

Performance Self- Assessment update: April to June 2022

This document presents the council's performance against its objectives and governance areas between April to June 2022, including our application of the Sustainable Development principle, the Public Sector Equality Duty, and Socio-Economic Duty.

This document is available in Welsh. Mae'r ddogfen hon ar gael yn Gymraeg.

Contents

Summary position	4
Housing: Everyone is supported to live in homes that meet their needs	6
Well-being and Equality	9
Connected Communities: Communities are connected and have access to goods and services locally, online and through good transport links	11
Well-being and Equality	14
Resilient Communities: The council works with people and communities to build independence and resilience	18
Well-being and Equality	22
Environment: Attractive and protected, supporting well-being and economic prosperity	29
Well-being and Equality	33
Young People: A place where younger people will want to live and work and have the skills to do so	39
Well-being and Equality	45
Corporate Health: The council is efficient, well-managed and environmentally sustainable	49
Improvement Actions	71
Equality and Diversity	73

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Rydym yn croesawu galwadau ffôn yn Gymraeg / We welcome telephone calls in Welsh.

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We welcome correspondence in Welsh. There will be no delay in responding to correspondence received in Welsh.

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Summary position

The measures evaluation for each priority has been determined through the performance management framework that we have in place. The projects evaluation has been determined by the status of our projects.

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

Measures: Good

Projects: Good

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

Measures: Priority for improvement

Projects: Good

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

Measures: Acceptable

Projects: Excellent

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

Measures: Good

Projects: Excellent

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

Measures: Priority for improvement

Projects: Good

Corporate Health: The council is efficient, well-managed and environmentally sustainable

Measures: Priority for improvement

Projects: Good

A Note on Measuring Performance

In Denbighshire, our default approach to setting performance thresholds is to take the upper-quartile (best performing) from nationally comparable information as the point where performance is considered 'Excellent'. The 'Priority for Improvement' threshold is usually the median. Midway between these two values determines the threshold between 'Acceptable' and 'Good' performance.

If no data is available that we can compare ourselves with (either nationally or by comparable grouping), then we will take a local view on what we feel reasonably determines 'Excellent' and 'Priority for Improvement' performance. This should represent our ambition.

For more information on how we manage performance, view the [Performance Management Guide on our website](#).

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

Measures: Good

Projects: Good

Corporate Plan Performance Framework: Measures Update

As at the end of June 2022, there were 2,075 people on the Single Route to Housing (SARTH) waiting list, which is a decrease from the last period, October to December (2,378). Our second SARTH measure considers the number of people housed from the register into either council stock or a Denbighshire Registered Social Landlord property. At the end of June 2022, a total of 61 people were housed, which is similar to the number housed in the same period the previous year (67).

Corporate Plan Performance Framework: Project Update

Experiencing Obstacles: Ruthin Extra Care Housing

The first draw down of funds from the Social Housing Grant programme has been received. The construction contract has also now been signed and completed with Reed Construction. Design team meetings are ongoing. Grŵp Cynefin were anticipating that demolition works would begin in full around June 2022; however, this has been delayed slightly and physical site set-up will commence in August.

In terms of tenant engagement, a meeting was held in May with residents to keep them informed of progress. The current completion date is estimated to be February 2024; however, this will be reviewed due to delays experienced with utilities since April, that are expected to last until August 2022. Grŵp Cynefin and the council are continuing to have fortnightly meetings to discuss the progress and any issues that may arise.

On Target: Additional Council Homes

Since the last report, delivery confidence has improved because progress has been made in the following areas:

- Work has started on the renovation of the terrace of eight properties in Aquarium Street, Rhyl, which will provide family homes.

- A start date was agreed for the commencement of works to convert the former tax office, known as Llys Anwyl in Churton Road, Rhyl, into 12 older persons' apartments for social rent.
- The purchase of a former council flat in Rhyl was completed.

There is confidence that the programme can still be delivered successfully despite the pandemic, but there will be a schedule over-run because developments are taking longer than envisaged. This is as a consequence of constraints on the supply of labour and materials in the construction sector.

Annual or biennial measures

2020 to 2022 data

Measure	2020 to 2021	2021 to 2022	Status
The number of people who were on the Complex Disabilities Specialist Housing Needs Register for whom supported housing has been secured – Benchmarked Locally	5	13	Excellent
The additional supply of council houses provided	14	13	Does not apply Count only
Number of additional homes provided in Denbighshire – Benchmarked Locally	435	422	Excellent
Number of empty properties brought back into use (old definition) – Benchmarked Locally	184	196	Excellent
The number of private sector homes improved in standard and quality due to intervention from the council – Benchmarked Locally	415	325	Priority for improvement

Measure	2020 to 2021	2021 to 2022	Status
The additional supply of affordable housing, including social housing, provided during the year – Benchmarked Locally	154	222	Excellent
Percentage of households successfully prevented from homelessness (Section 66 duty) – Benchmarked Nationally	52	42	Priority for improvement
Percentage of households successfully relieved from homelessness (Section 73 duty) – Benchmarked Nationally	31	22	Priority for improvement
Number of additional Extra Care Homes supported by the council	0	74	Does not apply Count only

Stakeholder Surveys 2018 to 2022

Measure	2018 to 2019	2021 to 2022	Status
The percentage of residents reporting they felt satisfied with the availability of housing in their area – Benchmarked Locally	42	30	Priority for improvement
The percentage of residents reporting they are satisfied with the standard of housing in their area – Benchmarked Locally	52	40	Priority for improvement

Quarterly or biannual measures

Measure	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
Number of people on SARTH waiting list – Benchmarked Locally	2,297	2,283	2,378	2,050	2,075	Priority for improvement
Cumulative number of people housed from the SARTH register	67	153	209	261	61	Does not apply. Count only

Well-being and Equality

This priority applies the five ways of working and directly supports Wales' Well-being Goals around **prosperity**, environmental **resilience**, **health**, **equality**, **cohesive communities**, and a **globally responsible** Wales with a **vibrant culture and thriving Welsh language**. Below are some further highlights from the last year of work that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle; but also benefiting those with protected characteristics or who are at a socio-economic disadvantage.

Denbighshire Housing Tenants Newsletter

The summer issue of the [tenant's newsletter](#) was distributed in June. This newsletter keeps tenants informed on a variety of upcoming news and issues such as changes to The Renting Homes (Wales) Act 2016, Denbighshire Housing Tenants Awards, New Homes, Housing Improvement Programme Update, and a Community Development

update. This newsletter also provides tenants with useful contact details, and they are encouraged to respond with any particular items they would like to see in the next edition.

This method of communication ensures that tenants remain **involved**, and hopefully helps to foster a good **long-term** relationship with the council. It also aims to **prevent** any problems occurring by ensuring that people are kept informed of upcoming changes and important news. This will benefit those at a **socio-economic disadvantage**.

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

Measures: Priority for improvement

Projects: Good

Corporate Plan Performance Framework: Measures Update

The coverage of superfast broadband in Denbighshire is now at 94.11%, a very small increase of 0.21% since April. 3.85% of premises had broadband of 10mbps or below. This is a 0.10% decrease since April 2022. The picture is still one where Denbighshire's constituencies are among those with the poorest superfast broadband coverage when compared to the rest of the UK.

50% of public transactions with the council were undertaken through its website during January to March 2022, compared to the total number of transactions undertaken using all access channels. This is a 3% decrease on January to March's figure.

Unfortunately, capacity issues mean that it is not possible to provide data within this report for the percentage of damaged roads and pavements made safe within target time. These issues are being actively addressed by the Service, and we will look to provide an update in our next report.

Corporate Plan Programme Board: Project Update

Project Brief: Travel to Work, Education and Services

The only remaining project within this priority, identified within the outgoing 2017 to 2022 Corporate Plan, concerns our draft Sustainable Travel Plan (which includes Active Travel). A draft of this document has been developed, and public engagement on the Plan will begin shortly.

Annual or biennial measures

2020 to 2022 data

Measure	2020 to 2021	2021 to 2022	Status
The percentage of principle A roads that are in overall poor condition – Benchmarked Nationally	3.5	2.6	Excellent
The percentage of non-principal/classified B roads that are in overall poor condition – Benchmarked Nationally	5	3.8	Excellent
The percentage of non-principal/classified C roads that are in overall poor condition – Benchmarked Nationally	7.6	7.5	Excellent
The percentage of adults (aged 16 or over) who have used the internet within the last 3 months (Conwy and Denbighshire) – Benchmarked Locally	89.8	Data pending	Priority for improvement
The percentage of mobile 4G road signal (all operators) – Benchmarked Locally	49.8	50.63	Priority for improvement

Wales Index of Multiple Deprivation 2014 to 2019

Measure	2014	2019	Status
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 - WIMD)	14	14	Does not apply Count only

Quarterly or biannual measures

Measure	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
The percentage of Superfast Coverage in Denbighshire (>30 Mbps) – Benchmarked Locally	92.63	92.75	93.37	93.92	94.11	Priority for improvement
The percentage of premises with Broadband of 10 Mbps or below – Benchmarked Locally	4.34	4.33	4.18	3.95	3.85	Priority for improvement
The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels – Benchmarked Locally	56	48	51	53	50	Acceptable
Percentage of damaged roads	67	64	51	43	Data pending	Priority for improvement

Measure	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
and pavements made safe within target time (CAT1 - Category 1 defects dealt within timescale) – Benchmarked Locally						

Well-being and Equality

This priority applies the five ways of working and directly supports Wales’ Well-being Goals around **prosperity**, environmental **resilience**, **health**, **equality**, **cohesiveness**, **global responsibility**, and a **vibrant culture with a thriving Welsh language**. Below are some further highlights from the last three months that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle; but also benefiting those with protected characteristics or who are at a socio-economic disadvantage.

Rural Denbighshire communities get internet speed boost

With support from the council’s digital officer, the Groesffordd Marli Fibre Community Partnership, which contains 37 properties (including 13 businesses), has been provided with a Fibre to The Property Internet (FTTP) connection, with speeds of up to 900mbps, a significant improvement over the 1mbps some were receiving before. This has been provided through Openreach’s Fibre Partnership programme. This installation was funded through the Welsh and UK Government’s Gigabit Vouchers scheme at no cost to residents or businesses.

Providing decent digital infrastructure supports the five ways of working under the sustainable development principle, looking for **long-term** solutions that **prevents** communities from falling behind or digital isolation, by **integrating** and **collaborating** with our partners, and **involving** communities. This work will directly benefit the protected

characteristics of **Age** and **Disability**, and help those at a **socio-economic disadvantage**.

Highways Programme

The Highways Programme for 2021 to 2022 included major works throughout the county, and we have successfully completed works at over twenty locations. Three schemes have been moved over to 2022 to 2023's programme to combine them with other works in the vicinity, minimising disruption and providing better value for money. Additionally, an increase in the allocation for this year to £4 million has allowed us to review our approach to the surfacing programme, giving us the opportunity to include many more minor roads, which we haven't been able to do previously. Having matched the available budget to the roads in greatest need of improvement, the locations for this year are listed on the webpage [Roads Surfacing Programme 2022 to 2023](#). We are still in the process of confirming dates with our contractors, and these will be added to the webpage once confirmed.

Over and above these major works we undertake improvement works by our in-house teams. These entail the closure of roads so that patching, drainage and other ancillary works can take place, resulting in long lasting enhancements. We have also deployed our Jetpatcher machine, which has recently been working in the Tremeirchion and Cyffylliog areas. During April to June, roadworks have taken place in the Melin y Wig and Betws Gwerfil Goch areas. The works, which included surfacing works, form part of the council's £1 million Rural Roads Programme, and follows on from recent works in the Cefn Meiriadog area.

Working **collaboratively** with communities, these works seek to maintain the overall good condition of our roads in the **long-term** and **prevent** incident or injury. Our improvement programme is informed through the **involvement** of local members and resident feedback.

Travel to the Eisteddfod yr Urdd

Denbighshire County Council was delighted to provide a shuttle bus service between Denbigh town centre and the Eisteddfod yr Urdd Maes between May 30 and June 4, completely free of charge.

Collaborating and **integrating** with Eisteddfod organisers, this service helped to ease congestion around the site of the Eisteddfod and **prevent** any harm to individuals, as well as being better for the environment of course. Providing this free transport also benefited those experiencing **socio-economic disadvantage**, and improved access for those with the protected characteristics of **Age** and **Disability**.

Decarbonising Travel

The council has taken delivery of five new electric Toyota Proace City vans. Each new addition to the fleet, which has been supported by the Welsh Government Energy Service, is capable of achieving a range of 175 miles, which will allow council employees to travel around the county on a single charge. The electric vehicles are a mix of small to medium vans and support service delivery from Highways and Environmental Services, to ICT, and Housing services. Across the council there are now currently 25 all electric vehicles in the fleet.

Also during the period, two new electric vehicle charging points were installed at Kings Avenue short stay car park. Each 50kw charger will provide 'rapid' charging facilities over four fully accessible parking bays. Funding for the 'rapid' destination chargers, which are capable of replenishing most vehicle batteries to 80% in under an hour was secured from the Welsh Governments Ultra Low Emissions Vehicle Transformation Fund. The two new chargers are in addition to work ongoing to provide fast charging points in eight public car parks across Denbighshire for use by the public.

These examples of zero emission travel and demand responsive travel seek to **integrate** objectives at a national and local level, **collaborate** with partners, and **involve** users in **long-term** solutions that **prevent** further harm and damage to the environment.

Queen's Platinum Jubilee

A wide range of celebrations took place across the county to celebrate the Queen's Platinum Jubilee. Events sought to bring communities together, and included a free beacon lighting event, and creative competitions for schools. To coincide with the lighting of the beacon, all those present were invited to sing the 'Song for the Commonwealth – A Life Lived with Grace', which won the Commonwealth-wide song competition. The council also took part in the Queen's Green Canopy, a UK-wide tree planting initiative. The Jubilee

Tree, a very rare Black Poplar native to the river banks of the county, was planted at Cae Ddol, Ruthin.

Collaborative events such as these, **integrating** with wider celebrations, foster community cohesion through **involvement**, and hopefully make positive impressions in the **long-term**. Being free event, these will also have benefited those at a **socio economic disadvantage**.

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

Measures: Acceptable

Projects: Excellent

Corporate Plan Performance Framework: Measures Update

Denbighshire saw a 24% decrease in the number of repeat victims of domestic crime for April, May and June 2022 in comparison to the same period last year. Figures reduced from 166 in 2021 to 126. As a whole, North Wales has seen a 9.8% decrease in repeat victims of domestic violence. The number of repeat offenders of Domestic Abuse has also decreased in Denbighshire from 18 this time last year to 11 this year, equating to a 39% reduction. This is similar to the overall picture for North Wales.

Within the national Dewis Cymru website the number of resources for Denbighshire has increased from 533 to 553 in this last period. There are currently 11,012 resources for Wales on Dewis Cymru, and 2,614 for North Wales.

97 carer assessments took place between April and June. This is a 15% decrease on the same period last year (114).

Data for the average length of time adults (aged 65 years or over) are supported in residential care homes has increased from 1,028 (January to March) to 1,059 days for the period covering April to June. This equates to 3% increase.

Corporate Plan Programme Board: Project Update

Experiencing Obstacles: Involvement in shaping and improving services

The Engagement Policy has been finalised; however, to satisfy new legislative requirements, we are now looking to see whether our learning from this project can be used to support the development of a Participation Strategy. This is in addition to the existing draft Engagement Policy, supporting framework, templates and toolkits already developed. This would take the work beyond the scope of the project and more into 'business as usual'. It is therefore proposed that this project will close in July, but continue remaining project objectives within the work of Communities and Customers Services.

On Target: County-wide Community Development

The Community Development Team has continued to oversee and monitor the delivery of the 14 UK Community Renewal Fund (UKCRF) projects in Denbighshire, which are progressing well. Mid-term monitoring was completed at the end of June and reported to the UK Government. Team members are now also supporting the delivery of the Levelling-Up Fund one day a week. The team has also distributed £17,888 to 16 food initiatives in Denbighshire from the Household Support Fund; and represented Denbighshire at the grant panels for three windfarm funds during this period, with good outcomes seen for Denbighshire Projects.

The Community Development Newsletter was circulated in May, highlighting good news stories, funding news, and promoting the work of the Community Development Team. The team has offered guidance to at least 26 different community initiatives during this quarter and provided ongoing support to 7 projects. The Digital Officer continues to support several communities to explore broadband connectivity improvement options. This work was increasingly complex during April to June as Openreach announced that they would soon be closing Fibre Community Partnership operations for an extended period whilst the UK Program, 'Project Gigabit', goes out for procurement.

On Target: Assistive Technology

This project, aimed at helping dementia patients and citizens who experiencing loneliness and low mood, has progressed well in terms of planning for April to June. We know that by August, live Telecare equipment will be installed at the Social Care Training Ward in Coleg Llandrillo. This facility will feature within the level 2 and 3 Health and Social Care programmes. With approval, the data and statistics from call handling associated with the Telecare functions can be used for research on degree programmes. A meeting is also to be scheduled with Coleg Llandrillo's Computing Department to facilitate working with robotics and their utilisation in social care.

On Target: Digital Information, Advice and Assistance

Community Support Services continue to work with the council's Webteam and plans are underway to move financial assessment to an online option. Digital equipment referrals

and provision into the community are ongoing by the Assistive Technology Team. A bid has been submitted to funding streams for a digital equipment coordinator.

The Homelessness Early Intervention and Prevention project will be using social media to inform and educate citizens. Shelter Cymru have a good presence already on Facebook, Twitter, and Instagram; which we can utilise to further enhance our offer for digital information, advice and assistance.

Annual or biennial measures

Data 2018 to 2022

Measure	2018 to 2019	2021 to 2022	Status
The percentage of people reporting they have received the right information or advice when they needed it – Benchmarked Locally	88	No data No survey	Acceptable
The percentage of carers reporting they feel supported to continue in their caring role – Benchmarked Locally	55	No data No survey	Priority for improvement
The percentage of people reporting that they know who to contact about their care and support – Benchmarked Locally	84	No data No survey	Acceptable
The percentage of people who agree "my local area is a place where people will pull together to improve the local area" – Benchmarked Locally	59	63	Good
The percentage of people who feel able to influence decisions affecting their local area – Benchmarked Locally	27	20	Priority for improvement

UK Resettlement Project figures for Denbighshire 2020 to 2022

Measure	2020 to 2021	2021 to 2022	Status
The number of families resettled within Denbighshire under UK Resettlement Project – Benchmarked Locally	5	6	NA

Quarterly or biannual measures

Measure	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
The cumulative (year to date) number of repeat victims of Domestic Abuse including non-crime occurrences (3 or more in 12 months, measured as year to date)	166	332	509	678	126	Does not apply. Count only
The cumulative (year to date) number of repeat offenders of Domestic Abuse (3 or more in 12 months)	18	35	60	83	11	Does not apply. Count only

Measure	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
The number of live resources on the Dewis Cymru Platform – Benchmarked Locally	565	620	532	533	552	Good
The number of assessments of need for support for carers undertaken during the year	114	221	302	390	97	Does not apply. Count only
The average length of time (measured in days) adults (aged 65 or over) are supported in residential care homes – Benchmarked Nationally	1,053	1,050	1,044	1,028	1,059	Priority for improvement

Well-being and Equality

This priority applies the five ways of working and directly supports Wales' Well-being Goals around **prosperity, health, equality, cohesiveness, global responsibility**, and a

vibrant culture with a thriving Welsh language. Below are some further highlights from October to December that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle, and benefiting those with protected characteristics or who are at a socio-economic disadvantage.

Support for Ukrainian Refugees

In April, volunteers who had offered to house refugee families from Ukraine were contacted by the council as part of its on-going commitment to support the UK Resettlement Scheme. The council has been working closely with Welsh Government to make the necessary arrangements to start resettling families from Ukraine. If anyone has any enquiries, or would like to offer accommodation, please email ukresettlement@denbighshire.co.uk.

We will work **collaboratively** and **integrate** with national governments and volunteers to resettle refugees in Denbighshire, **involving** the refugees themselves in determining the best ways to support their **long-term** integration and **prevent** further hardship. This will benefit the protected characteristics of **Race, Religion and Belief, Age, Pregnancy and Maternity**, as well as helping those who are likely to be at a **socio-economic disadvantage**.

Cost of Living Support Payments

The council has administered over £3.2 million in cost of living support payments funded by Welsh Government. 21,535 people in the county have already received the one-off £150 payment. Payments will be made to those with properties in Council Tax Bands A-D; those in receipt of Council Tax Reduction Scheme Support on February 15, 2022 (irrespective of the Council Tax Band); and those with properties in Council Tax Band E where the property has had modifications for disability, reducing the chargeable value to Band D. The first payments were made to residents who pay for Council Tax through direct debit and payments began in May. Residents who do not pay by direct debit will need to complete a short application form on the [council's website](#).

The Community Resilience Team will also be giving information and advice to residents during the present cost of living crisis through a series of 20 summer roadshows to be held across the county. The roadshows will be delivered in partnership with a host of

organisations, including Welsh Water, Citizens Advice Denbighshire, Stop Loan Sharks Wales, South Denbighshire Community Partnership, Cambrian Credit Union, NEST, Warm Wales and Ground Work North Wales.

This **collaborative** initiative directly benefits those living at a **socio-economic disadvantage**. It encourages **involvement** and will hopefully bring to fruition new ideas to **prevent** harm and meet unrealised needs in the **long-term**. This will **integrate** our mutual ambition with partners, to **prevent** hardship, at least in the short term.

Denbighshire staff recognised at national awards

Following our previous report for January to March that revealed that social care staff had been nominated for national awards, Denbighshire had reason to celebrate further after three members were honoured at the award ceremony in May. The Social Care Accolades recognise, celebrate and share notable work of groups, teams and organisations in social care and childcare, as well as individual care workers from across the public, private, voluntary and co-operative sectors in Wales. Service manager Alaw Pierce won the Caring in Welsh award, which celebrated her role in making a positive difference to people's lives by providing high-quality care through the medium of Welsh. Two further members of staff were celebrated for their achievements in going above and beyond to make a difference in providing care, namely Sheila Mullins, Care Assistant at Dolwen Care Home in Denbigh, and Catherine Roberts, Assistant Manager at Cysgod y Gaer care home in Corwen.

We are proud of the commitment and dedication shown by our social care teams, **collaborating** and **integrating** across organisations to deliver high quality services every day with care, compassion and empathy. We **involve** people in deciding the right care solutions for their situation in the **long-term**, **preventing** harm to the most vulnerable (particularly those with the protected characteristics of **Age** and **Disability**).

Community catalysts and Denbighshire County Council

A new initiative called 'Lean on Me' started up in Dyserth in June, with the support of a partnership between social enterprise Community Catalysts and the council. Community Catalysts offer free professional advice to help people work for themselves offering care and support across the county. A number of people from a range of backgrounds are

already in the process of setting up in Denbighshire. They are offering various services, from help with washing and dressing, cooking, cleaning, support with hobbies and more.

Integrating and working **collaboratively**, this initiative directly benefits the protected characteristics of **Age** and **Disability**. It encourages **involvement** and will hopefully help grow our care offer in the county, **prevent** harm, and meet individual needs in the **long-term**.

Loneliness and Social Isolation Grant

The Denbighshire Voluntary Services Council announced that, in partnership with Denbighshire County Council and Welsh Government, a new round of the Loneliness and Social Isolation Grant has been released. Loneliness and social isolation can be experienced by anyone of any age, and any background. Increasingly we understand the impact this can have on our physical and mental well-being. Grants for individual projects are available for the financial years of 2022 to 2023, and 2023 to 2024 for up to £5,000 a year. You can apply for one or two years of funding. For more details visit [our website](#).

Integrating and **collaborating** with our partners to deliver this grant will **prevent** the harm that comes from loneliness and isolation, hopefully in the **long-term**. Due to the nature of eligibility for this funding, this should support people with several protected characteristics, such as **Age**, **Disability**, **Marriage** and **Civil Partnership**, as well as individuals living in isolation.

Support for Dementia Action Week in Denbighshire

The council supported the Alzheimer Society's Dementia Action Week between May 16 and 22, encouraging people to 'act on Dementia', with this year's campaign focusing on diagnosis. Events across the week included a new Dementia Friendly Jigsaw Library (encouraging conversations and reminiscence, and stimulating the brain); virtual reality activities; a reminiscence bike at one of our care homes; and Countryside Service's 'nature for health' programme to improve physical and mental well-being by spending time in nature. Other events took place across the county with a number of organisations taking part.

Integrating and **collaborating** with partners to promote dementia led activities will directly support the protected characteristic of **Age** and **Disability**; it will encourage

involvement and will bring new support to improve the health of those living with dementia, **prevent** harm, and meet unrealised needs in the **long-term**.

Foster Caring and Foster Care Fortnight

In May, Foster Wales Denbighshire hosted an information sharing and welcome event at Rhyl Pavilion for those who want to know more about fostering children in the county. The Foster Wales Denbighshire team were on hand to speak with those interested in becoming foster carers, as well as local foster carers who shared their experiences. Foster Care Fortnight was also celebrated between May 9 and 22 and sought to highlight the difference that foster carers have made to children's lives, from foster carers who have shown dedication over many years, to those just starting their fostering journey. Foster Care Fortnight also highlighted the amazing work undertaken during the pandemic, with foster carers taking the initiative to create a positive 'new normal' for the young people in their care. According to Foster Wales, over 350 families in Wales started fostering with their local authority during the Covid-19 pandemic.

Foster Wales wants to encourage more people to become foster carers for their local authority so that children can remain in their local area, close to their friends and family and remain in their school. This can help children and young people retain their sense of identity during an otherwise turbulent time. If you are interested in fostering, or want to know more information, please visit the [Foster Wales Denbighshire website](#).

This work will directly benefit the protected characteristics of **Age**, and potentially those at a **socio-economic disadvantage**. By seeking to **involve** more people in becoming foster carers, this work, delivered in partnership with Foster Care Wales, shows good **integration, collaborative** working and **long-term** thinking that will **prevent** hardship and harm to our young people.

Library hosts exhibition for Local History Month

May was Local History Month and Rhyl Library marked the event with exhibitions on various aspects of the town. Photographs and documents covering sporting and entertainment history were included, as well as a look back on school days, transport and infrastructure. Visitors were also able to access the full range of local and family history resources, which included newspapers dating back to the 19th century, a range of historic

photographs, directories and pamphlets, as well as free access to ancestry.com. It was hoped that the month would raise interest in the history of Rhyl, the range of information and resources available at the library, and bring back memories for residents.

Our libraries are critical hubs within our communities, directly benefiting those who are at a **socio-economic disadvantage**, and offer **long-term** solutions that **prevent** isolation, exclusion and information poverty, by **integrating** and **collaborating** with partners, whilst **involving** users.

Voting at Llangollen Pavilion

Essential night works, which were due to take place on election day as part of the Llangollen 2020 project, were postponed to ensure that residents in Llangollen were able to continue to access the polling station at Llangollen Pavilion from the south side of the town without disruption. Castle Street remained open throughout the day with no diversions in place.

It is important that our democracy is accessible to all residents, and that they are supported to be **involved** in it. In September, council committed to being a diverse council that represents its residents. Equal representation will benefit our communities in the **long-term**, removing any barriers that **prevent** those with protected characteristics from being heard, including **socio-economic disadvantage**.

Postal Vote Information

The council apologised in April to postal voters in the county for an error in an information sheet that was issued with postal ballot papers. The information sheet referred to the wrong ballot papers and informed voters that they could vote for one candidate only, which was incorrect for multi-member wards and for Town and Community Council elections. This understandably brought about negative news stories. However, the council put significant effort towards mitigating the error, seeking advice from the Electoral Commission and the Association of Electoral Administrators; posting the correct information sheet on its website; and contacting 6,900 postal voters and a further 285 people through text messaging to advise them.

Equal representation will benefit our communities in the **long-term**, removing any barriers that **prevent** those with protected characteristics from being heard, including **socio-economic disadvantage**.

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

Measures: Good

Projects: Excellent

Corporate Plan Performance Framework: Measures Update

Performance measures within this priority are reported on an annual basis and have featured in our previous report.

We have no information as yet for the total economic impact of tourism (£ million) for 2021 to 2022, for which data is normally published in October.

Corporate Plan Programme Board: Project Update

Experiencing Obstacles: Climate and Ecological Change

Delivery confidence is currently reported as experiencing obstacles. Successful delivery of projects appears probable, but significant issues already exist requiring management attention. These appear resolvable at this stage, and if addressed promptly should not present a cost or schedule overrun. Ecologically Positive work is doing well at this early stage in the programme. Supply chain reduction work is still ongoing with an agreed method to be applied for local benefit.

Closed: Nature Corridor

This project has now been closed. Many important green links have been made throughout the project area to form the green corridor, with important changes to the landscape at various sites, including Prestatyn wetland, Rhyl Cut, Crescent Road, across many school grounds, and at other countryside sites in the area. The project has been incredibly varied, and we are proud of the objectives achieved.

During its final stage good engagement work actively continued, which included little tern colony visits and school educational sessions, after school crafts sessions, Nordic walking, and activity sessions for adults on baking and gardening. Weekly practical volunteering sessions continued, for example, at the Crescent Road allotment site. Provision has been

made wherever our presence will lessen to ensure resources are available for groups and schools to continue the work we have started.

Despite the obvious set-back of the last couple of years, the project has remained largely on target throughout, and has been completed to a good and satisfactory level to both ourselves and the Welsh Government, who have expressed how impressed they are with the project. We have reached a wide audience, and many groups and schools are sad to see the project come to an end. However, our engagement with them will continue through other projects as and when possible.

On Target: Moorland Management

This project is ongoing and remains on target, with a completion date of October 2023. The seeding of Moel Y Faen in October 2021 with upland grass mix has shown some success, with patchy germination occurring across the seeded areas. It is hoped that as the summer progresses the effects of the seeding will become more evident.

Central Rhyl and Prestatyn Coastal Defence Schemes

Denbighshire County Council has been granted planning permission to carry out works to replace the coastal defences in central Rhyl and Prestatyn. The coastal defence schemes will provide both towns with adequate protection against rising sea levels and storms caused by climate change. In July and August 2021, the council invited residents to take part in a consultation to understand their priorities for, and potential concerns about the schemes. This feedback has been collated and is being used throughout the development of the projects.

The Central Rhyl Coastal Defence Scheme covers a distance of approximately 2km from Splash Point to the Drift Park area, and is part of the council's wider Rhyl Regeneration project. The scheme will include scour protection and concrete repairs to the existing sea walls, a concrete revetment to absorb energy from the waves and to provide access to the beach, a new flood defence wall, as well as raising and widening the promenade. To find out more about the Central Rhyl Coastal Defence Scheme, [visit our website](#).

The Central Prestatyn coastal defence scheme focuses on the area of most immediate concern, adjacent to Rhyl Golf Club, which will protect properties in Prestatyn. This will involve building an earth embankment that is set back from the front-line defences,

following the boundary of Rhyl Golf Course. This would mean that during a storm, any flood water overtopping the current defences would be contained within the golf course until it can discharge back to sea. To find out more about the Central Prestatyn Coastal Defence Scheme, [visit our website](#).

At Risk: Energy Efficient Council Homes

Although our delivery confidence has been impacted by Covid-19, a number of works contracts have now been re-established since the pandemic, with more projects planned during 2022 to 2023. These still mainly relate to external works, including insulation measures and heating installation works that are generally easier to deliver to the housing stock in this current time.

The [Welsh Housing Quality Standard 2023](#) consultation has now closed, and a draft document is expected by the end of the year. We believe the new policy will heavily impact targets on a national level, and may potentially influence future programmes of work and key asset management decisions for our housing stock.

Annual or biennial measures

2020 to 2022 data

Measure	2020 to 2021	2021 to 2022	Status
Total carbon tonnage emitted through staff commuting – Benchmarked Locally	1,719	2,045	Priority for Improvement
Total carbon tonnage emitted through business travel – Benchmarked Locally	126	163	Excellent
Total carbon tonnage emitted through supply chains – Benchmarked Locally	22,206	31,409	Priority for Improvement
Percentage of council owned and operated land in the highest categories of species richness – Benchmarked Locally	38.1	41.0	Acceptable

Measure	2020 to 2021	2021 to 2022	Status
STEAM - Total Economic Impact of Tourism (£ million) – Benchmarked Locally	213.00	Data pending	Priority for improvement
The percentage of existing and acquired council housing stock (1st April 2017 baseline) achieving an EPC (Energy) rating of C or above – Benchmarked Locally	46	53	Priority for improvement
The annual number of trees planted to increase canopy cover in Rhyl and Denbigh – Benchmarked Locally	4400	3,500	Excellent
The number of properties with a reduced risk of flooding – Benchmarked Locally	No data	1,650	Excellent

Stakeholder Surveys 2018 to 2022

Measure	2018 to 2019	2021 to 2022	Status
How satisfied are people with their local open spaces? – Countryside – Benchmarked Locally	87	85	Excellent
How satisfied are people with their local open spaces? – Beaches – Benchmarked Locally	70	69	Good
How satisfied are people with their local open spaces? – Parks – Benchmarked Locally	64	59	Acceptable

Quarterly or biannual measures

Our measure on the percentage of all new build council housing achieving an EPC (Energy) rating of A for 2021 to 2022 is not applicable as none were completed during this period. However, it is anticipated that 40 new builds will achieve an EPC (Energy) rating of A when completed in 2022 to 2023.

Well-being and Equality

This priority applies the five ways of working and directly supports Wales' Well-being Goals around environmental **resilience, prosperity, health, equality, cohesiveness, global responsibility**, and a **vibrant culture with a thriving Welsh language**. Below are some further highlights from the last year of work that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle; but also benefiting those with protected characteristics or who are at a socio-economic disadvantage.

Dark Skies

External lighting at Loggerheads Country Park in the Clwydian Range and Dee Valley Area of Outstanding Beauty (AONB) has been changed to improve the quality of the night skies in the area. The lighting now comprises of LED lights, which operate on multiple motion sensors, are fully shielded so there is no upward spill and light is directed only to where it is needed. In April, this project to turn a beauty spot into a dark sky friendly zone won the Good Lighting Award from the Commission for Dark Skies, an organisation which aims to protect the night sky for star gazing.

Following a public consultation last year, the Clwydian Range and Dee Valley AONB is in the process of applying for Dark Sky Community status with the International Dark Sky Association. A new addition to the team to promote the initiative arrived in May, in the form of an electric powered Dark Skies van designed to provide a perfect viewpoint of the local night sky. The Renault Kangoo Z.E electric van, which has a range of 170 miles, will be kitted out with astronomical equipment, including telescopes. Staff will use the van to run Dark Skies public events across the local area, such as the Perseids meteor shower in August, and the Geminids later in the year. For more information, visit the [AONB website](#).

Involving people and raising awareness about the importance of our dark skies will help **prevent** harm and protect them for the **long-term** benefit of future generations, whilst also positively impacting biodiversity (60% of which relies on darkness to survive), and gives the local economy a boost during the quieter season. It will also reduce light pollution and CO2 emissions of course.

Electric Utility Vehicle

An electric powered utility task vehicle (e-UTV) has joined our fleet and is now based at Loggerheads Country Park. It offers countryside rangers a zero emission option to carry out their daily duties. Tasks that the e-UTV may undertake during the day include litter picks at the Jubilee Tower, visiting grazing animals, or supporting staff carrying out path and boundary works around Loggerheads Country Park.

Purchased in **collaboration** with the Welsh Government, **integrating** with the Sustainable Landscapes Sustainable Places Programme, using zero emission vehicles such as this will provide obvious benefits to the environment in the **long-term** and **prevent** harm. Staff **involvement** will allow us to learn the vehicle's capabilities to find out how this or similar vehicles could support at other rural sites and projects in the future.

Wildflower Sites

The council manages over 100 wildflower meadow sites, including 11 roadside nature reserves. These sites are equivalent to nearly 35 football pitches worth of grassland. Wildflower meadow management requires there to be no grass cutting between March and August each year, giving wildflowers enough time to grow, flower, and set seed. For these sites, the biodiversity team will monitor the growth and biodiversity improvement monthly, and Streetscene will cut a border only around the sites during this time. The sites will then be given a full cut in early September. The council's biodiversity team will be engaging with residents near the new sites to inform how the project works to benefit and improve the county's biodiversity.

One such site, with volunteer support, has helped a Ruthin wildflower site now bloom with colour. Last Autumn, Ruthin's Friends of the Earth along with other local volunteers and staff helped plant up thousands of wildflower plants on a large road verge at Glasdir. Thanks to the support of the volunteers, red campion now blooms at the site.

A further site in Denbigh has become the base for a novel and self-sustaining natural way of keeping the length of the grass on the meadows shorter while they are in season. During June the Biodiversity team inspected part of a meadow in Lower Denbigh where Yellow Rattle seeds, harvested from another meadow in the town, had been sown. They found the grass length to be reduced, and wildflower abundance increased. This is due to

the Yellow Rattle's parasitic nature of tapping into the roots of grasses and other neighbouring plants and stealing their nutrients. This has reduced the dominance of grasses within the meadow, allowing more native wildflowers to take hold. It has also resulted in more food for pollinating insects and their predators, and means that future plans to introduce new local provenance wildflowers grown at the Denbighshire Tree Nursery, will have greater chance of success with less competition from meadow grasses.

By **involving** volunteers and raising awareness of establishing wildflower sites across the county we are able to preserve and **protect** the environment. Using natural and self-sustaining methods such as Yellow Rattle evidences our **long-term** approach in increasing wildflower for the benefit of local communities, plant species and native insects. For further information on the wildflower sites, please [visit our website](#).

Woodland Classroom

Work has been carried out at an old primary school field on Llanrhydd Street, Ruthin to establish a new woodland, where 800 trees have already been planted this year. A unique outdoor classroom area has now been crafted on site, not only to help the children learn about biodiversity, but also give a helping hand to local nocturnal residents. The classroom has been constructed of wood by local craftsman, Huw Noble, who has incorporated within the structure a 'Bat Roof', which has been specially designed to provide the features bats need to roost during the day. Over time, as the habitats on site develop, it is hoped that this structure will support local populations of these rare creatures.

This **collaborative** project, which **involved** volunteers, school pupils and local members, will hopefully help protect and **prevent** harm to the local bat population in the **long-term**, as well as support the learning and understanding of young people about the importance of biodiversity and the environment.

Volunteers give support to Gronant Tern colony

The North Wales Little Tern Group has helped the council's Countryside Service staff put up four kilometres of fencing at Gronant beach near Prestatyn to create pens for the birds to safely nest in. The group of little terns found at Gronant beach near Prestatyn is the largest breeding colony in Wales. This beach site is internationally known, as it contributes

to over 10% of the entire UK breeding population. Little terns at the site have also been seen in greater numbers, with a recent count recording over 200 adult birds.

This important **involvement** of volunteers will **protect** the birds from harm and ensure their **long-term** future at the site. The site is accessible to all, including those at a **socio-economic disadvantage**, and anyone wishing to see the colony is encouraged to come to the viewing platform or the visitor centre with a pair of binoculars to reduce any disturbance to the nesting birds. For anyone interested in volunteering, email littleternengagement2022@outlook.com for further information.

Denbighshire's new waste and recycling service

Due to the significant increase in inflation affecting the cost of goods and materials in the last 12 months, a bid was submitted to Welsh Government for extra funding of £1.588m for this project. The Welsh Government approved this additional funding, and an updated version of the business case reflecting the latest cost, budget and revenue position was presented at [Cabinet's meeting in April](#), along with an update on the waste and recycling service arrangements, due to be introduced next year.

The service will see a new weekly household recycling collection including paper, glass, cans, plastic, food waste; and a new fortnightly collection for clothes and small electrical items. The collection of non-recyclable waste will change from fortnightly to every four weeks, and instead of the current 140 litre black bins, the council will provide new, larger 240 litre black bins instead where needed. The roll out is scheduled to commence in the autumn of 2023, after the completion of a new centralised waste depot on the Colomendy Industrial Estate in Denbigh, where enabling works at the site are already complete.

By working in **collaboration** and **integrating** with the Welsh Government's ambition to improve Wales' recycling, development of this new waste depot has also facilitated the extension of the Industrial Estate, allowing long established and loyal local companies to expand, employ more local people (helping those at a **socio-economic disadvantage**), and secure their future in Denbigh. Improved recycling will also of course benefit and **protect** our environment in the **long-term**.

Picturesque Bus service

The Dee Valley Picturesque Bus service has resumed on Saturdays from May until October, improving access to key destinations in this beautiful and historic landscape. It is a circular route that links Llangollen and the surrounding villages to popular local attractions, including Pontcysyllte Aqueduct, Wenffrwd Nature Reserve, Horseshoe Falls, Valle Crucis Abbey, Plas Newydd Historic House, and the Horseshoe Pass. The bus offers a hop-on and hop-off facility with a 1Bws ticket price allowing unlimited travel on the service through the day.

The service has been made possible by **integrating** and **collaborating** with The National Lottery Heritage Fund in Wales and the Our Picturesque Landscape project. It will reduce the need for parking spaces and enable people to visit these locations without the need of a car, benefiting the protected characteristics of **Age** and **Disability**, as well as those at a **socio-economic disadvantage**. Reduced traffic will also **prevent** any harm to individuals and congestion at some of the busiest sites in the Dee Valley, as well as benefiting the environment in the **long-term**. For the full timetable and ticket prices for the Picturesque Bus service, please visit the [AONB website](#).

Improved visitor welcome at the Horseshoe Falls, Llantysilio

After six months' preparation, the area around the intake and meter house at the Horseshoe Falls has been transformed to create an improved visitor welcome. To celebrate this, we formally opened to the public the refurbished Lengthsman's Hut in June, which had been closed up for many years.

This **collaborative** and **integrated** project with the Our Picturesque Landscape project, the National Lottery Heritage Fund, the Canal and River Trust, and the Welsh Government's Brilliant Basics capital fund will **protect** and preserve the heritage of the Dee Valley and better help people to access, be **involved**, and understand the history of our local area in the **long-term**. This will benefit people at a **socio-economic disadvantage**.

Denbighshire Town Trails

The council's Tourism Team has been updating their suite of Town Trails, which aim to inspire visitors and local people to explore towns in Denbighshire. Recently the Ruthin and

Llangollen editions have been updated to highlight recent changes to the towns, including highlighting the new community hub in the old courthouse in Ruthin; and the new nature reserve in Wenffrwd, Llangollen. The Corwen edition is the next Town Trail to be updated to help promote the new railway platform for the Corwen Station, and the great efforts of the volunteers in the Corwen Museum.

In addition to the Town Trails online, the tourism team has also produced an audio walk in Rhyl, which aims to attract a wider audience, encouraging pride in the town, sustainability, and to promote well-being by encouraging people to walk. The audio trail contains information about Rhyl's history and is available for people to listen either whilst walking, at home, or anywhere else. It is available by following [this website link](#).

These guides encourage **involvement** and will benefit the protected characteristics of **Age** and **Disability**, as well as those at a **socio-economic disadvantage**. If successful, the council is hoping to replicate the Rhyl audio trail for other Denbighshire towns in the future.

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

Measures: Priority for improvement

Projects: Good

Corporate Plan Performance Framework: Measures Update

There are two updates to give in this report in relation to our data framework for Young People. It has now been confirmed that there will be no data for 2019 to 2020 for the NHS Child Measurement Programme, due to the impact of the pandemic on data collections. This was expected, and will affect our trend data for the percentage of children aged 4-5 years who are a healthy weight or underweight. No announcement has yet been made with regard to 2021 to 2022.

The second update relates to the 18 to 24 claimant count. In line with national trends, data for April to June reveals that Denbighshire's claimant count continues to fall, and has in fact fallen below pre-pandemic levels (6.5%), resting now at 4.9% (down from 6.2% in March). We remain behind the Wales average, which is now at 4.1%. It is worth noting that prior to the pandemic, Denbighshire was 2% behind the Wales average, but are now 0.8% behind. The UK claimant count has not yet recovered its pre-pandemic levels (which were historically lower than Wales), remaining just above the Welsh average, now at 4.4%.

There continues to be no published data in relation to school attainment and attendance due to the impact of the pandemic. With regard to attendance, parents and carers in Denbighshire were informed in May that the Welsh Government had reverted back to the use of Fixed Penalty Notices for non-school attendance, to ensure that young people are accessing their education. It is expected that any difficulties and issues impacting on a child's regular attendance should be closely communicated with schools.

Corporate Plan Programme Board: Project Update

Experiencing Obstacles: Modernising Education

Work continues on the development of Ysgol Plas Brondyffryn. The Strategic Outline Case (SOC) was submitted to the Welsh Government at the end of April and has been

considered by the main panel in June. The Welsh Government have indicated that they support the principle of a new school building for Ysgol Plas Brondyffryn, but are concerned about the overall size of the building. We are working with the school and our educationalists to justify why the space is needed and are in dialogue with Welsh Government officers. The discussion focuses around the three sites coming together in one building, small class sizes given the nature of the pupils, and the importance of the café. Wates have now started Stage 3 of the design, and are holding meetings with the school to develop it further. The project timescale will be impacted if agreement regarding the size of the building is not reached. The pre-planning consultation was scheduled to start at the beginning of June, but this has now been delayed. All further consultation, including increasing the capacity of the school, will be paused until a resolution has been agreed, as they are closely linked.

Options continue to be explored for Ysgol Pendref, and the options developed for the Ysgol Bryn Collen / Ysgol Gwernant scheme by the external architects are being assessed. Initial dialogue has also commenced with Denbigh High School regarding investment at the site.

Experiencing Obstacles: Childcare Settings

Construction work continues on the Oaktree Centre's extension, though some elements have been delayed, pushing our expected completion to November rather than September. The steel and masonry superstructure have been completed, and works on drainage and the roof have begun. Internal works on the existing centre is scheduled to be finished during September.

An application to vary the funding for Ysgol Twm o'r Nant's childcare facility has now been approved by Welsh Government. Subsequently, further procurement work has taken place with the contractors in order to obtain updated costs and comply with Procurement Regulations. The time taken to seek the additional funding has resulted in delays to our milestones for awarding the contract and beginning work on site.

Work on Ysgol Dewi Sant's childcare facility also remains paused as we continue to have dialogue with Welsh Government in regards to additional funding to meet rising costs. We have also discovered additional costs in relation to the drainage needed on site, which will need to be included in our bid.

Closed: School Nutrition Project

Five schools were recruited for the third and final year of the project, all of which have completed their Level 2 Food and Nutrition qualification, and all but 3 have attended a facilitator training day. Most have received their resources and equipment boxes, and the remainder will have them ready for the new academic year. Everyone has also been signed up for their food hygiene online training. 20 schools have engaged with the project across its three years, and all but three are either in the process of delivery or receiving refresher training to aid delivery in the new academic year.

The Corporate Plan funding for this project ends in July, and the project will now be formally closed. However, we are pleased that some additional funding has been found to maintain the School Nutrition Coordinator's role until March 2023. This will allow us to continue to support this good work with enrolled schools, and hopefully recruit a few more still. Going forward the training will not be specifically for schools, but instead will be accessed through community sessions that run regularly. There will, however, be some twilight sessions for teacher training and some cooking taster sessions to engage more schools.

On Target: Work Start

A total of a 121 placements have been sourced to date across the life of the project; 79 of which have been filled, and 62 successfully completed. Work is now ongoing to raise the profile of the Work Start Scheme and achieve more placement outcomes. The Working Denbighshire database has also been updated to host an employer's / opportunities section. This will help to provide the team with more information about the demand within Working Denbighshire from local citizens so that more targeted engagement with employers can be achieved.

A review is currently underway with HR and payroll to streamline the Work Start Scheme's processes and ensure compliance with all parties. In light of this, adjustments to processes are in progress. Having also now had some clarity on the Shared Prosperity Fund timescales, a further report will need to be presented to the Budget Board to highlight potential funding pressures from December 2022.

Closed: Working Denbighshire Ready for Work

As reported previously, career events planned for 2021 to 2022 did not come into fruition due to the ongoing pressures facing schools. The project has now exceeded its end date and funding has ceased. A review is underway and will be completed by the end of September.

On Target: Volunteering

Preparations are being made for an internal volunteer's network meeting to encourage services to start advertising their volunteering opportunities, as well as encouraging those services that currently do not offer opportunities to look at the benefits that come with recruiting volunteers. HR are also working to advertise volunteering opportunities as part of their recruitment microsite, and are hoping to hold a recruitment fair in central Denbighshire with a stand at the event to advertise live opportunities.

Annual or biennial measures

2020 to 2022 data

Measure	2020 to 2021	2021 to 2022	Status
Percentage of pupil attendance in primary schools – Benchmarked Nationally	No data due to Covid-19	No data due to Covid-19	Excellent. Based on 2019 to 2020
Percentage of pupil attendance in secondary schools – Benchmarked Nationally	No data due to Covid-19	No data due to Covid-19	Priority for improvement. Based on 2019 to 2020

Measure	2020 to 2021	2021 to 2022	Status
The percentage of children aged 4-5 years who are a healthy weight or underweight (reported one year in arrears) – Benchmarked Nationally	71.8	No data due to Covid-19	Priority for improvement
Local Authority Points Score Average - KS4 Welsh Baccalaureate Skills Challenge Certificate Indicator – Benchmarked Nationally	No data due to Covid-19	No data due to Covid-19	Excellent. Based on 2019 to 2020
The percentage of children achieving 5 GSCEs A*-C (Level 2, Key Stage 4), including English or Welsh (1st language), Maths and English Literature, 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) – Benchmarked Nationally	No data due to Covid-19	No data due to Covid-19	Acceptable. Based on 2019 to 2020
The number of schools providing education through suitability and condition categories C and D – Benchmarked Locally	27	27	Priority for improvement
The percentage of pupils (using Pupil Attitudes to Self and School - PASS) who respond positively against pupils' feelings about school – Benchmarked Locally	87.2	No data. No Survey	Good

Measure	2020 to 2021	2021 to 2022	Status
The percentage increase in the salaries of young people enrolled in the Employment Bursary Project – Benchmarked Locally	17	16	Excellent

2018 to 2022 data

Measure	2018 to 2019	2021 to 2022	Status
The percentage of residents that are satisfied that there are job opportunities for young people at the start of their career – Benchmarked Locally	19	19	Priority for improvement
The percentage of residents that are satisfied that there are opportunities for young people to develop their skills – Benchmarked Locally	28	26	Priority for improvement
The percentage of residents that are satisfied that there are leisure opportunities that appeal to young people – Benchmarked Locally	50	40	Priority for improvement

Quarterly or biannual measures

Measure	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
Percentage of the population aged 18 to 24 claiming Job Seekers Allowance – Benchmarked Nationally	10	7.5	6.9	6.2	4.9	Priority for improvement

Well-being and Equality

This priority applies the five ways of working and directly supports Wales' Well-being Goals around **prosperity, health, equality, cohesiveness, global responsibility**, and a **vibrant culture with a thriving Welsh language**. Below are some further highlights from the last year of work that we have undertaken in support of the Well-being Goals and the Sustainable Development Principle; but also benefiting those with protected characteristics or who are at a socio-economic disadvantage.

Welcoming the Urdd Eisteddfod

The council provided a warm welcome to talented young people, their families and visitors from across Wales and beyond as the Urdd Eisteddfod was finally held in Denbighshire between May 30 and June 4. The festival, an important event in the cultural calendar for children and young people, puts the spotlight on celebrating Wales' culture, heritage and tradition. It was also a great opportunity to showcase the county, its attractions and scenery to the thousands of people attending, benefitting local tourism. The council has offered its congratulations to all those involved in their success; and the event, being free to attend, broke attendance records!

The Urdd directly benefits the protected characteristic of **Age**, and being free to attend, also benefitted those at a **socio-economic disadvantage**. The Eisteddfod is the very

definition of **collaborative** and **integrated** working that seeks to **involve** everyone in a celebration of talent, and lead to lasting, **long-term** benefits; not least, we hope for the young people engaging, but also to the Welsh language and culture.

Project Ready

Funded through the UK Community Renewal Fund, Project Ready is being delivered by the council's Working Denbighshire Team to support people aged 16 to 35 to build job skills, particularly where they are finding it difficult to find employment due to low confidence, mental health issues or disability. The aim of the project is to provide the correct support to address barriers to employment, raise aspiration, increase motivation and see participants move on to education and training, as well as actively engaging in job-searching.

Delivered in **collaboration** with partners like Citizen's Advice Denbighshire, and **integrating** with UK Government ambition, this work seeks to benefit those **involved** in the **long-term** and **prevent** hardship through unemployment. It directly benefits the protected characteristics of **Age** and **Disability**, as well as those at a **socio-economic disadvantage**. For more information on Project Ready [visit our website](#), or email workingdenbighshire@denbighshire.gov.uk or phone 01745 331438.

School Competitions

Marking the Queen's 70 years on the British throne, Education and Children's Services worked with the former Chairman of the Council, Cllr Alan James, to set a series of exciting competitions for schools, including flag designing, letter writing, sculpture building, biscuit decorating, and even a royal bake-off. The entries were brilliant, showcasing a lot of hard-work, effort and creativity by talented young people. 2,407 entries were received in total over the 7 competitions, and the winners have been announced on [our website](#).

This **collaborative** project was a great initiative to **involve** young people in the community celebrations that took place, directly benefitting the protected characteristic of **Age**. Hopefully it will provide our young people with lasting memories of the event, and perhaps some new skills for the **long-term**.

Economic Empowerment Project

Funded by the UK Government through the Community Renewal Fund, the Economic Empowerment project will be looking to hold free events in Rhyl during July to offer guidance for residents who are thinking about starting up a business in the county. The events will be held at Coatigan's Co Working Hub, which has recently been regenerated by Denbighshire County Council as part of the wider Rhyl regeneration programme.

Integrating with the UK Government's ambition, and **collaborating** with our partners at Town Square at Costigan's Co-working Space, events such as these seek to **involve** budding entrepreneurs and stimulate the growth of the economy and new job opportunities, hopefully **preventing** stagnation and hardship in the **long-term**. It directly benefits those as a **socio-economic disadvantage**.

Rhyl Youth Centre

In June, the council appointed contractors, Adever, to carry out the full refurbishment of the former East Parade Café to create a modern youth centre in Rhyl. It will be a comfortable environment where young people can develop their skills and access tailored support through activities and training. Refurbishment work is expected to take six weeks, with the new centre opening in September.

A consultation group **involving** young Rhyl residents has been attending meetings at the property to input their ideas and choose the decor for the centre. Youth Services is also **collaborating** with a variety of partners and council services to put in place support for young people with their social, emotional and education needs, including Welsh language provision. It is hoped that the centre will become a **long-term** hub to assist our young residents to overcome and **prevent** any barriers that allow them to achieve their potential. The project **integrates** with the council's wider regeneration work in Rhyl, and will directly benefit the protected characteristics of **Age, Disability**, and help those at a **socio-economic deprivation**.

Working Denbighshire Careers Fair

Working **collaboratively** with 38 organisations and employers around the county, the council hosted a free networking event in June for individuals looking for work. More than one hundred people aged 16 and above attended the careers fair in Rhyl, including

Ukrainian families who have arrived in Denbighshire as part of the UK Resettlement Scheme. Multiple Working Denbighshire officers were at the event, providing employment advice and referring individuals onto the Working Denbighshire Employment framework, which provides candidates with full support after the event and until they find a job. A Specialist Refugee mentor also provided support to individuals with language barriers and cultural orientation.

Being part-funded by the council and the Welsh Government through the European Social Fund, and working in partnership with Communities for Work and Job Centre Plus, this work shows a great **integration** of mutual aims. Events and support such as this, which seeks to **involve** individuals, should help them to overcome barriers to work and **prevent long-term** unemployment and hardship. It will directly benefit those experiencing **socio-economic disadvantage**, as well as the protected characteristics of **Age**, and **Race**. Plans for the next careers fair are currently underway for September. To keep up-to-date with events and find out more about Working Denbighshire, visit [our website](#); or to get employment support, use [our referral form](#).

Corporate Health: The council is efficient, well-managed and environmentally sustainable

Measures: Priority for improvement

Governance: Good

Corporate Health Performance Framework: Measures Update

With this report, 51% of our Corporate Plan measures currently present as a priority for improvement, up from 47% in the last report. One of our corporate projects is currently presenting as 'compromised' (Working Denbighshire, Ready for Work), with 95% of projects being regularly updated by project managers. We are advised that this compromised project will be closed, as previously reported, because career events planned for 2021 to 2022 did not come into fruition due to the ongoing pressures facing schools. The project has now exceeded its end date and funding has ceased. A review is underway and will be completed by the end of September.

As reported previously, 64% of our Corporate Risks were found to be inconsistent with our risk appetite during our February review, but these are being addressed by senior managers and Cabinet, and justify their inclusion in our Corporate Risk Register as the most serious risks faced by the council. The next review will start in September.

We have received no formal recommendations for improvement from external regulators (Estyn, Care Inspectorate Wales and Audit Wales), and there have also been no low assurance reports in this period from internal audit.

A significant commitment by the council in this next decade is to reduce the carbon impact of the assets that it owns. Our key assets measure, which tracks our progress towards becoming a net zero carbon output authority by 2030, requires a reduction of at least 1,559 tonnes every year (including absorption). Aided by the pandemic, 2020 to 2021 saw the council reduce its Net Carbon total by 3,753 tonnes. We expected this to increase during 2021 to 2022 as restrictions eased; and it has indeed done so, increasing by 1,379 tonnes. This is, however, still a 17% reduction to our 2019 to 2020 baseline and considered good progress.

Our measure on budget variance (i.e. what we have and receive versus what we are spending) has increased from -2,399k in March 2022 to 1,109k in June 2022. The council's reserves remain at £7.135m.

The percentage of negative news stories about the council (taken as a proportion of all news stories about the council) has risen to 10% between April and June. January to March, this figure was 9%. This represents 21 negative stories out of a total of 200. Primarily the increase was down to a mistake with postal ballot votes which resulted in a number of negative news stories. The percentage of external complaints upheld or partly upheld over the last quarter has reduced from 60% to 46%. This represents 39 complaints upheld or partly upheld.

As at June 2022, sickness absence stood at 10.18 days, up from 9.57 in the last period. This compares to 7.12 days in June 2021. As at June 2022, the percentage of staff who have had at least 3 one-to-one meetings in the last 12 months stood at 45%.

By the end of June, 39% of the council's spend was with local suppliers and 100% of contracts (over £25k and under £1,000k) during the period contained community benefits. One collaborative procurement activity (of five being worked on), was completed during the period, and none were missed. There are 11 potential collaborative procurements on the horizon and these will be explored and developed in the coming months.

Our final measure considers the council's efforts to support residents into work through placements that we ourselves offer within the council. During April to June we successfully supported 12 additional placements, bringing our annual cumulative total to 155. This is a sharp increase on our performance in the previous year, aided of course by the lifting of Covid-19 restrictions.

Corporate Health Self-Assessment: Governance Areas

The following is our self-assessment against the seven key governance areas and seeks to paint a picture of how well the council is performing, how we know that (linking to evidence where it is available), and what we can do to improve.

Corporate Planning

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

Local Government Elections and Member Training

The local government election was held on May 5, returning for Denbighshire 25 previous and 23 new councillors (making 48 in total). The electoral turnout for the county elections was around 39%, and although no party gained an overall majority, the Labour Party became the largest group. An initial comprehensive eight-week induction and training plan was put in place for councillors, which included ICT handover, code of conduct, holding effective hybrid meetings, equality and diversity, information on how the council works, and specific committee training and procedures.

At its [first meeting in May](#), the Council appointed Cllr Arwel Roberts as the Chair, and Cllr Peter Prendergast as Vice-Chair.

Cabinet

With a cooperation agreement in place between the Labour Party and Plaid Cymru to form a ruling Cabinet partnership, councillors elected Cllr Jason McLellan as Leader. A new Cabinet was duly appointed by the Leader as follows:

- Cllr Jason McLellan, Leader and Lead Member for Economic Growth and Tackling Deprivation
- Cllr Gill German, Deputy Leader and Lead Member for Education, Children and Families
- Cllr Gwyneth Ellis, Lead Member for Finance, Performance and Strategic Assets
- Cllr Elen Heaton, Lead Member for Health and Social Care
- Cllr Julie Matthews, Lead Member for Corporate Strategy, Policy and Equalities
- Cllr Barry Mellor, Lead Member for Environment and Transport
- Cllr Win-Mullen James, Lead Member for Local Development and Planning
- Cllr Rhys Thomas, Lead Member for Housing and Communities
- Cllr Emrys Wynne, Lead Member for Welsh Language, Culture and Heritage

Political Balance and Committee Appointments

At its [May meeting](#), Council reviewed its political balance for principal committees and the arrangements for the appointment of members to the council's three Scrutiny Committees (including Scrutiny Chairs), the Standards Committee, and the Governance and Audit Committee.

Senior Leadership Team

During April to June the Chief Executive has, with HR support, progressed with plans to advertise and recruit two Corporate Directors to the Corporate Executive Team, seeking to address capacity issues at that level. The posts are to fill the vacant director role, responsible for Economy and Environment; and a new post, responsible for Governance and Business. The appointments will be made by Council in July, following which the review will then look at the leadership structure at the Head of Service level. In the meantime, interim arrangements continue to be in place, with four middle managers acting up to cover two heads of service roles.

Agree and implement a whole council approach to New Ways of Working

With most restrictions on office working now eased, the New Ways of Working Project has entered a period where it will assess staff behaviour in terms of office and home working patterns. This analysis will better inform our long-term asset strategy and policies. In terms of workforce, the project will look at lessons learnt from the pandemic and changes we intend to make moving forward, i.e. reviewing our Flexible Working Policy to enable a more agile workforce. It is intended that there will also be a survey of staff during this summer to gather input.

A recent Audit Wales report on the council's asset and workforce management in the wake of the pandemic has been received by the council and was shared in the papers for the Governance and Audit Committee's [June meeting](#). Its recommendations will be considered by the committee in July, alongside the management response. More details will be provided within this report next time.

Develop a new Corporate Plan by October 2022

Staff workshops were held in late April and May to gather more detailed professional input to help further develop our 'pledges' and possible actions to take forward under each of the themes proposed in the next Corporate Plan. The draft document has then been discussed extensively with the new Cabinet and the Senior Leadership Team, leading to the following nine draft themes:

- **A Denbighshire of quality housing that meets people's needs.** Ensure sufficient good quality housing is available, particularly addressing the provision of what meets the needs of people in Denbighshire.
- **A prosperous Denbighshire.** Support post-pandemic economic recovery, including identifying and capitalising on opportunities to upskill residents and enable them to access decent employment and income. We want to use economic growth as a driver to reduce inequality.
- **A healthier and happier, caring Denbighshire.** Promote and support the safety, resilience and well-being of people of all ages, in partnership with strong community networks that enable people to live safely, happily, independently and receive good support when needed.
- **A learning and growing Denbighshire.** Support provision of quality learning and training that enables people of all ages to fulfil their potential, both personally and professionally.
- **A better connected Denbighshire.** Denbighshire will be a place with thriving, cohesive and connected communities, including good road infrastructure and transport links, better digital connectivity, and social infrastructure to support personal and community well-being.
- **A greener Denbighshire.** Become a Net Zero Carbon organisation by 2030, and enhance, preserve and improve our natural assets. We must also mitigate - and work with communities to cope with - the impacts of climate change, which could be in relation to flooding, food provision, etc.
- **A fairer, more equal Denbighshire.** Address the inequality and deprivation faced by our communities, reducing the well-being gap, and promoting diversity and community cohesion.

- **A Denbighshire of vibrant culture and thriving Welsh language.** Be a county where the Welsh language is a living, thriving language. The county will also maximise its rich cultural heritage and natural assets to support economic prosperity, community cohesion, and instil pride in our communities.
- **A well-run, high performing council.** To be a council that is fair, transparent, performs well, represents value for money, and gives consistently good customer service. The council wants to be creative, brave, ambitious, outward-looking, and an excellent employer, backed by strong governance and assurance.

These themes are to be shared with full Council at a workshop on July 12 for further input and discussion, with a view to then conducting one final round of public engagement in the Autumn / September. Council approval of the final Corporate Plan for 2022 to 2027 will be sought on October 11.

Respond to the requirements of the Local Government and Elections (Wales) Act 2021.

The Local Government and Elections (Wales) Act requires that the council has in place arrangements for a peer 'Panel Assessment' of its functions, to take place once within the electoral term. These arrangements are to be discussed with the newly elected council as soon as the Welsh Local Government Association have shared their model for a national panel, which should include costs.

The Local Government and Elections (Wales) Act also required a number of changes to be made to the council's Constitution, as well as the introduction of a Constitution Guide to help members of the public understand its provisions. The changes, which include the requirements for a new Petition Scheme under the Act, and the Guide were approved by Council at its [first meeting in May](#).

Service Challenge Action: Ensure a question is asked at each Service Performance Challenge regarding commitment to customer service.

As reported previously, this improvement activity is on hold until the new senior management structure is known. It is anticipated, however, that the programme may be run in the spring, working as previously to a condensed timetable and reduced paperwork, which was felt to work well last time. Consideration does need to be given though to how

service level data is reviewed, as this is an important part of our Performance Management Framework. Following a recent Audit Wales review of Performance Management ([see below](#)), proposals will also include a recommendation for the publishing of service level performance data.

Other developments in the last period

Economic Growth and Regeneration

At Cabinet's first [meeting on June 7](#), it endorsed the Regional Economic Framework for North Wales, co-produced by the North Wales Economic Ambition Board, which promotes collaborative economic development across the region through an agreed and shared set of priorities for delivery amongst partners. It set out a different way of looking at economic growth with a holistic approach based on the principles of a Wellbeing Economy with three core themes: 1. Social and Community Wellbeing; 2. Low Carbons and Emissions Economy; and 3. the Experience Economy.

Following Conwy County Borough Council's decision to submit its own bid, Denbighshire's Cabinet, at its [second meeting on June 28](#), reiterated support for the tranche of projects put forward for Round 2 of the UK Government's Levelling Up Fund, covering the constituency of Clwyd West, and supported by David Jones, MP. These projects will have a visible regenerative impact that will benefit local communities, as well as enhancing green space and improving connectivity.

Financial Planning

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

Finance Update Reports

At its [meeting in June](#), Cabinet received a report detailing final revenue position for 2021 to 22 and the proposed treatment of reserves and balances. The report outlined that the first draft of the Annual Statement of Accounts for 2021 to 2022 was on target to be submitted to the external auditors prior to submission to the Governance and Audit Committee in July for information. It is hoped that the audited accounts will then be presented to the Governance and Audit Committee in September for formal approval. The

final position on service and corporate budgets (including schools underspend of £6.778m) is an underspend of £9.177m.

A second report, presented at Cabinet's [meeting on June 28](#), gives details of the council's revenue budget and savings as agreed for 2022 to 2023. The report also provides a summary update of the Capital Plan, as well as the Housing Revenue Account and Housing Capital Plan. The council's net revenue budget is £233.693m (£216.818m in 2021 to 2022). The position on service and corporate budgets is currently forecast to overspend by £1.000m. The 2022 to 2023 budget required service savings and efficiencies of £0.754m to be identified and agreed as detailed below:

- Fees and Charges, inflated in line with agreed Fees and Charges policy (£0.120m).
- Operational efficiencies (£0.634m), mostly identified by services throughout the year and within Head Service delegated responsibility in consultation with Lead Members.

No savings were requested from Community Support Services or Schools, and any operational savings and fees and charges increases are assumed to have been achieved.

Performance Management

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

Implement annual process for stakeholder engagement on council performance.

The project team have taken account of lessons learned from the first year of the annual Stakeholder Survey (2021) and revised the survey to focus on only the statutory questions that we need to ask under the Local Government and Elections (Wales) Act 2021, covering the performance of our corporate objectives and governance. The survey and approach will be shared with SLT and Cabinet Briefing in September, prior to launch in October. The survey will be promoted through a targeted communications campaign and run until the end of January.

Delivering Sustained Improvement

As previously reported, Audit Wales have published a [review of the council's performance management arrangements](#), seeking assurance that they are robust and likely to support

continuous and sustainable improvement. It concluded that the council's Performance Management Framework and arrangements for measuring and reporting performance are effective, with some opportunities to improve the use of the performance management software. The council could also look to improve performance reporting of non-priority areas, how finance and performance information are considered simultaneously, and that staff 1:1s are recorded in an accurate and timely manner. The report is now to be considered by the Governance and Audit Committee at its [meeting in September](#), alongside the management response.

Queen's Buildings

Following on from our previous report on the progress of the Queen's Buildings, the construction contract for phase one of the project was awarded in June to Wynne Construction, appointed through the North Wales Construction Partnership framework. Phase one, which will see the construction of a new indoor market hall, event space and external landscaped area, along with the refurbishment of the Queens Chambers, had been slightly delayed due to nesting birds on site. Signage has also recently been installed around the building to showcase other projects associated with the wider Rhyl Regeneration programme, including Rhyl High School, Christ the Word, coastal defence work, SC2, 1891, Greening Rhyl, Rhyl Harbour, Costigans Co-Working space, and Edward Henry Street. For the most up-to-date information about Rhyl regeneration projects, visit the [Council's website](#) for information on Rhyl Regeneration

Other developments in the last period

Self-Assessment of Performance

The council's Self-Assessment of performance against its functions, the first required under the Local Government and Elections (Wales) Act 2021, was taken to the council's Senior Leadership Team, Cabinet, Performance Scrutiny, and the Governance and Audit Committee for input in June. The report completed the set of four quarterly performance update reports that had been produced throughout the year, and included for the first time an executive summary, which provided brief statements of our position against each of our Well-being Objectives, and against the seven governance areas outlined in the statutory guidance. This summary and the fuller report were particularly well received by new councillors, who found it useful information at the start of their term. We also presented a

third document that sought to summarise our year-on-year achievements against the outgoing Corporate Plan, 2017 to 2022. The Self-Assessment is to go for Council approval on July 19. Following the receipt of translations, it is anticipated that the full complement of documents will be published on our website in September.

This April to June update report is the first of our ongoing self-assessment for 2022 to 2023.

Annual Governance Statement

The Governance and Audit Committee approved the council's Annual Governance Statement for 2021 to 2022 at its [meeting in June](#), which is required as part of the Statement of Accounts. The document assesses whether the council is complying with the Framework for Delivering Good Governance in Local Government (Wales) 2016, and highlights any areas for improvement to governance arrangements. Five areas for improvement were identified through the report, and will be monitored by the Governance and Audit Committee and the Corporate Governance Officers Group.

Internal Audit Annual Report and Strategy

At the same [meeting in June](#), the Governance and Audit Committee received a report from the Chief Internal Auditor that summarised the work completed during 2021 to 2022, including work carried out in relation to counter fraud. There were a total of 26 audits carried out, 2 of which were advisory, 2 gave a low assurance, 14 a medium assurance, and 8 a high assurance. There were no reports with no assurance. The Internal Audit Team were also involved in two fraud investigations, which led to recommendations for improving controls in both cases, and one of which led to a dismissal. 18 audits were either cancelled or deferred due to reduced capacity within the Internal Audit Team, Covid-19 restrictions, or service pressures. It was confirmed that staff capacity within the Internal Audit Team is an issue being actively considered by the Interim Head of Business Improvement and Modernisation and the Chief Internal Auditor. Members also queried survey data returned following audits, it being confirmed that a trial of more frequent surveys was due to start to encourage an improved response rate, and hopefully better data.

The Committee also approved the Internal Audit Strategy for 2022 to 2023, which detailed 34 projects for the year ahead that would enable the Chief Internal Auditor to provide and

opinion on the adequacy and effectiveness of the council's framework of governance, risk and control. The programme of works includes an array of audits from all service areas, with some being carried over from the previous year, and the rest being agreed by Heads of Service.

Rhyl Regeneration Programme

At its [first meeting in June](#), Communities Scrutiny examined the effectiveness of governance arrangements in place to support the work of the Rhyl Regeneration Programme Board. The Board is responsible for overseeing the council's contribution to the delivery of the Town Centre Vision, along with council led regeneration projects in the town. Aligned with the Rhyl Town Centre Vision, the Board's focus is divided into 5 main work streams, looking at retail and commerce; the environment; the Queen's buildings ([see update above](#)), residential, and finally highways and access. The Programme Board is also aligned to the work of the Rhyl Community Development Board, seeking to address the factors of deprivation that place seven of the 16 LSOAs (Lower Layer Super Output Area) in Rhyl in the top 10% most deprived. The committee was grateful for the comprehensive report that was presented and requested that an annual monitoring report is presented on the programme's progress.

Risk Management

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

Corporate Risk Register and Member Training

There has been little change with regard to risk management within this last period, as this report falls between our six-monthly reviews of the Corporate Risk Register. Nonetheless, training was offered to all councillors on the council's risk management methodology (which includes risk appetite), ahead of the presentation of the most recent review (February) of the Corporate Risk Register at Performance Scrutiny's [meeting in June](#). The report included for the first time a new summary that has been developed to help communicate the growing number of risks that the council faces in the current global climate. There are currently a total of 22 risks on the council's Corporate Risk Register,

where 14 are inconsistent with our risk appetite (64%), which warrants their inclusion on the register.

Other developments in the last period

Risk owners

Following the election of new councillors in May, risk owners have now been updated on the Corporate Risk Register. Restructuring of the Senior Leadership Team will also result in further changes to risk owners over the coming months.

Workforce Planning

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

Complementing New Ways of Working, we will review training, development and mental-health needs for staff.

The draft flexible and agile working policy and guidance, to support the new ways of working, are being reviewed before it is shared with the Senior Leadership Team and trade unions for comment. Draft induction materials, including managers induction materials, will be presented to the Senior Leadership Team in early September for approval. A proposal, which includes sessions, to support staff with the 'new ways of working' project will commence in September, subject to approval from the Corporate Executive Team. The Well-being Survey will be delayed slightly, and will be launched in September instead of June. A 12-month action plan will be developed once Mental Health Champions are in place to support its delivery.

Improve the information we have about our workforce, including equality information, to support more detailed analyses in future Public Sector Duty Reports.

The latest data for the Public Sector Duty report is being produced. There has been some progress since the last period, and we now have equality information for 61% of employees.

Improve our workforce planning programme and consider how best to plan for posts requiring a specific level of Welsh above Level 1.

The new council-wide plan for workforce planning has been in place since the previous period. An update on progress made by services and actions required by HR will be presented to the Senior Leadership Team in September.

A proposal for how best to plan for posts requiring above Level 1 Welsh has been delayed slightly, but will also be presented to the Senior Leadership Team in September.

Service Challenge Action: Consider the staff resource requirements associated with the additional burden of managing / supporting virtual meetings, and the increasing number of Member Task and Finish Group meetings, and consider what, if any, actions are required.

We recruited to the new post of Senior Committee Administrator to support democratic governance activities in the last period. It was an internal appointment. The business case brought money for this financial year to appoint a second Scrutiny officer, which we'll commence recruitment for shortly. On this basis the action is now complete.

Service Challenge Action: Establish the latest position and level of risk associated with DBS / risk assessment indicators that are, or have been, a priority for improvement / acceptable.

Work to address the issue of compliance with Disclosure and Barring Service (DBS) checks and risk assessment (except for employees under Social Care Wales or CSIW) is ongoing. We have been unable to recruit a new member of staff to oversee compliance since February 2022. Compliance is at 93% across DCC.

Revise one-to-one measures for Highways and Environment Services and Planning, Public Protection and Countryside Services.

One-to-one reporting has been changed so that employees who need a single one-to-one a year are monitored for compliance on only one, and employees who need three per year are monitored on three. We are resolving issues associated with staff moving from a role where one is required to a role where three one-to-ones are required. HR is producing guidance to accompany future monitoring reports to help services understand what might impact their data.

Other developments in the last period

Audit Wales Study

During December 2021 to February 2022, Audit Wales conducted a local study of Denbighshire's asset management and workforce planning. The report was shared with the Governance and Audit Committee in June for their information, but is to be discussed in more detail, accompanied by the management response at its [meeting in July](#). Further detail will be provided in our next report.

Corporate Directors

Two new Director posts have been advertised during the period: Corporate Director: Governance and Business and Corporate Director: Economy and Environment. Interviews and appointments are expected to be made in July.

Assets

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

Asset Management strategy

The current Asset Management Team is being re-structured with an additional member of staff due to be recruited to allow greater focus on the Asset Management Strategy at corporate and service levels. The terms of reference for the Asset Management Group (AMG) and revised membership are to be agreed at group's next meeting in July.

Renewable Energy Target in council owned and occupied buildings

The council's Corporate Plan for 2017 to 2022 and its [Climate and Ecological Change Strategy](#) set a target to double the amount of energy from renewable sources used in council owned and occupied buildings between. Efforts have also been made to generate the council's own electric from installed renewable energy generation. At the start of April 2017 the council had 147.8kWp of installed renewable energy. As of April 2022 the council property section has increased the installed capacity of renewable energy to 539.62kWp, more than tripling the installed capacity. This increase has been achieved primarily

through roof mounted solar photovoltaic (PV) panels. An additional 338kWp is due to be installed by the end of this financial year.

Service Challenge Action: Create hubs in areas across Denbighshire where there is poor broadband connection, to assist and enable remote meetings

This project is awaiting the outcome of the grant funding before it can progress further at this stage.

Service Challenge Action: Work to enable translation provision with Microsoft Teams software

This is a national issue beyond the control of the council, therefore this activity is closed. Should the facility become available we will of course support its implementation.

Service Challenge Action: Create a plan to support external partners and businesses to take forward the climate and ecological change programme

It was originally intended that the plan would be completed by the end of April 2022; however, this has not been possible due to staff changes. It is now proposed that the plan will be developed by the end of October, for wider behaviour change initiatives to then be taken forward from the end of this financial year onwards. This will be supported by new 1.5 FTE dedicated roles within the Communication Team to work on this agenda.

Procurement

Below are improvement actions that have been identified in support of Corporate Health in this area of governance.

Integrate biodiversity protection and improvement into our procurement processes and drive through community benefits that improve the environment. We will work with businesses and suppliers in Denbighshire to encourage lower carbon practice. We will also develop a new procurement strategy.

The Legal Services Manager continues to provide interim managerial support to the Procurement Team, in the absence of a Procurement Manager being in post. There continue to be capacity issues and these are still affecting the pace of progress in relation to these actions.

The team is in the final phase of preparing the Draft Procurement Strategy, which will have a focus on decarbonisation. In the coming period, a paper will be presented at Cabinet to discuss mandatory weighting against carbon reduction in tender evaluations. The questions for tenders have been approved and the necessary amendments are being made to commissioning templates and tender evaluation documents.

We are securing community benefits that improve our environment and deliver ecological improvements through initiatives such as tree planting, which includes the 'right tree in right place' principle, plus a contribution to cover the cost of establishing trees for their first five years post-planting. This approach is included in contracts for road works on parking places, the layby near Moel Famau, and the micro-asphalt contract. The Community Benefits Hub is seeing an increasing interest from suppliers to work with the council to mitigate for, and reduce, carbon emissions. The Hub is now offering Supply Chain Sustainability School Carbon training to council officers.

In our previous update, we said we would be using a tender currently in the pipeline to pilot ways to encourage and measure carbon reduction in the contract. We included 'Carbon Reduction' requirements in the tender for the Print and Graphic Design Framework. Suppliers were asked to provide details of their current carbon emissions as a baseline, and these will be reviewed with the suppliers on an annual basis to ensure they have reduced their carbon emissions in line with the commitment they made within their tender submissions. The first review will be due in October to November 2022.

Secure specialist experience within the council to progress decarbonisation in procurement.

The procurement team hopes to secure agreement for more specialist experience within the team to progress decarbonisation in our procurement and therefore the supply chain.

Review Contract Procedure Rules to ensure compliance with new procurement regulations and the Socio-Economic Duty

Contract Procedure Rules are compliant with the Socio-Economic Duty and will be updated to reflect new UK Public Procurement legislation due in 2023 to 2024

Ensure staff involved with managing contracts are suitably trained. Training will be rolled out across the council to all staff who are involved in contract management

82 of 121 officers put forward for Proactis Contract Management Training have now received the training and a user manual. A further 39 officers will receive the training and user guide in the next period.

Internal Audit Action: Procurement forward work plans to be compiled by each Service to include existing and horizon scanning of projects and activities

Procurement Business Partners continue to regularly attend management team meetings to discuss all current contracts for the service areas, and to encourage the services to come forward with any other procurements they have on the horizon that the Procurement Team don't yet know about.

Service Challenge Action: Explore long-term options for sustaining the Community Benefits Hub

In addition to the options raised in our previous report, the council is revisiting the community benefits policy in light of the new Social Partnership and Public Procurement (Wales) Bill, also taking into account our experience in delivering the current policy over the last two years.

Annual or biennial measures

2019 to 2021 data

Title	2019 to 2020	2020 to 2021	Status
The percentage of new appointees from applications where it was disclosed that they are either from a racial or religious minority group, have a disability, are gay or bi-sexual, or had their gender reassigned	15	4	Does not apply Count only

2020 to 2022 data

Title	2020 to 2021	2021 to 2022	Status
The percentage difference in the mean hourly rate of pay for women – Benchmarked Locally	-13.5	6.7	Acceptable
The percentage of the lowest paid salaries (bottom quarter) that are women – Benchmarked Locally	79.9	79.3	Priority for Improvement
Member attendance (expected and present), year to date (%)– Benchmarked Locally	89	84	Good
Net Carbon Zero – Total carbon tonnage emitted and absorbed by the council (excluding supply chain) – Benchmarked Locally	10,277	11,656	Excellent

2018 to 2022 data

Title	2018 to 2019	2021 to 2022	Status
Overall satisfaction with the council (%) – Benchmarked Locally	40	32	Priority for Improvement
Partners that agree the council works well with them (%) – Benchmarked Locally	New to 2021	62	Good
Councillors and council employees who agree that there is a good working relationship between political leaders and senior management (%) – Benchmarked Locally	New to 2021	63	Good
Stakeholders who agree that the council manages its performance well (%) – Benchmarked Locally	New to 2021	28	Priority for Improvement
Stakeholders who agree that the council manages its risks and challenges well (%) – Benchmarked Locally	New to 2021	30	Priority for Improvement

Title	2018 to 2019	2021 to 2022	Status
Stakeholders who agree that the council manages its finances well (%) – Benchmarked Locally	New to 2021	26	Priority for Improvement
Stakeholders who agree that the council has long-term plans in place (%) – Benchmarked Locally	New to 2021	31	Priority for Improvement
Stakeholders who agree that the council treats its workforce well (%) – Benchmarked Locally	New to 2021	35	Priority for Improvement
Stakeholders who agree that the council makes best use of its assets and resources (%) – Benchmarked Locally	New to 2021	20	Priority for Improvement
Stakeholders who agree that the council purchases its goods and services in a fair and efficient way (%) – Benchmarked Locally	New to 2021	25	Priority for Improvement

Quarterly or biannual measures

Title	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
The percentage of Corporate Plan Measures showing as 'Priority for Improvement' – Benchmarked Locally	41	45	43	47	51	Priority for improvement
The number of projects on the	2	2	2	1	1	Good

Title	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
project register showing as 'compromised' – Benchmarked Locally						
The percentage of projects whose delivery confidence was updated in the last three months – Benchmarked Locally	96	90	84	100	95	Good
The percentage of corporate risks inconsistent with the council's risk appetite statement – Benchmarked Locally (six monthly)	No data.	62	No data.	64	No data	Priority for Improvement
The cumulative number of negative reports from external regulators –	0	0	0	0	0	Excellent

Title	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
Benchmarked Locally						
The cumulative number of Internal Audit low assurance reports, financial year to date – Benchmarked Locally	0	1	3	4	0	Excellent
Corporate and Service Budget Variance (£k)	708	2,445	2,731	-2,399	1,109	Does not apply. Count only
Council reserves (£k)	7,135	7,135	7,135	7,135	7,135	Does not apply. Count only
Negative news stories as a percentage of all news stories about the council – Benchmarked Locally	10	6	8	9	10	Priority for Improvement

Title	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
The percentage of external complaints upheld or partly upheld over the last quarter – Benchmarked Locally	62	67	52	60	46	Good
The rolling average number of working days / shifts per full time equivalent (FTE) local authority employee lost due to sickness absence – Benchmarked Locally	7.12	7.54	9.03	9.57	10.18	Priority for improvement
The percentage of staff who have had at least 3 one-to-one meetings in the last 12 months – Benchmarked Locally	44	42	36	43	45	Priority for Improvement

Title	Quarter 1 2021 to 2022	Quarter 2 2021 to 2022	Quarter 3 2021 to 2022	Quarter 4 2021 to 2022	Quarter 1 2022 to 2023	Status
The percentage of spend with suppliers based within Denbighshire – Benchmarked Locally	33	38	40	36	39	Good
The cumulative percentage of Denbighshire contracts over £25k and under £1m containing community benefits – Benchmarked Locally	75	88	88	88	100	Excellent
The cumulative number of work experience placements offered within the council	64	110	134	143	155	Does not apply. Count only

Improvement Actions

Below are new improvement actions that have been identified through this report:

- Address staff capacity within the Internal Audit Team.
- Improve the feedback received by clients following internal audits.

Equality and Diversity

Equality and Diversity Campaigns

In support of the Interim Strategic Equality Plan, the council will regularly promote campaigns in support of people with protected characteristics or living at a socio-economic disadvantage. For April to June 2022, the council has supported through promotion and publicity the following campaigns and activity days:

- April 27: Support for the UK Resettlement Scheme for a Ukrainian family coming to Denbighshire.
- May 9 to 13: Let's Connect – Loneliness and our Mental Health campaign.
- May 9 to 15: Mental Health Awareness week.
- May 9 to 22: Foster Care Fortnight.
- May 16 to 22: Dementia Action Week.
- June 1 to 30: Gypsy, Roma and Traveller History Month.
- June 25: Flag Ceremony to mark Reserves day and Armed Forces Day.

Strategic Equality and Diversity Group

At Cabinet's [meeting on 28 June](#), it agreed to the convening of a Strategic Equality and Diversity Group (SEDG), which will oversee internal arrangements to support and monitor equality and diversity within the council. In the past 12 months there have been numerous developments on the subject of equality and diversity at a national level (for example, the Wales Programme for Government covering 2021 to 2026, Race Equality Action Plan, and the Local Government and Elections (Wales) Act 2021) and a local level (equality-focused research in the Local Assessment of Well-being). Cabinet noted the recent developments and approved the formation of a member-led Equality and Diversity Group. Plans are now underway for the first Strategic Equality and Diversity Group meeting, which will be held in October. It is currently proposed that the group will meet quarterly, and there will be a review after the first twelve months to assess its achievements.