

Annual Performance Review 2018-19



This document presents the council's performance against its priorities in 2018-19 (quarter 4 update in appendix III), including the Public Sector Equality Duty; outlines our plans for Corporate Plan delivery in 2019-20; shows the progress of council projects; and highlights the council's progress in managing its risks.

Language Signpost

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Introduction by the Leader & Chief Executive

Every year we review our performance and evaluate success in delivering real benefits for our communities. 2018-19 represents the 2nd year of our ambitious Corporate Plan, which we continue to be proud of. The plan is based on thorough research of the strengths, challenges, and future risks and opportunities for our communities, coupled with extensive and in-depth conversations with our residents and professional colleagues. This report evaluates our progress so far.

We also know that we can't deliver this alone. This is a plan for our communities, and its scope has not been limited to that which is in the council's 'gift' to deliver. Therefore, working with residents, public sector partners, not-for-profit sector colleagues and the private sector will be important if we are to achieve our goals. You can read more about our approach to delivering against our plan by reading the Sustainable Development section under each priority.

In our approach to embed our equality duty, we confirm again our commitment to celebrating diversity and promoting equality in everything that we do, to improve the quality of life for everyone living, working and visiting Denbighshire. This commitment is demonstrated throughout the activities that take place in our Corporate Plan. Again, you can read commentary on how we are delivering for people with protected characteristics in the Diversity and Equalities section under each priority.

We are pleased to say that we have made good progress with our priorities during 2018-19. Rather than just 'making simple changes' our Corporate Plan challenges us to be more adventurous in stepping out of a business as usual mind-set and acting to change how things are done. New initiatives have and are in development with more people becoming involved and more collaborative working being progressed. Our aim is to focus on the impact we're having on the day-to-day lives of our residents. You can read about our plans for delivery in the year ahead at the end of each priority section in this document.



A handwritten signature in black ink, appearing to read 'J Greenhalgh'.

Judith Greenhalgh
Chief Executive

A handwritten signature in black ink, appearing to read 'Hugh H Evans'.

Cllr Hugh H Evans
Leader

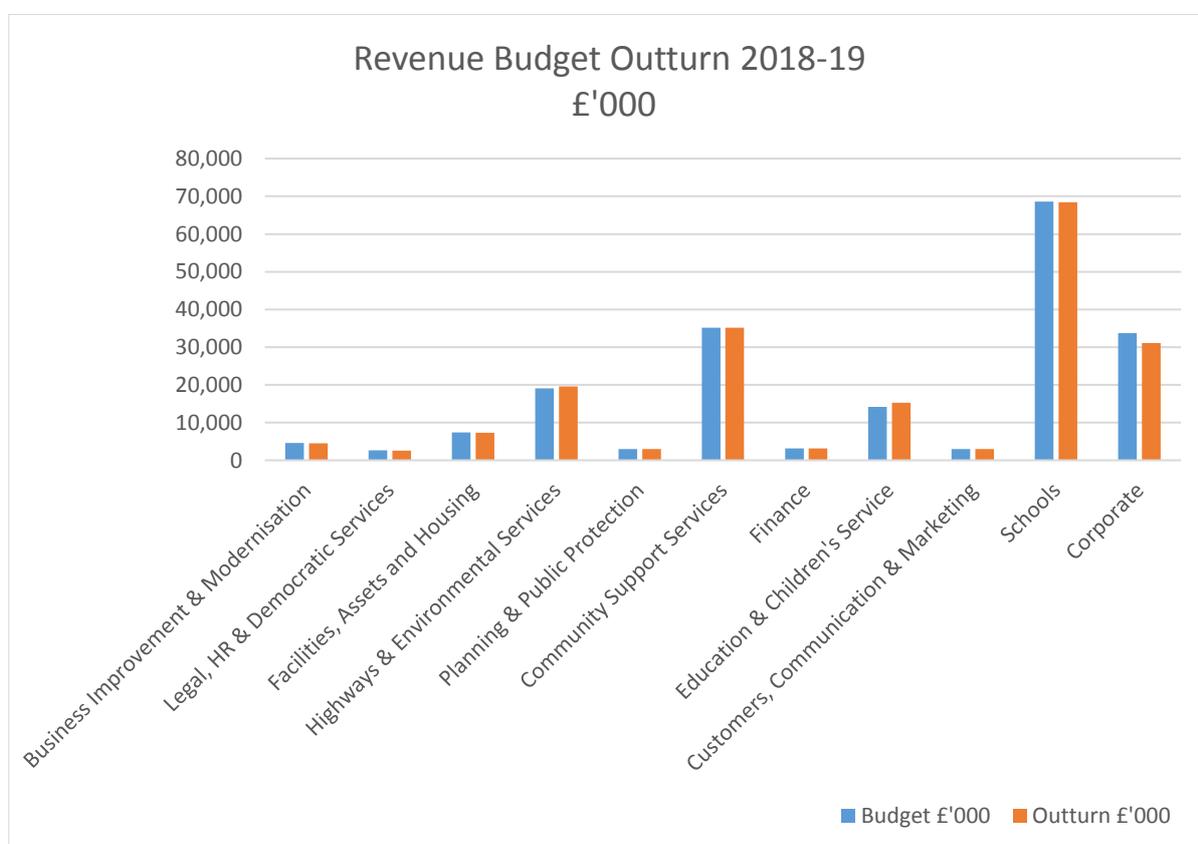


Finance

The council sets a revenue budget each year. This revenue budget covers the costs of services that the council provides, and is paid for by Welsh Government Grants, Council Tax and Business Rate payers, and service users. For 2018-19 the gross revenue budget was £305.8m.

As part of the ongoing reductions to public spending, the funding available to local government has continued to reduce and the council has had to bridge a gap of £4.6m to balance the budget. The council identified £3.0m of corporate savings and a planned cash contribution of £2.0m from the use of balances and a specific budget mitigation reserve. This meant that services were protected as much as possible, and that they contributed £1.6m in efficiency savings.

To deliver its budgets for 2018-19, the council underwent a rigorous budget process to identify areas for savings and cuts. We asked all services except schools to identify efficiency savings amounting to 1% of their net budgets. Services other than schools and those delivering social care were also asked to identify further savings of 2.8%. In the autumn a series of meetings involving Cabinet members and Heads of Service considered the budget proposals, service reserves and further possible savings. All of this information informed the Medium Term Financial Plan, which sets out how the council will make these savings and takes account of known and likely changes to the council's budget settlement. Prior to approval by County Council, the savings were agreed with Heads of Service and Lead Cabinet Members, and presented to a series of councillor budget workshops. The table below shows where the council spends its money:



By the end of the year the council spent £0.481m less than it budgeted for on services and corporate budgets, including schools delegated budgets. Service balances at year-end were £0.309m. Although it remains a difficult financial period for schools, investment in school budgets in 2018-19 (which more than funded inflationary pressures) and the close working relationship between the council and schools in producing robust three year financial plans, has resulted in an improved financial position for schools. Schools reported an in-year underspend of £0.173m resulting in a net deficit balance of £0.171m. During the year the council made a net contribution to a budget mitigation reserve. This is part of the council's ongoing budget strategy.

There have continued to be reductions in the council's funding. However, due to the use of cash from the Budget Mitigation Reserve (£2.0m) and the identification of savings from corporate budgets (£0.5m), the level of savings and efficiencies required from services and schools for 2019-20 has been kept as low as possible (£3.9m from services and £1.3m from schools). The budget process for 2020-21 is also underway. An initial budget gap of £5.5m has been identified for 2020-21 and the council's Budget Board is leading the response and approach to this challenge.

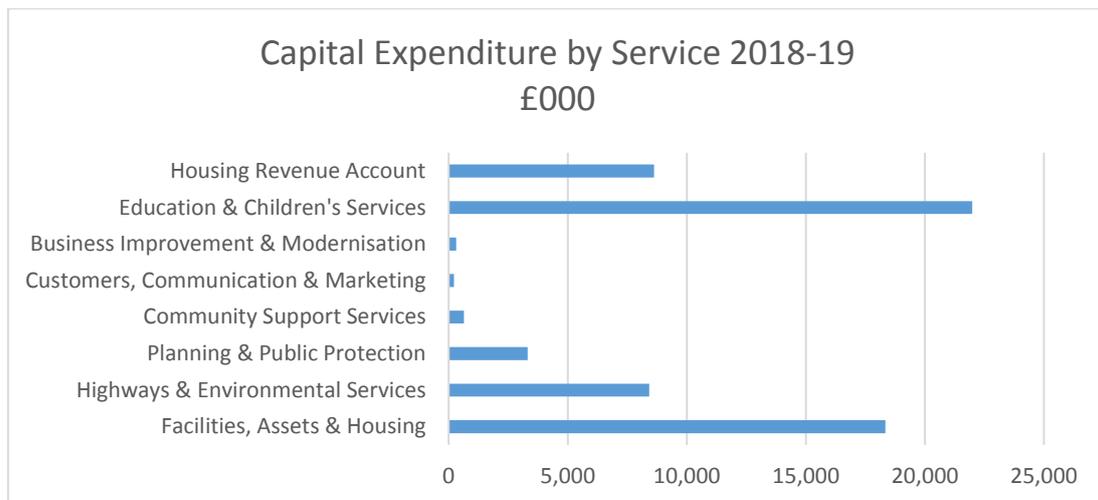
Funding the Corporate Plan

Projects that support our Corporate Plan priorities will require significant capital investment, others revenue funding, and some may be delivered at no additional cost. We think we need to invest somewhere in the region of an additional £135m in our corporate priorities during the life of the Plan, if we are to achieve all that we'd like. To pay for the capital investment identified, we will need to commit revenue budget and cash to the priorities. During 2017-18 we identified £0.5m of our revenue budget for 2018-19 and £1m cash to support the new corporate priorities. A further revenue contribution of £0.5m was secured through the 2019-20 budget process.

Although £135m is a large sum, the council would not have to provide all of this money itself, in reality contributing around £71m of the £135m. For example, we plan to use income from housing rent to help fund the new council housing; and we expect that grants from the Welsh Government will be available to help fund the planned work to our flood defences, and to improve schools. During 2018-19 the council continued to deliver significant investment in schools, which included £12.8m on the new Christ the Word Catholic School in Rhyl, and £5.6m on new schools in Llanfair Dyffryn Clwyd and Clocaenog.

With these levels of additional investment in the Corporate Plan, we must deliver drastic improvements. If we are successful – and we believe we will be – Denbighshire will be fit for the future, and continue to be one of the best places in the UK to live, learn, work and visit.

Total capital expenditure across council service areas is shown below:



Are we doing the right things?



Our recent Residents' Survey received 2,571 responses and covered eight topic areas. Questions were aligned to our Corporate Plan priorities, and the results support the interventions we're making, based on the issues identified. Results and key messages relating to the priorities are included in our [Residents' Survey Report](#).

Our programme management approach to delivering our Corporate Plan ensures that we stay focused on our long-term goals, take collective responsibility for the actions that we take and our approach to those actions, and regularly check that the direction we're taking remains relevant and sufficiently ambitious.

We have two established Programme Boards:

- Young People and Housing Board
- Communities and Environment Board

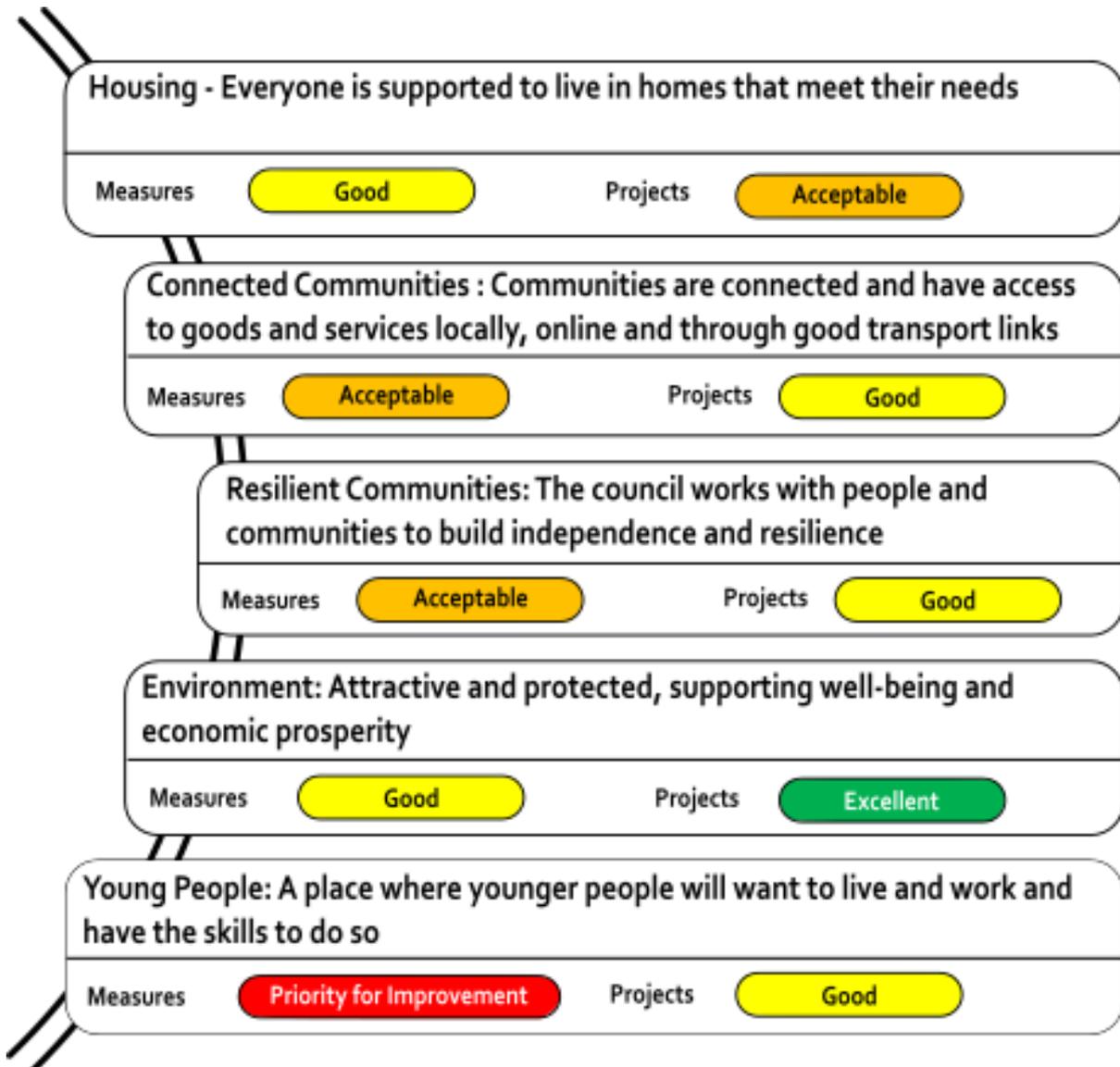
In April 2019 a special joint board 'review' was held to examine our progress towards achieving our Corporate Plan vision, identifying any gaps, and checking that the required resources and governance are in place. Boards, which comprise of senior managers and Cabinet members, confirmed our approach and the projects that we have in place. Some additional activity to enhance the benefits from our work was also identified, which we will take forward in 2019-20. You can find out about the projects that we are delivering under 'What are we doing in 2019-20?' at the end of each priority below.

Performance Summary

This is the summary position for our Corporate Plan in 2018-19.

The overall evaluation for each priority has been determined by the performance measures that we have in place (see appendix III for details of these).

The projects evaluation section for each priority has been determined by the status of its projects.



As you can see, at this early stage in the Plan's delivery, it's possible for our performance against our Measures to be poor but our Projects to be strong.

As we progress towards the completion of this Plan, we'd envisage that both would match positively (i.e. we would aspire for both to be at least 'Good').

So far, the Corporate Plan has delivered...



Superfast coverage has increased

2017 **83%** → 2018 **91%**

4G coverage on A and B roads increased by over

300%

Number of areas without 10mbps broadband speeds incapable of streaming high definition video

almost halved

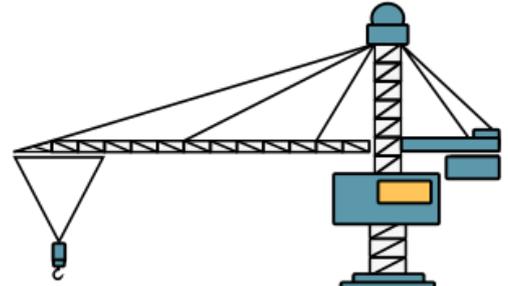


Community Resource Team established in **Ruthin**



1st

roadside nature reserve to protect an animal created at Boncyn Foel Bach, Hiraethog



We have delivered a major **£1.5m** improvement project on the Bro Havard Estate in **St Asaph**

£11.2 Million new school building at Glasdir in Ruthin



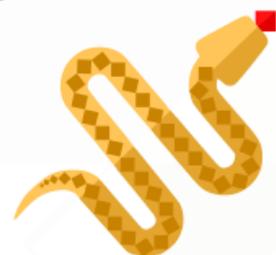
5,800 native broadleaved trees planted

1st

local authority in the UK to use herbicide-free weed killer

Denbighshire children have designed a logo to promote the council's

Bee Friendly status



HOUSING: Everyone is supported to live in homes that meet their needs

Key Measures:

Good

Project Progress:

Acceptable

An additional 124 new homes were delivered in Denbighshire during 2018-19. This is on target with our Corporate Plan's aspiration of delivering an additional 1,000 homes over five years. We have also delivered 23 affordable homes in 2018-19. Our ambition is to deliver 260 by 2022.

We know that a substantial number of people in Denbighshire are unable to afford market rent or purchase. In response to this a new Affordable Housing Register to help people secure their own home was launched: Tai Teg. This register offers an opportunity to access a range of opportunities through new builds and vacancies within existing housing for people who are employed but who cannot afford market housing. This is a partnership project being led by Grŵp Cynefin with North Wales councils and other housing associations.

For details of support available and eligibility criteria, please visit the [Tai Teg](#) website.

The Single Access Route to Housing (SARTH) register had 1,148 people on it as at 31st March 2019.

In our Residents' Survey 2018, for the first time we asked about levels of satisfaction with housing throughout the County.

- 42% of respondents were satisfied with the availability of housing, while 26% were dissatisfied (33% had no opinion).

- When it came to the standard of housing, over half of respondents (52%) were satisfied, and 17% were dissatisfied (30% did not know).

We recognise the supply and quality challenge with housing in Denbighshire, which is why

the provision of and access to new homes is a corporate priority. Being more adventurous, for the first time in 25 years the council will be building some of its own homes. The additional council housing developments project involves using the funds within the Housing Revenue Account to support investment in the provision of 170 additional homes for social rent by 2022. The first developments are scheduled in Rhyl and Prestatyn and will involve the construction of new energy efficient homes.

Our project to bring 500 empty homes back into use will work closely with private landlords to reduce the number of empty homes in

the County, addressing those that have become a focus for crime, anti-social behaviour and neglect. Homes may lie empty for a variety of reasons, including difficulty in establishing ownership, inability to sell, family disputes, the need for significant work, or the owner having an unrealistic value. The aim is to unlock the potential of

DID YOU KNOW?

For the 1st time in 25 years, Denbighshire is building new Council homes

DID YOU KNOW?

We've already brought 332 empty properties back into use

long-term empty homes, and promote attractive, safe and sustainable neighbourhoods. We have a package of financial assistance that provides grants and loans for improvement work, and we also provide advice and support. However, there will be times when it is necessary to use enforcement measures, particularly in cases where owners are unwilling to engage.

Case studies

Improving Neighbourhood Environments

In 2018-19 we completed a major £1.5million environmental improvement project on the Bro Havard Estate in St Asaph, Denbighshire Housing, along with the contractor, undertook the following works for the benefit of tenants and the community:

- Highway reconstruction.
- A new road on Stanley Park.
- Additional parking facilities.
- Improved pedestrian links.
- Additional traffic calming measures.
- Soft landscaping.

This closely links to our Environment Priority, as the landscaping consisted of native species tree planting, shrubs and wild flower areas that will provide year round colour and interest for the residents, as well as enhancing the biodiversity on the estate.

Preventing Homelessness

Our Tenancy Support Team are experienced at helping those on the edge of homelessness. In a recent case, an individual (who was in employment but whose hours were not enough to claim working tax credits or to come off the benefit cap they had been granted) sought the team's advice because they were in debt to their landlord. The council helped to reach an agreement with

the tenant and the landlord to backdate a Discretionary Housing Payment (DHP) to help reduce the arrears, whilst giving the individual concerned budgeting advice and support. This person is now managing their finances well and paying their rent shortfall on time.



Sustainable Development

We are committed to raising the energy efficiency standards of our current housing stock. Originally we had pledged that all of our stock would reach the energy efficiency rating of 'C' by 2022. However, as we have developed our approach we now know that this would not be financially realistic. We anticipate, however, that 70% will achieve the standard by the end of the Corporate Plan. This pledge compliments our Environment Priority, and will also prevent the risk of fuel poverty for our residents.

Our Corporate Plan outlines our commitment to increase the supply and accessibility of housing to people with protected characteristics, particularly those of age and disability. In response we are collaborating with Registered Social Landlords, private landlords, and homebuilders.

We have made a joint commitment to end homelessness in North Wales. The six counties of North Wales, have joined in partnership with the Chartered Institute of Housing Cymru, to publish:

[‘People, Homes and Services: A regional approach to tackling homelessness in North Wales.’](#)

Recognising that homelessness, and the issues that cause it, have no regard for local authority boundaries and that if we are really going to address this issue, then all six councils need to work together to join up data, services and solutions.

Equality and Diversity

By managing a diversity of housing stock and creating acceptance for alternative living, Denbighshire County Council endeavours to facilitate everyone’s right to a safe and secure place to live.

We now have 17 Syrian families living in the County. The families are housed in County-wide locations. The Home Office have determined that the scheme will come to an end as at 31st March 2020, and not at the end of that year as originally assumed. The final date for accepting families will be 31st December 2019. This means that Denbighshire’s revised target will be 20 families, adhering to our commitment of resettling 5 families in each year of the scheme.

Enabling people to better maintain their independence and continue to live safely in their own homes is important to us, and we are continuing to support people to achieve this. A total of 131 Disabled Facilities Grants were delivered throughout 2018-19 (an increase of 30 from the previous year).

Long-term Specialist Housing for people with Complex Disabilities was secured for 10 people during 2018-19 compared with 7 in 2017-18. These efforts have reduced the specialist housing waiting list. However, some long-term complex cases will take more significant efforts to resolve.

What are we doing in 2019-20?

We will continue to deliver against the projects that support this priority throughout 2019-20.

- **Empty Homes Back Into Use:** We will raise awareness of the issue of empty homes and the role the council can play in assisting to bring them forward by attending landlord forums, City, Town & Community Council meetings, and other interested parties. We will also continue to work with Registered Social Landlords, private landlords and internal partners to explore innovative ways of bringing more empty homes back into use. For 2019-20 we aim to bring back at least 130.
- **Additional Council Housing:** We aim to have completed the first development in Rhyl by summer 2019, and continue to make progress with the development of sites across the County. By March 2020, we will have provided 12 additional Council Homes and we expect that planning permission will have been granted for developments that will provide a further 43 Council Homes.
- **Extra Care Housing:** We will progress with our Extra Care Housing in Ruthin and Denbigh. The completion of the Denbigh site remains as autumn 2020; and the building works for Ruthin will start in October 2020 at the latest.
- **Affordable Housing:** At least an additional 53 affordable homes will be brought forward in 2019-20. Our recent review of the Corporate Plan will also see a project developed to explore the provision of housing for young people.

CONNECTED: Communities are connected and have access to goods and services locally, online and through good transport links

Key Measures:

Acceptable

Project Progress:

Good

At January 2019, Denbighshire had 91.1% coverage of superfast broadband (>30mbps) – an increase of 0.3% since the last period. In terms of rank, out of all 650 constituencies in the UK, Vale of Clwyd is 393rd; Clwyd South has also improved slightly to 532nd; however, Clwyd West has slipped from 571 to 573. We have slipped further still since the last period, when ranked against other UK authorities.

Our ambition was to have, as a minimum, 90% coverage at this stage in the delivery of our Corporate Plan, and currently 5.29% of premises in Denbighshire have broadband speeds of 10mbps. We recognise more needs to be done, and we will be progressing with our project to make superfast broadband and mobile networks available to everyone in Denbighshire. Our ambition is for there to be no premises with broadband speeds of 10mbps or below by 2022.

The Connected Nations Spring Update published in January 2019 has shown that 4G coverage on A and B roads from all four network operators has improved very slightly from 48.08% to 49.59%. The general trend, which is not expected to change, is that the percentage coverage in Denbighshire is lower than that across Wales, which is in turn lower than the UK average. Our ambition was to have achieved 60% by March 2019, and 80% by the end of the Plan. We will continue to monitor the data closely as we work with mobile providers to improve connectivity.

We recently asked residents about their experiences of using the internet and mobile phones, in addition to questions we've asked before about their experiences of public transport. The results of our 2018 Residents' Survey show that around a third (35%) of respondents have difficulty in accessing local public services by public transport, while nearly half said they found it difficult to access services by mobile phone (51%) and internet (52%). 82% of people reported that they were happy to access services via the internet and 72% were happy to access via their mobile phone. However, just over half (52%) reported that poor broadband or mobile phone signal hindered them from accessing services online.

In terms of barriers to accessing digital services, roughly one in ten said they did not have the skills to use the internet or reported that they could not afford to use the internet. Two in ten people reported that they could not afford a mobile phone. We recognise that some residents experience barriers accessing the internet and problems travelling around. For this reason we have a number of new projects to ensure communities have good digital and transport infrastructure.

Based on a number of factors (including broadband and mobile network availability, digital skills, basic skills, age, education, income and health), the overall likelihood of digital exclusion in Denbighshire is considered to be high. A business case to work with partners to support people in Denbighshire to reduce digital exclusion is now being developed.

In order to make it easier for people to access services online, we will ensure that council information and services will be easy and simple to use. For example, we are introducing a new Customer Relationship Management (CRM) system.

While endeavouring to make it easier for people to do what they need to do online, travel remains a crucial feature of good connectivity. Travel has been highlighted as a problem and as a barrier to accessing work, education and services for some time. The difficulty has been most closely associated with the perceived inadequacy of bus services, particularly in rural areas.

For example, based on 2014 WIMD data, 8 of 58 of Lower Super Output Areas (LSOAs) in Denbighshire were among the 10% most deprived in Wales in terms of Access to Services. Typically, the LSOAs that performed poorly in this category did not usually feature other deprivation factors. Llandrillo was the most deprived in Denbighshire in terms of access to services, and the 7th most deprived in Wales overall.

Although we recognise that there are problems, their complex nature can sometimes limit the effectiveness of the solutions we put in place. We are developing a project to improve travel connectivity across the County, which will probably be delivered in stages. This is likely to involve public transport, active travel, online payment options (for parking for example), electric vehicle charging, and potentially schemes for people in or at risk of poverty who struggle to get work. It will be a complex project and significant work with partners and residents will be required to ensure it is based around user needs.

DID YOU KNOW?

We maintain almost 900 miles of adopted public highway every year

Good travel connectivity requires a safe and maintained road and bridge infrastructure. In 2018-19, Denbighshire's performance against national road condition indicators was as follows.

In poor condition:

- 3.4% of principal roads (A), a decline compared to 2.7% in 2017-18.
- 4.7% of non-principal (B), an improvement from 5.1% in 2017-18.
- 8.2% of C roads, improved from 10.2% in 2017-18.
- Our overall road condition score for 2018-19 was 379,974, slightly worse than the previous year (362,092).

Our response to the percentage of damaged roads and pavements made safe within the target time slightly increased to 97.5% between January and April 2019. Of the total number of 203 incidents for the period, 198 were made safe within the timescale.

Despite this, our Residents' Survey 2018 shows a decline in satisfaction with our road and street maintenance since 2015 (from 57% down to 42%; and from 54% to 49% respectively).

The discrepancy between this and our comparatively healthy / improving measures is because the national indicators are based on a survey that looks at more than just the surface condition, considering conditions at foundation level too. The Residents' Survey

results will be based on perceptions of road condition that are limited to what people see at a surface level. A road in poor condition may appear to be in good condition but at foundation level it could be on the point of failure, and vice versa.

A project to improve infrastructure to make it easier to stage events in the County has been approved. The project is focused on making it easier for communities to host events through a mobile inventory of equipment to hire, and through 'rural focus area' / town centre events infrastructure investments in four areas. Infrastructure investments could include plug-in power, changing pedestrian / traffic flow or other events-related equipment. This could also provide areas with the infrastructure needed to develop a 'town centre experience', e.g. live performances, and can be used to support visitor growth and business development. Schemes will be developed in partnership with stakeholders in each of the areas, specified and tendered. Key to the success of these investments is making it easier and cheaper for communities to host events, especially where such events have a strong historical foundation of success and confidence that they will continue to take place in the future.

Case studies

Fflecsi

Extra public transport was made available in July 2018 thanks to a pilot scheme in parts of south Denbighshire. The scheme called 'Fflecsi', operates alongside existing local bus services to give rural residents in the pilot villages a service on at least five days a week (between 9am and 2.45pm). The pilot will be evaluated in 2019-20.



A community pilot exploring community-led options and approaches to improving connectivity

We are exploring options to encourage local schemes to improve connectivity where:

- Housing exists in areas of poor broadband coverage and speed;
- Falls into either an area with no superfast coverage, or is not likely to be part of Superfast Cymru 2 roll out.

The focus on this work will be community-led, with the council and social housing partners taking a supportive role.

Sustainable Development



As a council, we recognise the importance of staying connected. This means investing in the technologies that will keep our communities connected in the long-term, which is why we are working with partners such as the Welsh Government's Superfast Cymru project.

We also recognise that connectivity is complex. While we want to improve travel infrastructure in Denbighshire, we also recognise that some people may want to remove the need to travel at all, by accessing goods and services (or working) online. By involving stakeholders, we know some residents may not feel confident, or lack the skills or means to access services online. For this reason, all of our Corporate Plan projects are managed together as a programme to ensure we plan in a joined-up way that maximises opportunities.

Active Travel means walking and cycling (including electric wheelchairs and mobility scooters) for everyday short-distance journeys, such as journeys to school, work, or for access to shops, services and bus / rail stations. By investing in active travel we are encouraging people to adopt healthier lifestyles and promoting lower carbon transport. This is a preventative approach that integrates complementary goals, and will require working with our partners to design and deliver the solution.

Equality and Diversity

Keeping our communities connected allows everyone to have a voice. Whether this means the ability to access the internet, reach a meeting, or communicate in their chosen language.

We continue to monitor the percentage of people reporting they were able to communicate with us in their preferred language. 97.7% of Community Support Services' service users say they are able to communicate in their preferred language.

Improvements to active travel routes are also benefiting people with disabilities through improved accessibility, particularly in relation to routes linked to schools.

Our corporate plan projects to improve council information and services online and to tackle digital exclusion will include interventions to ensure services are accessible for everyone.



What are we doing in 2019-20?

We will continue to deliver against the projects that support this priority throughout 2019-20:

- **Access to Work, Education and Services:** We will undertake research to help us understand the problems that people face in accessing work, education and key services. We will continue to invest in active travel and parking improvements, and will review the effectiveness of the Fflecsi pilot in August 2019.
- **Roads & Bridges:** During 2019-20, we will deliver the third year of a 10-year maintenance programme for bridges and other highways structures. The aim of this programme is to minimise the need to implement weight restrictions on our bridges.
- **Superfast Broadband and Mobile Networks for All:** During 2019-20 we will support a community pilot; ensure new housing developments are fit for purpose from a connectivity perspective; improve information about options for improving connectivity; and explore

whether our own assets could be used to improve connectivity.

- **Accessible Information and Services:** From March 2019 we will be implementing our new Customer Relationship Management system. The new system will give us better performance information about the number of transactions taking place online, on the telephone, or face to face.
- **Digital Exclusion:** Subject to approval and funding, in July 2019 we will target

those most likely to be digitally excluded so that they have the skills and means to use digital services.

- **Event infrastructure:** Work will commence in September 2019 to improve the way the council handles 'big event' enquiries. We will also work with communities to develop an inventory of mobile equipment that will be available to hire and to identify areas in need of fixed events infrastructure.



RESILIENT COMMUNITIES: The council works with people and communities to build independence and resilience

Key Measures:

Acceptable

Project Progress:

Good

We've been working closely with our residents to make it easier for them to deal with challenges in their lives, both by improving support and by listening more closely to our communities and helping them achieve their goals.

DID YOU KNOW?

In the Residents' Survey 2018, 85% of you felt a strong or some sense of belonging with your local area

In the Residents' Survey 2018, new questions were asked regarding community cohesion and resilience.

The results showed that:

- 67% of respondents felt their local area was a place where people from different backgrounds get on well together, and 18% disagreed (15% did not know).
- 59% thought that their local area was a place where people will pull together to improve the local area, with 30% disagreeing (11% were unsure).

In 2018-19 we completed our Community Planning and Development Resource project with many community planning activities being held throughout the County. Driven by the aspiration of supporting communities, we have published Community Development

web pages that offer advice and guidance on a range of subjects to support their planned activities.

Find out more: [Community planning](#)

During 2019 more events are planned to take place. These will be themed in order to allow focus on key areas of interest for communities across Denbighshire and funding priorities for the Clocaenog and Brenig Windfarm funds, which are due to open to applications during the year. The first of these events will be held in May, focusing on exploring the use of community share offers and community led enterprises to support community resilience.

DID YOU KNOW?

You can find out what funds are available for your community on our website [Community funding and grants](#)

The average length of time adults (aged 65 or over) are supported in residential care homes for the year decreased to 993 days. Although this is high in relation to the Wales average (800), it is understood that Denbighshire has a high average age population. This is the first time our figure has been below 1,000 days.

We have worked, and continue to work, to reduce the number of new admissions to residential care homes through the use of both modern and traditional care packages

in the home, and by working with people to maximise their independence.



2018-19 saw the launch of our [County Conversation Portal](#) to make it even easier for you to tell us what you think.

We will use the [County Conversation Portal](#) to ask you for your thoughts and give you the opportunity to get involved!

This priority itself does much to tackle key equality concerns, through user empowerment and involvement in the shaping of services to:

- Ensure people can access the right information first time, however they contact the council.
- Support Carers to help them sustain their roles as carers.
- Facilitate Community Development and Empowerment.
- Strengthen our approach to tackling domestic abuse.

Because of changes to the way the North Wales Police record domestic crimes, we will need to change our Corporate Plan measures around domestic abuse. We will now look to use the National Incident Category List (NICL) for our data.

Another of our indicators originally agreed upon was to show the percentage of projects that have considered the 10 National Principles of Engagement within their Well-being Impact Assessment. This has not proved a useful measure, and it is felt that there are now more meaningful engagement measurement tools available, which we will explore in 2019-20 in place of this.

Projects around tackling domestic abuse (through awareness for staff and young people), and enabling information that supports resilience and independence are also being progressed.

It's important to note that many of the projects under this priority put in place preventative measures that should have a positive effect but will take time to realise.

Feedback from the 2018-19 Community Support Services annual "Have Your Say" citizen survey showed that:

- ✓ 84.5% felt they have been actively involved in decisions about their care and support (147 out of 174 people).
- ✓ 97.7% were able to communicate in their preferred language (167 out of 171 people).
- ✓ 97.1% felt that they were treated with dignity and respect (166/171).

A significant project is that of designing seamless health and social care services in the form of Community Resource Teams. Denbighshire is working in partnership with Betsi Cadwaladr University Health Board (BCUHB) to deliver this project, with BCUHB being the lead delivery partner. The aim of the Community Resource Teams is to deliver comprehensive, flexible and responsive multi-agency and multi-disciplinary community health and social care services. These are easily and seamlessly accessible from the citizen's perspective. Ruthin's Community Resource Team was established in February 2019. Rhyl's has been in place since 2017. The project will next look at Denbigh.

We're also currently running a project to support adult carers so that:

- Carers will be more resilient and independent.
- Carers will be well informed and will feel supported within their communities.
- Carers will be able to live a fulfilled life.
- Carers will be able to care for longer, if that is their choice.
- Citizens of Denbighshire, and those working within Denbighshire, will have a greater understanding of the importance of supporting Carers.

DID YOU KNOW?

Across Wales, 370,000 people are carers, supporting a loved one who is older, disabled or seriously ill. Denbighshire has 11,600 carers

83% of Carers have reported that they feel safe, up from 71% the previous year. 75% of adults reported that they feel safe, up from 73%.

During 2018-19, the council dealt with 622 adult protection enquiries. Following an in-year dip, at year end the council completed 68% of these within 7 days. This is still below the Wales average of 85%, but changes have been made to staffing and our approach to general case management to improve performance. When available, you can read our 2018-19 [Director of Social Services Annual report on this webpage.](#)

Case studies

Carer's story

Here is the story of one carer, who has recently moved to the area with her family:

DID YOU KNOW?

We were named Best Local Authority Arts Project Encouraging Community Cohesion for our Lost in Art project

"Together with my partner, I have been caring for my partner's mother who had Dementia for 14 months now. She is 93 years old. My role involves helping her with everyday tasks such as dressing, washing and helping her get up in the morning and putting her to bed at night.

I feel that it is better for her to be cared for in familiar surroundings at home with people she knows. As she has Dementia, no day is the same, so we just take each day as it comes.

We are fortunate to have support from the council, which allows my partner and I to have some free time to go out together. The support pays for someone to come and sit with her whilst we go out. I also have had good support and information from the North East Wales Carers Information Service (NEWCIS)."



For more information about carers and how to get an assessment, contact:

Denbighshire's Single Point of Access on

0300 456 1000

or

North East Wales Carers Information Service (NEWCIS) on **01745 331181**

Community Navigator - Bringing information out to the community

"I recommended the DEWIS Cymru website to someone who recently moved into the area and was feeling lonely. When I next saw them, they were delighted and listed all the clubs they were interested in attending. They said it was a brilliant resource and thanked me for being so supportive."

Sustainable Development

Within this priority we are taking forward an important engagement project that intends to both strengthen our approach to managing our involvement processes, and also move towards more of a co-production type of model. This will see residents being involved with shaping services much earlier than is usually the case, and in an ongoing manner. Developments here will lay the foundations for stronger involvement in general.

A number of projects that are planned will require a collaborative approach, namely:

- Improving support for carers.
- Integration of health and social care.
- Tackling domestic abuse.

All are also driven by a desire to prevent further need.

Denbighshire County Council also supports Dewis Cymru in their goal to provide a place for information about well-being in Wales. Dewis Cymru is a single point of information for over 6,000 local and national services aimed at maintaining personal well-being. By supporting this service we hope to help people work out what matters to them, and to give them information and services to help with their well-being, and a place to go

for information if they wish to help someone else.

June 2018 saw an exciting chapter for Denbigh Library and One Stop Shop as it opened its doors to the public following a major refurbishment that has modernised facilities and provided new areas for community involvement.

The brand new refurbished building included:

- New reception / One Stop Shop enquiry desk.
- Dedicated self-service computer to access council and partner online service.
- New self-service issuing kiosk.
- Redesigned flexible children's zone.
- Refurbished meeting room.
- Free Wi-Fi.
- New and improved Tourist Information Point.
- Exhibition of local history items and information.
- Flexible consultation areas for community use and library activities / events, information surgeries and private 1-2-1's, which can be opened up into one large area.
- Relaxing area for informal study.
- IT learning / educational zone for training.

Equality and Diversity

In July 2018, Blue badge holders living in Denbighshire saw the introduction of being able to park in the council's public car parks for an additional hour, granting the additional hour on top of the expiry time printed on your pay and display ticket. The extra hour was deemed as a 'reasonable adjustment' under the Equality Act 2010, and has also been implemented by some other

councils that charge blue badge holders for parking.

During October 2018 half term, Rhyl Library hosted Storytime with Mama G, a drag queen who tells stories with an LGBT theme. Combining panto, drag and the traditional art of story-telling, Mama G shares tales that celebrate being who you are and loving who you want. 36 parents and children attended the free session at Rhyl Library and it was received very positively.

LGBT picture books are now available at the library, which include; 'And Tango Makes Three', 'King and King', and 'Daddy, Papa and Me'.

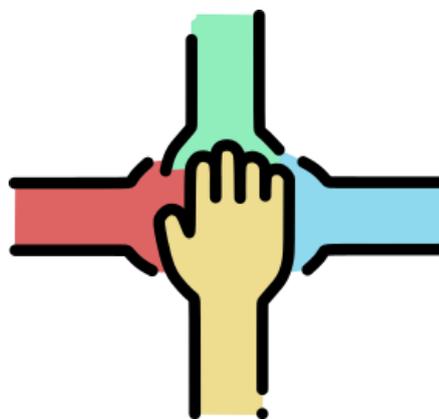
Dementia Friends training and training to raise awareness of Dementia, is held across Denbighshire with many venues (such as libraries) acting as community hubs, open to community groups during out of library hours with meeting rooms and moveable furniture. We also now have a new project where we are working towards becoming a Dementia Friendly Council.

DID YOU KNOW?

Denbighshire will be working towards becoming a Dementia Friendly Council

The council has been working to respond to the requirements of the Social Service and Well-being (Wales) Act 2014 through its programme to modernise the way social services deliver. This work places greater emphasis on the outcomes of individuals, including outcome-focussed conversations. Children and adults receiving support and service provision are offered a "What Matters" conversation for individual support packages.

The Older People's Commissioner for Wales has launched a strategy for 2019-22, "[Making Wales the Best Place in the World to Grow Older](#)". The Commissioner has set out three key priorities and will be taking action to end ageism and age discrimination, stop the abuse of older people and enable everyone to age well. We have examined the Strategy in detail to ensure that our work aligns with the three key priorities identified by the Commissioner, and we are confident that we will be delivering against the activities outlined, either through our Corporate Plan projects, or with our service provisions. We will, nonetheless, be looking to refresh our Ageing Well in Denbighshire Action Plan by the end of 2019.



What are we doing in 2019-20?

We will continue to deliver against the projects that support this priority throughout 2019-20:

- **Community Planning:** We will be developing resources to support access to approximately £850k of Wind Farm community grant funding by March 2020.
- **Access to Information:** We will ensure people have access to consistently good information in a variety of formats (e.g. online, face-to-face). Dewis Cymru will offer the main platform for gathering

well-being information. We will work to ensure that services and partners maximise its use (complimented by our Libraries, Talking Points, Family Information Service, Community Navigators and Flexible Funding Programme) by December 2019.

- **Having your Say:** We will enhance use of the [County Conversation Portal](#) by March 2020 to ask you for your thoughts, and give you the opportunity to get involved with as much as possible.
- **Reduce Domestic Abuse:** We intend to develop a County-wide approach to reducing violence, domestic abuse and sexual violence against men and women over the duration of the Corporate Plan.
- **Supporting Carers:** We will be refreshing and agreeing new actions to support Carers in Denbighshire by March 2020. We will also offer an E Learning module related to carers, which will be mandatory for personnel, offering awareness of carer roles and responsibilities and how we may help individuals. Training should be completed by December 2019, with

monitoring processes in place at that time.

- An interdependent project will offer continued support for care leavers to engage with appropriate career pathways and opportunity for education, employment and training, developing their readiness for work.
- **Seamless Health & Social Care:** We will be establishing a Community Resource Team in Denbigh by March 2020. This will include maintaining our focus on recruitment and retention of high quality Social Services staff in an environment of increasing complexity and decreasing resources.
- **Dementia Friendly Council:** By March 2020 we will develop a corporate approach to work jointly with the Alzheimer's Society, aspiring to become a Dementia Friendly organisation. Our work to increase the number of Dementia Friendly communities within Denbighshire will be progressed and we will demonstrate actions to deliver positive outcomes for people living with Dementia, or for carers of those living with Dementia in the County.

ENVIRONMENT: Attractive and protected, supporting well-being and economic prosperity

Key Measures:

Good

Project Progress:

Excellent

Results from the Residents' Survey 2018 showed high levels of satisfaction with open spaces in Denbighshire, resulting in:

- 87% were satisfied with the local countryside.
- 70% were satisfied with the County's beaches.
- 64% were satisfied with local parks.

Weekly countryside volunteer tasks have taken place at Glan Morfa in Rhyl throughout the autumn and winter, which has resulted in this year's allocation of 2,400 trees (4,800 in total so far) being planted. The tree planting has provided an ideal focus for participation by the local community, various groups and local schools. The overall aim is to transform a former tip with numerous environmental quality issues into an attractive Green Open Space and Community Woodland. Strong links have been made with a variety of schools and local groups who will be attending regular volunteer sessions at the site throughout 2019.

Tree planting has also commenced in Upper Denbigh with 1,000 trees of local provenance being planted on the boundaries to the allotment site. This not only contributes to our tree planting target in Upper Denbigh but also ensures that allotment sites in Denbighshire are more biodiversity friendly. In total 1,800 trees / shrubs will have been planted.

DID YOU KNOW?

There were 664,502 visits to our countryside and heritage sites during 2018-19

Some other highlights from the 'Improving Biodiversity' project include:

- New adder survey sites.
- Work to support our Sand Lizard population.
- A project to survey and support our dormouse habitats.
- Volunteer training to assist with biodiversity surveys.
- Guest lectures with Glyndwr University.
- Biodiversity Days with the Assistant Rangers.

At the end of the year, the numbers of black grouse, little terns, adders, sand lizards and bees was at an 'acceptable' level (according to our own performance standards). These species and groups of species are considered to be of particular importance due to a combination of their small or declining populations, and limited range. We have outlined plans to improve the populations of these species over the course of the 5 year plan.

DID YOU KNOW?

Denbighshire is the 1st in the UK to have a Roadside Nature Reserve to preserve adders

October 2018 saw us become the first local authority in the UK to use the latest herbicide-free weed killing technology. The council's Countryside Service took delivery of the new 'Foamstream M600', which uses heat and an organic foam made from olive oil to kill weeds. The foam is non-toxic and will enable the council to reduce the amount of herbicides it uses to control unwanted growth of plants and non-native invasive weeds, including in sensitive areas such as Sites of Special Scientific Interest, Special Areas of Conservation, and County wildlife sites.

Based on a National Flood Risk Assessment in 2012, 16,750 properties in Denbighshire were in a flood zone, which is between 20% and 30% of all properties in the County. The 'Flooding in Wales' report identified 3,250 properties as being in severe risk of flooding, with a further 13,200 at moderate or low risk. The East Rhyl Coastal Defence Scheme is 'on target' and is anticipated to be completed in 2020, with 500 properties of those properties at severe risk benefitting from a reduced risk of flooding.

The council has drafted and consulted on a new tourism strategy, which focusses on how we can make the most of our assets as a County; our seaside, our market towns, our heritage assets and our wonderful countryside. A significant proportion of our business already comes from tourism and this continues to grow. The new strategy will be published very shortly!

Case studies

Storm Hector – 'Terns' out Volunteers

At the end of June 2018 the little tern colony was subject to Storm Hector, which caused damage to nests and fences. More than 20

volunteers, members of the North Wales Little Tern Group, and staff from Denbighshire Countryside Service helped clean up the site, rescue eggs and repair damage caused to fences. This community response has mitigated the impact on the colony. This breeding colony is the only one in Wales, and one little tern ringed 25 years ago is believed to be the oldest recorded in the world. Seasonal viewing structures and a visitor centre also opened at the site in 2018.



Bee Friendly

Last year the council was awarded 'Bee Friendly' status from the Welsh Government. Early 2019 we offered children aged 5-14yrs the chance to design the council's 'Bee Friendly' logo.

We are continuing our work with schools and community groups to create bee and bug 'hotels', reduce the use of pesticides and herbicides, and identify sites to improve for pollinators by planting wildflowers and sowing wildflower seeds.

Reeds for Grebes

Reed bed creation at Rhyl's Brickfields Pond has provided an ideal habitat for small fish and insect larvae, which attracted a rare visitor in December 2018. A Slavonian grebe, which is 'red listed' by the RSPB, is believed to have been blown off its usual flight path but had found somewhere to rest up and feed before continuing on its journey.

Sustainable Development

This Corporate Plan is the first to focus so heavily on the preservation of the natural environment and to pay particular attention to maintaining biodiversity within the County. This direction was as a result of our County Conversation engagement. As part of this exercise voices from young people in the community were heard and listened to. They were concerned about the future of the environment and wanted the council to more actively pursue change under this theme.

We are working closely with Natural Resources Wales to plant 18,000 trees by 2022, a long-term commitment to the environment, and to provide shaded community recreation spaces.

2018-19 saw plans to change waste and recycling collections in Denbighshire being given the go-ahead, which include:

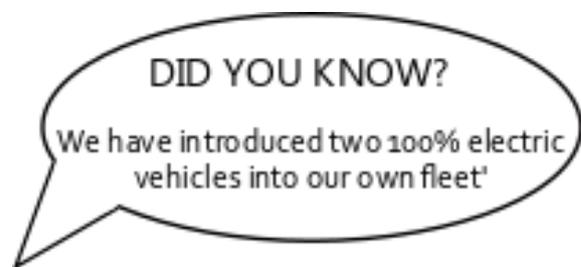
- A new weekly collection for recyclables such as paper, glass, cans, and plastic.
- A new weekly collection for nappies and incontinence wear.
- A weekly collection for food waste.
- A new fortnightly collection for clothes and small electrical items.

The aim is to encourage more recycling on top of the council's current rates (64%) to meet the Welsh Government's 70% target by 2025, with an expectancy that the target will rise to 80% in future. The new facilities that are needed to support the service should be in place early 2021, with the aim of the whole County being moved across to the new service by July 2021.

In-keeping with the low carbon theme, we plan to reduce the level of our carbon

emissions from our own assets and we'll ensure that all new-build council homes have an energy efficiency rating of 'A'. This demonstrates our approach to maximising benefits from projects, integrating with our Housing Priority. Originally we had committed to reduce our carbon emissions by at least 15% by 2022. However, on review we believe we can actually achieve much more than this and will look now to setting ourselves a new target.

Equality and Diversity



Everyone has a right to enjoy the environment. In Denbighshire we have made huge progress to not only safeguard our astounding natural resources, but to also make it easier than ever for all people to experience them.

The Little Tern Colony near Prestatyn is one of the most productive colonies in the UK, and the last one in Wales. It is located in a spectacular coastal setting and within a Special Protection Area. Although it is already a popular place to visit, the intention is to provide volunteering / environmental education opportunities across all sections of society. Funding has been secured to provide free transport from deprived wards to the colony, and to help raise awareness a video of the colony and life cycle of Little Terns (narrated by Iolo Williams) has been produced. In addition to this, a boardwalk to the colony has just been completed, which will allow access for the very first time for wheelchair users and prams.

An all-terrain Trampler / mobility scooter is now available for the public to use at Loggerheads Country Park. The scooter is available through a booking service to enable people with mobility problems to join their friends and family on days out in the park.

Brand new state of the art audio tours have been launched at Plas Newydd and Ruthin Gaol. With voiceover work provided by local people, these new tours will be easy to use, lightweight, and contain updated and new information about Plas Newydd, Ruthin Gaol, and the people connected with these historic buildings. There is also an all new interactive digital Children's Tour to encourage younger audiences to explore and learn whilst taking part in a fun quiz. All audio tours are available in Welsh and English, with more languages being added throughout 2019.

What are we doing in 2019-20?

We will continue to deliver against the projects that support this priority throughout 2019-20:

- **East Rhyl Coastal Defence Scheme:** By 2022 it is anticipated that 500 properties will benefit from a reduced risk of flooding. A project is being developed to propose an extension of the flood risk management work, but will require sizeable capital investment.
- **Tree Planting:** We will continue with our ambitious programme to plant 18,000 trees by the end of 2022. In 2019-20 we will plant a further 4,300 (2,400 in Rhyl and 1,900 in Denbigh).
- **Biodiversity Project:** This project will help us to understand, protect, and promote awareness of important and vulnerable habitats and species in the

County. During 2019-20 we will, with volunteers, continue to survey 7 of our most vulnerable species by carrying out over 40 surveys.

- **Carbon Emissions and Energy Efficiency:** We are committed to reducing our carbon footprint through a number of initiatives, which will improve our energy consumption, the efficiency of our housing, and the sustainability of our fleet. In April 2019 two 100% electric vehicles join our fleet, and in October we will switch to using only renewable electricity in our own buildings.
- **Access to the Countryside:** An exciting 3 year ENRaW funded project will nurture healthy and resilient ecosystems along a large habitat corridor through the counties of Denbighshire, Flintshire and Conwy. This will link some of the most deprived populations in Wales to the wider countryside and protected sites. A Delivery Plan has been developed and year 1 will be implemented 2019-20.
- **Reducing Plastics:** The council will be taking forward a new project to reduce its consumption of plastics, presenting proposals to Council by December 2019.
- **Supporting Tourism:** We will be developing a 'Vale of Clwyd' brand to bring visitors to the towns in the middle of our County, also building on the regeneration of Rhyl to bring more visitors and businesses to our largest town.
- **Renewable Energy:** We will scope a new renewable energy project with a view to increasing renewable energy provision across the County.

YOUNG PEOPLE: A place where younger people will want to live and work and have the skills to do so

Key Measures: Priority for improvement

Project Progress: Good

In our Residents' Survey 2018, for the first time we asked residents to comment on a range of 'opportunities' throughout the County.

In particular, 'opportunities for young people' results showed:

- 19% of residents agreed that sufficient job opportunities for young people were available.
- 28% of residents agreed that sufficient opportunities for young people to develop their skills were available.
- 50% of residents agreed that sufficient leisure opportunities for young people were available.



The council recognises the challenge that it has set itself with this priority, with performance against the measures that we have chosen being a priority for improvement in most cases. This only emphasises that we were right to include this in our Corporate Plan and that it is a priority for us to improve. We will always aspire to achieve the best for our children and young

people, and hopefully the progress of our projects over the next three years will make a positive contribution towards that aim.

The job seekers allowance claimant count for 18-24 year olds has increased each quarter throughout the year, sitting at 5.5% by March 2019. This is 1.3% behind the Welsh average, compared to just 0.1% in quarter 1. There is a strong focus on upskilling and job creation for young people within this priority and we have projects to support improvements in these areas (see case studies and sustainable development sections below).

Nearly 30% of children in Denbighshire have an unhealthy weight or are obese. This is behind the national average of 27%. We will be starting a new cooking initiative in schools in 2019-20, which will hopefully help our young people make healthy life choices.

Based on the latest published position, data reveals that attendance in both primary and secondary schools has fallen below the Welsh average, being 94.4% and 93.4% in each respectively. The council works closely with schools to ensure that they are engaging with the council's policies, putting interventions in place where procedures are not robust.

Changes to the national curriculum and assessments framework poses a real challenge to us when it comes to understanding the attainment of pupils in Denbighshire, particularly as we are no longer able to compare with other Welsh authorities. When this situation is clarified,

we will need to change the performance measure that we initially chose for our Corporate Plan, which examined the gap between attainment at key stage 2 (Core Subject Indicator) and key stage 4 (Level 2 inclusive of Welsh / English and Maths). These two measures were felt to be commensurate with one another at the start of the Plan. However, this is no longer felt to be the case, following changes to the way key stage 4 attainment is now assessed. This impacted adversely on Denbighshire in 2018, with 47.5% of pupils achieving the expected outcome at key stage 4, inclusive of Welsh / English and Maths (Level 2+). This falls behind the Welsh average of 55.1%. This situation has been examined in detail by our Performance Scrutiny Committee, and is being closely monitored by the council and the regional school improvement consortium, GwE.

[Ysgol Bro Cinmeirch](#) in 2018-19. Building works for [Ysgol Carreg Emlyn](#) were completed in May 2019, whilst a further 2 projects – [Ysgol Llanfair](#) and a 3-16 Catholic school, [Christ the Word Catholic School](#) – will be completed in 2019. You can read about all our school builds under '[Education Matters](#)', [County Voice 2019, issue 1](#), or follow [our blog](#) to keep up to date!



According to the new Welsh Government condition category measure, as at the end of 2018-19, 34 schools are providing education in buildings that have the lowest suitability and condition categories (C & D), down from 36 in the previous year. The 21st Century Schools Programme Band B programme will reduce this figure over time, though there will still be Denbighshire schools in these lower condition categories.

DID YOU KNOW?

So far more than 3,500 pupils in Denbighshire have benefitted from new school buildings

Our Modernising Education Programme is responsible for reviewing school provision in Denbighshire and investing in school buildings and facilities. The first wave of funding for 21st Century schools is coming to an end this year. To date there have been 7 primary and 2 secondary school projects completed; including, in 2018-19, the new building for [Ysgol Pen Barras and Rhos Street School](#), and the completion of a Safer Route in Communities project which opened a new walking and cycling path. Improvement works were also complete at

DID YOU KNOW?

So far more than £90 million has been invested in Denbighshire's schools

There has been some work done this year to better understand volunteering opportunities that are available to young people across a range of our services, looking at our Youth Service, Countryside Service, the Welsh Bacallaureate delivered through

schools, and our TRAC programme (which seeks to engage those likely to fall out of education, employment or training). Quantifying the number of opportunities provided, or the number of young people participating has proved problematic across these four areas. However, improvements to tracking volunteer opportunities are being implemented currently, which will improve reporting in 2019-20. The only measure that we have currently looks at the achievement of the Skills Challenge Certificate, part of the Welsh Baccalaureate, which comprises of a community volunteering component. 65% achieved this at key stage 4 in 2018. The Welsh average was 73%.

Case studies

Young Person Employment Bursary

During 2018-19, Denbighshire started offering a Young Person Employment Bursary, which seeks to encourage people aged 18-35 to upskill and boost their earning potential. The project has the potential to help up to 80 individuals a year, with funding of between £250 and £2,000 per person. The take up for this has been lower than anticipated, and we are now looking at promoting this in different ways.

So far we have had 24 enquiries resulting in 20 applications, eight of which are being progressed through Working Denbighshire. The scheme has had its first application approved, a young individual who wants to upskill in their chosen profession of dentistry. Once they have completed their qualification, we have estimated that their salary should increase by 10% per annum.

To apply for a Young Person Bursary, you need to be:

- Aged 18-35 (at point of application and approval);
- Living in Denbighshire;
- Earning below £20,326;
- In employment (at least 16hrs) and able to demonstrate availability of suitable positions with a County based company.

Find out more:

[Young Person Employment Bursary](#)

Working Denbighshire

In 2018-19, the council set-up our Working Denbighshire Strategy, which seeks to tackle poverty through employment, better coordinating support that helps people into work. This is achieved through collaboration with our partners from across public, private, community and voluntary service provision. It provides support for residents aged 16 and over who are furthest from the labour market back into education, employment and training.

It is too early to report on the project's long-term outcomes, but it ambitiously seeks to:

- Reduce the number of people claiming unemployment.
- Increase household income.
- Reduce the number of households with an income less than 60% of the GB median household income.



March for Business 2019



Denbighshire's business community took part in the fourth March for Business month, which saw more than 530 attendees take part in 26 varied events, the highest figures so far.

Ready for Work

The Ready for Work project aimed to educate pupils about the variety of career opportunities open to them, and the associated career pathways and skill sets required. The project did this through the delivery of a range of initiatives, enabling pupils to access more in-depth careers advice, have mentoring support, access to employers and individuals with specific expertise, and opportunities to develop the relevant skills and be aware of the expectations and requirements of employers.

In its second year, Ready for Work continued to deliver successful career events targeted at year 9 pupils, attracting 1,402 pupils at events held in Prestatyn, Denbigh and Llangollen, with over 20 businesses in attendance at each.

The intended alumni scheme and Public Sector Mentoring Programme have had less success within the project, struggling for take-up by schools, and capacity making delivery difficult. The project will be closed early in 2019-20, but it is hoped that

successful elements will be able to continue through the Working Denbighshire strategy. However, our measure for pupils engaging with the mentoring scheme will be withdrawn from our performance framework as a consequence.

Supporting Parents in Denbighshire

Our Support for Parents project seeks to promote positive parenting to improve life outcomes for children. In 2018-19 the project has focussed on implementing the Solihull Approach. Initially this was piloted with a small number of schools, but the interest was such that it is now been rolled out to all primary schools. The initiative provides resources to support parents with their children from conception through to adolescence. Feedback from those involved has been positive. The intention is to extend this provision to secondary schools as well during 2019-20.

Sustainable Development



There is a strong focus within this priority on the mental well-being and 'life skills' preparation of young people. This emphasis is as a direct result of involving young people with the County Conversation exercise, with a view to preventing circumstances that would compromise a young person's ability to thrive. Through our County Conversation with young people, we have also been able to better understand their aspirations for the future, and in particular the types of jobs young people will find rewarding and provide both profitable and fulfilling careers that are

important to them. It is with this in mind that a number of projects in this priority aim to not only provide young people with qualifications, but to provide the jobs and skills needed for the next generation of work.

For example (pending funding) we have exciting plans for a digital skills and entrepreneurial hub in Rhyl, to provide enterprising business start-ups with the abilities and networks to help them succeed in a growing digital sector. Alongside this we also have a project that is seeking to provide “move-on” premises for growth sector businesses that have outgrown their current accommodation. This retains the existing business within the County and creates opportunities for new high-skilled jobs.



We have invested heavily in the future of Rhyl, through a strategic programme of projects named the ‘Rhyl Master Plan’. As part of this programme, the renovation of the Rhyl waterfront has received a £25m investment with the intention to provide a boost to the Rhyl economy and creation of over 250 jobs.

SC2

SC2, officially opened on 5th April 2019, the £15m waterpark includes Wales’ first TAG Active play arena, indoor and outdoor water play for all ages and abilities, flume rides, beach style paddling, feature slides and

themed food outlets. As the centrepiece of Rhyl’s waterfront development programme, SC2 is expected to attract an extra 350,000 visitors per year to the town.

Equality and Diversity

In Denbighshire we know that young people need the best start in life to continue to grow be happy, healthy and prosperous. Through the Corporate Plan we have made provision to offer the same opportunities to all young people.

The Childcare Offer for Wales provides eligible parents of 3 and 4 year olds with 30 hours per week of early education and childcare for up to 48 weeks of the year. Denbighshire had applied to be included in the early roll-out of the scheme in September 2018, but disappointingly was informed by the Welsh Government that only a partial rollout would be applied to Denbighshire, and not until April 2019. As a consequence, the council received a great deal of negative feedback from parents, childcare providers and political bodies. Childcare Offer leads in Denbighshire worked hard to find a solution with Welsh Government that would provide Denbighshire families with the equal opportunity to access the offer sooner rather than later. Consequently, in November 2018 we received the excellent news that it would be rolled out across the whole of Denbighshire in January 2019. Following this, a rigorous engagement and publicity campaign was undertaken to engage with as many parents and childcare providers as possible.

So far we have had 737 applications, achieving a 70% uptake. In Denbighshire there are 125 registered childcare settings, and 116 of these have signed up to deliver

the offer. These numbers are some of the highest uptake in Wales. Parents have reported to childcare settings that they have been able to increase their hours in work or indeed return to work with this additional help. It has been positively received across parents, childcare providers and elected members due to the turnaround and speed of uptake.

In partnership with the regional school improvement consortium, GwE, the council maintains close scrutiny of school standards; at all times seeking to identify and remove barriers to learning for all individuals and cohorts, including those identified with any additional learning needs, and those with English as an additional language.

In 2018, the attainment gap between boys and girls (Level 2+) at KS4 was around 17%, with 40% of boys achieving the expected standard, and 57% of girls.

Further work has been done in 2018-19 to embed and understand the output from the Pupil Attitude to Self and School (PASS) Survey, which has now been rolled out to all primary and secondary schools. This survey scores the attitude and behaviour of our young people against key well-being factors, benchmarked against other UK schools that also use the tool. 86% of pupils responded positively in 2018-19 when questioned about their feelings about school.

At a school and pupil level the data can help reveal inequalities at an early stage because the data is broken down by gender, year, ethnicity, free school meal uptake, and pupils with English as an additional language. The project seeks to support schools to consider areas for improvement, removing barriers to learning for our young people.

The 21st Century schools programme considers key concerns in relation to the learning environment:

- Access – particularly for people with mobility impairments, a range of planning guidance and building regulation can be considered.
- Gendered facilities – the provision of appropriate facilities for trans pupils has been an issue in the past within the County and needs to be considered.
- Provision of facilities for religious worship.

To diversify the voices being heard in the running of our schools, Denbighshire developed a promotional campaign to encourage individuals from diverse backgrounds to become school governors.

Working Denbighshire has begun an exciting new initiative to support people who don't speak English or Welsh as a first language. It aims to help them on their route to employment, cultural orientation, volunteering placements, and to help them integrate into their local community and reduce social isolation. The English for Speakers of Other Languages (ESOL) courses are being delivered in partnership with Adult Learning Wales.

What are we doing in 2019-20?

We will continue to deliver against the projects that support this priority throughout 2019-20.

- **Modernising Education:** We will continue to deliver on the 21st Century Schools programme, modernising our school facilities to ensure that our children have a learning environment

that supports their education. Ysgol Carreg Emlyn will be handed over to teachers and pupils in June 2019; Ysgol Llanfair during the Autumn Term; and Christ the Word in September. By the end of 2019, we will have a clearer direction for our second phase of delivery (Band B), which will focus on Llangollen, Denbigh and Rhyl.

- The council has also secured £1.3m from the Welsh Government for a Welsh Language Development Centre in St Asaph, which we aim to deliver by September 2020; and £2.8m for 7 Child Care Centre projects across the County. In 2019-20 we will prioritise Rhyl and Denbigh, looking at St Asaph and Llangollen in 2020-21.
- **Entrepreneur Hub and TechZone:** Pending the approval of funding, we will deliver the entrepreneur hub in Rhyl, and the “move-on” accommodation for growing businesses in St Asaph by the end of 2019-20.
- **Working Denbighshire and Employment Bursary:** Continue with our Working Denbighshire Strategy and Young Person’s Employment Bursary, attracting and helping more young people into employment, and to up-skill in their chosen careers, climbing the ladder into the jobs that they aspire to. Denbighshire’s Work Start Scheme will offer 15 paid, and 15 unpaid placements during 2018-19. The Employment Bursary can help up to 80 individuals a

year with funding of between £250 and £2,000 per person.

- **Understanding Pupil Well-being:** Support schools to make good use of the data that they have around the well-being of their pupils. This relates to our project which provides the Pupil Attitude to Self and School (PASS) Survey to all primary and secondary schools in the County. We will look to run the survey again in both primary and secondary schools during the autumn term.
- **Support for Parents:** We will develop a corporate approach to supporting parents to provide their children with the best start in life, building on the work already piloted with the implementation of the Solihull Approach in primary schools. By the end of 2019-20 this will be rolled out in all primary schools, and will seek to roll this out further to secondary schools.
- **Cooking Skills for Schools:** We will begin the delivery of a 6 week cooking course from September, targeted at key stage 2 and 3 pupils in 30 schools (primary and secondary). This new project aims to upskill staff and pupils, teaching essential cooking knowledge and skills. Parents can also get involved! We aim to train staff in at least ten schools by the end of 2019-20.
- **Voice of Young People:** We will engage with Young People as part of this priority to ensure that the work we do now still delivers benefits for them in the future.

Sustainable Development

Sustainable development is embedded in the way that we do things at Denbighshire County Council, and is a key consideration for our programme board approach to delivering our corporate priorities.

Our [Well-being Impact Assessment website](#), which is well-used by staff and referenced by councillors to better enable informed decision-making that checks the extent to which the Sustainable Development principles have been applied for any given project, as well as the likely impact (positive or otherwise) within the context of the seven well-being goals. This has been well-received, and there is interest from partners and the community in its use.

A process for considering and responding to Community Risk has been devised, by which County-wide risks are recorded and reflected in our Local Assessment of Well-being in order to enable us to identify priorities.

During this process we also recognised that our approach to engagement needed to shift, so that residents are involved in discussions about decisions that affect them much earlier on in the process than was previously the case. To facilitate this, a new [County Conversation Portal](#) has been launched to better enable us to organise our engagement activity, and to monitor the approach that is taken in order to enable us to look for opportunities to continuously improve.

Equality and Diversity

Through the projects that we deliver, our Corporate Plan commits the council to:

- Engage, where appropriate, with groups that represent people with protected characteristics.
- Consider limitations to physical access, in particular with new builds, but also with regard to access to information and services.
- Consider the appropriateness of the facilities that we have available within the council's estate for use by those people with protected characteristics.
- Engage, challenge and, where possible, remove barriers to opportunities (including work) for those with protected characteristics.

- Condemn hate related bullying and harassment.

Our project and programme management processes, which support the delivery of all projects in the Corporate Plan, enforce these principles; and in particular the council's approach to [Well-being Impact Assessments](#) of all projects, plans and policies requiring decision is well embedded and understood by staff and councillors.

Our [Equality and Diversity pages](#) on our website also celebrate diversity and promote equality in everything that we do to improve the quality of life for everyone living, working and visiting Denbighshire.

The council is a member of the North Wales Public Sector Equality Network (NWPSSEN),

which is a valued forum for sharing best practice and learning around equality issues that the public sector is facing. NWPSEN membership includes the Equality and Human Rights Commission and Welsh Government.

Other actions in support of our Public Sector Equality Duty include:

Training

We provide equality training for staff via an online equality ELearning module. This training is provided for all new employees, and is mandatory for all personnel.

Engagement

Our [County Conversation Portal](#) is used to find out what's most important to our communities and helps us to make sure we focus on the right areas.

All the work undertaken on County Conversation has involved contact with groups from protected characteristics.

Reporting

Each year we are required, as a Local Authority, to publish reports for Welsh Government detailing our commitment and compliance with equality legislation, and to regularly report on pay systems and assess the equality of pay.

At Denbighshire County Council we support the principle of diversity and equality as we need people from diverse backgrounds to ensure that we are representative of the County. We are committed to providing equal pay for work of equal value and aim to provide an equitable pay structure.

We have produced the Public Sector Equality Duty report for 2017-2018 detailing our commitment and compliance with this legislation. We have also created a Gender Pay Report 2017-2018 reviewing the average earnings between men and women within the council. [Click here to view the most recent reports.](#)

As a public authority in Wales we have a duty to set equality objectives with measurable equality outcomes. Our objectives aim to promote equality of opportunity. Within service provision we take into account due regard, as per the Equality Act 2010, to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act.
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Welsh Language

The council's Welsh Language Strategy, now at the end of its second year, is the council's response to the Welsh Language Commissioner's national standards for the

language. It ensures that the Welsh language is treated no less favourably than the English language. Our Strategy has been broken down into five distinct areas: Children and

Young People (including education and youth work); Business and the Economy; Communities; Internal Administration within the council; and the strategic development of the Welsh Language in Denbighshire. Progress against our Strategy is reported on our [Welsh Language Standards webpage](#).

Work has continued through 2018-19 to ensure that the council's internal webpages are now fully bilingual for the benefit of staff. We have also developed a mandatory Welsh awareness E-Learning module, which provides a background to the development of the Welsh language.

A new post was introduced in 2018 to enhance opportunities to promote the Welsh Language. This post provides advice and support for compliance with the Welsh Language Standards; day-to-day guidance for staff wishing to promote the Welsh language; and encourages innovative promotion of the Welsh language to create a positive attitude towards the Welsh language.

Each service within the council also has a Welsh Language Champion who regularly monitors progress with the Standards, shares best practice, and acts as a 'critical friend'. They carry out 'mystery shopper' checks and arrange awareness sessions and activity for colleagues and learners.

The council recently held its first staff Eisteddfod! It comes at a time when there is a lot of focus on the Welsh language and the Eisteddfod's return to Denbighshire in May 2020. The response and support received was overwhelming, with over 70 members of

staff entering the competitions. Plans are already in the pipeline for 2020.

We want to support employees on their language journey. We encourage employees to practice, and we arrange various informal opportunities throughout the year including:

- **Tea & Talk:** Informal sessions to increase staff confidence in speaking Welsh.
- **Staff Choir:** Formed in 2018, Côr Sain y Sir has 20 members ranging from Welsh learners to fluent speakers. They sing simple Welsh songs and perform in various events such as the council's carol service and community housing awards.
- **Welsh Walking Club:** Going on walks once a week during lunchtime in order to practice spoken Welsh.

We are also in the process of introducing a new Welsh language skills framework (a way assessing language skills based on types of communication tasks), which employees are able to undertake to determine skill and training needs.

A constituted Welsh Language Steering Group has been created to act as a critical friend to the authority. There are 11 members in total representing all political groups. Their meetings are open to the public, where a variety of issues are considered, including progress with the Welsh in Education Strategic Plan; Welsh Language Standards; Welsh Language Strategy; and an update on Eisteddfod yr Urdd's return to the County in 2020.

All services are also required to produce an annual workforce plan which must consider the number of Welsh speakers employed within services. All Heads of Service are asked to consider whether they have enough Welsh speakers to provide a fully bilingual service to the public.

Project Register

Every three months the council's Corporate Executive Team (CET) receives an update on all corporate projects that are underway in Denbighshire. A Project Register (appendix I) provides the most recent status information extracted from Project Highlight Reports, written by the Project Manager, and approved by the Project Executive.

Currently no projects on the register are compromised or at risk.

Project Managers are supported by ongoing training and advice, including the Prince2 qualification where necessary. The council also has a bi-annual project manager's forum to share best practice and project learning.

Risk

The council's Corporate Risk Register (appendix II) enables us to manage the likelihood and impact of significant risks to our business and services. It evaluates the effect of any current actions that we are undertaking, and highlights areas where tighter control may be needed.

The Corporate Risk Register is developed and owned by the Corporate Executive Team (CET) and Cabinet. It is formally reviewed twice yearly by Cabinet and CET at Cabinet Briefing. Informal reviews can occur at any time, as necessary. We also manage risk registers for our Corporate Plan programmes, projects and services.

During the year, we did not experience any unforeseen risks and none of our risks developed into an adverse issue. We are responding to one risk around significant liabilities resulting from alternative delivery models (ADM) for services to inform our approach to developing a proposal for a leisure ADM.

Two new risks were created this year. The first to capture the risk that any negative impacts of leaving the European Union cannot be mitigated by the council. This risk is managed regularly and most recently

stimulated council-wide consideration of potential supply chains that could be at risk. The second new risk was developed to enable closer monitoring and management of the risk that partners don't have the resources, matching priorities or commitment to support delivery of shared plans and priorities.

Following an internal audit recommendation, we aligned our corporate risks with our performance framework. For example, our corporate safeguarding risks are now associated with corporate safeguarding indicators.

In our February 2019 review, we adapted our approach to mitigating two of our corporate risks:

- **The risk of an ineffective response to a serious unexpected event:** Our Senior Leadership Team will agree a new policy to ensure business continuity whereby staff are not required to access council buildings in a crisis situation.
- **The risk that programme and project benefits are not fully realised:** We agreed to hold a review to ensure that the Corporate Plan programme consists

of sufficient activity to deliver its benefits, and to check that appropriate governance and resources are in place to deliver. This took place in April.

Next year, we will be adopting a risk appetite approach, which will be a natural step in maturing our approach to risk management.

External Regulators

The work of all councils in Wales is scrutinised by external regulators to ensure that we use public money efficiently and effectively to deliver benefits for our communities.

The Wales Audit Office (WAO) has an annual programme of audit and assessment work that it undertakes in the council. Specific to Denbighshire County Council, in 2018-19 the WAO undertook reviews of our leisure services, and flood prevention work. Once published, the recommendations from these reports will be shared with elected members and appropriate actions agreed.

A report on the [effectiveness of the council's scrutiny arrangements](#) was published in June 2018. The recommendations from this were:

- Review the adequacy of support arrangements, in terms of both the amount and type of support that overview and scrutiny committees may need.
- Cabinet members should routinely present reports and respond to questions from overview and scrutiny committee members about the council's policies and decisions, in accordance with statutory guidance.

Both of these recommendations have been implemented.

There were no other local reports with recommendations for the council, published by the WAO, Estyn, or Care Inspectorate Wales in 2018-19.

Appendix I – Project Register (May 2019)

Delivery Confidence	Project Name	Milestone	Cost	Benefits	Cash Benefits	Risk
	East Rhyl Coastal Defence Scheme					
	PLANT Project : Urban Tree Planting					
	Improving biodiversity in Denbighshire					
	People are involved in shaping and improving services					
	Supporting Carers in Denbighshire					
	Make superfast broadband and mobile networks available to everyone					
	Improve infrastructure to make it easier to stage events					
	Reducing carbon emissions from council assets					
	Ensure council information and services are accessible online					
	Community Resource Teams					
	To maintain, enhance, protect and preserve Denbighshire's 'living assets' for future generations					
	Young Person Employment Bursary					
	Ready for Work					
	The Denbighshire Working Start Scheme					
	Develop technology based shared entrepreneur space, Rhyl					
	TechZone / ParthDechnoleg: Growth Sector Move-on Accommodation					
	Ruthin Area Review: New Area School for Ysgol Carreg Emlyn					
	Denbigh Extra Care Housing					
	New build- Christ the Word 3-16 Catholic school in Rhyl					
	Ruthin Review - New School for Llanfair DC					
	Ruthin Extra Care Housing (Phase 2)					
	Monitoring and supporting positive pupil attitudes to self and school/well-being					
	Additional council housing developments					

Work with RSLs and the private sector to deliver additional affordable homes					
Bring 500 Empty Homes back into use					
Transition to the new 3-16 Catholic school in Rhyl					
Remodelling Waste Service Operations					
Corporate Support Services Review					
Rhyl Waterfront Development					
SC2 (Rhyl Waterpark)					
Children's Village (underground) car park refurbishment					
Rhyl Queen's building redevelopment Phases I and II					
Rhyl Public Realm Strategy					
Rhyl Town Centre Gateway Schemes 1 and 2 (123-129 High Street and 129-131 High Street)					
West Rhyl Neighbourhood Management					
Rhyl Town Centre Focussed Enforcement					
Rhyl Post Office					
Edward Henry Street					
Housing Renewals Theme Project					
Rhyl Town Centre Master Plan					
Centralised Mailroom Project					
Unlocking the Asylum: North Wales Hospital Archive 1848-1995					
Commercialisation of the Digital Records Bureau					
Outsourcing of Dolwen Care Home					
CRM					
Working Denbighshire Strategy					
Schools' ICT Networks					
Gypsy and Traveller (GT) Accommodation project					
Capita Regional MIS					
Universal Credit in Denbighshire					
PROCUREMENT: Local Supplier Development					
Former North Wales Hospital					

Appendix II – Risk Register (May 2019)

LIKELIHOOD	A Almost Certain					
	B Highly Likely					
	C Probable					
	D Possible					
	E Rare					
		5 Very Low	4 Low	3 Medium	2 High	1 Very High
IMPACT						

Risk Description	Inherent Risk	Residual Risk
The risk of a serious safeguarding error where the council has responsibility, resulting in serious harm or death	B ₂	D ₂
The risk that the economic and financial environment worsens beyond current expectations, leading to additional demand on services and reduced income.	C ₁	C ₃
The risk of an ineffective response to a severe weather, contamination, public safety (including cyber-attack) or public health event.	D ₂	E ₂
The risk of a significantly negative report(s) from external regulators.	C ₂	D ₃
The risk of significant liabilities resulting from alternative models of service delivery	B ₂	E ₂
The risk of a health & safety incident resulting in serious injury or the loss of life. (Where H&S is referred to, this incorporates fire safety)	C ₂	E ₂
The risk that the impact of welfare reform (Universal Credit) is more significant than anticipated by the council.	B ₂	D ₃
The risk that programme and project benefits are not fully realised.	B ₂	D ₂
The risk that effective partnerships and interfaces between BCUHB and Denbighshire County Council (DCC) do not develop, leading to significant misalignment between the strategic and operational direction of BCUHB and DCC	A ₁	C ₂
The risk that even if the settlement is as anticipated, decisions that are necessary to identify and deliver the savings programme and enable a balanced budget are not taken or implemented quickly enough	B ₁	C ₂

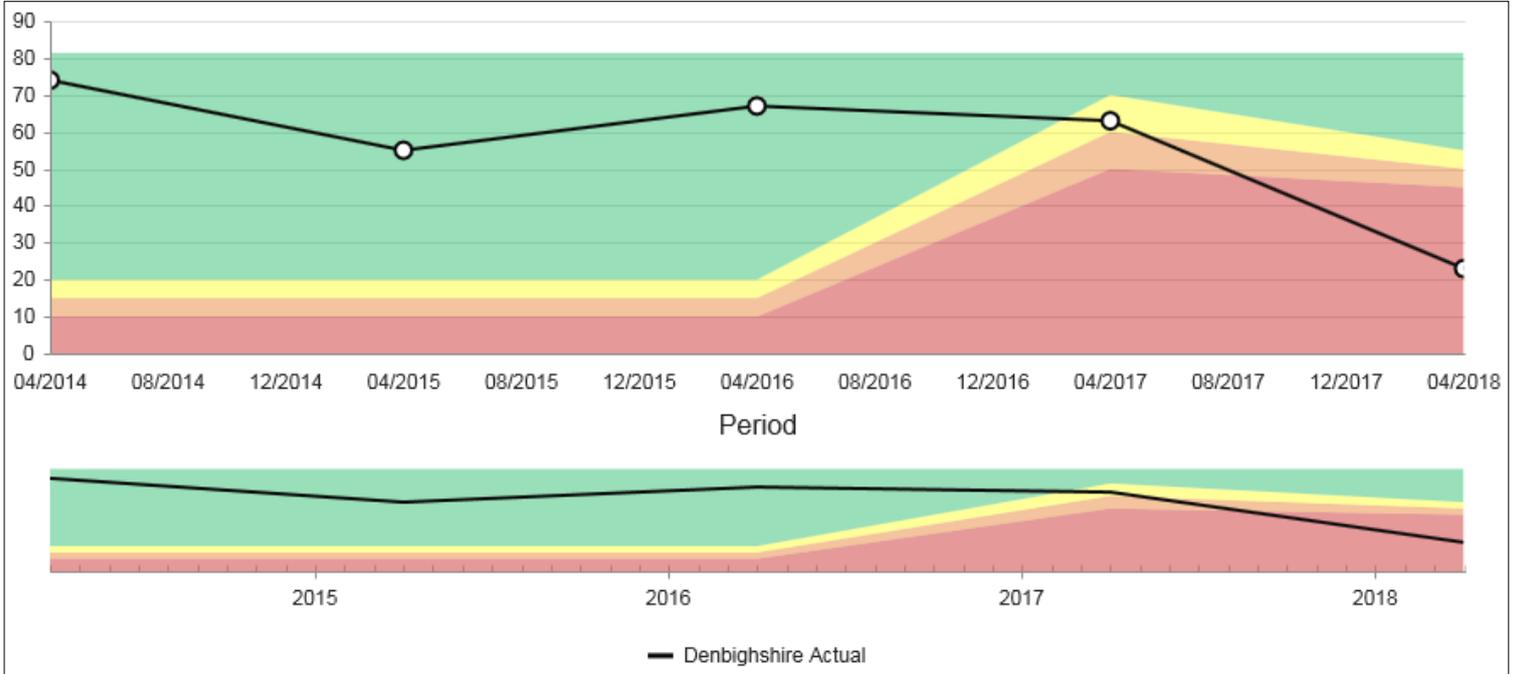
The risk that appropriate capacity and skills to sustain service and corporate performance is not available	C ₃	D ₃
The risk of fraud and corruption resulting in financial and reputational loss and possibly impacting on service delivery.	B ₂	E ₂
The risk that the cost of care is outstripping the council's resource	B ₁	C ₂
The risk that demand for specialist care cannot be met locally	B ₂	C ₂
The risk that the return on investment that Denbighshire receives from the Regional Growth Deal is disproportionate	C ₁	C ₁
The risk that any negative impacts of leaving the European Union cannot be mitigated by the council	B ₁	B ₁
The risk that partners don't have the resources, matching priorities or commitment to support delivery of shared plans and priorities	B ₁	C ₂

Priority 1 - Housing: Everyone is supported to live in homes that meet their needs

Measures Status **Acceptable**

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

Annual	04/14	04/15	04/16	04/17	04/18
	74.00	55.00	67.00	63.00	23.00



Latest Data Comment

Annual 2018-19 There are a number of significant schemes in the pipeline with, as a minimum, an additional 53 affordable housing units being brought forward in 2019-20.

CPBIM101i **The percentage of residents reporting they felt satisfied with the availability of housing in their area (Residents Survey)**

04/18
42.00

Latest Data Comment

2018 For the first time the survey asked residents about their level of satisfaction with the availability and the standard of housing throughout the County. The survey found that 42% of respondents were satisfied with the availability of housing while 26% were dissatisfied and 33% had no opinion.

CPBIM102i **The percentage of residents reporting they are satisfied with the standard of housing in their area (Residents Survey)**

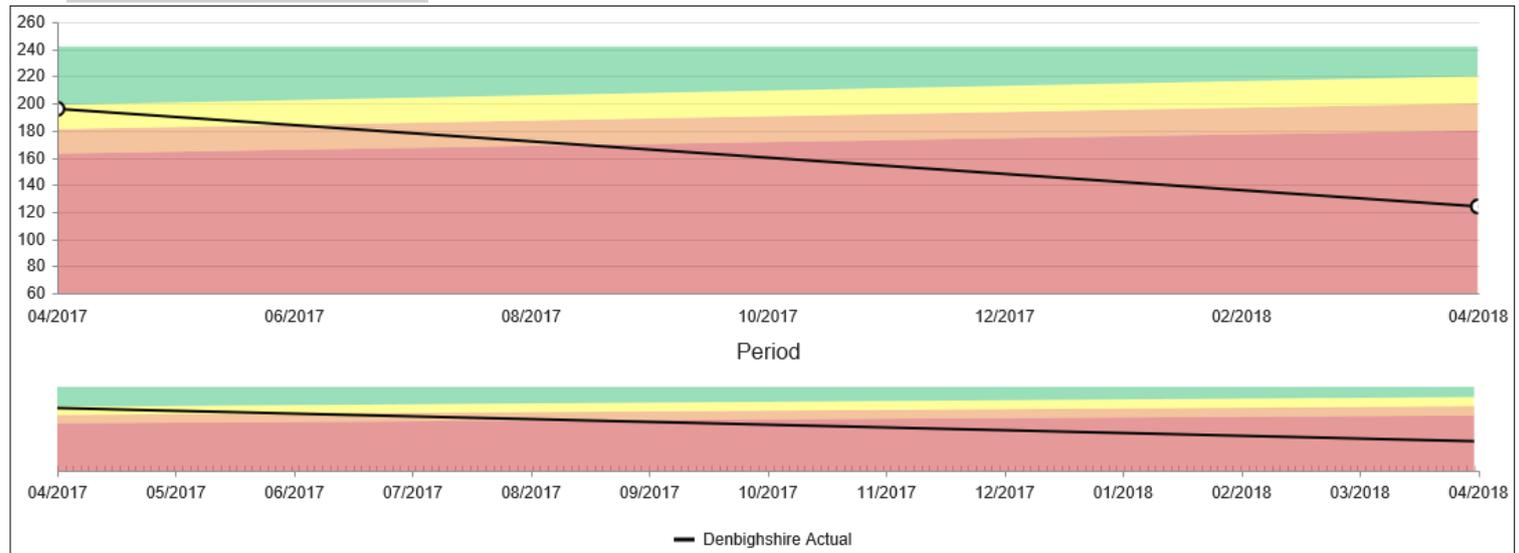
04/18
52.00

Latest Data Comment

2018 For the first time the survey asks residents about their level of satisfaction with the availability and the standard of housing throughout the County. The survey found that for the standard of housing, over half of respondents (52%) were satisfied, 17% dissatisfied and 30% did not know.

CPPPP103i **Number of additional homes provided in Denbighshire**

04/17	04/18
196.00	124.00



Latest Data Comment

Annual 2018-19 The completion figure of 124 is out for consultation with the house builders at the moment with a deadline of 31st May to respond; therefore this figure is 'provisional'. The number of completions for 2018-19 is lower than in previous years and below the threshold of 200 per annum. There have however been a significant number of planning permissions and commencements made on large sites which will feed through as completions next year.

CPFAH104i **The additional supply of Council Houses provided**

10/17	04/18
0.00	0.00

Latest Data Comment

Annual 2018-19 It is expected that works to convert a former HMO into 3 apartments in Rhyl and to construct 4 apartments to the Passivhaus standard in Prestatyn will be completed during 2019-20. In addition, 4 former council homes were bought back during 2018-19 which increased the supply of social rented homes in the County.

CPCSS105i **Number of additional Extra Care Homes supported by DCC**

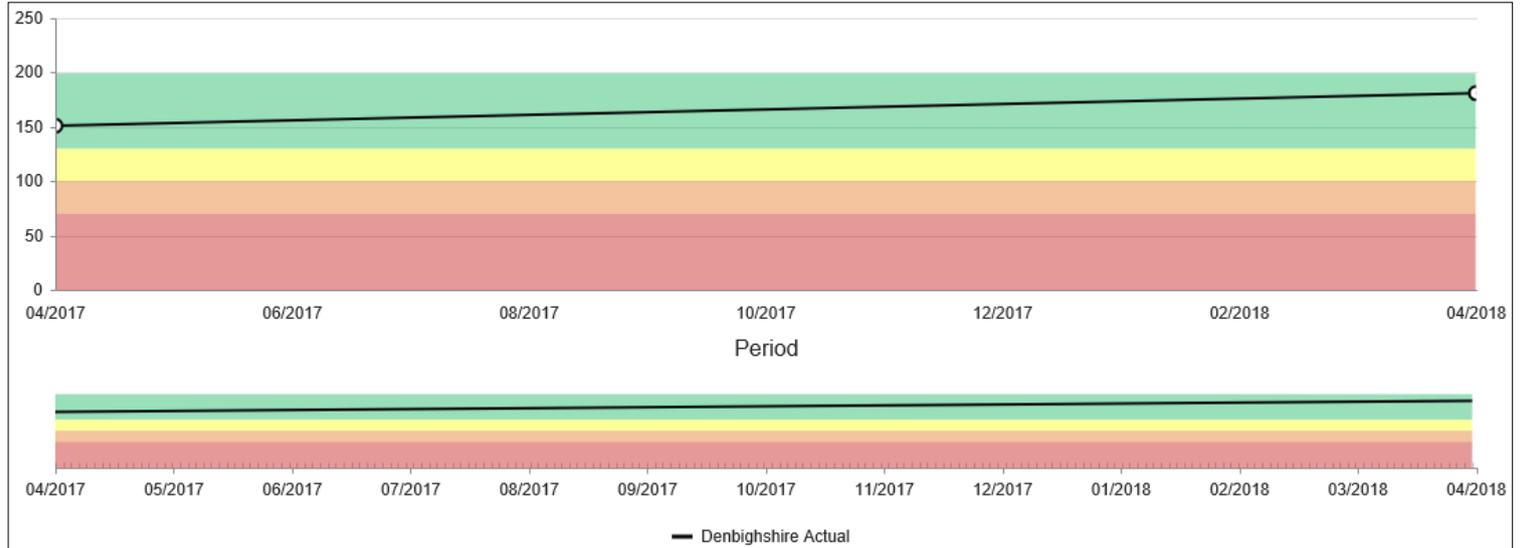
04/17	04/18
0.00	0.00

Latest Data Comment

Annual 2018-19 Additional units to be delivered from the Ruthin & Denbigh Extra Care developments; 51 units in Denbigh and approximately 30 units in Ruthin.

CPPPP107i Number of empty properties brought back into use (old definition)

04/17	04/18
151.00	181.00



Latest Data Comment

Quarterly and Annual 2018-19 Class C exemptions only - Q1: 48 + Q2: 61 + Q3: 53 + Q4: 19 = 2018-19 total 181

CPFAH108i Number of people on SARTH waiting list

10/17	01/18	04/18	07/18	10/18	01/19
1194.00	1289.00	1217.00	1169.00	1182.00	1148.00

Latest Data Comment

31st March 2019 This is a count only. As at the end of March 2019 there were 1,148 people registered on the SARTH waiting list.

PPP121iAnnual The number of private sector homes improved in standard and quality due to intervention from the council

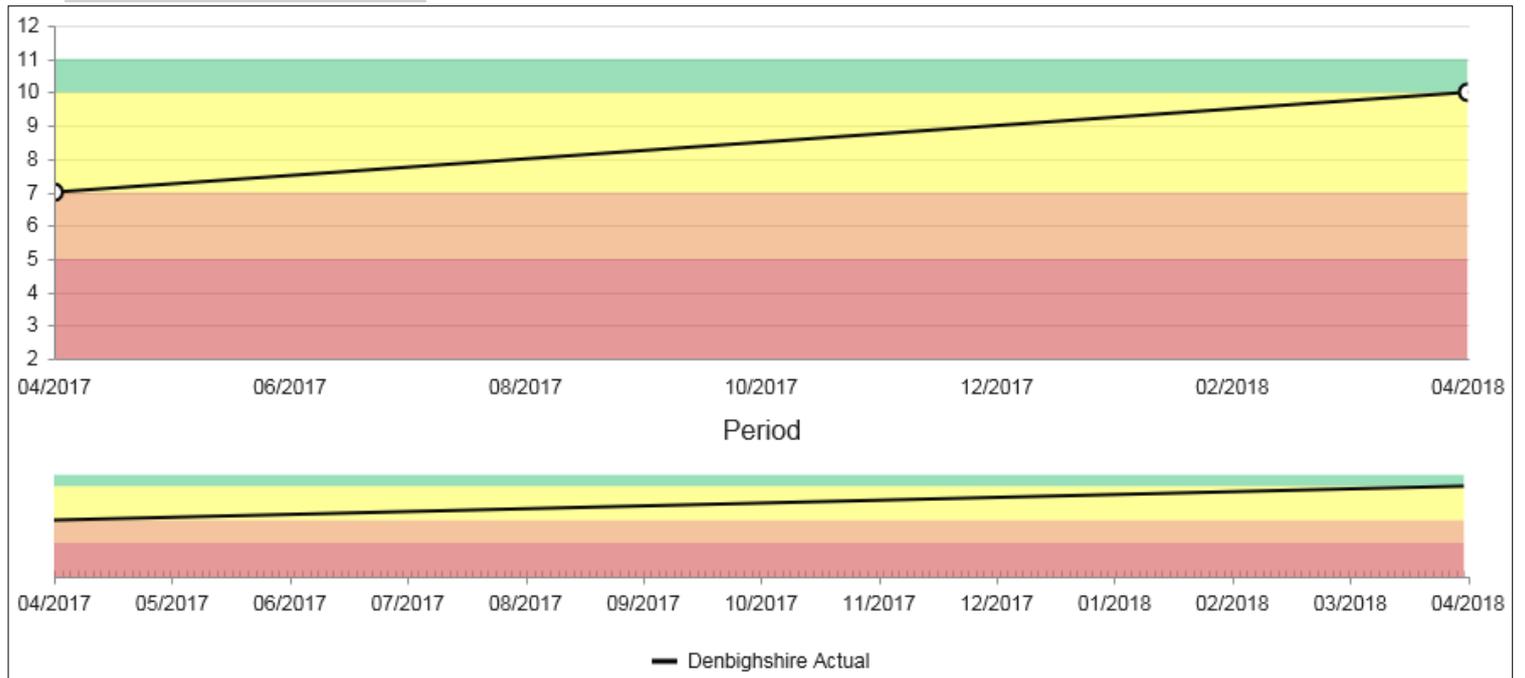
04/18
819.00

Latest Data Comment

Annual 2018-19 Number of high risk private sector dwelling (category 1 hazard) improved to an acceptable level – 81. Number of dwellings to benefit from energy efficiency improvement – 617. Number of dwellings to benefit from grants and loans to improve their homes - 121

CPCSS104i	The number of people who were on the Complex Disabilities Specialist Housing Needs Register for whom supported housing has been secured (Annual)
------------------	---

04/17	04/18
7.00	10.00



Latest Data Comment	
Annual 2018-19	2018-19 = 10 people (increased from 7 in 2017-18) who were on the Complex Disabilities Specialist Housing Needs Register for whom supported housing has been secured.

PROJECTS				
PR003628	Denbigh Extra Care Housing		14/03/16	30/10/20
PR004023	Ruthin Extra Care Housing (Phase 2)		14/02/17	28/02/22
PR004433	Additional Council Housing Developments		01/04/16	31/03/22
PR004447	Work with RSLs and the private sector to deliver additional affordable homes		01/04/17	31/03/22
PR004448	Bring 500 Empty Homes back into use		01/04/17	31/03/22

Priority 2 - Connected Communities: Communities are connected and have access to goods and services locally, online and through good transport links

Measures Status	Acceptable
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CPCCM209i	The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels
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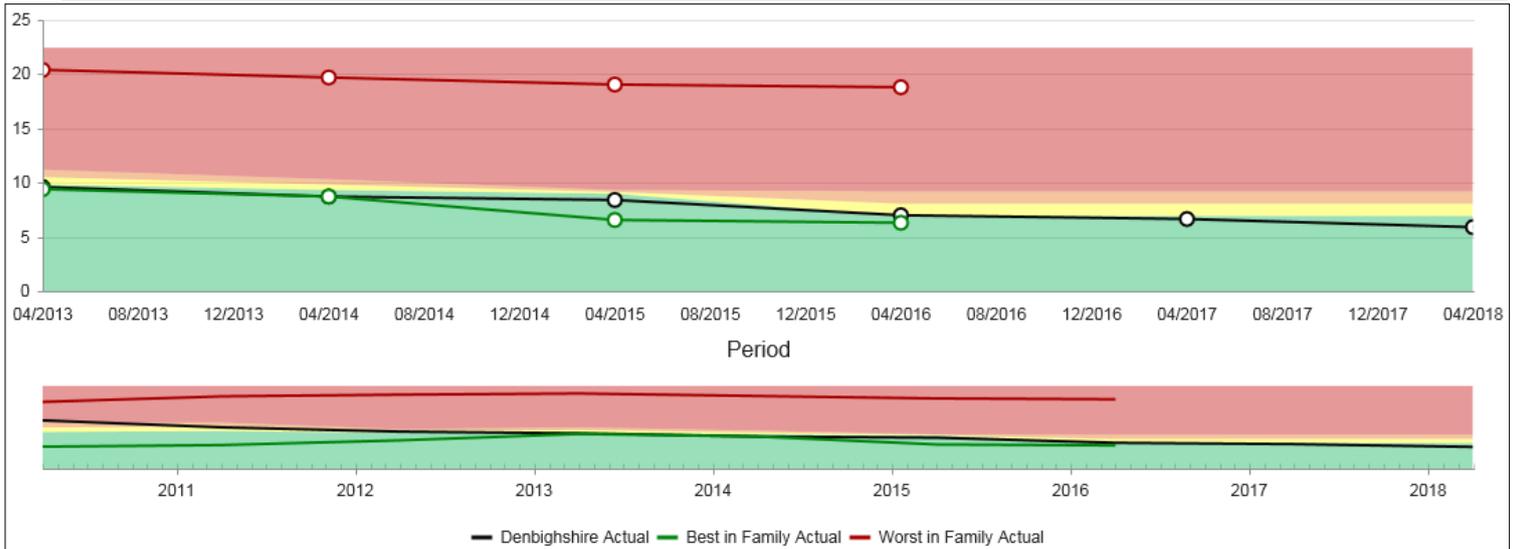
04/17	07/17	10/17	01/18	04/18	07/18	10/18	01/19
31.00	32.00	47.00	31.00	30.00	29.12	33.16	Unavailable

Latest Data Comment

Quarter 4 2018-19 New Customer Relationship Management (CRM) is being introduced. Comparative data for access channels (phone /web/face to face) is incomplete / unavailable due to transition during the period of implementation.

THS012Annual The percentage of principal (A) and non-principal (B) and (C) roads that are in overall poor condition

04/11	04/12	04/13	04/14	04/15	04/16	04/17	04/18
11.20	10.05	9.60	8.72	8.40	7.00	6.65	5.90

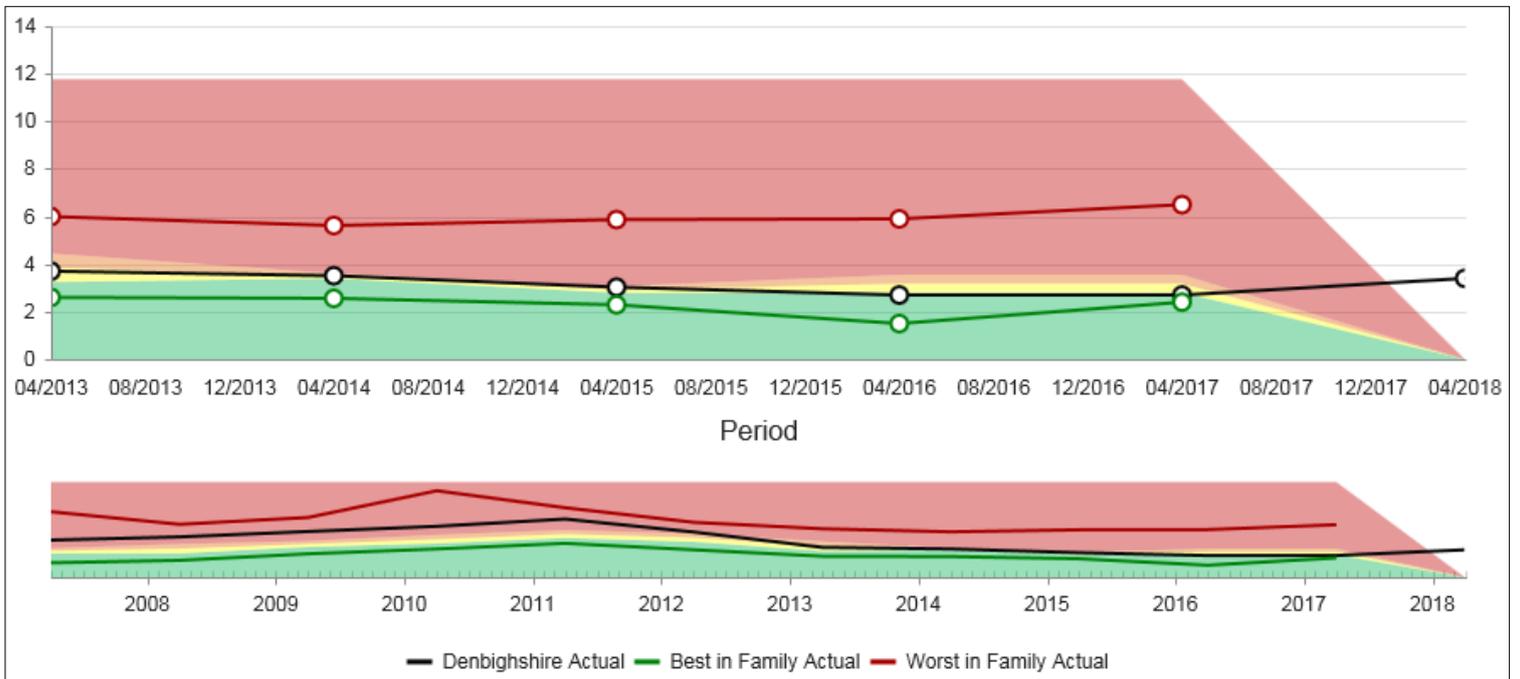


Latest Data Comment

Annual 2018-19 A roads deteriorated by 0.7%, B Roads improved by 0.4% and C roads improved by 1.9%

PAM020Annual The percentage of principle A roads that are in overall poor condition

04/11	04/12	04/13	04/14	04/15	04/16	04/17	04/18
7.20	5.60	3.70	3.51	3.03	2.70	2.70	3.40

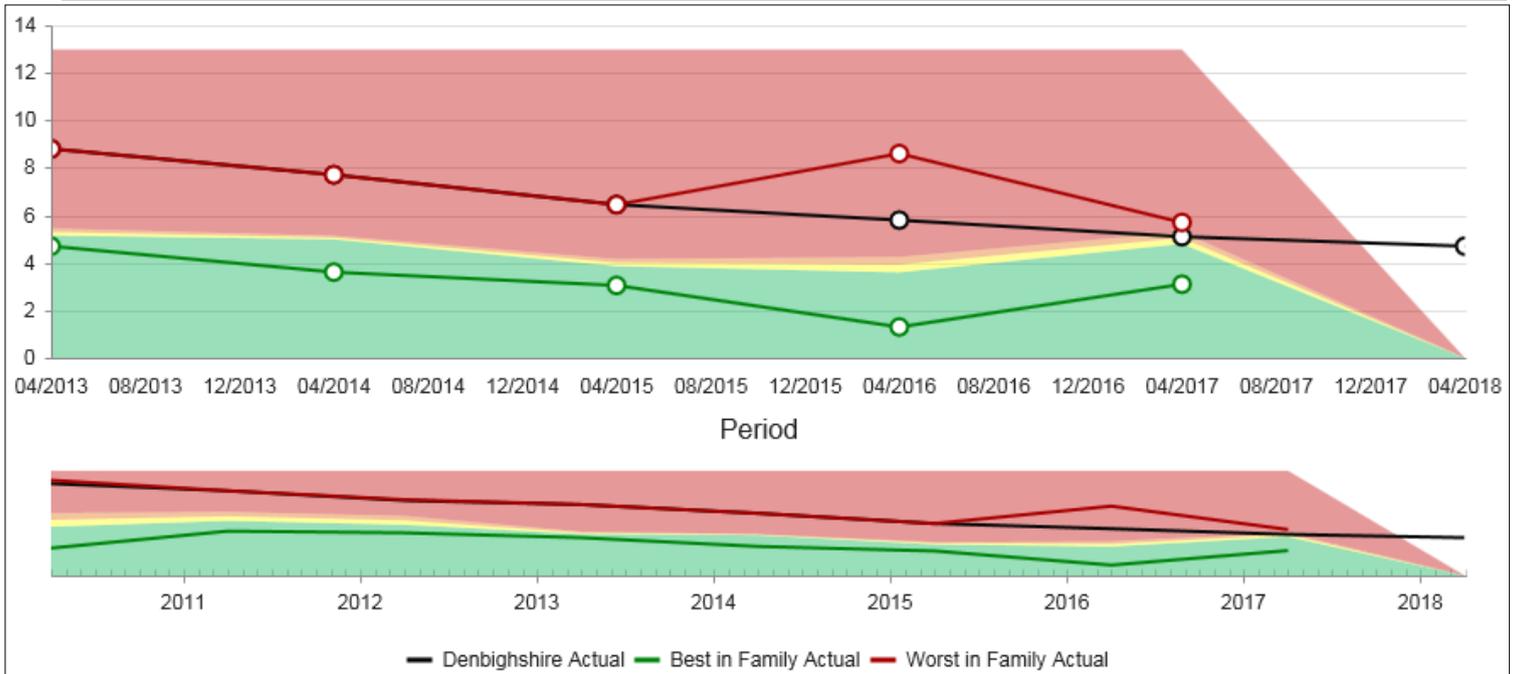


Latest Data Comment

Annual 2018-19 2018-19 = 3.4%. (263 kilometres surveyed with 8.8 kilometres identified in overall poor condition). Performance status against our 'family group' of similar local authorities and our National all Wales position will be known later in the year when data is published.

PAMo21Annual The percentage of non-principal/classified B roads that are in overall poor condition

04/11	04/12	04/13	04/14	04/15	04/16	04/17	04/18
10.50	9.30	8.80	7.71	6.45	5.80	5.10	4.70

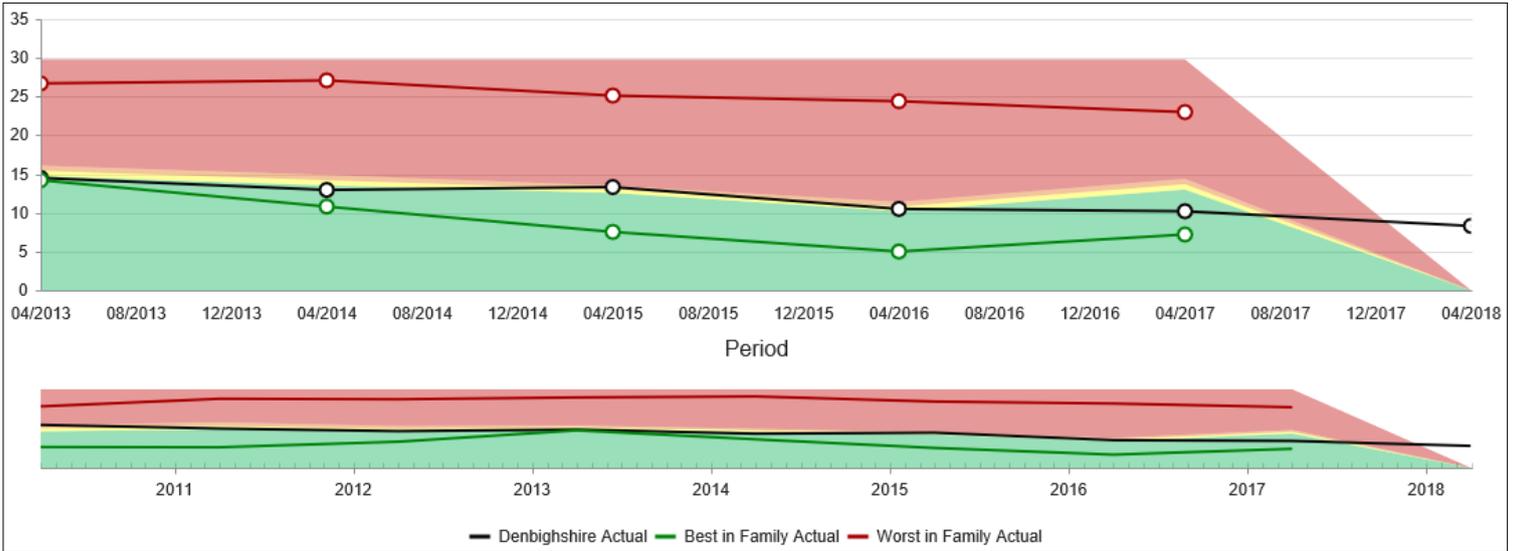


Latest Data Comment

Annual 2018-19 2018-19 = 4.7% (279 kilometres surveyed with 13 identified in overall poor condition). Performance status against thresholds for our 'family group' of similar local authorities and our National position of all Wales will be known later in the year when data is published.

PAMo22Annual The percentage of non-principal/classified C roads that are in overall poor condition

04/11	04/12	04/13	04/14	04/15	04/16	04/17	04/18
14.90	13.90	14.50	12.95	13.32	10.50	10.20	8.30

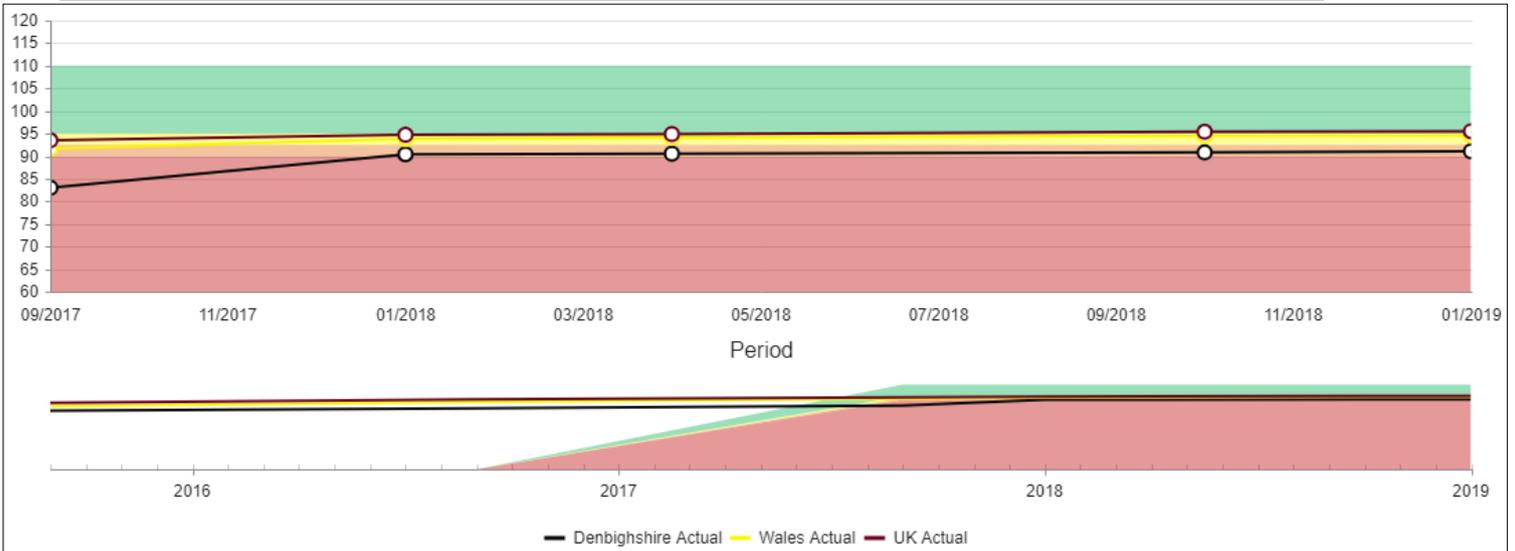


Latest Data Comment

Annual 2018-19 2018-19 = 8.3% (415 kilometres surveyed with 34 kilometres identified in overall poor condition). Performance against our 'family group' of similar local authorities and our National position will be known later in the year when data is published.

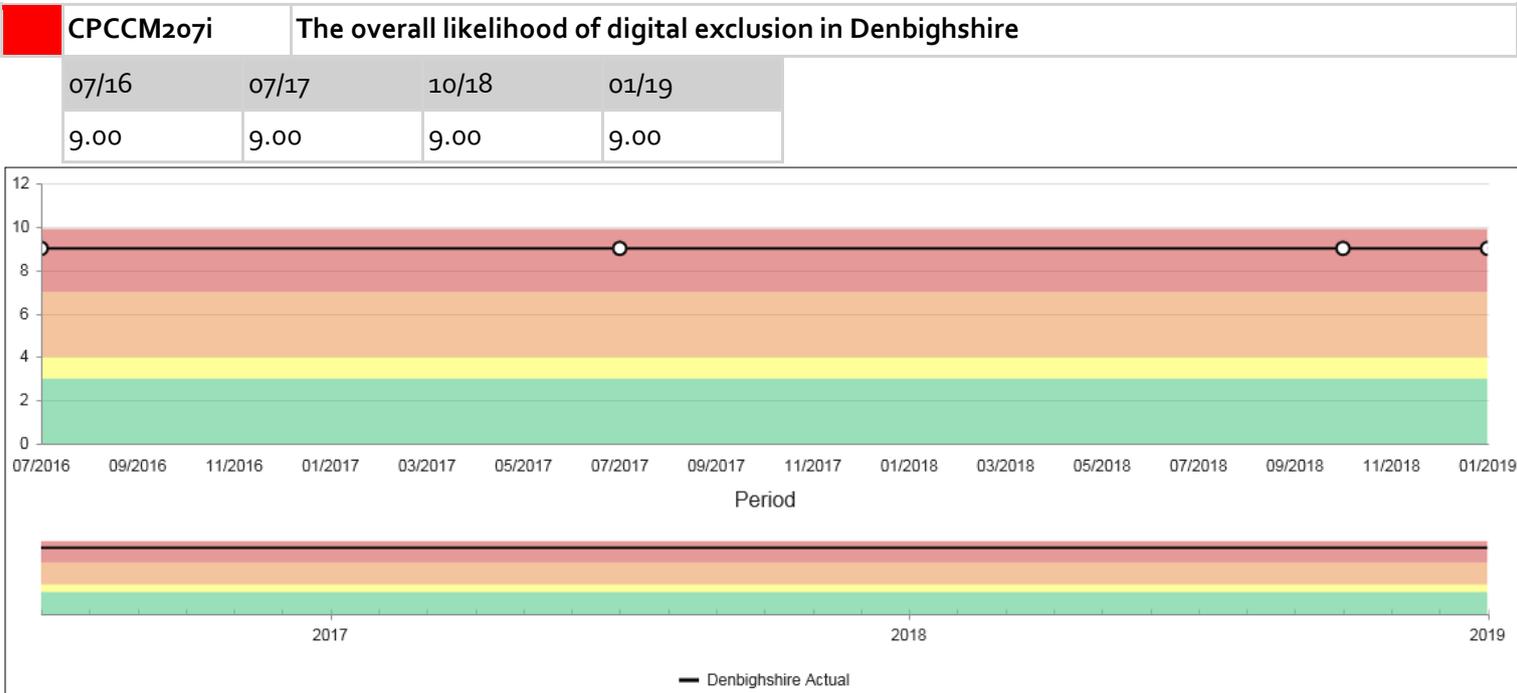
CPBIM201i The percentage of Superfast Coverage in Denbighshire (>30 Mbps)

09/15	09/16	09/17	01/18	04/18	10/18	01/19
75.90	79.20	83.00	90.40	90.50	90.80	91.10



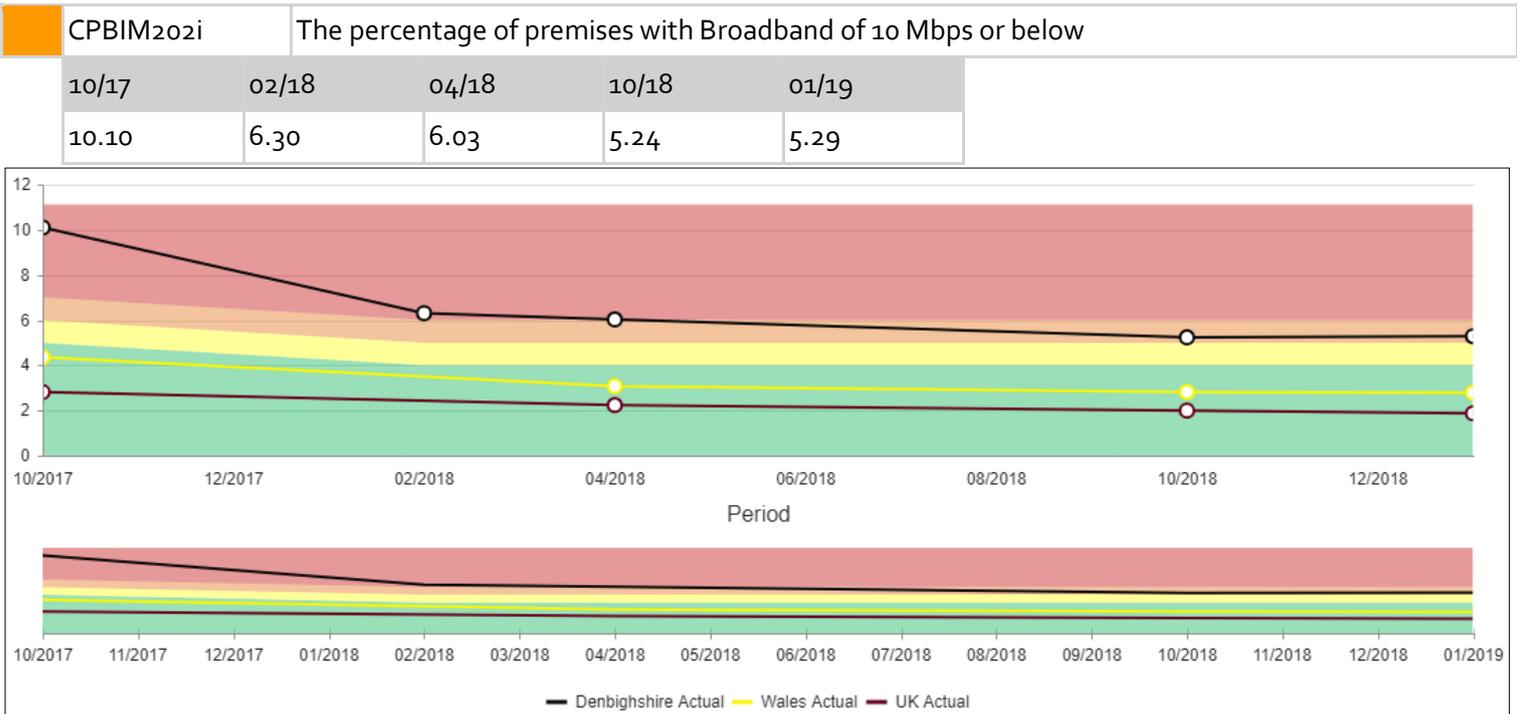
Latest Data Comment

January 2019 Denbighshire, as at January 2019, had 91.1% coverage of superfast broadband (>30mbps). An increase of 0.3% since the last period. In terms of rank, out of all 650 constituencies in the UK, Vale of Clwyd is 393rd, Clwyd South has also improved slightly to 532nd; however, Clwyd West has slipped from 571 to 573. We have slipped further still since the last period, when ranked against other UK authorities. Based on our thresholds our ambition was to have – as a minimum – 90% coverage at this stage in the delivery of our corporate plan. On this basis, performance is considered to be orange: acceptable.



Latest Data Comment

January 2019 The likelihood of exclusion is ranked on a 9-point scale, with 9 indicating the highest likelihood. The score is based on a combination of digital indicators and social indicators.

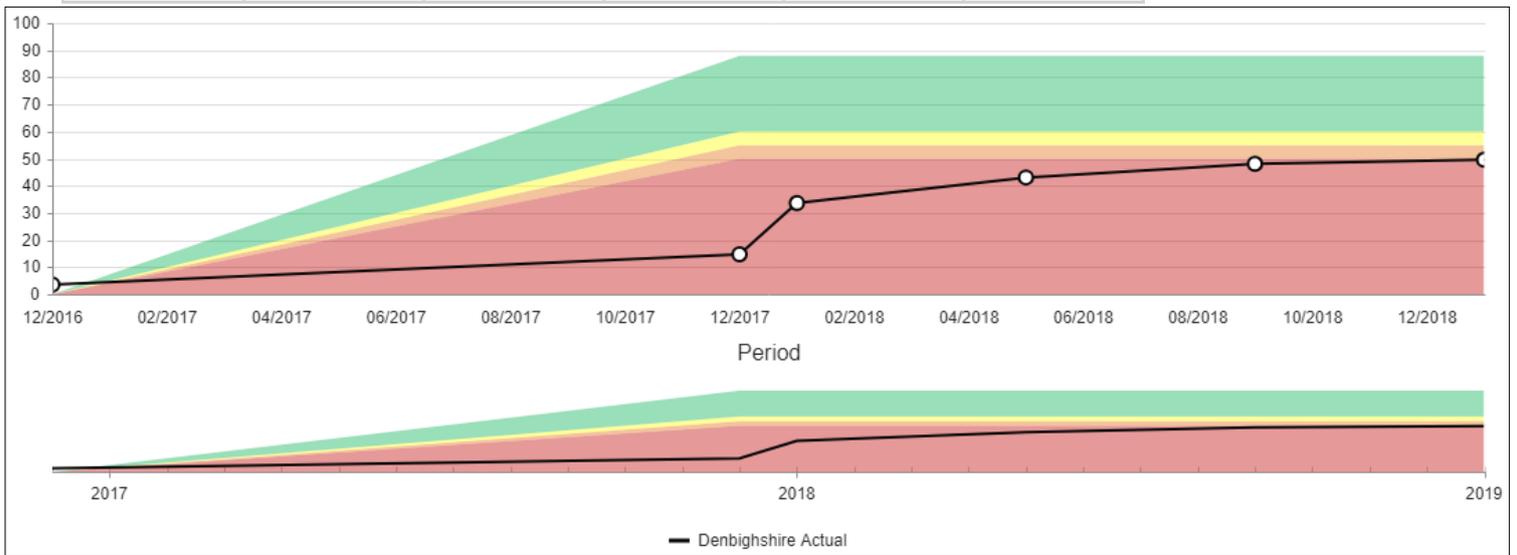


Latest Data Comment

Quarter 4 2018-19 Performance has worsened by 0.5% to 5.29% of areas in Denbighshire having broadband speeds of 10mbps down. The reasons for this are unclear at this stage.



12/16	12/17	01/18	05/18	09/18	01/19
3.56	14.72	33.65	43.08	48.08	49.59



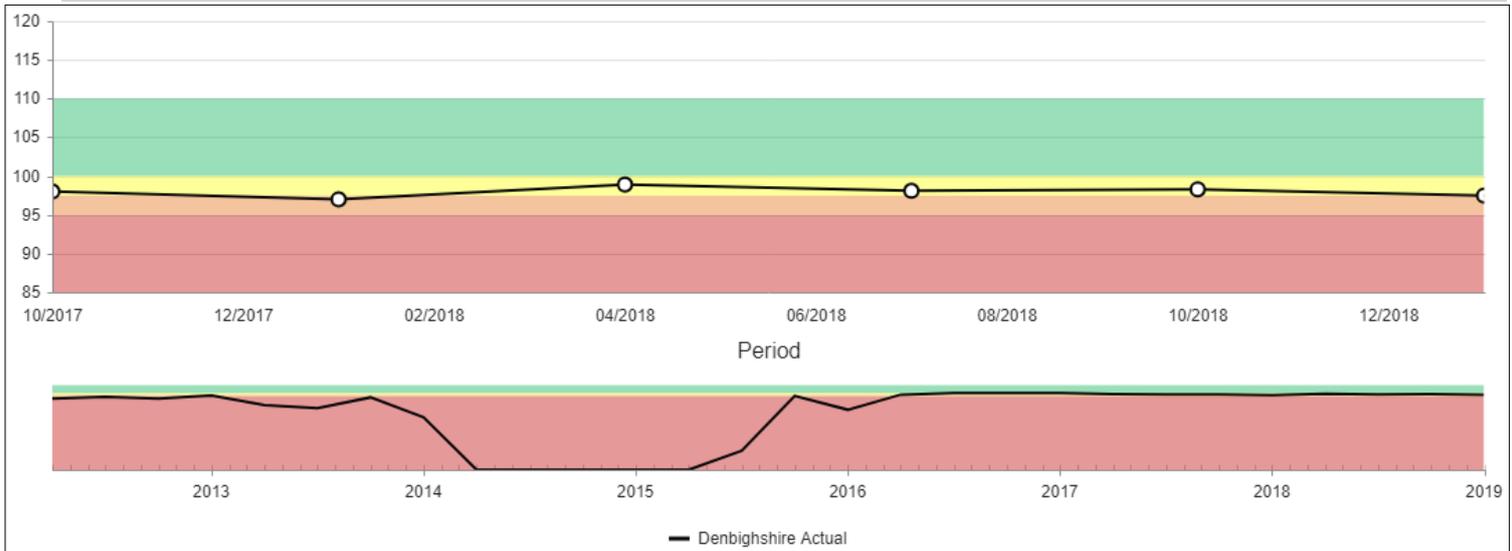
Latest Data Comment	
January 2019	The Connected Nations Spring Update published in January 2019 has shown that 4G coverage on A and B roads from all four network operators has improved very slightly from 48.08% to 49.59%. Performance is still considered to be red: priority for improvement. The general trend, which is not expected to change, is that the % of coverage in Denbighshire is lower than that across Wales, which is in turn lower than the UK average.

CPCM208i	Percentage of Lower Super Output Areas (LSOAs) in Denbighshire in the 10% most deprived in Wales in terms of Access to Services (Wales Index of Multiple Deprivation)
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Latest Data Comment	
WIMD Data	14% 8 of 58 of LSOAs in Denbighshire are among the 10% most deprived in Wales (2014). Llandrillo is the most deprived in Denbighshire in terms of access to services and the 7th most deprived in Wales overall.

CPOHESCAT1	Percentage of damaged roads and pavements made safe within target time (CAT1 - Category 1 defects dealt within timescale)
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04/17	07/17	10/17	01/18	04/18	07/18	10/18	01/19
98.70	98.00	98.00	97.00	98.90	98.11	98.30	97.50



Latest Data Comment

Quarter 4 2018-19 Target time based on seven calendar days. Between 1st Jan - 31 Mar 2019 there were 203 CAT 1 defects recorded, 198 of which were completed within target time.

HESRCSI 6 monthly Road Condition Score for around 75% of the remaining network (some C roads and almost all unclassified roads)

04/18	10/18
362092.00	379974.00

Latest Data Comment

2018-19 The results have been collated and a report is being discussed with councillors. The 2018-19 score is 379974 showing that roads have worsened overall.

PROJECTS

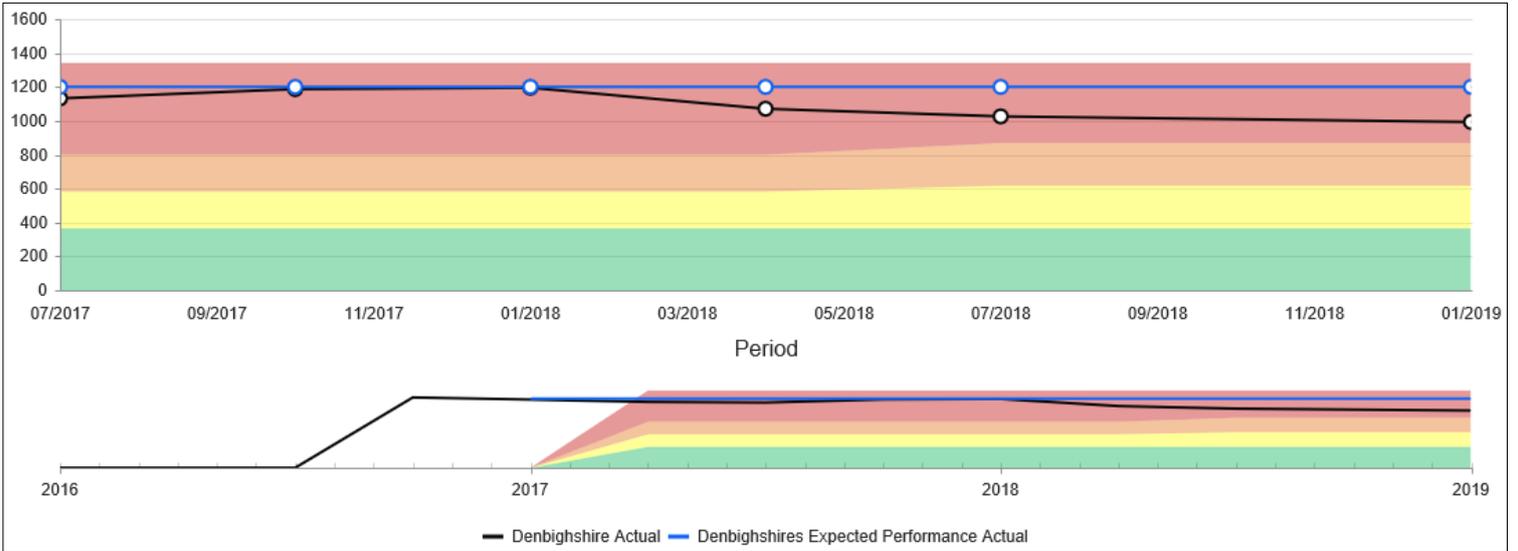
PR004434	Digital Access Points	14/09/17	31/03/22
PR004436	Target those most likely to be digitally excluded so they have the skills and means to use digital services	01/01/18	31/12/22
PR004444	Invest in roads and bridges to maintain a viable, sustainable infrastructure	01/04/18	31/03/22
PR004484	Make superfast broadband and mobile networks available to everyone	22/02/18	31/03/22
PR004487	Better enable people to travel to work, education and services	01/03/18	31/03/22
PR004632	Improve infrastructure to make it easier to stage events	01/04/18	31/03/22
PR004707	Ensure Council Information and Services are Accessible Online	24/04/18	04/10/20

Priority 3 - Resilient Communities: The council works with people and communities to build independence and resilience

Measures Status **Acceptable**

QCSS005m The average length of time adults (aged 65 or over) are supported in residential care homes

01/17	04/17	07/17	10/17	01/18	04/18	07/18	01/19
1184.00	1143.00	1132.00	1187.00	1195.00	1071.00	1026.00	993.00



Latest Data Comment

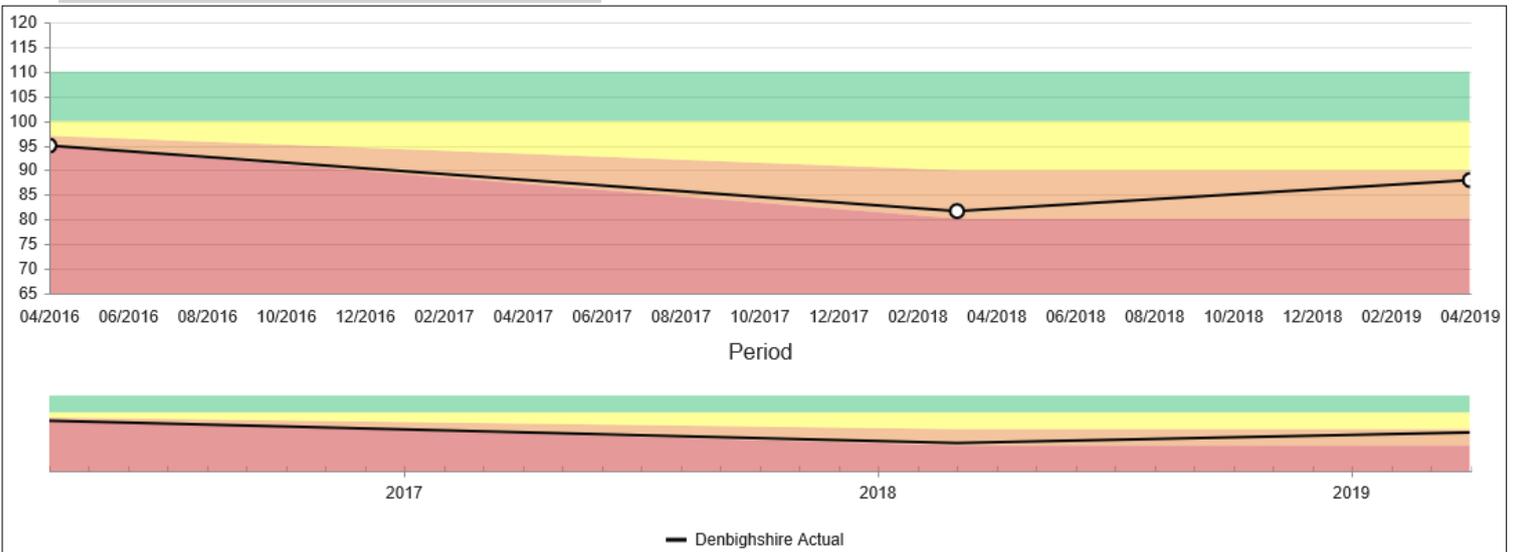
Quarter 4
2018-19

The average length of time adults (aged 65 or over) are supported in residential care homes for the year decreased to 993 days. Although this is high in relation to the Wales average (800), it is understood that Denbighshire has a high average age population. This is the first time our figure has been below 1,000 days.

AnnualCSS002m

The percentage of people reporting they have received the right information or advice when they needed it

04/16	03/18	04/19
95.00	81.70	88.00



Latest Data Comment

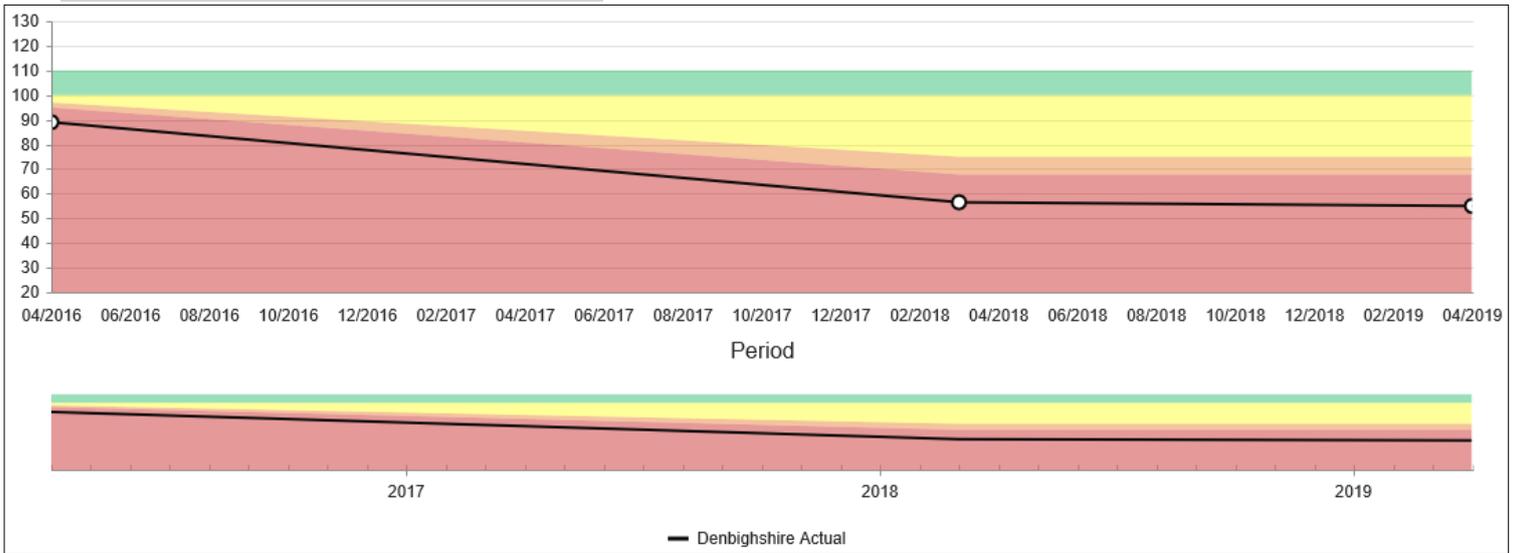
April 2019

88% of adults felt they had the right information or advice.

AnnualCSS004m

The percentage of carers reporting they feel supported to continue in their caring role

04/16	03/18	04/19
89.00	56.50	55.00

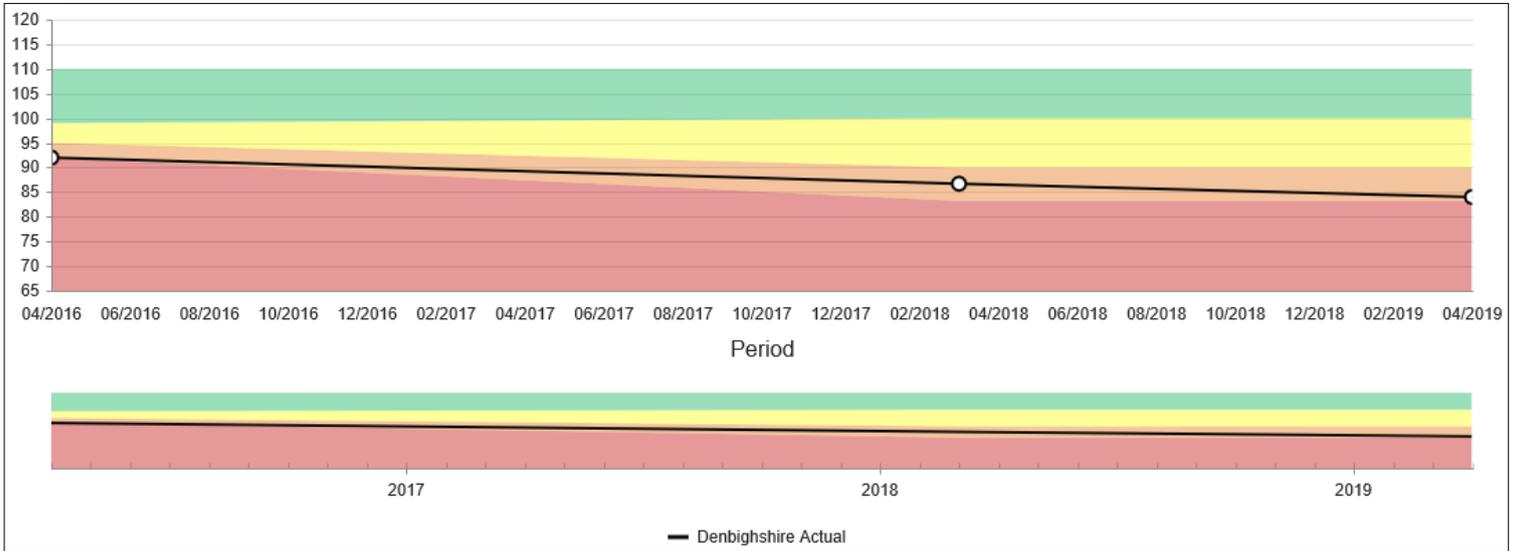


Latest Data Comment

April 2019 55% of carers felt supported to continue in their caring role. This is being followed up through the Supporting Carers Project and through engagement with carers.

AnnualCSSo14m The percentage of people reporting that they know who to contact about their care and support

04/16	03/18	04/19
92.00	86.70	84.00



Latest Data Comment

April 2019 84% of adults said they know who to contact about their care and support. Operational teams are looking at how this can be improved.

CSSAGGR03	Number of assessments of need for support for carers undertaken during the year						
10/16	04/17	10/17	01/18	04/18	07/18	10/18	01/19
386.00	0.00	387.00	525.00	49.00	91.00	144.00	234.00

Latest Data Comment

Quarter 4 2018-19	This is a count only and as at March 2019 - 234 assessments were carried out for carers.
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CPBIM301i	The percentage of people who agree "my local area is a place where people will pull together to improve the local area"
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04/19
59.00

Latest Data Comment

2018	The survey found that most people (59%) thought that their local area was a place where people will pull together to improve the local area, with 30% disagreeing and the remainder (11%) were unsure.
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CPCCM302i	The number of live resources on the Dewis Cymru Platform			
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04/17	04/18	07/18	10/18	01/19
453.00	454.00	441.00	517.00	Data unavailable

Latest Data Comment

Quarter 4 2018-19	This is a count only. Quarter 4 data is as yet unavailable.
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CPBIM303i	The percentage of people who feel able to influence decisions affecting their local area
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04/18
27.00

Latest Data Comment

2018	The survey found that 27% of respondents felt they were well informed about how to get involved in local decision making, with 59% disagreeing and 14% had no opinion. This is again a slight improvement on the 2015 survey when 64% said that they were not well informed and compares to 52% in 2013 and 48% in 2011.
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CPBIM305i	The number of recorded incidents of domestic abuse						
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06/17	09/17	12/17	01/18	04/18	07/18	10/18	01/19
268.00	299.00	292.00	284.00	348.00	408.00	0.00	0.00

CPBIM306i	The number of repeat offenders of domestic abuse						
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06/17	09/17	12/17	01/18	04/18	07/18	10/18	01/19
28.00	26.00	27.00	28.00	31.00	32.00	0.00	0.00

Latest Data Comment

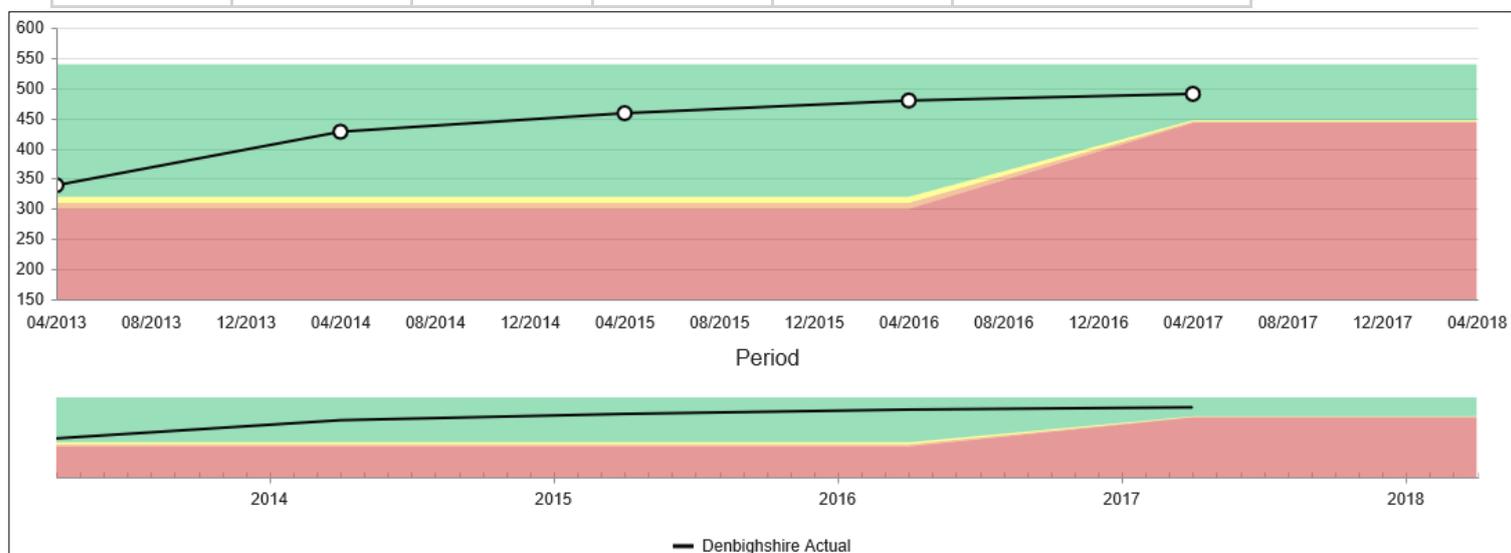
Quarter 4 2018-19	We are advised that there have been further changes in the way NW Police record Domestic Crimes, no longer separating Domestic Abuse from other Domestic Crime; the figures to report on our indicators will therefore, in future, be based upon the new reporting format, which derives from a National Incident Category List (NICL) tag, and our historical figures, previously reported, will need to be amended. Revised figures will be reported in Quarter 1 of the 2019 - 2020 and this will be in the form of a new indicator we will set up that will offer a rolling twelve months data.
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PROJECTS				
PR004413	Community Planning & Development Resource	16/11/17	31/03/19	
PR004440	People are involved in shaping and improving services	03/04/18	31/03/22	
PR004458	Supporting Carers in Denbighshire	01/04/18	31/03/22	
PR004716	Act to reduce Domestic Abuse	01/07/18	31/03/23	

Priority 4 - Environment: Attractive and protected, supporting well-being and economic prosperity

Measures Status **Good**

CPCCMSTEAMi	STEAM - Total Economic Impact of Tourism (£ million)				
04/13	04/14	04/15	04/16	04/17	04/18
339.00	427.64	458.39	479.34	490.35	Published Sept 2019



Latest Data Comment

2017-18
 2017 STEAM economic impact figures show that tourism brought £490.35million into the local economy, an increase of 2.3 per cent on 2016, and of 70 per cent since 2007. Last year tourism supported 6,231 jobs in Denbighshire, while 5.93m people visited the County, an increase of 25 per cent since 2007, for a total of 11.58m days. The number of visitors to the coast increased to 3.16m, as did the number of visitor days spent (6.92m) and the number of staying visitors (900,000). In total there were 1.5m staying visitors who contributed £331.46m to the economy in 2017, a 50 per cent increase in staying visitors since 2007.

CPFAH401i	% of existing and acquired council housing stock (1st April 2017 baseline) achieving an EPC (Energy) rating of C or above
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04/17	04/18
33.00	33.00

Latest Data Comment

Annual 2018-19	Progression and analysis of the stock condition surveys, together with a review of data already held has revealed that approximately 33% of the Housing stock is at least an EPC 'C' with a further 24% being only 1 – 4 points off achieving a 'C' rating & therefore requiring little work to meet the standard. While this represents 57% of the stock surveyed, there are a significant number of properties that have been identified that will never achieve the standard. It has also been identified that in order to bring the majority of the remaining properties to a 'C' standard, a significant level of investment is required which is not sustainable for the HRA investment profile within a 5 year period. Taking into account of all of the above our 'excellence' threshold has been revised to 70% of all council homes to achieve 'C'.
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CPFAH402i % of all new build council housing achieving an EPC (Energy) rating of A

09/17	04/18
0.00	0.00

Latest Data Comment

Annual 2018-19	The designs for all new build council housing are being developed with the intention of achieving an EPC rating of A once complete.
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CPBIM403i Percentage reduction - from a 31/03/17 baseline – in carbon emissions (tonnes) from council assets

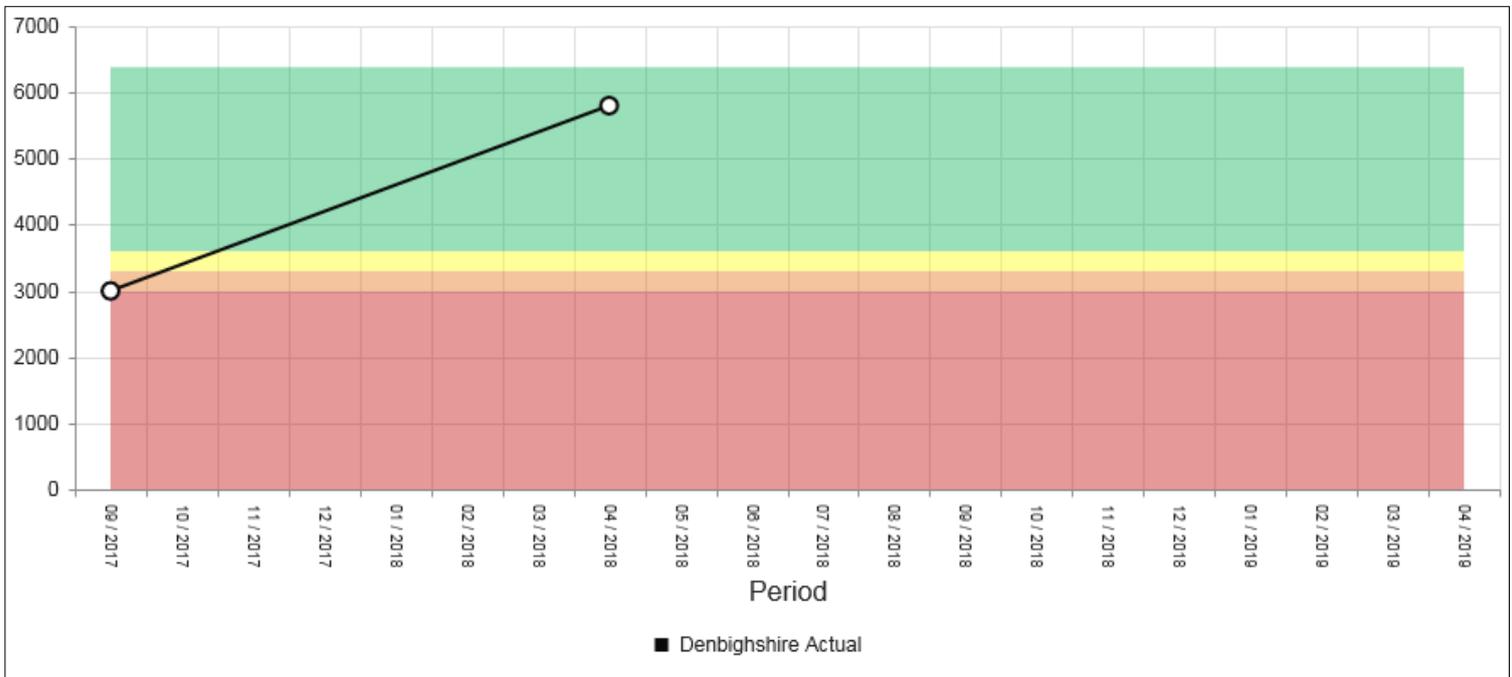
04/16	04/17	04/18
12727.50	12727.50	Data unavailable

Latest Data Comment

Annual 2018-19	Data for 2018-19 is as yet unavailable but being collated. It will be reported in quarter 1 2019-20.
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CPHES404i No. of trees planted to increase canopy cover in Rhyl and Denbigh

09/17	04/18
3000.00	5800.00



Latest Data Comment

Annual 2018-19 As at 31st March 2019 - The totals so far are 4,800 in Rhyl (on target with 2,400 trees to be planted every year for 5 years) and 1,000 in Upper Denbigh. Additional planting sites have now been identified in Upper Denbigh and we will be planting 2,000 in this planting season to get us on target.

CPHES4o6i No. of properties with reduced risk of flooding (1,000s)

Latest Data Comment

Annual It is anticipated that 500 properties will benefit from a reduced risk of flooding once the Rhyl scheme has been completed.

CPRSQ3a How satisfied are people with their local open spaces? - Countryside

04/18
87.00

CPRSQ3b How satisfied are people with their local open spaces? - Beaches

04/18
70.00

CPRSQ3c How satisfied are people with their local open spaces? - Parks

04/18
64.00

Latest Data Comment

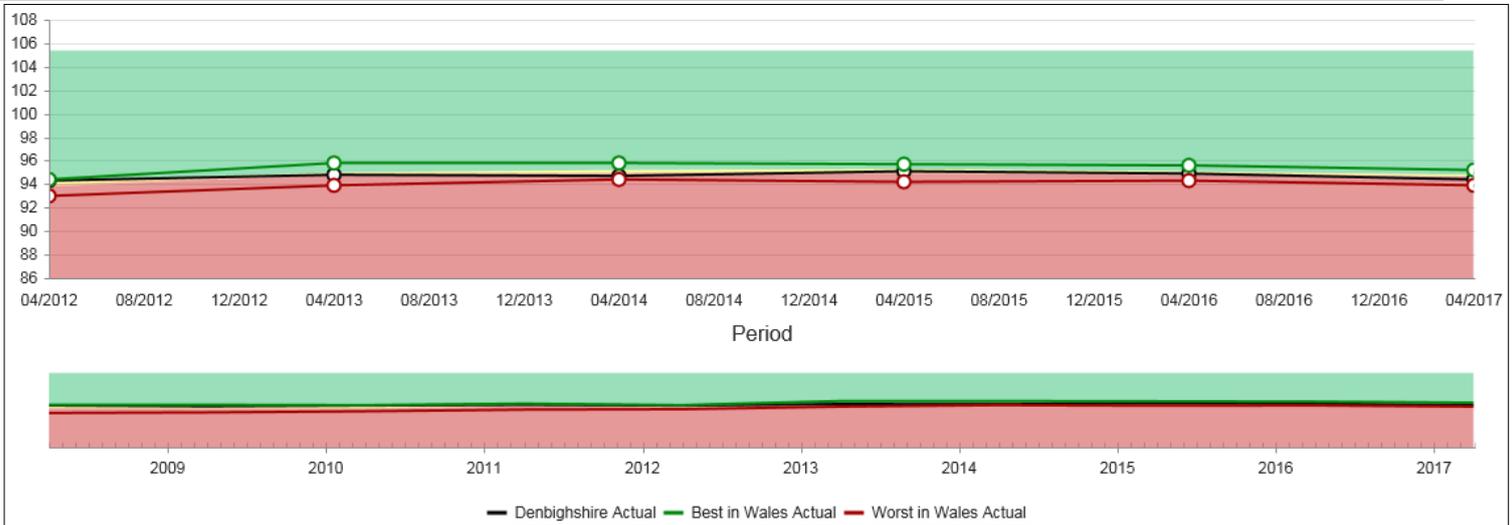
2018 For the first time in our Residents' Survey 2018 we asked people how satisfied they were with their local open spaces. Results found high levels of satisfaction:87% - Countryside, 70% - Beaches, 64% - Parks

PROJECTS				
PR003864	East Rhyl Coastal Defence Scheme	01/01/14	31/12/20	
PR004410	PLANT Project : Urban Tree Planting	02/01/18	02/01/22	
PR004418	Improving biodiversity in Denbighshire	01/04/17	31/03/22	
PR004701	Reducing carbon emissions from council assets	02/04/18	31/03/22	
PR004727	Improving Energy Efficiency in Council Houses	01/04/17	31/03/22	

Priority 5 - Young People: A place where younger people will want to live and work and have the skills to do so

Measures Status Priority For Improvement

PAM007		Percentage of pupil attendance in primary schools						
04/10	04/11	04/12	04/13	04/14	04/15	04/16	04/17	
94.30	94.50	94.30	94.80	94.70	95.10	94.90	94.40	

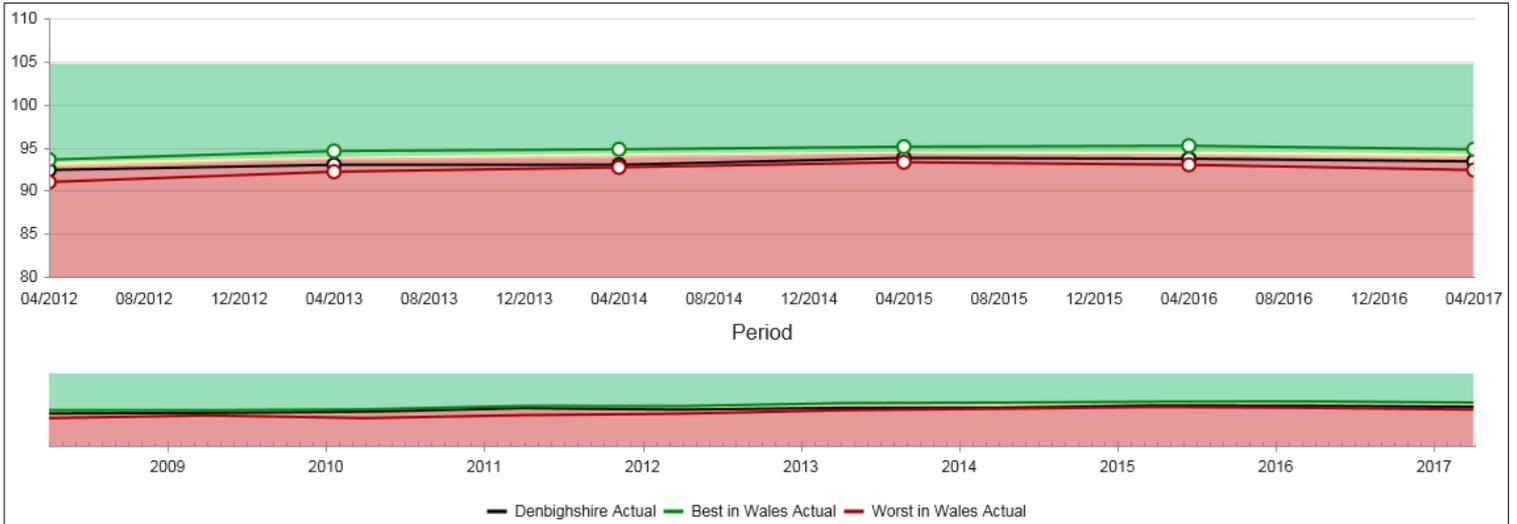


Latest Data Comment

Annual During 2017-18 (academic year), there were 98,933 authorised absences (up from 97,054 for 2016-17), against 40,969 unauthorised (up from 33,927). This represents a 6.8% increase in absence from the previous year (139,902, up from 130,981). The Service continues to work closely with schools to ensure that they are engaging with the council's fixed-penalty process and that the correct coding is applied to absences. The Service has also put interventions in place where it has found school procedures around absence are not robust.

PAM008		Percentage of pupil attendance in secondary schools	
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04/10	04/11	04/12	04/13	04/14	04/15	04/16	04/17
91.70	92.90	92.40	93.00	93.00	93.80	93.70	93.40



Latest Data Comment

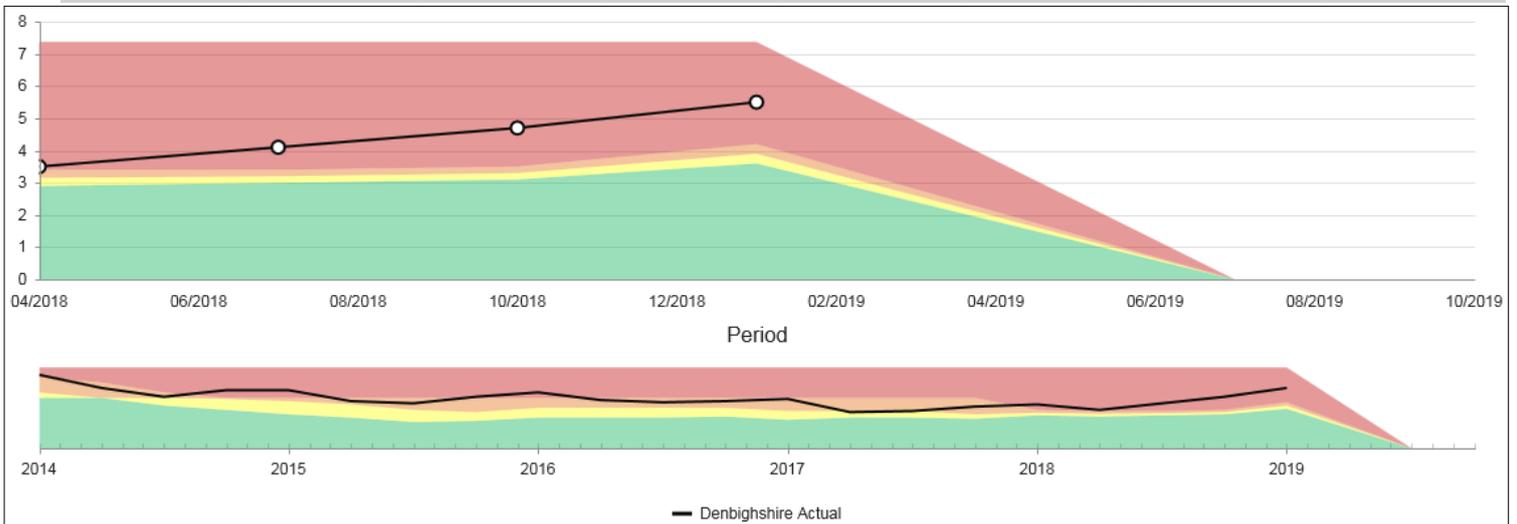
Annual

During 2017-18 (academic year), there were 87,092 authorised absences (up from 85,777 for 2016-17), against 28,403 unauthorised (up from 26,848). This represents a 2.5% increase in absence from the previous year (115,495, up from 112,625). The Service continues to work closely with schools to ensure that they are engaging with the council's fixed-penalty process and that the correct coding is applied to absences. The Service has also put interventions in place where it has found school procedures around absence are not robust.

QECA4.6i

% of the population aged 18 to 24 claiming JSA

10/17	01/18	04/18	07/18	10/18	01/19	07/19	10/19
3.80	4.00	3.50	4.10	4.70	5.50		



Latest Data Comment

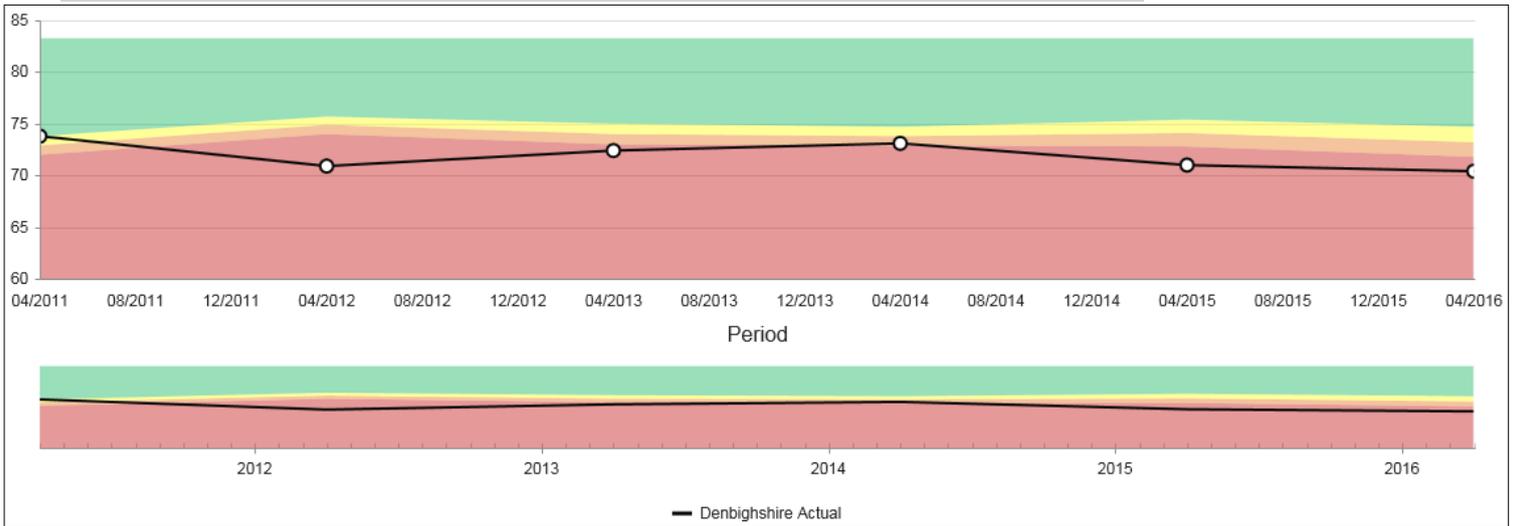
Quarter 4
2018-19

Latest figures place Denbighshire 1.3% behind the Welsh average.

CPBIM504i

The percentage of children aged 4-5 years who are a healthy weight or underweight

04/11	04/12	04/13	04/14	04/15	04/16
73.80	70.90	72.40	73.10	71.00	70.40



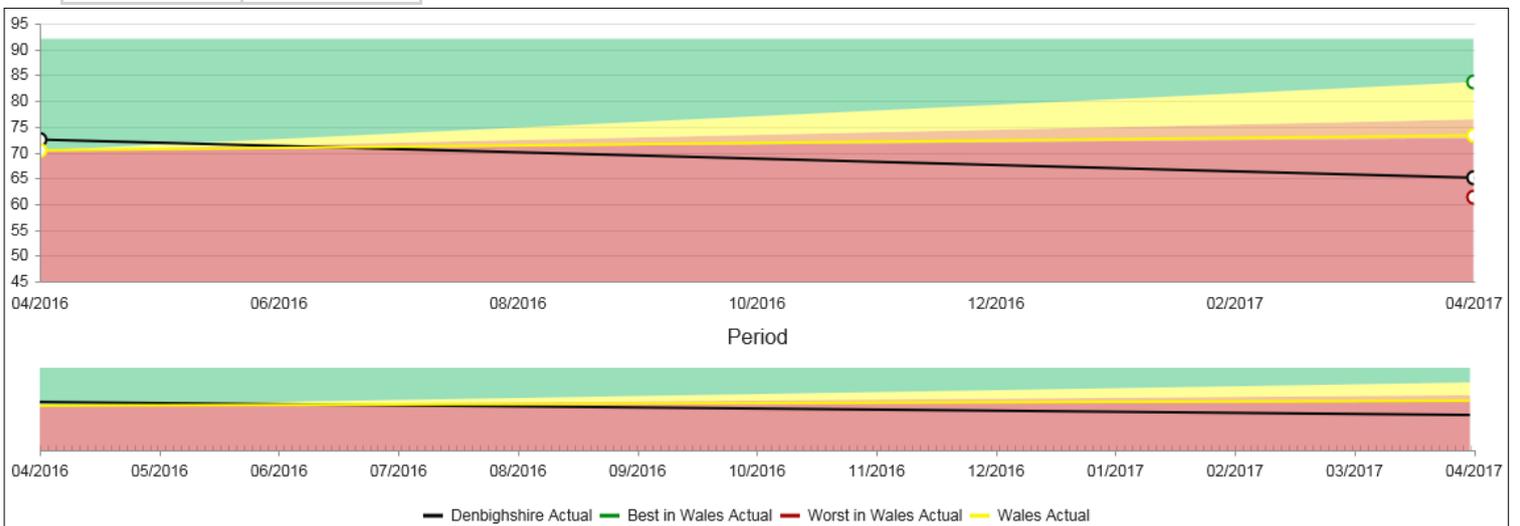
Latest Data Comment

Annual New data released in April from the Child Measurement Programme for Wales reveals a continuing decline in the healthy weight of Denbighshire's 4-5 year olds, placing us in the 3rd quartile (below the Wales median) and 8th worst in Wales. 290 children were measured as overweight or obese in 2016-17, as in the previous year. However, the 2016-17 cohort was smaller (981 down from 1000), therefore fewer children of a healthy weight or underweight.

CPECS501i

The percentage of Yr11 pupils who achieved KS4 Welsh Baccalaureate Skills Challenge Certificate at National Level (Level 2)

04/16	04/17
72.50	65.10



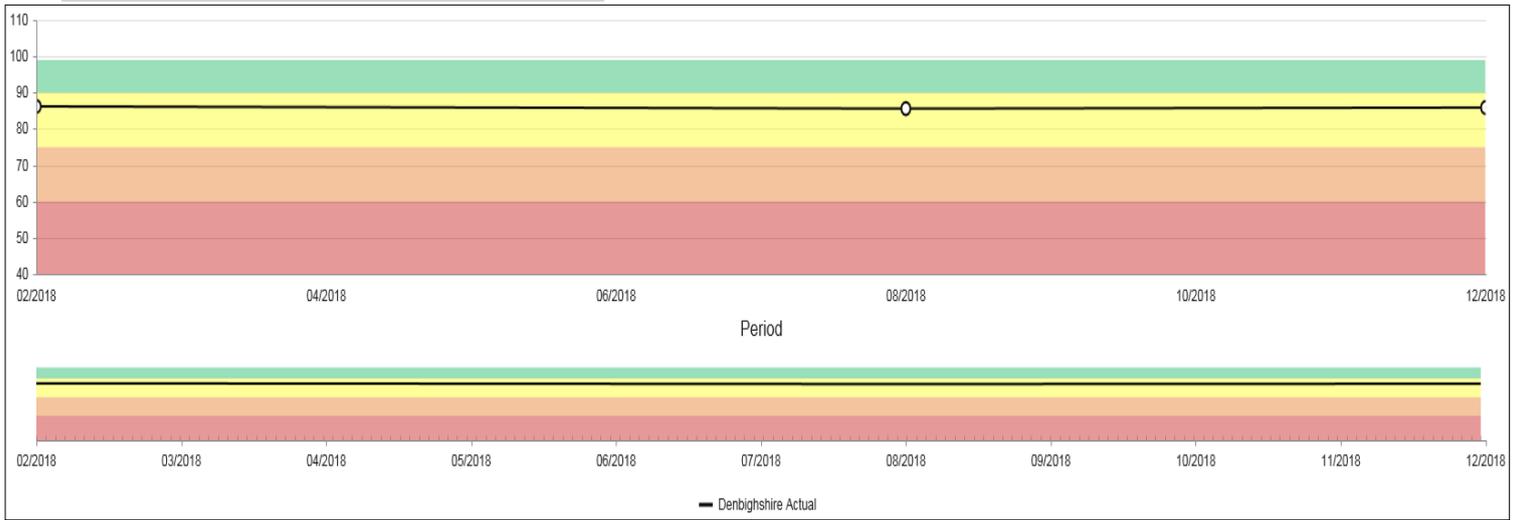
Latest Data Comment

Annual Local Authority level data was published for the first time for this measure in 2017-18. Denbighshire performance in this indicator fell 7.6% below the Wales median in 2017-18 academic year.

CPECS503i

The percentage of pupils (using Pupil Attitudes to Self and School - PASS) who respond positively against pupils' feelings about school

02/18	08/18	12/18
86.20	85.60	85.90



Latest Data Comment

December 2018 Mean percentage across Foundation Phase (94.7%), KS2 (89.7%) and KS3/4 (73.3%).

CPECS505i

The number of pupils benefiting from the Public Service Mentoring Scheme

07/18	10/18	01/19
92.00	0.00	0.00

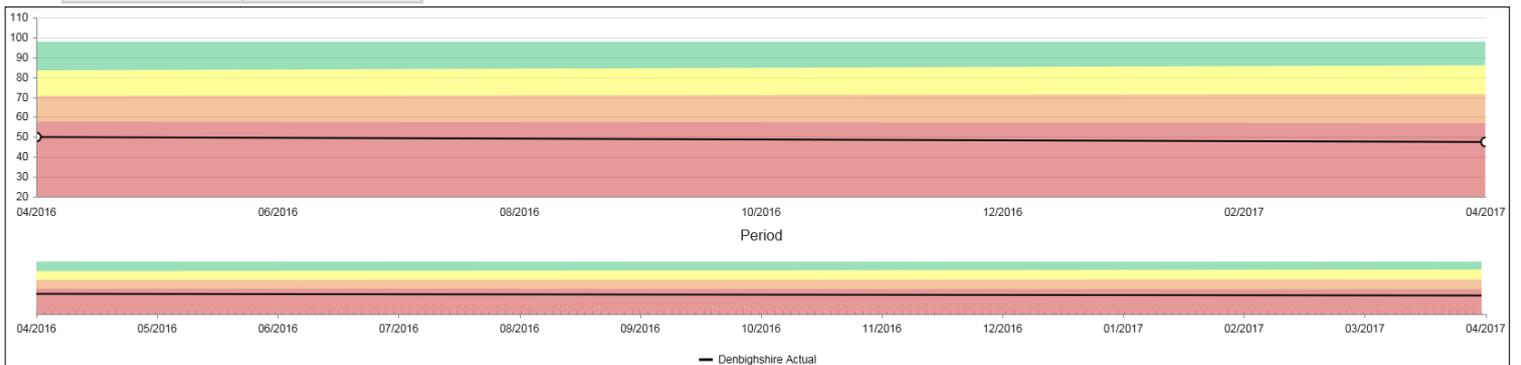
Latest Data Comment

Quarter 4 2018-19 The intended Public Sector Mentoring Programme has had less success within the Ready for Work project than other elements, struggling for take-up by schools, and capacity making delivery difficult. The project will be closed early in 2019-20, but it is hoped that successful elements will be able to continue through the Working Denbighshire strategy. However, our measure for pupils engaging with the mentoring scheme will be withdrawn from our performance framework as a consequence.

CPEDU003/PAM006

The percentage of children achieving 5 GCSEs A*-C (Level 2, Key Stage 4), including English or Welsh (1st language) and Maths, by the end of secondary school, against the percentage that achieved the expected standard at the end of primary school (Level 4, Key Stage 2)

04/16	04/17
50.00	47.50



Latest Data Comment

Annual	Changes to the national curriculum and assessments framework poses a real challenge to us when it comes to understanding the attainment of pupils in Denbighshire, particularly as we are no longer able to compare with other Welsh authorities. When this situation is clarified, we will need to change the performance measure that we initially chose for our Corporate Plan, which examined the gap between attainment at key stage 2 (Core Subject Indicator) and key stage 4 (Level 2 inclusive of Welsh / English and Maths). These two measures were felt to be commensurate with one another at the start of the Plan. However, this is no longer felt to be the case, following changes to the way key stage 4 attainment is now assessed. This impacted adversely on Denbighshire in 2018, with 47.5% of pupils achieving the expected outcome at key stage 4, inclusive of Welsh / English and Maths (Level 2+). This falls behind the Welsh average of 55.1%. This situation has been examined in detail by our Performance Scrutiny Committee, and is being closely monitored by the council and the regional school improvement consortium, GwE.
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RSQPPP2018	The percentage of residents that are satisfied that there are job opportunities for young people at the start of their career
04/18	
19.00	
Latest Data Comment	
2018	This survey asked a number of questions about satisfaction with opportunities within the County. This is the first time questions like this have been asked. The survey found that only 19% agreed that there are job opportunities for young people at the start of their career, with 56% disagreeing and 25% did not know.

RSQECS2018	The percentage of residents that are satisfied that there are opportunities for young people to develop their skills
04/18	
28.00	
Latest Data Comment	
2018	28% of respondents agreed that there are opportunities for young people to develop their skills, with 48% disagreeing and 24% did not know.

RSQBIM2018	The percentage of residents that are satisfied that there are leisure opportunities that appeal to young people
04/18	
50.00	
Latest Data Comment	
2018	Resident Survey 2018 results: 50% of respondents agreed that there are leisure opportunities that appeal to young people, while 30% disagree and 20% did not know.

CPBIM506i	The number of young volunteers (0-25) participating in opportunities provided by the council
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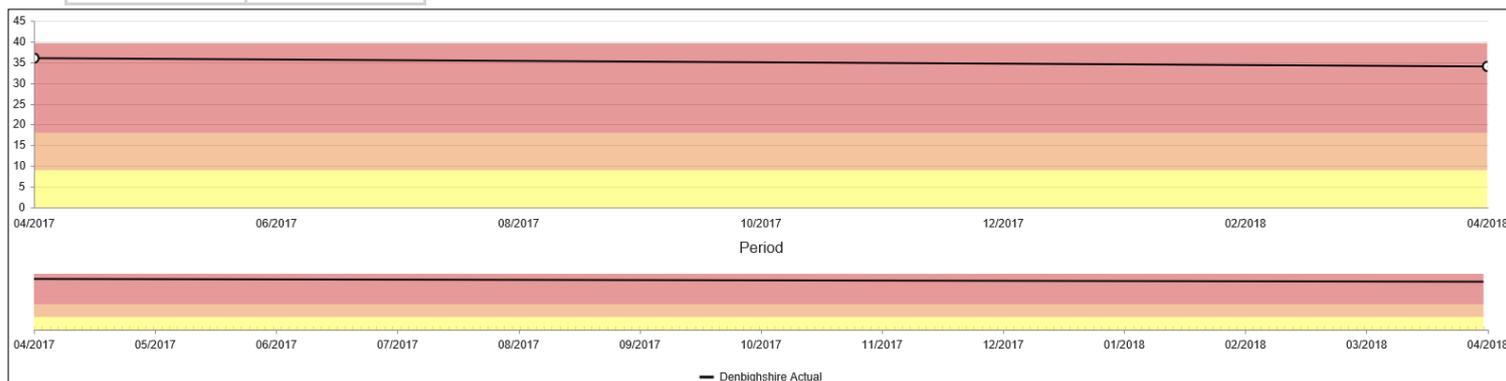
Latest Data Comment

Annual 2018-19
 There has been work done this year to better understand volunteering opportunities that are available to young people across the council, looking at our Youth Service, Countryside Service, the Welsh BaccaLaureate, and our TRAC programme (which seeks to engage those likely to fall out of education, employment or training). Quantifying the number of opportunities, or the number of young people participating has proved problematic across these areas. However, improvements to tracking volunteer opportunities are being implemented currently, which should improve reporting.

CPECS502m

The number of schools providing education through suitability and condition categories C & D

04/17	04/18
36.00	34.00



Latest Data Comment

Annual 2018-19
 Currently 34 schools are providing education in buildings that have the lowest suitability & condition categories (C & D). The 21st Century Schools Programme will reduce this figure, and the Service has set ambitious local thresholds where 0 schools represents Green: Excellent performance.

CPPPP501m

The percentage increase in the salaries of young people enrolled in the Employment Bursary Project

Latest Data Comment

Annual
 From application and documentation, estimated pay rise will be approximately 9% per annum

PROJECTS

ECA	Young Person Employment Bursary	01/10/18	31/03/22
ECA	Ready for Work	01/09/17	31/03/20
ECA 4.2c	The Denbighshire Working Start Scheme	01/10/18	01/04/22
ECA 4.3a/4.4	Develop technology based shared entrepreneur space, Rhyl	16/10/18	31/03/22
ECA-TechZone	TechZone / ParthDechnoleg: Growth Sector Move-on Accommodation	02/09/18	31/03/20
MOD.ED	Modernising Education		
PR004431	Monitoring and supporting positive pupil attitudes to self and school/well-being	03/07/17	31/08/21
PR004438	Supporting Parents in Denbighshire	01/04/18	31/03/22
PR004980	Health and Well-being - Nutrition and Cooking Skills	01/04/19	31/03/22