

Citizen Voice Report

This document presents the findings of the annual Denbighshire County Council Stakeholder Survey, the Denbighshire County Council Staff Survey, the STAR survey of Denbighshire Housing Tenants and Residents, and many more sources of service user perspectives.

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Introduction

This document presents data from residents and service user perspectives related to the themes of the 2022-2027 Denbighshire County Council Corporate Plan. The data has been collected by multiple council Services including the annual Denbighshire County Council Stakeholder Survey, the Denbighshire County Council Staff Survey, and the STAR survey of Denbighshire Housing Tenants and Residents, among other sources of public feedback.

The purpose of this report is to strengthen Denbighshire County Council's approach to performance management. Local authorities across Wales are being encouraged to improve council decision-making by incorporating more service user perspectives in the data shared with leadership, and by placing greater emphasis on outcomes of decisions on people's lives. This initiative follows a [national report](#) by Audit Wales, which calls for action in this area.

To support this effort, the council has joined a Community of Practice led by the Welsh Local Government Association (WLGA) to pilot this work. However, it is important to acknowledge that current data does not yet provide a complete picture and several sections of this report lack citizen feedback data. As the work progresses, we will work with Services to explore whether gaps can be filled, with the aim of sharing a more comprehensive perspective for the 2025-26 report.

A Denbighshire of quality housing that meets people's needs

To what extent do you agree or disagree that there is sufficient, good quality housing in Denbighshire, which meets people's needs?

The results of the annual **Stakeholder Survey** show a slight increase in the percentage of respondents with an opinion that agree that there is sufficient, good quality housing in Denbighshire, which meets people's needs. As can be seen in the table below, the figure remains a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that there is sufficient, good quality housing in Denbighshire, which meets people's needs - Benchmarked Locally (Equality Objective)	31% Priority to Improve Worse	32% Priority to Improve Better

The **Survey of Tenants and Residents (STAR)** is a standardised satisfaction survey that is carried out bi-annually by Denbighshire Housing. In 2023, 893 completed surveys were received, which equates to 28 percent of all tenancies. Figures below show a slight decrease at 85 percent of tenants satisfied with Denbighshire Housing in 2023. However, this figure represents a continuation of 'Excellent' performance. On the basis of this data, Denbighshire County Council remains the highest performing stock holding Council in Wales.

Title	2021 [Data; Status; Trend]	2023 [Data; Status; Trend]
The percentage of tenants that were satisfied with Denbighshire Housing, taking everything into account - Benchmarked Locally	87% Excellent Better	85% Excellent Worse

Analysis

The 'Priority to Improve' Stakeholder Survey finding reflects perspectives of residents wider than the 'Excellent' STAR survey finding, which just includes residents of Denbighshire Housing. However, taking into account that Denbighshire is also rated Excellent regarding the number of completed new homes (147 in 2024 to 2025) and empty private properties brought back into use (269) there is a significant unexplained difference in residents' perspectives related to this Corporate Theme.

A Prosperous Denbighshire

To what extent do you agree or disagree that Denbighshire has a prosperous economy that provides access to the right skills, jobs and income?

The results of the annual **Stakeholder Survey** show a decrease in the percentage of respondents with an opinion that agree that Denbighshire has a prosperous economy that provides access to the right skills, jobs, and income. As can be seen in the table below, the figure remains a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that Denbighshire has a prosperous economy that provides access to the right skills, jobs, and income - Benchmarked Locally	30% Priority to Improve Worse	17% Priority to Improve Worse

Denbighshire County Council is a major employer in the county, and therefore it is useful to consider the perspectives of its staff. The **annual Staff Survey report** provides a summary of the findings from the 1,178 responses received, which equates to 48 percent of all staff (excluding teaching staff, casual and relief staff). The table below shows that for 2024 to 2025, 72 percent would recommend the Council as an employer, which represents 'Good' performance.

Title	2023 to 2024 [Data; Status; Trend]	2024 to 2025 [Data; Status; Trend]
The percentage of staff who agree that they would recommend the Council as an employer - Benchmarked Locally	No data	72% Good

Analysis

The 'Priority to Improve' Stakeholder Survey finding reflects perspectives of residents wider than the 'Good' Staff Survey finding, which just includes employees of Denbighshire Council. There is a significant unexplained difference in residents' perspectives related to this Corporate Theme. This reflects a similar mixed picture of employment, unemployment and economic inactivity captured for Denbighshire by the Office of National Statistics, which shows increases in both employment and economic inactivity.¹

To what extent do you agree or disagree that Denbighshire has the transport and road infrastructure to support thriving, cohesive, and well-connected communities?

The results of the annual Stakeholder Survey show a decrease in the percentage of respondents with an opinion that agree that Denbighshire has the transport and road infrastructure to support thriving, cohesive, and well-connected communities. As can be seen in the table below, the figure remains a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that Denbighshire has the transport and road infrastructure to support thriving, cohesive, and well-connected communities - Benchmarked Locally	28% Priority to Improve Worse	17% Priority to Improve Worse

This is an area of council services where there is a lack of broad user perspectives. We will seek to address this going forward. Please see the Corporate Plan Performance Update October to March 2025 for more information regarding applicable performance measures. For example, the percentage of damaged roads and pavements made safe within target time has decreased from 42 percent at the end of March 2024 to 33 percent at the end of March 2025. The service continues to struggle with meeting the increasing demands of the asset due to increased climate impacts within the limited budgetary and staffing resources available.

To what extent do you agree or disagree that Denbighshire has the digital infrastructure (such as good broadband connectivity, good mobile internet or mobile phone signal) to support thriving, cohesive, and well-connected communities?

The results of the annual **Stakeholder Survey** show an increase in the percentage of respondents with an opinion that agree that Denbighshire has the digital infrastructure (such as good broadband connectivity, good mobile internet or mobile phone signal) to support thriving, cohesive, and well-connected communities. As can

be seen in the table below, the figure represents a continuation of 'Acceptable' performance.

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of respondents with an opinion that agree that Denbighshire has the digital infrastructure (such as good broadband connectivity, good mobile internet or mobile phone signal) to support thriving, cohesive, and well-connected communities- Benchmarked Locally	52% Acceptable Same	55% Acceptable Better

This is an area of council services where there is a lack of broad user perspectives. We will seek to address this going forward. Please see the Corporate Plan Performance Update October to March 2025 for more information regarding applicable performance measures. For example, the percentage of premises that receive less than 30Mbps broadband speed has reduced from 3.9 to 2.7 percent in 2024 to 2025. This marks a promising move toward decreasing the number of people in Denbighshire affected by slower broadband speeds.

To what extent do you agree or disagree that the rich cultural heritage and natural assets of Denbighshire are being used to their full potential?

The results of the annual **Stakeholder Survey** show a decrease in the percentage of respondents with an opinion that agree that the rich cultural heritage and natural assets of Denbighshire are being used to their full potential. As can be seen in the table below, the figure remains a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that that the rich cultural heritage and natural assets of Denbighshire are being used to their full potential - Benchmarked Locally	49% Priority to Improve Worse	34% Priority to Improve Worse

The council's Countryside and Heritage Services collect visitor satisfaction feedback for larger sites in Denbighshire, such as Moel Famau, Loggerheads Country Park, and Horseshoe Falls. As seen in the table below, the latest data for 2023 to 2025 shows that of 131 respondents, 98 percent rate the quality of the sites as 'Excellent' or 'Good.' The satisfaction rate is also very high for maintenance of the sites, with 98 percent of respondents rating this as 'Excellent' or 'Good.'

Title	2021 to 2023 With an opinion, and agree [Data; Status]	2023 to 2025 With an opinion, and agree [Data; Status]
The percentage of respondents who rate the quality of Denbighshire Countryside and Heritage Services' larger sites as 'Excellent' or 'Good' - Benchmarked Locally	No data	98% Excellent
The percentage of respondents who rate the maintenance of Denbighshire Countryside and Heritage Services' larger sites as 'Excellent' or 'Good' - Benchmarked Locally	No data	98% Excellent

Please see the Corporate Plan Performance Update October to March 2025 for more information regarding applicable performance measures . For example, the latest STEAM¹ data available shows that the total visitor number for Denbighshire rose by 5.9 percent, reaching 6.39 million in 2023.

Analysis

The 'Priority to Improve' Stakeholder Survey finding reflects perspectives of residents wider than the Countryside and Heritage visitor site survey, which just includes visitors to the larger sites. However, taking into account the positive feedback from the sites and the latest STEAM data showing Denbighshire's visitor numbers increasing, there is a significant unexplained difference in residents' perspectives related to this Corporate Theme.

¹ Scarborough Tourism Economic Activity Monitor (STEAM) – a nationally-recognised method of measuring the economic impact of tourism

A healthier and happier, caring Denbighshire

To what extent do you agree or disagree that people in Denbighshire can live safely, happily, and independently, but receive good support when needed to promote resilience and well-being?

The results of the annual **Stakeholder Survey** show a decrease in the percentage of respondents with an opinion that agree that people in Denbighshire can live safely, happily, and independently, but receive good support when needed to promote resilience and well-being. As can be seen in the table below, the figure remains a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that people in Denbighshire can live safely, happily, and independently, but receive good support when needed to promote resilience and well-being - Benchmarked Locally	46% Priority to Improve Worse	34% Priority to Improve Worse

From a social care perspective, a number of surveys enable the local authority to gather the views of citizens in receipt of services.

In Children's Services, **Have Your Say Survey** results for 2024 to 2025 are anticipated and highlights will be reported as soon as they are available.

Families First feedback forms for parents are supplied at the end of a programme of support. In 2024 to 2025, 91 percent of (11) respondents reported feeling more positive and more confident after accessing the support. A survey of parents and carers accessing **Flying Start** targeted intervention showed that 78 percent of

respondents (74) reported an improvement in confidence in supporting their child's development.

In Adult's Social Care, surveys are used to gather feedback following support and interventions provided by **Community Navigators**. Results for 2024 to 2025 show that 100 percent of respondents stated that they were very satisfied with the information, advice and assistance they received, 100 percent of respondents stated that they were very happy after talking to the team at Talking Points, and 100 percent of respondents stated that they were able to speak in a language of their choice.

The latest data available from the National Survey for Wales is from 2021 to 2022. At that time, the percentage of people who felt safe was slightly lower in Denbighshire than the national average, at 65 percent in Denbighshire and 66 percent in Wales.

Analysis

The 'Priority to Improve' Stakeholder Survey findings reflect perspectives of residents wider than those who have responded to feedback forms from services including Families First, Flying Start and Community Navigators. However, taking into account the positive feedback from citizens in receipt of these services and the recent Corporate Plan Performance Update, which has categorised performance measures overall as 'Good' and projects as 'On Target,' there is a significant unexplained difference in residents' perspectives related to this Corporate Theme.

To what extent do you agree or disagree that Denbighshire has the social infrastructure (such as access to community venues, leisure opportunities, places of worship or other community gatherings, and volunteering opportunities) needed to support personal and community well-being?

The results of the annual **Stakeholder Survey** show a decrease in the percentage of respondents with an opinion that agree that Denbighshire has the social infrastructure needed to support personal and community well-being. As can be seen in the table below, the latest figure represents 'Acceptable' performance.

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that Denbighshire has the social infrastructure needed to support personal and community well-being - Benchmarked Locally (Equality Objective)	66% Good Better	52% Acceptable Worse

In 2024, the Welsh Public Library Standards User Survey was carried out across Denbighshire, with a total of 489 responses. As seen in the table below, the latest results show that 93 percent think their library is 'Good' or 'Very good', which represents 'Excellent' performance.

Title	2021 [Data; Status; Trend]	2024 [Data; Status; Trend]
The percentage of respondents who think their library is 'good' or 'very good' - Benchmarked Locally	Data pending	93% Excellent

Denbighshire libraries also offer bilingual Bookstart rhymetime sessions for young children and their families. This gives them the opportunity to develop an early love of reading, have time for bonding with caregivers, and develop confidence and social skills. As seen in the table below, a recent survey shows that 100% of 135 respondents report that coming to Bookstart makes a positive difference to them and their child.

Title	2023 to 2024 [Data; Status; Trend]	2024 to 2025 [Data; Status; Trend]
The percentage of respondents who report that coming to Bookstart makes a positive difference to them and their child - Benchmarked Locally	99% Excellent Same	100% Excellent Better

The **Nature for Health** Programme is designed to promote health and well-being through engagement with nature. Recent survey data shows that of 90 respondents, 86 percent reported feeling more connected to the green space they had visited. Out of 326 respondents, 86 percent reported feeling more positive after visiting the Nature for Health location.

Title	2023 to 2024 [Data; Status; Trend]	2024 to 2025 [Data; Status; Trend]
The percentage of respondents feeling more connected to the green space they had visited as part of the Nature for Health Programme - Benchmarked Locally	No data	86% Excellent
The percentage of respondents feeling more positive after visiting the Nature for Health location - Benchmarked Locally	No data	86% Excellent

In addition relation to community engagement, the Corporate Plan Performance Update October to March 2025 reports that the local authority facilitated around 24,962 hours of volunteering in support of personal and community well-being in 2024 to 2025. There was also a significant increase in the number projects and groups supported by the Community Resilience Team this year.

Analysis

The 'Acceptable' Stakeholder Survey findings reflect perspectives of residents wider than those who have responded to feedback forms from Library Services and the Nature for Health programme. However, taking into account the positive feedback from citizens in receipt of these services and the significant number of volunteering hours and community well-being projects supported, there is an unexplained difference in residents' perspectives related to this Corporate Theme.

To what extent do you agree or disagree that people in Denbighshire are treated fairly and equally, and have access to opportunities to promote their well-being and community cohesion?

The results of the annual **Stakeholder Survey** show a decrease in the percentage of respondents with an opinion that agree that people in Denbighshire are treated fairly and equally and have access to opportunities to promote their well-being and community cohesion. As can be seen in the table below, the latest figure is a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that people in Denbighshire are treated fairly and equally, and have access to opportunities to promote their well-being and community cohesion - Benchmarked Locally (Equality Objective)	53% Acceptable Better	37% Priority to Improve Worse

Denbighshire County Council's annual **Staff Survey** results show that for 2024 to 2025, 78 percent of respondents feel their employer supports equality in the workplace. As can be seen in the table below, this represents 'Excellent' performance.

Title	2023 to 2024 [Data; Status; Trend]	2024 to 2025 [Data; Status; Trend]
The percentage of staff who feel their employer supports equality in the workplace - Benchmarked Locally	No data	78% Excellent

Citizen's Advice Denbighshire (CAD) – supported in part by Denbighshire County Council – aims to reduce poverty, improve financial and personal resilience, and prevent homelessness, thereby contributing to improved community well-being. A survey in 2024 to 2025 showed that 87 percent of respondents reported being satisfied with the CAD's advice service. As can be seen in the table below, this figure represents 'Good' performance.

Title	2023 to 2024 [Data; Status; Trend]	2024 to 2025 [Data; Status; Trend]
The percentage of clients reporting satisfaction with the CAD's advice service over the past year - Benchmarked Locally	80% Good	87% Good

Analysis

The 'Priority to Improve' Stakeholder Survey finding reflects perspectives of residents wider than the 'Excellent' staff survey finding or 'Good' CAD survey findings. However, there is a significant unexplained difference in residents' perspectives related to this Corporate Theme, particularly when taking into account data from the **National Survey for Wales** which found in 2022 that there was above national average community cohesion in Denbighshire (69 percent for Denbighshire, 64 percent for Wales).

A learning and growing Denbighshire

To what extent do you agree or disagree that good quality learning and training is available in Denbighshire, allowing people of all ages to reach their personal and professional potential?

The results of the annual **Stakeholder Survey** show a decrease in the percentage of respondents with an opinion that agree that good quality learning and training is available in Denbighshire, allowing people of all ages to reach their personal and professional potential. As can be seen in the table below, the latest figure is a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that good quality learning and training is available in Denbighshire, allowing people of all ages to reach their personal and professional potential - Benchmarked Locally	56% Acceptable Worse	44% Priority to Improve Worse

In order to understand pupils' feelings about school, a self-evaluation survey known as the **Pupil Attitudes to Self and School (PASS)** is promoted to Denbighshire schools for pupils from reception class to year 13 to complete. As seen in the table below, the results from 2024 show that 84% of respondents report positive feelings about school, this represents 'Good' performance.

Title	2023 to 2024 [Data; Status; Trend]	2024 to 2025 [Data; Status; Trend]
The percentage of pupils (using Pupil Attitudes to Self and School - PASS) who respond positively against pupils' feelings about school – Benchmarked Locally	81% Good Worse	84% Good Better

Analysis

The 'Priority to Improve' Stakeholder Survey finding reflects perspectives of residents wider than the 'Good' PASS survey finding. However, there is a significant unexplained difference in residents' perspectives related to this Corporate Theme.

To what extent do you agree or disagree that Denbighshire is a county where the Welsh language is a living, thriving language?

The results of the annual **Stakeholder Survey** show a decrease in the percentage of respondents with an opinion that agree that Denbighshire is a county where the Welsh language is a living, thriving language. As can be seen in the table below, the latest figure is a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that Denbighshire is a county where the Welsh language is a	56% Acceptable	43% Priority to Improve

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
living, thriving language - Benchmarked Locally (Welsh Language and Culture)	Worse	Worse

Denbighshire County Council's annual **Staff Survey** results show that for 2024 to 2025, 84 percent of respondents agree that the council supports and encourages the use of the Welsh language in the workplace. As can be seen in the table below, this represents 'Excellent' performance.

Title	2023 to 2024 [Data; Status; Trend]	2024 to 2025 [Data; Status; Trend]
The percentage of staff who agree that the council supports and encourages the use of the Welsh language in the workplace - Benchmarked Locally	No data	84% Good

Analysis

The 'Priority to Improve' Stakeholder Survey finding reflects perspectives of residents wider than the 'Excellent' staff survey finding. While there is a significant unexplained difference in residents' perspectives related to this Corporate Theme, 2021 Census data shows a 2.1 percent decrease in the proportion of Denbighshire's population reporting as being able to speak Welsh, when compared with the figure recorded ten years previously. However, the Denbighshire rate remains higher than the national average, which is 17.8 percent as at 2021.

A greener Denbighshire

To what extent do you agree or disagree that Denbighshire is resilient against the impacts of climate change and nature's decline?

The results of the annual **Stakeholder Survey** show a decrease in the percentage of respondents with an opinion that agree that Denbighshire is resilient against the impacts of climate change and nature's decline. As can be seen in the table below, the figure remains a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that Denbighshire is resilient against the impacts of climate change and nature's decline - Benchmarked Locally	44% Priority to Improve Worse	35% Priority to Improve Worse

This is an area of council services where there is a lack of broad user perspectives. We will seek to address this going forward. Please see the Corporate Plan Performance Update October to March 2025 for more information regarding applicable performance measures . For example, the latest data available shows that the total carbon tonnage emitted and absorbed by the council (excluding supply chains) was a 'Priority for Improvement' at 12,653 in 2023 to 2024. The percentage of municipal waste reused, recycled or composted increased to an 'Excellent' 67.59% during the same period.

A well run, high-performing Council

The **Stakeholder Survey** asked respondents for their views on thirteen different questions related to this theme. The results show a negative trend overall when compared with the previous year. The majority of responses were a 'Priority for Improvement.'

The results show a decrease in the percentage of respondents with an opinion that agree that Denbighshire County Council is a transparent, well-run and high-performing Council. As can be seen in the table below, the figure remains a 'Priority for Improvement.'

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that Denbighshire County Council is a transparent, well-run and high-performing Council - Benchmarked Locally	39% Priority to Improve Worse	13% Priority to Improve Worse

As seen in the table below, Staff Survey results show a greater percentage of respondents in agreement that Denbighshire County Council is a well performing council, though at 41 percent, this is also a 'Priority for Improvement.'

Title	2023 to 2024 [Data; Status; Trend]	2024 to 2025 [Data; Status; Trend]
The percentage of staff who agree that Denbighshire is a well performing Council - Benchmarked Locally	No data	41% Priority to Improve

The data above contrasts with the findings of the recent report received by the [Panel Performance Assessment](#) that took place in September 2024. The assessment concludes that ‘within the current context of significant demand and financial pressures, the Panel identified a well-run council, with strong and cohesive political and professional leadership, that was exercising its functions effectively, acknowledging that there have been some recent challenges following the roll out of the new waste system.’ The Panel concluded that the Council has clear processes in place for managing resources economically and efficiently, and effective governance arrangements in place. The findings also showed that there are positive working relationships between officers and members who both understand their unique and complementary roles. This contrasts with the findings (see table below) of the Stakeholder Survey in relation to the governance areas, including Financial Management, Assets, Performance Management, Risk Management, Corporate Planning, Procurement, and Workforce Planning, as well as in relation to good working relationships between officers and members.

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that Denbighshire County Council manages its finances well - Benchmarked Locally	30% Priority to Improve Worse	14% Priority to Improve Worse
The percentage of stakeholders who agree that Denbighshire County Council makes the best use of its assets and resources - Benchmarked Locally	30% Priority to Improve Worse	15% Priority to Improve Worse
The percentage of stakeholders who agree that Denbighshire County	43% Priority to Improve	18% Priority to Improve

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
Council manages its performance well- Benchmarked Locally	Worse	Worse
The percentage of stakeholders who agree that Denbighshire County Council manages its risks and challenges well - Benchmarked Locally	44% Priority to Improve Worse	17% Priority to Improve Worse
The percentage of stakeholders who agree that Denbighshire County Council has effective long-term plans in place - Benchmarked Locally	40% Priority to Improve Worse	17% Priority to Improve Worse
The percentage of stakeholders who agree that the Council's Corporate Plan and priorities reflects the needs of the local community - Benchmarked Locally (Equality Objective)	42% Priority to Improve Worse	18% Priority to Improve Worse
The percentage of stakeholders who agree that Denbighshire County Council purchases its goods and services in a fair and efficient way - Benchmarked Locally	47% Priority to Improve Worse	26% Priority to Improve Worse
The percentage of stakeholders who agree that Denbighshire County Council works well with partners - Benchmarked Locally	63% Good Worse	42% Priority to Improve Worse
The percentage of stakeholders who agree that there is a good working relationship between political leaders and senior management within Denbighshire County Council - Benchmarked Locally	47% Priority to Improve Worse	20% Priority to Improve Worse

With respect to how the council treats its workforce, the Stakeholder Survey findings suggest an 'Acceptable' level of performance, as seen in the table below.

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that that Denbighshire County Council treats its workforce well - Benchmarked Locally (Equality Objective)	67% Good Worse	51% Acceptable Worse

This is in stark contrast to the findings of the Staff Survey, showing (in the table below) that an 'Excellent' 83 percent of staff feel well supported by their manager.

Title	2023 to 2024 [Data; Status; Trend]	2024 to 2025 [Data; Status; Trend]
The percentage of staff who feel well supported by their manager - Benchmarked Locally	No data	83% Excellent

The Stakeholder Survey findings below reflect that a 'Priority for Improvement' are the percentage of stakeholders who agree that the council acts on the concerns of residents and those who agree that the council treats all people fairly. This is an area of council services where there is a lack of broad user perspectives. We will seek to address this going forward.

Title	2023 to 2024 With an opinion, and agree [Data; Status; Trend]	2024 to 2025 With an opinion, and agree [Data; Status; Trend]
The percentage of stakeholders who agree that Denbighshire County Council acts on the concerns of residents - Benchmarked Locally	44% Priority to Improve Worse	18% Priority to Improve Worse
The percentage of stakeholders who agree that Denbighshire County Council treats all people fairly - Benchmarked Locally (Equality Objective)	51% Acceptable Worse	33% Priority to Improve Worse

Analysis

Overall, the majority of Stakeholder Survey findings in this theme are a 'Priority for Improvement.' These perspectives have come from a range of stakeholders. However, there is a significant unexplained difference in residents' perspectives related to this Corporate Theme when compared with the findings of the Panel Performance Assessment, which was a positive report overall. There is also a difference in perceptions of staff treatment, which are reflected positively in the Staff Survey and are 'Acceptable' according to respondents of the Stakeholder Survey.