

# Pecyn Dogfen Cyhoeddus



At: Gadeirydd ac Aelodau'r Pwyllgor  
Archwilio Perfformiad

Dyddiad: Dydd Gwener, 10 Mai  
2013

Rhif Union: 01824 712554

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Annwyl Gyngorydd

Fe'ch gwahoddir i fynychu cyfarfod y **PWYLLGOR ARCHWILIO PERFFORMIAD, DYDD IAU, 16 MAI 2013** am **10.00 am** yn **YSTAFELL BWYLLGOR 1A, NEUADD Y SIR, RHUTHUN.**

Cynhelir sesiwn frifio yn syth cyn y cyfarfod am **9.30am** i **bob Aelod y Pwyllgor** ar Adroddiadau Perfformiad Chwarterol y Cyngor, a bydd cynrychiolydd o Swyddfa Archwilio Cymru yn bresennol.

Yn gywir iawn

G Williams  
Pennaeth Gwasanaethau Cyfreithiol a Democrataidd

## AGENDA

**RHAN 1 – CAIFF Y WASG A'R CYHOEDD EU GWAHODD I FYNYCHU'R RHAN HON O'R CYFARFOD**

## **1 YMDDIHEURIADAU**

## **2 PENODI IS-GADEIRYDD**

Penodi Is-gadeirydd y Pwyllgor Archwilio Perfformiad ar gyfer y flwyddyn nesaf.

## **3 DATGAN CYSYLLTIAD**

Dylai Aelodau ddatgan unrhyw gysylltiadau personol neu gysylltiad sy'n rhagfarnu gydag unrhyw fater a nodwyd y dylid eu hystyried yn y cyfarfod hwn.

## **4 MATERION BRYN FEL Y CYTUNWYD GAN Y CADEIRYDD**

Rhybudd am eitemau y mae'r Cadeirydd yn credu y dylid eu hystyried yn y cyfarfod fel mater bryn yn unol ag Adran 100B(4) Deddf Llywodraeth Leol 1972.

## **5 COFNODION Y CYFARFOD DIWETHAF (Tudalennau 5 - 10)**

Cael cofnodion cyfarfod y Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 11 Ebrill, 2013 (mae copi ynghlwm).

## **6 PERFFORMIAD CWYNIION EICH LLAIS - CHWARTER 4 (Tudalennau 11 - 18)**

Ystyried adroddiad gan y Pennaeth Cwsmeriaid a Chymorth Addysg (mae copi ynghlwm) a oedd yn cyflwyno dadansoddiad o'r polisi adborth cwsmeriaid 'Eich Llais' ar gyfer Chwarter 4 2013/14.

**9.35 a.m.**

## **7 FFRAMWAITH ADRODD BLYNYDDOL Y CYNGOR (Tudalennau 19 - 52)**

Ystyried adroddiad gan y Cyfarwyddwr Corfforaethol: Moderneiddio a Lles (mae copi ynghlwm) a oedd yn nodi hunanasesiad drafft y Cyfarwyddwr Gwasanaethau Cymdeithasol o berfformiad y gwasanaeth yn 2012/13, a meysydd ar gyfer datblygiad a gwelliant.

**10.10 a.m.**

## **Egwyl**

## **8 RHAGLEN WAITH ARCHWILIO (Tudalennau 53 - 72)**

Ystyried adroddiad gan y Cydlynnydd Archwilio (mae copi ynghlwm) sy'n gofyn am adolygiad o raglen gwaith i'r dyfodol y pwyllgor ac sy'n rhoi'r wybodaeth ddiweddaraf i aelodau am faterion perthnasol.

**10.55 a.m.**

## **9 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR**

Cael unrhyw ddiweddariadau gan gynrychiolwyr y Pwyllgor am amryw Fyrddau a Grwpiau'r Cyngor.

**11.10 a.m.**

## **RHAN 2 - EITEMAU CYFRINACHOL**

Argymhellir, yn unol ag Adran 100A (4) Deddf Llywodraeth Leol 1972, gwahardd y Wasg a'r Cyhoedd o'r cyfarfod tra bydd yr eitem a ganlyn yn cael ei hystyried, oherwydd ei bod yn debygol y bydd gwybodaeth eithriedig (fel y'i diffinnir ym mharagraff 14 Rhan 4 Atodlen 12A y Ddeddf) yn cael ei datgelu.

## **10 MENTRAU CEFNDY (Tudalennau 73 - 130)**

Ystyried adroddiad gan y Pennaeth Gwasanaethau Oedolion a Busnes (mae copi ynghlwm) o ran Mentrau Cefndy.

**11.25 a.m.**

## **AELODAETH**

### **Y Cynghorwyr**

William Cowie  
Meirick Davies  
Richard Davies  
Colin Hughes  
Geraint Lloyd-Williams

Peter Owen  
Dewi Owens  
Arwel Roberts  
Gareth Sandilands  
David Simmons

## **COPIAU I'R:**

Holl Gynghorwyr er gwybodaeth  
Y Wasg a'r Llyfrgelloedd  
Cyngorau Tref a Chymuned

Mae tudalen hwn yn fwriadol wag

## PWYLLGOR ARCHWILIO PERFFORMIAD

Cofnodion cyfarfod o'r Pwyllgor Archwilio Perfformiad a gynhaliwyd yn Ystafell Bwllgor 1a, Neuadd y Sir, Rhuthun, Dydd Iau, 11 Ebrill 2013 am 10.00 am.

### YN BRESENNOL

Y Cynghorwyr William Cowie, Meirick Davies, Richard Davies, Huw Hilditch-Roberts, Colin Hughes (Cadeirydd), Arwel Roberts (Is-Gadeirydd) a/ac Gareth Sandilands

Sylwedyddion – Y Cynghorwyr Ray Bartley, Jason McLellan a/ac Huw Williams

### HEFYD YN BRESENNOL

Rheolwr Gwelliant Corfforaethol (TW), Rheolwr Awdit (BS), Pennaeth Cynllunio a Gwarchod y Cyhoedd (GB), Arloygwr TCC (GS), Swyddog Gwelliant Corfforaethol (NK), Gwasanaethau Democratig (SP) a/ac Gweinyddwr Pwyllgor (SLW)

#### 1 YMDDIHEURIADAU

Derbyniwyd ymddiheuriadau am absenoldeb gan y Cynghorwyr Geraint Lloyd-Williams, Dewi Owens a'r Cyfarwyddwr Corfforaethol: Uchelgais Economaidd a Chymunedol, Rebecca Maxwell.

#### 2 DATGAN CYSYLLTIAD

Ni ddatganwyd cysylltiad personol na rhagfarnllyd gan unrhyw un.

#### 3 MATERION BRYD FEL Y CYTUNWYD GAN Y CADEIRYDD

Dim mater bryd wedi'i godi.

#### 4 COFNODION Y CYFARFOD DIWETHAF

Cyflwynwyd cofnodion y Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 21 Chwefror, 2013.

Gofynnodd y Cynghorydd Meirick Lloyd Davies bod camau gweithredu yn cael eu hychwanegu at y cofnodion lle bo'n briodol er hwylustod cyfeirio. Cynigwyd a chytunwyd y dylid ychwanegu troednodyn lle bo'n briodol.

**[SP i weithredu]**

**PENDERFYNWYD** y dylid derbyn a chymeradwyo cofnodion y cyfarfod a gynhaliwyd ar 21 Chwefror, 2013 fel cofnod cywir.

## 5 CYNLLUN CORFFORAETHOL ADRODDIAD CYNNYDD CHWARTEROL: CHWARTER 3 2012/13

[Cynhaliwyd sesiwn hyfforddi am Fesurau Perfformiad y Cynllun Corfforaethol cyn y cyfarfod ar gyfer Aelodau'r Pwyllgor, er mwyn rhoi cymorth gydag archwilio'r eitem hon]

Cyflwynodd y Rheolwr Gwelliant Corfforaethol (CIM) adroddiad (wedi'i anfon yn flaenorol) yn cyflwyno Adroddiad Chwarterol y Cynllun Corfforaethol 2012-2017. Diben yr adroddiad oedd i'r cyngor ddeall cynnydd eu cyfraniad i weithrediad canlyniadau'r Cynllun Corfforaethol. Mae adroddiadau rheolaidd yn ofyniad monitro angenrheidiol y Cynllun Corfforaethol er mwyn sicrhau bod y Cyngor yn gweithredu eu dyletswydd i wella.

Cadarnhaodd y Cadeirydd bod cyfarfod wedi'i gynnal yn ddiweddar rhyngddo ef, yr Is-Gadeirydd a'r CIM i ddarllen yr adroddiad cyn y cyfarfod.

Yn y Cynllun, mae pob dangosydd a mesur perfformiad wedi derbyn statws lliw oedd yn disgrifio'r sefyllfa gyfredol. Roedd gan bob canlyniad "weithgareddau gwelliant" sef prosiectau a gweithgareddau wedi'u llunio i gyfrannu at ddarparu'r canlyniad. Roedd y rhain yn cael eu monitro drwy ddarparu "hyder yn y ddarpariaeth". Defnyddiwyd yr un pedwar lliw ar gyfer Statws Hyder yn y Ddarpariaeth.

Roedd yr adroddiad yn amlygu meysydd oedd yn achos pryder i'r Pwyllgor fel a ganlyn:

4.1.1- ni wnaed cynnydd i ffurfioli cynlluniau i ostwng ymyl palmentydd ac felly fe'i hamlygwyd yn "goch" (blaenoriaeth gwelliant). Cytunwyd yn y Cyngor i weithredu gwaith i'w gwblhau ble y bo angen gostwng ymyl palmentydd a pheidio ag oedi. Bydd gofyn i Bennaeth y Gwasanaethau Amgylcheddol gyflwyno adroddiad cynnydd i aelodau'r Pwyllgor am ddatblygiad gostwng ymyl palmentydd.

4.1.2 – amlygwyd canran y disgyblion sy'n gadael ysgolion heb gymhwyster cymeradwy yn "goch". Roedd angen ymdrech barhaus gan y gwasanaeth i wella hyn i statws "derbyniol".

4.1.3 - amlygwyd rhybuddion cosb penodedig am faw ci yn "goch". Codwyd y mater nad oedd rhybuddion cosb penodedig yn cael eu gweithredu drwy'r sir gyfan. Argymhellwyd y dylid gweithredu rhybuddion cosb penodedig drwy'r sir gyfan.

4.1.4 – amlygwyd canran y cyfarfodydd cychwynnol grwpiau craidd oedd yn cael eu cynnal o fewn 10 diwrnod i'r gynhadledd amddiffyn plant yn "goch" hefyd. Roedd yn rhaid gwella perfformiad tua 10% er mwyn sicrhau statws "derbyniol". Argymhellwyd y dylid gofyn i Bennaeth y Gwasanaethau Plant ddarparu adroddiad cynnydd i aelodau'r Pwyllgorau Archwilio Perfformiad a Phartneriaethau mewn perthynas â chyfarfodydd cychwynnol grwpiau craidd oedd yn cael eu cynnal o fewn 10 diwrnod i gynhadledd gyntaf amddiffyn plant.

4.1.5 - Amlygwyd penderfyniad amserol ceisiadau cynllunio perchennog tŷ yn “goch”. Roedd y Rheolwr Rheoli Datblygu, Paul Mead, wrthi'n asesu newidiadau i'r Pwyllgor Cynllunio mewn modd y byddai'n gwella'r penderfyniadau.

Nodwyd pwyntiau 4.1.6 a 4.1.7.

Datganodd y Cynghorydd Huw Hilditch Roberts na all gefnogi'r adroddiad hwn gan ei fod yn teimlo nad oedd y broses o gasglu a gwerthuso gwybodaeth yn adlewyrchiad cywir o'r gwir berfformiad.

Eglurodd y CIM bod y gwerthusiadau ar gyfer y dangoswyr a'r mesurau yn gadarn. Roedd y materion a godwyd gan y Cynghorydd Hilditch Roberts yn cynnwys sut y cai gweithgareddau eu monitro a'u hasesu ac efallai nad yw'r gwerthusiadau yn yr adroddiad yn dangos bod y prosiect wedi'i gwblhau ond yn asesu a oedd y gweithgareddau yn cael eu gweithredu ar amser ai peidio. Roedd cynnydd y gweithgareddau yn cael eu gwerthuso gan y swyddog(ion) oedd yn gyfrifol am y gweithgaredd. Argymhellodd y Pwyllgor y dylid adolygu'r broses er mwyn cynyddu tryloywder, dilysrwydd a thystiolaeth yr Adroddiadau Diweddarau Chwarterol.

Cytunodd y Pwyllgor y dylai person cyswllt arweiniol y Pwyllgor ddefnyddio eu rôl i gwestiynu a herio'r gwasanaethau am unrhyw faes neu faterion oedd yn achosi pryder o ran perfformiad. Cytunodd y Cadeirydd roi cymorth lle bo'n briodol.

#### **PENDERFYNWYD:**

- (i) Y dylai'r Pwyllgor ofyn i'r Cabinet a'r Swyddogion Gwelliant Corfforaethol adolygu'r broses monitro ac asesu statws cynnydd gweithgareddau (sy'n dibynnu ar werthusiad swyddog(ion) sy'n gyfrifol am y gweithgareddau) ac ystyried faint o wybodaeth sy'n cael ei darparu am y canlyniadau er mwyn cynyddu tryloywder, dilysrwydd a thystiolaeth yr adroddiadau diweddarau chwarterol.*
- (ii) Mae'r Pwyllgor yn cytuno, gan fod aelodau Archwilio Perfformiad wedi'u henwebu fel aelodau cyswllt arweiniol y gwasanaethau unigol, dylai'r aelodau cyswllt arweiniol ddefnyddio'r rôl i gwestiynu a herio'r gwasanaethau am unrhyw feysydd neu faterion oedd yn achosi pryder o ran perfformiad. Y Cadeirydd i roi cymorth lle bo'n briodol.*
- (iii) Bydd gofyn i Bennaeth y Gwasanaethau Amgylcheddol gyflwyno adroddiad cynnydd i aelodau'r Pwyllgor am ddatblygiad gostwng ymyl palmentydd.*
- (iv) Argymhellwyd y dylid gofyn i Bennaeth y Gwasanaethau Plant ddarparu adroddiad cynnydd i aelodau Pwyllgorau Archwilio Perfformiad a Phartneriaethau mewn perthynas â chyfarfodydd cychwynnol grwpiau craidd oedd yn cael eu cynnal o fewn 10 diwrnod i gynhadledd gyntaf amddiffyn plant.*

**[ RhE i ddilyn i fyny yr uchod ]**

Cyflwynodd y Rheolwr Gwelliant Corfforaethol (CIM) adroddiad (wedi'i anfon yn flaenorol) yn cyflwyno Cynnig Drafft ar gyfer Gwella Proses Herio'r Gwasanaeth.

Mae prosesau Herio'r Gwasanaeth newydd wedi'u trafod gan CET ( Tîm Gweithredu Corfforaethol) a'r SLT (Uwch Dîm Arweinyddiaeth). Gwnaed cyflwyniad cyn Briffio'r Cyngor.

Byddai'r cynnig newydd yn broses blynyddol manwl. Cynigwyd y dylai'r Prif Weithredwr, yr holl Gyfarwyddwyr Corfforaethol, Aelodau Arweiniol a'r Aelodau sy'n cynrychioli Archwilio fynychu bob Panel Asesu Herio Perfformiad y Gwasanaeth. Bydd cynrychiolydd o Swyddfa Archwilio Cymru yn cyfranogi hefyd. Bydd y broses newydd yn seiliedig ar hunanwerthusiad. Byddai Herio'r Gwasanaeth yn cael ei gefnogi gan Aelodau'r Tîm Gwelliant Corfforaethol.

Roedd y drafodaeth yn cynnwys y canlynol:

- Dyletswyddau a Chyfrifoldebau
- Dogfennau i gefnogi hunanasesiad y gwasanaeth
- Amserlen y broses ac
- Amserlen y cyfarfodydd.

***PENDERFYNWYD*** bod yr Aelodau'n derbyn ac yn cymeradwyo'r cynigion drafft ar gyfer proses newydd Herio'r Gwasanaeth, a byddai'n cynnwys:

- Adolygiad manwl gan ganolbwyntio o'r newydd ar hunanwerthuso.*
- Rhaglen flynyddol yn hytrach na dwywaith y flwyddyn gyda mwy o gysylltiadau hyblyg gyda phroses cynllunio cyllideb a busnes.*
- Datblygu proses newydd ar wahân er mwyn cytuno ar effeithlonrwydd.*

***[TW i nodi'r argymhelliad uchod]***

**Ar y pwynt hwn (11.20 am) cafwyd toriad am 5 munud**

**Ailddechreuwyd y cyfarfod am 11:25am.**

## **7 DARPARIAETH TCC YN SIR DDINBYCH**

Cyflwynodd y Pennaeth Cynllunio a Gwarchod y Cyhoedd (PC&GC) adroddiad (wedi'i anfon yn flaenorol) yn cyflwyno gwybodaeth am weithrediad TCC y Cyngor a'i bartneriaeth mewn cydweithrediad ag asiantaethau eraill, gan gynnwys Heddlu Gogledd Cymru.

Cyflwynodd y PC&GC, Graham Smith, Goruchwylydd TCC (TCC:G) Mae ystafell reoli TCC wedi'i lleoli yn Swyddfa Heddlu'r Rhyl.

Mae'r Cyngor yn defnyddio darpariaeth TCC mewn manau cyhoeddus fel rhan o gyfraniad Sir Ddinbych i weithgareddau o dan Ddeddf Trosedd ac Anrhefn 1998. Mae'r gwasanaeth a ddarperir gan Gyngor Sir Ddinbych yn uchel ei barch gan



Heddlu Gogledd Cymru am ei fod yn darparu gwasanaeth ardderchog ac angenrheidiol.

Mae Swyddogion y Cyngor yn rhedeg ystafell reoli'r TCC, gan weithio sifft i ddarparu gwasanaeth 24 awr, 7 diwrnod yr wythnos, 365 diwrnod y flwyddyn. Mae 10 o staff yn yr Ystafell Reoli, gydag 1 Goruchwylydd TCC llawn amser, 5 gweithredwyr TCC llawn amser a 4 rhan-amser. Gadawodd 2 weithredwr TCC yn 2012 ac nid yw eu swyddi wedi'u llenwi gan fod angen arbed tua £113,000 erbyn 2014/15.

Mae 58 camera yn y Rhyl, 18 camera ym Mhrestatyn a 4 camera yn Rhuddlan.

Mae'r ystafell reoli yn gallu defnyddio TCC yn Lon Parcwr, Rhuthun, Depo Priffyrdd, Depo Parc Cinmel a Chanolfan Ailgylchu Marsh Road y Rhyl, yn ogystal â 4 o gamerâu allanol ysgolion.

Mae Ystafell Reoli TCC yn gallu cysylltu i weld system TCC Cyngor y Dref yn Llangollen hefyd. Mae gan Gyngor Tref Dinbych system TCC hefyd.

Mae gan y tîm 6 camera TCC Adleoli sydd yn gallu anfon lluniau o safon cyfyngedig yn ôl i'r ystafell reoli drwy donnau awyr. Mae dyddiad adnewyddu'r 6 camera TCC Adleoli yn y chwe mis nesaf. Mae'r rheolwyr wedi penderfynu peidio â'u hadnewyddu ac annog adrannau'r Cyngor a'r asiantaethau allanol i wneud trefniadau eu hunain ar gyfer TCC Adleoli gydag Ystafell Reoli TCC yn fodlon derbyn y lluniau a'u monitro am bris addas.

Roedd nifer o droseddau wedi'u recordio gan TCC yn ystod 2012. Cytunodd y PC&GC anfon e-bost yn cynnwys manylion y digwyddiadau i holl aelodau'r Pwyllgor er diben eglurder.

Mae Adran TCC hefyd yn darparu gwasanaeth eilaidd ar gyfer y Cyngor drwy fod yn Ganolfan Gyswllt Gwasanaeth Cwsmer y tu hwnt i oriau gwasanaeth (h.y. prif bwynt cyswllt y Cyngor ar ôl 6pm, yn ystod penwythnosau a gwyliau cyhoeddus),

Mae'r ffaith mai dim ond 10 aelod o staff sy'n cael eu cyflogi gan yr uned wedi arwain at broblemau yn ystod absenoldebau salwch a gwyliau. Mae'r goblygiadau yn, camerâu nid oedd yn cael eu monitor ar gyfer nifer o gyfnodau dros dro byr, ond l gyd yn cofnodi ar y chwith, a'r trefniadau yn eu lle l ganiatáu y tu allan l oriau galwadau ffôn yn ystod y cyfnodau hyn gael eu trosglwyddo ddi-dor l gyfleuster drydydd parti cyn-cymeradwy yn Cyngor Bwrdeistref Sirol Conwy.

Crybwyllodd y PG&GC brosiect ar gyfer datblygu gwasanaeth rhanbarthol TCC ar gyfer Gogledd Cymru nad oedd yn ymddangos yn ymarferol bellach. Cefnogodd y Pwyllgor y penderfyniad i gadw'r ddarpariaeth TCC a'r ganolfan rheoli yn Sir Ddinbych.

**PENDERFYNWYD:**

- (i) Mae'r Pwyllgor yn cefnogi'r trefniadau TCC cyfredol gan y Tîm TCC ac yn argymhell y dylid ystyried sut y gallai trefi eraill yn Sir Ddinbych ddefnyddio'r gwasanaethau TCC yn y dyfodol.
- (ii) Gofyn i'r Pennaeth Cynllunio a Gwarchod y Cyhoedd anfon manylion lleoliadau troseddau a digwyddiadau sydd wedi'u recordio gan TCC; ac
- (iii) Adroddiad diweddar am y gwasanaeth TCC i'w gyflwyno yng Nghyfarfod Hydref 2013 gan y Pennaeth Cynllunio a Gwarchod y Cyhoedd.

***[Rhe i ddilyn i fyny yr uchod]***

## **8 RHAGLEN WAITH ARCHWILIO**

Cyflwynwyd Adroddiad gan y Cydlynnydd Archwilio (wedi'i anfon yn flaenorol) yn gofyn i'r Aelodau adolygu rhaglen gwaith i'r dyfodol y Pwyllgor.

Hysbysodd y Rheolwr Gwelliant Corfforaethol (CIM) y Pwyllgor bod risg newydd wedi dod i'r amlwg ers yr adolygiad diwethaf. Eglurodd y Swyddog Gwelliant Corfforaethol (CIO) bod Cyngor Sir Ddinbych yn gweithio gyda Llywodraeth Cymru mewn perthynas â chynllun moderneiddio ysgolion. Y risg yw pe na bai'r gyllideb yn cyfateb â chynllun y prosiect. Hwn oedd Cyfnod 1

***PENDERFYNWYD*** y dylid derbyn a nodi'r rhaglenni gwaith i'r dyfodol

## **9 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR**

Dim.

**Daeth y cyfarfod i ben am 12.30 pm.**

<b>Adroddiad i'r:</b>	<b>Pwyllgor Archwilio Perfformiad</b>
<b>Dyddiad y Cyfarfod:</b>	<b>16 Mai 2013</b>
<b>Aelod/Swyddog Arweiniol</b>	<b>Pennaeth Cwsmeriaid a Chefnogaeth Addysg</b>
<b>Awdur yr Adroddiad:</b>	<b>Swyddog Cwynion Corfforaethol</b>
<b>Teitl:</b>	<b>Safonau perfformiad a nodwyd trwy'r broses gwynion</b>

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## 1 Am beth mae'r adroddiad yn sôn?

Cyflwyno dadansoddiad o'r adborth a gafwyd trwy bolisi adborth cwsmeriaid Cyngor Sir Ddinbych 'Eich Llais' ar gyfer Chwarter 4 2012/13.

## 2 Beth yw'r rheswm dros lunio'r adroddiad hwn?

Darparu gwybodaeth ynglŷn ag unrhyw faterion perfformiad a nodwyd gan 'Eich Llais', a gwneud argymhellion i fynd i'r afael â'r rhain yn briodol.

## 3 Beth yw'r Argymhellion?

3.1 Dylai'r Pwyllgor nodi a rhoi sylwadau ar berfformiad y gwasanaethau.

## 4 Manylion am yr Adroddiad

### Uchafbwyntiau

Ymatebodd y Cyngor i **95%** (163 / 172) o'r cwynion a gofnodwyd yn unol â'r graddfeydd amser 'Eich Llais' yn Chwarter 4. Y targed corfforaethol yw 95% a dyma'r tro cyntaf iddo gael ei gyflawni. Mae hyn yn uwch na'r chwarter blaenorol (91%).

Cofnodwyd 660 cwyn yn ystod 2012/13 – cynnydd o 12% o'i gymharu â'r flwyddyn flaenorol.

O'r rhain, ymatebwyd i 600 (91%) o fewn graddfeydd amser 'Eich Llais'. Er ei fod yn is na'r targed corfforaethol, mae'n welliant sylweddol ar berfformiad 2011/12 pan ymatebwyd i 78% (460 / 587) o'r cwynion o fewn y graddfeydd amser.

Cafodd yr awdurdod 192 o ganmoliaethau yn ystod chwarter 4. Dros y flwyddyn, cofnodwyd 820 o ganmoliaethau.

### Amseroedd ymateb i gwynion

Mae perfformiad cyffredinol y Cyngor wedi gwella yn y chwarter olaf.

Ni amlygwyd unrhyw feysydd gwasanaeth mewn COCH yn chwarter 4.

O'r 9 maes gwasanaeth a gafodd gwynion yn chwarter 4, ymatebodd dros hanner (5) i'r holl gwynion o fewn y targed corfforaethol.

Mae'r Gwasanaethau Amgylcheddol yn parhau i berfformio yn dda, gan gyflawni neu basio'r targed corfforaethol ym mhob chwarter yn 2012/13. Maent wedi llwyddo i wneud hyn er mai nhw dderbyniodd y nifer mwyaf o gwynion.

Y Gwasanaethau Amgylcheddol yw'r unig wasanaeth 'corfforaethol' i gael mwy o ganmoliaethau na chwynion. Nhw sydd wedi derbyn dros chwarter yr holl ganmoliaethau a gafwyd gan yr Awdurdod.

Cynyddodd perfformiad Priffyrdd, gan ymateb i 85% o'r cwynion o fewn y graddfeydd amser.

Cam 1 y broses gwyno yw lle mae'r broblem o ran methu ymateb o fewn 10 diwrnod gwaith – ymatebwyd i 94% o fewn y graddfeydd amser. Mae hyn yn welliant o'i gymharu â'r chwarteri blaenorol (gweler y tabl yn B4)

#### Ymdrin â chwynion

Cafwyd lleihad yn nifer y cwynion cam 2 yn ystod y chwarter hwn. Mae'n rhy fuan i ddweud a yw hyn yn adlewyrchu'r gwell archwiliadau cwynion yng ngham 1, a bydd angen eu monitro yn ystod y cyfnodau sydd i ddod.

Mae nifer y cwynion a archwiliwyd yng ngham 3 wedi cynyddu ym mhob chwarter, o ychydig dros 2% o'r cwynion a ystyriwyd gan yr Awdurdod yn Ch1 i 3.5% yn Ch4. Dylid adolygu'r rhain i ganfod a oes rheswm penodol dros y cynnydd ac a ellir rhoi unrhyw gymorth i wasanaethau.

#### Dadansoddiad o'r adborth

Yn dilyn argymhelliad y Pwyllgor yn y cyfarfod ar 21 Chwefror 2013, cafwyd sampl o'r adborth a gafwyd yn ystod Ch4 gan y Gwasanaethau Amgylcheddol a Phriffyrdd.

Cofnododd y **Gwasanaethau Amgylcheddol** 67 o gwynion - i gyd yng ngham 1. Nodwyd bod 61 o'r rhain yn rhai yn ymwneud â'r 'Gwasanaeth'. Hefyd:

- Roedd 20 o gwynion yn ymwneud ag 'ansawdd y gwasanaeth';
- 12 o gwynion yn ymwneud â 'diffyg darpariaeth gwasanaeth';
- 8 o gwynion yn ymwneud â 'chlyfnod amser yn aros am wasanaeth'.

I grynhoi:

- Roedd 24/67 o'r cwynion yn ymwneud â methu casgliadau; cefnogwyd 18 ohonynt, cefnogwyd 4 yn rhannol ac ni chefnogwyd 2.
- Roedd 8/67 yn ymwneud â pheidio darparu biniau/bagiau; cefnogwyd 5 ohonynt a chefnogwyd 3 yn rhannol.

Cafwyd 53 o ganmoliaethau hefyd, gyda:

- 10 ar gyfer casgliadau;

- 6 ar gyfer ceisiadau amnewid;
- 4 ar gyfer y cynllun X2;
- 3 ar gyfer y ganolfan ailgylchu (i gyd yn ymwneud â'r Rhyl)
- 2 ar gyfer ymdrech staff yn ystod y tywydd garw;
- 2 ar gyfer y gwasanaeth cyffredinol;
- 1 ar gyfer staff am y casgliad y Nadolig.

Cofnododd **Priffyrdd** 26 o gwynion. Roedd 20 o'r rhain yn ymwneud â 'gwasanaeth'. Hefyd:

- Roedd 9/26 yn ymwneud â diffyg graeanu/clirio eira;
- Roedd 4/26 yn ymwneud â diffyg ymateb i ymholiad;
- roedd materion eraill yn cynnwys: pris parcio, camau gweithredu beili; paentio llinellau melyn dwbl yn Loggerheads; a difrod honedig yn dilyn gwaith y Cyngor.

Cafwyd 33 o ganmoliaethau hefyd, gyda:

- 5 am raeanu/clirio eira;
- 4 am yr ymateb prydlon i ymholiadau;
- 3 am drwsio tyllau yn y ffordd; a
- 3 am lanhau'r ffordd.

**5 Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**

Cyngor rhagorol, sy'n agos at ei gymuned.

**6 Beth fydd yn ei gostio a sut bydd yn effeithio ar wasanaethau eraill?**

Dim – swydd bresennol y Swyddog Cwynion Corfforaethol.

**7 Pa ymgynghoriadau a gynhaliwyd?**

Rhoi gwybod yn fisol i'r Uwch Dîm Gweithredol.

**8 Datganiad y Prif Swyddog Cyllid**

Ddim yn berthnasol

**9 Pa risgiau sy'n bodoli ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?**

Trwy beidio ymdrin â chwynion yn effeithiol, gall enw da y Cyngor ddioddef.

**10 Pŵer i wneud y Penderfyniad**

Mae erthygl 6.3.4(b) Cyfansoddiad y Cyngor yn nodi pwerau'r Pwyllgor mewn perthynas ag archwilio perfformiad yn gyffredinol a pherfformiad meysydd gwasanaeth penodol.

**Swyddog Cyswllt:**

Swyddog Cwynion Corfforaethol

Ffôn: 01824 706197

## Atodiad A – gwybodaeth ‘Eich Llais’

### A1 Cyfnodau rhoi gwybod ‘Eich Llais’

A1.1 Defnyddir y cyfnodau a ganlyn ar gyfer rhoi gwybod am ddata mewn perthynas ag 'Eich Llais':

Chwarter 1: 1 Ebrill i 30 Mehefin  
Chwarter 2: 1 Gorffennaf i 30 Medi  
Chwarter 3: 1 Hydref i 31 Rhagfyr  
Chwarter 4: 1 Ionawr i 31 Mawrth

### A2 Graddfeydd amser ymateb i gwynion

A2.1 Mae'r polisi adborth 'Eich Llais' yn nodi y dylid cadw at y graddfeydd amser a ganlyn wrth ymateb i gwynion:

Cam 1: **10** diwrnod gwaith  
Cam 2: **25** diwrnod gwaith  
Cam 3: **15** diwrnod gwaith

### A3 Mesurau perfformiad ‘Eich Llais’

A3.1 Defnyddir system goleuadau traffig i amlygu perfformiad mewn perthynas â'r graddfeydd amser ymateb i gwynion. Bydd perfformiad yn cael ei sgorio yn unol â:

<b>Coch</b>	Llai na 80% o'r cwynion wedi'u hateb o fewn y graddfeydd amser
<b>Oren</b>	Mwy na 80% o'r cwynion, ond llai na 90% wedi'u hateb o fewn y graddfeydd amser
<b>Melyn</b>	Mwy na 90% o'r cwynion, ond llai na 95% wedi'u hateb o fewn y graddfeydd amser
<b>Gwyrdd</b>	Mwy na 95% o'r cwynion wedi'u hateb o fewn y graddfeydd amser

A3.2 Er mwyn helpu i ganfod a yw perfformiad maes gwasanaeth wedi newid o'r cyfnod(au) blaenorol, datblygwyd yr allwedd a ganlyn:

<b>Symbol</b>	<b>Dynodiad</b>
▲	Gwelliant mewn perfformiad
▼	Dirywiad mewn perfformiad
◀	Dim newid mewn perfformiad
	Dim data ar gyfer y cyfnod i'w gymharu
–	

## Atodiad B – Data ‘Eich Llais’ Chwarter 4 2012/13

### B1 Amseroedd ymateb cyffredinol i gwynion yn ystod y flwyddyn bresennol

Maes Gwasanaeth	Chwarter 1 (12/13)				Chwarter 2 (12/13)				Chwarter 3 (12/13)				Chwarter 4 (12/13)			
	Cafwyd	O fewn	%	Statws	Cafwyd	O fewn	%	Statws	Cafwyd	O fewn	%	Statws	Cafwyd	O fewn	%	Statws
Gwasanaethau Cymdeithasol Oedolion	14	11	79%	▲ R	11	9	82%	▲ O	12	10	83%	▲ O	7	6	86%	▲ O
Gwasanaethau Cymdeithasol Plant	16	15	94%	▲ Y	16	12	75%	▼ R	10	7	70%	▼ R	6	5	83%	▲ O
Cynllunio Busnes a Pherfformiad	0	0	n/a	– –	0	0	n/a	– –	0	0	n/a	– –	0	0	n/a	– –
Gwasanaethau Cyfreithiol a Democrataidd	1	1	100%	– –	1	1	100%	◀ G	1	1	100%	◀ G	0	0	n/a	– –
Cwsmeriaid a Chefnogaeth Addysg	4	4	100%	◀ G	2	1	50%	▼ R	10	10	100%	▲ G	9	9	100%	◀ G
Amgylchedd	26	25	96%	◀ G	44	42	95%	▼ G	64	64	100%	▲ G	67	67	100%	◀ G
Cyllid ac Asedau	7	5	71%	▼ R	8	6	75%	▲ R	4	3	75%	◀ R	5	5	100%	▲ G
Tai a Datblygiad Cymunedol	25	20	80%	▲ O	17	13	76%	▼ R	25	25	100%	▲ G	19	17	89%	▼ O
Adfywio	1	1	100%	◀ G	3	3	100%	◀ G								
Cynllunio a Gwarchod y Cyhoedd	16	16	100%	▲ G	11	10	91%	▼ Y	24	24	100%	▲ G	15	15	100%	◀ G
Prifffyrdd ac Isadeiledd	22	21	95%	▲ G	34	32	94%	▼ Y	18	9	50%	▼ R	26	22	85%	▲ O
Cyfathrebu, Marchnata a Hamdden	9	9	100%	▲ G	11	10	91%	▼ Y	10	10	100%	▲ G	15	15	100%	◀ G
Gwella Ysgolion	1	1	100%	– –	0	0	0%	– –	0	0	0%	– –	0	0	n/a	– –
Arall	1	1	100%	– –	4	1	0%	– –	0	0	0%	– –	0	0	n/a	– –
	<b>143</b>	<b>130</b>	<b>91%</b>	<b>▲ Y</b>	<b>166</b>	<b>144</b>	<b>87%</b>	<b>▼ O</b>	<b>179</b>	<b>163</b>	<b>91%</b>	<b>▲ Y</b>	<b>172</b>	<b>163</b>	<b>95%</b>	<b>▲ G</b>

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### B2 Amseroedd ymateb corfforaethol ar gyfer pob cam cwynion yn ystod y flwyddyn bresennol

C1	Nifer	O fewn	%
Cam 1	131	119	91
Cam 2	8	7	88
Cam 3	3	3	100
OGCC*	1	1	100
	<b>143</b>	<b>130</b>	<b>91</b>

C2	Nifer	O fewn	%
Cam 1	154	133	86
Cam 2	8	8	100
Cam 3	4	3	75
OGCC*	0	0	
	<b>166</b>	<b>144</b>	<b>87</b>

C3	Nifer	O fewn	%
Cam 1	161	146	91
Cam 2	13	12	92
Cam 3	5	5	100
OGCC*	0	0	
	<b>179</b>	<b>163</b>	<b>91</b>

C4	Nifer	O fewn	%
Cam 1	156	147	94
Cam 2	6	6	100
Cam 3	6	6	100
OGCC*	4	4	100
	<b>172</b>	<b>163</b>	<b>95</b>

\*Ombwdsman Gwasanaethau Cyhoeddus Cymru



### B3 Canmoliaeth a gafwyd yn ystod y flwyddyn bresennol

Maes Gwasanaeth:	C1	C2	C3	C4	Cyfanswm
Gwasanaethau Cymdeithasol Oedolion	68	147	82	58	355
Gwasanaethau Cymdeithasol Plant	10	8	13	18	49
Gwasanaethau Cymdeithasol Corfforaethol	0	0	0	0	0
Cynllunio Busnes a Pherfformiad	0	0	0	0	0
Gwasanaethau Cyfreithiol a Democrataidd	1	1	0	0	2
Cwsmeriaid a Chefnogaeth Addysg	2	2	5	9	19
Amgylchedd	42	44	73	53	212
Cyllid ac Asedau	0	0	0	1	1
Tai a Datblygu Cymunedol	24	4	15	13	56
Adfywio	1	1	0	0	2
Cynllunio a Gwarchod y Cyhoedd	7	4	8	6	25
Priffyrdd ac Isadeiledd	12	20	10	33	75
Cyfathrebu, Marchnata a Hamdden	10	10	4	0	24
Gwella Ysgolion	0	0	0	0	0
Arall	0	0	0	0	0
	<b>177</b>	<b>241</b>	<b>210</b>	<b>192</b>	<b>820</b>

### B4 Crynodeb o'r amseroedd ymateb ar gyfer 2012 / 13

Maes Gwasanaeth	Blwyddyn lawn 2011-2012				Blwyddyn lawn 2012-2013			
	Cafwyd	O fewn	%	Statws	Cafwyd	O fewn	%	Statws
Gwasanaethau Cymdeithasol Oedolion	41	30	73%	– R	44	36	82%	▲ O
Gwasanaethau Cymdeithasol Plant	39	23	59%	– R	48	39	81%	▲ O
Cynllunio Busnes a Pherfformiad	1	1	100%	– G	0	0	n/a	– –
Gwasanaethau Cyfreithiol a Democrataidd	6	3	50%	– R	3	3	100%	▲ G
Cwsmeriaid a Chefnogaeth Addysg	19	16	84%	– O	25	24	96%	▲ G
Amgylchedd	142	137	96%	– G	201	198	99%	▲ G
Cyllid ac Asedau	25	21	84%	– O	24	19	79%	▼ R
Tai a Datblygiad Cymunedol	79	33	42%	– R	86	75	87%	▲ O
Adfywio			0%	– –	4	4	100%	– –
Cynllunio a Gwarchod y Cyhoedd	97	85	88%	– O	66	65	98%	▲ G
Priffyrdd ac Isadeiledd	69	56	81%	– O	100	84	84%	▲ O
Cyfathrebu, Marchnata a Hamdden	51	43	84%	– O	45	44	98%	▲ G
Gwella Ysgolion	4	3	75%	– R	1	1	100%	▲ G
Arall	1	0	0%	– –	5	2	40%	– –
	<b>587</b>	<b>460</b>	<b>78%</b>	– R	<b>660</b>	<b>600</b>	<b>91%</b>	▲ Y

### B5 Crynodeb o'r perfformiad yn ystod pob cam cwyno ar gyfer 2012 / 13

YTD	Nifer	O fewn	%
Cam 1	602	545	91
Cam 2	35	33	94
Cam 3	18	17	94
OGCC*	5	5	100
	<b>660</b>	<b>600</b>	<b>91</b>

\*Ombwdsman Gwasanaethau Cyhoeddus Cymru

Mae tudalen hwn yn fwriadol wag

**Adroddiad i'r: Pwyllgor Archwilio Perfformiad**

**Dyddiad y Cyfarfod: 16 Mai 2013**

**Swyddog Arweiniol: Cyfarwyddwr Corfforaethol: Moderneiddio a Lles**

**Awdur yr Adroddiad: Rheolwr Gwasanaeth Ymyrraeth Gynnar, Strategaeth a Chefnogaeth**

**Teitl: Adroddiad Blynyddol y Cyngor: Gwasanaethau Cymdeithasol 2012/2013**

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## **1. Am beth mae'r adroddiad yn sôn?**

- 1.1 Rhaid i holl Gyfarwyddwyr Gwasanaethau Cymdeithasol Cymru lunio adroddiad blynyddol i roi crynodeb o'u barn ar effeithiolrwydd gwasanaethau gofal cymdeithasol yr awdurdod a blaenoriaethau ar gyfer gwella.
- 1.2 Mae adroddiad blynyddol drafft ar gyfer 2012/2013 wedi'i amgáu yn Atodiad 1. Bwriad yr adroddiad yw rhoi darlun gonest i'r cyhoedd o wasanaethau yn Sir Ddinbych a dangos dealltwriaeth glir o'r cryfderau a'r heriau a wynebir. Bydd ymgynghori pellach ar yr adroddiad a bydd yn cael ei fireinio a bydd angen ei gyflwyno i'r Cyngor Llawn erbyn mis Gorffennaf 2013.

## **2. Beth yw'r rheswm dros lunio'r adroddiad hwn?**

- 2.1 Rhoi ein hunanasesiad i'r Pwyllgor Archwilio o ofal cymdeithasol yn Sir Ddinbych a'r blaenoriaethau a nodwyd ar gyfer gwella yn 2013/2014.

## **3. Beth yw'r Argymhellion?**

- 3.1 Gofynnir i'r Pwyllgor Archwilio ystyried a gwneud sylw ar:
  - hunanasesiad y Cyfarwyddwr o ofal cymdeithasol yn Sir Ddinbych
  - y blaenoriaethau ar gyfer gwella yn 2013/2014
  - a yw'r adroddiad drafft yn rhoi darlun clir o berfformiad

## **4. Manylion am yr adroddiad.**

- 4.1 Mae pedair cydran i Fframwaith Adrodd Flynyddol y Cyngor (FfAFC):

### **① Hunan asesiad a dadansoddiad manwl o effeithiolrwydd**

- 4.2 Aseswyd perfformiad yn erbyn set o ddatganiadau canlyniad a ddatblygwyd gan Asiantaeth Gwella'r Gwasanaethau Cymdeithasol (AGGCC). Mae'r datganiadau canlyniadau'n canolbwyntio ar ddefnyddwyr gwasanaeth a gofalwyr, yn ogystal â 'gallu sefydliadol' gan gynnwys cefnogaeth Gorfforaethol, Wleidyddol ac Arweinyddiaeth.

## **② Trywydd tystiolaeth**

- 4.3 Casglwyd tystiolaeth sylweddol fel sail i'r hunan ddadansoddiad a dyfarniadau cysylltiedig. Bydd yr wybodaeth hon yn cael ei chyflwyno i Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC).

## **③ Integreiddio gyda chynllunio busnes**

- 4.4 Mae'r blaenoriaethau gwella rydym wedi'u nodi drwy ein hunanasesiad wedi'u hintegreiddio i Gynlluniau Busnes ein Gwasanaeth ac wedi'u prif-ffrydio felly i fframwaith reoli perfformiad yr awdurdod.

## **④ Cyhoeddi adroddiad blynyddol**

- 4.5 Yn unol â'r canllawiau sy'n llywodraethu'r broses FfAFC, ysgrifennwyd yr adroddiad blynyddol ar gyfer y cyhoedd. Rhaid i ni gyhoeddi'r adroddiad blynyddol erbyn 31 Gorffennaf 2013.
- 4.6 Bydd yr adroddiad yn rhan greiddiol o werthusiad perfformiad AGGCC o Wasanaethau Cymdeithasol Sir Ddinbych. Mae'r gwerthusiad hefyd yn rhan o asesiad Swyddfa Archwilio Cymru o Gyngor Sir Ddinbych fel rhan o'u hadroddiad gwelliant blynyddol

## **Negeseuon a blaenoriaethau allweddol o'r broses FfAFC**

- 4.7 Ein hasesiad cyffredinol yw bod Gwasanaethau Cymdeithasol Sir Ddinbych wedi llwyddo i wneud gwelliannau gwirioneddol o safbwynt perfformiad ac ansawdd dros y flwyddyn ddiwethaf. Gallwn hefyd ddangos ein bod wedi:
- cefnogi teuluoedd yn llwyddiannus ar gam cynnar i helpu atal problemau rhag gwaethygu
  - cynnig cefnogaeth fuan ac wedi helpu pobl i adennill eu hyder a'u gallu i ofalu amdanynt eu hunain e.e. ar ôl syrthio
  - cefnogi pobl i fyw'n annibynnol yn y gymuned a gostwng y nifer o bobl sy'n mynd i Gartrefi Gofal
  - cynnig cartrefi sefydlog a chariadus i blant dan ofal
  - diogelu plant ac oedolion diamddiffyn yn effeithiol
  - gweithio mewn partneriaeth gydag awdurdodau ac asiantaethau eraill
  - creu gweithlu sefydlog sy'n cael eu cefnogi gyda'u datblygiad proffesiynol
  - cynnig arweiniad clir i wthio'r rhaglen yn ei blaen
  - gwella'r broses sicrhau ansawdd
  - rheolaeth ariannol cadarn er mwyn darparu gwasanaethau o fewn y gyllideb
- 4.8 Fodd bynnag, bu heriau gwirioneddol i'r Gwasanaethau Oedolion a Busnes a'r Gwasanaeth Plant. Rhoddir trosolwg o'r heriau a'n hymateb yn Atodiad 2.
- 4.9 Mae'r blaenoriaethau gwella a nodir yn yr adroddiad blynyddol yn cydnabod yr angen i barhau i addasu a moderneiddio'n gwasanaethau er mwyn ymateb i

ddisgwyliadau a gofynion Bil Gwasanaethau Cymdeithasol a Lles Llywodraeth Cymru.

4.10 Dyma rai o nodweddion allweddol ein dull o ailfodelu'n rhagweithiol, a datblygu patrymau gwasanaeth newydd i wella gwasanaethau lleol:

- datblygu gwell gwasanaethau cefnogi teuluoedd gyda gwasanaeth cefnogi teuluoedd 24/7;
- cryfhau cefnogaeth pontio i bobl ifanc gydag anabledau sy'n symud o'r gwasanaethau plant i'r gwasanaethau oedolion;
- gweithredu'r model IFSS (Gwasanaeth Cefnogi Teuluoedd Integredig);
- datblygu Gofal Ychwanegol atodol;
- ddatblygu cynllun tair blynedd i greu gwasanaethau i gefnogi gofalwyr;
- buddsoddiad ychwanegol mewn ail-alluogi ac ymagweddau i gefnogi pobl i fyw'n annibynnol heb fod angen gofal cymdeithasol parhaus;
- llai o absenoldeb salwch, cwblhau cyfran uwch o werthusiadau perfformiad a gwell amseroedd ymateb i gwynion.

4.11 Rhaid i ddyfodol ein gwasanaethau edrych yn wahanol ac felly bydd ein hymrwymiad i foderneiddio'n cynnwys buddsoddiad uwch mewn gwasanaethau ymyrraeth ataliol a buan i alluogi dinasyddion i fod yn annibynnol, gwydn a galluog. Bydd rhaid ategu'r ymagwedd hon gydag ystod o wasanaethau, gweithgarwch a rhwydweithiau cefnogi a fydd ar gael i bobl yn eu cymuned eu hunain. Bydd angen atebion ar draws y cyngor/gwasanaeth a thraws-sector gan gynnwys cynlluniau a arweinir gan y gymuned.

4.12 Wrth i ni ailfodelu a datblygu gwasanaethau ac ymagweddau newydd, rydym yn cydnabod y bydd hyn yn dod â newid ac, yn anochel, bydd rhai newidiadau yn amhoblogaidd. Fodd bynnag, mae'r hinsawdd economaidd yn golygu nad oes modd osgoi penderfyniadau anodd. Byddwn yn canolbwyntio ar wneud newidiadau sy'n cynnig gwasanaethau cost effeithiol, cynaliadwy sy'n sicrhau y caiff pobl ddiamddiffyn eu diogelu a bod pobl yn derbyn gwasanaethau o ansawdd uchel sy'n cynnig urddas mewn gofal a chanlyniadau da.

## **5. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**

5.1 Mae'r blaenoriaethau a fanylir yn yr FfAFC yn cyfrannu'n uniongyrchol at flaenoriaeth 4: mae pobl ddiamddiffyn yn cael eu diogelu ac yn gallu byw mor annibynnol â phosibl. Mae'r esiamplau'n cynnwys:

- gweithio gyda'r gwasanaeth Cyfathrebu, Marchnata a Hamdden i gefnogi pobl ddiamddiffyn i fyw'n annibynnol drwy gynlluniau ar y cyd;
- gweithio gyda'r Gwasanaethau Tai, Archwilio Mewnol ac Amgylchedd i symleiddio prosesau ar gyfer Grantiau Cyfleusterau i'r Anabl;
- sicrhau bod teuluoedd sy'n wynebu heriau neu ag anghenion cymhleth yn derbyn cymorth wedi'i dargedu, gyda'r nod o gadw teuluoedd gyda'i gilydd;
- gweithio efo asiantaethau partner i sicrhau ein bod yn nodi a chefnogi plant a theuluoedd diamddiffyn yn fuan i atal problemau rhag codi a gwaethygu.

5.2 Mae gweithgaredd yn yr adroddiad blynyddol yn cyfrannu / a bydd yn parhau i gyfrannu yn uniongyrchol at, ac yn elwa o, ddarparu'r rhaglenni Uchelgais Economaidd a Moderneiddio'r Cyngor.

## **6. Beth fydd yn ei gostio a sut bydd yn effeithio ar wasanaethau eraill?**

6.1 Nod y gweithredoedd a nodir yn yr adroddiad yw darparu gwelliannau i wasanaethau, gwella canlyniadau a diwallu anghenion lleol yn well yng nghydestun cyflawni arbedion effeithlonrwydd ariannol heriol.

## **7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Gydraddoldeb a gynhaliwyd am y penderfyniad?**

7.1 Cynhelir Asesiad llawn o Effaith ar Gydraddoldeb yn dilyn cyfnod o ymgynghori ar yr adroddiad drafft.

## **8. Pa ymgynghoriadau a gynhaliwyd gydag Archwilio ac eraill?**

8.1 Rydym wedi defnyddio adborth gan ddefnyddwyr gwasanaeth a gofalwyr am ein gwasanaethau fel rhan o'n system sicrhau ansawdd.

8.2 Rydym wedi defnyddio canfyddiadau'r archwiliadau AGGCC positif yn 2012/2013 ynghyd ag ymchwil arfer da a gomisiynwyd gan Lywodraeth Cymru fel yr Adolygiad Cenedlaethol o Ganlyniadau ar gyfer Plant a Phobl Ifanc.

8.3 Cynhelir ymgynghoriad ar yr asesiad drafft gydag lechyd, AGGCC a chydweithwyr o Sir y Fflint fel rhan o broses adolygu cyfoedion lle bydd pob un ohonom yn dadansoddi ac adolygu hunanasesiadau ein gilydd.

## **9. Datganiad y Prif Swyddog Cyllid**

9.1 Nodwyd arian pellach i gefnogi darpariaeth blaenoriaethau'r Cynllun Corfforaethol, gan gynnwys un flwyddyn o sicrwydd Llywodraeth Cymru i ddiogelu cyllideb gwasanaethau cymdeithasol. Bydd y dyraniad hwn yn ariannu'r blaenoriaethau cysylltiedig yn yr FfAFC. Mae'n hanfodol i ddarparu costau gweithredu camau FfAFC pellach o fewn yr adnoddau a nodwyd a chyflawni arbedion effeithlonrwydd a gynlluniwyd.

## **10. Pa risgiau sy'n bodoli ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?**

10.1 Datblygwyd cofrestrau risg manwl ar gyfer y Gwasanaeth Oedolion a Busnes ac ar gyfer y Gwasanaeth Plant a Theuluoedd. Gan fod yr FfAFC wedi'i brifffrydio i waith y Gwasanaethau, caiff y risgiau cysylltiedig â'r camau i'w lliniaru a'u rheoli eu cynnwys ar y gofrestr risg.

## **11. Pŵer i wneud y Penderfyniad**

- 11.1 Canllawiau Statudol ar Rôl ac Atebolrwydd Cyfarwyddwr y Gwasanaethau Cymdeithasol a roddwyd dan Adran 7 Deddf Gwasanaethau Cymdeithasol Awdurdodau Lleol 1970.
- 11.2 Mae Erthygl 6.3.4(b) yn amlinellu pwerau archwilio mewn perthynas â monitro perfformiad ac amcanion polisi.

### **Swyddog Cyswllt:**

Prif Reolwr (Cymorth Busnes) - Gwasanaethau Oedolion a Busnes

Ffôn: 01824 706641

Mae tudalen hwn yn fwriadol wag



## **Introduction**

This is my annual report about Social Services in Denbighshire. The report looks at performance in 2012/13 and sets out our priorities for 2013/14. The report provides a detailed assessment of how effective services are for adults and children and families.

## **How effective are our services**

My overall assessment is that Denbighshire Social Services has succeeded in making real improvements in terms of both performance and quality over the past year.

The commitment and hard work of our workforce is exceptional and as a result we have been able to deliver positive outcomes for people. We can show that we have:

- supported families successfully at an early stage to help prevent problems escalating
- provided early support and helped people to regain their confidence and ability to care for themselves e.g. after a fall.
- supported people to live independently in the community and reduced the number of people admitted into Care Homes
- provided looked after children with stable and caring homes
- safeguarded children and vulnerable adults effectively
- worked in partnership with other authorities and agencies
- a stable workforce who are supported with their professional development
- strong leadership driving forward the agenda
- improved quality assurance processes
- robust financial management which has delivered services within budget

We set some ambitious challenges last year and I am pleased that we were able to take these forward. Specific achievements include successfully re-investing resources into family support and opening an Intensive Supported Independent Living Scheme (ISIL). The ISIL provides accommodation and intensive support for people with learning disabilities and people with physical disabilities. The ISIL consists of 3 bungalows with up to 4 tenants in each bungalow and provides an effective approach to supporting people to live more independently in the community. The scheme has enabled 3 young adults to move from residential settings into their own home.

A key action that was not delivered in 2012/13 was the development and delivery of an integrated disability service for children and young people and their families. However, we will see this new service in place in 2013/14. Staff sickness levels also remained higher than we would want to see.

During 2013/14 we will be launching an ambitious programme to modernise social care in Denbighshire. This will involve new, and remodelled, approaches to social care that are cost effective and sustainable within the context of a challenging financial environment and demographic pressures.

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In line with the Welsh Government's Social Services and Enhancing Wellbeing Bill our commitment is to develop services that give citizens real control and a stronger voice over the way they are supported. This will include a clear focus on supporting people to maintain their independence through targeted preventative and early intervention services which provide recovery, restoration and can demonstrate a reduction in the need for ongoing care. Providing high quality services that protect and support vulnerable people and children will remain a core feature.

*Sally Ellis*  
Corporate Director Modernisation and Wellbeing  
(Statutory Director of Social Services)

## **The Changing Face of Social Services**

To be able to respond to the changing and increasing demands being placed on Social Services there is a need think about the social care agenda more broadly.

Social Services increasingly face serious challenges that include financial constraints, increased demand and shifting public expectations. This is at a time when the demography of our society is changing with:

- an ageing society with many more people in middle years with significant disabilities
- an increasing number of children with significant disabilities who rightly have high expectations of services
- changing family and community structures with continuing high rates of family breakdown

Like many authorities we are seeing increases in the number of:

- looked after children and those on the child protection register
- people with a learning disability
- older people with complex care needs and whose support needs are extensive
- carers who need support to help them continue to support vulnerable people

It is clear that responding to the demands with traditional models of social care is not an appropriate or sustainable response to meeting the needs and expectations of vulnerable people. The need for change has been identified within Denbighshire County Council's Corporate priorities.

### **Delivering the Council's priorities**

Denbighshire's Council's priorities for 2012/17 include a commitment to:

- ensuring vulnerable people are protected and are able to live as independently as possible; and
- modernising the council to deliver efficiencies and improve services for our customers.

In 2013/14 our focus will be on a specific set of projects to modernise our services. We have established a 5 year programme to modernise social services including some new, some tested, and some radical ways of working. The changes will redefine the responsibility of individuals, families and communities for maintaining their own health and wellbeing and require a change in culture that provides a greater focus on promoting resilience, independence, self care and community support.

Changing the way we work, even when this is for positive reasons, can be challenging. We recognise that the level of change required will involve

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difficult decisions about the way some services are delivered and that these will not always be popular. We will have to pay attention to managing this change effectively and ensure that we are effective in listening and involving staff, elected members and communities in the modernising programme.

### **Working with others**

We take great pride in our positive track record for delivering improvement and for our commitment to partnership working based upon respect for others.

The modernising Social Services programme and commitment within the Council priorities to support vulnerable people is making us look more closely to home and to work much more in partnership with our own Council services such as housing, leisure and community services, education and countryside services.

In 2012/13 we have established the North Wales Commissioning Hub that is starting to see some real improvements in the commissioning of services for people with complex needs (adults and children). Building on the North Wales Adoption Service we have established a joint adoption panel with Conwy Social Services.

As the Betsi Cadwaladr University Health Board (BCU) has continued to embed there have been times when the pace of partnership working and service development has not been as quick as we would have liked. This continues to be challenging for all but what does remain is a commitment from all parties to work in collaboration to achieve positive outcomes for our citizens. The recent commitment to develop the Single Point of Access across health and social care, and the fact that BCU are partners in the Regional Commissioning Hub provide good evidence for this.

In November 2012, parts of St Asaph, Ruthin, Rhuddlan and a number of other communities, were devastated by floods. Both during the emergency response, and in the ongoing recovery process, Social Services staff worked in excellent partnership with partners across the Council, the Environment Agency, and 3<sup>rd</sup> sector colleagues. Much has been learnt about the processes for safeguarding vulnerable residents and maintaining independence during events like this.

### **The progress in detail**

The following sections provide a more detailed analysis of:

- how people can access support
- our performance for services to adults and services to children and families
- the difference we are making, and
- our top priority areas for service development and improvement in 2013/14

### **Providing an effective and timely first response**

Our First Contact Team provides a single point of access to our services. They carry out initial screening to find out what needs the individual might have and refer them to the appropriate team or relevant external agencies.

Often we are able to signpost people to information/advice and everyday support in their own communities. Accessing community support is an integral part of leading an independent and fulfilling life. Based on sample data our First Contact Team are able to signpost a quarter of people who contact Social Services to community based services.

### **Single point of Access**

Last year we were selected as a pilot to develop a single point of access to social and health care services. This service will provide a single number that the public can use to make contact and get support from a range of agencies when in need of help.

With funding from the Social Services Improvement Agency we have worked with Health and third sector colleagues to develop the model for our Single Point of Access which will go live this Autumn. Developing this service has taken longer than we initially anticipated but we are now in the final stages leading up to the implementation. Excitingly, the work will also now be used to inform the development of a Single Point of Access across North Wales.

## **Supporting Children and Families**

### **What we are about**

We aim to ensure vulnerable children:

- are safeguarded
- live with secure, stable loving families
- have opportunities for success, and
- are enabled to grow and develop into healthy, well rounded adults.

### **The Services we provide**

We recognise the importance of providing the right support to children and families at the right time. This involves working closely with other agencies to combine our effort so that we:

- help prevent problems arising
- respond early before problems escalate, and
- provide effective support when intensive help is needed from statutory services.

The services we provide include:

- information, advice and signposting people to help and support
- supporting families to care for their children safely and to reduce the risk of family breakdown
- helping children in need, children with disabilities and young carers
- supporting looked after children and care leavers
- providing stable, secure placements through fostering and adoption, and
- child protection to ensure vulnerable children are safe.

### **Supporting Families in a timely and effective way**

Every year families, professionals and the general public contact us with concerns about children and young people and in 2012/2013 we received 7345 of these contacts. The needs of these children and young people will be very different with some needing low level short term support and others needing to come into the care of the local authority.

We have worked hard to develop our early intervention services so that we are able to support families who need help but do not require social services input. Through the Team Around the Family and Families First services we can respond to family's needs as early as possible and help to stop problems and issues growing. The Team Around the Family works closely with families to identify what issues they want to address, to build on strengths that exist in the family and to put in place support that helps the family to manage their

own situation going forward. In addition to the Team Around the Family we have a meeting every two weeks with the agencies delivering early intervention services that helps us to make sure we respond to families at the right time and with the right services. In 2012/13 Team Around the Family worked with 89 families which included 191 children/ young people.

**“Would just like to thank a member of the Team Around the Family for helping me get some order in my family. Just to be a happy unit is amazing and fantastic”**

For some of the families who come to our attention whose needs are more serious we work closely with teachers, health visitors, and the police to share information and concerns about children and families. Through our meetings with them we agree what action is needed to support the family and who will take the lead. This approach helps to ensure that families who need help get early support from the most appropriate agency and that we (social services) are able to target who we work with.

**“The service provided felt ‘impartial’ which allowed me to be more open and honest. I did not get the impression that my family had been judged or pigeon holed prior to our first meeting, which made me feel positive about speaking to my Support Worker”**

We have worked hard this year to build a strong relationship between the Team Around the Family and early intervention services and the statutory Children and Family Services to make sure that for those families whose needs can fluctuate their experience through the different services is smooth.

These ways of working are helping us to ensure that we target the right services to families. One of the measures we use to help build a picture of how well services are targeted is to look at our re-referral rates. All authorities have children and families re-referred for help. However, in 2010/11 our re-referral rate of 29% was much higher than other authorities in Wales. We are pleased that the measures we have taken to support families early on have helped to reduce our re-referral rate to just over 19%. This performance compares well to other authorities in Wales.

### **Helping children in need, children with disabilities and young carers**

**"Thank you so much Sue for sharing our journey, for all your time, care & support. You have made a huge difference to our lives - to me, to us as a family.... You became part of our lives 11 1/2 years ago... We met when our world had been up ended then blown apart, over the years you have helped me gather some of the pieces up, held them for me, helped me slowly put them back together - they don't fit exactly back but with your help we've managed to piece together some semblance of recognisable normality..." (Parent of Clic Sargent Service User)**

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In 2011/12 we undertook a big piece of work to identify those vulnerable families whose needs are most likely to escalate. Through this activity we identified the needs and common themes in the lives of 723 families. In 2012/13 we have used the information from this study to develop our early intervention services for children and their families.

The restructure of the whole service has concentrated on the quality of our practice and services we provide and we are very pleased with how well the new structure has been established and we are now really starting to see the improvements in the ways in which we work with children and the outcomes we are able to achieve for them.

During this year we have undertaken a detailed review of our intensive family support services to see how well they respond to the needs of our families, both in terms of the availability of the services as the families need them and also the issues the services address. Following on from this review we have been able to reconfigure our services so that in 2013/14 we are able to extend our family support service to be a seven day a week provision, develop a new support foster care service that will help us to support families in crisis with a view to enabling children to remain with their families.

Services for children with disabilities focus on maximising their development and wellbeing and supporting them to live within their community. In 2012/13 we worked with our colleagues in education to identify and understand in more detail the needs of 365 of our children with disabilities and their families. A number of aspects in the lives and experiences of the children and families were explored and the results will be used to shape a range of much improved and informed 'whole family' services from 2013/14 onwards. For example we will be looking at how we promote and enable the independence of young people with disabilities through increased and improved access to social, leisure and youth opportunities.

As reported in our report in 2011/12 we had intended to set up a regional North Wales Young Carer service ready for 2013/14. Agreement has now been reached by 3 of the 6 local authorities in North Wales to set up a joint service from 2014 onwards. In the meantime we have been working very closely with colleagues in education to ensure we have a more joined up approach to how we identify and respond to the needs of young carers and this work will continue in 2013/14.

### **Looked after children and care leavers**

Looked after children are children and young people who are in the care of the local authority because of a care order made by the court or by agreement with their parent(s). Often these children are referred to as being 'in care'.

Overall we have seen a slight reduction in the number of looked after children with 158 looked after children on the 31st March 2013 compared to 162 on the 31<sup>st</sup> March 2012. However, this figure does not reflect that we have had a



significant number of children entering the care system, and a significant number of children leaving care during the year.

Last year 79 children became looked after compared to 50 children in 2011/12. For each child coming into care there are a range of activities that we must undertake which include allocating each child a social worker, developing a care plan, ensuring they have an appropriate placement and that they are visited and reviewed in timely manner.

**“Like I was put in care when I was 11 and I felt like no-one wanted me, but coming into a nice home makes it easier. Giving a child/young person opportunities they may never had. The security of knowing there will always be food, clothes and a bed and most importantly always love”**

The headline figure of our looked after population remaining stable also masks the volume of work we have undertaken to ensure that looked after children are able to leave care with appropriate arrangements in place.

The Council acts as a ‘corporate parent’ for looked after children to make sure their education, health and well-being is promoted, that they take full advantage of opportunities and reach their full potential. This commitment continues with these children as they develop into young adults and prepare for their move to independence and out of the care of the local authority and in 2012/13 we supported 77 care leavers. During this year we have also carried out a detailed piece of work with our care leavers and the workers who directly support them to review how well the services we provide to care leavers. The results of this work helped to shape the design of the new 3 year care leavers personal advisor service that will commence in 2013/14. Some of the changes we will make will include more focussed support on the development of independence skills with more targeted work with foster carers and a review of the processes by which we make payments to care leavers.

### **Fostering and adoption**

In order to ensure we are able to provide permanent, stable, secure and loving families for our looked after children/ young people we work hard to make sure we have well trained, well supported and committed foster carers who are able to meet the range of needs of our looked after children. In 2012/13, and continuing into 2013/14, we have invested heavily in the training and development of our foster carers, particularly our longstanding foster carers and kinship carers (carers who are relatives of the young people they look after), to make sure they have the skills and experiences required to provide caring and stable homes for our children and young people. In addition, we have invested resources into developing a new emergency foster care service.

**“We have very much enjoyed fostering and feel we have grown in confidence and experience. We now feel more able to accommodate more challenging placements and are always eager to learn new skills and take on board any evidence and comments regarding our development as carers” (Foster Carer)**

It is important that we continue to recruit foster carers in order to provide a range of placements to meet the differing needs of our looked after children. We have therefore worked closely with our corporate communications and marketing service to develop a new brand and marketing strategy for foster care recruitment that will be launched in Spring 2013/14.

The North Wales Adoption Service has continued to embed however the national shortage of prospective adopters continues to be an issue affecting the region and as such has restricted progress in recruiting a sufficient range of adopters that can be matched with our children who are suitable for adoption. Adding to this pressure has been the implementation of new legislation that requires care proceedings to be completed within 26 weeks.

### **Safeguarding and Child Protection**

One of Social Services' key responsibilities is to protect children from harm and take action to protect any child who is found to have suffered abuse, or whose welfare is likely to suffer without further intervention or services. We try to do this in partnership with families, and where appropriate, keep children in their own homes.

In our assessment last year we cited our confidence in having efficient and well developed systems in place to keep vulnerable children and young people safe. In 2012/13 we have maintained our robust processes for dealing with child protection with 99% of initial child protection conferences held within 15 working days of the strategy discussion and 99% of child protection reviews carried out within timescales.

We have focussed our efforts on improving our engagement and consultation with children who have been subject to the child protection process in order to better understand the impact (positive/ negative) it has had on their safety. In 2012/13 we undertook a comprehensive consultation activity with this group of children and as a result of the findings we will be taking forward a number of activities that will include exploring options as to how we can increase the participation of children in child protection conferences.

In November 2012, further allegations of historical child abuse led to the establishment in North Wales of Operation Pallial and the Macur review. We have satisfied ourselves that we do comply with the recommendations of previous Inquiries and, with other North Wales authorities, are ensuring appropriate support and counselling services are available for victims coming forward as a result of the recent investigations.

## How does our performance compare?

Based on national performance indicators our assessment of performance is summarised as:

<b>Strengths</b>	<b>Challenges</b>
<ul style="list-style-type: none"><li>○ making a decision on referrals within one working day</li><li>○ the percentage of referrals which are repeat referrals</li><li>○ ensuring that the child is seen as part of the initial assessment</li><li>○ undertaking initial child protection conferences within 15 working days of the strategy discussion</li><li>○ open cases are allocated to qualified social workers</li><li>○ completing core assessments within 35 working days</li><li>○ placing looked after children in appropriate placements so that they do not experience unnecessary placement moves</li><li>○ supporting children and young people to ensure attendance in school whilst being looked after</li><li>○ maintaining contact with young people aged 19 who were in care on their 16<sup>th</sup> birthday</li><li>○ child in need reviews are carried out within the statutory timescales</li></ul>	<ul style="list-style-type: none"><li>○ completing looked after reviews within statutory timescales</li><li>○ undertaking initial core group meetings being held within 10 working days of the initial child protection conference</li><li>○ undertaking statutory visits to looked after children in accordance with regulations</li><li>○ ensuring plans for permanence for looked after children are in place at the point of their second review</li></ul>

## Delivering an efficient, high quality and well managed service

We have invested heavily in the development of the children's services workforce over the past year with a clear focus on providing our staff with a range of skills and improving quality. We now have an established and stable workforce that continues to gain in experience and as a result we have good staff retention rates with no agency staff.

**“The Support Worker was professional and approachable... listened and did not dismiss my comments. The whole process felt positive – I got the impression that no matter what the outcome of the assessment something could be done to help us”**

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Sickness continues to be a serious issue for us and despite our efforts and commitments we have not succeeded in reducing the high absence rates. The average sickness rate in 2012/13 was 14.27 days per employee compared to a target of 8.61 days per employee. This is an area that will require even more focussed efforts in 2013/14 including the introduction of a fortnightly absence review meeting.

Throughout the past year we have improved our quality assurance and performance management processes with a more robust focus on practice and quality. In particular we have:

- developed and improved our case file auditing to be more outcome focussed i.e. to see whether our interventions made a child's life better
- improved processes for consultation and engagement with service users;
- integrated performance and quality data together to provide a better picture of how well we are doing;

### **Looking forward—our top priorities for 2013-14**

The changing face of Social Services for the future requires us to think differently about how we deliver services. There is a need to modernise our services to enable us to find the long term efficiency savings needed whilst continuing to provide good services for children and families needing Social Services intervention.

The main focus of our energies for 2013/14 will be as follows:

#### **1. Vulnerable families provide stability and safe care for children**

To achieve this we will:

- implement a 24/7 Family Support Service;
- implement a new Foster Care Support Service;
- implement the North Wales pre-court protocol;
- strengthen our working with Housing Services to develop accommodation for vulnerable families;
- work with Adult and Business Support Services to develop a family focus in key areas – as opposed to services focussing on 'children' or 'adults'

#### **2. Looked after children are provided with permanent, stable, secure and loving families and become independent adults**

To achieve this we will:

- develop a detailed profile of our fostering service to include demand, areas of need, service delivery and gaps in services;
- develop our services and support to children placed with parents;
- commission a new regional advocacy service;

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- strengthen our working relationship with Housing Services to develop accommodation for care leavers

### **3. Vulnerable children are protected**

To achieve this we will:

- implement the IFSS (Integrated Family Support Service) model;
- explore new models for child protection conferences;
- implement a 'lessons learnt' process so that we can reflect and learn from practice to help improve our systems and quality of work

### **4. Children with complex additional needs are enabled to live stable, secure and inclusive family lives**

To achieve this we will:

- work in partnership with other agencies to develop services for children with disabilities;
- review and restructure our Occupational Therapy service;
- undertake a review of the Disability Facilities Grant process;
- introduce a person centred approach to our work

### **5. The Children and Family service is efficient, of high quality and well managed**

To achieve this we will:

- reduce the service sickness absence levels;
- increase the percentage of staff who have an annual performance appraisal
- enhance our use of information and intelligence to shape our services;
- agree with our partner agencies how we fund and deliver complex packages of care;
- deliver our Customer Service Standards;
- develop mobile and flexible working within the service
- improve our ability to deliver services through the medium of Welsh
- improve our effectiveness in dealing with complaints

## **Adult and Business Services**

### **What we are about**

We want to ensure that vulnerable people are protected and able to live as independently as possible. For most people this means working with them so that they can continue to live in their own home.

### **The services we provide**

The type of service we offer depends on a person's needs. Depending on their situation we could offer someone:

- information and advice
- advice about benefits and how to claim them
- signposting to services available in their community
- support that helps people to regain or develop their skills and confidence to take care of themselves
- special equipment and home adaptations
- care and/or support in a person's home
- short breaks
- day services
- care in a residential or nursing home for people with specific high level care needs

### **Prevention and early intervention**

Research shows that having positive connections with other people is an important part of people's wellbeing. We have a range of services that have been developed to build networks and support to help people live in their community without reliance on statutory social care services. In 2012/13 we have extended the range of community initiatives that support this agenda, to include:

- memory cafes for people with dementia
- open forums where older people can listen and be involved in meetings hosted by different speakers covering a wide range of topics
- a series of seminars for older people focussing on values, peace, positivity, compassion, cooperation, self care, resilience and hope

We continue to work closely with Library and Leisure Services who provide a range of services that help support vulnerable people through:

- activities for older people such as chair based exercises
- arts based provision for vulnerable people e.g. 'lost in arts' for people with dementia and their carers and 'hidden talents' music classes for people with learning disabilities

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- library services e.g. reading groups to meet and share experiences and a mobile library service that provide books, advice and support to 226 people who are housebound

### **Promoting independence**

We have developed our services to provide a strong focus on supporting people to maintain or regain their independence.

We have an effective Intake Service which aims to respond promptly when people seek help. The service has a clear focus on how we can support people to regain and maintain their independence. Last year our Intake and Reablement Service assisted 1786 people to retain their independence by delivering advice and short term intensive support. Positively 72% of people no longer needed a package of care after short term support.

Examples of how the service supported people to lead an independent life include:

### **Reablement**

Reablement is short-term support which is designed to develop people's confidence to manage as many tasks as possible on their own rather than having other people do things for them.

In 2012/13 our reablement team provided a support programme to 337 people. This included supporting:

- 49 people in ways that prevented hospital admission
- 219 people to return to their own home from hospital
- 5 people in ways that prevented a residential placement
- 8 people to return to their own home from residential care

The outcomes for people receiving this service were very positive. On completing their reablement support programme:

- 216 people required no further services
- 119 people transferred to our long term locality Teams as they needed ongoing domiciliary care – of which:

58 people required a decrease level of support  
56 people required the same level of support  
5 people had an increased level of support

Surveys completed by people who have received reablement showed that at the end of the reablement service:

- 93% who responded were treated with dignity & respect
- 94% who responded felt more able to remain living independently in own home

During the year the reablement team provided a quick response when support was needed, but there were times when it proved a real challenge to respond to the level of demand. There are significant pressures on the availability of hospital beds across Wales. Locally there is particular pressure to ensure that social care arrangements are in place to enable people to be discharged from hospital into the community. This means working swiftly and in partnership with Health to assess people and to put in place care arrangements that have a focus on helping people to regain their independence. Within this context the pressures on reablement are likely to remain.

In addition there have been a small number of cases where the independent sector have not been available to provide domiciliary care when the reablement support was due to finish. This meant the reablement team had to hold the cases longer than they needed to. Given the pressures on reablement a further £100k investment for developing reablement has been prioritised for 2013/14.

## **Telecare**

Telecare is a range of equipment that uses sensors and an alarm system which is plugged into the telephone socket. This alerts a carer or a response centre when a person needs help or something has been detected such as gas or smoke.

In 2012/13 we provided an additional 486 people with Telecare. There are now over 1300 with Telecare in Denbighshire.

In 2012 we asked everyone who has Telecare what they thought about their service. We had 530 responses which showed:

- 97% of people said Telecare helped them to remain independent
- 98% of people said that they feel safer and more secure at home with Telecare

People told us:

“It has saved my life”  
“A wonderful service, always there when needed.”  
“I believe everyone should have Telecare, it has certainly given me peace of mind.”  
“Very good advice available, improves my confidence to cope.”

243 carers and family members responded to our Telecare survey and:

- 99% said Telecare equipment has been useful.
- 98% felt that the Telecare service has helped the person they care for live independently at home.



Carers and family told us:

“It puts my mind at rest knowing that there is help there if needed, especially if I am not there.”  
“When I leave I know that if anything went wrong she has back up.”

In October 2012 the Telecare Team won an Excellence Denbighshire award in recognition of the service they provide. This award reflects the hard work of staff and focus on providing an excellent customer focused service.

## **Equipment**

We have a Community Equipment Service (CESI), which is a formal partnership with the Betsi Cadwaladr University Health Board (BCU). The service provides and manages a wide range of equipment to help people live safely at home. In 2012/13 we provided 1,756 people with of equipment.

The service user “has asked that I contact you to thank you again for the brilliant work you did with her when installing and showing her how to use the electric bath seat. She said this has been life changing for her.”

In 2013/14 we will develop a scheme to provide Direct Payments for equipment and minor adaptations. We anticipate that the scheme will reduce the waiting times for people who require small items of equipment and minor adaptations to their homes.

## **Supporting People with complex and/or long term care needs**

Whilst our emphasis is on prevention and early intervention, we recognise that an ageing population has complex, long term care needs that require responsive support tailored to individual needs. Where specialist/long term services are needed we are committed to ensuring that we provide high quality, responsive services, that focus on meeting people's needs in their own community wherever possible. At all stages our aim is to ensure that people are able to have a strong voice and control over their support arrangements. Progress in these areas can be summarised as follows:

- Providing high quality services

In 2012/13 we have:

- ✓ improved the timeliness of reviews so that we meet service users to discuss and review their needs, the services they receive and the quality of their support. We reviewed 1610 cases last year and 94% of these were within timescales
- ✓ developed standards to ensure that people are involved in their assessment, arrangements for their care and in reviewing services. We will

be rolling these standards out and monitoring how well we meet them in 2013/14

- ✓ started to develop information for the public about the quality of our services - we recognise that we need to refine and develop this approach further
- ✓ developed a questionnaire to establish service user and carer views and experience on the quality of services. We consulted with on the questionnaire at the end of 2012/13 and will be rolling it out in 2013

Our aim is to further develop our approach to quality in 2013/14. We will strengthen and improve contract monitoring processes through regional work on quality monitoring; by bringing together our reviewing and contracting staff to join up and enhance our oversight of the quality of care provision; we will also explore the potential of carrying out spot checks for domiciliary care. In addition we will be implementing rota visits which provide Elected Members an opportunity to visit our In House provider services and speak to service users and staff about the quality of services.

- Ensuring people have a strong voice and control

In our learning disability service we have developed and embedded a 'person centred' approach to our work. This approach means we listen and work with the person, their family and friends, to find out what is important to them and how we can best support them to improve the quality of their lives and reach their full potential.

People who were involved in a person centred review told us:

"I really felt I was being listened to." (Service user)

"Thank you for such a productive and enjoyable review at our home. We both felt that it was your approach and personality that produced such positive results, so thank you very much." (Parents)

"I thought a lot came out of the review and there was no doubt it showed us what was really important to him." (Independent Advocate)

Our aim is build on this work and develop an approach known as 'citizen directed support'. This approach is about people having choice and control over the support they need to live their life as independently as possible. The approach challenges the national focus on care management which can be bureaucratic with lots of forms to fill in and standardised ways of meeting people's needs.

Developing citizen directed support will require significant change for social services staff, providers and service users and families – but the change is worth making. We recognise that it may take a number of years to fully embed this approach. We will start the process in 2013/14 by completing a

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Date: 3 May 2013

citizen directed support self assessment which has been developed by the Social Services Improvement Agency. The self assessment will help inform our plan to implement and manage this change over the coming years.

## **Dignity in Care**

We continue to champion dignity in care which is an integral part of ensuring high quality service provision. In October 2012 we held a Celebrating Age Festival. The festival involved speed dating for older people and a court trial with society in the dock to answer charges of ageism. The trial involved a judge, barristers and a jury and challenged ageism and negative stereotypes of ageing. We were pleased that three of our Dignity in Care volunteers were shortlisted for the WRVS Diamond Champion Award for their role in shaping and delivering Denbighshire's dignity in care training programme and other voluntary work they undertake. Our work on championing dignity for older people has also been shortlisted for a social care accolade.

## **Protecting Vulnerable Adults**

We have effective systems in place to make sure that vulnerable people are safeguarded. We work well with other agencies and last year 271 people from across the social care workforce attended POVA (Protection of Vulnerable Adults) training. We have posters that explain the types of abuse a vulnerable person may suffer and who can be contacted by anyone who has concerns.

In 2012/13 there were 97 vulnerable people referred to us where we undertook an investigation into their circumstances. We effectively worked with these people and agencies to ensure that the risk was fully managed. In all the risk was managed for 97% of referrals investigated. Where the risk wasn't managed plans and measures were put in place.

## **Carers**

We value the role that carers have and appreciate this can be a challenging and demanding role. We aim to improve the quality of life of carers and support them to achieve their potential so that they and the people they care for, can live fulfilled lives.

Over recent years there have been significant improvements in the range of support available to carers. We now commission carer support services with six local 3rd sector organisations including a Carers Needs Assessment Service run by NEWCIS.

Over the last 12 months we have played an active role in the North Wales Carers Strategic Group which has led the strategic approach to implementing the new Carers Measure (Wales) across North Wales. This has involved close work with BCU and the 3rd Sector to develop a North Wales Carers Information and Consultation Strategy 2012/15 which was approved by Welsh

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Date: 3 May 2013

Government in January 2013. We will continue to work closely with BCU to implement the strategy action plan.

We remain committed to improving and developing support and services for carers and we will be investing additional resources for carer services over the next 3 years. In 2013/14 we will develop a three-year plan setting out how we will develop carer support, including availability of suitable respite care.

### **New Work Connections**

The New Work Connections (NWC) project supports people over the age of 16 who, through a range of disadvantages, are economically inactive or unemployed. The main group of people we work with are people who have social care needs and we believe that help with pursuing training and/or employment can often help to transform people's lives and reduce dependency on health and social care services. The project is led by Denbighshire and covers the four local authority areas of Anglesey, Conwy, Denbighshire and Gwynedd. This is a major collaboration project funded with an European grant and match funding from local authorities.

The Denbighshire project has engaged with 1619 participants as of March 2013 and we are aiming to help more people in 2013/14.

### **How does our performance compare?**

In terms of our business performance, we continue to demonstrate that we are delivering a good service in areas that matter to people receiving services:

<b>Strengths</b>	<b>Challenges</b>
<ul style="list-style-type: none"><li>• delayed transfers of care from hospital remain very low</li><li>• the numbers of people provided with reablement and not requiring an ongoing service continues to rise</li><li>• the numbers of new admissions to care homes continues to fall</li><li>• the number of reviews completed on time is the best it has ever been</li><li>• the number of people with CDS/Direct Payments continues to rise – but we recognise that more needs to be done</li></ul>	<ul style="list-style-type: none"><li>• we need to continue to invest in services to support carers and ensure that they receive a timely service</li><li>• we need to look at how we can manage increasing demand for Occupational Therapy assessment</li><li>• we are providing a responsive reablement service but this is becoming more challenging as we aim to support more people and people with complex needs</li></ul>

The ability to manage within the resources available to us is very important and we delivered a balanced budget this year, having delivered efficiencies of some £875k. This has only been possible through working together as a service and it stands us in good stead for some of the financial challenges facing us in the next few years

## **The Challenges (and Opportunities) Ahead**

Unfortunately, there continue to be challenges facing the Council as a whole, and Adult Social Care in particular. There are clear pressures arising from an ageing society and the increases in demands for services that that brings. This is at the same time that resources available to Local Government are reducing. While a Comprehensive Spending Review from Westminster is not due until the end of this calendar year, it would not be unrealistic to assume that the funds available to the Council could be reduced by some £10m over the 3 years to 2017.

This will mean that some hard choices will have to be made but will mean that Adult Social Care has to embrace the philosophy embedded in *Sustainable Social Services* and the *Social Services & Wellbeing Bill* of reducing the reliance of people on ongoing care and support. We are fortunate this coming year in that, while we do need to find £475k efficiencies, the Council has prioritised these services in the Corporate Plan and linked funds to the Plan. In addition, Welsh Government has protected social services in their budget, meaning this year we can re-invest efficiency money into pump-priming initiatives to grow alternatives to long term support. Initiatives that will be funded through Corporate Plan allocation and Welsh Government protection include:

- additional Extra Care Housing to further reduce reliance on more expensive residential care
- improvements at Cysgod y Gaer to reduce energy costs
- development of alternative models of support for adults with learning disabilities to offset the changes and a reduction in Supporting People funds
- direct payments for equipment and minor adaptations
- mobile working solutions to enable a reduction in expensive office space
- working with leisure services to develop services that promote the wellbeing of vulnerable people living in communities
- additional support for carers
- additional reablement capacity
- investment in equipment at Cenfdy Healthcare.

### **Delivering an efficient, high quality and well managed service**

There are other challenges that we will be facing in ensuring that we can demonstrate that the Service that is efficient and effective. For example, our sickness absence rates continue to be a concern and there will be a greater emphasis on managing and supporting staff who are absent through sickness in this coming year.

### **Looking forward—our top priorities for 2013-14**

Theme	Priority Actions
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<p><b>Safeguarding</b> Making sure that vulnerable adults are protected from harm</p>	Introduce new arrangements for protecting vulnerable people, including consideration of regional/sub-regional Safeguarding Boards
	Work with Health to ensure that where we have joint responsibility for safeguarding vulnerable people in hospital, there will be robust safeguarding arrangements in place
<p><b>Personalisation:</b> People having choice and control over their lives and being able to live as independently as possible</p>	Implement ways of working that enable people to be as independent as possible while maintaining choice and control over their social care needs.
	Improve contract monitoring processes e.g. exploring spot checks for domiciliary care.
	Develop a workforce that can deliver the requirements of a modern social care service
	Embed Dignity in Care as a fundamental part of the way we work
	Deliver our Customer Service Standards and develop our services in response to feedback from people who use Services
	Develop a scheme to provide Direct Payments for equipment and minor adaptations
	Apply the lessons learnt from New Work Connections to shape future day services for working age adults
<p><b>Localisation</b> People's individual needs being met within their local communities</p>	We will work with Leisure Services to develop a strategy for independent living which will set out in detail how we will support people to live active and independent lives
	We will create additional capacity within the 3 <sup>rd</sup> sector and other DCC Services to support the well-being agenda
	Create additional Reablement capacity across Denbighshire to reduce dependency on on-going social care services
	Develop a three-year plan to support the development of services that support carers
	Develop plans for 3 additional Extra Care facilities in Denbighshire
	implement Denbighshire's volunteer scheme to provide opportunities for residents to become active members of their community
<p><b>Integration</b> Making sure that services work together to meet the needs of individuals using flexible resources to reduce dependence</p>	Implement new arrangements for accessing advice and information through a Single Point of Access
	We will continue to strengthen our working with Health by: a. clarifying and developing the role of health and social care support workers

	<p>b. developing guidance on social care and health responsibilities for delivering personal care</p>
	<p>We will improve partnership working with Children and Family Services to:</p> <p>a. develop a family focus in relevant service areas</p> <p>b. explore models for providing effective services for young people with disabilities who will need ongoing support from Adult Services</p>
	<p>We will continue to strengthen our working with Housing by:</p> <ul style="list-style-type: none"> <li>• developing a shared strategic approach to meeting the accommodation needs of vulnerable groups</li> <li>• clarifying and developing the role of wardens in supporting people to live independently</li> <li>• promoting the take up of telecare in local authority accommodation</li> </ul>
<p><b>Efficiency and Effectiveness</b> Making sure that adults have co-ordinated health and social care support to meet their needs</p>	<p>Review and re-engineer 3 key processes to ensure they deliver efficiencies as well as improve outcomes for individuals</p> <p>Develop mobile and flexible working within the service and reduce the office space we need</p> <p>We will streamline our financial processes to deliver efficiencies in</p> <p>Reduce sickness absence</p> <p>increase the % of staff who have an annual performance appraisal</p> <p>We will design an annual whole sector training plan that is based on identified training needs and priorities</p> <p>Improve our ability to deliver services through the medium of Welsh</p> <p>Improve our effectiveness in dealing with complaints</p>

Mae tudalen hwn yn fwriadol wag



## Challenges and Responses

Challenge	How we are responding
<p><b>Increasing numbers of Looked After Children</b></p> <p>Overall we have seen a slight reduction in the number of looked after children with 158 looked after children on the 31st March 2013 compared to 162 on the 31<sup>st</sup> March 2012. However, this figure does not reflect the true volume of activity and work associated with changes to the group of looked after children.</p> <p>Last year 79 children became looked after compared to 50 children in 2011/12. For each child coming into care there are a range of activities that we are required to undertake including allocating each child a social worker, developing a care plan, ensuring they have an appropriate placement, that they are visited regularly and there is a regular review of their case. Adding to this pressure has been the implementation of new legislation that requires care proceedings to be completed within 26 weeks.</p> <p>The headline figure of our looked after population remaining stable therefore masks the volume of work we have undertaken.</p>	<ul style="list-style-type: none"> <li>• we have invested in, and developed, our early intervention services (Team Around the Family and Families First services) so that we are able to support families as early as possible and help to stop problems and issues growing</li> <li>• we have reviewed our intensive family support service and will extend our family support service to be a seven day a week provision</li> <li>• we will develop a new support foster care service that will help us to support families in crisis with a view to enabling children to remain with their families.</li> </ul>
<p><b>Responding to pressures on Health</b></p> <p>There are significant pressures on the availability of hospitals beds across Wales. Locally there is particular pressure to ensure that social care arrangements are in place to enable people to be discharged from hospital into the community. This means working swiftly and in partnership with Health to assess people and to put in place care arrangements that have a focus on helping people to regain their independence.</p>	<p>We have excellent PI performance for ensuring that care is in place so that people are not delayed when they are ready to be discharged from hospital. During the year the reablement team provided a quick response when support was needed. In all the team supported 219 people being discharged from hospital and prevented 49 hospital admissions. However, there were times when it proved a real challenge to respond to the level of demand. We have developed a discharge policy with Health and will continue to work closely with them to manage this pressure.</p>

Challenge	How we are responding
<p data-bbox="185 236 981 268"><b>Assuring the quality of the services we commission</b></p> <p data-bbox="185 309 1178 491">We purchase a significant volume of services for vulnerable adults. We have well established approaches to monitoring the quality of care but recognise that more could be done particularly to ensure that positive outcomes are being delivered and that service users have a strong voice and control over their care. In 2012/13 we have:</p> <ul data-bbox="185 529 1178 1305" style="list-style-type: none"> <li>✓ improved the timeliness of reviews so that we meet service users to discuss and review their needs, the services they receive and the quality of their support. We reviewed 1610 cases last year and 94% of these were within timescales</li> <li>✓ developed standards to ensure that people are involved in their assessment, arrangements for their care and in reviewing services. We will be rolling these standards out and monitoring how well we meet them in 2013/14</li> <li>✓ started to develop information for the public about the quality of our services - we recognise that we need to refine and develop this approach further</li> <li>✓ developed a questionnaire to establish service user and carer views and experience on the quality of services. We consulted with on the questionnaire at the end of 2012/13 and will be rolling it out in 2013</li> <li>✓ contributed to a review of how we can enhance quality monitoring across the North Wales region.</li> </ul>	<p data-bbox="1198 309 1975 379">Our aim is to further develop our approach to quality in 2013/14. We will:</p> <ul data-bbox="1198 424 2056 1394" style="list-style-type: none"> <li>• strengthen and improve contract monitoring processes through regional work on quality monitoring</li> <li>• bringing together our reviewing and contracting staff to join up, and enhance our oversight, of the quality of care provision</li> <li>• explore the potential of carrying out spot checks for domiciliary care</li> <li>• develop a 3 year plan for developing support for carers which could include a role in checking the quality of the service provided to the person they care for</li> <li>• implement rota visits which provide Elected members an opportunity to visit our In House provider services and speak to service users and staff about the quality of services</li> <li>• continue to embed Dignity in Care as an integral part of our training programme for the whole social care workforce</li> <li>• complete a citizen directed support self assessment which has been developed by the Social Services Improvement Agency. The self assessment will help inform a plan to move to a model of citizen directed support that provides service users greater voice and control over their care</li> <li>• roll out a service user and care questionnaire and analyse and act on what people are saying about the quality of their care</li> </ul>

Challenge	How we are responding
<p><b>Remodelling services</b></p> <p>Social Services increasingly face serious challenges that include financial constraints, increased demand and shifting public expectations. This is at a time when the demography of our society is changing with:</p> <ul style="list-style-type: none"> <li>➤ an ageing society with many more people in middle years with significant disabilities who are able to live fulfilled lives.</li> <li>➤ an increasing number of children with significant disabilities who rightly have high expectations of services</li> <li>➤ families and communities becoming more fragmented</li> </ul> <p>Like many authorities we are seeing increases in the number of:</p> <ul style="list-style-type: none"> <li>➤ looked after children (see points above)</li> <li>➤ children on the child protection register (registrations peaked at 95 in the year ending at 87 children at year end)</li> <li>➤ people with a learning disability (numbers grew from 250 to 273 last year)</li> <li>➤ older people with complex care needs and whose support needs are extensive</li> <li>➤ carers who need support to help them continue to support vulnerable people</li> </ul> <p>It is clear that responding to the demands with traditional models of social care is not an appropriate or sustainable response to meeting the needs and expectations of vulnerable people. The need for change has been identified within Denbighshire County Council's Corporate priorities. However, delivering change, particularly for people already receiving services can be challenging – for individuals, families, staff, elected members and communities – but if we don't make changes then social care will be unsustainable.</p>	<p>We have made good progress in developing more targeted preventative and early intervention services which provide recovery, restoration and can demonstrate a reduction in the need for ongoing care examples include work with Leisure Services to provide activities for older people, reablement, Telecare, Extra Care and early intervention services through TAF and Families First. However, we will need to pick up the pace as we move forward with our programme to modernise social care.</p> <p>Changing the way we work, even when this is for positive reasons, can be challenging. We recognise that the level of change required will involve difficult decisions about the way some services are delivered and that these will not always be popular. We will have to pay attention to managing this change effectively and ensure that we are effective in listening and involving staff, elected members and communities in the modernising programme. As part of our planned approach we will be visiting MAG's to discuss the challenges and plans with local members. Securing their buy in will be key critical if we are to make effective change that will enable us to respond to pressures and meet efficiency savings.</p> <p>Providing high quality services that protect and support vulnerable people and children will remain a core feature</p>



**Adroddiad i'r:** Pwyllgor Archwilio Perfformiad

**Dyddiad y Cyfarfod:** 16 Mai 2013

**Awdur yr Adroddiad:** Y Cydlynnydd Archwilio

**Teitl:** Rhaglen Waith Archwilio

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**1. Beth yw byrdwn yr adroddiad?**

Mae'r adroddiad yn cyflwyno blaenraglen waith ddrafft y Pwyllgor Archwilio Perfformiad er mwyn i'r aelodau ei hystyried.

**2. Beth yw'r rheswm am lunio'r adroddiad hwn?**

Ceisio cael y Pwyllgor i adolygu a chytuno'i raglen waith i'r dyfodol a rhoi'r diweddaraf i'r aelodau ar faterion perthnasol.

**3. Beth yw'r argymhellion?**

Bod y Pwyllgor yn ystyried y wybodaeth a ddarperir ac yn cymeradwyo, yn diwygio neu'n newid ei flaenraglen waith fel yr ystyria'n briodol.

**4. Manylion yr adroddiad.**

4.1 Mae Erthygl 6 Cyfansoddiad Cyngor Sir Ddinbych yn gosod amodau gorchwyl, swyddogaethau ac aelodaeth pob Pwyllgor Archwilio, wrth i reolau'r gweithdrefnau i bwyllgorau archwilio gael eu cyflwyno yn Rhan 4 y Cyfansoddiad.

4.2 Mae'r Cyfansoddiad yn amodi fod rhaid i bwyllgorau archwilio'r Cyngor baratoi a chadw adolygu rhaglen ar gyfer eu gwaith i'r dyfodol. Trwy adolygu a blaenoriaethu materion, gall aelodau sicrhau fod y rhaglen waith yn cyflwyno agenda dan arweiniad yr aelodau.

4.3 Arfer sydd wedi'i fabwysiadu yn Sir Ddinbych ers nifer o flynyddoedd yw bod pwyllgorau archwilio'n cyfyngu ar nifer yr adroddiadau a ystyrir mewn unrhyw un cyfarfod i uchafswm o bedwar, yn ogystal ag adroddiad rhaglen waith y Pwyllgor ei hun. Nod y dull hwn yw hwyluso dadl fanwl ac effeithiol ar bob pwnc.

4.4 Gofynnir i'r Pwyllgor ystyried ei raglen waith ddrafft ar gyfer cyfarfodydd y dyfodol, fel y manylir yn atodiad 1, a'i chymeradwyo, ei diwygio neu ei newid fel yr ystyria'n briodol gan ystyried:

- y materion a godwyd gan aelodau'r Pwyllgor
- y materion a gyfeiriwyd ato gan y Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio

- perthnasedd i flaenoriaethau'r Pwyllgor/y Cyngor/y gymuned
  - Cynllun Corfforaethol y Cyngor ac Adroddiad Blynyddol Cyfarwyddwr y Gwasanaethau Cymdeithasol
  - bodloni'r baich gwaith
  - amseroldeb
  - canlyniadau
  - materion allweddol a gwybodaeth i'w cynnwys mewn adroddiadau
  - swyddogion ac/neu aelodau arweiniol y Cabinet y dylid eu gwahodd (gan ystyried oes angen iddynt fod yn bresennol neu a fyddent yn ychwanegu gwerth)
  - cwestiynau i'w gofyn i'r swyddogion/aelodau arweiniol y Cabinet
- 4.5 Wrth ystyried eitemau i'w cynnwys ar y blaenraglen waith i'r dyfodol, gallai'r aelodau ei chael hi'n ddefnyddiol ystyried y cwestiynau canlynol hefyd wrth benderfynu ar addasrwydd cynnwys pwnc ar y rhaglen waith:
- beth yw'r mater?
  - pwy yw'r rhanddeiliaid?
  - beth edrychir arno mewn manau eraill?
  - beth mae angen i graffu ei wybod? a
  - phwy allai gynorthwyo o bosibl?
- 4.6 Fel y crybwyllwyd ym mharagraff 4.2 uchod, mae Cyfansoddiad y Cyngor yn gofyn i bwyllgorau archwilio baratoi a chadw adolygu rhaglen ar gyfer eu gwaith i'r dyfodol. Er mwyn cynorthwyo'r broses o flaenoriaethu adroddiadau, os ydy'r swyddogion o'r farn fod pwnc yn haeddu cael amser i'w drafod ar agenda fusnes y Pwyllgor, mae'n rhaid iddynt ofyn yn ffurfiol i'r Pwyllgor ystyried derbyn adroddiad ar y pwnc hwnnw. Gwneir hyn trwy gyflwyno 'ffurflen gynnig' sy'n egluro pwrpas, pwysigrwydd a chanlyniadau posibl y pynciau a awgrymir. Nid oes y fath ffurflen gynnig wedi dod i law i'w hystyried yn y cyfarfod hwn.

#### Adroddiad Gwella Blynyddol Swyddfa Archwilio Cymru

- 4.7 Aildrefnwyd yr adroddiad blynyddol ar berfformiad y Cyngor o'r cyfarfod diwethaf i'r cyfarfod hwn. Fodd bynnag, gan mai dim ond yn ddiweddar y mae'r Cyngor wedi cael fersiwn ddrafft yr Adroddiad Blynyddol gan Swyddfa Archwilio Cymru, nid oedd yr adroddiad cyhoeddedig terfynol ar gael mewn pryd i'w gyflwyno i'r cyfarfod hwn. O ganlyniad, gyda chaniatâd y Cadeirydd, mae'r Adroddiad wedi'i aildrefnu i raglen waith y Pwyllgor ar gyfer ei gyfarfod ym mis Mehefin. Golyga hyn y bydd gan y Pwyllgor bum adroddiad ynghyd â'i raglen waith ei hun i'w hystyried fis Mehefin. Bydd sefyllfa debyg yn codi ym mis Medi. Felly, gofynnir i Aelodau ystyried a ydynt yn hapus i barhau â'r nifer hon o eitemau busnes ar gyfer cyfarfodydd mis Mehefin a mis Medi neu a ydynt am aildrefnu unrhyw rai o'r adroddiadau ar gyfer cyfarfod y dyfodol, neu gael unrhyw un fel adroddiadau gwybodaeth neu adroddiadau ymgynghori y tu allan i'r cyfarfod ffurfiol.

#### Blaenraglen Waith y Cabinet

- 4.8 Wrth benderfynu ar eu rhaglen waith i'r dyfodol, mae'n ddefnyddiol i bwyllgorau archwilio ystyried amserlen rhaglen waith y Cabinet. I'r perwyl hwn, mae copi o flaenraglen waith y Cabinet ynghlwm yn Atodiad 2.

#### Cynnydd ar Benderfyniadau'r Pwyllgor

- 4.9 Mae tabl sy'n crynhoi penderfyniadau diweddar y Pwyllgor ac sy'n rhoi gwybod i aelodau am gynnydd o ran eu gweithrediad ynghlwm yn Atodiad 3 i'r adroddiad hwn.

### **5. Y Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio**

Dan drefniadau archwilio'r Cyngor, mae'r Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio'n perfformio rôl pwyllgor cydlynu. Cyfarfu'r Grŵp hwn ar 16 Ebrill ac ni chyfeiriwyd unrhyw eitemau at y Pwyllgor Archwilio Perfformiad i'w hystyried.

### **6. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**

Bydd archwilio effeithiol yn cynorthwyo'r Cyngor i gyflawni ei flaenoriaethau corfforaethol yn unol ag anghenion y gymuned a dymuniadau'r trigolion. Bydd datblygiad ac adolygiad parhaus o raglen waith gydlynol yn cynorthwyo'r Cyngor wrth fonitro ac adolygu materion polisi.

### **7. Beth fydd y gost a sut bydd yn effeithio ar wasanaethau eraill?**

Gallai fod angen i wasanaethau glustnodi amser swyddog i gynorthwyo'r Pwyllgor gyda'r gweithgareddau a nodwyd yn y blaenraglen waith a chydag unrhyw gamau a allai ddeillio o'r ystyriaeth ganlynol o'r eitemau hynny.

### **8. Pa ymgynghoriadau a gynhaliwyd?**

Nid oes angen rhai i'r adroddiad hwn. Fodd bynnag, mae'r adroddiad ei hun a'r ystyriaeth o'r flaenraglen waith yn cynrychioli proses ymgynghori gyda'r Pwyllgor mewn perthynas â'i raglen waith i'r dyfodol.

### **9. Pa risgiau sydd ac a oes unrhyw beth y gallwn ni ei wneud i'w lleihau?**

Ni nodwyd unrhyw risgiau mewn perthynas â'r ystyriaeth o flaenraglen waith y Pwyllgor. Fodd bynnag, trwy adolygu ei flaenraglen waith yn rheolaidd, gall y Pwyllgor sicrhau bod y meysydd risg wedi'u hystyried a'u hastudio wrth iddynt gael eu nodi a gwneir argymhellion gyda'r bwriad o fynd i'r afael â'r risgiau hynny.

## 10. Y grym i wneud y penderfyniad

Mae Erthygl 6.3.7 Cyfansoddiad y Cyngor yn amodi bod rhaid i bwyllgorau archwilio'r Cyngor baratoi a chadw adolygu rhaglen ar gyfer eu gwaith i'r dyfodol.

### **Swyddog Cyswllt:**

Cydlynnydd Archwilio

Rhif Ffôn: (01824) 712554

E-bost: [csd\\_gweinyddol@sirddinbych.gov.uk](mailto:csd_gweinyddol@sirddinbych.gov.uk)



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

Meeting	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
16 May (change from original date of 23 May)	1 Your Voice' complaints performance (Q4)	To scrutinise Services' performance in complying with the Council's complaints process	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Steven Goodrum	July 2012
	2 Cefndy Enterprises (Part II)	To consider the organisation's: (i) performance in delivering its Business Plan for 2012/13; (ii) its business plan for 2013/14; (iii) the risks identified with respect to subsidy reduction/DWP funding and the consequential impact on the workforce and Council; and (iv) health and safety matters	Identification of any risks or shortcomings with respect to the organisation's health and safety measures, financial and resource viability going forward to ensure that it contributes towards the delivery of the Council's corporate priority of protecting vulnerable people and assist them to live as independently as possible	Phil Gilroy/Deborah Holmes-Langstone	January 2013 (Scheduled by SCVCG)
	3 Annual Council Reporting Framework	To consider the Director of Social Service's draft self-assessment of the Service's performance in 2012/2013 and areas for service development and improvement for 2013/14	Assurances that the self-assessment provides a recognisable picture of social care in Denbighshire and that identified areas for development and improvement are appropriately prioritised prior to the report's submission to full Council	Sally Ellis/Craig MacLeod	February 2013
20 June	1 Corporate Plan QPR: Q4 2012/13	To monitor the Council's progress in delivering the Corporate Plan 2012-17	Ensuring that the Council meets its targets, delivers its Corporate Plan and the Council's services in line with its	Tony Ward	July 2012

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Meeting	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			aspirations and to the satisfaction of local residents		
	2 Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register following the latest formal review by CET	Identification of effective measures to address the high level risks	Tony Ward	January 2013
	3 Estyn Action Plan [Education]	To monitor the progress achieved to date in implementing the actions to address the 2 recommendations in the 2012 Estyn Inspection of the Quality of Education Services	Better quality services and better outcomes for pupils through early identification of any slippages in progressing actions, or in implementing mitigating measures to address risks identified	Karen Evans/Diane Hesketh	June 2012
	4 Review of Council Publications	To consider the findings of the review	The formulation of recommendations with respect to future Council publications and the most appropriate and effective communication methods for engaging with residents	Jamie Groves/Gareth Watson	February 2013 (transferred from Communities Scrutiny March 2013)
	5 WAO Annual Improvement Report	To consider the main annual report from the WAO about the performance of the Council	Consideration of the findings of the report and any associated recommendations will assist the Committee to propose measures that will support the Council on its continual journey of improvement and to deliver effective and efficient services to residents	Tony Ward	January 2013 (deferred March 2013/rescheduled May 2013)
19 September	1 Annual Performance Review Report 2012/13	To evaluate the performance of the council during 2012/13	Identification of trends or areas of poor performance leading to recommendations to address declining performance and	Tony Ward	July 2012

Meeting	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			realise the Council's ambition to become an excellent authority		
	2 Licensing Matters	To consider the effectiveness of the new procedures for licensing following the implementation of the findings of the review of licensing matters conducted by the Internal Audit Department (with specific emphasis on taxi licensing and safeguarding responsibilities)	Monitoring of the new licensing policies and procedures to ensure that the processes are robust and effective in supporting the Council's compliance with all licensing and safeguarding legislation, and in mitigating risks to vulnerable groups who use services licensed by the Authority	Graham Boase/Nicky Jones	November 2012
	3 Provisional External Examinations and Teacher Assessments <b>[Education]</b>	To review the performance of schools and that of looked after children	Scrutiny of performance leading to recommendations for improvement	Julian Molloy	January 2013
	4 Corporate Plan QPR: Q1 2013/14	To monitor the Council's progress in delivering the Corporate Plan 2012-17	Ensuring that the Council meets its targets, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents	Tony Ward	February 2013
	5 Your Voice' complaints performance (Q1)	To scrutinise Services' performance in complying with the Council's complaints process	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Steven Goodrum	February 2013
24 October	1 Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register following the latest formal review by CET	Identification of effective measures to address the high level risks	Tony Ward	January 2013

Meeting		Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	2	CCTV in Denbighshire	To consider progress on developing the Council's CCTV function in light of the Regional Collaboration project not being progressed. Consideration of reducing costs, increasing income and delivery of identified savings while progressing a more equitable distribution of CCTV throughout the County."	The development of an efficient and effective Service that serves the Council and residents well and delivers safer communities	Graham Boase/Emlyn Jones	April 2013
12 December	1.	Corporate Plan QPR: Q2 2013/14	To monitor the Council's progress in delivering the Corporate Plan 2012-17	Ensuring that the Council meets its targets, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents	Tony Ward	February 2013
	2	Your Voice' complaints performance (Q2)	To scrutinise Services' performance in complying with the Council's complaints process	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Steven Goodrum	February 2013
16 January 2014	1	Verified External Examinations and Teacher Assessments <b>[Education]</b>	To review the performance of schools and that of looked after children	Scrutiny of performance leading to recommendations for improvement	Julian Molloy	January 2013
	2	Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register following the latest formal review by CET	Identification of effective measures to address the high level risks	Tony Ward	January 2013
20 February	1	'Your Voice' complaints	To scrutinise Services'	Identification of areas of poor	Jackie	February

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Meeting		Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
		performance (Q3)	performance in complying with the Council's complaints process	performance with a view to the development of recommendations to address weaknesses.	Walley/Steven Goodrum	2013
20 March	1.	Corporate Plan QPR: Q3 2013/14	To monitor the Council's progress in delivering the Corporate Plan 2012-17	Ensuring that the Council meets its targets, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents	Tony Ward	February 2013
1 May						
June 2014	1	Your Voice' complaints performance (Q4)	To scrutinise Services' performance in complying with the Council's complaints process	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Jackie Walley/Steven Goodrum	February 2013
	2	Corporate Plan QPR: Q4 2013/14	To monitor the Council's progress in delivering the Corporate Plan 2012-17	Ensuring that the Council meets its targets, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents	Tony Ward	February 2013
	3	Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register following the latest formal review by CET	Identification of effective measures to address the high level risks	Tony Ward	January 2013

**Future Issues**

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered

**Information/Consultation Reports**

Date	Item (description / title)	Purpose of report	Author	Date Entered

**Note for officers – Committee Report Deadlines**

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
16 May 2013	<b>2 May 2013</b>	20 June	<b>6 June</b>	19 September	<b>5 September</b>

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Cabinet Forward Work Plan

Appendix 2

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Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
25 June	1	Outsourcing ICT Services to Schools	To give an overview of the tendering process, evaluation and scoring and request the final decision from Cabinet.	Yes	Cllr Eryl Williams / Jackie Walley / Stephanie O'Donnell
	2	Finance Update Report	To update Cabinet on the current financial position of the Council		Cllr Julian Thompson-Hill / Paul McGrady
	3	Mental Health Partnership	to ask Cabinet to consider and agree to a new partnership between the Council and BCU to deliver Adult Mental Health services to the citizens of Denbighshire.		Phil Gilroy/Cllr Bobby Feeley
	4	Cefndy Healthcare: Future Direction & Impact of Potential loss of DWP funding	To consider options in light of risks from loss of DWP funding & need to maintain employment for vulnerable & disabled people		Cllr Bobby Feeley / Phil Gilroy / Deborah Holmes-Langstone
	5	Ruthin Area Primary Schools Review	To seek approval for starting a formal consultation period	Yes	Cllr Eryl Williams / Jackie Walley

Cabinet Forward Work Plan

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Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			with Ruthin Primary schools		
	6	Corporate Plan QPR: Quarter 4 2012/13	To monitor the Council's progress in delivering the Corporate Plan 2012 -17	Tbc	Cllr Barbara Smith / Tony Ward
	7	Final Budget Position and Revenue Outturn 2012/13	To update Cabinet on the final Budget Position and Revenue Outturn 2012/13	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	8	Review of LDP Steering Group	To seek approval for the proposed revised membership and terms of reference for the LDP Steering Group	Yes	Cllr Eryl Williams / Angela Loftus
	9	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
	10	Day Services	To update Cabinet on changes to day services provided for older people	Yes	Phil Gilroy/ Cllr Bobby Feeley
<b>30 July</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
	3	Local Housing Strategy	To consider a report by	Tbc	Cllr Hugh Irving / Sue



Cabinet Forward Work Plan

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
		(Glyndwr University)	Glyndwr University		Lewis
	4	Local Housing Strategy	To consider the Local Housing Strategy	tbc	Cllr Hugh Irving / Sue Lewis
	5	North Wales Hospital – CPO			Graham Boase
	6	Adult Safeguarding	To consider future options for the arrangements for Adult Safeguarding	Yes	Cllr Bobby Feeley / Phil Gilroy
<b>3 September</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Annual Performance Review 2012/13	To review the draft Annual Performance Review for 2012-13 and to recommend the report for adoption by full Council		Cllr Barbara Smith / Tony Ward
	3	Corporate Plan QPR: Quarter 1 2013/14	To monitor the Council's progress in delivering the Corporate Plan 2012 -17	Tbc	Cllr Barbara Smith / Tony Ward
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
<b>24 September</b>	1	Finance Report Update	To update Cabinet on the current financial position of	Tbc	Cllr Julian Thompson-Hill / Paul McGrady

Cabinet Forward Work Plan

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Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			the Council		
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
<b>29 October</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
	3	Supplementary Planning Guidance Masterplan for the North Wales Hospital			Graham Boase
<b>26 November</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
<b>17 December</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	2	Corporate Plan QPR: Quarter 2 2013/14	To monitor the Council's progress in delivering the Corporate Plan 2012 -17	Tbc	Cllr Barbara Smith / Tony Ward
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>14 January 2014</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
<b>18 February</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
<b>25 March</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Corporate Plan QPR: Quarter 3	To monitor the Council's	Tbc	Cllr Barbara Smith /

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Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
		2013/14	progress in delivering the Corporate Plan 2012 -17		Tony Ward
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>29 April</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
<b>27 May</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention.	Tbc	Scrutiny Coordinator
<b>June</b>	1	Finance Report Update	To update Cabinet on the current financial position of the Council	Tbc	Cllr Julian Thompson-Hill / Paul McGrady
	2	Corporate Plan QPR: Quarter 3 2013/14	To monitor the Council's progress in delivering the	Tbc	Cllr Barbara Smith / Tony Ward

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			Corporate Plan 2012 -17		
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

Note for officers – Cabinet Report Deadlines

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>May</i>	<b>29 April</b>	<i>June</i>	<b>11 June</b>	<i>July</i>	<b>16 July</b>

Updated 30/4/2013 - KEJ

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## Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
11 April 2013	5. Corporate Plan QPR: Quarter 3 2012/13	<p><i>That :</i></p> <p><i>(i) The Committee request Cabinet and Corporate Improvement Officers to review the process for monitoring and assessing the status and progress of activities (which currently depend on the evaluation of the officer(s) responsible for the activities) and to consider the depth of information on the outcomes in order to maximise the transparency, validity and evidence-base of the quarterly update reports.</i></p> <p><i>(ii) The Committee agrees that, as the Performance Scrutiny members had been nominated as lead contacts with individual services, the lead contacts should use this role to question and challenge those services on any areas or issues where performance was a concern. The chair of the Committee to assist when appropriate.</i></p> <p><i>(iii) The Head of Environmental Services be requested to circulate a progress report to Committee members regarding the development of dropped kerbs.</i></p> <p><i>(iv) The Head of Children's Services be requested to circulate a progress report to members of the Performance and Partnerships Scrutiny Committees in respect of initial core group meetings being held within 10 days of the first child protection conference.</i></p>	<p>A session will be held immediately prior to the Committee meeting itself, at which a representative of the Wales Audit Office (WAO) will be present, for the purpose of discussing the Council's performance management and monitoring arrangements.</p> <p>All Committee members to note their responsibilities with respect to their role as lead contacts for the various Services and to seek the Chair's support if required.</p>

	<b>6. Review of Service Challenge Process</b>	<p><b>RESOLVED</b> that Members accepted and agreed the draft proposals for a new Service Challenge process, which would include:</p> <ul style="list-style-type: none"> <li>(i) A more detailed review with a renewed focus on self-evaluation</li> <li>(ii) An annual rather than a bi-annual programme with increased flexible links with the business and budget planning process</li> <li>(iii) The development of a new and separate process for agreeing efficiencies.</li> </ul>	<p>The Corporate Improvement Manager has been informed of the Committee's resolution.</p>
	<b>7. Provision of CCTV in Denbighshire</b>	<p><b>RESOLVED</b> that:</p> <ul style="list-style-type: none"> <li>(i) The Committee supports the existing CCTV arrangements within the CCTV Team and recommends that consideration also be given to how other towns in Denbighshire could access CCTV services in the future.</li> <li>(ii) The Head of Planning and Public Protection be requested to circulate a breakdown into areas of offences and incidents recorded by CCTV; and</li> <li>(iii) A update report by the Head of Planning and Public Protection on the CCTV service be presented at the October 2013 meeting.</li> </ul>	<p>The information will be circulated separately</p> <p>Update report scheduled into the Committee's work programme for 24 October 2013</p>



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