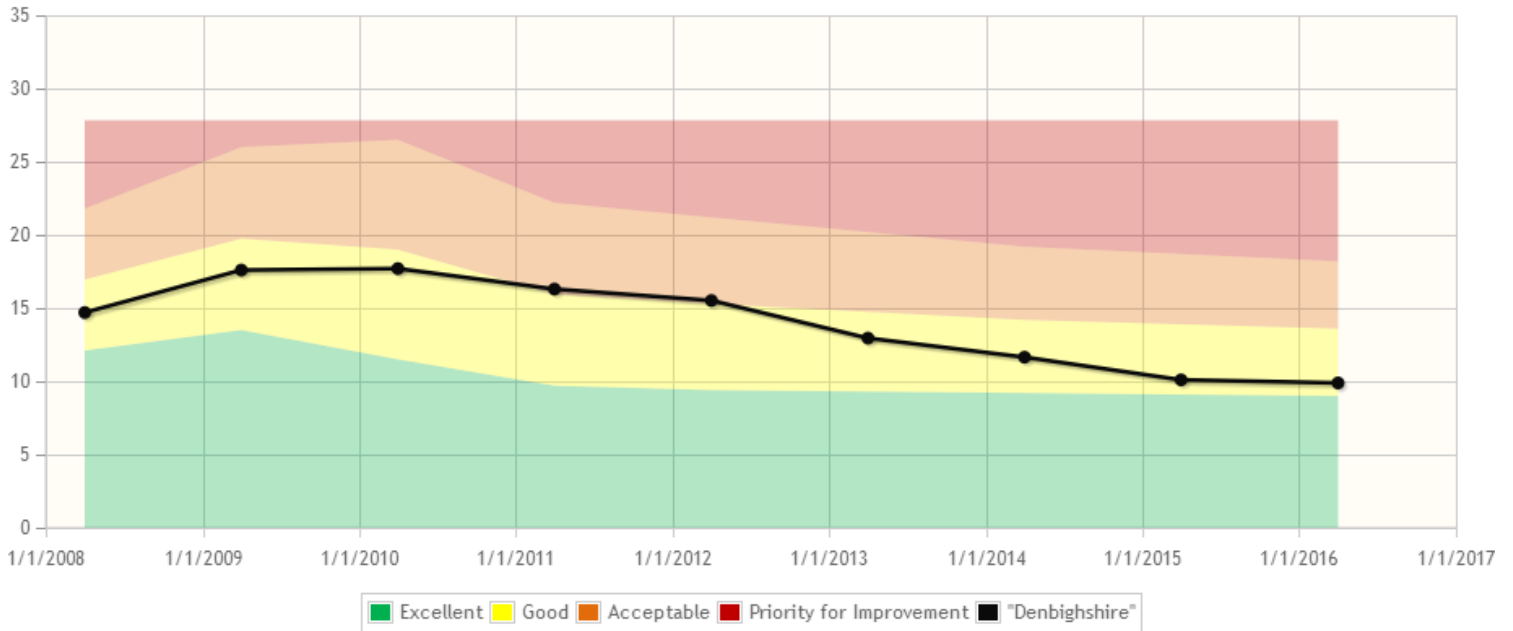


LMEd20b The number of deficit places as a percentage of the total school places in Denbighshire (Secondary)



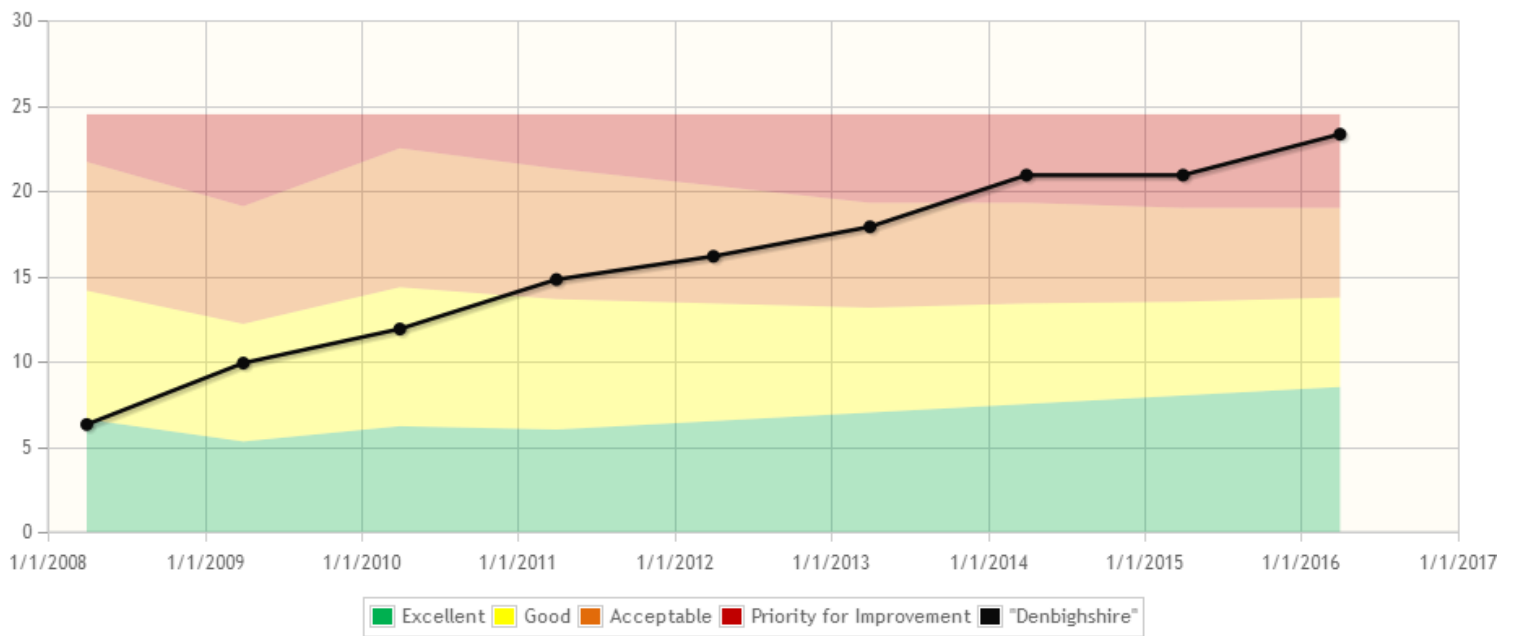
LMEd21a

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

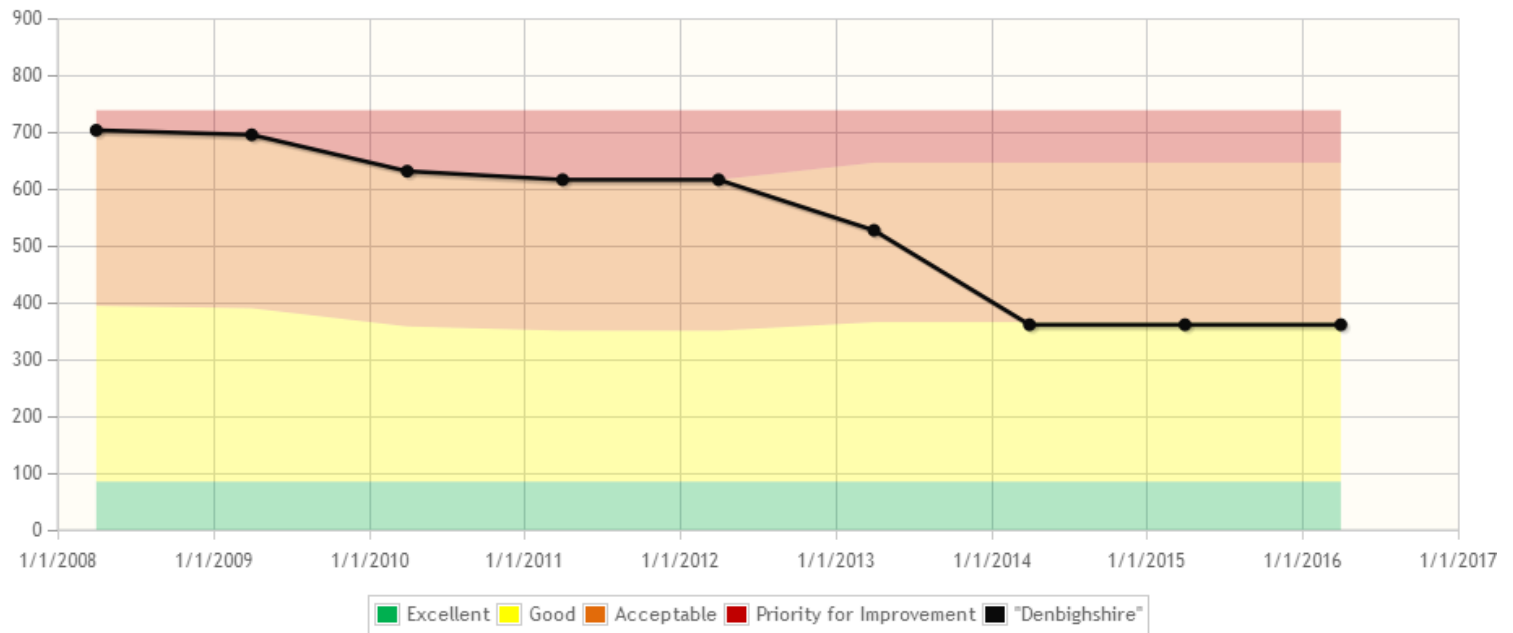


LMEd21b

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

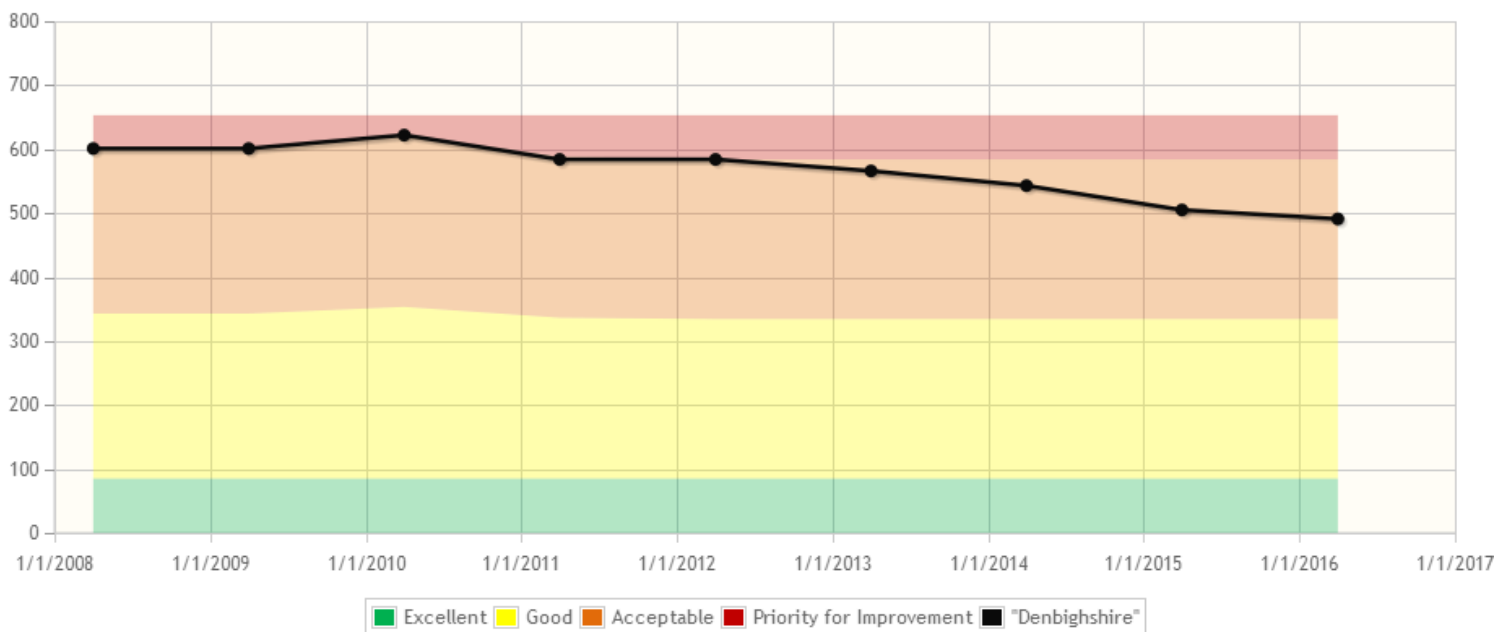


LMEd22a The number of school places provided through mobile classrooms (Primary)



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
	CES103a	To scope options for the future of Primary Provision in the Rhyl area	01/04/15	31/07/16
	CES104a	To scope options for the future of Primary Provision in the Bodelwyddan / St Asaph area	01/04/15	31/07/16
	CES105a	To scope options for the future of Primary Provision in the Denbigh area	01/04/15	31/07/16
	CES106a	To develop the Business Case for investment in Ysgol Pendref	01/04/15	31/07/16
	CES112a	To progress business cases for further investment in the school estate	01/04/14	31/03/19
	CES208a	To secure agreement on location for new Faith Secondary Provision in Denbighshire	01/04/13	31/03/16
	CES210a	To work with Planning to understand the implications of the Community Infrastructure levy and to develop an appropriate policy	01/04/14	31/03/16
	CES230a	To develop School Organisation proposals for the creation of a new area school to replace the existing Ysgol Llanfair and Ysgol Pentrecelyn schools	01/06/14	31/12/16
	CES231a	To develop School Organisation proposals for the future of Ysgol Llanbedr	18/02/15	31/12/16
	CES232a	To develop School Organisation proposals for the future of Ysgol Rhewl	01/04/14	31/12/17
	ECA 4.1b,4.2a-c,4.3a	Pathways +	01/04/15	31/07/16
	ECA 4.2a-c	TRAC	07/04/14	31/08/20
	ECS008a	To ensure effective implementation of the school organisation proposals agreed by Cabinet to date, and to plan for the next stage of the programme	01/04/16	31/03/17
	EDU117a	Health and Wellbeing Outcomes for Schools	01/04/15	29/07/16
	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
	EDUa008	Literacy, Numeracy & ICT Skills development in schools	01/04/14	16/03/17
	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
EDUa022	Curriculum Enrichment Programme	01/04/15	31/03/17
EDUa023	A consistent approach to attendance in Denbighshire schools	01/09/15	31/07/16
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	31/08/18
PR000330	Ruthin Area Review: New Area School for Ysgol Carreg Emlyn	01/01/14	28/12/18
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

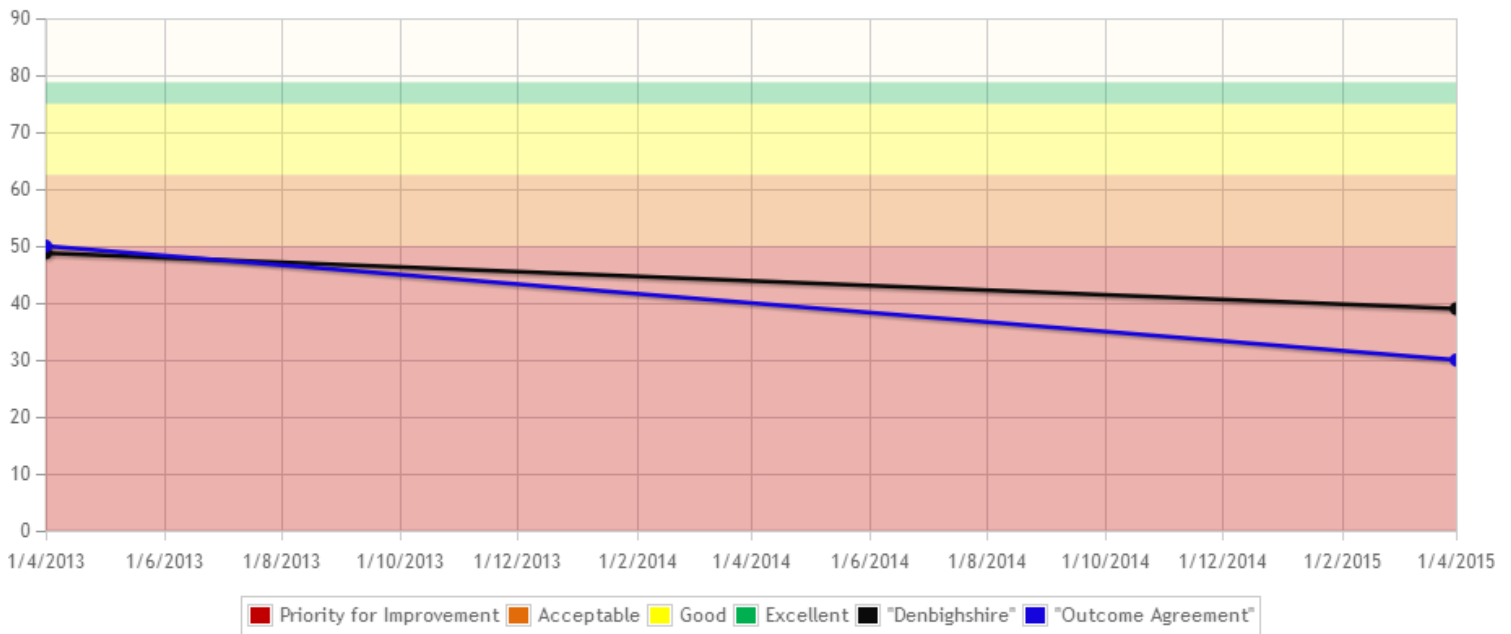
Outcome 08 – Residents and visitors to Denbighshire have access to a safe and well-managed road network

General Information

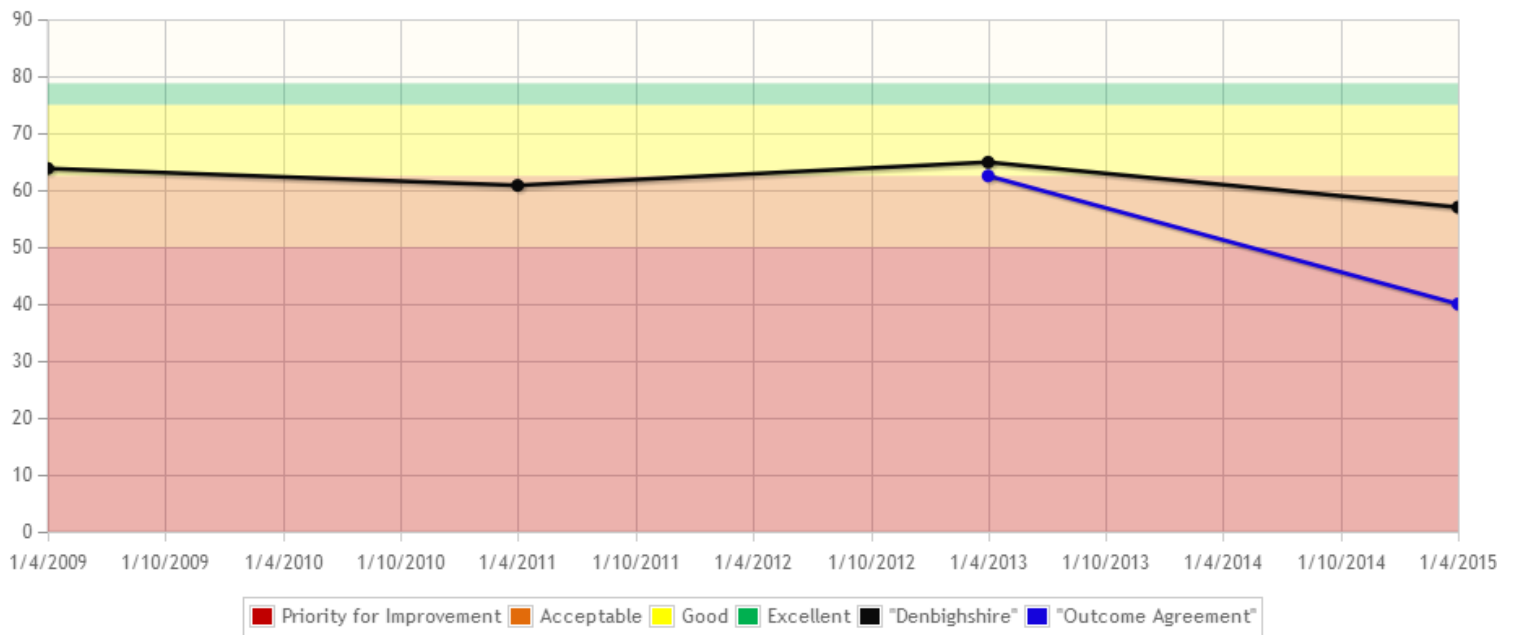
Status **Good**

Indicators

	HES101i	The percentage of respondents reporting satisfaction with the council's work in maintaining rural roads in good condition
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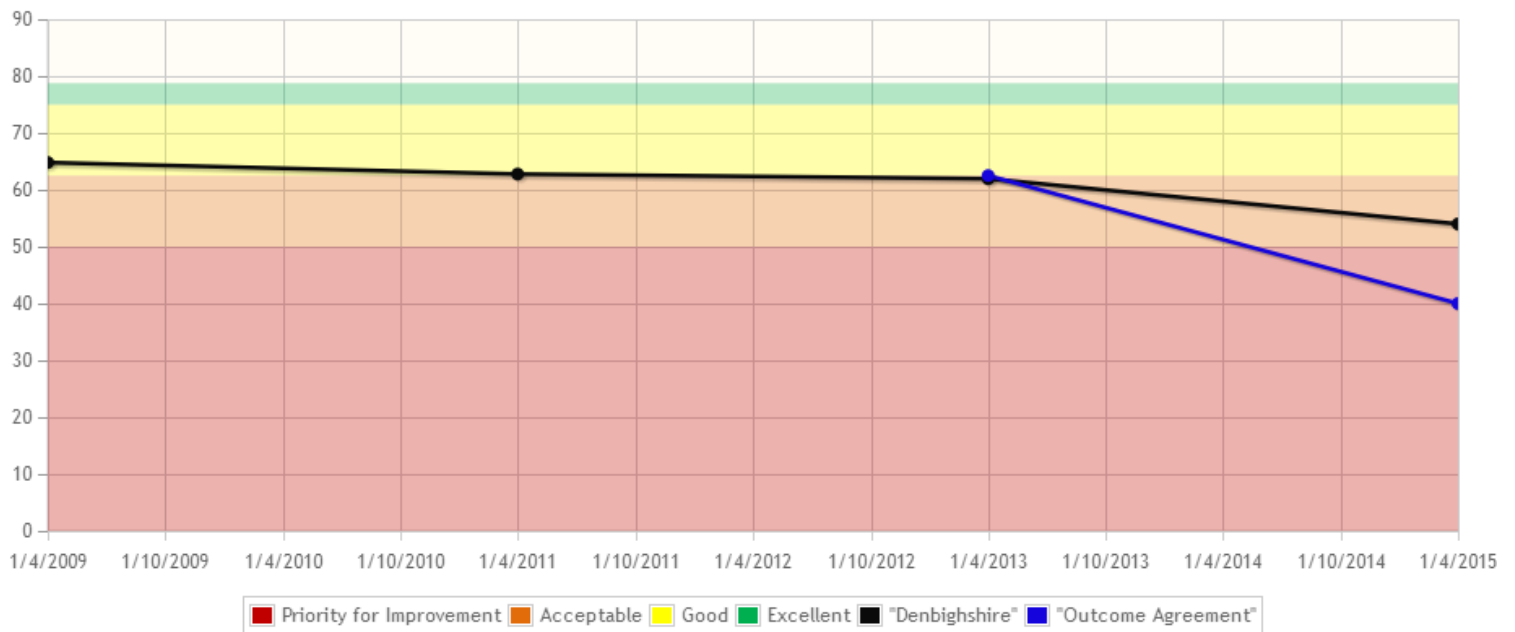


	RSQ09A	The percentage of respondents reporting satisfaction with the council's work in maintaining main roads in good condition (excluding don't know)
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RSQ09B

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)

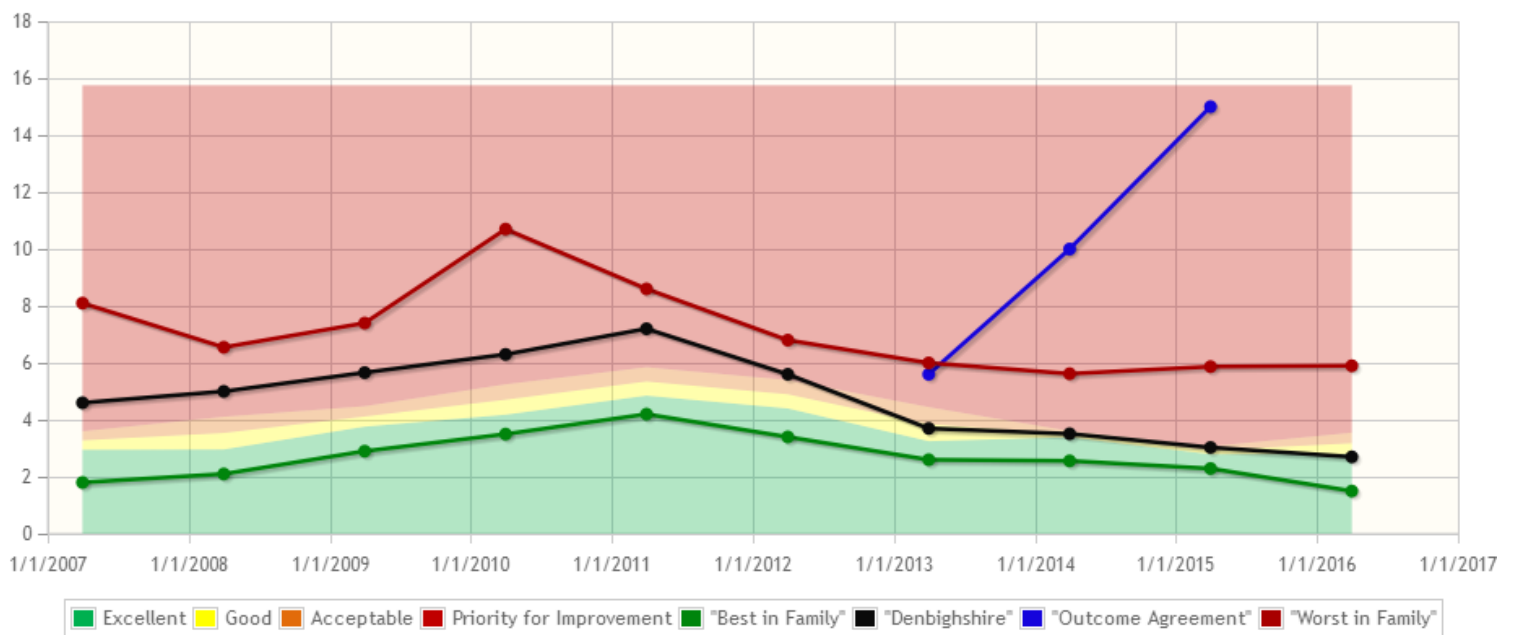


THS012

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

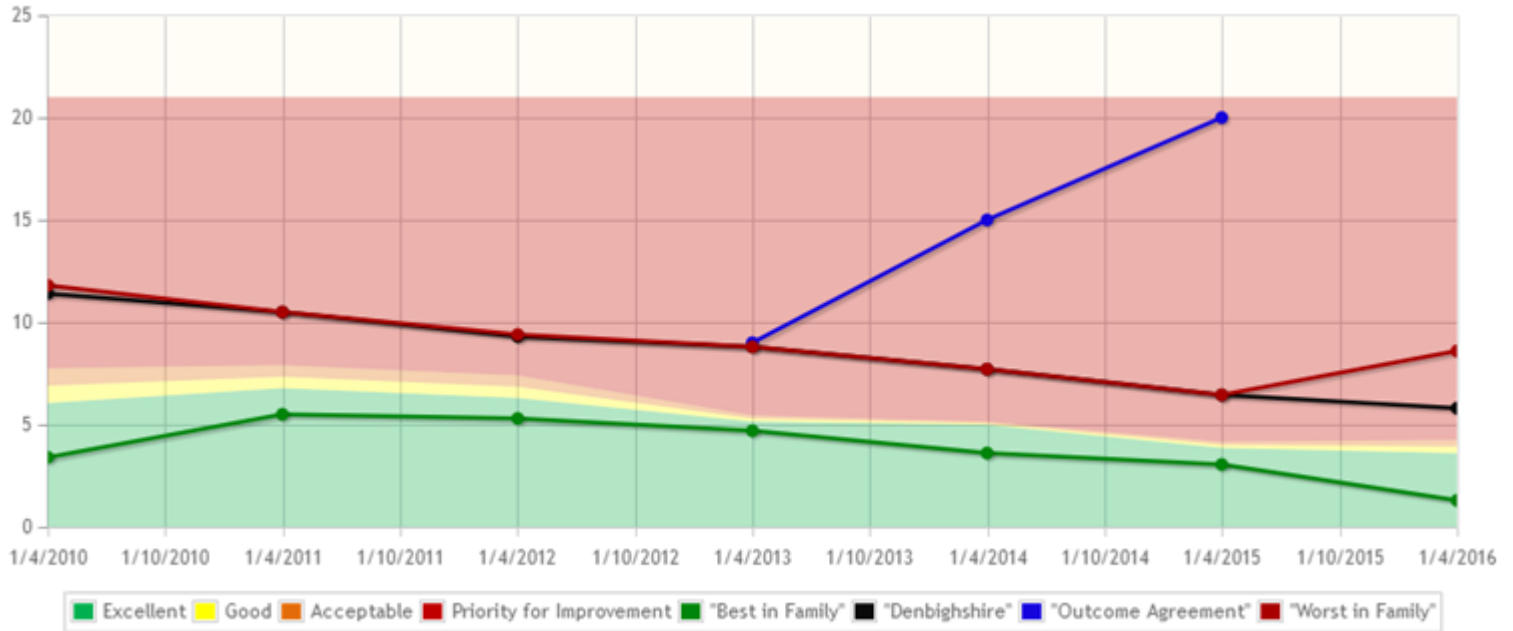


THS012a The percentage of principle A roads that are in overall poor condition



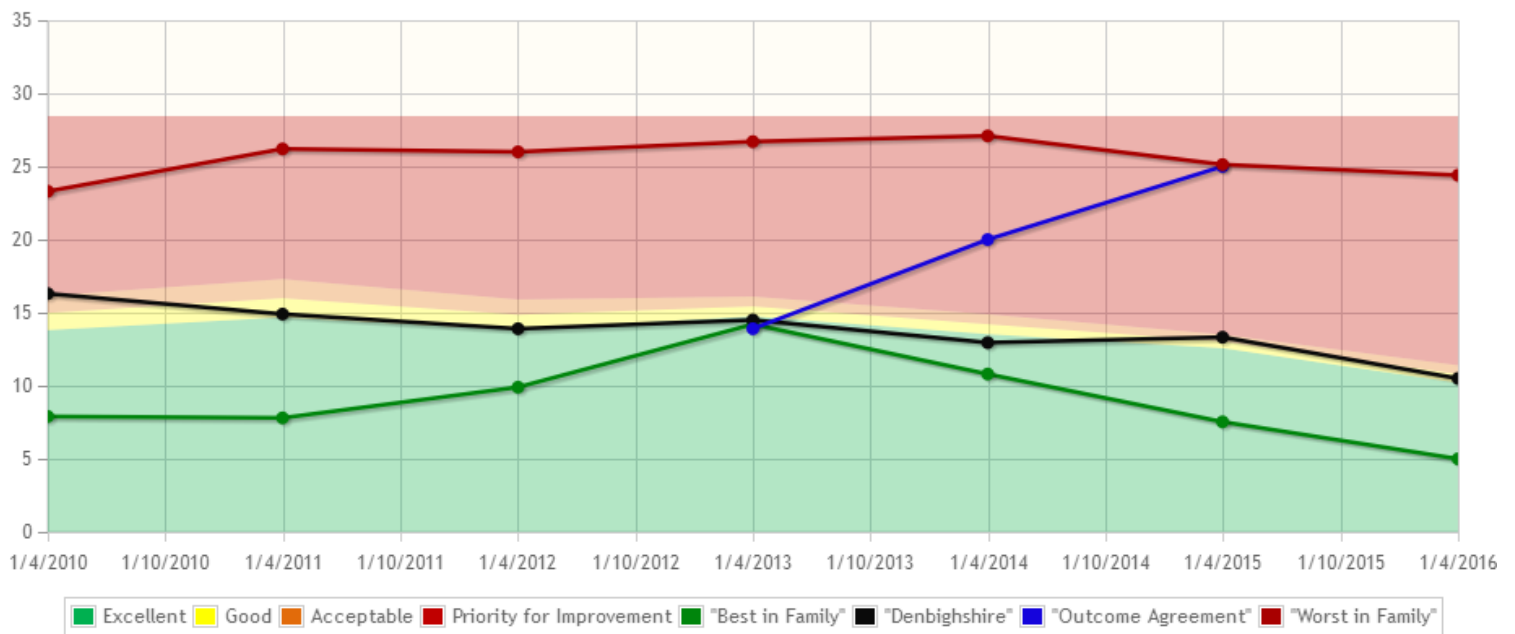
THS012b The percentage of non-principal/classified B roads that are in overall

poor condition



THS012c

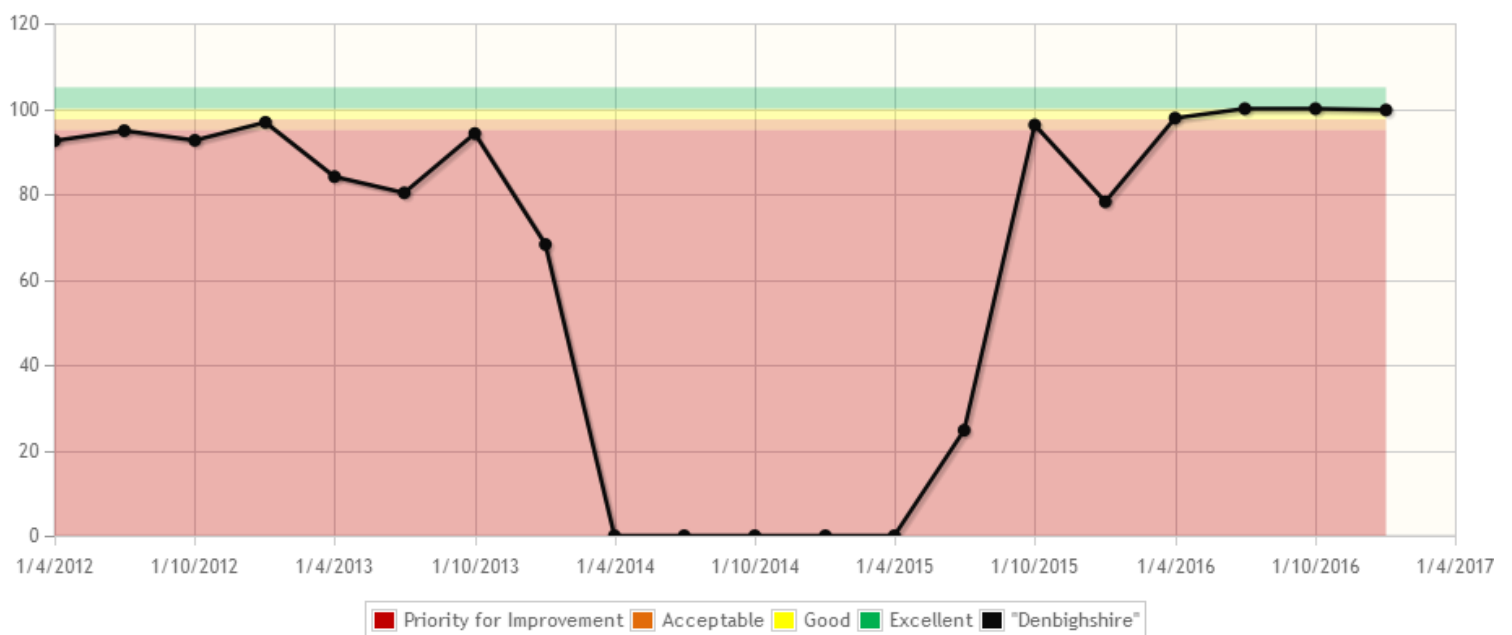
The percentage of non-principal/classified C roads that are in overall poor condition



Measures

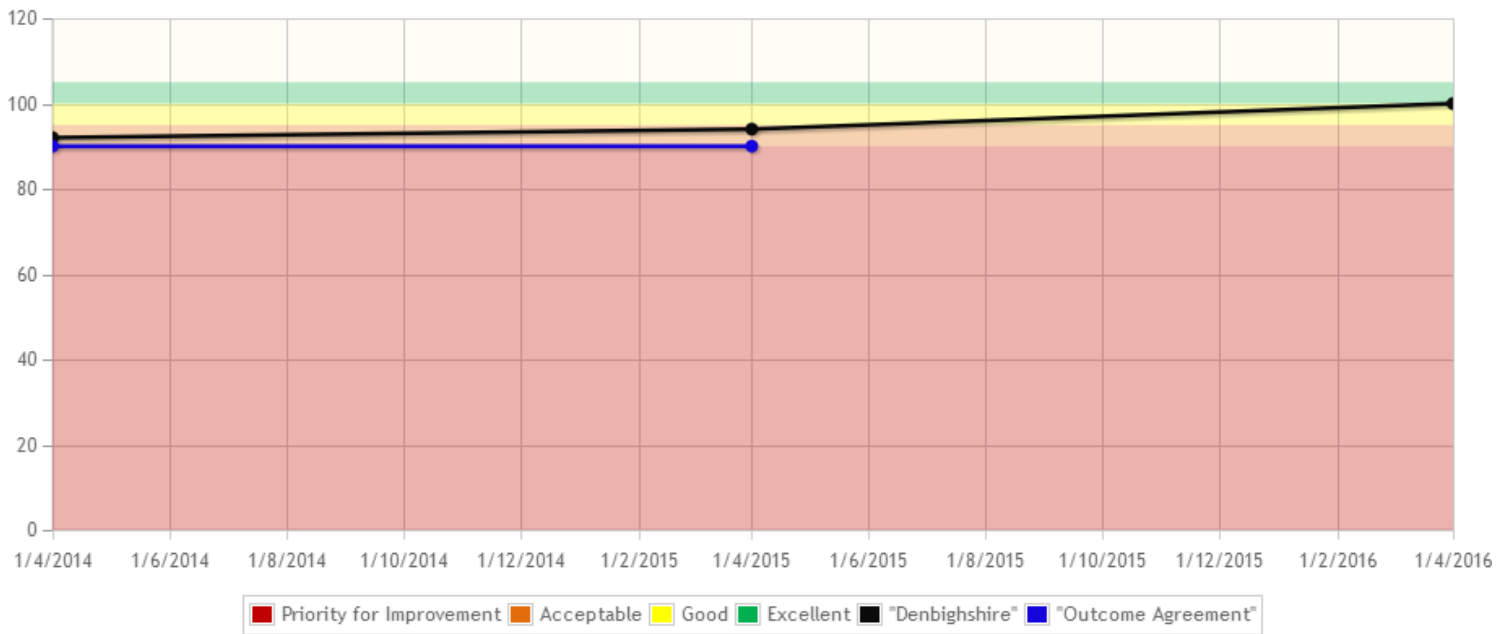
APSEPI03c

Percentage of damaged roads and pavements made safe within target time



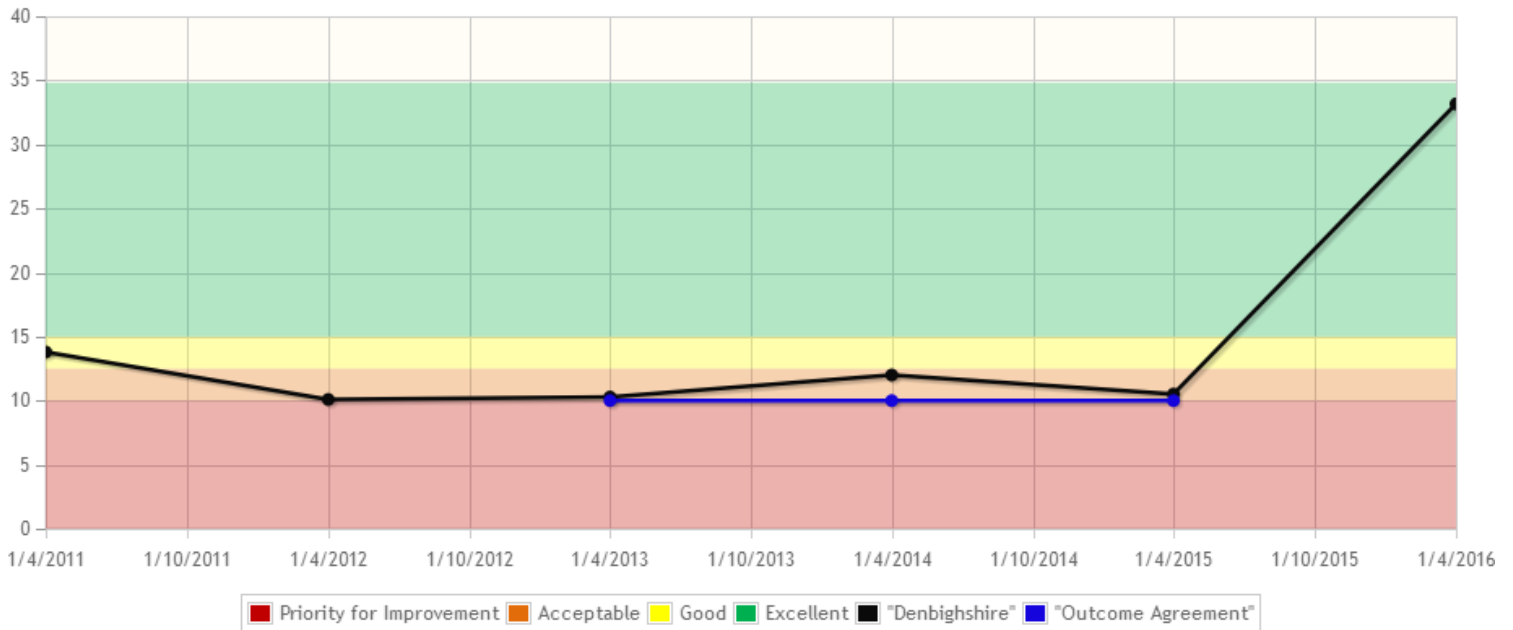
HES102m

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



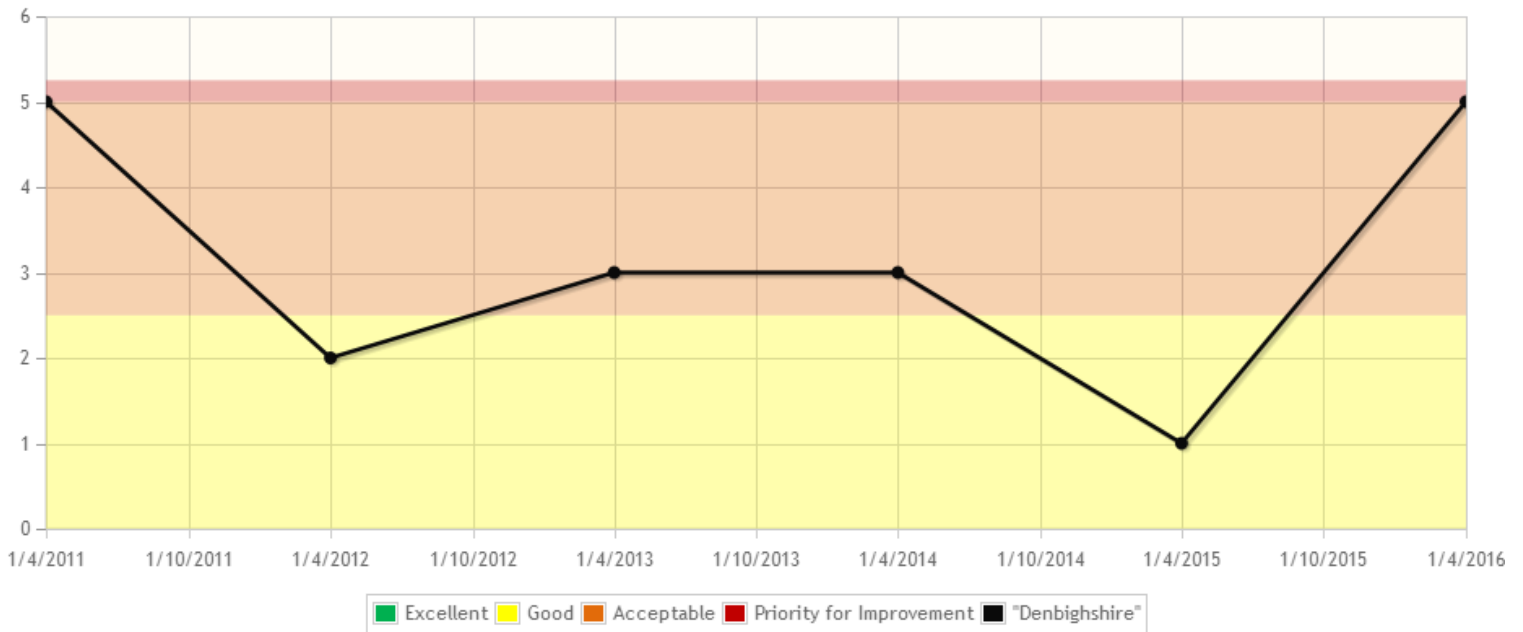
HIM006

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



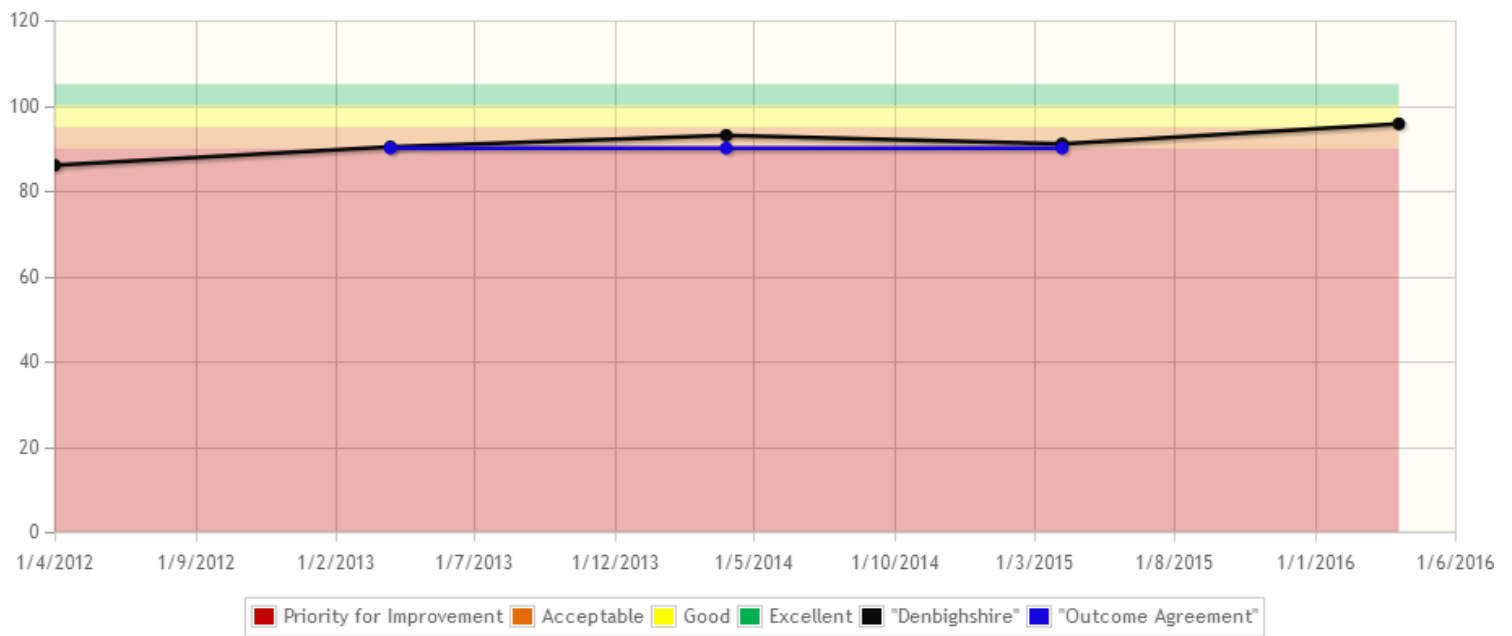
HIM007

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



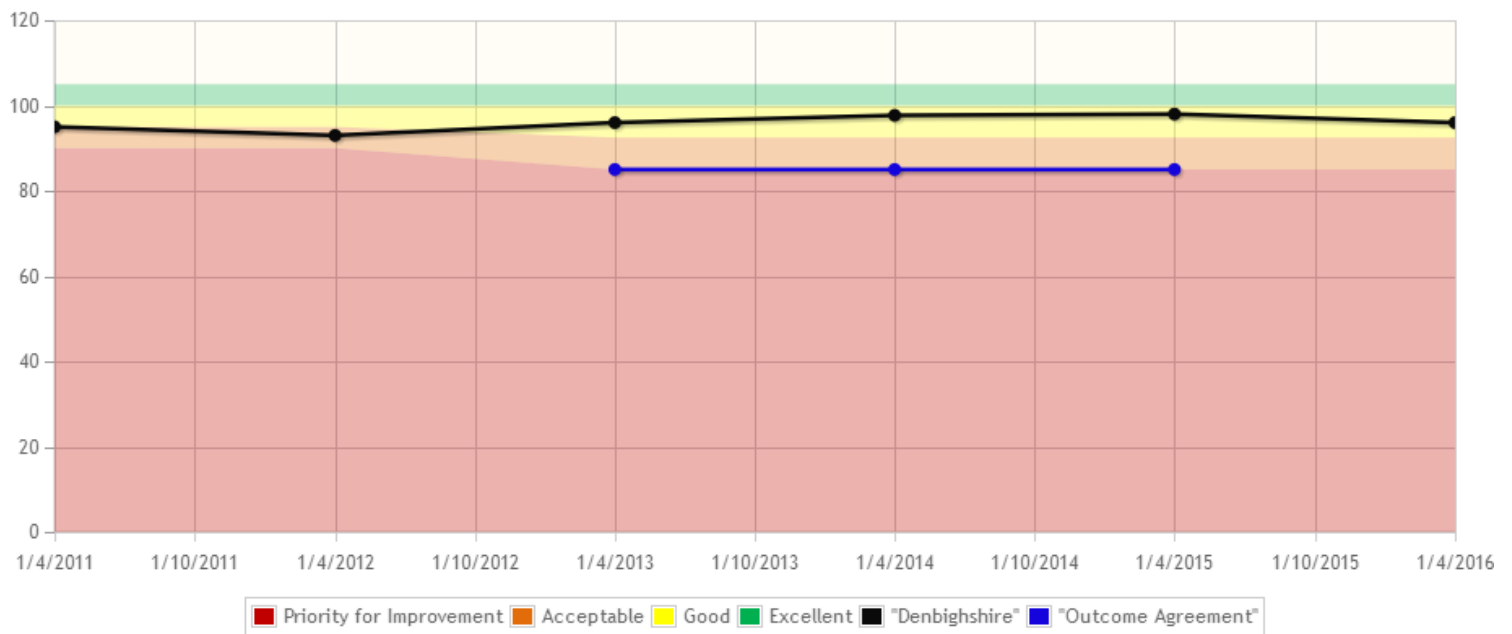
HIM042

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

HES118a	Review the existing method for undertaking pothole repairs and minor reinstatements	01/04/16	31/10/16
HES119a	Review existing methods of ditch and water course maintenance on rural roads	01/04/16	31/10/16
HES120a	Resurfacing works	01/04/16	31/03/17
HES121a	Microasphalt laying works	01/04/16	31/03/17
HES122a	Surface dressing works	01/04/16	31/03/17
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

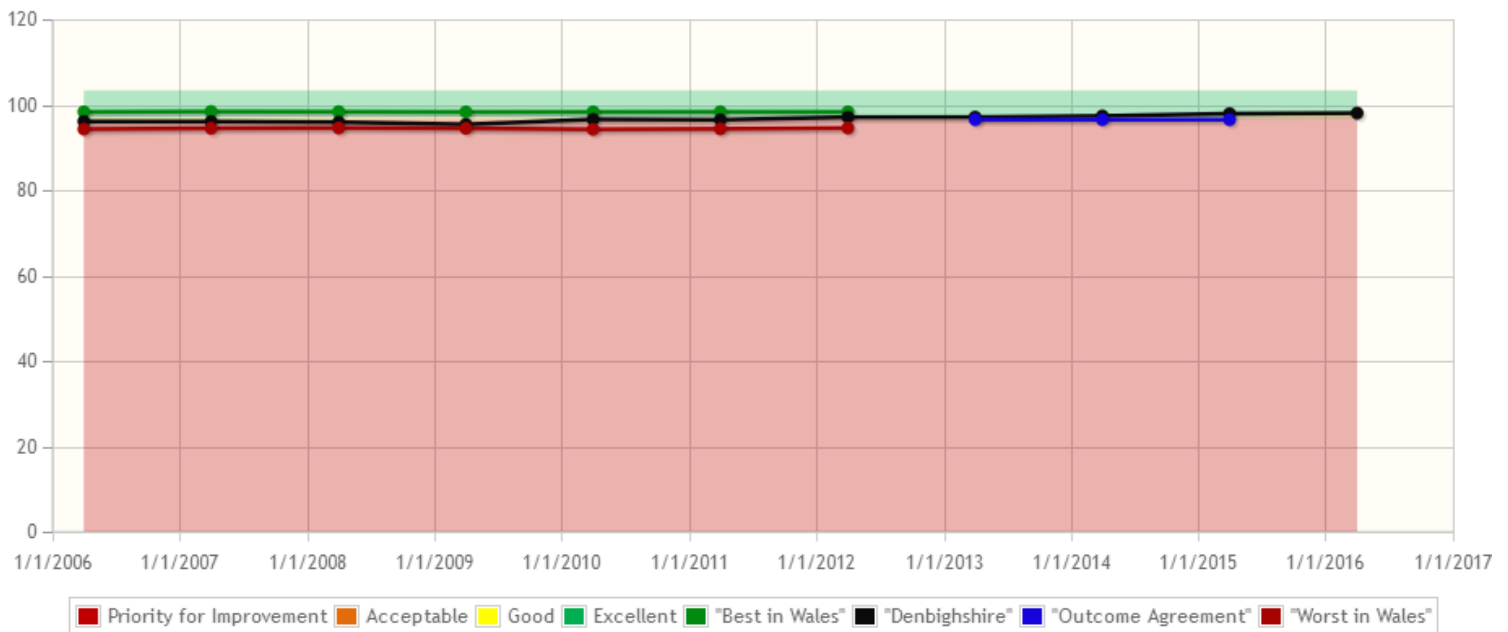
General Information

Status **Good**

Indicators

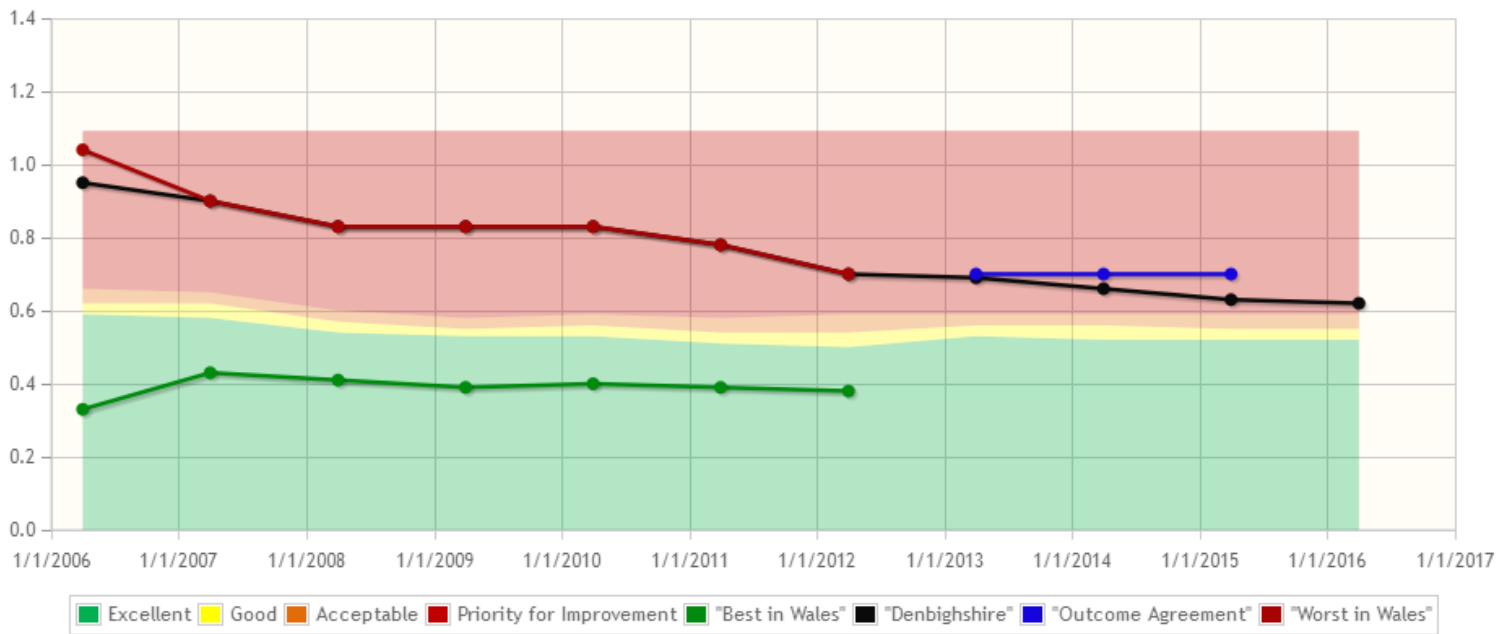
Independent18

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



Residential18

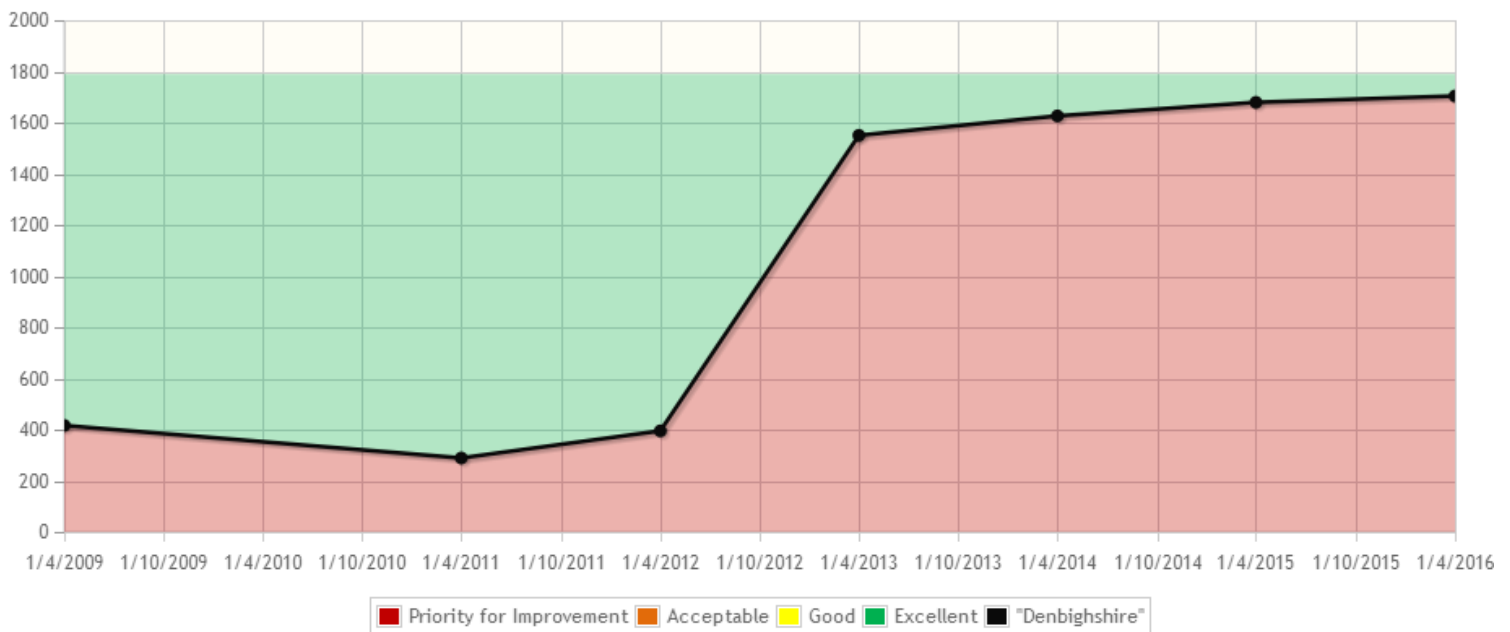
The percentage of the population who cannot live independently (aged 18 or over)



Measures

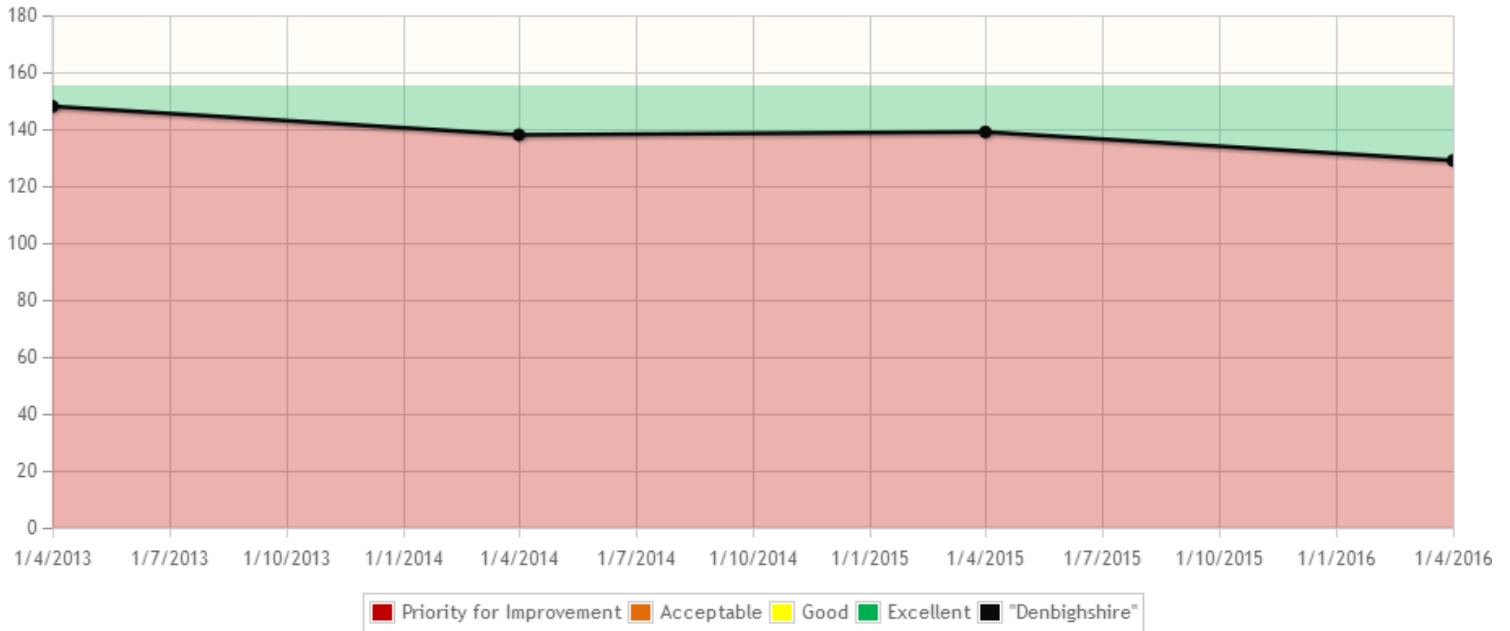
Assistive18

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



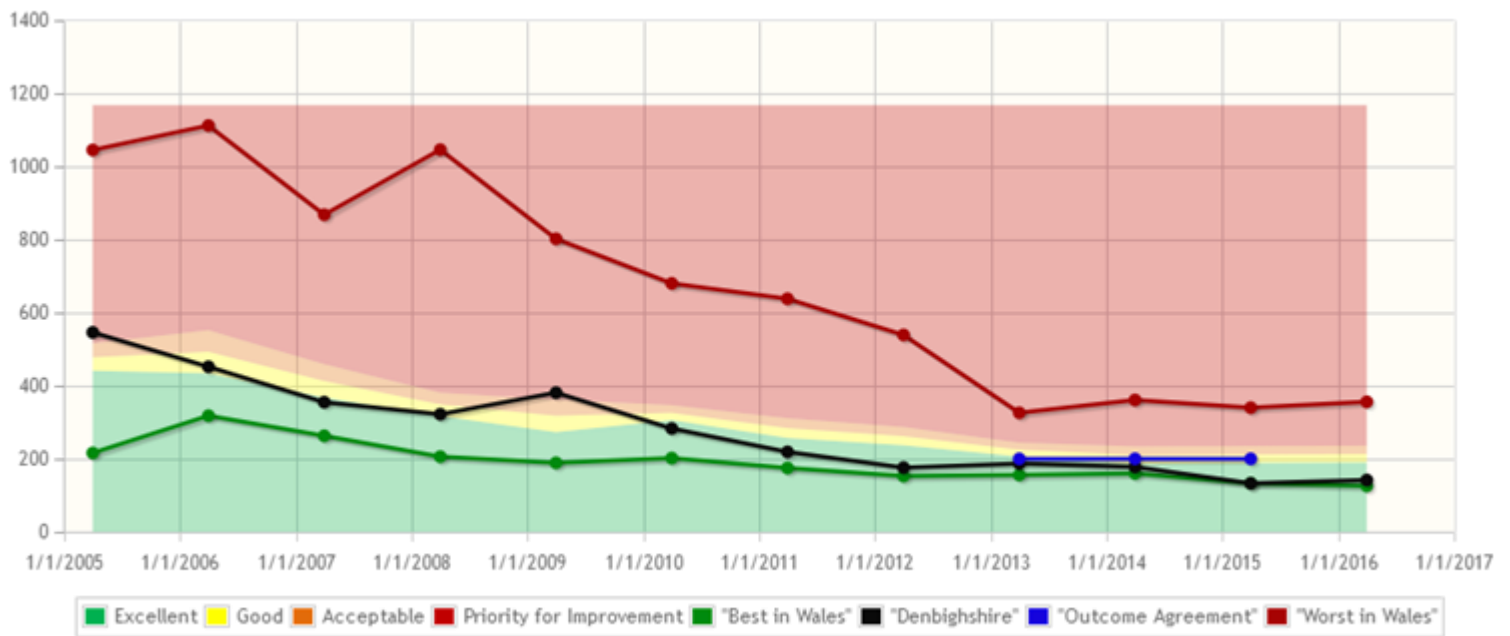
Newcarehome65

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



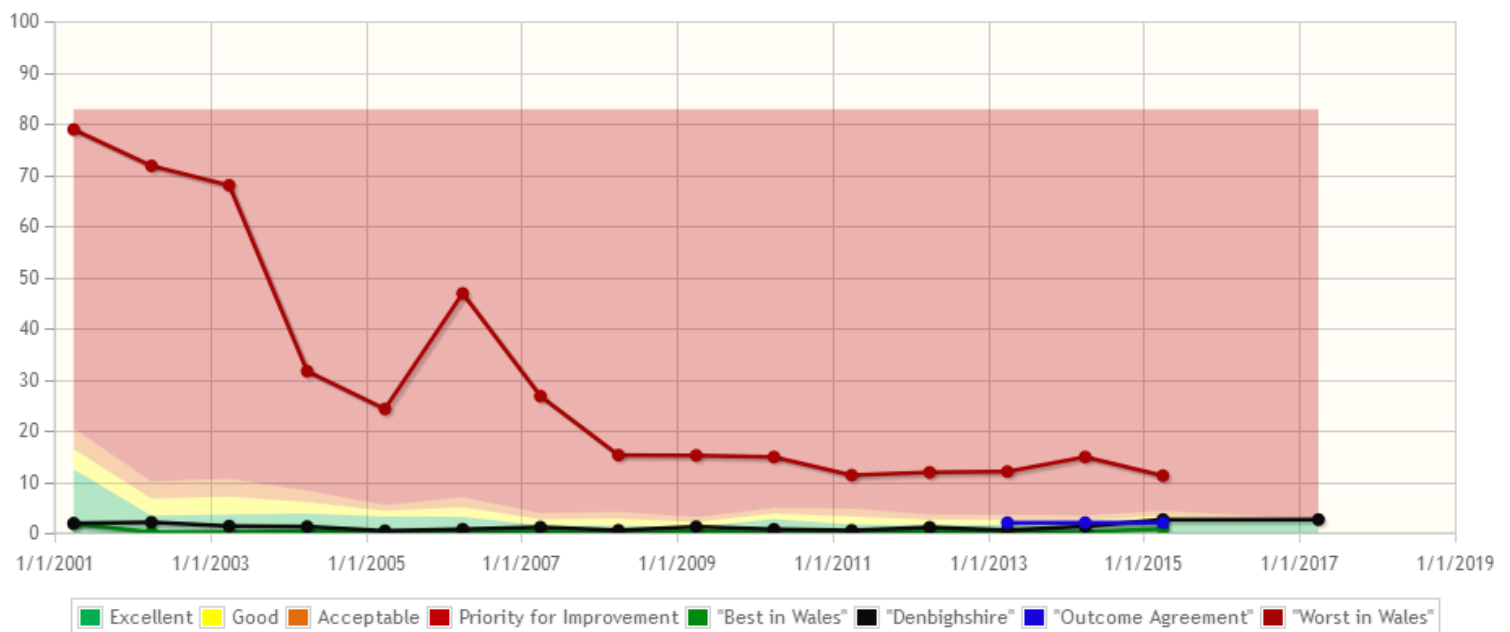
PSR002Annual

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



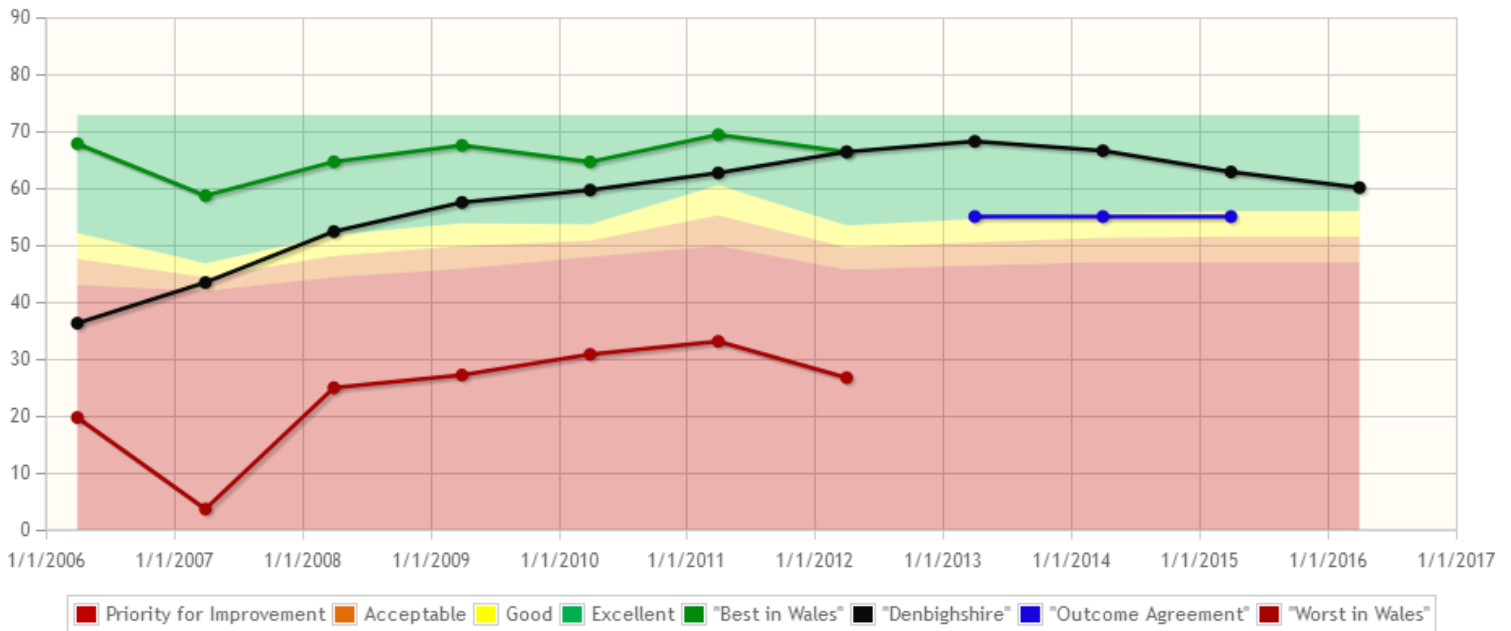
SCA001

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



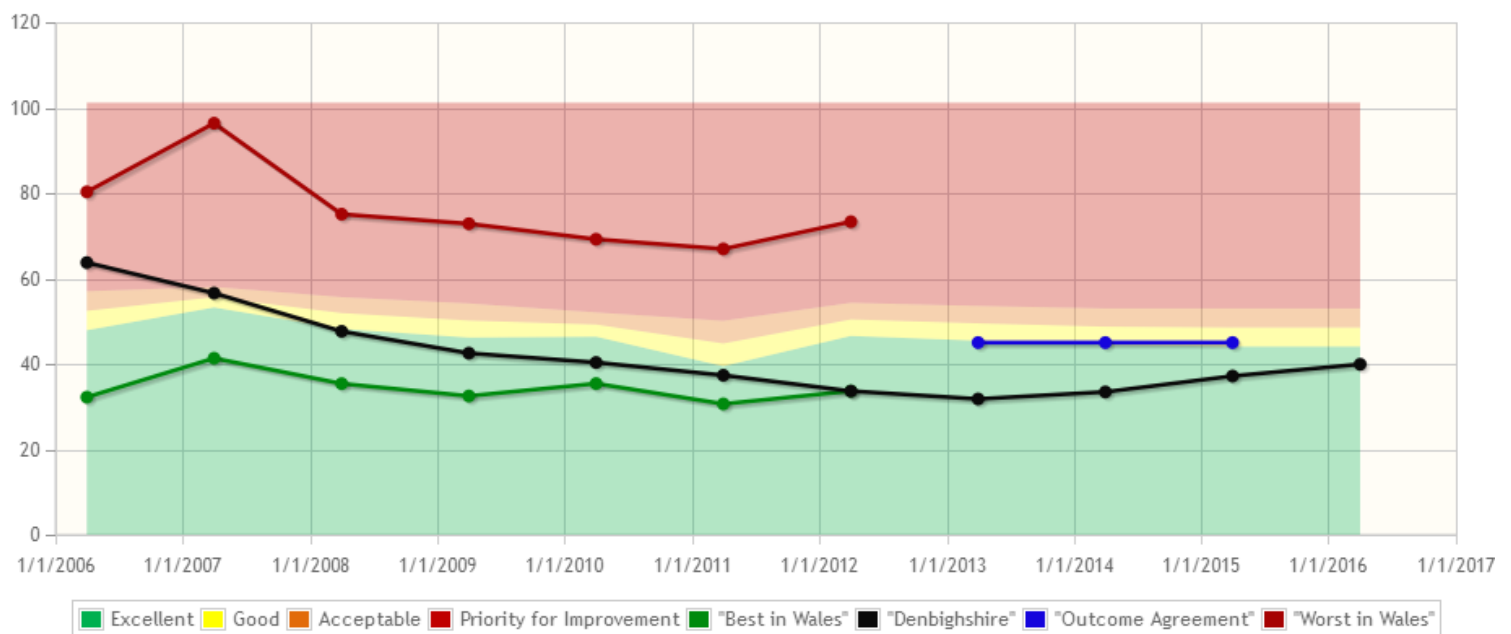
Supported(a)18

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

CFS207a	Implement actions from Foster Care Profile exercise undertaken in 2014/15.	01/04/15	30/06/16
CFS405a	Carry out a review of the assessment based service provision for children and young people with additional needs	01/04/15	31/03/17
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	30/06/16
CFS407a	Alternative arrangements for residential / respite provision	01/04/15	30/06/16
CFS515a	Deliver an information, advice and assistance service that conforms with the Act	01/04/15	31/03/17
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
PR003057	Community Led Conversations	08/12/14	01/04/16

Outcome 10 – Vulnerable people are protected

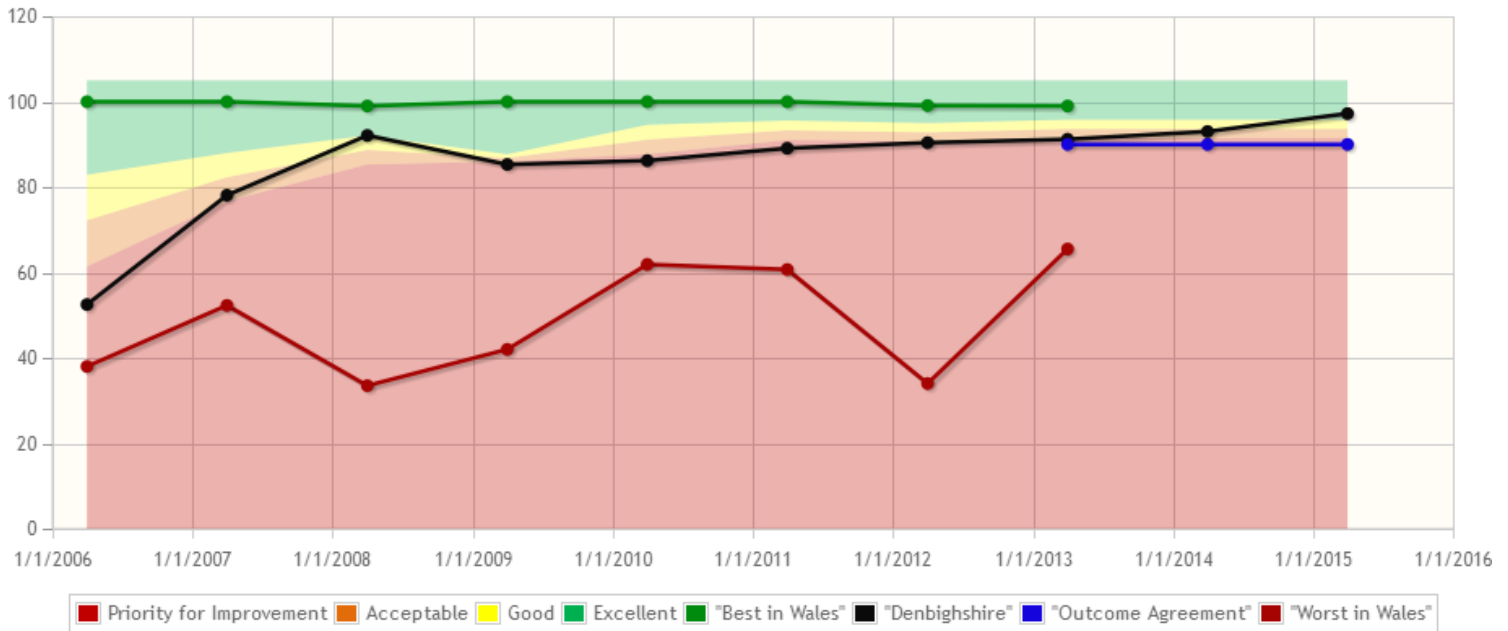
General Information

Status **Good**

Indicators

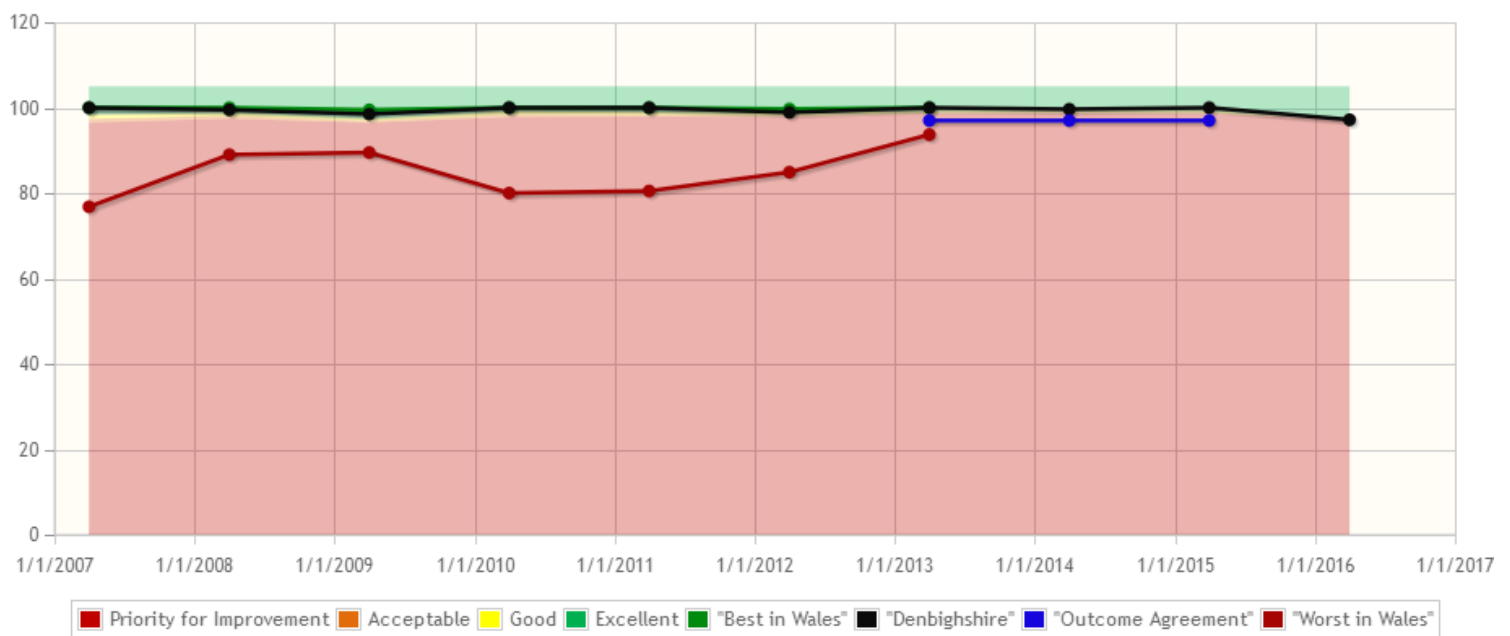
SCC015

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



Activities

CFS105a	Review the impact of the Waking Hours Service	01/04/15	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	01/04/16	31/03/17
CSS108a	Continue to implement the offer to support the Syrian Refugee Programme	01/04/16	31/03/20
CSS204a	Review the operation of the PoVA process and the new Adult Safeguarding Team to ensure that the revised processes have been fully implemented to address the concerns raised by CSSIW	01/04/16	30/09/16

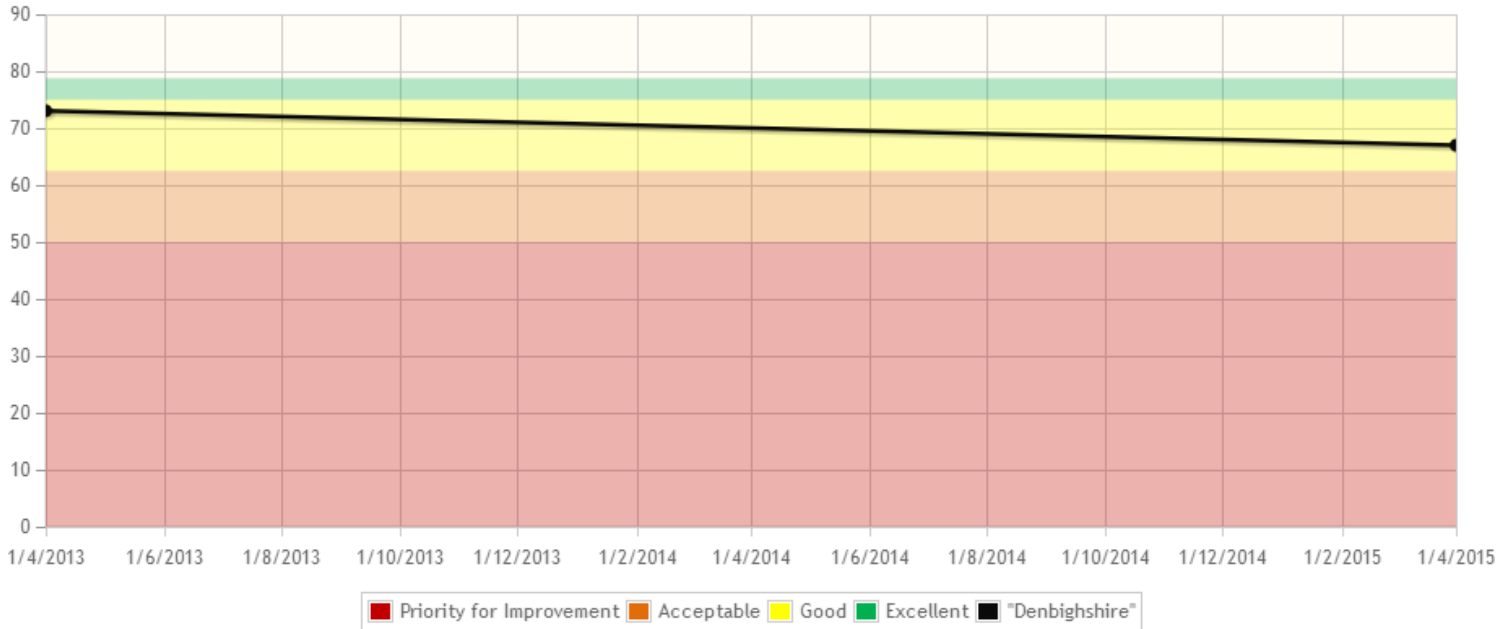
Outcome 11 - To produce an attractive environment for residents and visitors alike

General Information

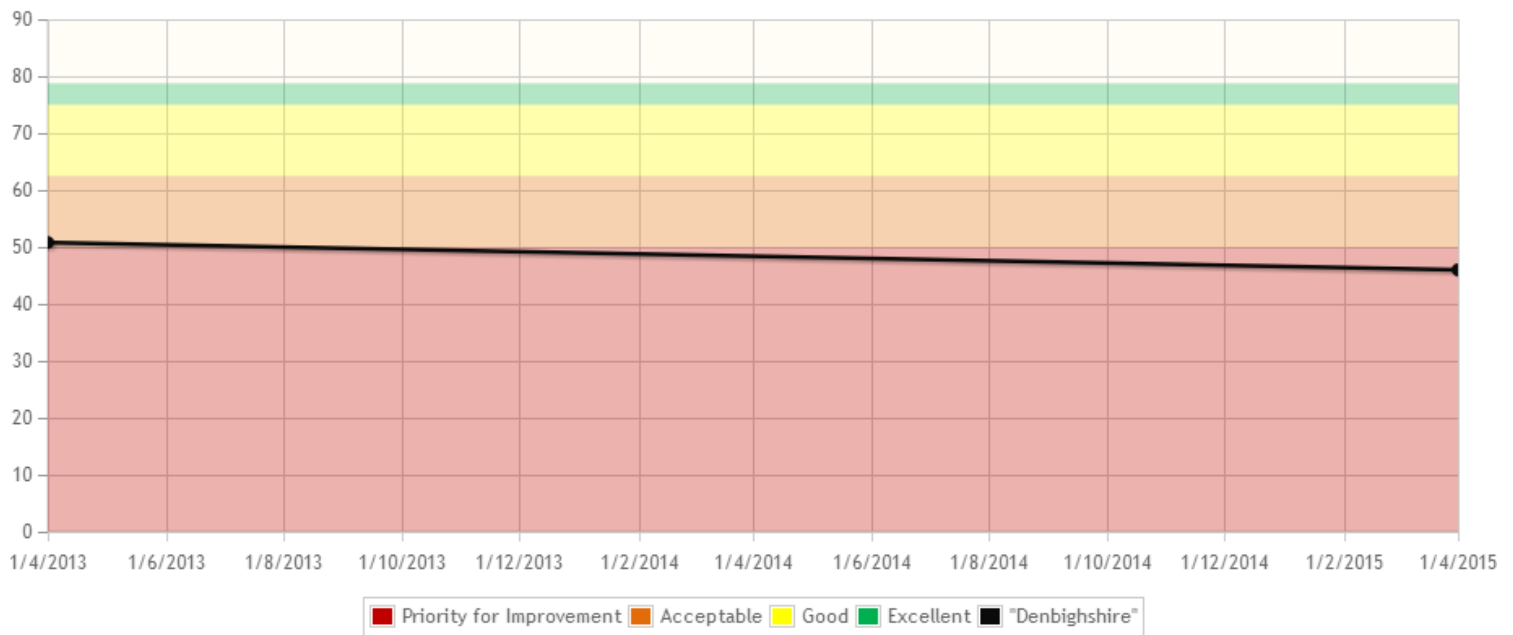
Status **Good**

Indicators

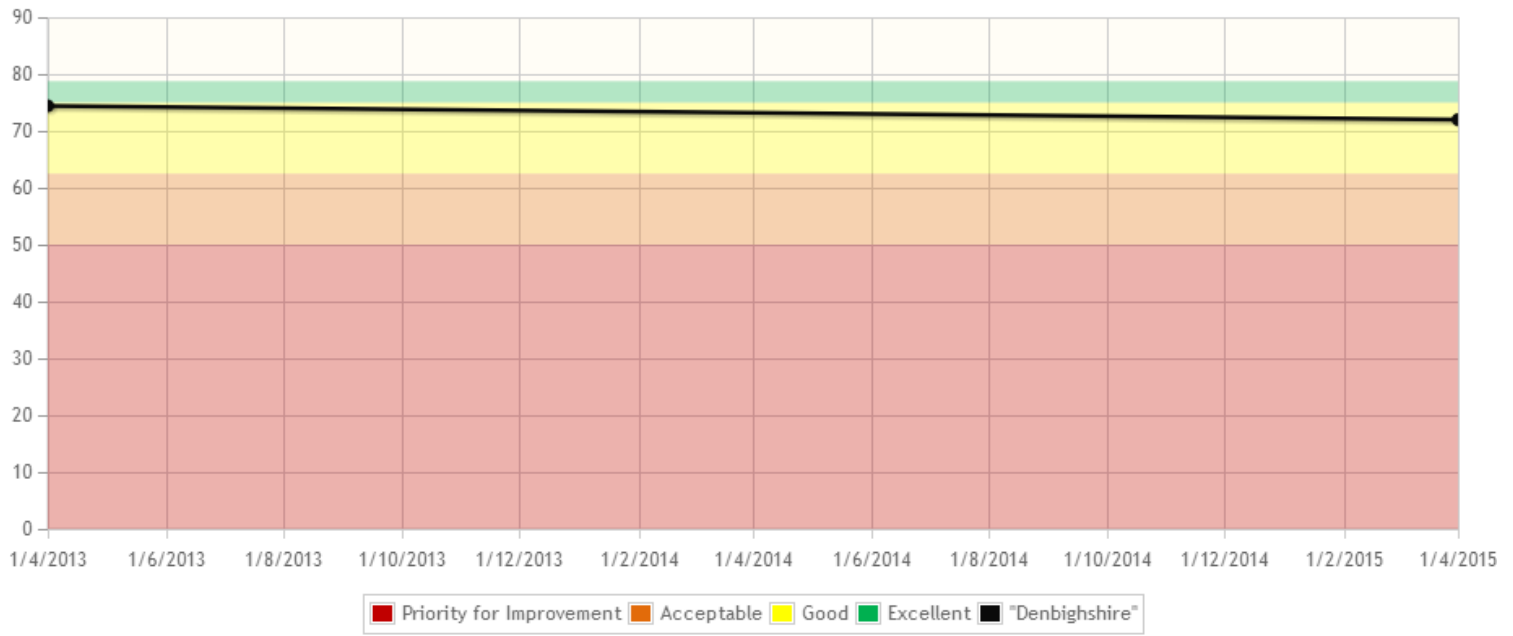
HES201i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their local area
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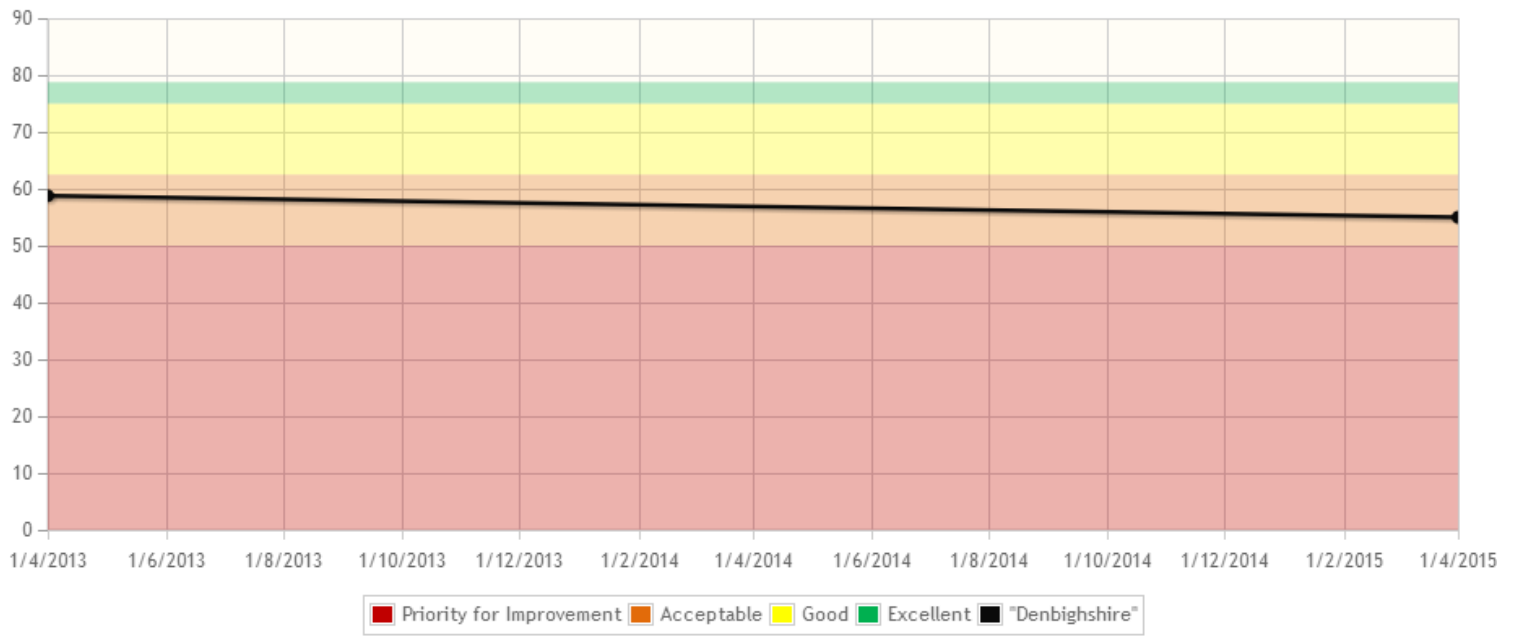
HES202i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their local area in relation to dog fouling
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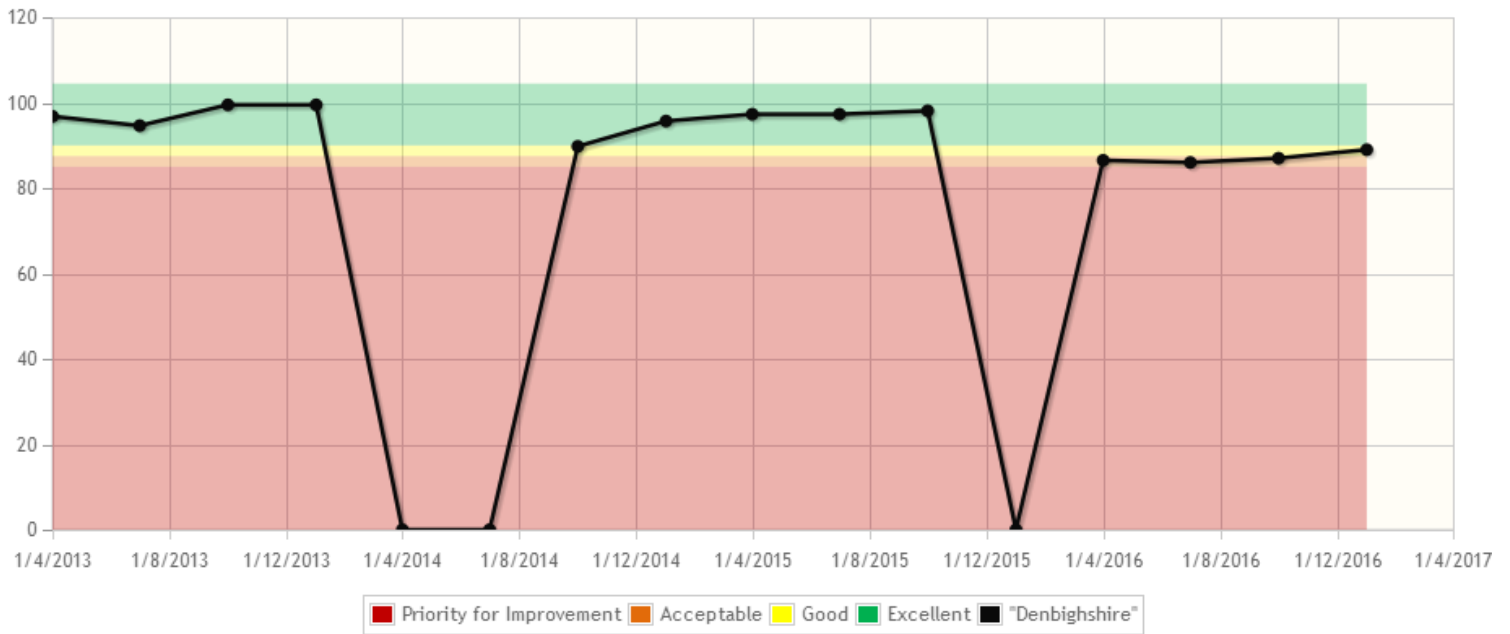
HES203i The percentage of respondents reporting satisfaction with the cleanliness of the streets within their nearest town centre



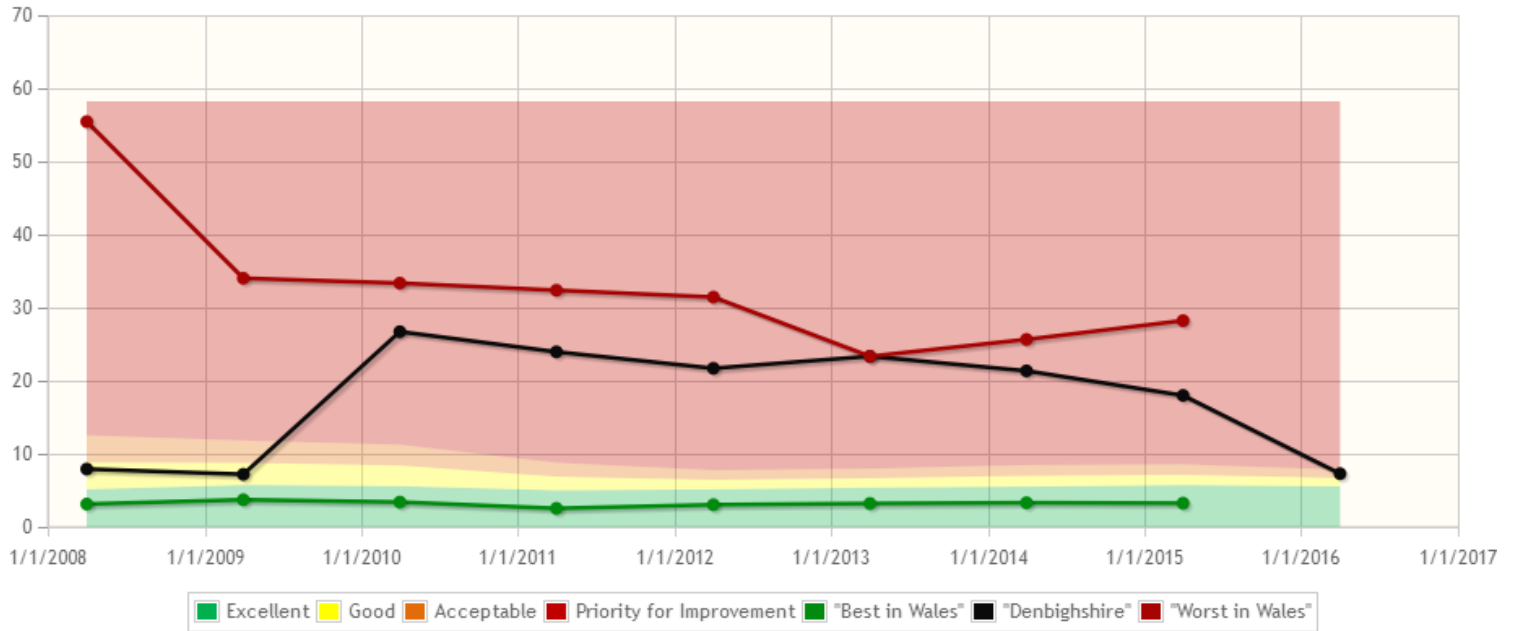
HES204i The percentage of respondents reporting satisfaction with the cleanliness of the streets within their nearest town centre in relation to dog fouling



HES207i **Clean Streets Survey – Improvement Areas**

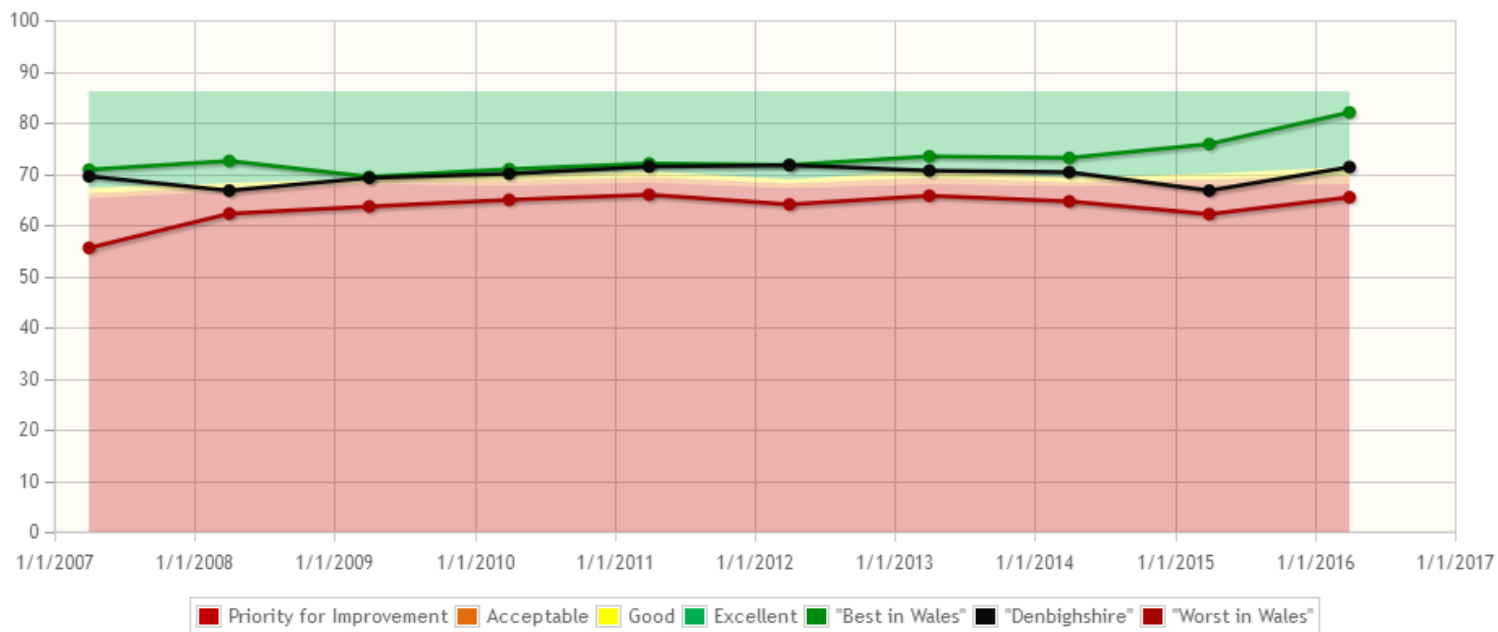


RATE/STS/006D The rate of fly-tipping incidents reported per 1000 population



KWT001i

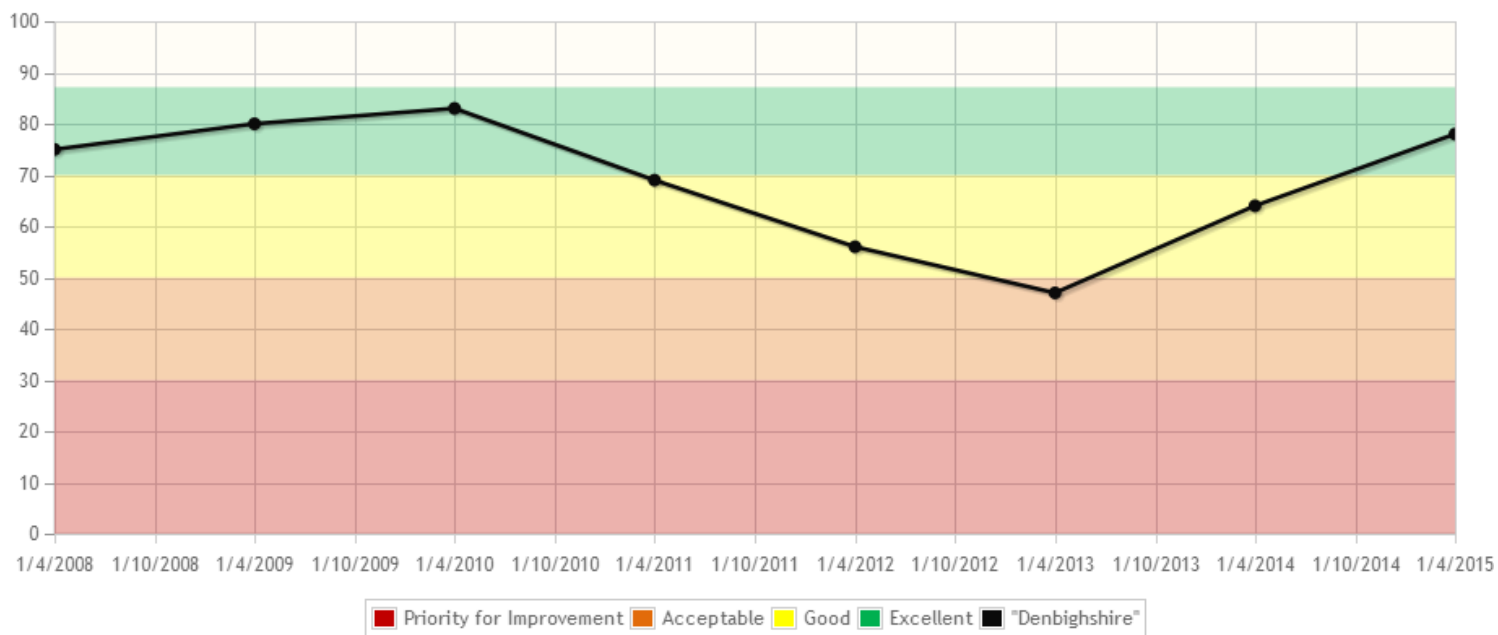
Keep Wales Tidy – Cleanliness Indicator Score



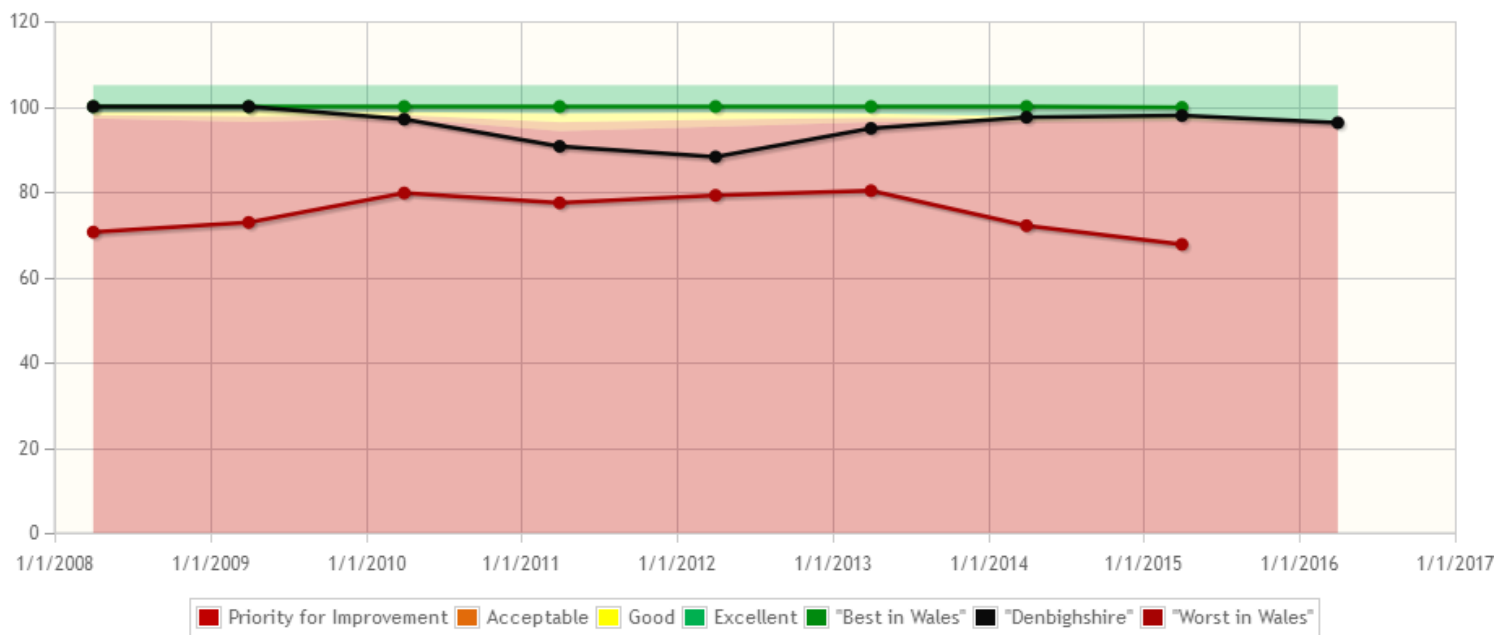
Measures

PPP101m

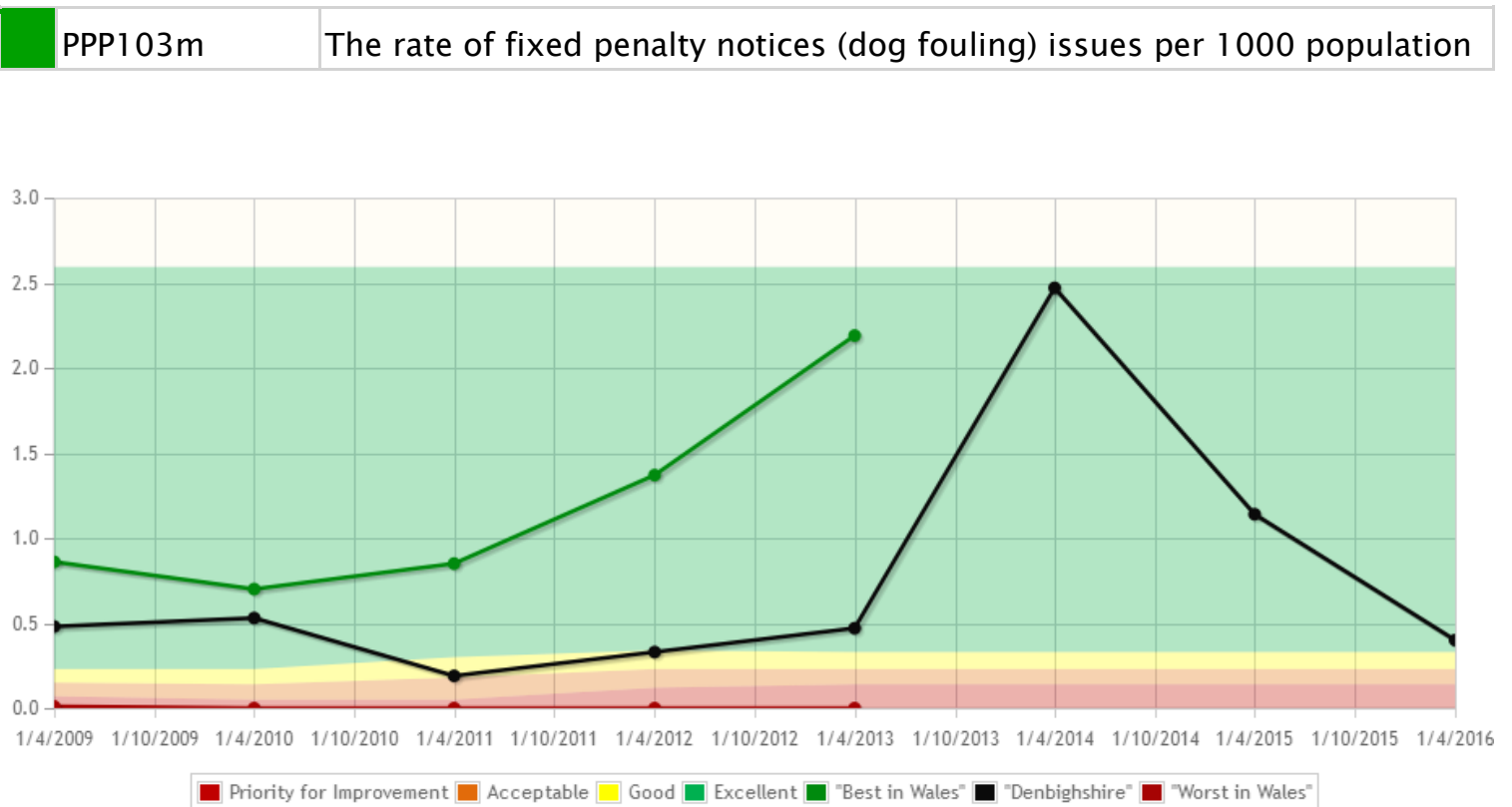
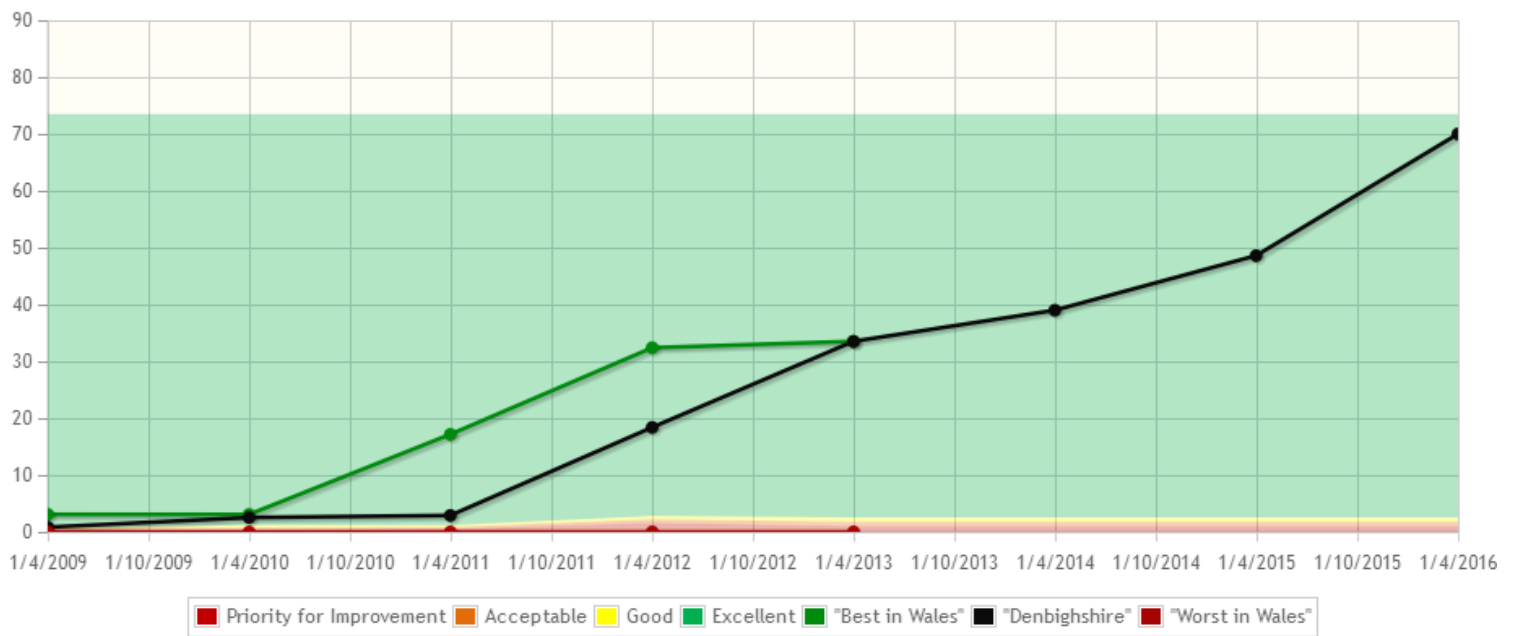
The percentage of untidy land incidents resolved within 12 weeks



	STS006	The percentage of reported fly tipping incidents cleared within 5 working days
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	PPP102m	The rate of fixed penalty notices (all types) issues per 1000 population
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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

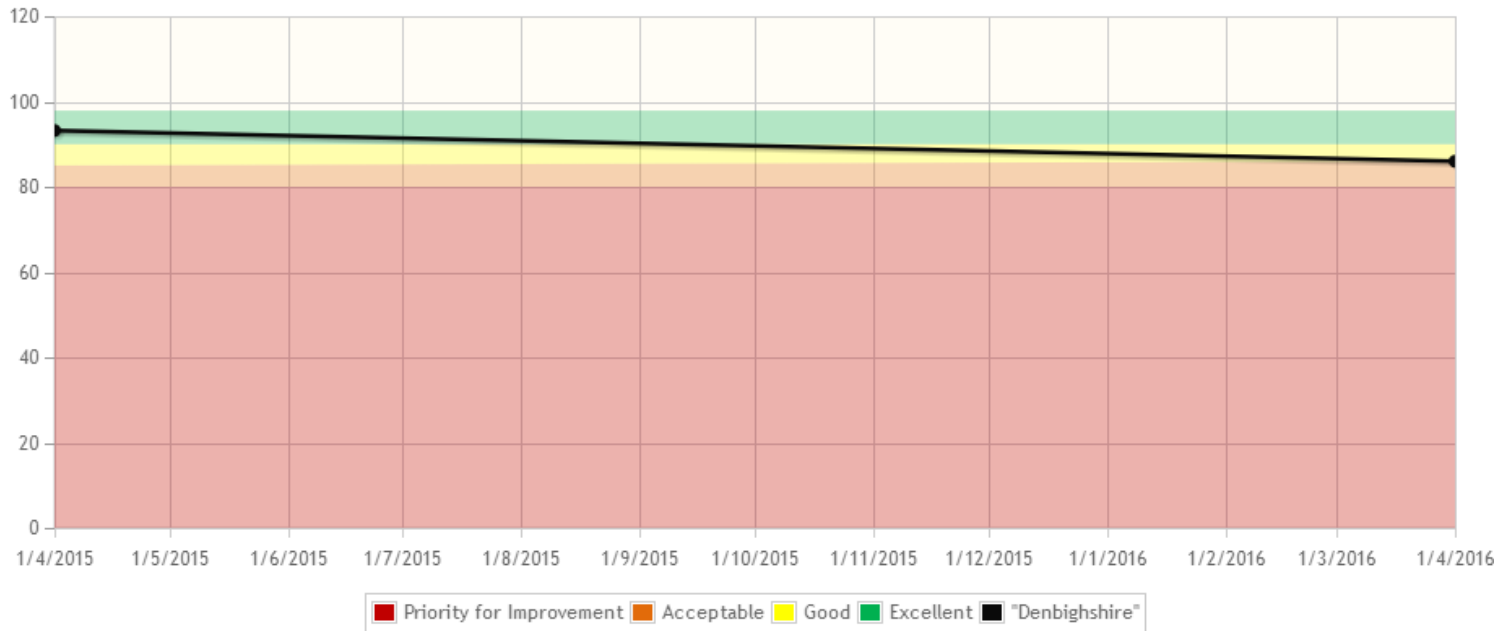
Outcome 12 – The housing market in Denbighshire will offer a range of types and forms of housing in sufficient quantity and quality to meet the needs of individuals and families

General Information

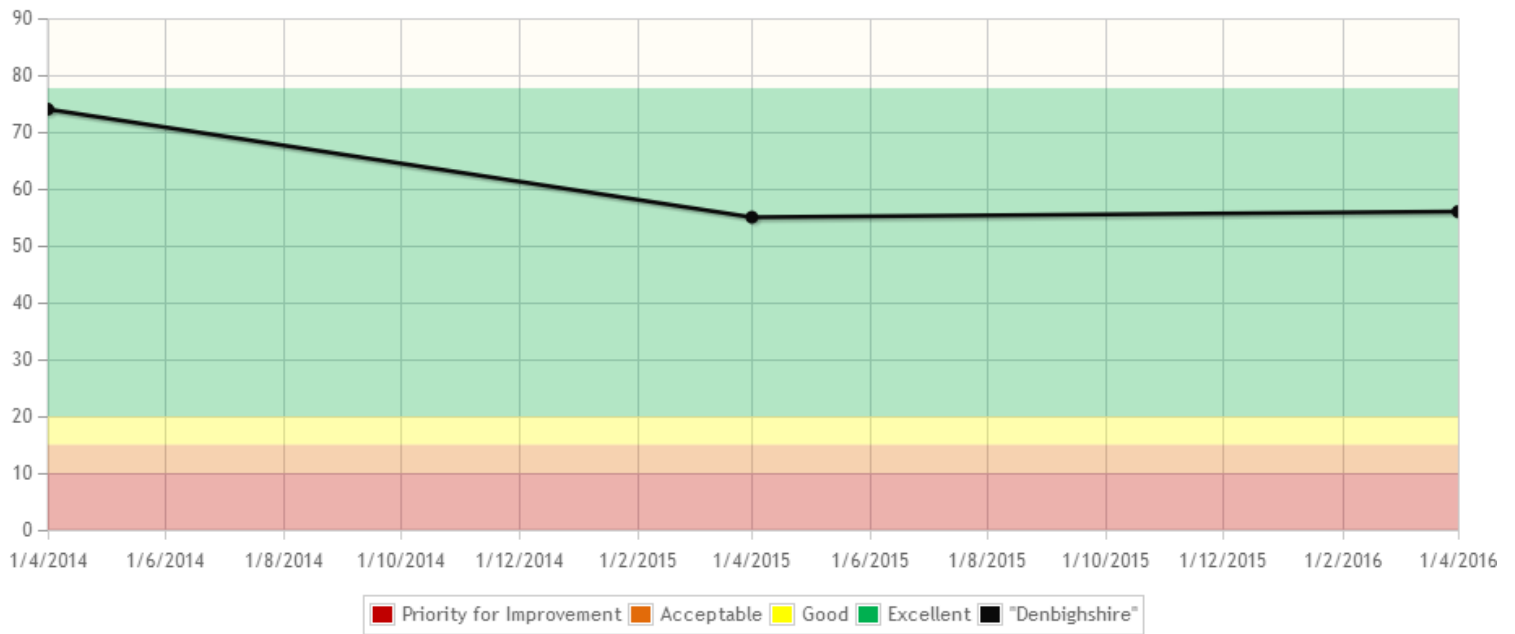
Status **Good**

Indicators

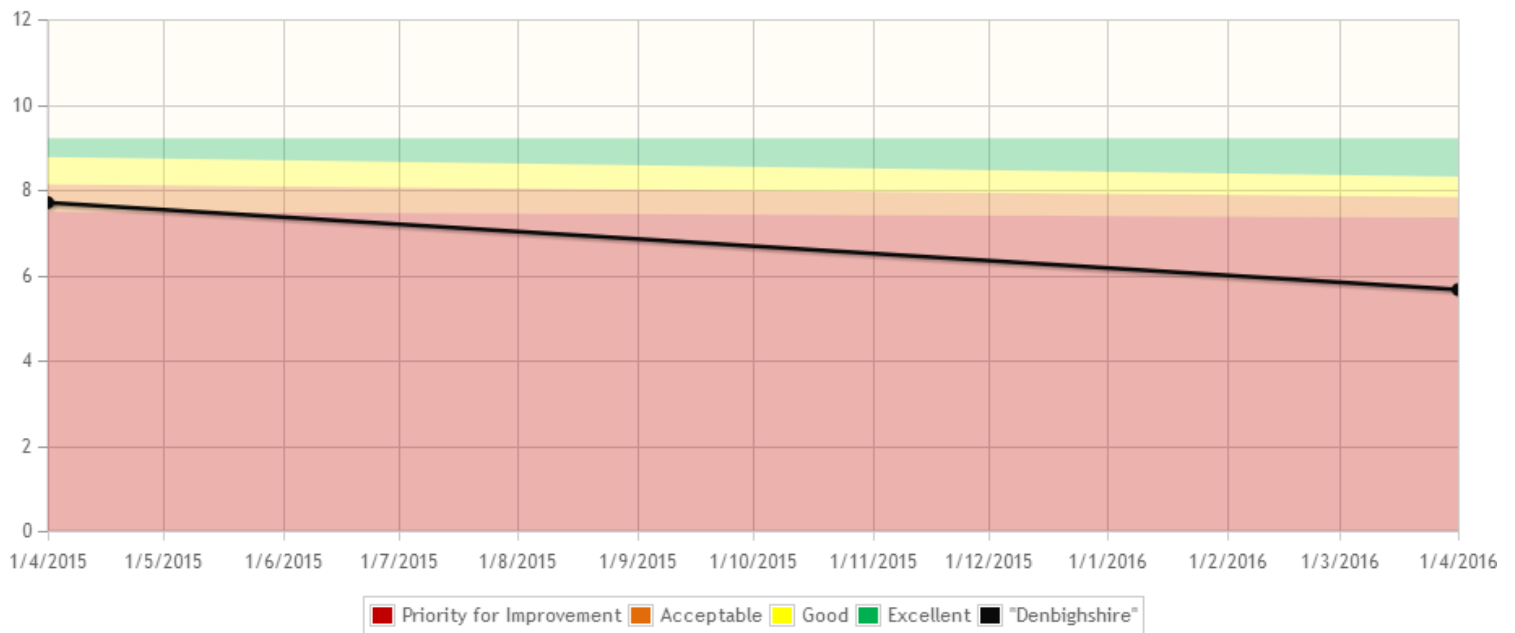
FAA407i	The percentage of Council House tenants that were satisfied with the quality of their home
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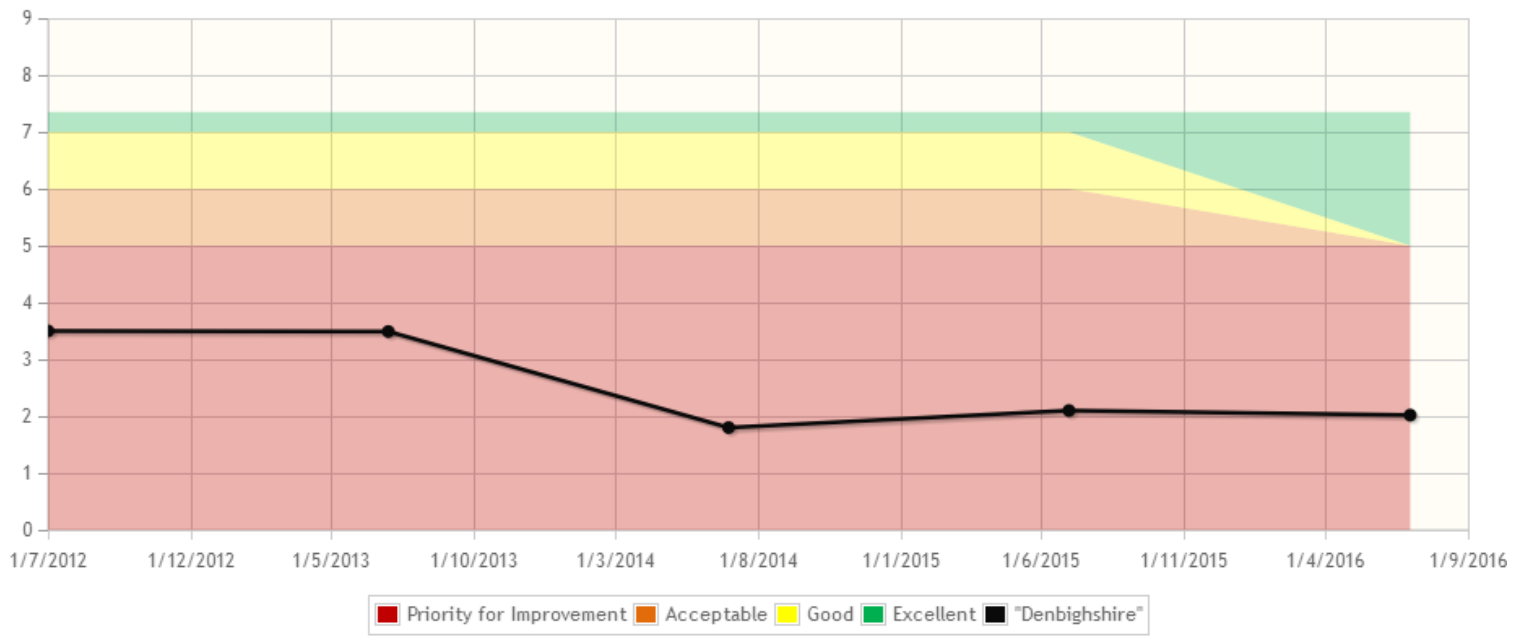
PPPAH001	The additional supply of affordable housing, including social housing, provided during the year
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LPIAF-01 The percentage of additional affordable housing units provided during the year per 10,000 population

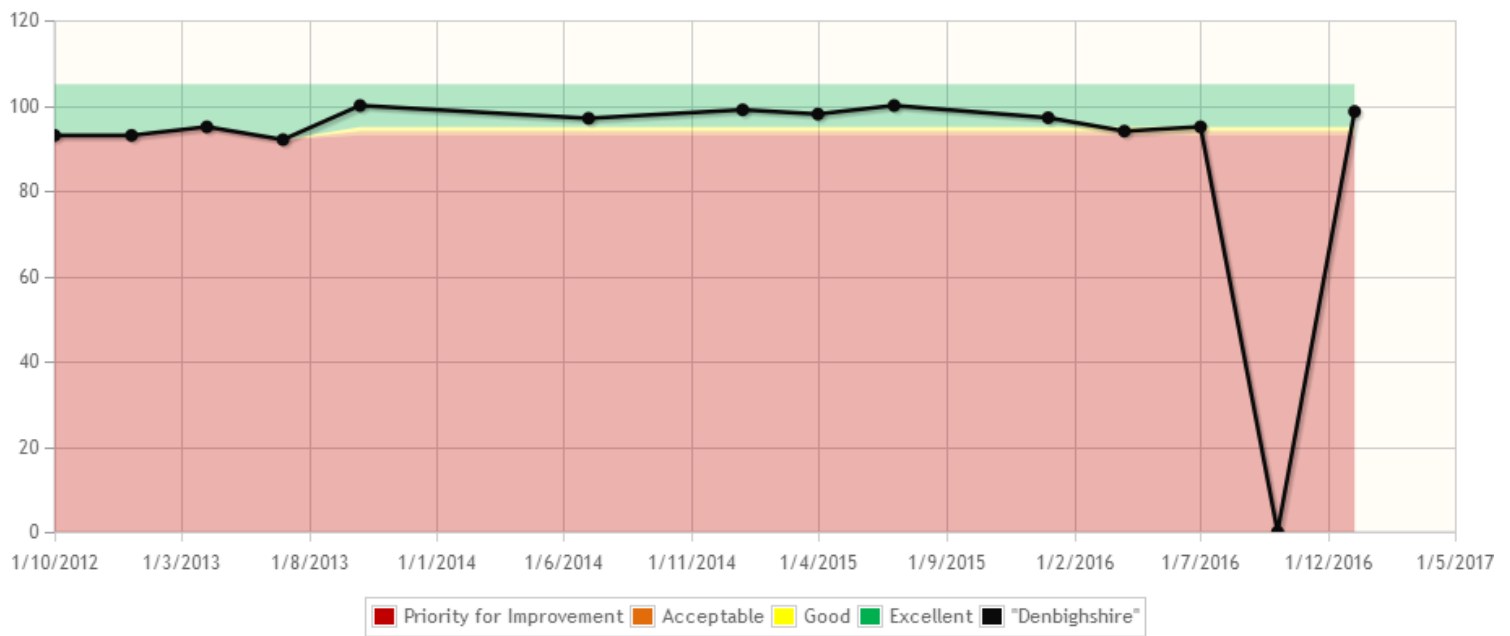


JHLASTAN1i The years of supply of housing land as determined by the Joint Housing Land Availability Study

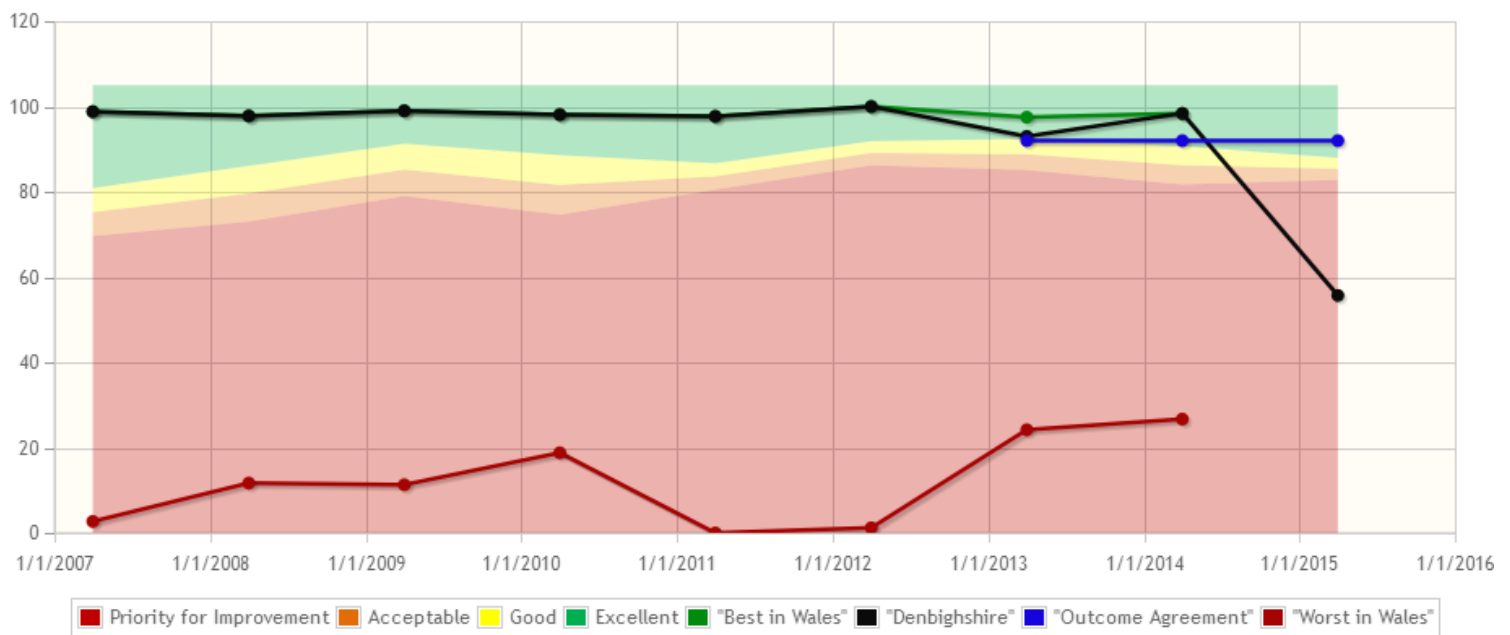


Measures

<p>Q-HMPI102</p>	<p>The percentage of residents satisfied with the most recent repair</p>
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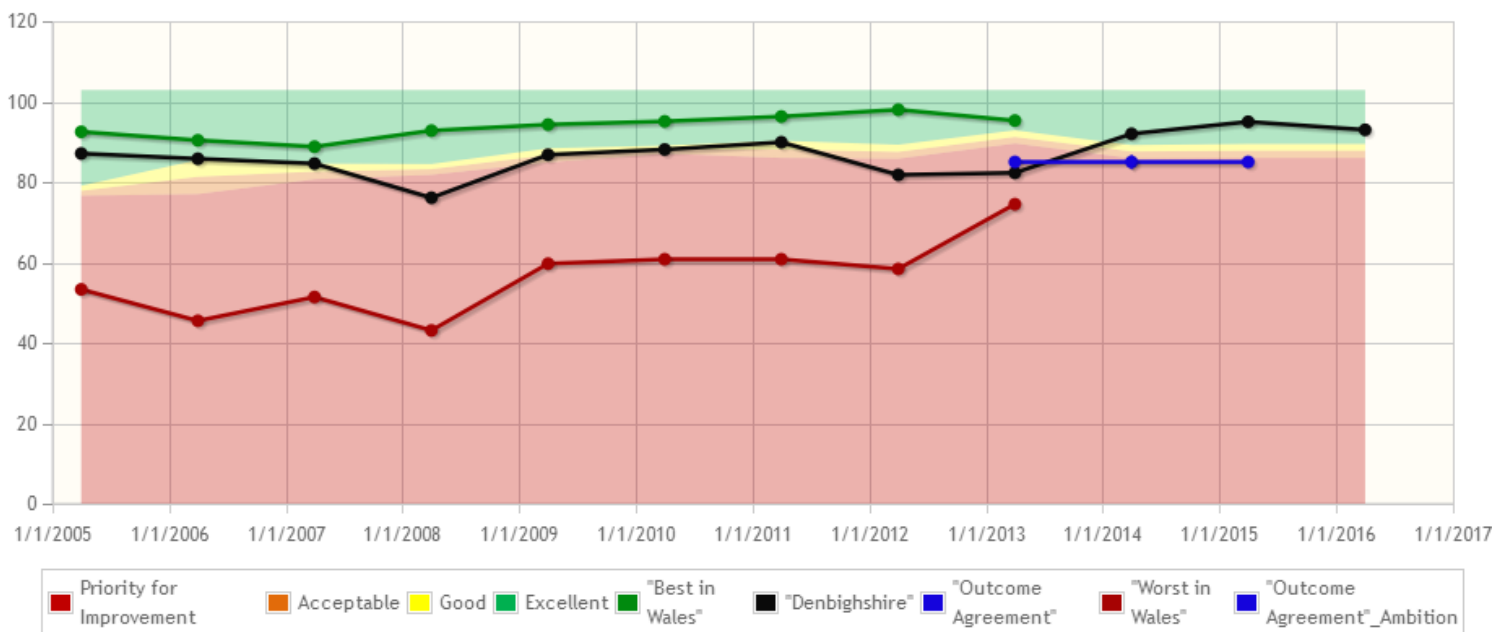


HHA013 The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months



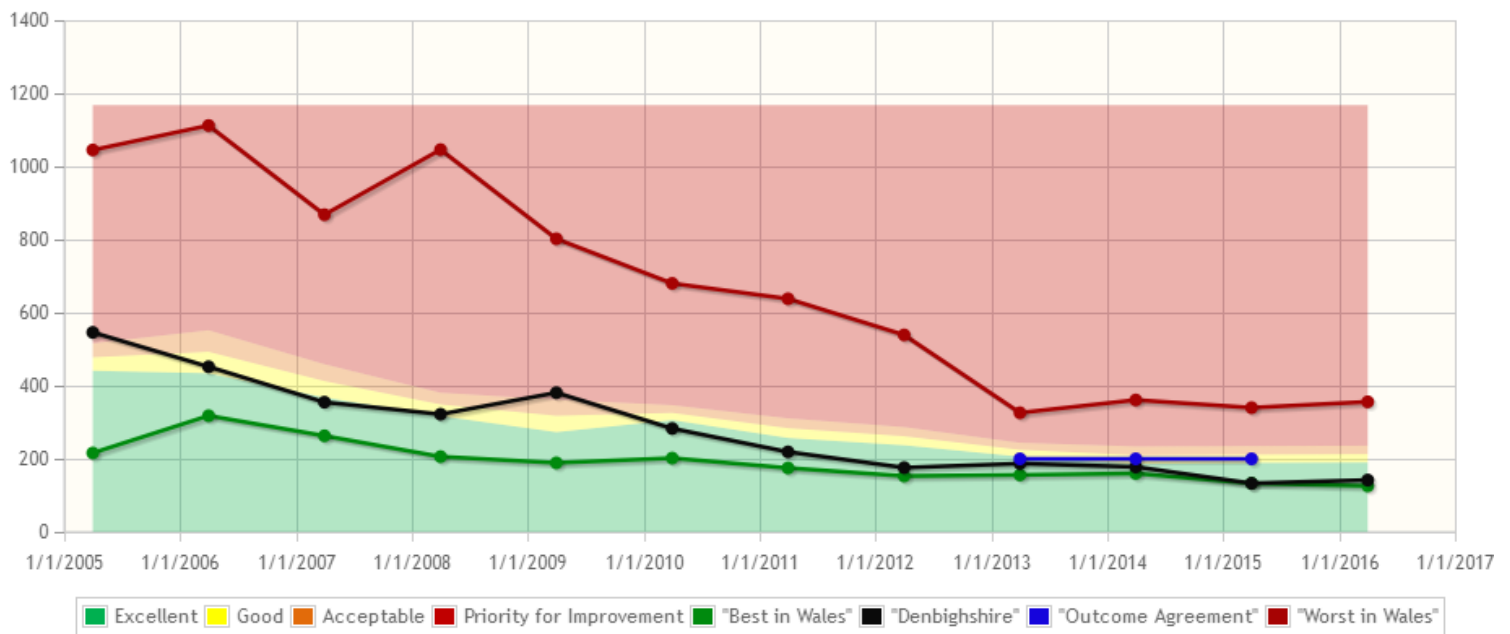
PLA004cAnnual

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



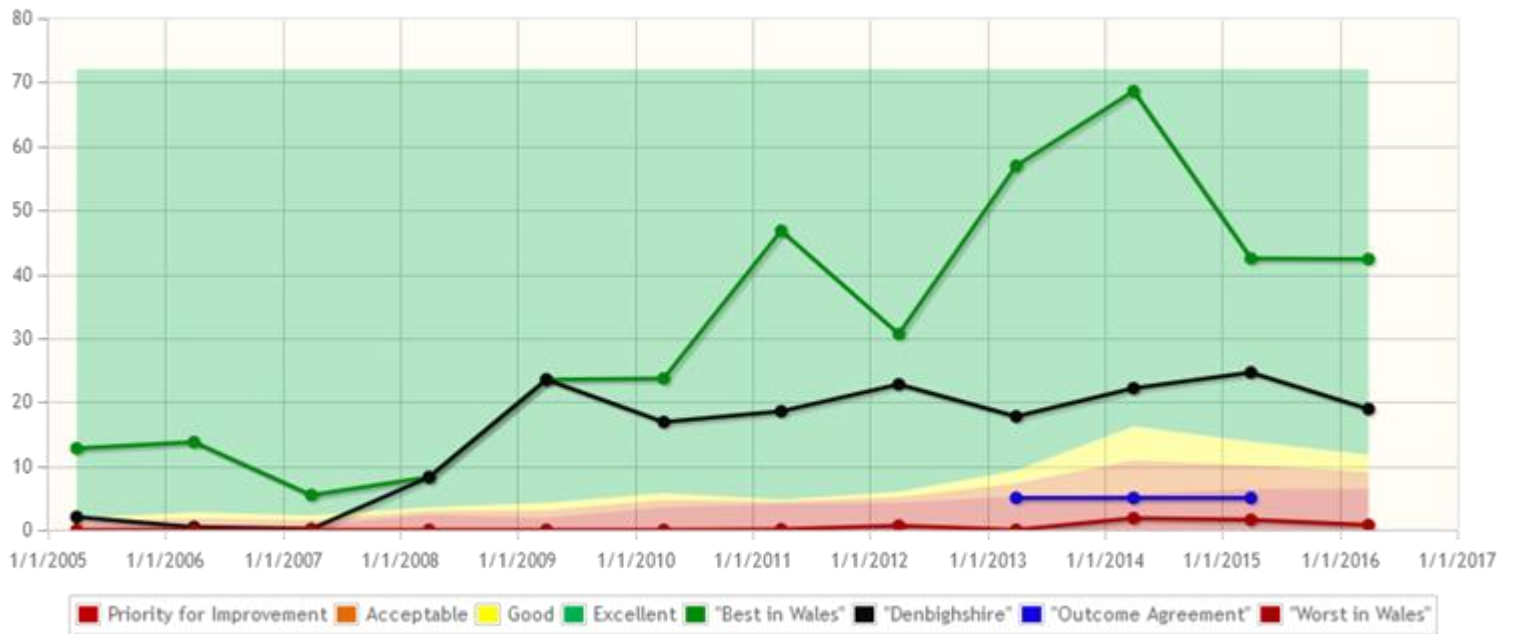
PSR002Annual

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

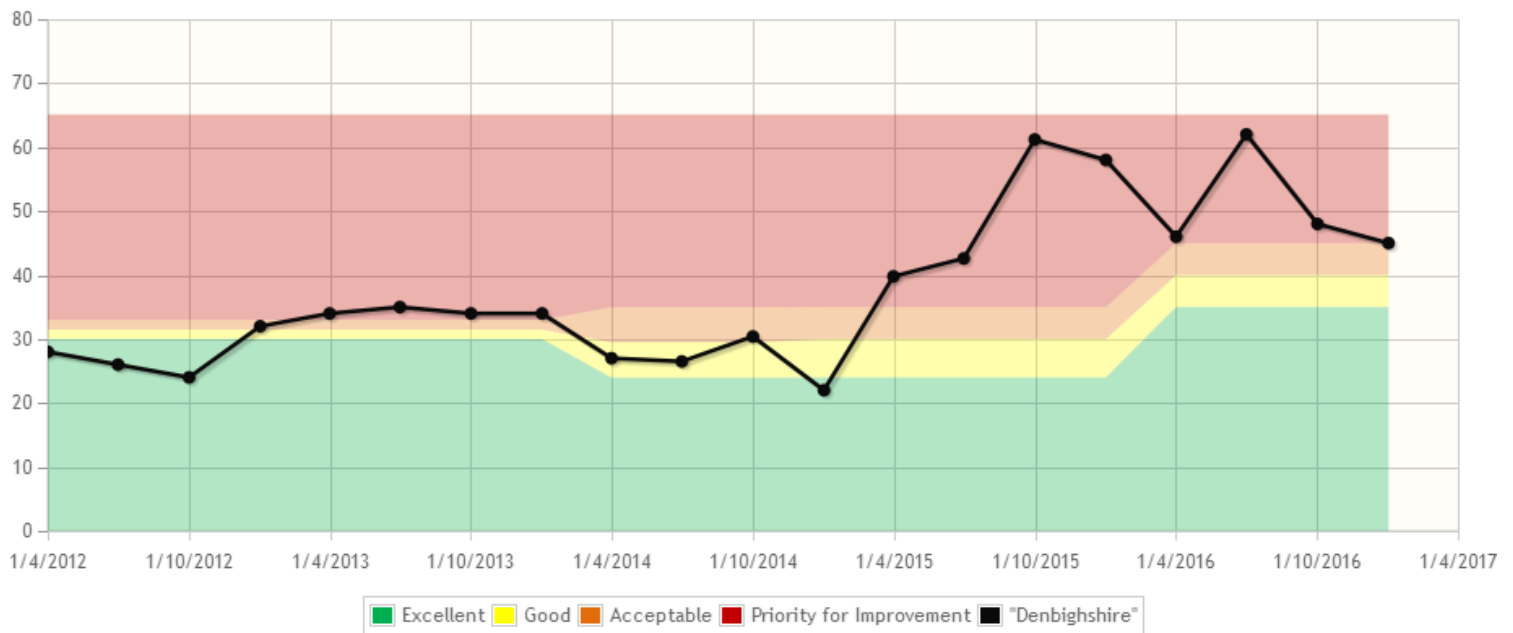


PSR004Annual

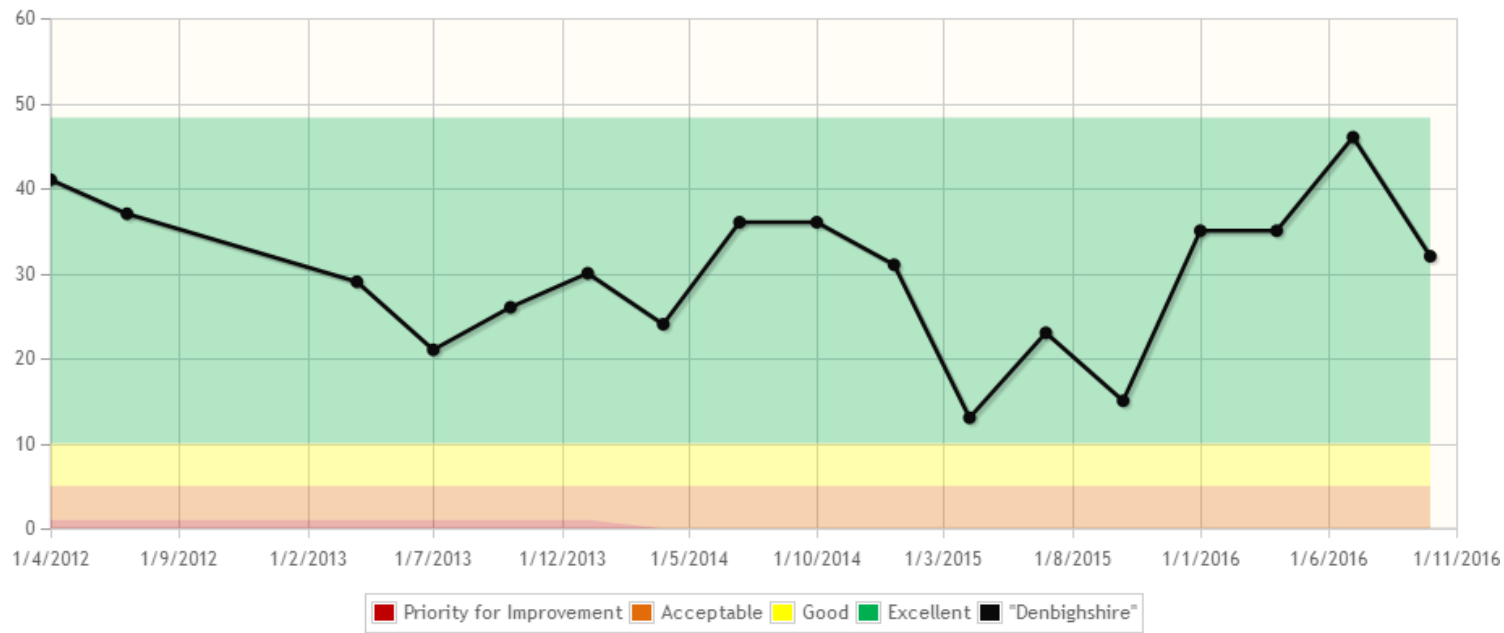
The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority



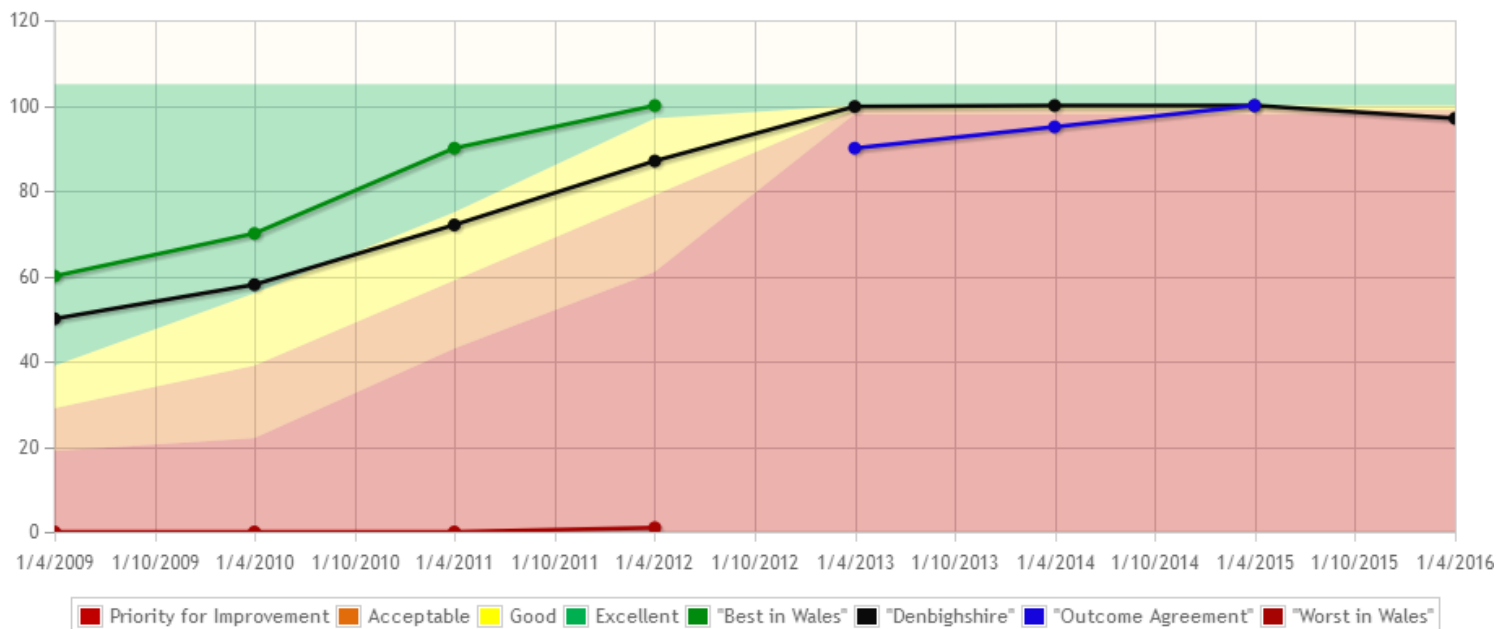
Q-CMPI03 The number of calendar days taken to let empty properties – Minor works (council stock only)



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



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



Activities

CSS109a	Implement the strategy to improve support to people at risk of Homelessness	01/04/16	31/03/18
FAH313a	Submit application to WG for suspension of Right to Buy Scheme	01/06/16	31/12/16
FAH401a	Conduct condition surveys to update our intelligence around the housing stock, to include an analysis around high-cost maintenance properties	01/02/16	31/03/18
FAH402a	Review approach to surveying tenants about property condition / repairs (including 'anything else' policy)	01/01/16	31/03/18
FAH403a	Profiling our tenants and communities to understand current and future needs	01/01/16	31/03/18
FAH404a	Create a more coherent approach to property management and maintenance in order to assure best value for money	01/12/15	30/08/17
FAH405a	Develop and implement policy to support energy efficient housing within the council's stock	01/01/16	31/03/18
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	30/11/16
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. Consider partnership with neighbouring authorities	01/03/15	31/03/18
FAH410a	Develop a strategic Asset Management Plan for our housing stock (link to Housing Strategy)	01/01/16	31/03/18
FAH411a	Delivery of planned upgrade works to housing stock	01/04/16	30/06/17
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 Empty Homes to	01/09/15	31/03/18

	be converted into social housing and temporary accommodation, in partnership with Housing Solutions and Planning		
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 in each locality against need and demand with a view to explore opportunities of reclassification (i.e. Sheltered to general needs)	01/02/16	30/09/17
FAH418a	Review of all IT systems and data recording methods in Housing (Keystone, Coms, spreadsheets etc.)	01/01/16	30/04/17
FAH504a	Develop the tenant handbook in conjunction with website development, online advice and self help	01/02/16	31/12/17
FAH517a	Consideration for the implementation of SARTH	01/01/16	31/01/17
PPP208a	Deliver the Housing Strategy and associated actions	01/04/16	31/12/21
PPP211a	Undertake a Gypsy and Traveller accommodation needs assessment. Support delivery of appropriate accommodation if a need is identified	01/04/16	31/03/17
PPP215a	Develop the Council's Empty Homes Delivery Plan, investigate innovative mechanisms for bringing empty homes back into use and work with partners to develop new initiatives.	01/04/16	31/05/17
PPP218a	Establish and implement an affordable housing delivery / investment programme to enable resources to be targeted to priority sites and actions & maximise use of Social Housing Grant, HFG & other funding available to deliver additional affordable housing	01/04/16	31/03/18
PPP224a	To develop an Energy Conservation delivery plan and establish a database to prioritise those in fuel poverty	01/04/16	01/08/16
PPP225a	Develop & engage with private rented sector landlords & tenants through alternative methods and routes	01/04/16	01/12/16

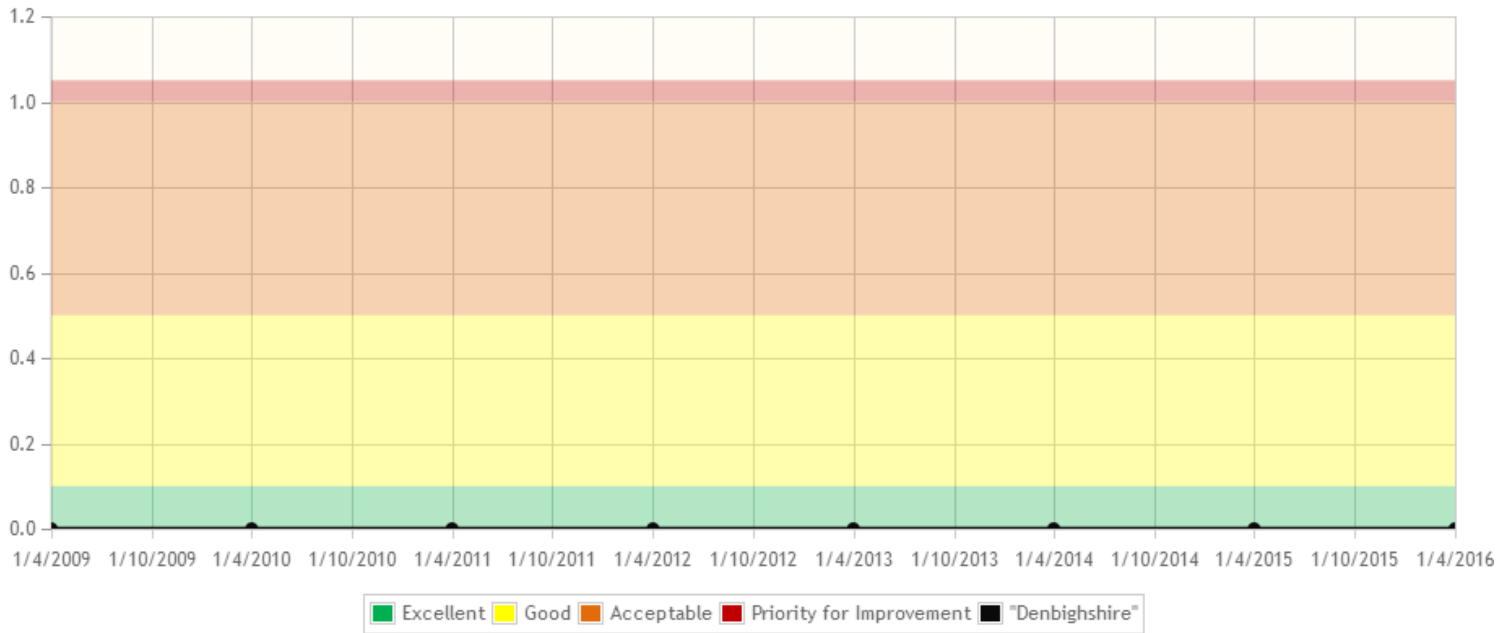
Outcome 13 – Services will continue to develop and improve

General Information

Status **Good**

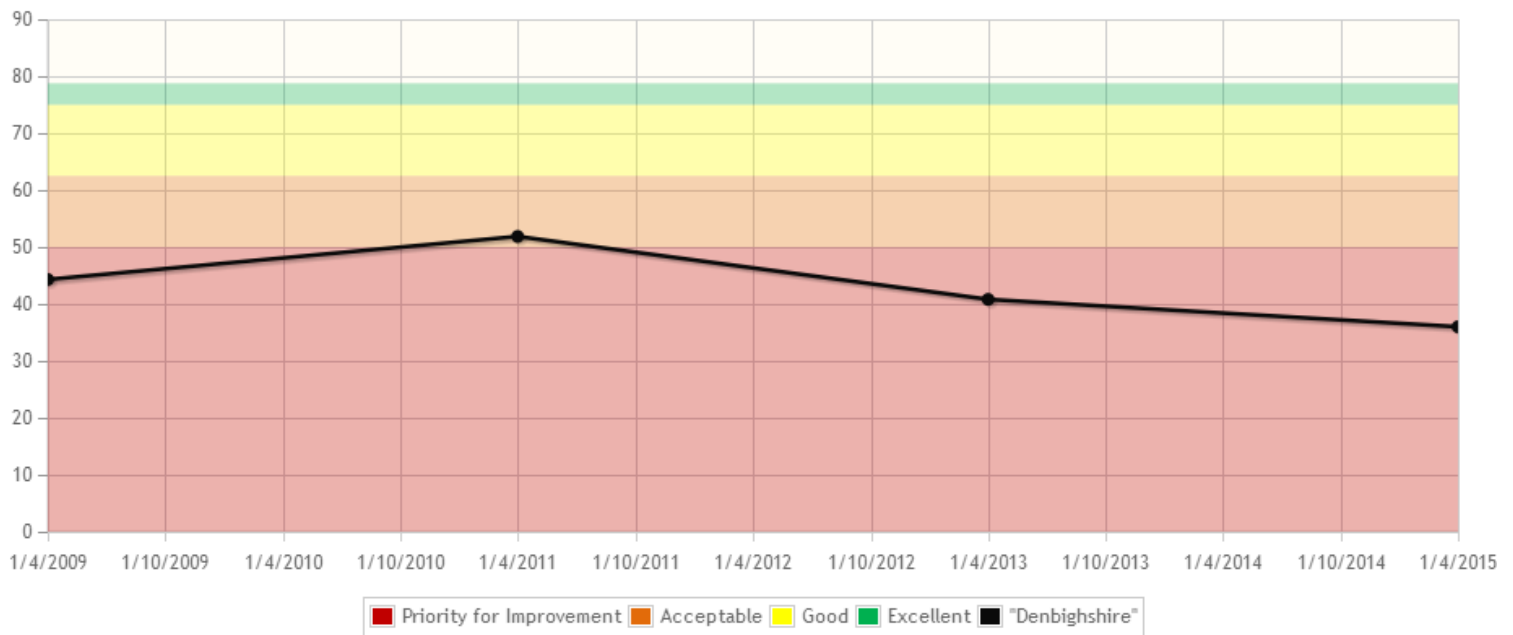
Indicators

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

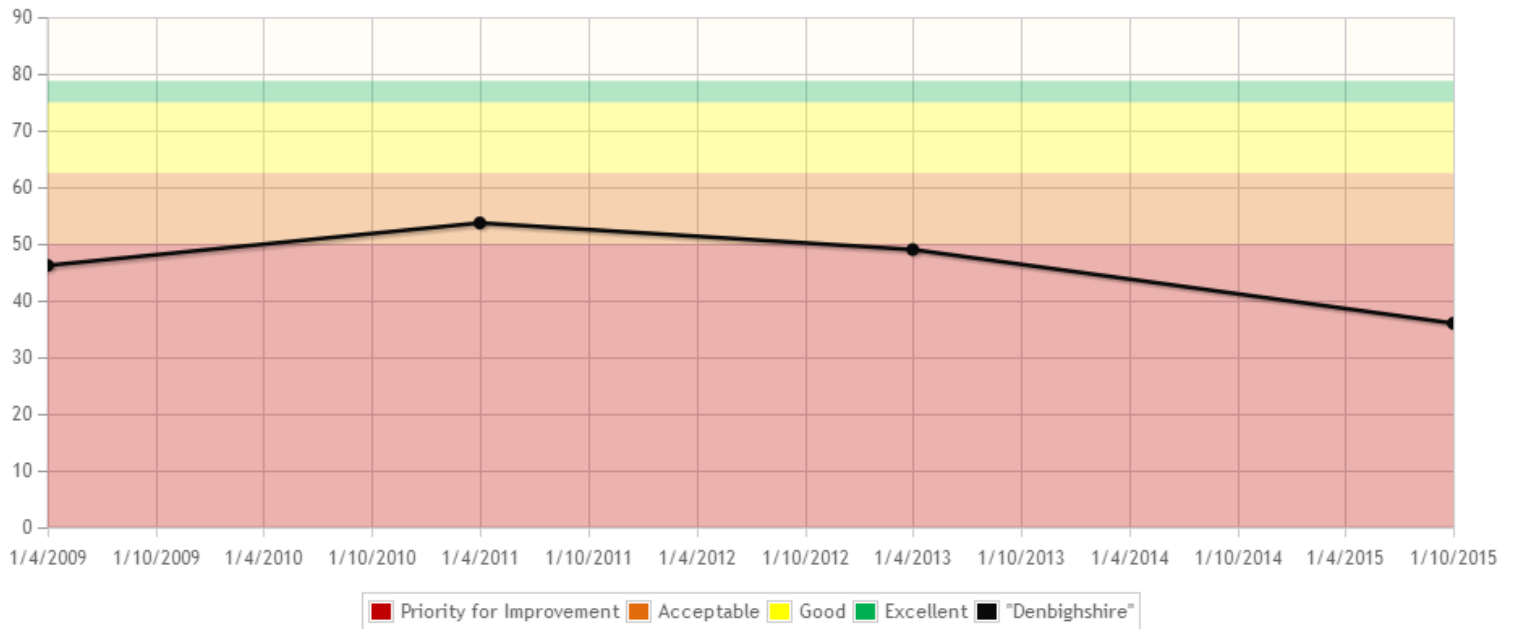


RSQ16B

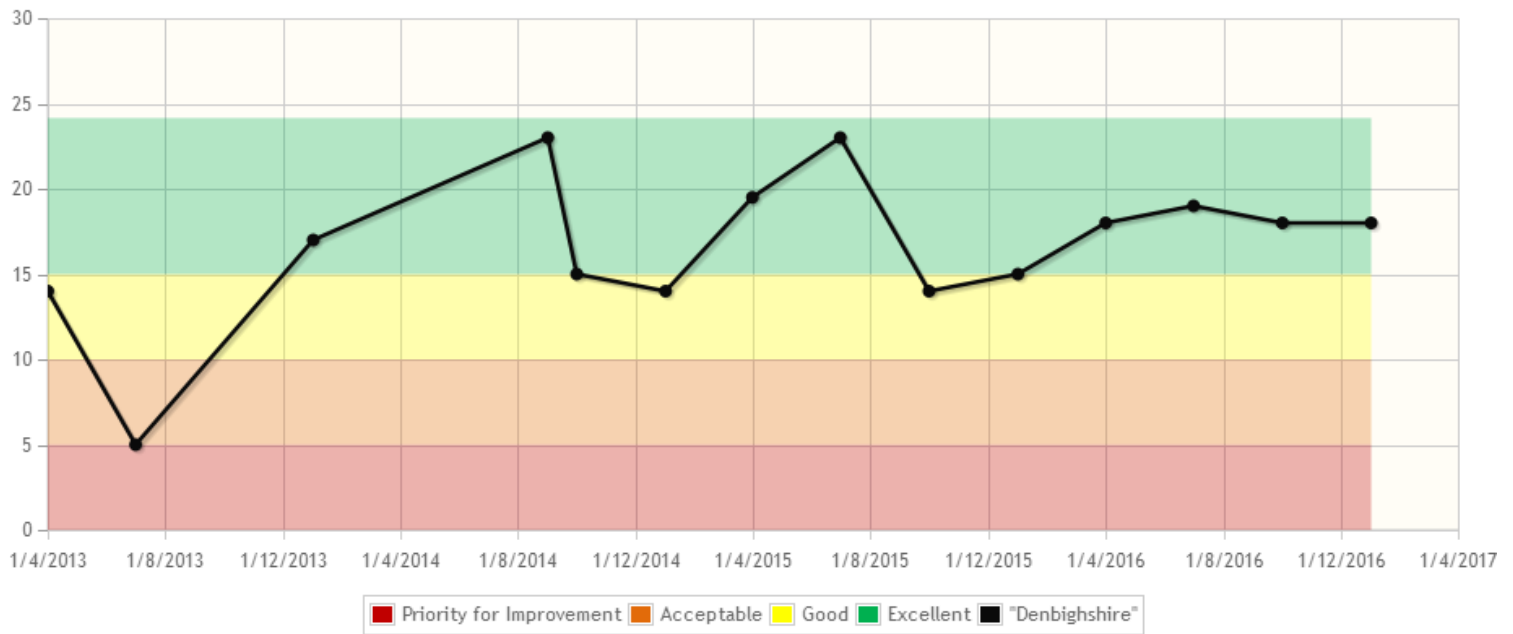
The percentage of residents responding positively to the statement: My Council is efficient and well-run



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



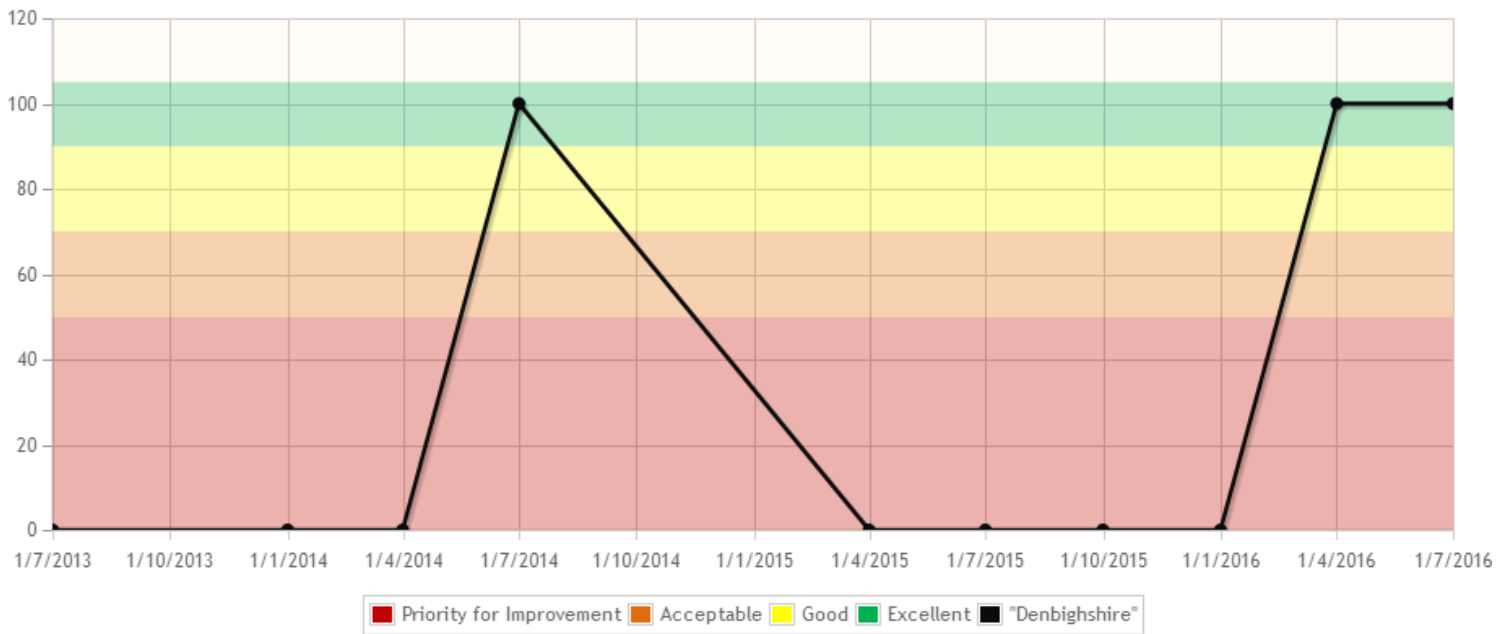
BIM3110i The percentage deviation from a good practice figure of 75% of Open projects generating a Green or Yellow ROYG status in terms of being on-track to deliver their outputs according to pre-defined scope



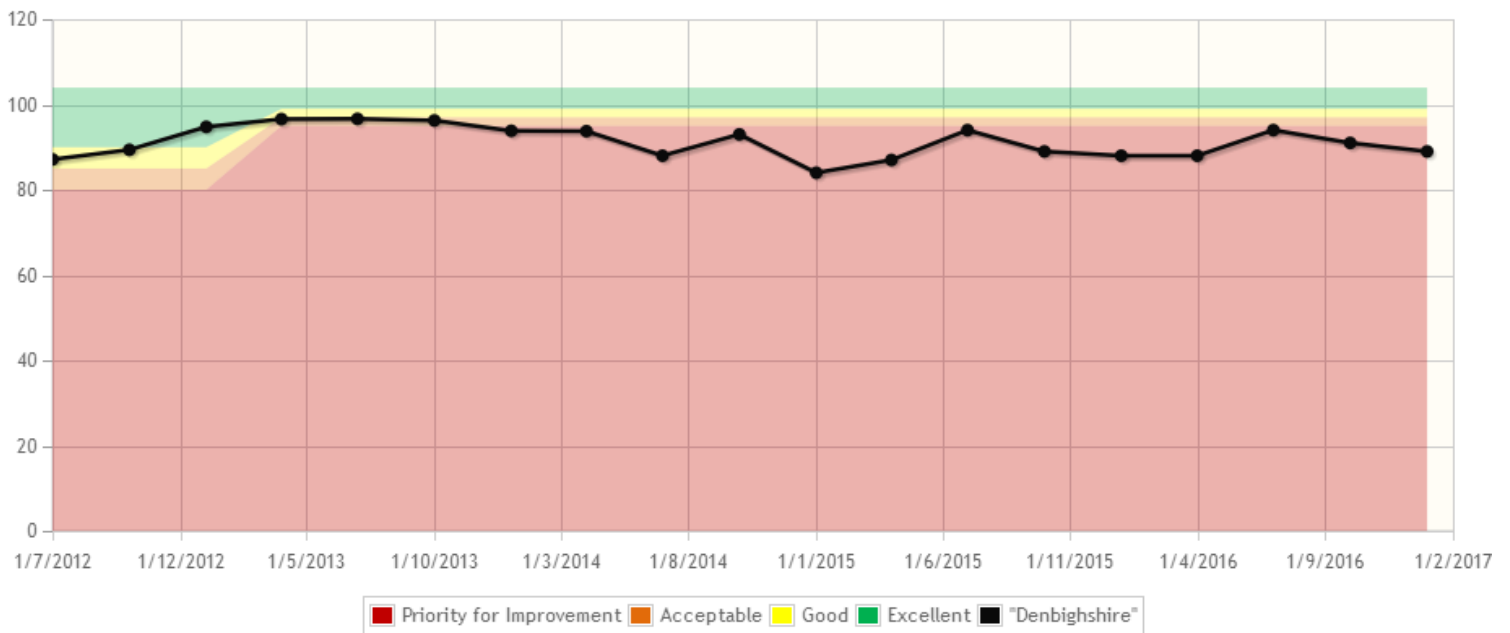
Measures

M102m

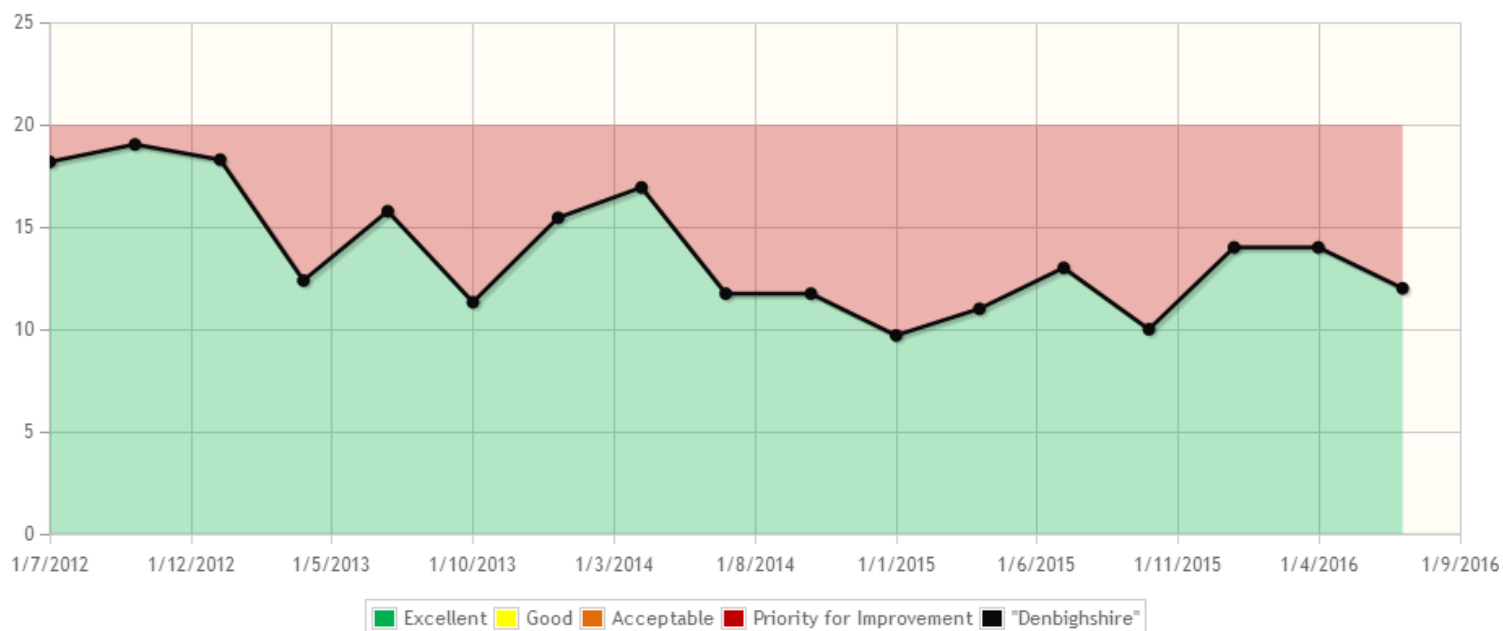
The percentage of Modernisation projects that were due a post-implementation review this quarter that have been subject to one



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				
LDHR201a	Develop a business case for expanding webcasting and audiovisual facilities, if the prospect seems viable (linked to risk 00014)	01/04/15	30/06/16	
LDS110a	Implement the relocation of Rhyl Register office to Rhyl Town Hall (linked to risk 00006)	01/04/14	31/12/16	
LHRD2a	Increase public engagement with Scrutiny	01/04/16	31/03/18	
LHRD3a	Increase public involvement in council meetings during live webcasting	01/04/16	31/03/18	
PR000073	Brighton Road Office Closure			
PR000157	Electronic Document and Record Management System (EDRMs)	01/04/13	31/03/19	
PR000251	Centralised Mailroom Project	01/04/15	31/03/18	
PR000318	Digital Choice – Getting the council ready	01/10/14		
PR000494	Archives & Records Management Transformation	01/09/14	31/10/16	
PR003256	Digital Choice – Making Better Use of our Data	01/07/15	01/12/15	
WBP6a	Develop a County Welsh Language Standards Strategy	01/04/16	31/03/17	

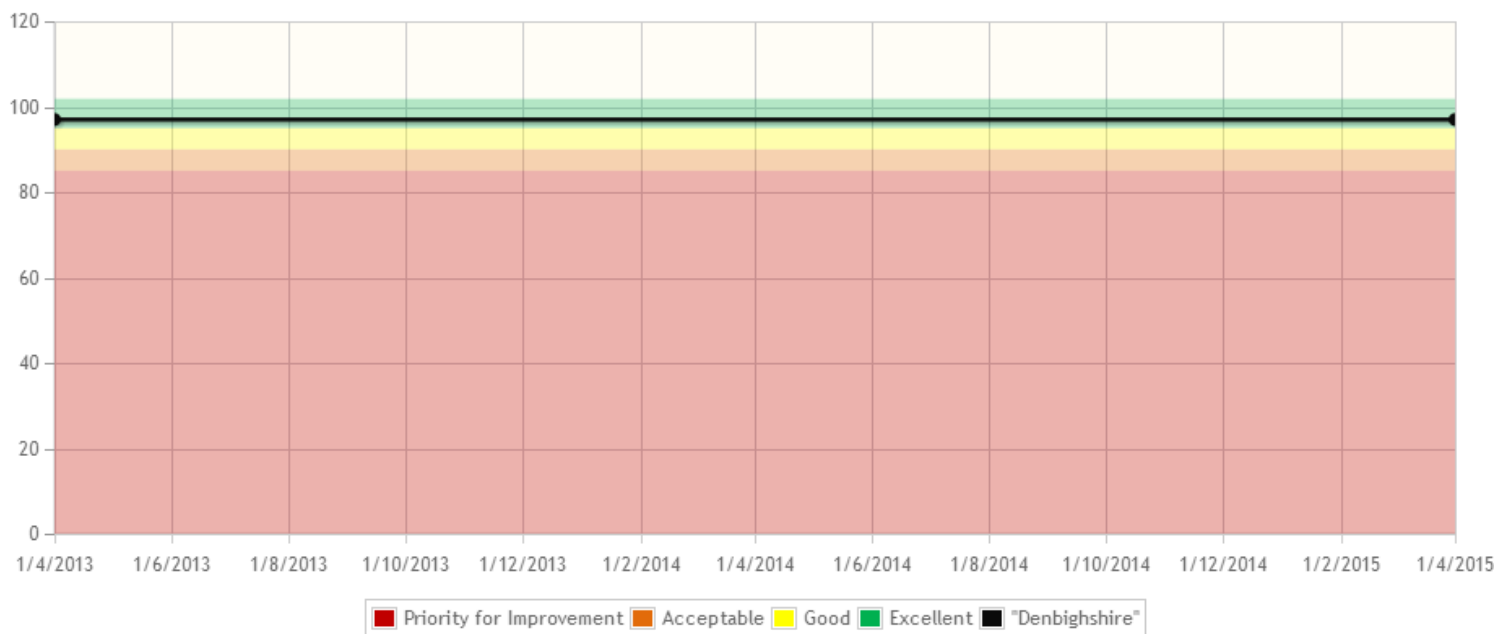
Outcome 14 – More flexible and effective workforce supported by cost efficient infrastructure

General Information

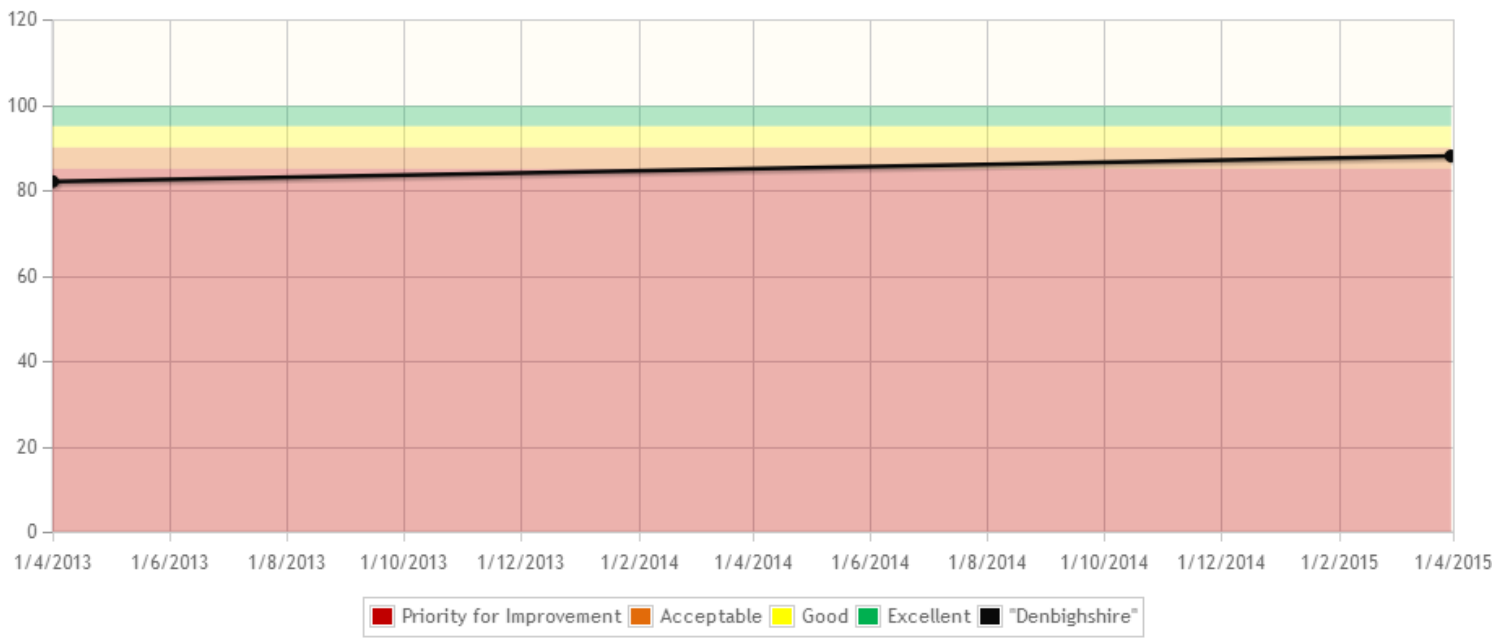
Status Acceptable

Indicators

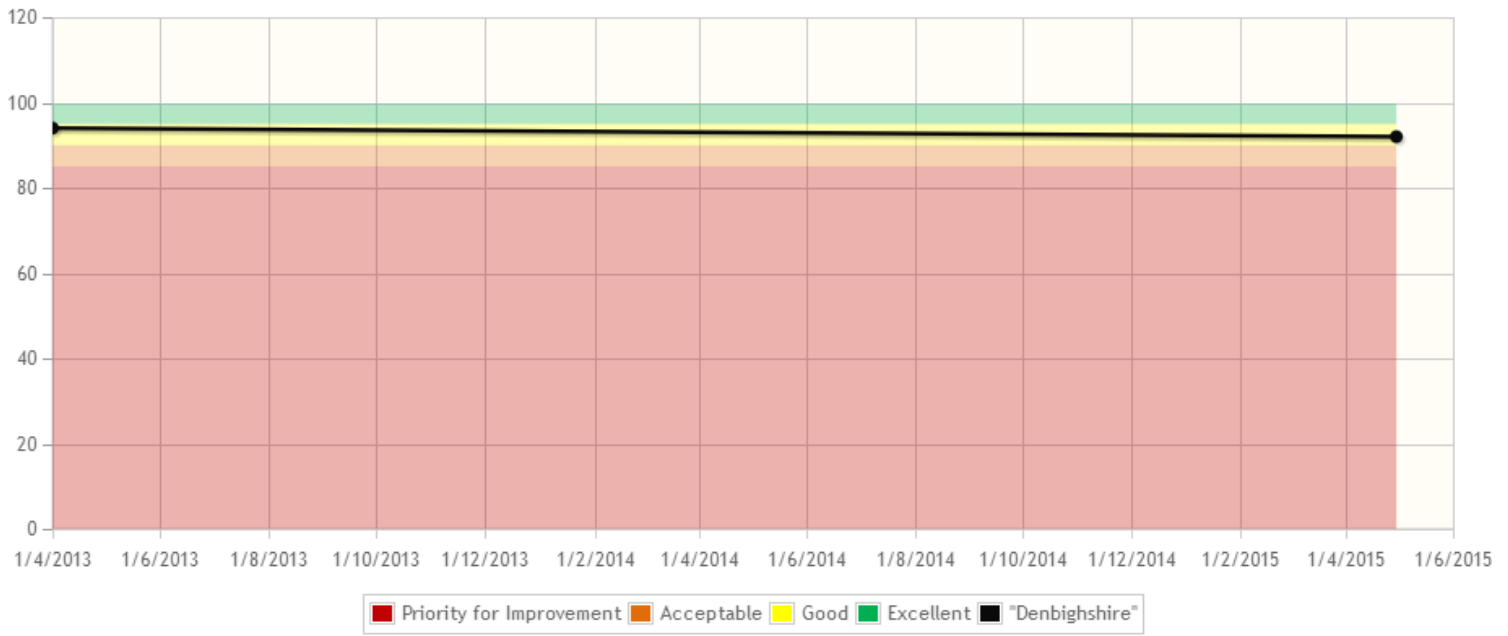
M202a	Staff Survey Q3a – The percentage of staff responding positively to the statement: I have the skills to do my job effectively
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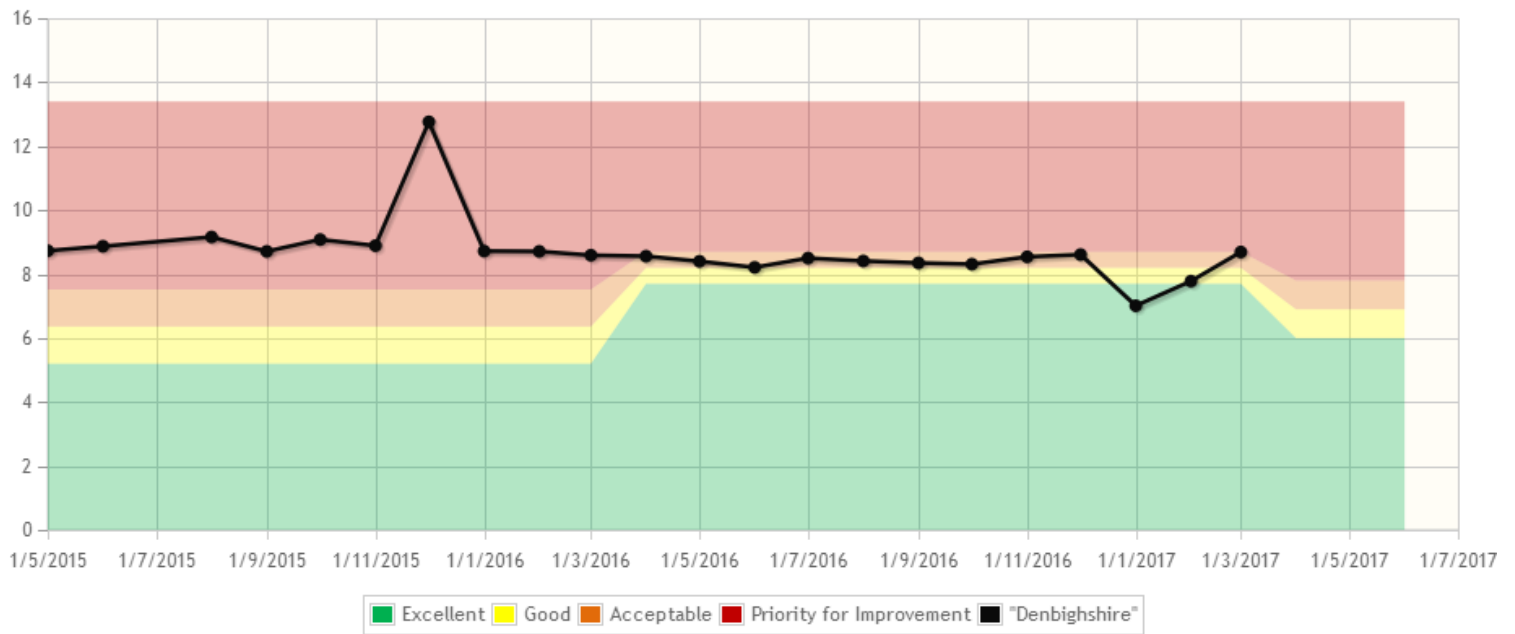
SSQ13a	The percentage of staff responding positively to the statement: I have access to the information and IT I need to work efficiently
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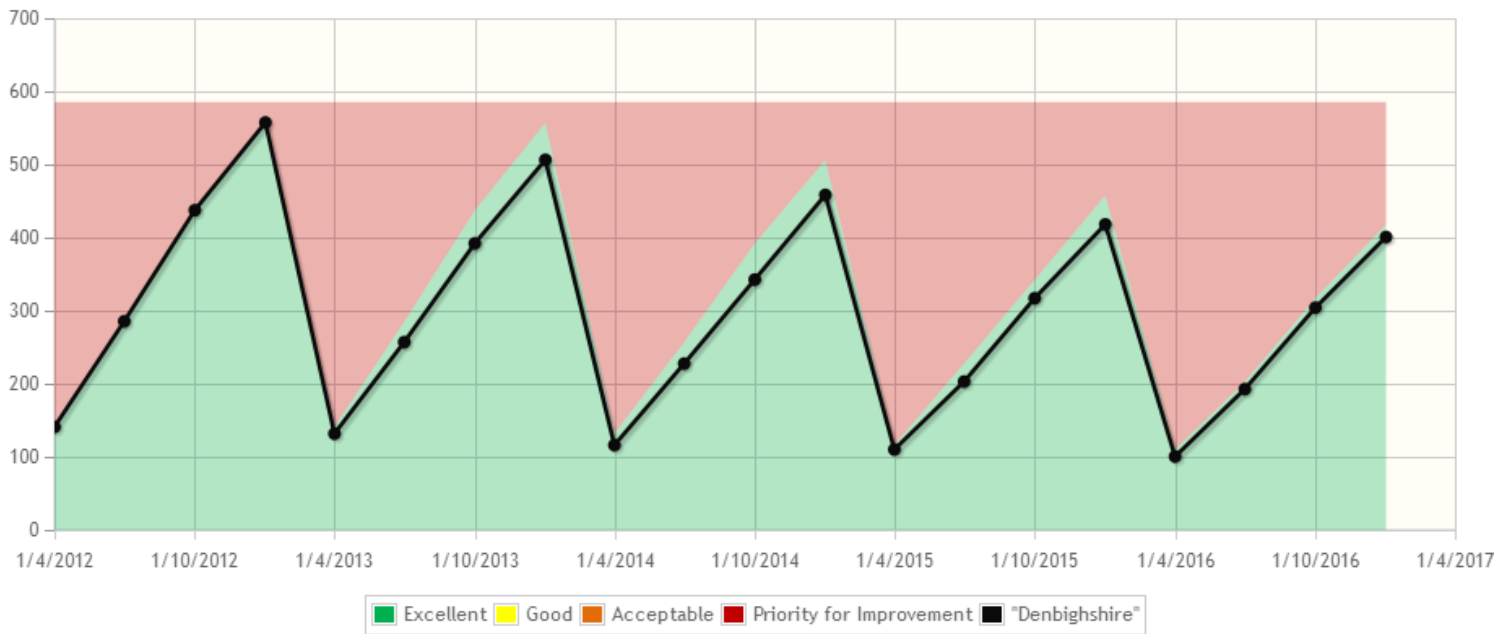
	SSQ1A	The percentage of staff responding positively to the statement: I know what is expected of me
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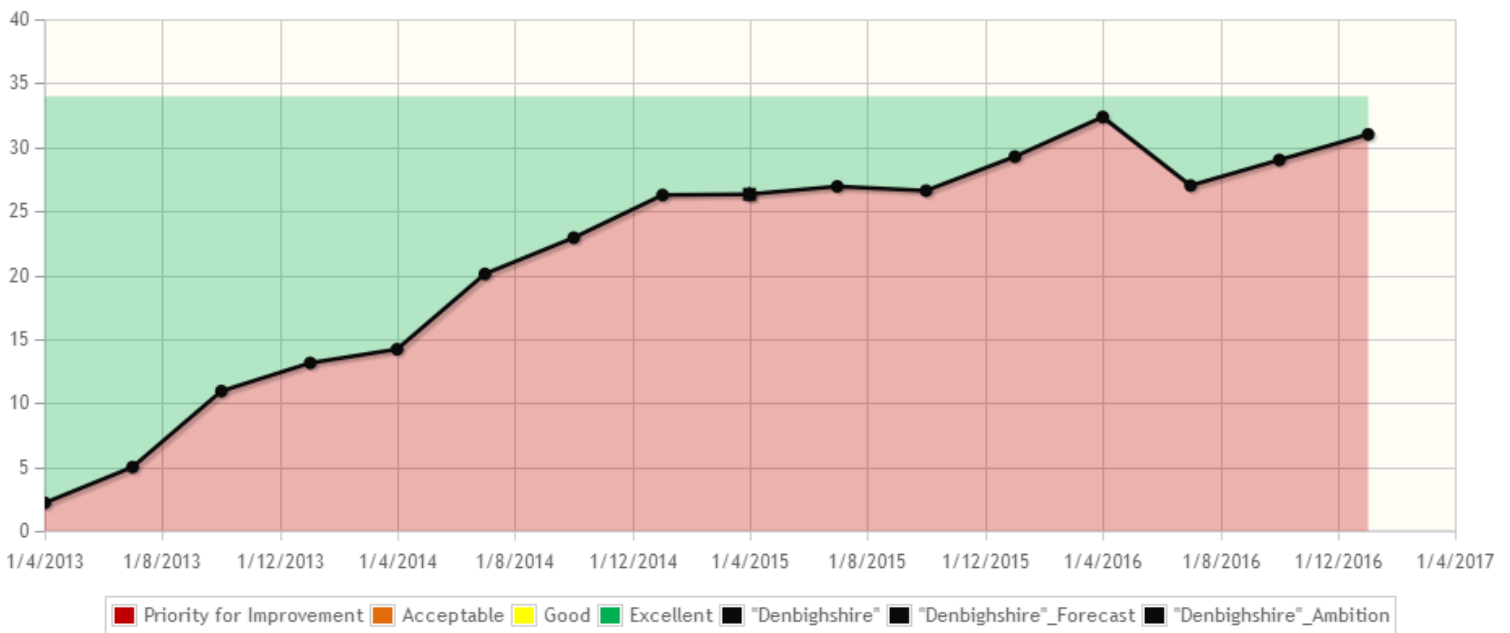
	SACORP	(Corporate) The average number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence
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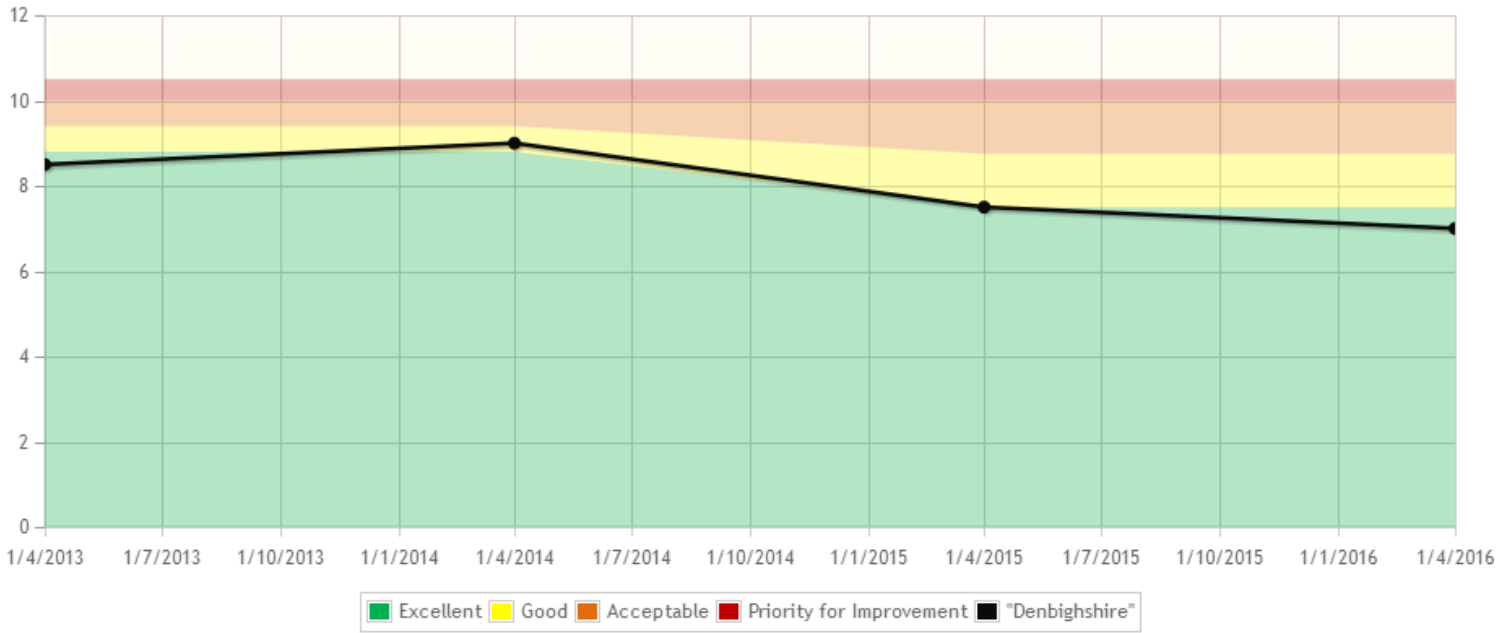
Measures	
ABMCORP	The average number of business miles recorded per FTE across all corporate services



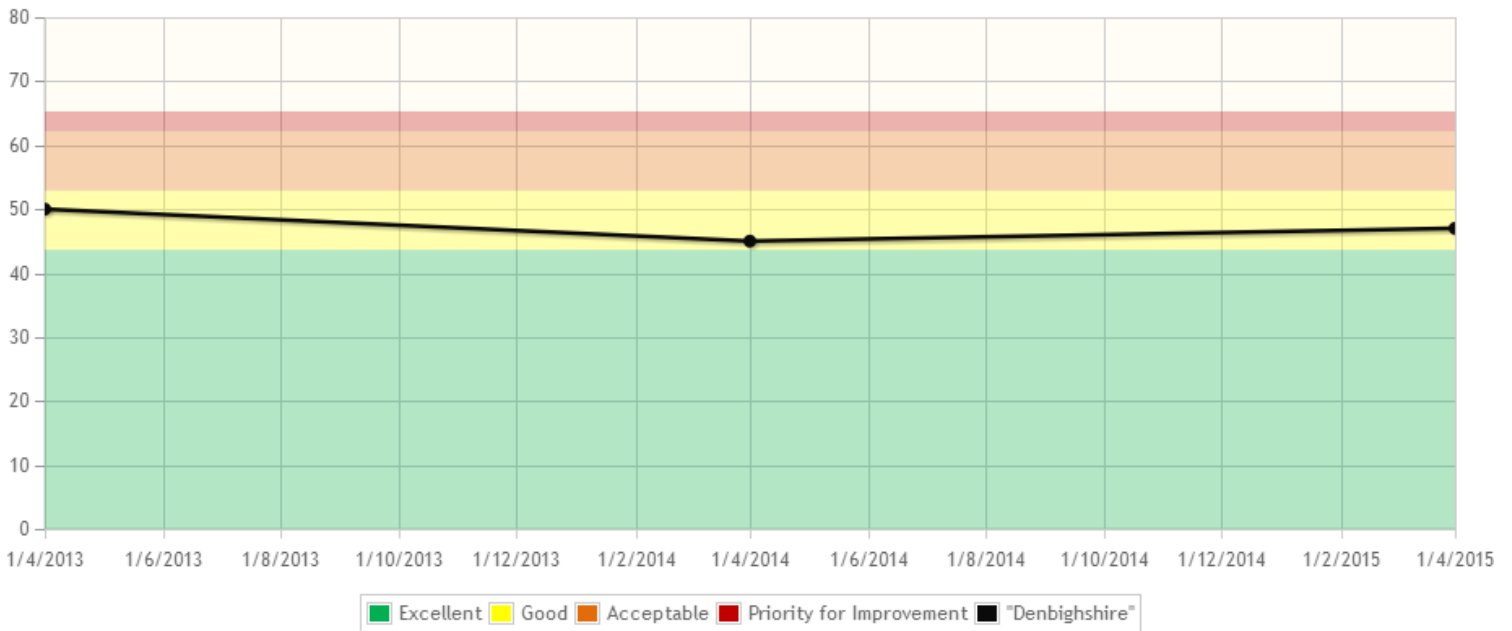
CES301 The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels



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

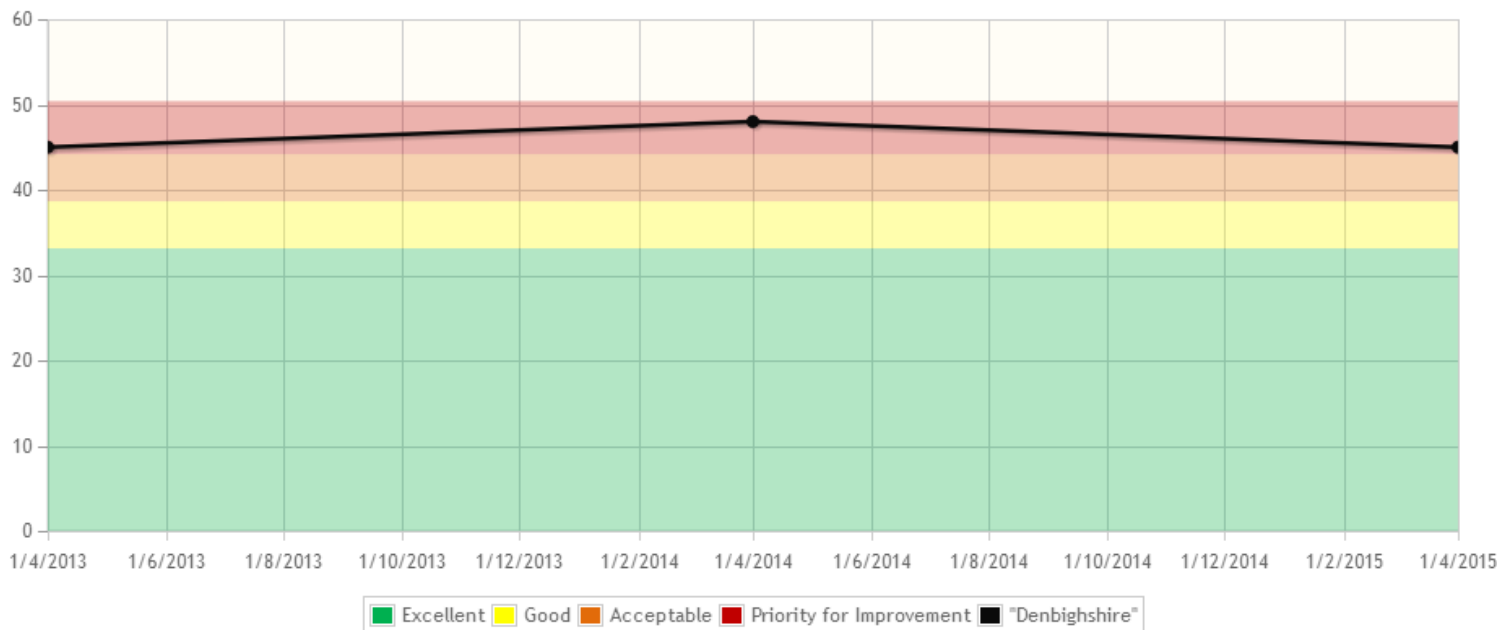


FAA110i Carbon emissions (carbon kgs) per m2 of Denbighshire's corporate office space



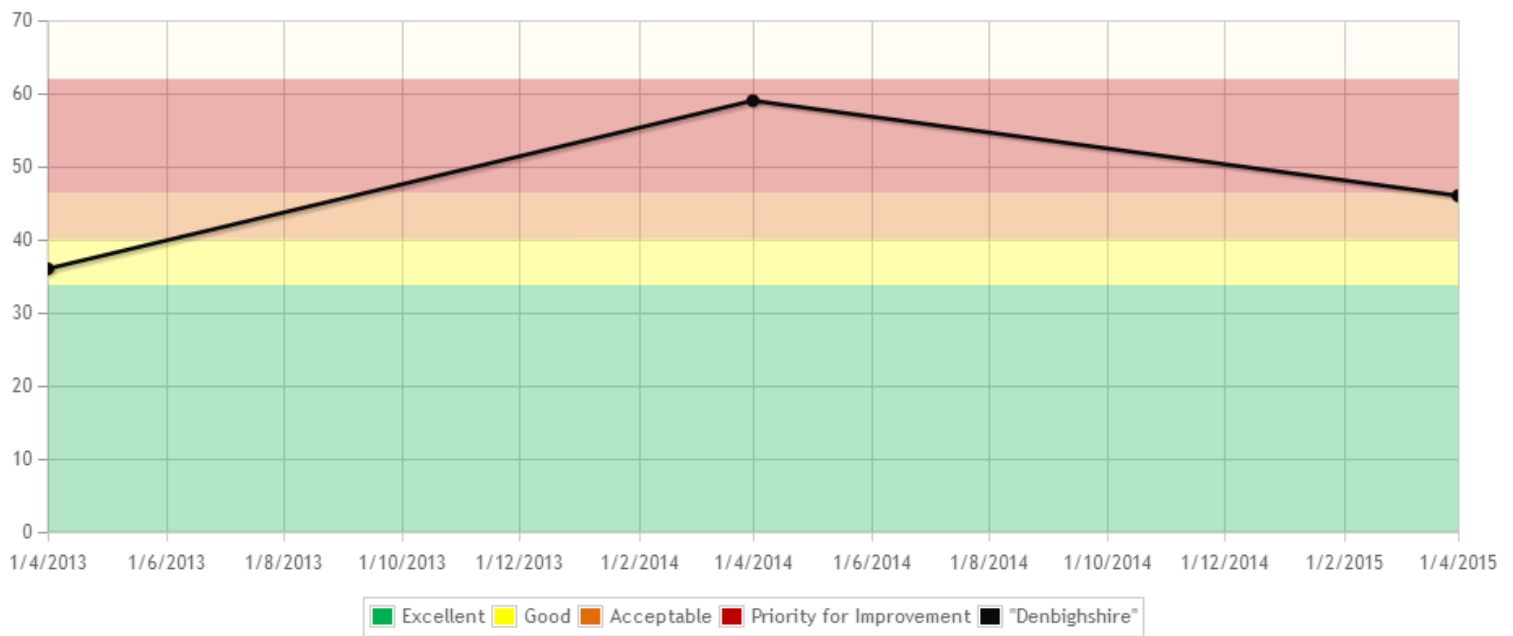
FAA111i

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

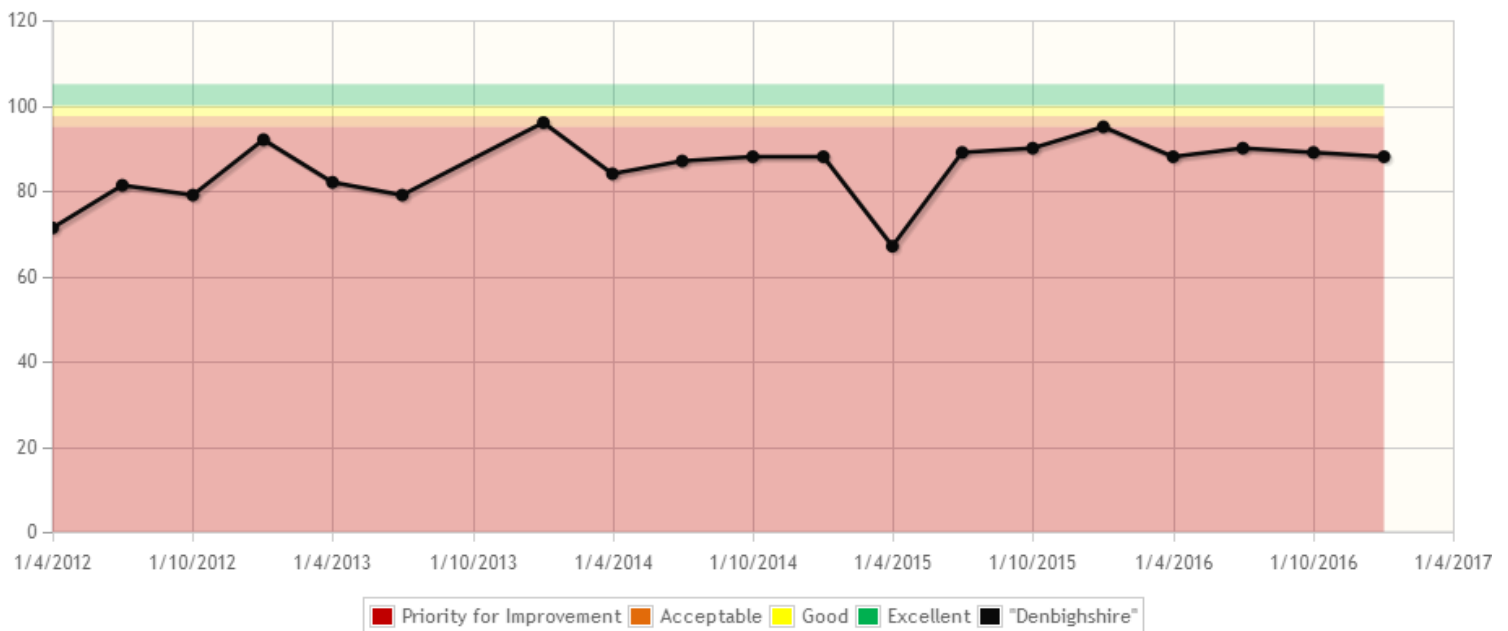


FAA112i

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



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



Activities

LHRD10a	Roll out e-learning for staff and Members	01/04/16	31/03/18
LHRD12a	Raise awareness of employee health and well-being by establishing quarterly health and well-being campaigns and alcohol awareness training	01/04/16	31/03/17
LHRD21a	Raise awareness of employee health and well-being by managing sickness absence	01/04/16	31/03/17
PR000073	Brighton Road Office Closure		
PR000157	Electronic Document and Record Management System (EDRMs)	01/04/13	31/03/19
PR000251	Centralised Mailroom Project	01/04/15	31/03/18
PR000264	Denbighshire Telephony	06/01/14	30/03/17
PR000344	Flexible Working	01/08/14	31/12/15