

**Note:** Any items entered in *italics* have not been approved for inclusion at the meeting shown by the Committee. Such reports are listed here for information, pending formal approval.

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
25 November	<b>Cllr. Julian Thompson-Hill</b>	1. Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register and risk appetite statement	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Iolo McGregor/Emma Horan	November 2020
	<b>Cllr. Huw Hilditch-Roberts</b>	2. Customer Relationship Manager (CRM) System  (tbc)	To review (i) the implementation of the new CRM/360 system and its performance in delivering efficient and effective customer focussed services in line with the product specification and the Council's expectations; (ii) service demand in terms of supporting recovery from COVID-19 by moving requests on to C360; and (iii) how services and their individual systems link into C360	An efficient and effective customer enquiries system that deals with enquiries quickly, to a high level of customer satisfaction, whilst realising value for money for the Authority	Liz Grieve/Ffion Angharad	September 2018 (rescheduled November 2019/rescheduled again March/Oct 2020 & January 2021 due to COVID-19)
	<b>Cllr. Julian Thompson-Hill</b>	3. Corporate Plan (Q2) 2021/22	To monitor the Council's progress in delivering the Corporate Plan 2017-22	Ensuring that the Council meets its targets to deliver its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents	Alan Smith/Iolo McGregor/Heidi Barton-Price	March 2021
	<b>Cllr. Brian Jones</b>	4. Draft Sustainable Travel Plan	To consider the draft sustainable travel plan (including the Council's role in facilitating the locating of vehicle charging points across the county, its work with other local authorities and stakeholders with	To provide observations and recommendations that will support the delivery of the corporate priorities relating to the environment and connected communities by	Emlyn Jones/Mike Jones	By SCVCG June 2018 (rescheduled February

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			respect of their availability and in relation to other potential alternative travel modes, and in supporting the community to switch to sustainable fuels)	reducing CO2 emissions and improving travel connectivity		& November 2019, October 2020 & June 2021 due to COVID-19)
27 January 2022	<b>Cllrs. Tony Thomas/ Bobby Feeley</b>	1. <i>Denbighshire's Housing and Homelessness Strategy Action Plan</i>	<i>To examine the progress made to date in delivering the revised Strategy and Action Plan approved by County Council in December 2020</i>	<i>The identification of actions that will support and ensure the delivery of the Council's Corporate Priorities relating to Housing, Environment, Young People and Resilient Communities and ultimately the Corporate Plan</i>	<i>Emlyn Jones/ Angela Loftus</i>	<i>By SCVCG January 2021</i>
	<b>Cllr. Tony Thomas</b>	2. Library Service Standards 2020-21	To consider the results of the WG's annual evaluation of the Council's Library Service and receive information on how the Service has progressed and adapted its service provision during the year	Identification of any slippages in performance in order to formulate recommendations to redress the situation and ensure that the Service delivers the Council's Corporate Plan and its priorities in relation to Young People, Resilient and Connected Communities	<i>Liz Grieve/Bethan Hughes</i>	<i>March 2021</i>
	<b>Cllr, Julian Thompson-Hill &amp; Cllr. Huw Hilditch-Roberts</b>	3. Staff Absences and Turnover in Denbighshire during 2020/21 & 2021/22 and its impact on Customer Services	To examine the data on: (i) staff absences per Council service during 2020/21 and the first three quarters of 2021/22 in comparison to previous years (including data on short and long-term absences);	<i>An assessment of the Council's resilience in dealing with the impact of a pandemic on its staffing resources and the effectiveness of its contingency planning in relation to staff retention and recruitment and how that</i>	<i>Gary Williams/Louise Dougal/Liz Grieve</i>	<i>By SCVCG September 2021</i>

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			<ul style="list-style-type: none"> <li>(ii) staff turnover per service during 2020/21 and the first three quarters of 2021/22 in comparison to previous years along with the number of staff resignations in each pay grade band (and the reasons for the resignations);</li> <li>(iii) Denbighshire's position in relation to staff absences and staff turnover in comparison to other local authorities and public bodies in Wales;</li> <li>(iv) the findings of the recent Workforce Planning exercise; and</li> <li>(v) the effect of COVID-19 on staff absences and turnover during this period and its consequential impact on customer services</li> </ul>	<p><i>supported the customer experience during difficult times with a view to ensuring that lessons are learnt to further improve the Council's resilience to meet future pressures and unplanned events.</i></p>		
<p>Possibly invite school reps to observe or participate</p> <p>School Meals Forum Representative to be invited as well to give a national perspective</p>	<p><b>Cllr. Brian Jones/Cllr. Huw Hilditch-Roberts</b></p>	<p>4. <i>Progress and future plan on reduction of single use plastics and carbon reduction in the School Meals Service</i></p>	<p><i>To examine:</i></p> <ul style="list-style-type: none"> <li>(i) <i>the progress made to date with respect of reducing the Service's use of single use plastics within the Service and the school canteens across the county; and</i></li> <li>(ii) <i>future plans for using single use plastics within the Service and how it aims to contribute towards the Council's aim of being net carbon zero by 2030</i></li> </ul>	<p><i>By sharing good practice to devise deliverable and solutions that will secure a sustainable Service for the future that provides food for the county's pupils whilst also reducing carbon output and supporting the Council's Environment corporate priority and delivering its Climate and Ecological Change Strategy</i></p>	<p>Tony Ward/Hayley Jones</p>	<p><i>By SCVCG September 2021</i></p>

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on the issue						
17 March	<b>Cllr. Huw Hilditch-Roberts</b>	1. Curriculum for Wales <b>[Education]</b>	To detail the progress made to date towards the implementation of the new Curriculum for Wales along with the support provided by the local education authority and GwE to schools, education staff and governing bodies in readiness for the delivery of the new curriculum from September 2022	Assurances that all educational establishments and staff are fully equipped and trained to deliver the new curriculum, identification of any gaps or risks associated with the provision and solutions to address them, ahead of its implementation with a view to ensuring that children and young people in Denbighshire realise their full potential in line with the Council's Corporate Plan	Geraint Davies/James Brown/GwE	June 2021
	<b>Cllr. Huw Hilditch-Roberts</b>	2. Additional Learning Needs (ALN) Transformation <b>[Education]</b>	To examine the Council's compliance with the statutory requirements of the Additional Learning Needs and Education Tribunal (Wales) Act 2018	To reduce the risk of the Authority not complying with any of the requirements of the Act and to ensure that every pupil and student in the County is given the required support and opportunities to realise their full potential	Geraint Davies/Mari Gaskell/Joseph Earl	June 2021
28 April						
9 June	<b>Cllr. Bobby Feeley</b>	1. Draft Director of Social Services Annual Report	To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance and clearly articulates future plans	Identification of any specific performance issues which require further scrutiny by the committee in future	Nicola Stubbins	July 2021
14 July						

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29 September	<b>Cllr. Huw Hilditch-Roberts</b>	1. <i>Provisional External Examinations and Teacher Assessments [Education]</i>  (tbc)	<i>To review the performance of schools and that of looked after children</i>	<i>Scrutiny of performance leading to recommendations for improvement</i>	<i>Geraint Davies/GwE</i>	<i>July 2021</i>
	<b>Cllr. Bobby Feeley</b>	2. <i>Hafan Deg, Rhyl (tbc)</i>  <b>Representatives from KL Care to be invited to attend</b>	<i>To monitor the effectiveness of the transfer of the facility and services to an external provider and the provider's progress in growing and expanding the services available at the centre, including the lessons learnt from COVID-19 and the new services commissioned as a result of the pandemic</i>  <i>(the report to include an updated Well-being Impact Assessment)</i>	<i>To evaluate the impact of the transfer of the facility and services on all stakeholders and to assess whether the services provided at Hafan Deg are in line with the contract specification, support the Council's vision for adult social care and the five ways to well-being and the requirements of the Social Services and Well-being (Wales) Act 2014</i>	<i>Phil Gilroy/Ann Lloyd/Katie Newe/Ben Chandler</i>	<i>September 2019 (Rescheduled October 2020, January &amp; March 2021 due to COVID-19)</i>
24 November						
January 2023	<b>Cllr. Huw Hilditch-Roberts</b>	1. <i>Verified External Examinations [Education]</i>	<i>To review the performance of schools and that of looked after children; and GwE's impact on the educational attainment of the County's pupils.</i>  <i>The report to include actual figures in addition to percentages along with school absenteeism and exclusion data.</i>  <i>The report to incorporate GwE's Annual report and information on</i>	<i>Scrutiny of performance leading to recommendations for improvement</i>	<i>Geraint Davies/GwE</i>	<i>July 2021</i>

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			<i>the 5 year trend in relation to educational attainment in Denbighshire</i>			

**Future Issues**

<b>Item (description / title)</b>	<b>Purpose of report</b>	<b>Expected Outcomes</b>	<b>Author</b>	<b>Date Entered</b>
<p><i>School Categorisation according to Welsh—medium Provision</i></p> <p><i>tbc (late 2021/early 2022) dependent upon WG</i></p> <p><b>Education</b></p>	<p><i>To outline the conclusions of the recent Welsh Government consultation and its implications for Denbighshire schools and pupils</i></p>	<p><i>Identification of potential changes to the Council's education policies and any associated costs and budget implications</i></p>	<p><i>Geraint Davies/James Curran</i></p>	<p><i>January 2021</i></p>
<p><i>Learner Travel Measure (Wales) 2008</i></p> <p><i>tbc (late 2021/early 2022) dependent upon WG</i></p> <p><b>Education</b></p>	<p><i>To outline the conclusions of the recent Welsh Government consultation on the Measure and its implications for Denbighshire schools and pupils</i></p>	<p><i>Identification of potential changes to the Council's learner travel policy and any associated costs and budget implications</i></p>	<p><i>Geraint Davies/Ian Land</i></p>	<p><i>January 2021</i></p>
<p><i>Dolwen Residential Care Home</i></p>	<p><i>To consider the Task and Finish Group's recommendations relating to the future provision of services at Dolwen Residential Care Home, Denbigh</i></p>	<p><i>Pre-decision scrutiny of the task and finish group's findings and the formulation of recommendations for presentation to Cabinet with respect of the future provision of services at Dolwen with a view to ensuring that everyone is supported to live in homes that meet their needs and are able to live independent and resilient lives</i></p>	<p><i>Task and Finish Group/Phil Gilroy/Abbe Harvey</i></p>	<p><i>July 2018 (currently on-hold due to COVID-19)</i></p>
<p>Post 16 provision at Rhyl College (suggested for scrutiny during service challenge)</p> <p>Date tbc following the easing of COVID-19 restrictions</p>	<p><i>To examine the post 16 provision at Rhyl College</i></p>	<p><i>The development of an effective working relationship between the College and the Council to secure the delivery of courses required to support the delivery of the North Wales Growth Deal and improve the future prospects of the area's students</i></p>	<p>Rhyl College (and invite Geraint Davies &amp; John Evans – post 16 officer from DCC)</p>	<p><i>By SCVCG July 2020</i></p>

## Information/Consultation Reports

Date	Item (description / title)	Purpose of report	Author	Date Entered
<b>November 2021</b>	Position regarding Cefndy Healthcare Annual Reports 2019/20 & 2020/21 and Annual Plan 2021/22 & Options Appraisal for future business delivery	<p>To consider:</p> <ul style="list-style-type: none"> <li>(i) the company's performance during 2019/20 &amp; 2020/21 and its Annual Plan for 2021/22; and</li> <li>(ii) the findings of the Project Board's work in drawing up an options appraisal for future delivery of the company's business</li> </ul> <p>to enable the Committee to:</p> <ul style="list-style-type: none"> <li>(i) undertake an assessment of the company's performance in delivering its business within budget and meeting targets will assist with the identification of future trends and requirements;</li> <li>(ii) Formulate recommendations in relation to a future business model that will support the delivery of the Council's priority relating to Resilient Communities</li> </ul>	Phil Gilroy/Ann Lloyd/Nick Bowles	August 2021
<b>March 2022 &amp; September 2022</b> [Information]	Corporate Plan 2017/22 Q1 2021/22 & Corporate Plan 2017/22 (Q3) 2021/22  To monitor the Council's progress in delivering the Corporate Plan	Ensuring that the Council meets its targets and delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents	Alan Smith/lolo McGregor/Heidi Barton-Price	September 2018
<b>Feb/May/Sept/November each year</b> [Information]	Quarterly 'Your Voice' complaints performance to include social services complaints	To scrutinise Services' performance in complying with the Council's complaints and identify areas of poor performance with a view to the development of recommendations to address weaknesses. The report to include: <ul style="list-style-type: none"> <li>(i) a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future</li> </ul>	Kevin Roberts/Ann Lloyd/Phil Gilroy	November 2018



		<p>complaints will be dealt with within the specified timeframe;</p> <p>(ii) how services encourage feedback and use it to redesign or change the way they deliver services; and</p> <p>(iii) details of complaints which have been upheld or partially upheld and the lessons learnt from them.</p> <p>Report to include example(s) of complaints and compliment(s) received.</p> <p><b><i>Consideration of the information provided will assist the Committee to determine whether any issues merit detailed scrutiny</i></b></p>		
Information Report <b>(June 2020 rescheduled to December 2021)</b>	Housing Services – Review of the effectiveness of the new working model for Housing Officers and the development of new ways of working with residents from the lessons learnt through COVID-19	To review the effectiveness and impact of the new Housing Officer model in delivering personal advice and support to tenants, particularly those who reside in older people’s schemes	Geoff Davies	March 2019 (rescheduled May 2019 & then Jan 2021 at officers request due to COVID-19 pressures)

**Note for officers – Committee Report Deadlines**

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
25 November	<b>11 November</b>	27 January 2022	<b>13 January 2022</b>	17 March	<b>3 March</b>

Performance Scrutiny Work Programme.doc  
 Updated 04/10/2021 RhE