

# Public Consultation Responses Corporate Plan

August - September, 2012

<b>No.1</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	21.08.12
<b>Comments:</b> Following your article today in the daily post, my views on Denbighshire county council on what they should consider as priority over the county are affordable homes for the younger generation and I'm not talking about in towns as such as we already have Glasdir in Ruthin, I was brought up in Graigfechan and feel not everybody wants to live in a town , my father has been trying for planning permission for over 4 years now to build 5 affordable homes in Graigfechan, he has spent a fortune on fees and still has had no joy, Tai Clwyd have already said they would take them over once planning had gone through but Denbighshire county council wont entertain it! As a mother of two young children an affordable home is vital, a start and a chance to get on the housing market, more should be done on this subject and taken into action.			<b>Priority 6</b>

<b>No. 2</b>			
<b>Medium:</b>	Telephone	<b>Date Received:</b>	22.08.12
<b>Comments:</b> Concerning Priority 2, 'Improving School Buildings and Standards for all', the wording is the wrong way round, standards being the more desirable outcome. To achieve good standards, there are three necessary strands of 'input' – buildings, finance, and staff in equal measure, but ultimately standards should come first, followed by buildings. Don't mind there being a high number of mobile classrooms. To focus on buildings is nonsense. I speak as an experienced governor of thirty years in both primary and secondary education. Would be happy to accept a broader point on improving school buildings under an overarching focus on improving standards.			<b>Priority 2</b>

<b>No. 3</b>			
<b>Medium:</b>	Telephone	<b>Date Received:</b>	22.08.12
<b>Comments:</b> Concerning Priority 5, 'Providing a Clean Environment', there needs to be a focus on street cleansing to improve the reputation of an area and entice visitors. I am speaking as a resident of Rhyl where this is a particular concern, and on my road dog fouling a significant problem. I have been told by a Denbighshire Officer that bins for dog waste can only be sited near schools or shops, where there is more populous. Why is this? It doesn't make sense, as more bins are needed. A dog waste bin is needed on the corner of the Boulevard off Rosehill Road, and by the bus stop on Bryn Cwnin, near Eversley Close.  Also would like to raise an issue of Customer Service, switchboard staff unfamiliar with an area appearing being confused when customers give street names. Not very professional and makes the customer feel like they are wasting their time. They need better technology in front of them to help identify where the problems are.			<b>Priority 5</b>  <b>Priority 7</b>

<b>No. 4</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	28.08.12
<b>Comments:</b> I am writing with feedback in relation to proposed priorities for 2012-17. We discussed these in detail in our service meeting in Children and Family Services which includes both strategic and operational teams. We all feel that the priorities are much more meaningful for us as a service than previous years and that we can relate our business and practice to almost all of the priorities.			<b>Priority 4</b>
<b>No. 5</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	01.09.12
<b>Comments:</b> Following a meeting of the Community Council, Llandrillo, Corwen Friday night, August 31 <sup>st</sup> , 2012 we advise that our priority as a community is main roads.			<b>Priority 3</b>
<b>No. 6</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	05.09.12
<b>Comments:</b> Regarding your suggestions for your priorities from now until 2017, may I also suggest:  Ensuring the grass verges on country lanes are cut as soon as possible in the season and that whoever the Council employs for the forthcoming years does a better job than those contractors used over the past 2 years in the Cyffylliog area – their standard of work has been appalling. Why is this not done 'in house'?  I thoroughly agree with carrying out improvement to the County's roads but would suggest that this must include improvements the resurfacing of country lanes and not just the main roads within the County.  I support helping elderly people living in their own homes as much as possible – however, there comes a time when this is not possible (I know this through experience). May I suggest that every effort be made to ensure that the County's own residential homes for the elderly are <b>never</b> closed down and that any necessary improvements to those homes are afforded out of budgets – the elderly are just as important as education for the children of the County. Many of these people, like children, are unable to speak for themselves. I note that in the last couple of years over 20 beds have been closed at the County's residential homes and this is unacceptable.  I consider having cemeteries close to or in the main towns essential – for example in Ruthin there are very few burial plots left. Elderly people cannot travel across the County to visit their loved ones – the Council must address this situation and lack of funding cannot be used as an excuse for not purchasing land.			<b>Priority 5</b>  <b>Priority 3</b>  <b>Priority 4</b>  <b>No Priority</b>

Improving services for our customers – it would be much appreciated by many of your ‘customers’ that they could speak to an officer rather than someone at a customer call centre. I appreciate that you have spent a great deal of time and money building up the call centre and that those staff are well able to take messages for the relevant officer/department and they also answer many queries but there are many occasions when the customer service centre staff are unable to answer queries, particularly when the customer is telephoning 3 or 4 times about the same issue which has not been resolved. It is infuriating not to be able to speak to the relevant person and this is not providing the level of service expected by your customers. Officers should be busy people but must realise that they are public servants and as such must be available on occasions to speak to customers and be accountable for their actions or lack thereof.	<b>Priority 7</b>
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<b>No. 7</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	06.09.12
<b>Comments:</b> DCC top priority and for its local elected members, especially the CEO and staff is to safe guard local businesses and protect local jobs instead of hiding behind the EU directive and placing vast amount of contracts outside of the area. Until you address this unfair tendering process you will drive many SME's out of business and assign thousands of able and willing local residents out of the area.			<b>Priority 1</b>

<b>No. 8</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	06.09.12
<b>Comments:</b> I am the development officer for self-advocacy working with adults with a learning disability in Denbighshire. Last Thursday evening we held a meeting in Prestatyn & we discussed the draft priorities of the draft Plan 2012 -2017. In total the priorities were agreed with but the disagreement was the order of priorities. These being the order the group felt should be :-  1. Developing the local economy & our communities (was essential for jobs & sustainability & growth).  2. Protecting vulnerable people & ensuring they are able to live as independently as possible, quality appropriate support being key linked with the next priority.  3. Ensuring access to good quality housing. (Appropriate to individual’s needs).  4. Improve school buildings & standards for all. (It was felt that if the buildings were allowed to fall into a state of disrepair the cost is far greater in the long run which fall son tax payers.)			<b>Priority 1</b>  <b>Priority 4</b>  <b>Priority 6</b>  <b>Priority 2</b>

<p>5. Providing a clean environment is essential to keep good standards &amp; help attract tourism.</p> <p>6. Improving our roads.</p> <p>7. It was felt that if buildings were generally well maintained then there would not be the need for costly "modernisation". If the services were not so top heavy then the man resources could be used most effectively by delivering a good quality service where it is needed &amp; counts, not in paper shuffling. In other words "cut the waste".</p> <p>If you have any questions about what the group have said &amp; proposed do not hesitate to contact me.</p>	<p><b>Priority 5</b></p> <p><b>Priority 3</b></p> <p><b>Priority 7</b></p>
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<b>No. 9</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	07.09.12
<p><b>Comments:</b></p> <p>I am Chair of Keep Llangollen Special a local Community Organisation (<a href="http://www.keepllangollenspecial.org.uk">www.keepllangollenspecial.org.uk</a>) we feel DCC's Corporate Plan should give a positive undertaking:</p> <ol style="list-style-type: none"> <li>1. To protect the viability, vitality and vibrancy of town centres against the continual threat from out-of-town developments (PPW 4);</li> <li>2. To assist local independent businesses and traders to effectively trade &amp; market themselves in a competitive modern and difficult economy and to encourage residents wherever possible to Buy Local;</li> <li>3. To encourage sustainable projects and reduce vehicle journeys and promote safe walking and cycling in sympathy with Welsh Government Policy;</li> <li>4. To implement initiatives to bring vacant/unused and under used properties back into beneficial use and encourage residential and workspace users in town centres:</li> </ol> <p>Hope you consider these are positive and constructive comments.</p>			<p><b>Priority 1</b></p>

<b>No. 10</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	10.09.12
<p><b>Comments:</b></p> <p>The corporate plan gives very little detail, as is to be expected, as it is trying to be an overall document so that adding detail can be done without going against the draft.</p> <p>However I think there is one extra heading that should be included and is especially important with a rural County like Denbighshire as follows.</p> <p>Maintain and improve the Natural Environment.</p> <p>Possibly another aspect to be considered and others would need to select the correct wording</p>			<p><b>Priority 5</b></p>

To provide sufficient facilities to improve the health and well-being of all age groups and to spread these throughout the County, not just in the high population levels north of the A55.	<b>Priority 4</b>
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<b>No. 11</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	11.09.12
<b>Comments:</b> We acknowledge the proposals put forward by the Council and would respectfully suggest that the Council reconsider the suggestions submitted by DVSC in 2010 for active discussion. In that regard we would draw the Councils attention to a paper dated 5th July 2010 prepared by Ms Sally Ellis, Director of Social Services and submitted to the Voluntary Sector Liaison Group in which it outlined the thinking of the Council regarding budget cuts and whilst the Third Sector responded to that paper in producing suggested solutions to, for example, the dog fouling issue it would appear that those recommendations were not taken forward. Therefore it would be helpful if discussions could be re-opened, on a range of services currently delivered by the Council, between the County Council and the Third Sector utilising the services of the Third Sector Liaison group with a view to progressing the paper of the 5th July 2010 as we are convinced that the Third Sector has a significant part to play in supporting the Council's ambitions with regard to efficiencies and improvements to public service delivery.			<b>Priority 7</b>

<b>No. 12</b>			
<b>Medium:</b>	Email	<b>Date Received:</b>	11.09.12
<b>Comments:</b> As previously discussed, with regard to the seven draft priorities listed in the Corporate Plan 2012-2017 the NWWT considers it vital that biodiversity is mentioned under priority No. 5 (Environment). Perhaps to read:  <b>5. Providing a clean <i>and biodiverse</i> environment.</b>  The term 'wildlife rich' could perhaps be used instead if the term 'biodiverse' is considered too technical.  I feel that this is a particularly important subject to highlight in the list of priorities in light of the NERC Act 2006 (which puts a legal duty on local authorities to have regard to the purpose of conserving biodiversity), and Welsh Government thinking re: the legal duty to Sustainable Development and related programmes such as Living Wales and the development of the Natural Environment Framework)			<b>Priority 5</b>

I understand that biodiversity may not have been specifically raised as a priority by the public, but I note that not a single question was asked about attitudes to biodiversity in the questionnaire that was sent out to the public, so this result is, therefore, not surprising.

Nonetheless, from my experience and the numbers of emails, letters and phone calls we at the Wildlife Trust, as well as DCC Countryside, Planning and Highways Dept. receive regarding biodiversity issues I think it is safe to conclude that the vast majority of the population of Denbighshire value their local wildlife and its habitats very highly and would certainly wish biodiversity conservation to be considered a priority.

In future I would like to see questions specifically about the council's role and performance in biodiversity conservation included in the questionnaires sent out to them, as this seems to be a major omission, especially with regard to the NERC Act 2006 as previously mentioned.

If you have any questions please do not hesitate to contact me.

No. 12			
<b>Medium:</b>	Youth Service: Ruthin locality	<b>Date Received:</b>	18.09.12
<p><b>1. Developing the local economy and our communities:</b> Young People felt that some communities were very small, and for this reason to focus on communities' economy seemed a little pointless. However they do feel that Denbighshire's economy is important and it may be worth focusing the main towns and the surrounding communities as a whole.</p> <p><b>2. Improving school buildings and standards for all:</b> The young people felt that this should be extended to resources also. They felt that there was not an issue with their school (Ysgol Brynhyfryd) but equipment needed updating.</p> <p><b>3. Improving our roads:</b> General comment was that the roads were fine, if any improvement was needed the group suggested that minor roads in to rural communities should be focused on.</p> <p><b>4. Protecting vulnerable people and ensuring they are able to live as independently as possible:</b> The group agreed that this was an important priority.</p> <p><b>5. Providing a clean environment:</b> The group felt that this just needs to be sustained, as it's good enough as it is. 1 YM commented that "Denbighshire's refuse collecting and recycling was one of the best in Wales so we must be getting it right".</p>			All priorities



<p><b>6. Ensuring access to good quality housing:</b> Housing they felt was not too much of an issue in their area. But still felt that it was important as a priority, for areas like Rhyl ect.</p> <p><b>7. Modernising the Council to deliver efficiencies and improve services for our customers:</b> They agreed that making cost effective changes, that don't cut jobs and services to the public should be made. This lead to a good discussion around managing sickness, price of the service provided by the council and promotion of advertising of the council.</p> <p>Additional comments from young people: they felt that there needed to be a community forum, I discussed with them that the Chief Executive has done a series of community forums that had low numbers attending. They felt that it may be useful to promote them more and use social media, post flyers etc to get more people there.</p>	
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No. 12			
<b>Medium:</b>	Youth Service: Dee Valley locality	<b>Date Received:</b>	18.09.12
<ul style="list-style-type: none"> <li>• Two groups were consulted – one 12/9/2012 and the other on 13/9/2012</li> <li>• First group consulted has the general consensus from young people spoken to in the locality is that the plan does not prioritise anything for young people other than improving school buildings</li> <li>• Second group thought the plans did not reflect their needs or interests</li> <li>• Although improving our roads is on the agenda (which several young people thought was a good idea), the bigger issue of access to transport has been ignored. In Corwen and the surrounding area transport links are poor and young people feel this should have been a priority</li> <li>• Also young people could not see the link between efficiencies (as they saw it cuts) and improved services</li> </ul>			All priorities