

At: Gadeirydd ac Aelodau'r Pwyllgor
Archwilio Perfformiad

Dyddiad: 2 Rhagfyr 2015

Rhif Union: 01824 712554

ebost: dcc_admin@denbighshire.gov.uk

Annwyl Gyngorydd

Fe'ch gwahoddir i fynychu cyfarfod y **PWYLLGOR ARCHWILIO PERFFORMIAD, DYDD IAU, 10 RHAGFYR 2015** am **9.30 am** yn **SIAMBR Y CYNGOR, TY RUSSELL, Y RHYL**.

Yn gywir iawn

G Williams
Pennaeth Gwasanaethau Cyfreithiol, AD a Democrataidd

AGENDA

1 YMDDIHEURIADAU

2 DATGAN CYSYLLTIAD

Dylai'r Aelodau ddatgan unrhyw gysylltiad personol neu gysylltiad sy'n rhagfarnu ag unrhyw fater a nodwyd i'w ystyried yn y cyfarfod hwn.

3 MATERION BRYD FEL Y'U CYTUNWYD GAN Y CADEIRYDD

Rhybudd o eitemau y dylid, ym marn y Cadeirydd, eu hystyried yn y cyfarfod fel materion brys yn unol ag Adran 100B (4) Deddf Llywodraeth Leol 1972.

4 COFNODION Y CYFARFOD DIWETHAF (Tudalennau 5 - 16)

Derbyn cofnodion cyfarfod y Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 24 Medi, 2015 (copi'n amgaeedig).

5 GWERTHUSIAD PERFFORMIAD BLYNYDDOL AGGCC 2014/15

(Tudalennau 17 - 44)

Ystyried adroddiad gan y Pen Reolwr: Cefnogi Busnes, Gwasanaethau Cefnogaeth Gymunedol, sy'n manylu ar y materion allweddol sy'n codi o werthusiad Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru o berfformiad Gwasanaethau Cymdeithasol Sir Ddinbych ar gyfer 2014-15, a oedd eisoes wedi'i ddsbarthu ynghynt.

9.35 a.m.

6 CYNLLUN CORFFORAETHOL – CHWARTER 2 2015/16 (Tudalennau 45 - 86)

I ystyried adroddiad gan y Swyddog Cynllunio a Pherfformiad Strategol, sy'n rhoi'r wybodaeth ddiweddaraf am y gwaith o gyflawni'r Cynllun Corfforaethol 2012/17 fel ar ddiwedd chwarter 2 o 2015/16, a oedd eisoes wedi'i dosbarthu.

10.10 a.m.

EGWYL GYSUR

7 COFRESTR RISG CORFFORAETHOL (Tudalennau 87 - 116)

I ystyried adroddiad gan Reolwr y Tîm Cynllunio Strategol, a oedd yn rhoi'r wybodaeth ddiweddaraf am Gofrestr Risg Corfforaethol y Cyngor, a oedd eisoes wedi'i dosbarthu.

10.55 a.m.

8 GWASANAETHAU LLYFRGELL (Tudalennau 117 - 132)

I ystyried adroddiad gan y Pen Lyfrgellydd / Partner Busnes Gwasanaeth Cwsmeriaid, sy'n amlinellu perfformiad y Gwasanaeth Llyfrgell yn erbyn Fframwaith Llywodraeth Cymru o Safonau Llyfrgelloedd Cyhoeddus 2014-17, ac ystyried hyn yng nghyd-destun Fframwaith Darparu Gwasanaeth Cwsmeriaid Wyneb yn Wyneb newydd Sir Ddinbych, a oedd eisoes wedi'i ddsbarthu.

11.30 a.m.

9 RHAGLEN WAITH ARCHWILIO (Tudalennau 133 - 156)

I ystyried adroddiad gan y Cydlynnydd Archwilio (copi'n amgaeedig) yn gofyn am adolygiad o raglen gwaith i'r dyfodol y pwyllgor a diweddarau'r aelodau ar faterion perthnasol.

12.05 p.m.

10 ADBORTH GAN GYNRYCHIOLWYR PWYLLGOR

I dderbyn unrhyw ddiweddariadau gan gynrychiolwyr Pwyllgor ar Fyrddau a Grwpiau amrywiol y Cyngor.

12.15 p.m.

AELODAETH

Y Cynghorwyr

Y Cynghorydd David Simmons
(Cadeirydd)

Meirick Davies
Richard Davies
Colin Hughes
Geraint Lloyd-Williams

Peter Owen
Dewi Owens
Arwel Roberts
Gareth Sandilands

COPIAU I'R:

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

Mae tudalen hwn yn fwriadol wag

PWYLLGOR ARCHWILIO PERFFORMIAD

Cofnodion cyfarfod o'r Pwyllgor Archwilio Perfformiad a gynhaliwyd yn Ystafell Bwyllgora 1a, Neuadd y Sir, Rhuthun, Dydd Iau, 24 Medi 2015 am 9.30 am.

YN BRESENNOL

Y Cynghorwyr Richard Davies (Is-Gadeirydd), Geraint Lloyd-Williams, Arwel Roberts a Gareth Sandilands

Aelodau Cyfetholedig:- G Greenland, D Houghton, Dr D Marjoram, J Piper a G Williams

Presenoldeb aelodau arweiniol y gofynnwyd amdanynt gan y Pwyllgor:- Y Cynghorwyr Eryl Williams a Hugh Irving

Arsylwr:- Y Cyngorydd Martyn Holland

HEFYD YN BRESENNOL

Prif Weithredwr (MM), Pennaeth Addysg (KIE), Cydgysylltydd Rhwydwaith 14-19 (JG), Prif Reolwr, Cefnogi Busnes (TW), Swyddog Cwynion Corfforaethol (CO'G), Cydlynnydd Archwilio (RE) a'r Gweinyddwr Pwyllgorau (SLW)

Dr Alwyn Jones, Pennaeth Safonau, GwE

Marc Berw Hughes, Uwch Ymgynghorydd Her, Canolfan Conwy a Sir Ddinbych, GwE

Celia Jones, Prifathro Cynorthwyol Coleg Llandrillo

Martin Evans - Rheolwr Rhaglen, Chweched y Rhyl

1 YMDDIHEURIADAU

Derbyniwyd ymddiheuriadau am absenoldeb oddi wrth y Cynghorwr(wyr) Meirick Davies, Colin Hughes, Peter Owen, Dewi Owens, Merfyn Parry a/ac David Simmons

2 DATGAN CYSYLLTIAD

Datganodd y Cynghorwyr Geraint Lloyd Williams a Martyn Holland gysylltiad personol ag Eitem 5, 6 a 7.

Datganodd Aelodau Cyfetholedig Addysg, G. Greenland, D. Houghton, Dr. D. Marjoram a J. Piper ddiddordeb personol yn eitemau 5, 6 a 7.

3 MATERION BRYD FEL Y'U CYTUNWYD GAN Y CADEIRYDD

Dim.

4 CANLYNIADAU ARHOLIAD DROS DRO

Arholiadau Allanol Dros Dro ac Aseidiadau Athrawon

Cyflwynodd Aelod Arweiniol dros Addysg, y Cynghorydd Eryl Williams, adroddiad Arholiadau Allanol Dros Dro ac Aseidiadau Athrawon (a ddsbarthwyd yn flaenorol). Cyflwynwyd yr adroddiad hwn i roi gwybodaeth i Aelodau am berfformiad aseidiadau athrawon ac arholiadau allanol ysgolion Sir Ddinbych yn seiliedig ar y data terfynol sydd wedi ei ddilysu ar gyfer y Cyfnod Sylfaen, Cyfnod Allweddol 2/3 ac arholiadau allanol Cyfnod Allweddol 4 ac Ôl-16.

Cyflwynwyd Dr Alwyn Jones, Pennaeth Safonau, GwE, a Marc Berw Hughes, Uwch Ymgynghorydd Her – Hwb Conwy/Sir Ddinbych, GwE i'r Pwyllgor, gan y Pennaeth Addysg, Karen Evans.

Cadarnhaodd y Pennaeth Addysg bod yr holl ganlyniadau yng Nghyfnod Allweddol 4 yn rhai dros dro ac y byddai canlyniadau wedi'u gwirio ar gael ym mis Tachwedd a data meincnodi ar gael ym mis Rhagfyr 2015.

Roedd yr Awdurdod Lleol wedi dewis gyda GwE bod datblygiad mathemategol yn y Cyfnod Sylfaen wedi bod yn faes oedd yn haeddu ffocws gyda'r bwriad o wella.

Er gwaethaf gwelliant yng nghanlyniadau Cyfnod Allweddol 2 (CA2) yn 2015 o gymharu â'r flwyddyn flaenorol, mae safle Sir Ddinbych wedi gostwng gan fod canlyniadau wedi gwella mewn Awdurdodau Lleol eraill. Ar lefel CA2 daeth yn amlwg y byddai angen ymyrraeth yn gynt yn siwrnai addysg disgyblion, o bosibl yn y Cyfnod Sylfaen. Byddai hyn yn rhoi cefnogaeth i'r disgyblion yn ystod rhan gyntaf eu haddysg ac yn eu helpu i gyflawni eu potensial yn CA2.

Bu gwelliant yng nghanlyniadau Cyfnod Allweddol 3 (CA3) am y seithfed flwyddyn, a oedd yn galonogol iawn.

Roedd canlyniadau arholiadau allanol heb eu gwirio ar gyfer 2015 yn siomedig wrth i ganlyniadau lefelau 1 a 2 aros yr un fath, neu bu cwmp cyffredinol mewn perfformiad o gymharu â blynyddoedd blaenorol.

Roedd canlyniadau Cyfnod Allweddol 5 (CA5) yn debyg i'r graddau a gyflawnwyd yn y flwyddyn flaenorol.

Gan ymateb i gwestiynau'r Aelodau, dywedodd y Pennaeth Addysg a Swyddogion GwE:

- Yn y Cyfnod Sylfaen, roedd Sir Ddinbych, yn debyg i Awdurdodau Lleol eraill, roeddynt wedi bod yn canolbwyntio ar lythrennedd, ac o ganlyniad, roedd sgiliau mathemategol wedi dioddef. Dyma oedd y rheswm dros ganolbwyntio ar ddatblygiad mathemategol yn y dyfodol ac i adnabod anghenion addysgol arbennig (AAA) yn fuan yn natblygiad disgybl er mwyn targedu'r ymyrraeth gywir a rhoi cefnogaeth iddynt. Heb gymorth wedi'i dargedu yn gynnar, gallai'r

disgyblion gael trafferth â phob pwnc Gwyddoniaeth, Technoleg, Peirianeg a Mathemategol (STEM) yn y pendraw;

- Roedd wedi bod yn siomedig nodi bod ysgolion uwchradd sy'n perfformio'n dda wedi llithro eleni yn erbyn perfformiad blaenorol, gan fod yr ysgolion hynny wedi derbyn cefnogaeth allanol dwys tan yn ddiweddar. Cafodd hyn ei briodoli i'r ffaith bod GwE, yn ystod ei gyfnod cychwynnol ers ei sefydlu, wedi canolbwyntio llawer o'i adnoddau a'i waith ar y sector cynradd, er anfantais i'r sector uwchradd. Roedd canlyniadau Ysgol Uwchradd y Rhyl yn arbennig o siomedig gan fod ei ganlyniadau eleni wedi bod ar yr un lefel â'r canlyniadau a gyrhaeddwyd pan oedd dan fesurau arbennig. Byddai hyn yn achos brys ar gyfer ymyrraeth a gwelliant. Roedd Ysgol Uwchradd y Rhyl wedi gofyn i nifer o bapurau arholiad ei disgyblion gael eu hail-farcio. Swyddogion y Cyngor a GwE wedi cwrdd â chynrychiolwyr Estyn, y Pennaeth a'r Llywodraethwyr i drafod y canlyniadau a'r pryderon cysylltiedig. Cytunwyd y byddai Bwrdd Adfer bychan yn cael ei sefydlu, sy'n cynnwys yr Awdurdod Lleol, yr Ysgol a chynrychiolwyr Annibynnol, gyda'r bwriad o fynd i'r afael â'r problemau (rhai ohonynt wedi cael eu nodi gan Estyn ddwy flynedd yn gynharach) ac i wella deilliannau i ddisgyblion;
- Mewn cyfarfod diweddar gyda Swyddogion Llywodraeth Cymru (LIC), GwE a chynrychiolwyr yr Awdurdod Lleol, cytunwyd bod angen rhoi gwybod i'r Adrannau Adnoddau Dynol am faterion gallu yn ymwneud ag athrawon unigol yn gynnar, gyda'r bwriad o'u cefnogi i gael y sgiliau angenrheidiol i gyflawni'r canlyniadau gorau posibl ar gyfer disgyblion;
- Hefyd, roedd angen i Benaethiaid dynnu sylw eu Corff Llywodraethu, at unrhyw feysydd o bryder a risg yn gynnar. Byddai hyn yn sicrhau bod y Corff Llywodraethu yn ymgymryd â'i rôl mewn modd cadarn a heriol i sicrhau cefnogaeth i ddisgyblion allu cyflawni eu llawn botensial;
- Ni fu unrhyw arwydd ystod blwyddyn ysgol 2014/15 bod perfformiad disgyblion y Sir mewn arholiadau allanol yn debygol o ddirywio;
- Mae ysgolion unigol yn gosod eu targedau eu hunain;
- Yn ystod tymor yr hydref 2015, roedd GwE yn ceisio ymweld â Chorff Llywodraethu pob ysgol i herio a phrofi'r targedau a osodwyd ganddynt, ac i weithio gyda Llywodraethwyr i wella eu sgiliau i fod yn fwy cadarn a heriol;
- Roedd GwE, fel sefydliad, wedi bod yn destun monitro a herio yn rheolaidd gan Lywodraeth Cymru. Roedd dau o'r consortia effeithiolrwydd a gwelliant ysgolion eraill yng Nghymru wedi wynebu heriau enfawr, ac o ganlyniad maent wedi cael buddsoddiad sylweddol gan Lywodraeth Cymru. Er gwaethaf y buddsoddiad, nid oedd y naill consortia na'r llall wedi sylweddoli eu potensial disgwylidig. Dywedodd yr Aelod Arweiniol dros Addysg y byddai'n trafod hyn gyda'r Gweinidog yn ystod eu cyfarfod ganol fis Hydref;
- Cyflogodd yr Awdurdod Lleol "swyddogion cyswllt" i gefnogi disgyblion cyfnod sylfaen integreiddio i fywyd yr ysgol a nodi cefnogaeth sylfaenol neu anghenion arbennig. O dro i dro byddai gwahaniaethau sylweddol rhwng disgyblion oedd â theuluoedd oedd cael eu cefnogi gan gynlluniau "Dechrau'n Deg" a rhai nad oedd wedi cael y gefnogaeth;
- Mae disgyblion unigol yn datblygu ar gyflymder gwahanol rhwng 7 ac 11 oed. Mae'n bwysig felly bod unrhyw anghenion arbennig neu anghenion dysgu ychwanegol yn cael eu hadnabod yn fuan er mwyn sicrhau'r canlyniadau gorau ar gyfer y disgyblion sydd angen cymorth;

- Mae GwE a'r Awdurdod Lleol yn ymdrechu'n barhaus i geisio cefnogi athrawon yn eu rôl. Fe wnaethant dracio eu perfformiad a chynnig y gefnogaeth briodol pan roedd angen. Y Corff Llywodraethu sydd â'r pwerau i benodi neu ddiswyddo staff addysgu;
- Er bod yr Awdurdod Lleol yn cymryd lles disgyblion o ddifri, ar ganlyniadau arholiadau allanol a chanlyniadau'r disgyblion yn y pen draw y byddant yn cael eu barnu.

Teimlai'r Aelodau Cyfetholedig y byddai'n bwysig bod GwE a'r Awdurdod Lleol yn darparu hyfforddiant a datblygiad digonol i Lywodraethwyr Ysgol i'w cynorthwyo i adnabod y data pwysicaf a'i ddadansoddi'n gywir.

Ar ran y Pwyllgor, diolchodd y Cadeirydd i'r Pennaeth Addysg am ei holl waith caled ar y mater hwn.

PENDERFYNWYD yn amodol ar y sylwadau uchod, bod y Pwyllgor Archwilio Perfformiad yn derbyn yr adroddiad ac i wahodd y Rheolwr Gyfarwyddwr GwE i fod yn bresennol yng nghyfarfod y Pwyllgor Perfformiad ym mis Ionawr 2016, lle byddai'r canlyniadau arholiadau wedi'u gwirio yn cael eu cyflwyno.

Canlyniadau Safon Uwch Chweched y Rhyl

Cyflwynodd Pennaeth Addysg Bennaeth Cynorthwyol Coleg Llandrillo, Y Rhyl - Celia Jones, a Rheolwr Rhaglen Chweched Y Rhyl - Martin Evans.

Rhoddodd Pennaeth Cynorthwyol Coleg Llandrillo, y Rhyl, drosolwg o'r cefndir i sefydlu Chweched y Rhyl a dywedodd wrth yr Aelodau bod canlyniadau Lefel A a Bagloriaeth Cymru a gyflawnwyd gan y myfyrwyr eleni yn gadarnhaol ar y cyfan. Cyflwynwyd gwybodaeth ystadegol i'r Pwyllgor yn dangos cyfraddau a graddau pasio y Coleg o gymharu â Sir Ddinbych yn ei chyfanrwydd a Chymru a Lloegr.

Wrth ymateb i gwestiynau'r Aelodau, dywedodd Pennaeth Cynorthwyol Coleg Llandrillo a Rheolwr Rhaglen ar gyfer Chweched Y Rhyl:

- Maent wrthi'n gwneud darn o waith i ganfod nifer y myfyrwyr o'r Rhyl sy'n mynychu ysgol neu gampysau coleg eraill ar gyfer eu haddysg bellach, ond yn gyffredinol y gred oedd bod y mwyafrif o'r myfyrwyr presennol yn Chweched y Rhyl yn gyn-ddisgyblion naill ai yn Ysgol Uwchradd y Rhyl neu Ysgol y Bendigaid Edward Jones, ynghyd ag o ychydig o gyn ddisgyblion Ysgol Glan Clwyd;
- Roedd amrywiaeth o resymau am y nifer ymddangosiadol uchel o fyfyrwyr a oedd wedi rhoi'r gorau i'w cyrsiau rhwng blynyddoedd 12 a 13. Roedd y rhesymau yn cynnwys sylweddoliad ar ran y myfyrwyr nad llwybr Lefel A oedd orau iddyn nhw. Roedd y myfyrwyr hyn yn dewis cyrsiau oedd yn fwy galwedigaethol fel rheol. Roedd eraill wedi rhoi'r gorau i'w cyrsiau Lefel A oherwydd diffyg cefnogaeth i'w hastudiaethau o gartref;
- Mae canlyniadau addysgol i bob myfyriwr sydd wedi'u cofrestru yn y coleg yn cael tracio, ac er gwaethaf y canfyddiad bod nifer uchel o fyfyrwyr wedi rhoi'r gorau i'w cyrsiau Lefel A rhwng Blynyddoedd 12 a 13, roedd y canlyniadau

addysg gwirioneddol i bob myfyriwr yn dda. Mae pob un heblaw dau a fu drwy Chweched y Rhyl y llynedd wedi cyflawni canlyniadau llwyddiannus;

- Roedd y Coleg yn cydnabod arwyddocâd pynciau Gwyddoniaeth, Technoleg, Peirianeg a Mathemateg (STEM) a'u pwysigrwydd i'r economi lleol a chyflogwyr. Roedd y Coleg yn gweithio'n agos gyda diwydiant lleol i geisio diwallu eu hanghenion ac i fonitro cynnydd cyn-fyfyrrwyr;
- Yn debyg i chweched dosbarth ysgolion, byddai myfyrrwyr coleg yn dechrau astudio 4 pwn AS ym mlwyddyn 12, gan symud ymlaen i astudio 3 Lefel A ym mlwyddyn 13. Byddai myfyrrwyr hefyd yn ymgymryd â Bagloriaeth Cymru. Byddai myfyrrwyr a oedd yn ei chael yn anodd yn ystod ac ar ddiwedd Blwyddyn 12 yn cael eu cefnogi i drosglwyddo i gyrsiau eraill mwy addas. Ni fyddai disgwyl iddynt adael y Coleg.
- Roedd myfyrrwyr talentog a dawnus yn cael eu cefnogi i gyflawni eu llawn botensial, ac roedd cynyddu nifer y dysgwyr sy'n mynd i un o Brifysgolion Grŵp Russell wedi ei adnabod fel un o'r meysydd yn y Coleg i'w ddatblygu yn y flwyddyn i ddod, fel yr oedd gwella cyfradd llwyddo cyffredinol y Coleg, ynghyd â'i broffil graddau.

Gan ymateb i bryderon yr aelodau am y nifer y sefydliadau addysg uwch, gan gynnwys prifysgolion mawr eu parch a oedd yn dal i fod yn amharod i gydnabod Bagloriaeth Cymru fel cymhwyster mynediad ag enw da ar gyfer addysg uwch yn ei rinwedd ei hun, dywedodd y Pennaeth Addysg a Cydlynedd Rhwydwaith 14-19 fod hyn yn newid yn araf. Roedd Prifysgol Caergrawnt wedi cyhoeddi'n ddiweddar y byddai yn cydnabod Bagloriaeth Cymru fel cymhwyster mynediad. Roedd angen mwy o waith o bosibl gyda sefydliadau eraill i geisio eu perswadio am ddilysrwydd Bagloriaeth Cymru ac i'w haddysgu ar yr ymdrech a wnaed gan fyfyrwyr i ennill y cymhwyster.

Cyn i'r drafodaeth ddod i ben, cytunodd y Cydlynedd Rhwydwaith 14-16 y byddai'n rhoi adroddiad gwybodaeth i'r Aelodau am ddargadwad a datblygiad Dosbarthiadau Chweched yn Sir Ddinbych.

Diolchodd y Cadeirydd i Swyddogion y Coleg am ddod i'r Pwyllgor.

PENDERFYNWYD derbyn yr wybodaeth am ganlyniadau Lefel A Chweched Rhyl, yn amodol ar yr arsylwadau uchod.

5 PERFFORMIAD MYFYRWYR A*-A AR LEFEL TGAU A SAFON UWCH

Cyflwynodd y Pennaeth Addysg adroddiad ar Berfformiad myfyrrwyr A*-A lefel TGAU a Lefel "A" (a ddosbarthwyd yn flaenorol), i roi gwybod i Aelodau am berfformiad graddau A*-A Sir Ddinbych mewn arholiadau allanol yng Nghyfnod Allweddol 4 ac Ôl 16.

Yn ystod ei chyflwyniad, dywedodd eu bod wedi nodi angen i ganolbwyntio ar anghenion addysgol arbennig (AAA), prydau ysgol am ddim (PYD) a disgyblion mwy galluog a thalentog yn y dyfodol. Dywedodd hefyd:

- Mae mesurau i fynd i'r afael â'r gostyngiad mewn perfformiad yn Ysgol Brynhyfryd yn cael eu rheoli drwy Gynllun Gweithredu Estyn yr ysgol;

- Mae angen trafodaeth mewn perthynas ag adrannau sy'n perfformio'n dda o fewn Partneriaeth Dyffryn Clwyd a sut y gellid eu defnyddio i gefnogi a chyflwyno eu pynciau i bob myfyriwr yn yr ardal i'w galluogi i wireddu eu canlyniadau gorau posibl.

Gan ymateb i gwestiynau'r Aelodau, dywedodd y Pennaeth Addysg a Swyddogion:

- Er bod rhai ysgolion wedi cyflawni canlyniadau ardderchog, byddai angen ei herio bob amser er mwyn sicrhau bod safonau'n cael eu cynnal a'u gwella yn barhaus. Byddai angen cefnogi ysgolion eraill er mwyn gwella eu canlyniadau cyfredol o un flwyddyn i'r llall;
- Dylid defnyddio canlyniadau da fel meincnod ar gyfer y blynyddoedd sydd i ddod a dylai ysgolion ymdrechu i wella arnynt o flwyddyn i flwyddyn;
- Roedd angen codi dyheadau'r ysgol a'r disgyblion o'r hyn y gallant ei gyflawni;
- Roedd angen hefyd i symud y myfyrwyr mwyaf dawnus ymlaen i lefel uwch;
- Roedd perfformiad Ysgol Uwchradd Bendigaid Edward Jones ac Ysgol Uwchradd y Rhyl yng nghanlyniadau TGAU eleni yn siomedig, yn enwedig o gofio lefel y gwelliant yn y blynyddoedd blaenorol. Roedd yn ymddangos unwaith roedd y cymorth dwys yn cael ei dynnu'n ôl, roedd perfformiad disgyblion wedi llithro'n sylweddol. Mae dadansoddiad wedi dangos bod y ddwy ysgol wedi dioddef o set gymhleth o ffactorau cyfrannol. O ganlyniad, byddai cefnogaeth yn cael ei adfer ar gyfer y ddwy ysgol mewn ymgais i atal y dirywiad a byddai Grŵp Monitro Safonau Ysgolion yn darparu lefel ychwanegol o her i'r ysgolion.

Awgrymodd Aelodau y gallai fod yn fuddiol i lywodraethwyr ysgolion roi cefnogaeth i ysgolion sydd mewn trafferthion yn y dyfodol.

Ar ddiwedd y drafodaeth:

PENDERFYNWYD:

- (i) *Nodi perfformiad ysgolion yn erbyn perfformiad blaenorol a'r meincnodau allanol;*
- (ii) *Argymhell bod mwy o gymorth a her wedi'i dargedu yn cael ei roi i ysgolion yn y sir i sicrhau bod perfformiad yn gwella; a*
- (iii) *Bod cydbwysedd priodol o gymorth, her ac atebolrwydd yn cael ei gynnig i bob ysgol i anelu at welliant o un flwyddyn i'r llall.*

RHAN II

GWAHARDD Y WASG A'R CYHOEDD

PENDERFYNWYD- dan ddarpariaethau Adran 100a(4) Deddf Llywodraeth Leol 1972 i wahardd y Wasg a'r Cyhoedd o'r cyfarfod ar gyfer yr eitemau a ganlyn, ar y sail ei bod yn debygol y bydd gwybodaeth eithriedig yn cael ei datgelu, fel y'i diffinnir ym mharagraff 13 Rhan 4 Atodlen 12a Deddf Llywodraeth Leol 1972.

6 EFFEITHIOLRWYDD Y CYMORTH PRESENNOL A GYNNIGIR I YSGOLION O FEWN Y SIR SYDD ANGEN MEWNBWN YCHWANEGOL

Cyflwynodd y Pennaeth Addysg, Pennaeth Safonau ac Uwch Ymgynghorydd Her GwE, i gyflwyno eu hadroddiad ar effeithiolrwydd y gefnogaeth bresennol sy'n cael ei chynnig i ysgolion yn Sir Ddinbych a nodwyd rhai sydd angen cefnogaeth ac ymyrraeth ychwanegol.

Hysbyswyd yr Aelodau fod GwE, yn ystod y cyfnod cychwynnol ers ei sefydlu, yn unol â'r Cytundeb Lefel Gwasanaeth (CLG), wedi canolbwyntio ar y sector cynradd yn Sir Ddinbych, oherwydd ar y pryd, roedd mwy o ysgolion yn y categori oren neu goch yn y sector cynradd yn y sir. Roedd hyn wedi talu ar ei ganfed, oherwydd erbyn hyn, nid oedd unrhyw ysgol gynradd yn y categori coch, ac roedd llai yn y categori oren ar gyfer y Sir. Fodd bynnag, roedd mwy o ysgolion cynradd yn awr yn y categori melyn a dwy ysgol yn uchel yn y categori coch, ac roedd hyn yn achos pryder. O ganlyniad, byddai ffocws y Cytundeb Lefel Gwasanaeth newydd ar ddarparu ymyrraeth a chefnogaeth i'r sector addysg uwchradd. Mewn ymateb i gwestiynau aelodau, dyma swyddogion GwE yn-

- Cadarnhau y rhagwelwyd y byddai un ysgol uwchradd, yn symud o'r categori coch i'r categori oren yn y dyfodol agos, wrth i weithrediad y camau yng Nghynllun Gweithredu Estyn symud ymlaen;
- Dywedasant er gwaetha'r ffaith y byddai ffocws GwE yn y dyfodol ar y sector uwchradd, ni ddylai'r sector cynradd ddiodef, gan y byddai ymgynghorwyr her y sector cynradd yn parhau i weithio gydag ysgolion cynradd;
- Cafodd y Pwyllgor wybod, yn rhan o gynllunio gwasanaeth GwE, roeddynt yn bwriadu adeiladu gallu a gwytnwch o fewn y sefydliad i gwrdd â'r galw yn y dyfodol, er enghraifft roeddynt wedi comisiynu athrawon a phrifathrawon o du allan i Sir Ddinbych ac athrawon/penaethiaid oedd wedi ymddeol yn ddiweddar, oedd ag enw da, i ddod mewn a herio ysgolion ar agweddau amrywiol o'u gwaith;
- Cafodd yr aelodau wybod y byddai GwE yn llunio rhaglen gwella sgiliau gyda'r bwriad o gefnogi a datblygu prifathrawon a rheolwyr y dyfodol;
- Cadarnhawyd, er mwyn i'r uchod fod yn llwyddiannus, roedd angen adeiladu lefel uchel o gyd-ymddiriedaeth rhwng y sefydliad, athrawon a staff yr ysgol, a chyrrff llywodraethu;
- Cawsant wybod y bydd modd defnyddio meddalwedd system tracio newydd yr wythnos nesaf a fyddai'n helpu'r awdurdod lleol a GwE i adnabod unrhyw lithriadau'n ddigon buan er mwyn gallu cymryd camau ymyrraeth a lliniaru'r risg o ganlyniadau gwael a chanlyniadau anfoddfaol ar gyfer dysgwyr;
- Wedi rhoi sicrwydd i'r Pwyllgor nad oedd GwE yn hunanfodlon ac ni allai fforddio gadael i'r ysgolion sydd yn y categorïau melyn a gwyrdd i lithro;
- Er mwyn i ysgol fod yn llwyddiannus, roedd angen dod o hyd i'r cydbwysedd priodol rhwng cefnogaeth ac atebolrwydd i'r staff a'r corff llywodraethu.
- Pwysleisiodd bod disgwyl i GwE gael ei herio'n drwyadl gan Aelod Arweiniol pob awdurdod lleol ar gyfer Addysg a LIC am elfen gwerth am arian ar ei waith.

O ran y lefel uchel o absenoldeb, dywedodd y Pennaeth Addysg bod y Cyngor wedi cynnal llawer o waith yn y maes hwn. Byddai ailstrwythuro'r Tîm Gwaith Cymdeithasol Addysg (GCA) hefyd yn cefnogi gwaith ar leihau absenoldeb. Fodd bynnag, roedd caniatâd y rhieni yn cyd-fynd â'r mwyafrif o achosion absenoldeb hy, tynnu disgyblion allan o'r ysgol i fynd ar wyliau. Roedd Sir Ddinbych wedi cyhoeddi ei Rhybudd Cosb Benodedig cyntaf (HCB) ar gyfer absenoldeb yn ddiweddar.

Mynegodd Aelodau eu pryderon ynghylch:

- Nifer yr athrawon oedd yn gwneud cais am hyfforddiant prifathro a swyddi prifathrawon;
- Nifer o athrawon da iawn a oedd yn gadael y proffesiwn addysgu i fynd i weithio i GwE a sefydliadau addysg eraill;
- Mae'r potensial i ysgol fod yn llwyddiannus neu'n aflwyddiannus yn dibynnu ar ei brifathro a thîm arweinyddiaeth yr ysgol a'r risg potensial a achosir i lwyddiant yr ysgol petai ei brifathro/athro llwyddiannus yn cael mynd ar secondiad i GwE i herio/cefnogi "ysgolion sy'n methu". Roedd staff o dan ddigon o straen fel yr oedd hi heb osod disgwyliadau ychwanegol arnynt;
- Y gefnogaeth sydd ar gael i gyrff llywodraethu wrth benodi staff, yn enwedig prifathrawon; a'r
- Cymorth sydd ar gael i benaethiaid i gael rhywun i gyflenwi pan fyddant yn mynychu hyfforddiant;
- Faint o adnoddau ariannol a dynol sydd ar gael i GwE er mwyn gallu ymgymryd â'i waith yn effeithiol; ac
- Ar y rhagolygon tymor hir ar gyfer Ysgol Uwchradd y Rhyl yn seiliedig ar ei ganlyniadau siomedig yn 2015.

Dywedodd swyddogion y Cyngor:

- Nad yw rhai o'r ysgolion sy'n perfformio orau yn Lloegr yn derbyn unrhyw gefnogaeth gan awdurdodau lleol, dylai ysgolion yn Sir Ddinbych hefyd ddyheu am ddiwylliant o beidio â bod yn ddibynnol;
- Bod angen penodi'r bobl iawn i arwain ysgolion, trwy edrych ymhellach i ddenu'r ymgeiswyr elitaidd, byddai pennaeth da gyda dyheadau uchel a fyddai'n arwain at ganlyniadau gwell i bawb a diwylliant o beidio â bod yn ddibynnol;
- Mae ganddynt bryderon gwirioneddol am y canlyniadau hirdymor ar gyfer un ysgol uwchradd; ac
- Atebolrwydd y cyrff llywodraethu i benodi staff ac am berfformiad ysgolion.

Yn dilyn y drafodaeth fanwl:

PENDERFYNWYD yn amodol ar sylwadau'r Pwyllgor -

- Derbyn gwybodaeth a ddarperir ar y gefnogaeth a'r her a roddir i ysgolion a nodwyd, a chydabod bod y cymorth a ddarparwyd i'r sector cynradd wedi arwain at ganlyniadau cadarnhaol;*
- Argymhell yr angen i daro cydbwysedd priodol rhwng cefnogi, herio ac atebolrwydd i ysgolion a chyrrff llywodraethu ysgolion;*
- Argymhellwyd bod hyfforddiant priodol yn cael ei ddarparu i lywodraethwyr ysgol i'w galluogi i gyflawni a chynnal eu rôl herio;*
- Cyflwyno adroddiad i'r Pwyllgor yng nghyfarfod mis Ionawr 2016 yn ymwneud â rolau a chyfrifoldebau cyrff llywodraethu ysgolion;*
- Bod yr adroddiad ar "Gwirio Arholiadau Allanol ac Asesiadau Athrawon" a drefnwyd i'w gyflwyno i'r Pwyllgor ym mis Ionawr 2016 yn cynnwys y canlyniadau cyd-ddadansoddiad GwE/Sir Ddinbych o dangyflawniad disgyblion y sir yn 2015; ac*

(vi) *Gwahodd Rheolwr Gyfarwyddwr GwE i'r cyfarfod ym mis Ionawr 2016.*

RHAN I – GWAHODDIR Y WASG A'R CYHOEDD I FOD YN BRESENNOL AR GYFER Y RHAN HON O'R CYFARFOD

Cyfeiriodd y Cydlynnydd Archwilio at y Cyfansoddiad ac eglurodd nad oedd gan y Pwyllgor gworwm bellach. Cytunodd yr Aelodau i fwrw ymlaen â'r cyfarfod ar sail anffurfiol a bod unrhyw gamau a gymerir yn cael eu cadarnhau yng nghyfarfod nesaf y Pwyllgor ar 10 Rhagfyr, 2016.

7 COFNODION Y CYFARFOD DIWETHAF

Cyflwynwyd Cofnodion cyfarfod y Pwyllgor Archwilio Perfformiad a gynhaliwyd ddydd Iau 16 Gorffennaf 2015.

PENDERFYNWYD yn dilyn cadarnhad yn y cyfarfod nesaf, cymeradwyo a derbyn cofnodion y Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 16 Gorffennaf, 2015 fel cofnod cywir.

8 "EICH LLAIS" CHWARTER 1 2015/2016

Cyflwynodd yr Aelod Arweiniol Cwsmeriaid a Llyfrgelloedd adroddiad "Eich Llais" Chwarter 1 2015/2016 (a ddosbarthwyd yn flaenorol) i roi gwybodaeth i'r Pwyllgor am unrhyw faterion perfformiad ac i wneud argymhellion i ymdrin â'r rhain yn unol â hynny.

Wrth ymateb i gwestiynau'r Aelodau, dywedodd y Prif Reolwr: Swyddog Cefnogi Busnes a'r Cwynion Corfforaethol:

- Efallai y bydd yn ddefnyddiol i'r Pwyllgor ar gyfer adroddiadau yn y dyfodol, i gynnwys sylwebaeth fer ar y rhesymau pam fod rhai perfformiad gwasanaethau yn erbyn gweithdrefn gwyno "Eich Llais" yn cofrestru'n "goch", ac i gynnwys graff yn yr adroddiad er mwyn dangos y duedd ar hyn o bryd mewn perthynas ag ymdrin â chwynion;
- O ran y chwe chwyn cam 2 a dderbyniwyd gan yr un cwsmer, daeth Ombwdsmon Gwasanaethau Cyhoeddus Cymru i'r casgliad bod rhaid i'r Cyngor ymdrin â phob cwyn a wneir gan y cwsmer hwn yn briodol. Roedd y Pwyllgor yn cydnabod y gallai hyn gael goblygiadau adnoddau sylweddol i'r Cyngor, gan nodi y gallent ddefnyddio Polisi ar "Ymdrin ag ymddygiad annerbyniol gan gwsmeriaid" os yw'n briodol.
- Cafodd perfformiad y Cyngor wrth ymdrin â'r nifer uchel o gwynion a dderbyniwyd gan Adran y Priffyrdd a Gwasanaethau Amgylcheddol, a'r amser a gymerwyd i'w datrys ei gymhlethu gan natur y gwasanaeth a'i gwelededd i'r holl breswylwyr, ynghyd â'r amser a'r goblygiadau ariannol o ddatrys materion yn foddhaol.

PENDERFYNWYD

- (i) *I dderbyn yr wybodaeth am berfformiad gwasanaethau wrth ddelio â chwynion; ac*

- (ii) *Dylai adroddiadau yn y dyfodol gynnwys naratif ar y rhesymau pam roedd gwasanaethau yn cofrestru'n "goch" yn eu perfformiad wrth ymdrin â chwynion a pha fesurau roeddynt yn eu cymryd mewn ymgais i ddatrys cwynion.*

9 RHAGLEN GWAITH I'R DYFODOL Y PWYLLGOR ARCHWILIO

Cyflwynodd y Cydlynnydd Archwilio adroddiad (a ddosbarthwyd yn flaenorol) ynghylch y Perfformiad Rhaglen Waith i'r Dyfodol y Pwyllgor Archwilio Perfformiad.

Cytunwyd ar gyfer y cyfarfod 10 Rhagfyr i wahodd:

- Aelod Arweiniol Cyllid, Cynllun Corfforaethol a Pherfformiad:
- Aelod Arweiniol dros Gwsmeriaid a Llyfrgelloedd; ac
- Aelod Arweiniad dros Ofal Cymdeithasol, Gwasanaethau Plant ac Oedolion

Cyfarfod 28 Ionawr 2016 - dwy eitem bellach i'w hychwanegu at y Rhaglen Gwaith i'r Dyfodol:

- Llywodraethwyr Ysgolion a Chyrff Llywodraethu Ysgolion; ac
- Arholiadau Allanol wedi'u Gwirio ac Asesiadau Athrawon

PENDERFYNWYD - *yn amodol ar yr uchod, cymeradwyo Rhaglen Gwaith i'r Dyfodol y Pwyllgor Archwilio Perfformiad, fel y caiff ei hamlinellu yn Atodiad 1 yr adroddiad.*

10 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR

Dim.

Cyn diwedd y cyfarfod, mynegodd y Prif Weithredwr ei siom mai dim ond pedwar o'r deg aelod etholedig posibl y Pwyllgor oedd yn bresennol ar gyfer y cyfarfod, roedd hyn yn golygu nad oedd y Pwyllgor yn gwneud cworwm er mwyn trafod yr eitemau nad oedd yn ymwneud ag addysgu ar y rhaglen fusnes. Diolchodd aelodau Cyfetholedig Addysg am eu presenoldeb a'u cyfraniad i'r drafodaeth ac am sicrhau bod gan y Pwyllgor gworwm ar gyfer y rhan fwyaf o'r eitemau busnes. Roedd y ffaith nad oedd unrhyw aelodau etholedig o ardal y Rhyl yn bresennol yn hynod siomedig yn ei farn o, yn enwedig o ystyried y pryderon a fynegwyd yn yr adroddiadau a gyflwynwyd ar berfformiad Ysgol Uwchradd y Rhyl mewn arholiadau allanol eleni. Dywedodd y byddai'n trafod y mater gyda'r Arweinyddion Grwpiau, gan bwysleisio pwysigrwydd presenoldeb mewn cyfarfodydd wrth i'r Cyngor baratoi ar gyfer Arolygiad Corfforaethol gan Swyddfa Archwilio Cymru (SAC) yn 2016.

Daeth y cyfarfod i ben am 12:40pm.

Adroddiad i'r: Pwyllgor Archwilio Perfformiad

Dyddiad y Cyfarfod: 10 Rhagfyr 2015

Aelod / Swyddog Arweiniol: Aelod Arweiniol dros Ofal Cymdeithasol /
Cyfarwyddwr Corfforaethol: Cymunedau

Awdur yr Adroddiad: Prif Reolwr: Cymorth Busnes, Gwasanaethau Cymorth
Cymunedol

Teitl: AGGCC: Gwerthuso Arolygiaeth ac Adolygu Gwasanaethau
Cymdeithasol Awdurdod Lleol Cyngor Sir Ddinbych 2014-15

1. Am beth mae'r adroddiad yn sôn?

1.1. Mae'r adroddiad yn nodi'r materion allweddol sy'n deillio o werthusiad Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC) o berfformiad gwasanaethau cymdeithasol Sir Ddinbych ar gyfer 2014-15. Mae copi o'r gwerthusiad llawn yn Atodiad I.

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

2.1. Er mwyn i'r Aelodau allu cyflawni eu rôl craffu trwy archwilio unrhyw faterion perfformiad a amlygwyd gyda'r adroddiad AGGCC. Mae ymateb gan y cyngor i'r materion a godwyd yn yr adroddiad ynghlwm yn Atodiad II.

3. Beth yw'r Argymhellion?

3.1. Argymhellir bod yr Aelodau yn ystyried y gwerthusiad AGGCC a'r cynllun gweithredu cysylltiedig gan y gwasanaethau cymdeithasol ac ystyried a oes angen unrhyw archwilio pellach. Bydd Rheolwr Ardal AGGCC yn mynychu'r cyfarfod i gyflwyno'r adroddiad gwerthuso ac i alluogi Aelodau i ofyn am eglurhad ar unrhyw elfen benodol o'r adroddiad.

4. Manylion yr Adroddiad

4.1. Bob blwyddyn mae AGGCC yn cynnal gwerthusiad cynhwysfawr o berfformiad gwasanaethau cymdeithasol pob awdurdod lleol. Mae'r gwerthusiad yn tynnu ar ystod eang o dystiolaeth, gan gynnwys: adroddiad blynyddol y Cyfarwyddwr Gwasanaethau Cymdeithasol ar berfformiad a chynlluniau ar gyfer gwella ardal eu hawdurdod lleol; gwaith rheoleiddio AGGCC; a barn archwilwyr ac arolygwyr eraill. Mae'r gwerthusiad wedi ei gymedroli i sicrhau dull cyson, tryloyw a chymesur. I grynhoi mae gwerthusiad o Wasanaethau Cymdeithasol Sir Ddinbych wedi tynnu sylw at y canlynol:

- Mae Cyngor Sir Ddinbych yn parhau i baratoi ar gyfer gweithredu'r Ddeddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 (Deddf GCLI). Mae aelodau etholedig a staff yn cael eu briffio'n dda ac yn deall goblygiadau'r Ddeddf.

Roedd paratoi ar gyfer hyn yn ystod y flwyddyn yn cynnwys ad-drefnu'r isadeiledd uwch reolwyr, gan greu adran newydd ar gyfer gwasanaethau cymorth cymunedol gan gynnwys gwasanaethau cymdeithasol i oedolion a gwasanaethau digartrefedd, a hefyd cynllunio ar gyfer uno gofal cymdeithasol plant ag addysg yn un adran a fydd yn cael eu gweithredu yn 2015/16.

- Mae yna ddiwylliant effeithiol yn parhau o fewn y cyngor o archwilio perfformiad o ran darparu gofal cymdeithasol, sy'n dangos ymgysylltiad gwleidyddol trwy gyfarfodydd herio gwasanaeth, yn cynnwys nid yn unig aelodau etholedig ond arolygiaethau sydd wedi eu gwahodd hefyd.
- Wedi'i lansio ym mis Gorffennaf 2014 mae'r Pwynt Mynediad Sengl yn enghraifft dda o weithio ar y cyd gyda Bwrdd Iechyd Prifysgol Betsi Cadwaladr (BIPBC). Fodd bynnag, mae angen gwneud cynnydd pellach mewn perthynas â sefydlu prosiectau integredig yn enwedig lle nad yw cyllid grant yn hygyrch.
- Roedd gostyngiad yn y nifer o oedolion hŷn sy'n derbyn gofal preswyl yn ystod y flwyddyn, a chynnydd yn y ddarpariaeth drwy fodolau eraill o gymorth fel y galluogir pobl i gadw eu hannibyniaeth. Mae'r patrwm hwn o gyflenwi gofal cymdeithasol yn flaenoriaeth gorfforaethol sy'n gwasanaethu i dynnu sylw at bwysigrwydd y trydydd sector fel partneriaid darparu.
- Er gwaethaf cynyddu capasiti i gyflwyno gwasanaeth diogelu ar gyfer oedolion diamddiffyn, nid yw perfformiad o ran Amddiffyn Oedolion Diamddiffyn (PoVA) wedi gwneud y cynnydd a ragwelwyd. Rydym yn gweld hyn fel risg barhaus i'r cyngor yn y flwyddyn sydd i ddod.
- Roedd cryfhau gwasanaethau'r cyngor i blant a theuluoedd yn parhau, gan ddangos cynnydd da a gafwyd drwy ail-lunio rolau staffio, gan ddarparu ymyriadau cynnar tymor byr a galluogi cymorth i deuluoedd. Mae'r cyngor hefyd wedi rhoi proses ar waith i gofnodi profiadau a barn pobl ifanc. Er y bu gwelliant amlwg mewn perthynas â chynlluniau addysg personol, mae yna lawer mwy yn dal i'w gyflawni mewn perthynas ag anghenion iechyd plant sy'n derbyn gofal mewn lleoliadau.
- Mae'r cyngor yn parhau i weithredu 'Mwy Na Geiriau' yn rhagweithiol gyda chynnydd rhagorol yn cael ei wneud yn ystod y flwyddyn a ddangoswyd gan arweinyddiaeth strategol, hyrwyddo, mynediad dwyieithog ar gyfer pobl a hyfforddi'r gweithlu.

4.2. Mae nifer o feysydd penodol i'w gwella wedi cael eu nodi yn yr adroddiad AGGCC. Bydd cynnydd y cyngor mewn perthynas â'r rhain yn cael ei drafod yn ystod cyfarfodydd ymgysylltu rheolaidd rhwng yr Uwch Dîm Rheoli ac AGGCC yn ystod y flwyddyn gyfredol. Y meysydd penodol a nodwyd ar gyfer gwaith dilynol gan AGGCC yw perfformiad y cyngor mewn perthynas â:

- Monitro a gwerthuso effaith bosibl ar blant ac oedolion o ganlyniad i newidiadau'r cyngor i seilwaith uwch reolwyr ar gyfer cyflwyno gofal cymdeithasol;

- Gwella amseroldeb ac ymgysylltiad POVA a chynnal adolygiad o lefelau trothwy;
- Monitro ansawdd yr holl ddarparwyr gofal yn y cartref yn agos fydd angen cynnwys profiadau a barn y rhai sy'n derbyn gwasanaethau gofal yn y cartref; a
- Gweithio mewn partneriaeth integredig gyda BIPBC.

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

5.1. Mae'r adroddiad gwerthuso AGGCC yn darparu safbwynt allanol o effeithiolrwydd y Cyngor o ran hyrwyddo annibyniaeth ac amddiffyn pobl ddi-amddiffyn (dau o'r canlyniadau blaenoriaeth yn ein Cynllun Corfforaethol). Mae'r adroddiad gwerthuso hefyd yn darparu persbectif ar foderneiddio gwasanaethau cymdeithasol.

6. Faint fydd hyn yn ei gostio a sut y bydd yn effeithio ar wasanaethau eraill?

6.1. Bydd yr ymateb i gyflawni camau gweithredu gwella yn cael eu hintegreiddio i mewn i Gynlluniau Busnes Gwasanaeth ar gyfer 2015/2016 a 2016/17. Bydd cyflwyno'r cynlluniau hyn yn cael ei reoli gydag adnoddau presennol.

7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Gydraddoldeb (AEC) a gynhaliwyd ar y penderfyniad? Dylai fod templed o'r Asesiad o Effaith ar Gydraddoldeb wedi ei lenwi a'i atodi i'r adroddiad.

7.1. Nid oes angen Asesiad o'r Effaith ar Gydraddoldeb (AEC) oherwydd nid yw'r adroddiad hwn yn gofyn am benderfyniad a fydd yn arwain at unrhyw newid ar gyfer staff neu'r gymuned ehangach. Bydd AEC yn cael ei gwblhau ar brosiectau/newidiadau unigol os bydd angen iddynt ymateb i'r materion a godwyd yn yr adroddiad AGGCC.

8. Pa ymgynghoriadau a gynhaliwyd gyda'r Pwyllgorau Archwilio ac eraill?

8.1. Mae cyfarfodydd ymgysylltu a drefnwyd yn cael eu cynnal gyda'r Uwch Dîm Rheoli ar gyfer Gwasanaethau Cymdeithasol ac AGGCC sy'n helpu i lywio gwerthusiad yn ogystal ag asesu cynnydd o ran cyflawni gwelliant. Mae AGGCC hefyd yn mynychu ac yn cyfrannu'n weithredol at yr Her Perfformiad Gwasanaeth ar gyfer y ddau wasanaeth.

9. Datganiad y Prif Swyddog Cyllid

9.1. Bydd camau i ymateb i'r meysydd a nodwyd yn cael eu hintegreiddio i mewn i'r Cynlluniau Busnes Gwasanaeth ac bydd angen eu hariannu o fewn yr adnoddau presennol.

10. Pa risgiau sydd ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?

10.1. "Mae'r risg o adroddiad(au) negyddol sylweddol gan reolyddion allanol" yn risg sydd wedi ei nodi ar y Gofrestr Risg Corfforaethol. Ar y cyfan, mae hwn yn adroddiad cadarnhaol, ond bydd angen i'r cyngor ymateb yn gadarnhaol i'r materion a godwyd yn

yr adroddiad er mwyn sicrhau bod yr adroddiad 2015-16 yn parhau i fod yn gadarnhaol.

11. Pŵer i wneud y Penderfyniad

- 11.1. Adran 3 Deddf Llywodraeth Leol 1999 - Dyletswydd gwerth gorau i sicrhau gwelliannau parhaus.
- 11.2. Adran 7 o Ddeddf Gwasanaethau Cymdeithasol Awdurdodau Lleol 1970 - dyletswydd i sicrhau gwelliant parhaus o ddarparu gwasanaethau.
- 11.3. Mesur Llywodraeth Leol (Cymru) 2009 - dyletswydd i sicrhau gwelliant parhaus o ddarparu gwasanaethau.
- 11.4. Mae erthyglau 6.1 a 6.3.4(b) o Gyfansoddiad y Cyngor yn amlinellu pwerau'r Pwyllgor Archwilio mewn perthynas â'r mater hwn.

Swyddog Cyswllt:

Prif Reolwr – Cymorth Busnes (Gwasanaethau Cymorth Cymunedol)

Ffôn: 07825 451448

Adroddiad Gwerthuso Perfformiad 2014–15

Gwasanaethau Cymdeithasol
Cyngor Sir Ddinbych

Mae'r adroddiad hwn yn nodi'r prif feysydd lle bu cynnydd a'r meysydd lle mae angen gwella yng Ngwasanaethau Cymdeithasol Cyngor Sir Ddinbych ar gyfer y flwyddyn 2014–15

Adolygiad a Gwerthusiad Blynyddol o Berfformiad 2014 - 2015

Awdurdod Cyngor Sir Ddinbych
Lleol:

Mae'r Adroddiad hwn yn nodi gwerthusiad AGGCC o berfformiad Cyngor Sir Ddinbych wrth gyflwyno ei swyddogaethau gwasanaethau cymdeithasol.

1. Crynodeb

- 1.1. Mae Cyngor Sir Ddinbych yn parhau i baratoi ar gyfer rhoi Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 ar waith. Mae aelodau etholedig wedi'u briffio'n dda ac yn deall goblygiadau'r Ddeddf. Roedd paratoi at hyn yn ystod y flwyddyn yn cynnwys aildrefnu'r strwythur uwch-reoli ac felly creu adran newydd ar gyfer gwasanaethau cefnogi cymunedol, gan ymgorffori gwasanaethau cymdeithasol oedolion a gwasanaethau digartrefedd, a hefyd cynllunio i gyfuno gofal cymdeithasol plant ac addysg i un adran, a fydd yn cael ei rhoi ar waith yn 2015-2016.
- 1.2. Mae diwylliant effeithiol yn parhau i fod yn y cyngor mewn perthynas ag archwilio perfformiad o ran cyflwyno gofal cymdeithasol, gan ddarlunio ymgysylltiad gwleidyddol trwy gyfarfodydd herio gwasanaethau, sy'n cynnwys aelodau etholedig yn ogystal ag arolygiaethau sydd wedi'u gwahodd.
- 1.3. Ym mis Gorffennaf 2014, lanswyd Un Pwynt Mynediad, sy'n enghraifft dda o gydweithio ym Mwrdd Iechyd Prifysgol Betsi Cadwaladr. Fodd bynnag, mae angen gwneud mwy o gynnydd mewn perthynas â sefydlu prosiectau integredig, yn enwedig lle nad yw ariannu grant ar gael.
- 1.4. Roedd gostyngiad yn y nifer o oedolion hŷn oedd yn derbyn gofal preswyl yn ystod y flwyddyn a chynnydd yn y ddarpariaeth drwy fodolau amgen o gefnogaeth, fel bod pobl yn gallu cadw eu hannibyniaeth. Mae'r patrwm hwn o gyflwyno gofal cymdeithasol yn flaenoriaeth gorfforaethol a ddefnyddir i bwysleisio pwysigrwydd y trydydd sector fel partneriaid cyflwyno.
- 1.5. Er gwaethaf y cynnydd mewn capasiti i gyflwyno gwasanaeth diogelu oedolion agored i niwed, nid yw perfformiad mewn perthynas ag amddiffyn oedolion agored i niwed wedi gwneud cynnydd fel y disgwyl. Rydym yn gweld hyn fel risg barhaus i'r cyngor yn y flwyddyn sydd i ddod.

- 1.6. Parhawyd i atgyfnerthu gwasanaethau'r cyngor i blant a theuluoedd, gan ddangos y cynnydd da a gafwyd drwy ail-lunio rolau staff a darparu ymyriadau cynnar tymor byr a galluogi cefnogaeth i deuluoedd. Mae'r cyngor hefyd wedi rhoi proses ar waith i gael gwybod am brofiadau a safbwyntiau pobl ifanc. Er bod gwelliant sylweddol i'w weld mewn perthynas â chynlluniau addysg personol, mae llawer mwy i'w gyflawni eto mewn perthynas ag anghenion iechyd plant mewn lleoliadau gofal.
- 1.7. Mae'r cyngor yn parhau i roi'r cynllun 'Mwy Na Geiriau' ar waith yn rhagweithiol, a gwnaed cynnydd gwyb yn ystod y flwyddyn, a welir drwy arweinyddiaeth strategol, hyrwyddo, mynediad dwyieithog i bobl, a hyfforddiant i'r gweithlu.

2. Yr ymateb i'r meysydd i'w gwella a nodwyd y llynedd

Gwelliant wedi'i nodi y llynedd	Cynnydd yn 2014-2015
Sefydlu proses ymchwilio i wrando a chael gwybod am brofiadau a chanlyniadau i blant a phobl ifanc	Cynnydd da – Methodoleg gadarn yn cynnwys cymhwyso amrywiaeth eang o declynnau, gan gynnwys cyflwyno'r defnydd o gyfryngau cymdeithasol. Bydd angen gwerthurso data a chanlyniadau yn ystod 2015-2016.
Gwella ansawdd darpariaeth a chanlyniadau ar gyfer plant mewn gofal	Gwella perfformiad yn araf mewn perthynas â gwiriadau iechyd a deintyddol ar gyfer plant mewn gofal, ond mae'n parhau i fod yn is na chyfartaledd Cymru. Cynnydd sylweddol mewn perfformiad yn ymwneud â chynlluniau addysg personol, a chymwysterau addysgol ar gyfer pobl ifanc 16 mlwydd oed. Mae'r ddau bellach yn uwch na'r cyfartaledd ar gyfer Cymru.
Effaith newidiadau i'r strwythur staffio ar gyfer amddiffyn oedolion agored i niwed er mwyn sicrhau bod y broses ddiogelu yn cael ei gweithredu mewn modd amserol, cyson ac awdurdodol ar draws yr awdurdod	Cynnydd bychan iawn – Mae'r arfer yn bryder o hyd, ac mae angen gwelliant ar frys.
Gwerthuso ansawdd bywyd a chanlyniadau pobl gydag anabledau dysgu	Rhywfaint o gynnydd – Cyflwynwyd swydd i adolygu cefnogaeth a chanlyniadau i bobl mewn gwasanaethau tai a chymorth. Mae grŵp llywio cynllunio sy'n canolbwyntio ar unigolion yn gwerthuso canfyddiadau ar sail y gwersi a ddysgwyd.
Cynyddu'r cyfleoedd i bobl ddefnyddio taliadau uniongyrchol	Gwnaed cynnydd – Mwy o bobl yn eu defnyddio, hyfforddi a datblygu cynllun gweithredu i gynyddu'r defnydd o daliadau uniongyrchol ymhellach.

Cynyddu cyfraddau cefnogaeth i ofalwyr	Rhywfaint o gynnydd – Blaenoriaeth yng nghynllun gwella gwasanaeth Cyngor Sir Ddinbych 2014-2015. Cynnydd bychan yn y perfformiad yn ystod y flwyddyn. Prosesau casglu data newydd i fesur asesu a'r nifer sy'n derbyn.
Mae angen mwy o eglurder o ran cyfeirio a'r math o wasanaethau sydd ar gael i deuluoedd nad ydynt yn cyrraedd y trothwy angenrheidiol i gael mynediad at wasanaethau plant a theuluoedd	Tystiolaeth o gynnydd trwy'r Porth Plant a Theuluoedd; ceir Tîm o Amgylch y Teulu (TAF), a chyfnewid gwybodaeth yn rheolaidd gydag asiantaethau perthnasol.
Gwella pa mor hygyrch yw gwybodaeth a ddarperir gan y cyngor trwy ddefnyddio technoleg symudol, gan gynnwys fersiynau hawdd i'w darllen	Mae cynllun peilot wedi cychwyn o fewn y Fframwaith Canlyniadau Cenedlaethol a ddyluniwyd i fireinio arfer mewn perthynas â gwrando ar unigolion a mwyhau canlyniadau personol. Cyflwynwyd a dyluniwyd technoleg symudol a chyfryngau cymdeithasol i wella dulliau gwrando, cael gwybod, ac ymateb i blant.
Capasiti ar gyfer monitro contractau	Gwnaed cynnydd, gyda mwy o gapasiti.

3. Ymweliadau ac arolygiadau a wnaed yn ystod y flwyddyn

- 3.1. Cyfarfu AGGCC ag uwch-swyddogion y cyngor ddeunaw o weithiau yn ystod y flwyddyn i adolygu a thrafod perfformiad gwasanaethau cymdeithasol, gan gynnwys y meysydd i'w gwella a nodwyd yng ngwerthusiad perfformiad y llynedd. Mynychwyd cyfarfodydd herio gwasanaethau'r cyngor. Bu i'r cyngor ymgysylltu'n gyson ag AGGCC, ac roeddent yn barod i hwyluso mynediad at y wybodaeth y gwnaed cais amdani a galluogi cynnal ymweliadau safle.
- 3.2. Hefyd, cynhaliwyd gwaith maes yn Sir Ddinbych fel rhan o astudiaeth o annibyniaeth pobl hŷn Swyddfa Archwilio Cymru, a oedd yn cynnwys cael barn gan y trydydd sector. Bu i ni gyfarfod â hwb comisiynu Gogledd Cymru i archwilio gwasanaethau comisiynu ar gyfer pobl ag anghenion cymhleth. Cynhaliwyd ymweliadau ar y cyd i wasanaethau plant ac oedolion, gan siarad â phobl oedd yn defnyddio gwasanaethau, eu perthnasau, a staff. Hefyd, cynhaliodd AGGCC fforwm darparwyr rhanbarthol ar gyfer gwasanaethau i oedolion ieuengach, a oedd yn cynnwys cynrychiolwyr o wasanaethau yn y sir. Yn ystod y flwyddyn, cyhoeddwyd ein harolygiad o wasanaethau maethu mewnol Sir Ddinbych. Mae manylion am y rhain wedi'u cynnwys mewn adroddiadau a gyhoeddwyd, ac sydd ar gael ar wefan AGGCC.

4. Meysydd y bydd AGGCC yn gwneud gwaith dilynol arnynt y flwyddyn nesaf

- 4.1. Nodwyd nifer o feysydd penodol i'w gwella yng nghorff yr adroddiad hwn. Bydd cynnydd y cyngor o ran y rhain yn cael ei drafod gyda'r cyngor yn ystod cyfarfodydd ymgysylltu rheolaidd yn y flwyddyn sydd i ddod. Bydd meysydd penodol i'w dilyn yn cynnwys perfformiad y cyngor mewn perthynas â:
- Monitro a gwerthuso'r effaith bosibl ar blant ac oedolion o ganlyniad i newidiadau'r cyngor i'r strwythur uwch-reoli ar gyfer cyflwyno gofal cymdeithasol
 - Gwella amserlenni ac ymgysylltiad amddiffyn oedolion agored i niwed a chynnal adolygiad o lefelau trothwy
 - Monitro'n agos ansawdd yr holl ddarparwyr gofal cartref – bydd angen casglu profiadau a safbwyntiau'r rheiny sy'n derbyn gwasanaethau gofal cartref yn y broses hon
 - Gweithio mewn partneriaeth integredig gyda Bwrdd Iechyd Prifysgol Betsi Cadwaladr

5. Cynllun arolygu ac adolygu AGGCC ar gyfer 2015-2016

- Adolygiad cenedlaethol o ofal cartref
- Adolygiad cenedlaethol o wasanaethau ar gyfer pobl gydag anabledau dysgu
- Adolygiad cenedlaethol o gynllunio gofal i blant sy'n derbyn gofal

6. I ba raddau mae'r profiadau a'r canlyniadau ar gyfer pobl sydd angen gofal a chefnogaeth yn gwella eu lles?

Oedolion

Trosolwg

- 6.1. Syrthiodd y nifer o leoedd preswyl (499) ar gyfer oedolion hŷn a gefnogir gan y cyngor yn 2014-2015 o'r flwyddyn flaenorol, ac maen nhw wedi cynyddu 15% dros y tair blynedd ddiwethaf. Ehangodd tai gofal

ychwanegol o un i dri chynllun, ac roedd cynnydd yn y nifer oedd yn defnyddio teleofal a thechnolegau cynorthwyol o 76 (5%), er i'r astudiaeth o annibyniaeth pobl hŷn a gynhaliwyd gan Swyddfa Archwilio Cymru yn ystod y flwyddyn ganfod fod angen mwy o ddefnydd o dechnolegau newydd.

- 6.2. Mae gostyngiad wedi bod yn y nifer o offer a ddarperir gan y storffeydd offer ar y cyd rhwng gwasanaethau cymdeithasol a'rbwrdd iechyd i bobl hŷn. Cred y cyngor fod hyn oherwydd bod yr Un Pwynt Mynediad newydd yn cyfeirio pobl at y trydydd sector, er nad oes tystiolaeth eto i gefnogi'r rhesymeg hwn.
- 6.3. Mae adroddiad y cyfarwyddwr ar gyfer 2014-2015 yn cydnabod na lwyddodd y cyngor i wneud gwaith monitro ffurfiol o ansawdd nifer o asiantaethau gofal cartref yn ystod y flwyddyn drwy ymweld â phob darparwr. Felly bydd yn rhaid monitro'r holl ddarparwyr yn effeithiol yn ystod 2015-2016. Yn ystod cyfarfodydd ymgysylltu gyda AGGCC, dywedodd y cyngor fod 70% o'r holl alwadau 15 munud i bobl yn eu cartrefi eu hunain yn 'alwadau gwirio'. Dylai gwaith monitro ansawdd gynnwys cyfweiliadau, yn ogystal â'r dulliau a ddefnyddir eisoes, er mwyn cynyddu'r cyfleoedd i wrando ar safbwyntiau pobl sydd yn derbyn pob math o wasanaethau gofal cartref, a'u gwerthuso. Bydd hyn yn helpu i sicrhau bod y gwasanaeth sy'n cael ei ddarparu'n rhoi sylw i'w hanghenion ac yn llywio gwaith comisiynu gan y cyngor yn y dyfodol.
- 6.4. Mae dros 95% o ddarpariaeth breswyl i oedolion ieuengach ac oedolion hŷn gydag anghenion cymhleth yn Sir Ddinbych yn cael ei darparu gan y sector annibynnol, ond eto mae'n syndod nodi bod adroddiad y cyfarwyddwr yn dweud mai dim ond 27 o'r gwasanaethau a gafodd eu hymweld gan swyddogion monitro contractau. Fodd bynnag, yn aml roedd yr ymweliadau hyn mewn ymateb i bryderon ac yn cael eu cynnal ar achlysuron mewn cydweithrediad ag arolygwyr o AGGCC a rheoleiddwyr eraill. Mae swyddogion adolygu'r cyngor hefyd yn rhannu gwybodaeth gyda'r tîm monitro contractau yn dilyn adolygu cynlluniau gofal pobl. Yn ystod y flwyddyn, gwelwyd bod lefel dda o rannu gwybodaeth rhwng swyddogion monitro contractau ac AGGCC, gan alluogi defnyddio dull rhagweithiol yn gynnar i wasanaethau lle'r oedd pryderon wedi codi.
- 6.5. Gan adlewyrchu ei agenda gorfforaethol, mae'r cyngor yn galluogi pobl gydag anabledau dysgu ac anghenion iechyd meddwl i fod mor annibynnol â phosibl. Roedd cynnydd o 38% yn y nifer o bobl oedd yn defnyddio taliadau uniongyrchol o'i gymharu â'r flwyddyn flaenorol. Mae cynllun gweithredu, gan gynnwys hyfforddiant pellach i staff, yn gobeithio denu mwy o bobl i ddefnyddio hyn yn y dyfodol. Cyflwynwyd swyddi gwaith cymdeithasol penodol yn ystod y flwyddyn i adolygu

canlyniadau ar gyfer pobl mewn gwasanaethau tai a gefnogir, ac mae grŵp llywio cynllunio sy'n canolbwyntio ar unigolion yn gwerthuso'r canfyddiadau ar sail y gwersi a ddysgwyd, sy'n llywio'r broses o gynllunio gwasanaethau yn y dyfodol.

- 6.6. Mae perfformiad yn parhau i achosi pryder mewn perthynas â diogelu oedolion agored i niwed drwy'r broses amddiffyn oedolion agored i niwed. Ceisiodd y cyngor gryfhau capasiti ar ddechrau'r flwyddyn drwy ehangu rôl y Prif Reolwr Dynodedig. Hefyd, sefydlwyd cefnogaeth weinyddol ddynodedig tuag at ddiwedd y flwyddyn, darparwyd hyfforddiant i staff, a chynhaliwyd cyfarfodydd misol i adolygu cynnydd ac i rannu arfer. Er gwaethaf y datblygiadau hyn, erbyn diwedd 2014-2015 nodwyd yr un pryderon â nodwyd yn adroddiad gwerthuso perfformiad y llynedd, gan gynnwys amseroldeb a diffyg cysondeb yn y broses ddiogelu. Rydym wedi arsylwi nad oedd asiantaethau perthnasol bob amser yn cael eu cynnwys yn y trafodaethau cynnar, ac roedd thema ailadroddus bod diffyg hyder yn y Prif Reolwr Dynodedig, gan awgrymu bod angen cefnogaeth a hyfforddiant pellach. Hefyd, mae angen eglurder o ran trothwy'r cyngor ar gyfer derbyn a gwrthod cyfeiriadau amddiffyn oedolion agored i niwed. Mae'r cyngor wedi cyfleu eifod yn bwriadu rhoi prosesau casglu data a gwerthuso newydd ar waith yn ymwneud â phob cam o'r broses amddiffyn oedolion agored i niwed, a byddwn yn dilyn y rhain yn y flwyddyn sydd i ddod.
- 6.7. Mae'r cyngor yn cydnabod ei bod yn bosibl bod cyfeiriadau gan yr Un Pwynt Mynediad i'r tîm amddiffyn oedolion agored i niwed wedi dioddef oedi oherwydd eu bod yn ceisio cyngor anffurfiol gan y tîm hwn. Mae'r cyngor yn ceisio rhoi sylw i hyn drwy sicrhau bod gan bersonél yr Un Pwynt Mynediad y wybodaeth sydd ei hangen arnynt i wneud cyfeiriadau amserol i'r tîm amddiffyn oedolion agored i niwed.
- 6.8. I'r gwrthwyneb, cyflwynodd y cyngor ei gyfrifoldebau mewn perthynas â'r Trefniadau Diogelu rhag Colli Rhyddid, gydag wyth aelod o staff oedd wedi'u hyfforddi a chydlynwyd yn dechrau yn ei swydd yn ystod y flwyddyn. Yn ystod 2014-2015, roedd cynnydd sylweddol iawn yn y nifer o geisiadau o dan y trefniadau hyn a dderbyniwyd gan y cyngor, gyda 221 o geisiadau wedi'u gwneud, 46 asesiad wedi'u cyflawni, a 43 awdurdodiad wedi'u gwneud (o'i gymharu â 12 cais a phump awdurdodiad yn unig yn ystod y flwyddyn flaenorol). Hefyd, defnyddiodd y cyngor eu hymchwil i leoliadau yn y gymuned a chanfod bod o leiaf 50 o bobl eraill yn debygol o fod yn cael eu hamddifadu o'u rhyddid gan ddefnyddio'r prawf budd pennaf diwygiedig.
- 6.9. Cynyddodd y nifer o oedolion gydag anghenion cymhleth oedd angen adolygiadau o'u cynlluniau gofal o 102 yn ystod y flwyddyn o'i gymharu â 2013-2014, er i gyfanswm y nifer o adolygiadau a gynhaliwyd ostwng

o wyth o'r flwyddyn flaenorol. Er bod perfformiad y cyngor o ran cynnal adolygiadau cynlluniau gofal ar amser yn parhau i fod yn uwch na chyfartaledd Cymru ar 88%, mae'r gostyngiad bychan hwn mewn perfformiad yn ystod 2014-2015 yn golygu y bydd angen monitro perfformiad yn agos iawn gan y cyngor yn 2015-2016.

- 6.10. Gwnaed cynnydd mewn perthynas â chefnogaeth ar gyfer pobl gydag anabledau dysgu, gan gynnwys cyflwyno swyddi newydd a mwy o bobl yn defnyddio taliadau uniongyrchol. Fodd bynnag, mae'n ymddangos nad yw proffil pobl gydag anghenion iechyd meddwl mor uchel ar hyn o bryd, ac mae angen eglurder yn ymwneud â chanfod, asesu a chomisiynu'r gwasanaethau.
- 6.11. Mewn blynyddoedd diweddar, mae nifer gynyddol o bobl gydag anabledau dysgu ac anghenion cymhleth yn aml o du allan i'r sir a hyd yn oed y tu allan i Gymru wedi cael eu gosod gyda darparwyr annibynnol yn Sir Ddinbych. Mae dros 95% o'r ddarpariaeth gyfan yn Sir Ddinbych ar gyfer oedolion hŷn ac oedolion ieuengach gydag anghenion cymhleth yn cael ei darparu gan y sector annibynnol. Mae'n debygol bod nifer arwyddocaol o bobl yn y gwasanaethau hyn nad ydynt yn hysbys i'r cyngor ond a fydd o bosibl, ar ryw bwynt, angen mynediad at wasanaethau iechyd cynradd a gwasanaethau gofal cymdeithasol, yn ogystal â gwarchodaeth y prosesau diogelu y mae'r cyngor yn eu gweithredu. Felly, bydd yn bwysig i'r cyngor (a'i bartneriaid) asesu a rhagweld angen ac adnoddau yn y dyfodol yn hyn o beth, ond hefyd i ystyried effaith bosibl camu i lawr o gefnogaeth ddwys ac i leoliadau yn y gymuned o fewn y sir.

Blaenoriaethau cenedlaethol allweddol (Cymru)

Gwasanaethau ataliol ac ymyrraeth gynnar

- 6.12. Mae'r cyngor yn darparu cyfarwyddyd ac arweinyddiaeth gref sy'n cynyddu'r ystod o wasanaethau ataliol a gwasanaethau ymyrraeth gynnar sydd ar gael i bobl hŷn, ac mae Cynllun Lles Sir Ddinbych yn dangos cyfeiriad strategol y cyngor wrth geisio galluogi pobl i ddod yn wydn ac annibynnol. Yn ystod y flwyddyn, gallai datblygiad y cyngor o'r model 'SID' (Cefnogi Annibyniaeth yn Sir Ddinbych) yn y pen draw ddod yn dempled i'r mathau o gefnogaeth integredig y gall yr holl ddinasyddion, ifanc a hŷn, ei ddisgwyl ar adegau amrywiol yn ystod eu bywydau.
- 6.13. Darparwyd gwasanaeth ailalluogi i 346 o bobl, ac nid oedd 60% o'r rheiny angen cefnogaeth bellach. Cynrychiolodd hyn leihad o'r blynyddoedd blaenorol (376 o bobl a 77%), er i hwn fod yn faes o

flaenoriaeth i'w ddatblygu i fodloni angen cynyddol Sir Ddinbych ar gyfer gwasanaethau ailalluogi.

- 6.14. Sefydlwyd prosiect 'Fy Mywyd Fy Ffordd' gan swyddog strategaeth pobl hŷn yn dilyn ymchwil i fodolau oedd yn cael eu defnyddio gan gynghorau eraill. Yn ystod y flwyddyn, arweiniodd hyn at gyflwyno grwpiau cyfeirio, gan gynnwys pobl hŷn, ac adnoddau lleol i bobl gael cyngor a gwybodaeth ac i gadw gwydnwch ac annibyniaeth.
- 6.15. Dechreuodd y cyngor hefyd ar brosiect a'i fwriad i asesu ac ymyrryd yn yr unigedd mae pobl hyn yn ei brofi. Hefyd, cynlluniwyd gyda chymunedau lleol i ddatblygu rhaglen cyfnewid addysg a rhaglen 'heneiddio'n dda yn Sir Ddinbych' yn 2015-2016 (fel rhan o'r fenter heneiddio'n dda yng Nghymru).
- 6.16. Yn ystod y flwyddyn, cymerodd y cyngor ran mewn cynllun peilot cenedlaethol i ddatblygu hybiau cymunedol i alluogi mynediad hawdd at gyngor a gwybodaeth ar gyfer y boblogaeth leol. Cychwynnodd yr hwb cymunedol cyntaf, oedd yn cynnal 'trafodaethau wedi'u harwain gan y gymuned', yng Nghorwen. Fe'i cyflwynwyd gan ymarferwyr amlasiantaethol, ac mae'n ymddangos bod gan y gwasanaeth estyn allan symudol arloesol hwn botensial da i bobl leol gael cyngor a gwybodaeth, ac os oedd angen, i wasanaethau ddod yn ymwybodol o'u hanghenion, ac i gefnogaeth gael ei darparu. Mae hefyd yn ymddangos bod y cam cynnar hwn o'r datblygiad yn cynnig cyfle sylweddol i'r cyngor roi prosesau monitro a gwerthuso effeithiol ar waith i ddangos effeithiolrwydd neu ddiffyg effeithiolrwydd y model hwn.
- 6.17. Nodwyd gofawyr oedolion yn flaenoriaeth yng nghynllun gwella gwasanaeth y cyngor 2014-2015. Gwnaed cynnydd o ran ei bartneriaethau gyda'r trydydd sector ac ymgysylltu â gwasanaethau hamdden, colegau, a llyfrgelloedd i godi ymwybyddiaeth. Fodd bynnag, mae cywirdeb cofnodi wedi bod yn broblem, ac mae prosesau wedi cael eu rhoi ar waith i fonitro a chofnodi'r nifer sy'n defnyddio asesiadau ar gyfer gofawyr. Gwelwyd gwelliant mewn perfformiad gyda 93.7% o ofalwyr yn cael cynnig asesiad (89.4% yn 2013-2014) a 96.7% o ofalwyr yn derbyn gwasanaeth (95.5% yn 2013-2014).

Integreiddio gwasanaethau iechyd a gofal cymdeithasol ar gyfer pobl hŷn gydag anghenion cymhleth

- 6.18. Lanswyd yr Un Pwynt Mynediad ym mis Gorffennaf 2014, ac roedd ei gyflwyno'n arddangos model effeithiol o weithio integredig mewn partneriaeth rhwng iechyd a gofal cymdeithasol, gan ddarparu asesiadau a chefnogaeth i bobl oedd mewn risg o iechyd yn dirywio.

Erbyn diwedd y flwyddyn, roedd gan y gwasanaeth staff llawn, gan gynnwys staff o'r trydydd sector ac yn cynnwys ymateb dwyieithog.

- 6.19. Roedd rhyddhau o'r ysbyty yn fuan ac ar benwythnosau yn elw yn ystod chwarter olaf 2014-2015 o gyflwyno rôl ymarferwyr iechyd a gofal cymdeithasol ar y cyd, gan gefnogi 23 o bobl.
- 6.20. Ni wnaed cynnydd mewn perthynas â sefydlu prosiectau integredig lle nad oedd ariannu grant ar gael. Felly, bydd angen sefydlu cynllunio a chyfluoedd sydd yn arwain at integreiddiad iechyd a gofal cymdeithasol mwy yn y flwyddyn sydd i ddod.

Meysydd lle mae cynnydd

- Strategaethau i ganiatáu pobl hŷn gadw eu hannibyniaeth trwy gyflwyno ffynonellau gwybodaeth ac asesu lleol
- Y nifer o ofalwyr sy'n cael asesiadau a gwasanaethau
- Cyflwyno awdurdodiadau Trefniadau Diogelu rhag Colli Rhyddid

Meysydd i'w gwella

- Diogelu oedolion
- Monitro ansawdd holl ddarparwyr gofal cartref, gan gynnwys cael gwybod am brofiadau a safbwyntiau'r rheiny sy'n derbyn gwasanaethau gofal cartref fel sail i gynllunio gwasanaethau a chomisiynu
- Asesu a rhagweld dibyniaeth bosibl ar adnoddau'r awdurdod lleol i bobl gydag anableddau dysgu, anghenion iechyd meddwl, ac anghenion cymhleth nad ydynt yn hysbys ar hyn o bryd i'r cyngor ac sy'n byw mewn darpariaeth gofal yn y sector annibynnol yn Sir Ddinbych; ystyried effaith posibl unrhyw gamu i lawr o gefnogaeth ddwys i leoliadau yn y gymuned
- Eglurder yn ymwneud â dull y cyngor o ganfod, asesu a chefnogi pobl ag anghenion iechyd meddwl

Plant a phobl ifanc

Trosolwg

- 6.21. Derbyniodd y gwasanaethau plant a theuluoedd nifer sylweddol llai o 13% (103) o gyfeiriadau o'i gymharu â'r flwyddyn flaenorol. Y ganran o

gyfeiriadau yn ystod y flwyddyn y gwnaed penderfyniad arnynt o fewn 24 awr oedd 100%, gyda mwy o ffocws gan y cyngor ar gyfeirio ac asesu priodol ar y pwynt cyntaf o gysylltu. Syrthiodd ail-atgyfeiriadau hefyd, o 32 i 101. Mae'r cyngor yn dweud bod y gostyngiad mewn cysylltiadau ac ail-atgyfeirio o ganlyniad i ddull mwy rhagweithiol i ymatebion ataliol ac ymyrraeth gynnar, gweithio gyda theuluoedd trwy eiDîm o Amgylch y Teulu (TAF) a rhaglen Teuluoedd yn Gyntaf, a chyfarfod dwywaith yr wythnos gydag asiantaethau perthnasol eraill i gyfnewid gwybodaeth, sydd yn atal yr angen am wasanaethau ffurfiol. Dylai'r cyngor geisio olrhain a monitro canlyniadau i blant a theuluoedd sydd wedi'u cyfeirio ymlaen at wasanaethau eraill.

- 6.22. Yn ystod y flwyddyn, cyrhaeddwyd lefelau staffio llawn o ran diogelu ac adolygu, a bu i'r perfformiad wella gyda 100% o gynadleddau amddiffyn plant cychwynnol a 93% o gyfarfodydd grwpiau craidd cychwynnol gael eu cynnal o fewn yr amserlenni. Rhoddwyd 78 o blant ar y gofrestr amddiffynplant, sydd yn cynrychioli gostyngiad o 8.2% ers y flwyddyn flaenorol. Mae'r cyngor wedi cyflwyno methodoleg 'Arwyddion Diogelwch' ar gyfer cynadleddau amddiffyn plant, sydd â'r potensial i alluogi teuluoedd i ganfod risgiau yn ogystal â galluogi plant a phobl ifanc i gyfrannu at y broses rheoli risg. Mae mwy o godi ymwybyddiaeth o ddiogelu wedi bod ymysg staff ar draws y cyngor, gyda rhaglen hyfforddi diogelu gorfforaethol wedi'i chyflwyno i 107 aelod o staff. Roedd cyfarfodydd herio gwasanaethau yn ystod y flwyddyn yn cynnwys archwilio ar ddiogelu a gwersi a ddysgwyd o Rotherham. Yn ystod y flwyddyn, cynhaliodd y bwrdd diogelu plant adolygiad amddiffynplant i archwilio gwersi a ddysgwyd yn dilyn marwolaeth plentyn.
- 6.23. Mae'r cyngor hefyd yn ceisio gweddwid gwasanaethau i blant ag anabledd drwy gynyddu'r mynediad at wasanaethau cyffredinol. Er y gwelwyd cynnydd calonogol yn ystod y flwyddyn mewn perthynas â chanlyniadau addysg, syrthiodd amseroldeb adolygiadau ar gyfer plant ag anableddau'n sylweddol yng nghanol y flwyddyn. Roedd hyn oherwydd anawsterau recriwtio staff, er i'r cyngor ddweud wrthym fod ganddynt staff llawn yma erbyn diwedd y flwyddyn. Nid yw'n glir eto p'un ai a fydd y strwythur staffio newydd yn ystyried anghenion plant ag anableddau ac ymateb iddynt, ac felly mae angen eglurder o ran strwythur a phrotocolau.
- 6.24. Cafodd darpariaeth egwyl fer i blant ag anableddau ei lleihau, a 2014-2015 oedd y flwyddyn olaf nad oedd yn rhaid i rieni gyfrannu'n ariannol at ofal seibiant. O 2015-2016, gofynnir i rieni nad yw'n dymuno cael profion modd gyfrannu £25 yr wythnos (h.y. £1,300 y flwyddyn) at y ddarpariaeth o ofal seibiant ar gyfer eu plentyn. Mae risg y bydd

teuluoedd yn dewis tynnu'n ôl oherwydd rhesymau ariannol, a bydd angen i'r cyngor fonitro amgylchiadau o'r fath yn agos.

- 6.25. Mae'r cyfarwyddwr wedi cyflwyno dull mwy trylwyr o werthuso, gyda phroses ymchwil gadarn bellach ar waith sy'n cynnwys cymhwyso amrywiaeth eang o declynnau, gan gynnwys cyfryngau cymdeithasol a datblygu partneriaeth. Bydd hyn yn gwella cywirdeb casglu data mewn perthynas â gwrando ar a chasglu gwybodaeth am brofiad plant a phobl ifanc. Mae angen i'r cyngor fonitro'n agos y dystiolaeth yn ymwneud â chanlyniadau plant a theuluoedd nad ydynt yn cyrraedd y trothwy am wasanaethau ffurfiol.

Blaenoriaethau cenedlaethol allweddol

Gwasanaethau ataliol ac ymyrraeth gynnar

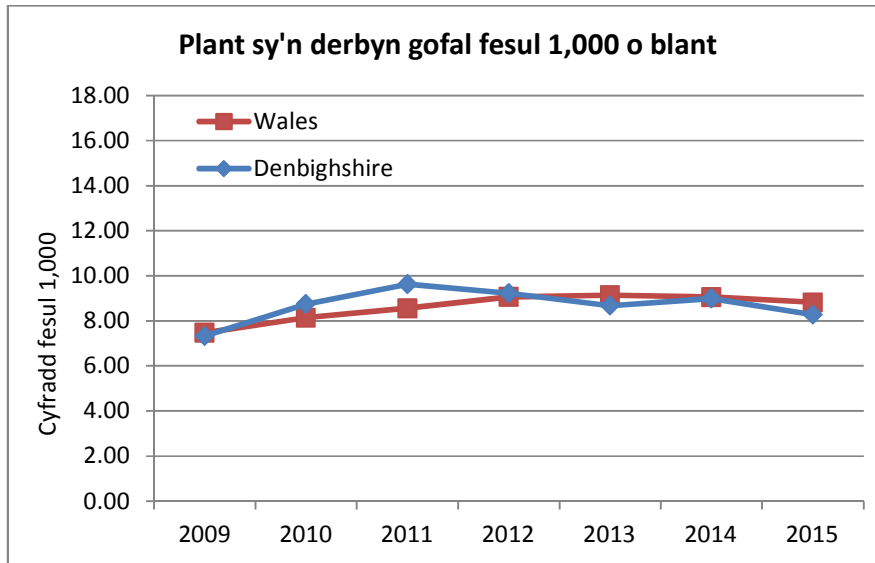
- 6.26. Mae gwasanaethau ymyrraeth gynnar ddwys plant a theuluoedd mewn cyfnod o drawsffurfio yn bennaf oherwydd cyfuniad strategol gwasanaethau gofal cymdeithasol a gwasanaethau addysg. Gwelwyd effaith gychwynnol yn rhesymoliad swyddi staff, gyda chanlyniad tebyg o gael gwasanaeth ymyrraeth gynnar wedi'i integreiddio. Mae'r bwrdd rhanbarthol ar gyfer cymorth integredig i deuluoedd yn rhoi ffocws ar y teuluoedd hyn gyda phlant gyda lefel uchel o anghenion cefnogaeth.
- 6.27. Bu i Dîm Cefnogi Teuluoedd y cyngor gyflwyno gwasanaeth saith diwrnod yr wythnos, yn ystod oriau effro, yn cynnig cefnogaeth tymor byr, ymyrraeth gynnar, a chefnogaeth i deuluoedd.
- 6.28. Mae cefnogaeth staff ar gyfer plant agored i niwed a theuluoedd wedi cael ei ail-ffocysu, gan awgrymu bod y cyngor yn symud tuag at ddod yn sefydliad dysgu. Er enghraifft, cyflwynwyd rôl allweddol yr 'arweinydd ymarfer', sydd yn gyfrifol am faich achosion o tua 60-70 ac yn darparu cefnogaeth mentora barhaus i aelodau llai profiadol o'r tîm staff. Gostyngodd lefelau salwch staff yn y gwasanaethau plant yn ystod y flwyddyn, ac roedd llawer o swyddi staff yn wag yn bennaf oherwydd ymddeoliad staff.
- 6.29. Dim ond 10% o'r holl blant a aseswyd sy'n bodloni'r trothwy i gael mynediad at gefnogaeth uniongyrchol gan y gwasanaethau plant, gyda ffynonellau eraill o gefnogaeth yn cael eu darparu trwy raglen Teuluoedd yn Gyntaf a'r Tîm o Amgylch y Teulu. Felly, mae angen systemau cefnogi effeithiol sy'n galluogi i blant agored i niwed a theuluoedd gael mynediad at asianataethau mewnol ac allanol fel Gwasanaethau Gwybodaeth i Deuluoedd a grwpiau gwirfoddol. Nodwyd bod y porth cefnogi plant a theuluoedd yn parhau i ddatblygu, a gyda chyflwyniad Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru)

2014 y flwyddyn nesaf, dyma fydd adnodd gwybodaeth, cyngor a chymorth y cyngor. Felly bydd angen ystyriaeth ofalus gan y cyngor i fonitro'n agos mynediad a chanlyniadau plant a theuluoedd nad ydynt yn derbyn ffurfiau mwy dwys o gefnogaeth.

- 6.30. I ehangu mynediad at wasanaethau ar gyfer plant a phobl ifanc ag anableddau a'u teuluoedd, cyhoeddodd y cyngor becyn cynhwysiant anabledd i dros 50 o ddarparwyr, cynnal cyfleoedd hyfforddiant i ddatblygu chwarae cynhwysol, a darparu mynediad at amrywiaeth o weithgareddau hamdden yn ystod cyfnodau gwyliau ysgol. Mae hefyd wedi cael gwared ar 'asesu anghenion', a oedd yn cael ei ystyried fel rhwystr i dderbyn gwasanaeth ac wedi'i amnewid â phrawf 'gallu a gallu'n unig'.
- 6.31. Newidiodd dull Sir Dinbych yn sylweddol o ran gwaith prosiect gyda gofalwyr ifanc yn ystod y flwyddyn. Mae'r gwasanaeth Gofalwyr Ifanc wedi'i gomisiynu drwy is-contract rhanbarthol ar gyfer atgyfeiriadau newydd ac ar gyfer gofalwyr ifanc a oedd yn derbyn gwasanaeth yn flaenorol. Bydd angen monitro a gwerthuso perfformiad gyda'r darparwr newydd hwn, a bydd AGGCC yn dilyn y cynnydd gyda'r cyngor yn ystod y flwyddyn.

Plant sy'n derbyn gofal

- 6.32. Er bod perfformiad mewn perthynas â phlant sy'n derbyn gofal yn gymysg, mae'n arddangos llwybr o welliant, gydag arwyddion o gynnydd tuag at ddiwedd y flwyddyn, a chymau gweithredu a gymerwyd i wrando ar leisiau a phrofiadau plant.
- 6.33. Roedd gostyngiad yn y nifer o blant sy'n derbyn gofal o'r flwyddyn flaenorol (175 i 161), sy'n gyfartal i 8.3 fesul 1,000 o'r boblogaeth. Mae Sir Ddinbych yn parhau i fod a'r nifer fwyaf o blant sy'n derbyn gofal o ychydig yn rhanbarth gogledd Cymru.



**Nifer o blant sy'n derbyngofal ar
31 Mawrth**

	2009	2010	2011	2012	2013	2014	2015
Sir Ddinbych	145	172	188	178	168	175	161

- 6.34. Nododd ein harolygiad o wasanaeth maethu Sir Dinbych yn 2014-2015 fod 60 o ofalwyr maeth wedi'u cymeradwyo gyda'r capasiti i ddarparu 137 o leoliadau maeth. Mae 25% o ofal maeth yn Sir Ddinbych yn cael ei ddarparu gan aelod o'r teulu, ac yn gyffredinol mae grŵp sefydlog o ofalwyr maeth yn y sir, a gwelsom fod ysbryd ymysg gofalwyr maeth yn dda. Mae'r cyngor hefyd yn gweithio gyda chynghorau eraill yng ngogledd Cymru i sefydlu dull rhanbarthol o recriwtio gofalwyr maeth.
- 6.35. Mae'r cyngor wedi rhoi dulliau ar waith sydd wedi'u dylunio i wella perfformiad gwael yn y dyfodol mewn perthynas â chynlluniau iechyd, deintyddol ac addysg bersonol ar gyfer plant sy'n derbyn gofal. Tuag at ddiwedd y flwyddyn, gwelwyd ychydig o effaith, gyda chynnydd mewn gwiriadau iechyd a deintyddol, ond mae'r ddau faes yn parhau i fod yn llai na'r cyfartaledd yng Nghymru. Mewn perthynas â gwiriadau iechyd, mae cynnydd wedi bod o 38.4% i 73.5%; a bu i wiriadau deintyddol wella mymryn ers y flwyddyn flaenorol i 59.8%.
- 6.36. Bu i'r cyngor wella ei berfformiad yn sylweddol a sicrhau bod gan yr holl blant sy'n derbyn gofal gynlluniau addysg personol ar waith, ac mae hyn yn llawer uwch na'r cyfartaledd yng Nghymru ar 100%.
- 6.37. Cynyddodd y nifer o blant oedd yn profi newid ysgol unwaith neu fwy yn ystod y flwyddyn yn sylweddol. Fodd bynnag, eglurodd y cyngor fod 18 o'r 22 plentyn dan sylw wedi symud am resymau cadarnhaol fel dychwelyd i gartref y teulu.

- 6.38. Roedd naid fawr yn y sgôr pwyntiau ar gyfer cymwysterau allanol a gyflawnwyd gan y garfan fechan (pedwar) o bobl ifanc 16 mlwydd oed sy'n derbyn gofal, gyda 438.50 o bwyntiau, sy'n adlewyrchu cynnydd o 168% o'r flwyddyn flaenorol. Dyma'r uchaf yng ngogledd Cymru, ac mae'n sylweddol uwch na'r cyfartaledd yng Nghymru.
- 6.39. Trwy gynnwys y tîm 14+ a'r fforwm rhianta corfforaethol, mae ymgysylltu cadarnhaol ac, yn wir, rywfaint o lwyddiant o'r ystod o wasanaethau cyngor wrth ddarparu opsiynau i'w bobl ifanc sy'n derbyn gofal, gan gynnwys cyfleoedd cyflogaeth a phrentisiaeth. Fodd bynnag, nid yw adroddiad y cyfarwyddwr yn nodi perfformiad mewn perthynas ag effeithiolrwydd y cyngor i baratoi a chefnogi pobl ifanc i sicrhau opsiynau byw parhaol unwaith maen nhw wedi gadael gofal.

Meysydd lle mae cynnydd

- Cyflwynwyd cefnogaeth ymyrraeth gynnar ddwys saith diwrnod yr wythnos i deuluoedd yn ystod y cyfnod o angen mwyaf
- Cyflwyno diwylliant dysgu trwy osod staff allweddol gyda phrofiad a gwybodaeth sylweddol yn strategol i fentora staff llai profiadol
- Cynnydd da mewn cymwysterau yn y cynlluniau addysg personol
- Cynnydd da mewn perthynas â phobl ifanc 16 mlwydd oed

Meysydd i'w gwella

- Amseroldeb adolygiadau i blant ag anableddau
- Monitro'n agos a gwerthuso effaith newidiadau a gyflwynwyd mewn perthynas â mynediad at ofal seibiant i blant ag anableddau
- Gwiriadau iechyd a deintyddol ar gyfer plant sy'n derbyn gofal
- Blaengynllunio a chanlyniadau ar gyfer pobl ifanc sy'n gadael gofal

7. Pa mor dda mae arweinyddiaeth, llywodraethiad a chyfeiriad y cyngor yn hyrwyddo gwelliant mewn canlyniadau a lles ar gyfer pobl sydd angen gofal a chefnogaeth

- 7.1. Mae'r cyngor yn darparu arweinyddiaeth gref mewn perthynas â hyrwyddo annibyniaeth. Mae cyfarfodydd herio gwasanaethau a threfniadau llywodraethu corfforaethol a gynhaliwyd drwy gydol y

flwyddyn yn adlewyrchu diwylliant yn y cyngor o archwilio perfformiad yn effeithiol yngngwasanaethau plant a gwasanaethau oedolion.

- 7.2. Mae'r cyngor wedi gwneud newidiadau strwythurol mawr i reoli gofal cymdeithasol i oedolion ac yn cynllunio ar gyfer trawsffurfio rheolaeth gwasanaethau plant. Bydd y ddau'n cynorthwyo paratodau ar gyfer cyflwyno Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 yn 2016.
- 7.3. Roedd mater a nodwyd yn adroddiad perfformiad y llynedd yn ymwneud â'r angen am raglenni ataliol i arddangos effeithiolrwydd, er mwyn dod yn gynaliadwy yn erbyn cefnlen o doriadau refeniw ledled y cyngor o £3.5m yn 2014-2015. Cyflawnwyd hyn yn bennaf drwy ailstrwythuro, colli staff trwy ymddeoliad, a pheidio â defnyddio cyllideb a roddwyd i un ochr ar gyfer lleoliadau cost uchel yn ystod y flwyddyn. Daeth gwir berfformiad ariannol yr adran gwasanaethau cymdeithasol o fewn y gyllideb yn 2014-2015.
- 7.4. O reoli'r toriadau i'r gyllideb a newid ei ddull i ofal cymdeithasol rheng flaen, mae'r cyngor wedi dewis lleihau'r nifer o weithwyr cymdeithasol cymwys sy'n cael eu cyflogi yn y gwasanaethau oedolion, ac mae ymarferwyr gofal cymdeithasol wedi dod yn eu lle. O'i gymharu â 2013-2014, roedd lleihad yn ystod y flwyddyn o weithwyr cymdeithasol o 19% (naw swydd) wedi'i gydbwysu drwy gyflwyno swyddi ymarferwyr gofal cymdeithasol 24.8 cyfwerth ag amser llawn (gan gynnwys chwe swyddog adolygu). Mae darlun gwahanol yngngwasanaethau gofal cymdeithasol i blant, gyda chynnydd yn nifer ygweithwyr cymdeithasol ers y flwyddyn flaenorol o 21.47% (saith swydd). Er mwyn asesu'r effaith mae'r newidiadau hyn yn ei gael ar bobl sy'n derbyn gwasanaethau gofal cymdeithasol i oedolion, bydd angen i'r cyngor fabwysiadu dull mwy trylwyr o sicrhau ansawdd.
- 7.5. Yn 2014-2015 hefyd, cychwynnodd y cyngor raglen ymgynghori fanwl ar ddyfodol eidri chartref preswyl eu hunan i bobl hŷn, sydd ar hyn o bryd yn darparu llety i 50 o bobl ac yn cyflogi 100 o staff. Roedd y broses hon ar y gweill ar ddiwedd y flwyddyn.
- 7.6. Daeth gwasanaethau oedolion yn rhan o'r Gwasanaethau Cymorth Cymunedol newydd, a cheisiodd y gwasanaethau oedolion fireinio ei ddull o gomisiynu yn ystod y flwyddyn. Mae ffocws y ddarpariaeth gofal cartref wedi symud tuag at ddull yn seiliedig ar ganlyniadau i ddefnyddwyr gwasanaeth, er bod gwaith i werthuso ansawdd yr holl ddarparwyr a chanlyniadau ar gyfer gwasanaethau eto i'w gynnal. Mae'r cynllun peilot sydd yn cael ei redeg gan y cyngor i ddefnyddio'r Fframwaith Canlyniadau Cenedlaethol yn anelu i osod y person yng nghanol arfer gwaith cymdeithasol yn ogystal â'r broses gomisiynu, gan

arwain at hunan-gyfeiriad gwell at gefnogaeth. Felly, bydd hyn yn gofyn am ddull mwy craff ac unigryw o gomisiynu, a bydd angen mwy o eglurder ar ddull y cyngor o gomisiynu. Yn ychwanegol, dangoswyd pwysigrwydd elusennau a grwpiau cymunedol i ddarparu cefnogaeth lefel isel ond hanfodol yn y gymuned ar lefel leol, er enghraifft yn yr astudiaeth o annibyniaeth pobl hŷn. Bydd strategaeth gydlynol ar gyfer comisiynu'r grwpiau hyn felly'n, caniatáu i'r cyngor gynllunio eigefnogaeth i'r grwpiau hyn, gan ddarparu cydnabyddiaeth a sicrwydd, a byddai'n gweddu'n dda fel rhan o strategaeth y cyngor i alluogi pobl i gadw eu hannibyniaeth mor hir â phosibl.

- 7.7. Cafodd holl staff rheng flaen y gwasanaethau cymdeithasol hyfforddiant yn ystod y flwyddyn i gefnogi rhoi proses gwyno statudol newydd ar waith, a chynhyrchodd y cyngor adroddiad blynyddol ar gyfer 2014-2015. Am yr ail flwyddyn yn olynol, disgynnodd y nifer o gwynion a dderbyniwyd (118 yn 2013-2014 i 76 yn 2014-2015), gan gynrychioli cwmp o 36%. Arhosodd y nifer o gwynion sy'n cael eu cadarnhau neu eu cadarnhau'n rhannol ar yr un lefel â'r flwyddyn flaenorol, ac roedd gostyngiad yn y nifer o gwynion a gafodd eu trin o fewn y raddfa amser (97% yn 2013-2014 i 93% yn 2014-2015). Dylid gwerthuso effaith y broses gwyno newydd a gwneud gwaith i ganfod ac ymateb i faterion a thueddiadau sy'n codi. Mae'r Pwyllgor Archwilio Perfformiad yn derbyn gwybodaeth am weithgaredd cwyno a dderbyniwyd yn fisol, gydag archwilio manylach yn cael ei gynnal yn chwarterol.
- 7.8. Fel y nodwyd yn barod, arweiniodd cydweithio da gyda Bwrdd Iechyd Prifysgol Betsi Cadwaladr at gyflwyno'r Un Pwynt Mynediad yn effeithiol. Yn ogystal â'r Un Pwynt Mynediad, enghraifft arall o bartneriaeth gynnar gyda'r bwrdd iechyd oedd cyflwyno'r tîm integredig cymorth ideuluoedd amlddisgyblaethol. Fodd bynnag, bydd angen arweinyddiaeth strategol gan y cyngor a'r bwrdd iechyd os am ddatblygu darpariaeth integredig ymhellach. Felly, dylai'r ffaith bod cyfarwyddwr y gwasanaethau cymdeithasol wedi'i wneud yn aelod cyswllt o fwrdd y bwrdd iechyd fod o fantais i gynllunio strategol a gwneud penderfyniadau iechyd a gofal cymdeithasol yn y flwyddyn sydd i ddod.
- 7.9. Mae'r cyngor yn parhau i geisio adeiladu partneriaethau effeithiol gyda chynghorau a chyrff eraill. Bu i uwch-swyddogion o gynghorau Sir Ddinbych a Chonwy gyfarfod trwy gydol y flwyddyn i geisio canfod cyfleoedd i weithio ar y cyd mewn gofal cymdeithasol yn y dyfodol.
- 7.10. Dangosir rôl y cyngor fel 'rhiant corfforaethol' ar gyfer plant a phobl ifanc drwy'r Fforwm Rhianta Corfforaethol, lle mae uwch-reolwyr ac aelodau etholedig yn archwilio canlyniadau ar gyfer pobl ifanc ac yn herio perfformiad. Mae hyn yn cael ei wella o sefydlu dull cryfach o drefniadau sicrhau ansawdd, gan ymgysylltu â'r bobl ifanc ac ennyn eu barn. Yn

ystod ein cyfarfodydd rheolaidd gyda'r cyngor, rydym wedi edrych ar berfformiad mewn perthynas â chyflawni ymweliadau statudol i blant sy'n derbyn gofal o fewn graddfeydd amser, a oedd yn 88.3% yn 2014-2015 o'i gymharu â 89%. Clywsom fod y rhan fwyaf o bobl ifanc wedi cael ymweliadau nad oedd, ar achlysuron, yn bodloni'r meini prawf i'w cofnodi fel ymweliad statudol. Mae adroddiad y cyfarwyddwr yn cydnabod yr angen i wella'r broses ar gyfer bodloni terfynau amser ymweliadau statudol, a bydd hyn yn flaenoriaeth i'r cyngor yn 2015-2016.

Meysydd lle mae cynnydd

- Newidiadau strwythurol mawr i reoli gofal cymdeithasol i oedolion ac yn cynllunio ar gyfer trawsffurfio rheolaeth gwasanaethau plant

Meysydd i'w gwella

- Eglurder yn null strategol y cyngor o gomisiynu cefnogaeth i blant, oedolion, a grwpiau cymunedol

Mae tudalen hwn yn fwriadol wag

Meysydd a nodwyd ar gyfer gwella	Ymateb gan Gyngor Sir Ddinbych
<p>Monitro a gwerthuso'r effaith bosibl ar blant ac oedolion o ganlyniad i newidiadau'r cyngor i seilwaith uwch reolwyr ar gyfer cyflwyno gofal cymdeithasol;</p>	<p>Mae hyn yn ystyriaeth o bwys i'r cyngor, yn enwedig mewn perthynas â Gwasanaethau Plant a Theuluoedd, lle mae'n ffurfio rhan o'r gwaith i sefydlu'r Gwasanaethau Addysg a Phlant newydd o fis Ebrill 2016. Y Cyfarwyddwr Corfforaethol: Cymunedau (sydd hefyd yn Gyfarwyddwr Statudol y Gwasanaethau Cymdeithasol) sy'n arwain ar hyn i sicrhau trosglwyddiad llyfn i'r gwasanaeth newydd.</p> <p>Mae gwaith wedi bod yn mynd rhagddo drwy gydol 2015/16 i ymgorffori Byw'n Annibynnol â Chymorth a Digartrefedd a Datrysiadau Tai i Wasanaethau Cymorth Cymunedol ac mae'r Pennaeth Gwasanaeth ar hyn o bryd yn ailstrwythuro ei Dîm Arweinyddiaeth i greu rhywfaint o gapasiti ychwanegol ar lefel uwch. Bydd y newidiadau a gynlluniwyd yn helpu i integreiddio'r elfennau o'r gwasanaeth sy'n gysylltiedig â thai yn llawn.</p> <p>Mae gan y cyngor eisoes fframwaith rheoli perfformiad cadarn iawn, gan gynnwys y broses Herio Gwasanaeth blynyddol, lle mae perfformiad yn cael ei archwilio gan uwch reolwyr; Aelodau Etholedig; Swyddfa Archwilio Cymru (SAC) ac Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC). Mae yna hefyd adroddiadau perfformiad rheolaidd i'r Uwch Dîm Arweinyddiaeth (UDA); Archwilio; a'r Cabinet. Felly rydym yn hyderus bod gennym y prosesau monitro a gwerthuso angenrheidiol ar waith i nodi unrhyw effaith bosibl ar ddefnyddwyr y gwasanaeth yn dilyn y newidiadau hyn.</p> <p>O ran deall safbwyntiau defnyddwyr gwasanaethau, mae gennym eisoes brosesau ar waith i gasglu, dadansoddi ac adrodd ar farn defnyddwyr gwasanaeth yn systematig. Mae'r wybodaeth hon yn bwydo i mewn i gynllunio a dylunio gwasanaethau lle bo'n briodol. Fodd bynnag, rydym hefyd yn adeiladu ar y gwaith hwn i gryfhau hyn ymhellach, gyda phrosiect Llais y Plentyn yn y Gwasanaethau Plant a Theuluoedd, a datblygu astudiaethau achos manylach (Straeon Digidol) sy'n defnyddio geiriau'r defnyddwyr gwasanaeth eu hunain i ddisgrifio eu profiadau o wasanaeth a ddarperir.</p>

<p>Gwella amseroldeb ac ymgysylltiad POVA a chynnal adolygiad o lefelau trothwy</p>	<p>Mae'r camau canlynol wedi eu cymryd mewn perthynas â gwella amseroldeb a chysondeb yn y broses ddiogelu:</p> <ul style="list-style-type: none">• Darparwyd Hyfforddiant Diogelu i Reolwyr Arweiniol Dynodedig, ac mae rhaglen barhaol o hyfforddiant pellach wedi ei sefydlu;• Rydym wedi cynyddu maint y gefnogaeth weinyddol ar gyfer y broses o Amddiffyn Oedolion Diamddiffyn, er mwyn cefnogi'r Rheolwr Arweiniol Dynodedig• Mae prosesau Pwynt Mynediad Sengl diwygiedig wedi galluogi sgrinio mwy effeithiol a chadarn o atgyfeiriadau Amddiffyn Oedolion Diamddiffyn.• Mae swydd newydd Rheolwr Tîm Diogelu wedi'i chreu i ddarparu cefnogaeth broffesiynol ychwanegol i Reolwyr Arweiniol Dynodedig a gwella'r broses gyfan; ac• Mae Adolygiad Cyfoedion wedi ei gynnal gyda Chonwy er mwyn sicrhau bod gennym farn allanol o'n prosesau ac mae hyn yn cael ei fonitro drwy'r grŵp Cyflenwi Diogelu Oedolion Lleol sy'n cynnwys yr holl bartneriaid perthnasol gan gynnwys Iechyd a'r Heddlu. <p>Mynegwyd pryder nad oedd asiantaethau perthnasol bob amser yn cymryd rhan, yn enwedig mewn trafodaethau strategaeth gynnar. Fodd bynnag, mae'r Heddlu wedi canmol Cyngor Sir Ddinbych am ein harfer wrth sicrhau eu bod yn cael eu cynnwys ym mhob atgyfeiriad Amddiffyn Pobl Ddiamddiffyn ac maent wedi mabwysiadu ein gweithdrefn ar draws Gogledd Cymru. Ar ben hynny, cynhaliwyd trafodaethau gyda BIPBC ynghylch unrhyw bryderon sydd ganddynt, ac nid oeddent yn gallu adnabod unrhyw achosion lle y bu pryderon. Fodd bynnag, rydym wedi llunio prosesau i sicrhau bod BIPBC yn glir ar eu llwybrau cyfathrebu gyda ni.</p> <p>Roedd yna hefyd bryder a godwyd am ddiffyg hyder y rheolwyr arweiniol dynodedig yn y broses POVA. Mewn ymateb i'r pryder hwn, mae hyfforddiant Diogelu ar gyfer Rheolwyr Arweiniol Dynodedig wedi cael ei gynnal a chomisiynwyd hyfforddiant penodol ar reoli'r Cyfarfodydd Strategaeth.</p> <p>Mewn ymateb i'r pryder bod angen eglurhad pellach ynghylch trothwy'r cyngor ar gyfer derbyn neu wrthod atgyfeiriadau POVA, rydym wedi mabwysiadu'r offeryn</p>
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	<p>trothwy cenedlaethol ar gyfer atgyfeiriadau POVA sydd wedi ei ddefnyddio'n llwyddiannus mewn Awdurdodau Lleol eraill yng Nghymru. Mae hyn yn sicrhau cysondeb wrth wneud penderfyniadau ynglŷn â throthwy ar gyfer archwiliad.</p>
<p>Monitro ansawdd yr holl ddarparwyr gofal yn y cartref yn agos a fydd angen cynnwys clywed am brofiadau a barn y rhai sy'n derbyn gwasanaethau gofal yn y cartref</p>	<p>Rydym yn cymryd ymagwedd gymesur ac yn seiliedig ar risg i fonitro darparwyr gofal cartref, ac mae gennym system gadarn ar waith ar gyfer defnyddio adborth gan ddefnyddwyr gwasanaethau yn y broses hon. Rydym yn anfon holiaduron at amrywiol ddefnyddwyr y gwasanaeth bob mis, ac mae'r adborth a dderbyniwyd yn cael ei ddefnyddio gan y tîm monitro contractau i lywio'r broses o fonitro ansawdd a dilyn trywydd unrhyw faterion a amlygwyd gan ymatebwyr. Ar hyn o bryd mae'r cyngor yn ystyried dyfodol ei wasanaethau gofal mewnol, ac mae darpariaeth i gyflogi dau swyddog monitro ychwanegol os yw'r cyngor yn penderfynu comisiynu'r holl ofal gan y sector annibynnol yn y dyfodol. Mae Sir Ddinbych hefyd yn un o'r chwe chyngor yng Nghymru sy'n ymwneud ag Adolygiad Cenedlaethol o Ofal yn y Cartref ar hyn o bryd. Bydd yr adolygiad hwn yn arwain at adroddiad cenedlaethol yn ogystal ag adborth lleol am ein prosesau ein hunain. Byddwn wrth gwrs yn ystyried casgliadau'r gwaith hwn, ac yn ymateb i unrhyw bryderon neu faterion a godwyd.</p>
<p>Gweithio mewn partneriaeth integredig gyda BIPBC</p>	<p>Mae gweithio mewn partneriaeth integredig pellach gyda BIPBC yn parhau i fod yn flaenoriaeth i'r cyngor, ond mae hefyd yn parhau i fod yn her ar hyn o bryd gan fod y bwrdd iechyd yn parhau i ganolbwyntio ar symud allan o fesurau arbennig. Fodd bynnag, rydym yn ffyddiog y bydd y strwythur rheoli newydd ar sail ardal yn BIPBC yn galluogi gweithio'n agosach dros y blynyddoedd i ddod. Mae'r adolygiad presennol o'n gwasanaethau gofal mewnol presennol wedi nodi'r potensial ar gyfer mwy o weithio mewn partneriaeth (gan ddefnyddio rhai o'r asedau presennol), yn dibynnu ar y penderfyniadau a wnaed yn dilyn ein hymgyngoriad ar hyn o bryd.</p>

Mae tudalen hwn yn fwiadol wag

Adroddiad i: Pwyllgor Archwilio Perfformiad

Dyddiad y Cyfarfod: 10 Rhagfyr 2015

Aelod/Swyddog Arweiniol: Aelod Arweiniol Cyllid, Cynllun Corfforaethol a Pherfformiad/Pennaeth Gwella Busnes a Moderneiddio/Rheolwr Tîm Cynllunio Strategol

Awdur yr Adroddiad: Swyddog Cynllunio Strategol a Pherfformiad

Teitl: Adroddiad Perfformiad y Cynllun Corfforaethol – Chwarter 2 – 2015/16

1. Am beth mae'r adroddiad yn sôn?

- 1.1 Mae'r papur hwn yn cyflwyno diweddariad ar gyflawni Cynllun Corfforaethol 2012-17 ar ddiwedd chwarter 2 o 2015/16.
- 1.2 Mae Atodiad 1 yn cynnwys yr adroddiad chwarterol llawn a gynhyrchwyd gan System Rheoli Perfformiad Verto, gan ganolbwyntio ar yr eithriadau yn unig.

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

- 2.1 Darparu gwybodaeth am gynnydd y Cyngor ar ddiwedd chwarter 2, 2015-16 i gyflawni canlyniadau'r Cynllun Corfforaethol.
- 2.2 Mae adrodd yn ôl yn rheolaidd yn un o ofynion monitro angenrheidiol y Cynllun Corfforaethol er mwyn sicrhau bod y Cyngor yn gweithredu ei ddyletswydd i wella.
- 2.3 Rydym yn monitro ein perfformiad yn rheolaidd, yn cyflwyno adroddiadau chwarterol i gyfarfodydd y Pwyllgor Archwilio a'r Cabinet ac yn llunio Adroddiad Perfformiad Blynyddol i werthuso cynnydd.

3. Beth yw'r Argymhellion?

- 3.1 Argymhellir bod y Pwyllgor yn defnyddio'r adroddiad hwn i nodi meysydd gwasanaeth penodol (neu feysydd gwaith) a fyddai'n elwa o archwilio manwl i wella canlyniadau ar gyfer dinasyddion a pherfformiad cyffredinol y Cyngor, ac i hwyluso cyflawni'r Cynllun Corfforaethol.

4. Manylion yr Adroddiad

- 4.1 Mae Chwarter 2, 2015-16 Adroddiad Perfformiad (Atodiad 1) yn edrych ar y Cynllun Corfforaethol 2012-17 a'r Gofrestr Prosiectau Corfforaethol ac mae'n rhoi asesiad sy'n seiliedig ar dystiolaeth o'r sefyllfa bresennol.

4.2 Mae'r Crynodeb Gweithredol yn cynnwys dadansoddiad o eithriadau allweddol, lle awgrymir y rhoddir sylw.

4.3 Mae'r eithriadau hyn wedi cael eu hamlygu fel a ganlyn: Mae nifer o ddangosyddion a mesurau wedi'u hamlygu fel 'Coch' o fewn yr adroddiad. Mae hyn yn golygu eu bod yn cael eu nodi fel 'Blaenoriaeth ar gyfer Gwella' neu lle mae problem gyda'r data sydd angen ei godi.

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

5.1 Mae'r adroddiad hwn am ein cynnydd wrth gyflawni'r Cynllun Corfforaethol. Dylai unrhyw benderfyniad a wneir gyfrannu at gyflawni ein Blaenoriaethau Corfforaethol yn llwyddiannus.

6. Faint fydd hyn yn ei gostio a sut y bydd yn effeithio ar wasanaethau eraill?

6.1 Mae Cynllun Corfforaethol 2012-17 yn amlinellu faint o arian ychwanegol mae'r cyngor yn bwriadu ei fuddsoddi ym mhob blaenoriaeth gorfforaethol yn ystod y pum mlynedd nesaf. Ar wahân i'r buddsoddiad ychwanegol hwnnw, tybir y gellir cyflawni'r cynllun corfforaethol o fewn cyllidebau presennol.

7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Gydraddoldeb (AEC) a gynhaliwyd ar y penderfyniad? Dylai fod templed o'r Asesiad o Effaith ar Gydraddoldeb wedi ei lenwi a'i atodi i'r adroddiad.

7.1 Cwblhawyd Asesiad o Effaith ar Gydraddoldeb ar y Cynllun Corfforaethol a'i gyflwyno i'r Cyngor ar 9 Hydref 2012. Nid oes angen asesu'r adroddiad hwn ymhellach gan na fydd yr argymhellion o'i fewn ag effaith uniongyrchol ar ein staff nac ar ein cymunedau.

8. Pa ymgynghoriadau a gynhaliwyd gyda'r Pwyllgorau Archwilio ac eraill?

8.1 Mae'r wybodaeth angenrheidiol i gynhyrchu'r adroddiad hwn yn dod o wasanaethau, ac mae'r eithriadau drafft wedi eu trafod a'u dosbarthu i alluogi'r Uwch Dîm Arweinyddiaeth gymryd unrhyw gamau cywiro y maent yn ei ystyried sy'n angenrheidiol er mwyn cynhyrchu'r adroddiad hwn i'r Pwyllgor Archwilio Perfformiad a'r Cabinet.

9. Datganiad y Prif Swyddog Cyllid

9.1 Nid oes angen datganiad Prif Swyddog Cyllid ar gyfer yr adroddiad hwn.

10. Pa risgiau sydd ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?

10.1. Mae gennym fframwaith rheoli perfformiad cadarn, proses Herio Perfformiad Gwasanaethau cadarn a Phwyllgor Archwilio Perfformiad cryf.

10.2 Nid oes unrhyw risgiau penodol yn gysylltiedig â'r adroddiad hwn. Swyddogaeth y Gofrestr Risg Corfforaethol a'r Gofrestr Risg Gwasanaethau yw dynodi (a rheoli) digwyddiadau risg posibl a allai olygu na fyddai'r cyngor yn gallu cyflawni ei Gynllun

Corfforaethol.

11. Pŵer i wneud y Penderfyniad

- 11.1 Mae rheoli perfformiad a monitro yn elfen allweddol o Raglen Cymru ar gyfer Gwella, sydd wedi ei thanategu gan ofynion statudol Deddf Llywodraeth Leol 1999 a Mesur Llywodraeth Leol (Cymru) 2009.
- 11.2 Mae erthyglau 6.1 a 6.3.4(b) yn amlinellu swyddogaeth craffu o ran monitro a rheoli perfformiad.

Swyddog Cyswllt:

Swyddog Cynllunio Strategol Gwella Busnes a Moderneiddio

Ffôn: 07795 334836

Mae tudalen hwn yn fwriadol wag



Appendix 1 – Corporate Performance Report

Q2 2015-16

This document provides an update on performance against the council's corporate priorities and project register at the end of quarter 2, 2015-16

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KEY

Each outcome contains a number of indicators, performance measures, and improvement activities. This content is used to determine how good the current position of the council is, which is based on contextual data to enable a more robust understanding of our performance.

THE COLOURS

Colour	Action Status	Measure Status
Green	On Target	Excellent
Yellow	Experiencing Obstacles	Good
Orange	At Risk	Acceptable
Red	Compromised	Priority for Improvement
Blue	Completed	N/A
Grey	No data	No data or is a count only

THE EVALUATION

- The default methodology for performance evaluation is where the upper quartile reflects the transition to Excellent, and the Wales median reflects the transition to a Priority for Improvement.
- This is true for most except our education attainment indicators, where the 'best in Wales' reflects the transition to Excellent and the Wales median reflects the transition to a Priority for Improvement.
- The default position for project / activity reporting is documented in the project management methodology, summarised above (Action Status).

INTRODUCTION & SUMMARY

This performance report looks at the Corporate Plan 2012-17 and the Corporate Project Register. It provides an evidence-based assessment of the current position on an exceptions basis i.e. those measures that are Red: Priority for Improvement, or where there is an issue with the data that needs to be raised. Those measures that are currently showing an acceptable, good or excellent status are not examined in any great detail within this report, but are available to view through the Verto Performance Management System. Below is a summary of the key issues identified.

OUTCOME SUMMARY

This is the summary position for each outcome in the Corporate Plan as at September 30, 2015. The overall evaluation for each outcome has been determined by taking account of the indicators, performance measures, and improvement activity.

DEVELOPING THE LOCAL ECONOMY

Outcome 1	Infrastructure for growth	ACCEPTABLE
Outcome 2	Supported and connected businesses	ACCEPTABLE
Outcome 3	Opportunities for growth	ACCEPTABLE
Outcome 4	High quality skilled workforce	GOOD
Outcome 5	Vibrant towns and communities	ACCEPTABLE
Outcome 6	Well-promoted Denbighshire	EXCELLENT

IMPROVING PERFORMANCE IN EDUCATION & THE QUALITY OF OUR SCHOOL BUILDINGS

Outcome 7	Students achieve their potential	ACCEPTABLE
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IMPROVING OUR ROADS

Outcome 8	Improving our roads	GOOD
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VULNERABLE PEOPLE ARE PROTECTED & ABLE TO LIVE AS INDEPENDENTLY AS POSSIBLE

Outcome 9	Independent vulnerable people	GOOD
Outcome 10	Vulnerable people are protected	EXCELLENT

CLEAN & TIDY STREETS

Outcome 11	Clean and tidy streets	GOOD
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ENSURING ACCESS TO GOOD QUALITY HOUSING

[Outcome 12](#) Access to good quality housing

GOOD

MODERNISING THE COUNCIL TO BE EFFICIENT & IMPROVE SERVICES FOR CUSTOMERS

[Outcome 13](#) Services will continue to improve

ACCEPTABLE

[Outcome 14](#) Flexible and efficient workforce

ACCEPTABLE

KEY PERFORMANCE SUMMARY

THE CORPORATE PLAN

Survey Results

1. RSQ Indicators - The Residents Survey is carried out every two years. Results shown throughout this report relate to the 2013 survey. The 2015 survey has now closed, the results from this survey will be available by end December 2015 and reported in Quarter 3, 2015/16.
2. Business Survey Indicators - The Business Survey is carried out on an annual basis - results from the latest survey will be available and reported in Quarter 3.
3. The percentage of [damaged roads and pavements made safe within target time](#). 24.7% is the percentage figure for the whole of quarter 2. Since the change over to the sole use of the Symology system during the second week in August, the percentage figure is running at 68% within target time. This improving trend has continued into Q3, with the most recent available percentage figure (1st Oct to 7th Nov) standing at 94.7%.
4. [The Cleanliness Index](#), which formed part of the national Service Improvement Dataset, has been discontinued in 2014-15. This has been replaced with the Keep Wales Tidy Cleanliness Indicator (which did form part of this average score indicator). 2014/15 data has now been received (which remains at an 'excellent' level) and allows us to continue comparing ourselves with other authorities in Wales.
5. [The percentage of the population who cannot live independently](#) (aged 18 or over) remains a priority for improvement. We are working to reduce the number of new admissions through the use of both modern and traditional care packages in the home and working with people to maximise their independence. Overall, this means the number of people we support in residential care is diminishing, but will take a number of years to bring the total to an acceptable level due to the long term nature of the services already being provided.

6. [QSCC013ai - The percentage of open cases of children on the child protection register who have an allocated social worker.](#) This indicator is no longer a statutory indicator. The Children & Family Management Team (CFMT) accordingly have agreed that this indicator is not meaningful in the measurement of achieving this outcome and that performance can safely be managed in other operational ways. It is, therefore, proposed that this indicator is removed from the Corporate Plan and their Service Business Plan 2015-16.
7. [QLI-PLA006 is a quarterly local indicator.](#) This indicator shows how many dwellings have been granted planning permission and out of those how many are 'affordable'. 5 out of a total of 91 as at the end of Quarter 2 = 6%.
8. Key activities that support the Corporate Plan's [Housing Outcome](#) have been reviewed and will be monitored from quarter 3 onwards.
9. The [number of calendar days taken to let empty properties \(council stock only\)](#) - General Need & Housing for Older People remains a priority for improvement in quarter 2. This is due to a higher volume of tenancy terminations with a large percentage of these being hard to let.
10. Corporate [sickness absence](#) levels continue to be a priority for improvement with performance at a lower level compared to the same period last year.
11. We are unable to provide information for [carbon emissions](#) at present due to a major issue with the new British Gas billing system.
12. In quarter 2, 94% of all [external stage 1 complaints](#) received by the council were responded to within corporate timescales and while performance has improved since quarter 1, this still generates a Red: Priority for Improvement status.
13. The [percentage of staff receiving a performance appraisal](#) when one is due has decreased to 66% in quarter 2. This equates to 20% lower when compared to the same period in the previous year. SLT recommendations following a HR report (5th Nov) are to be implemented in order to improve the accuracy of performance appraisal data. Thus ensuring, firstly, that an ongoing check is undertaken of the data so that any issues with non-compliance can be highlighted and secondly to ensure that data that is reported is accurate.

PROJECT REGISTER

As at October 2015 there are no projects with a 'Red' Priority for Improvement status. Three projects are at an 'Orange' Acceptable level, which are:

Rhyl Harbour: Pedestrian and cycle bridge, public square, quayside building and extended quay wall	ORANGE
Rhyl Harbour: Harbour Empowerment Order	ORANGE
West Rhyl Coastal Defence Scheme Phase 3	ORANGE

CORPORATE PLAN PERFORMANCE REPORT

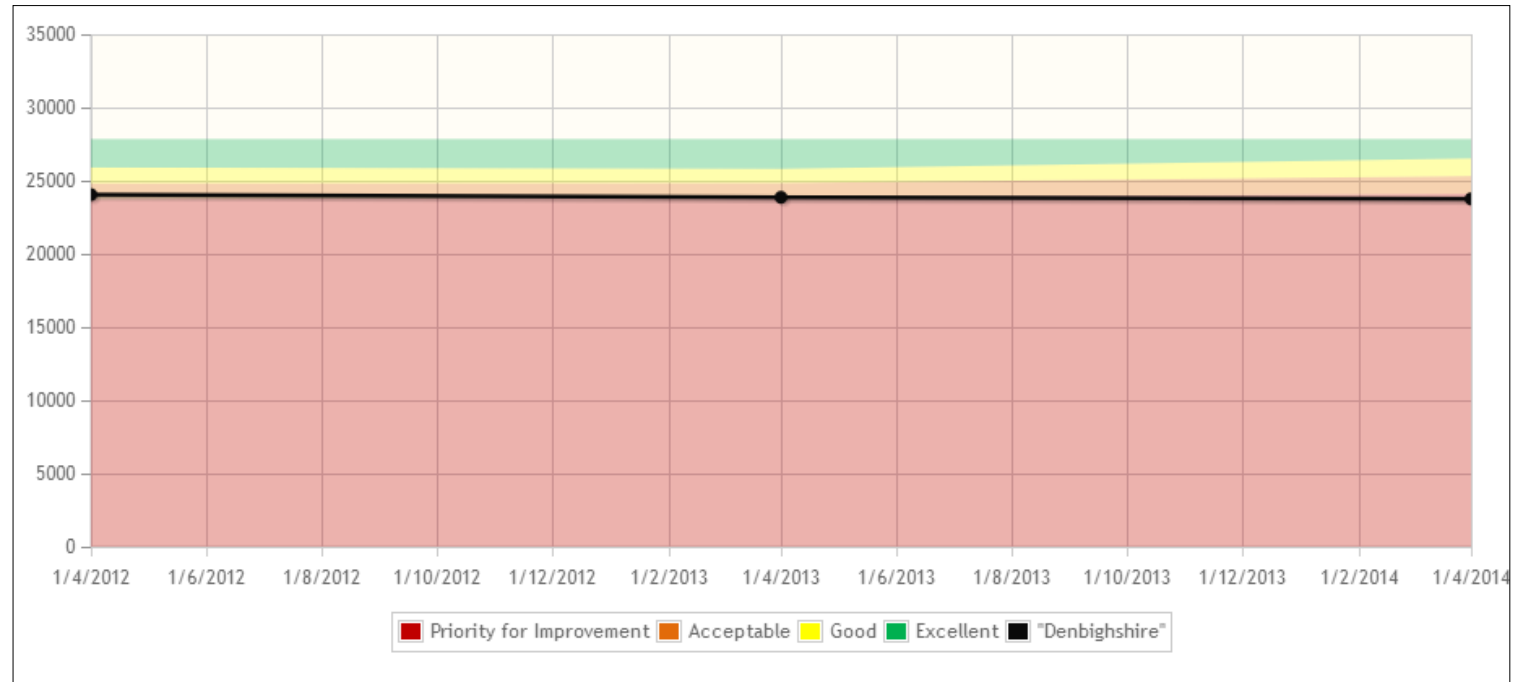
Please Note: This report has been generated from the Verto Performance Management System

PRIORITY - DEVELOPING THE LOCAL ECONOMY

ECONOMY HEADLINE INDICATORS

Description	This cluster of indicators are economy-based aspects of the external environment in which we'd expect to see an improvement if our Outcomes were progressing well. The six Outcomes within the Economic & Community Ambition priority will have a discrete set of indicators according to their theme (e.g. infrastructure), but collectively should enable progress against this cluster of indicators by laying the foundations for economic growth.
Outcome Summary	The overall status for these indicators is Orange: Acceptable.

Indicators	
QECAHeadline1	% Job Seekers Allowance claimant count
ECAHeadline2	Median Household Income



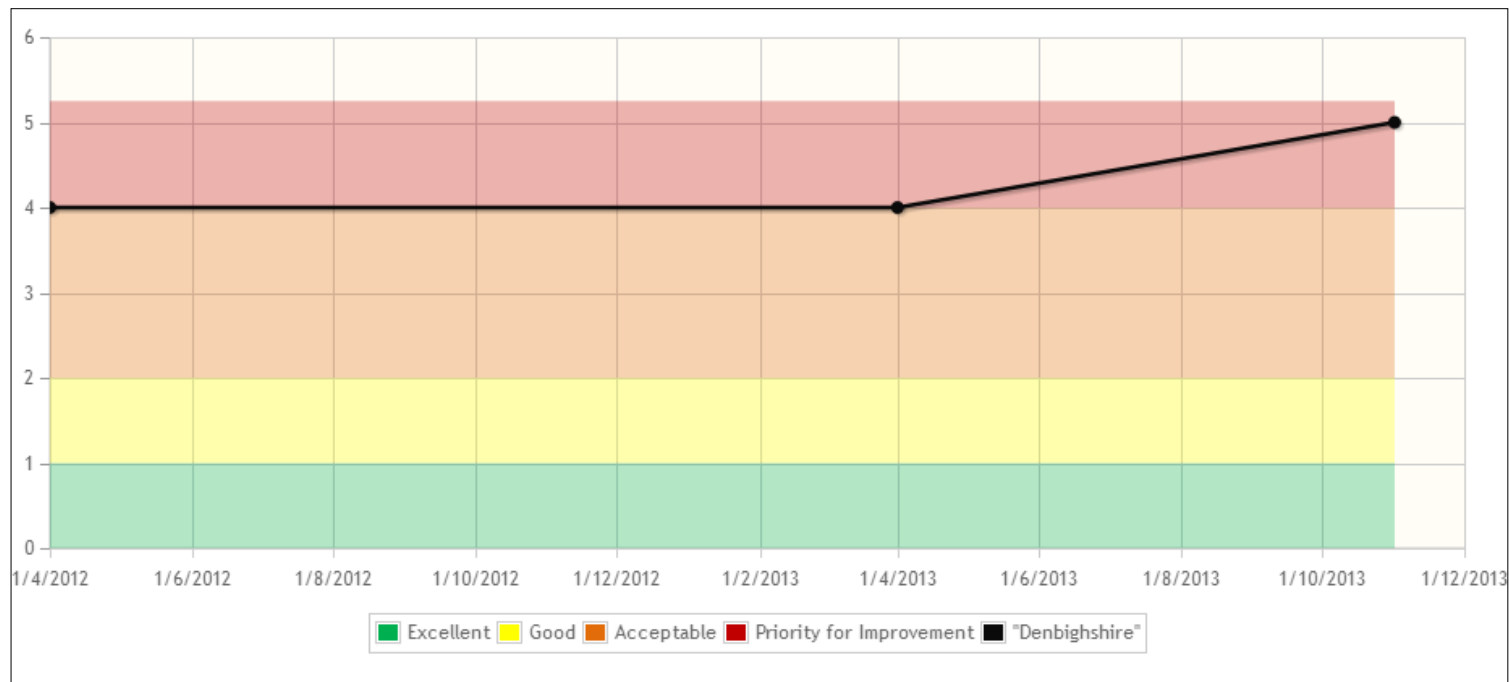
ECAheadline3	The count of births of new enterprises
ECAheadline4	1 year survival rate of new enterprises (%)
ECAheadline5	3 year survival rate of new enterprises (%)
ECAheadline6	Turnover of Denbighshire based businesses (£m)

OUTCOME 1 - INFRASTRUCTURE FOR GROWTH

Status	Acceptable
Outcome Summary	The overall status for these indicators is Orange: Acceptable. Two indicators have a Red, Priority for Improvement Status. Please see below for details.

Indicators

BusSurv1.9	The percentage of businesses selling or sourcing goods or services online
OFCOMsuperfast	Denbighshire's OFCOM five-point ranking for superfast broadband availability

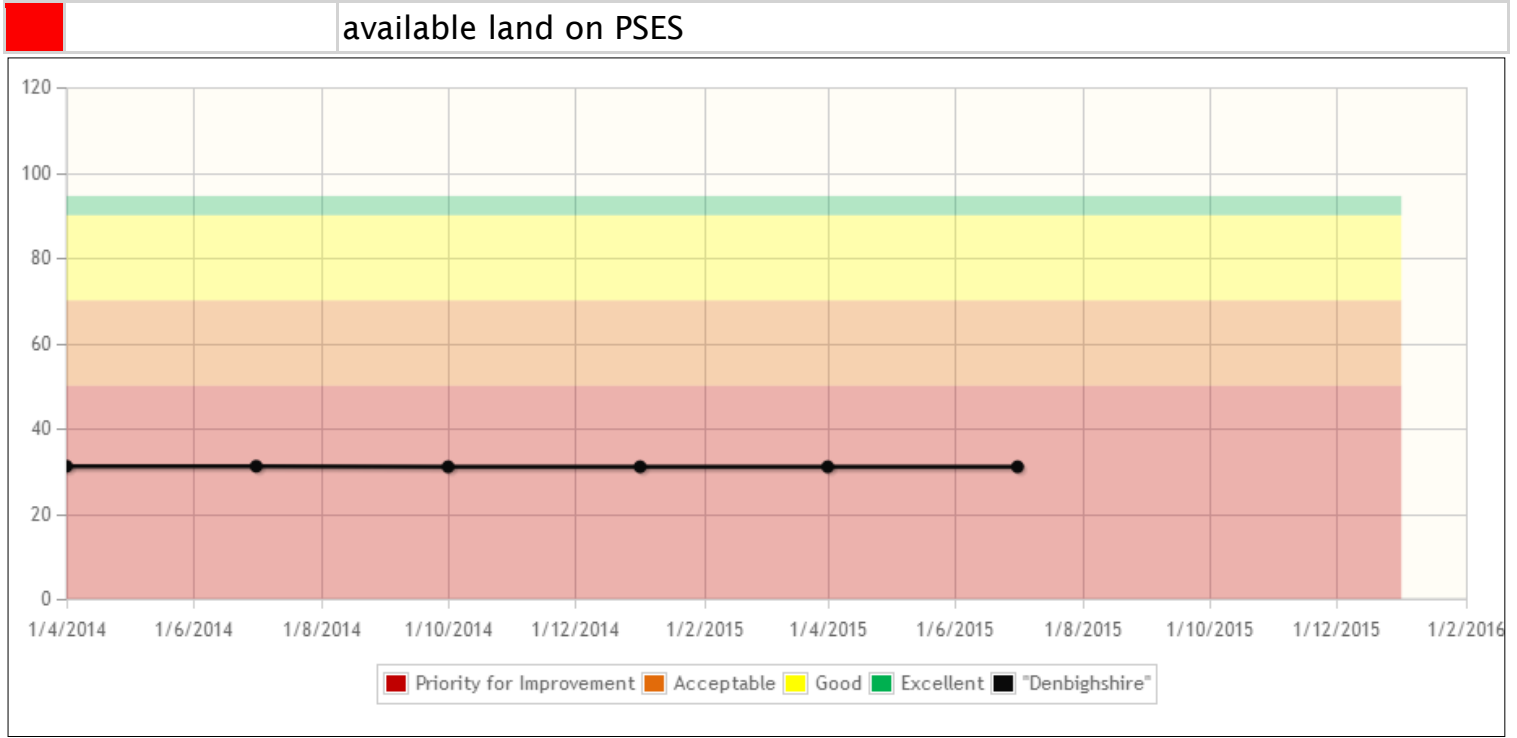


Latest Data Comment

Q2	OFCOM have not updated the data for this since November 2013. An update is expected during 2015, but no confirmation of when this can be expected has yet been received from OFCOM.
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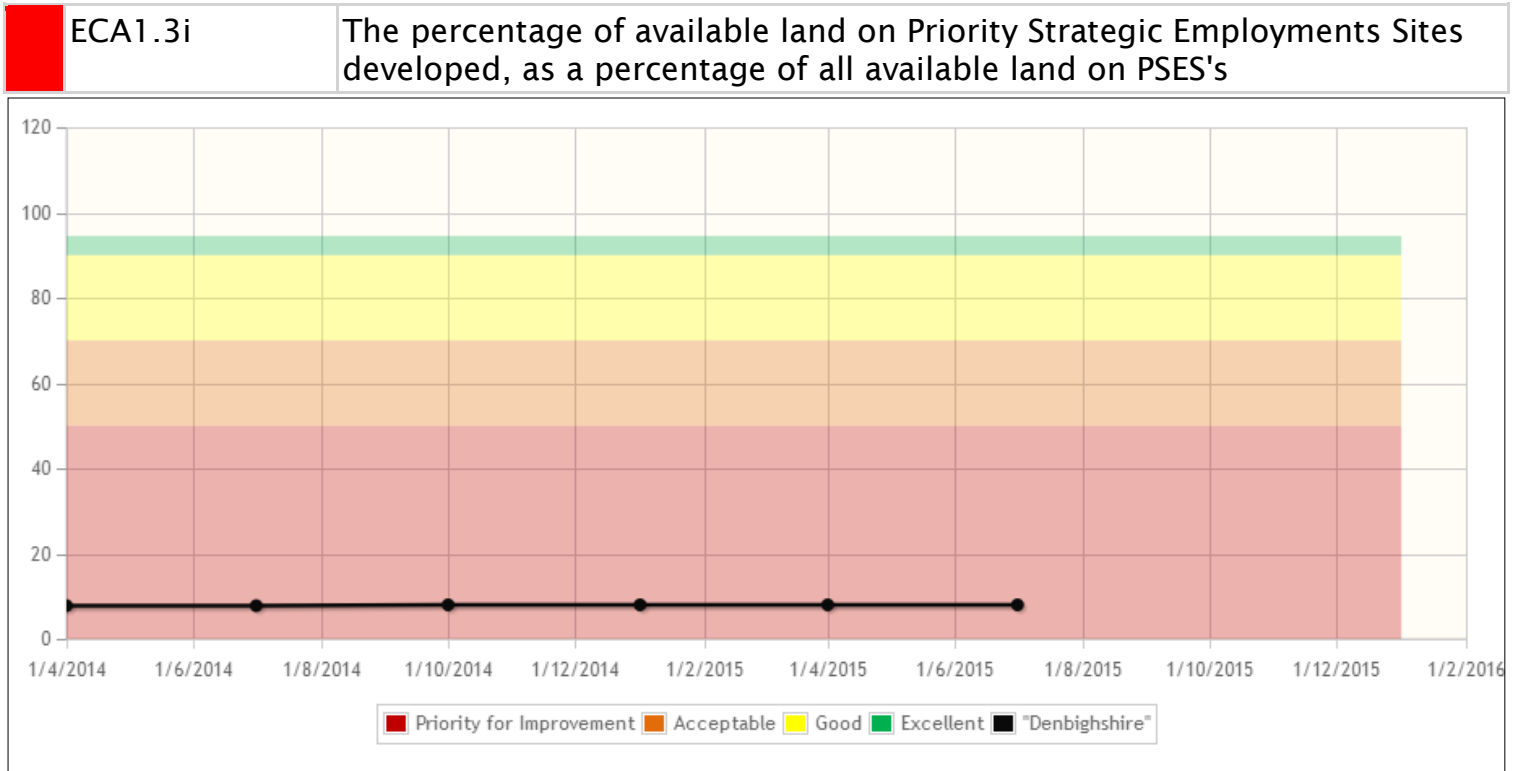
OFCOMtakeup	Denbighshire's OFCOM five-point ranking for broadband take-up
ECA1.1i	The percentage of available land on Priority Strategic Employment Sites where restrictions/hindrances to development are removed from the legal title (as a % of all available land)

ECA1.2i	The percentage of available land on Priority Strategic Employment Sites ready to be developed (i.e. with planning permission), as a % of all
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Latest Data Comment

Q2 Planning applications submitted on Station Yard, Denbigh, (Home Bargains) Liberty to submit application on balance of the site and Property alliance working up retail element on Rhuddlan Triangle.



Latest Data Comment

Q2 No change in developed status since Q1 2015-16.

Activities

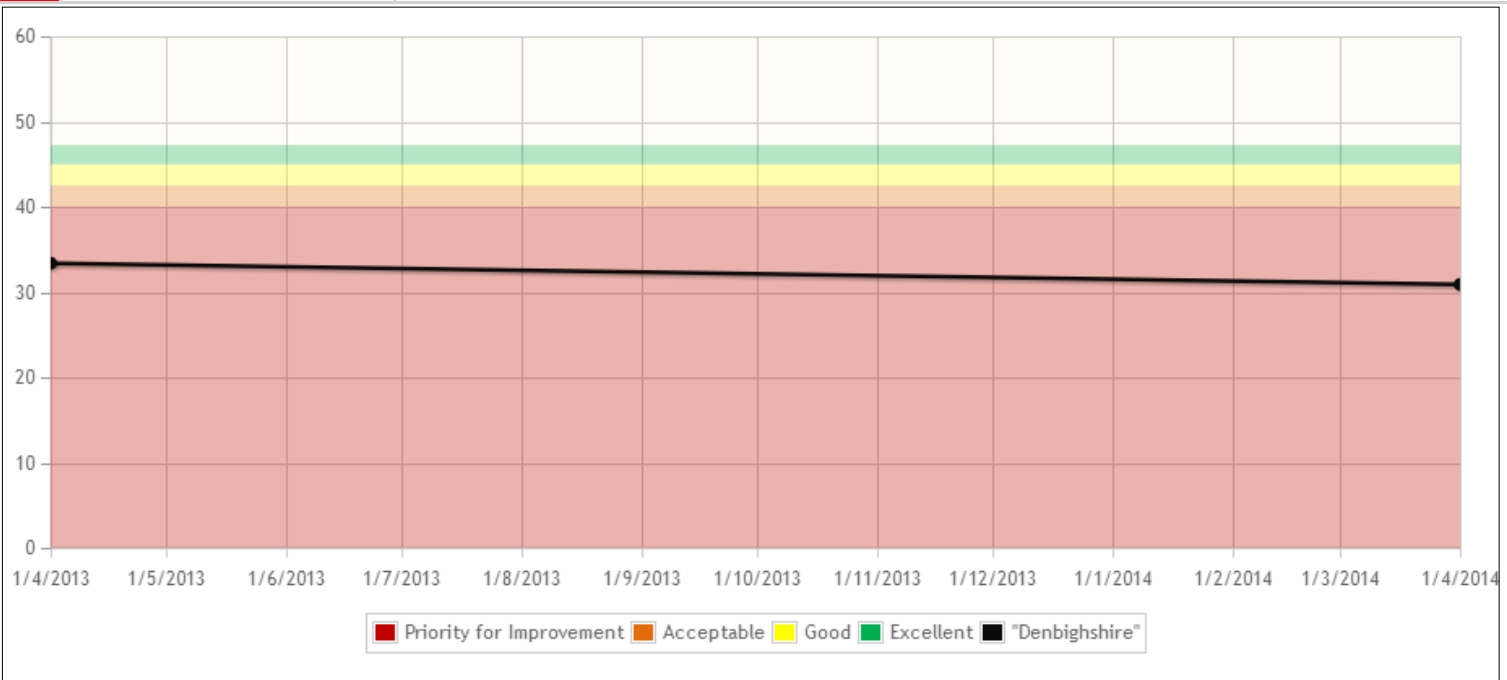
ECA 1.2a	Digital Denbighshire	15/07/13	31/10/15
ECA 1.3b	Priority Strategic Employment Sites	06/05/14	31/03/23

OUTCOME 2 - SUPPORTED AND CONNECTED BUSINESSES

Status	Acceptable
Outcome Summary	<p>The overall status for this Outcome is Orange: Acceptable.</p> <p>We still want to increase the proportion of our procurement spend that is spent locally, and the department is now under new management. The original Procurement projects have been re-scoped as part of a comprehensive, integrated, and transformative approach to procurement in Denbighshire. A proposal to establish a Procurement Transformation Board was taken to Corporate Governance, and the Board has been established. Their inaugural meeting will take place on 16 September, and six business cases are currently in development for a cluster of procurement-related projects, including: a new strategy and revised Contract Procedure Rules; internal development of e-Procurement; Local supplier development; Upskilling the workforce, and organisation structure. Development of the new strategy, and local supplier development are the two projects that will feature as part of this economy-related outcome. These new business cases may re-scope the benefits, leading to a future revision of thresholds for procurement-related indicators.</p>

Indicators

FAA406m	Local procurement spend as a % of total procurement spend
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Latest Data Comment

Annual	A minimum of £32,084,222 was spent with suppliers within the county of
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2014/15	Denbighshire during 2014/15 financial year. This equates to 30.9% of the total procurement spend of £103,728,992.
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BusSurv4.2	% of businesses satisfied with quality of advice/support
BusSurv4.1	% of businesses satisfied with access to advice/support
ECA2.2i	The percentage of contracts worth over £2 million with community benefit clauses

Latest Data Comment

Q2	Data is not yet available for this indicator. The means of collecting the relative information electronically will be available through the implementation of e-sourcing software from April 2016.
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Activities

BIM314a	Conduct, collate, analyse and publish results from the Business Survey	01/04/14	31/10/15
ECA 2.1a/2.2a/2.2c	Business Advice & Support	12/09/13	31/03/16
ECA 2.1b	Better Business for All (BFC Phase 1 - Planning & Public Protection)	06/05/14	31/03/16
ECA 2.1 bus case	Develop business case for Better Business For All project	01/04/15	30/09/15
ECA 2.3a	Supportive Procurement (Phase 1 - Procurement Strategy)	02/12/13	28/11/14
PR003264/ECA 2.3a	PROCUREMENT: Strategy & revised CPR's	01/06/15	01/04/16
PR003266/ECA 2.3b	PROCUREMENT: Local Supplier Development	01/06/15	01/04/16

OUTCOME 3 - OPPORTUNITIES FOR GROWTH

Status	Acceptable
Outcome Summary	<p>The overall status for this Outcome is Orange: Acceptable.</p> <p>There are two indicators * for which we still do not have data, but they are dependent on the completion of growth-related projects. These projects should contribute significantly to the success of this Outcome, and the Economy programme overall.</p> <p>An Economic & Business Development department was created in quarter 1, 2015. Formerly, this team was part of the Housing & Community Development service, so the creation of a dedicated department should see improved focus</p>

on the projects that were planned as part of the programme. Already there is evidence of progress, as a business case for the New Growth Sector project is now close to completion.

Indicators

CMLi10	STEAM - Total Economic Impact of Tourism (£ million)
CMLi11	STEAM - Number of Full Time Jobs Supported by Tourism
ECA3.1i	No. of businesses in the tourism sector
ECA3.2i *	No. of new businesses in Growth Sectors
ECA3.3i *	No. of Denbighshire residents employed in Growth Sectors

Activities

ECA 3.1Aa-c	Tourism Growth Plan	05/06/14	31/07/15
ECA 3.2a	New Growth Sectors	01/01/15	01/03/17
ECA 3.2b/d	Regional Growth Opportunities	11/06/14	30/04/18
PPP311a	Take a pro-active approach to encourage the private sector to develop economic development, by producing master plans, planning briefs and SPGs	01/04/15	31/03/16

OUTCOME 4 - HIGH QUALITY SKILLED WORKFORCE

Status	Good
Outcome Summary	The overall status for this Outcome is Yellow: Good. Much of this data is annual, and will be updated once academic results are published in December.

Indicators

Ed004i	The percentage of children aged 16 - 18 Not in Education, Employment or Training, at the preceding 31 August in Denbighshire
QECA4.6i	% of the population aged 18 to 24 claiming JSA
BusSurv3.3a	% of businesses reporting unfilled vacancies due to unsuitable applicants
BusSurv3.3b	% of businesses reporting difficulty recruiting staff with the right skills
ECA4.7i	% of pupils leaving school at 16 attaining Level 2 in at least 1 STEM subject
ECA4.8i	% of pupils leaving school at 18 attaining Level 3 in at least 1 STEM subject
eca4.10i	% of people of working age in Denbighshire who are self employed

Activities				
	ECA 4.1b,4.2a- c,4.3a	Pathways +	01/04/15	31/07/16

OUTCOME 5 - VIBRANT TOWNS AND COMMUNITIES

Status	Acceptable
Outcome Summary	The overall status for this Outcome is Orange: Acceptable. Not all of the data is updated on an annual basis - WiMD data is only updated once every three years, and was last updated in 2014.

Indicators

Indicators	
ECA5.1i	% of vacant town centre premises (Denbighshire average)
RSQ11	% of residents reporting overall satisfaction with their town centre
RSQ2	% of town residents reporting overall satisfaction with their local area
BusSurv2.1	% of town centre businesses reporting confidence in future prospects
ECA5.2i	% of LSOA that fall into the 10% most deprived in Wales
ECA5.3i	No. of LSOA with a claimant count (%) greater than Great Britain
ECA5.4i	No. of LSOA with a median household income below Wales
ECA5.5i	% of the rural working age population claiming Job Seekers Allowance

Activities				
	ECA 5.1c	Town Centre Growth & Diversification Plan	15/07/14	31/03/17
	ECA 5.3a RGF	Rhyl Regeneration		
	ECA 5.3a RGF 01	Rhyl Harbour: Pedestrian and cycle bridge, public square, quayside building and extended quay wall	02/03/09	31/03/15
	ECA 5.3a RGF 01.1	Rhyl Harbour: Harbour Empowerment Order	02/05/12	30/06/16
	ECA 5.3a RGF 02	West Rhyl Housing Improvement Project		
	ECA 5.3a RGF 03	The Honey Club, Rhyl		
	ECA 5.3a RGF 10	49 - 55 Queen Street	01/09/14	31/03/15

OUTCOME 6 - WELL-PROMOTED DENBIGHSHIRE

Status	Green, Excellent
Outcome Summary	The projects are both currently at an Excellent status.

Activities

ECA 6.1 a-c	Locate in Denbighshire- Inward Investment Marketing Campaign
ECA 6.2a	Develop a Destination Management Plan for Denbighshire
ECA 6.2b / 1.3a	Enquiry Handling for Sites & Premises

PRIORITY - IMPROVING PERFORMANCE IN EDUCATION & THE QUALITY OF OUR SCHOOL BUILDINGS

OUTCOME 7 - STUDENTS ACHIEVE THEIR POTENTIAL

Status	Acceptable
Outcome Summary	<p>The overall position for this outcome is Orange: Acceptable. We are using a higher benchmark for excellence for educational attainment where 'Green: Excellent' is the best in Wales. There is one indicator that is considered to be a priority for improvement, and two performance measures. These are detailed below.</p> <p>A new cluster of Measures have been added to this selection. They relate to the conditions of schools, improvement of which is a major driver for the 21st Century Schools programme of work. As they are new and annual, no data is yet available, but will be added as soon as possible.</p>

Indicators

Ed001i	The average capped points score for pupils aged 15 at the preceding 31 August in schools maintained by the local authority (all pupils)
EDU017	The percentage of pupils achieving the level 2 threshold including English/Welsh and maths (all pupils)
Ed006i	The percentage of pupils achieving the level 2 threshold or vocational equivalents (all pupils)
Ed009i	The percentage of pupils who achieve the Core Subject Indicator at Key Stage 4 (all pupils)
Ed204c	The average number of school days lost from school per total fixed term exclusions
Ed205c	The number of fixed term exclusions from school (total)
EDU002i	The percentage of pupils (including those in local authority care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.
EDU003all	The percentage of pupils who achieve the Core Subject Indicator at Key Stage 2 (all pupils)
EDU016a	Percentage of pupil attendance in primary schools
EDU016b Annual	Percentage of pupil attendance in secondary schools

Measures

LMEd20a	The number of deficit places as a percentage of the total school places in Denbighshire (Primary)
LMEd20b	The number of deficit places as a percentage of the total school places in Denbighshire (Secondary)
LMEd21a	The number of surplus places as a percentage of the total school places in Denbighshire (Primary)

LMEd21b	The number of surplus places as a percentage of the total school places in Denbighshire (Secondary)
LMEd22a	The number of school places provided through mobile classrooms (Primary)
LMEd22b	The number of school places provided through mobile classrooms (Secondary)
CES101i	The percentage of primary places provided in Category A schools
CES102i	The percentage of primary places provided in Category B schools
CES103i	The percentage of secondary places provided in Category A schools
CES104i	The percentage of secondary places provided in Category B schools
This cluster of new indicators relate to the conditions of schools (Category A being the best), improvement of which is a major driver for the 21 st Century Schools programme of work. As they are new and annual, no data is yet available, but will be added as soon as possible.	

Activities







CES102a	Funding the 21st Century Schools Programme and wider Modernising Education Programme	01/04/14	01/08/19
CES111a	To reduce the reliance on mobile accommodation	01/04/14	31/03/16
CES112a	To progress business cases for further investment in the school estate	01/04/14	31/03/19
ECA 4.1b,4.2a-c,4.3a	Pathways +	01/04/15	31/07/16
ECA 4.2a-c	TRAC	07/04/14	31/08/20
EDU117a	Health and Wellbeing Outcomes for Schools	01/04/15	31/03/16
EDU118a	Review of Athrawon Bro Service for schools	01/04/15	31/03/16
EDUa003	Review current provision for students who access the Behaviour support Service and remodel as appropriate	01/04/13	31/03/16
EDUa005	Revisit Service Level Agreement with GwE	01/04/14	31/03/16
EDUa006	Celebrating teacher achievements / good practice through an award scheme (Excellence Denbighshire for teachers)	01/04/14	31/03/16
EDUa008	Literacy, Numeracy & ICT Skills development in schools	01/04/14	31/03/16
EDUa009	Soft skills / skills for employment	01/04/14	31/03/16
EDUa011	Careers advice and support	01/04/14	31/03/16
EDUa012	Work experience opportunities	01/04/14	31/03/16
EDUa013	Apprenticeships	01/04/14	31/03/16
EDUa014	Links between schools, colleges and employers	01/04/14	31/03/16
EDUa015	Advanced skills for growth sectors	01/04/14	31/03/16
EDUa018	Challenge Action: Further develop the role of the School Standards Monitoring Group (SSMG), to include focus on headteacher performance and school	22/04/15	31/05/16

		attendance		
	EDUa019	Challenge Action: Continue to develop Denbighshire's own leadership of GwE	22/04/15	31/03/16
	EDUa020	Challenge Action: Service to progress its strategy on improving secondary school attendance, and to circulate a paper to Scrutiny for information	22/04/15	30/06/15
	EDUa021	Challenge Action: Analysis of Yr13 2015 destination data using a sample from our sixth-form schools	01/07/15	31/10/15
	EDUa022	Curriculum Enrichment Programme	01/04/15	31/03/16
	PR000044	Rhyl New School	22/10/12	11/07/16
	PR000055	Bodnant Community School Extension and Refurbishment	20/12/12	31/12/16
	PR000247	Extending Secondary Welsh Medium Provision - Ysgol Glan Clwyd Extension & Refurbishment	06/01/14	31/08/18
	PR000319	Ruthin Area Review: Ruthin Town School Modernisation	21/04/14	01/09/18
	PR000330	Ruthin Area Review: New Area School for Ysgol Carreg Emlyn	01/01/14	30/10/17
	PR000332	Ruthin Review -New Area School for Llanfair DC and Pentrecelyn	01/08/14	03/09/18

PRIORITY - IMPROVING OUR ROADS

OUTCOME 8 - RESIDENTS AND VISITORS TO DENBIGHSHIRE HAVE ACCESS TO A SAFE AND WELL-MANAGED ROAD NETWORK

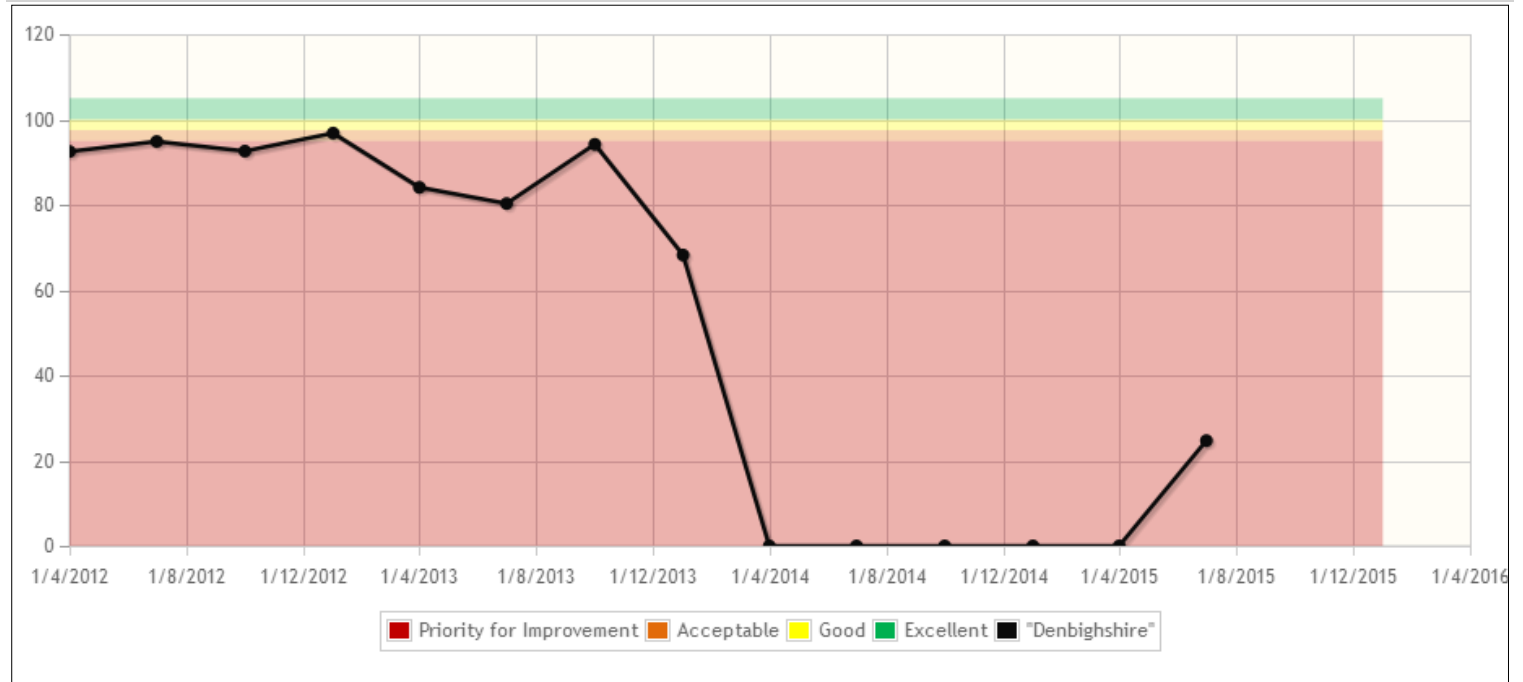
Status	Good
Outcome Summary	The overall position for this outcome is Yellow: Good. We compare our position for the road condition indicators with a group of similar rural local authority areas in Wales on an annual basis. There is one quarterly performance measure which is considered to be a priority for improvement. This is detailed below.

Indicators	
 HES101i	The percentage of respondents reporting satisfaction with the council's work in maintaining rural roads in good condition
 RSQ09A	The percentage of respondents reporting satisfaction with the council's work in maintaining main roads in good condition (excluding don't know)
 RSQ09B	The percentage of respondents reporting satisfaction with the council's work in maintaining streets in towns and villages in good condition (excluding don't know)
 THS012 Annual	The percentage of principal (A) and non-principal (B) and (C) roads that are in overall poor condition
 THS012a Annual	The percentage of principle A roads that are in overall poor condition
 THS012b Annual	The percentage of non-principal/classified B roads that are in overall poor condition

	THS012c Annual	The percentage of non-principal/classified C roads that are in overall poor condition
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Measures

	APSEPI03c	Percentage of damaged roads and pavements made safe within target time
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Latest Data Comment

Q2	24.7% is the percentage figure for the whole of Q2. Since the change over to the sole use of the Symology system during the second week in August, the percentage figure is running at 68% within target time. This improving trend has continued into Q3, with the most recent available percentage figure (1st Oct to 7th Nov) standing at 94.7%.
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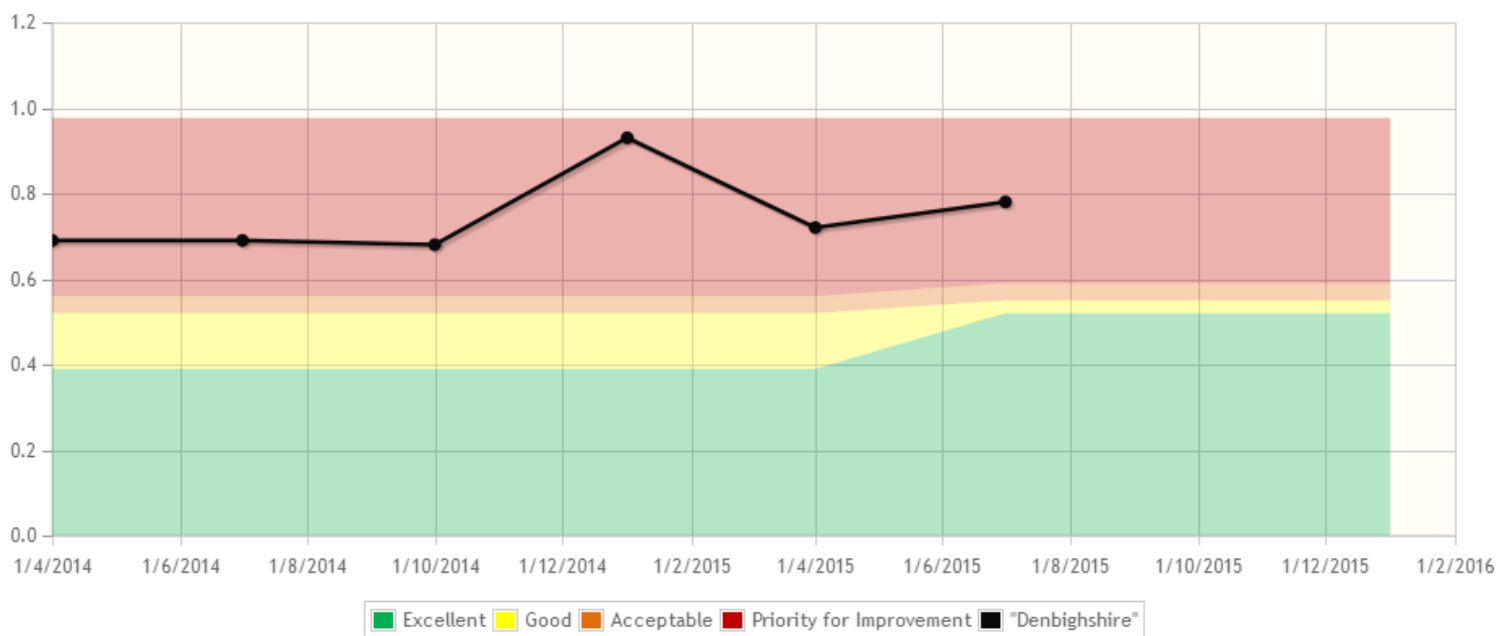
	HES102m	The percentage of planned dropped-kerbs delivered along key routes within the year
	HIM006	The percentage of Category C (Final) Street Works inspections carried out on utility works before their guarantee period ends (legislation states 10%)
	HIM007	The number of successful claims against the council concerning road condition during the year
	HIM042	The proportion of the planned Highways Capital Maintenance Programme achieved (schemes)
	THS003	The percentage of the annual structural maintenance expenditure that was spent on planned structural maintenance

Activities				
	HES106a	Continue to strengthen the Elwy Bridge, St Asaph, and undertake extensive repairs to the East Abutment of Foryd Road Bridge, Rhyl.	01/04/14	31/03/15
	HES107a	Local transport infrastructure barriers to growth (from Economic & Community Ambition Programme Plan)	01/09/14	31/03/16
	HES113a	Resurfacing works	01/04/15	31/03/16
	HES114a	Microasphalt laying works	01/04/15	31/03/16
	HES115a	Surface dressing works	01/04/15	31/03/16
	HES116a	Review car park tariffs	01/04/15	31/07/15
	HES117a	Introduce telemetry system for car park pay & display machines	01/04/15	31/03/16
	HIA004	Implement policy by delivery of dropped kerbs on prioritised key routes	01/04/14	31/03/16

PRIORITY - VULNERABLE PEOPLE ARE PROTECTED & ABLE TO LIVE AS INDEPENDENTLY AS POSSIBLE

OUTCOME 9 - VULNERABLE PEOPLE ARE ABLE TO LIVE AS INDEPENDENTLY AS POSSIBLE

Status	Good
Outcome Summary	The overall position for this outcome is Yellow: Good. There is one indicator that is considered to be a Priority for Improvement. This is detailed below.
Indicators	
QIndependent18	The percentage adults who live independent of a formal package of social care provided/arranged by the council (aged 18 or over)
QResidential18	The percentage of the population who cannot live independently (aged 18 or over)



Latest Data Comment

Q2 New thresholds from Q2 as agreed by CSSET.

Measures

ABSm3	The percentage of people no longer needing a social care service following involvement from the reablement and intake service
Assistive18	The number of adult clients in receipt of assistive technology (aged 18 or over)
Newcarehome65	The number of new placements of adults whom the authority supports in care homes (aged 65 or over)
QPSR002	The average number of calendar days taken to deliver a Disabled Facilities Grant
QSCA001	The rate of delayed transfers of care for social care reasons per 1000 population aged 75 or over

QSupported (a) 18	Of the people who can live independently with a package of care, the percentages that are supported to live independently through, modern supportive options (aged 18 or over)		
QSupported (b) 18	Of the people who can live independently with a package of care, the percentages that are supported to live independently through traditional care options		
Activities			
ABS110a	Service Challenge Action: Carry out review of Single Point of Access (SPoA) and develop a meaningful set of indicators with data available late 2015.	30/09/14	30/09/15
CFS206a	The development of a new Care Leavers Service commissioned through engagement and co-production	01/04/15	30/09/15
CFS406a	Improve the approach to inclusive practice of mainstream providers of services to children and young people, so that these services can be easily accessed by children with additional needs	01/04/15	31/03/16
CSS101a	Development and implementation of the Supporting Independence in Denbighshire (SiD) vision, including: engaging with Town & Community Councils and the 3rd Sector to develop supportive communities	01/04/15	31/03/16
CSS102a	Working with providers in the independent sector to enable the council to commission "outcomes" rather than "services" from providers.	01/04/15	31/03/16
CSS302a	Specialist Services Development. We will review the roles & responsibilities within Specialist Service and consider whether it is feasible to develop a whole of life disability service.	01/04/15	31/03/16
CSS304a	Implementation of changes necessary to respond to the Housing Act	01/04/15	31/03/16
CSS305a	Continue to promote and develop integrated partnership working with health (developing formal integrated structures and governance arrangements).	01/04/15	31/03/16
CSS306a	Continue to develop person centred approaches to support and empower citizens to gain independence and achieve the outcomes that are important to them, including working with the Social Services Improvement Agency to test the National Outcomes Framework.	01/04/15	31/03/16
CSS307a	We will test a different way of working with citizens at risk of losing their independence that is community focussed and geared towards promoting independence. This will be part of a national 'Community Led Conversations' programme run by the NDTi	01/04/15	31/03/16
MSSEWB2013/03	Extra Care - Independent living in a safe and supported environment	15/04/13	

PR000173	Single Point of Access		
PR002863	Consultation on future of in-house services	13/01/15	01/04/16

OUTCOME 10 - VULNERABLE PEOPLE ARE PROTECTED

Status	Excellent
Outcome Summary	The overall position for this outcome is Green: Excellent. There are no exceptions to report on for quarter 2, 2015/16.

Indicators	
QSCC010	The percentage of referrals that are re-referrals within 12 months
Measures	
QSCA019	The percentage of adult protection referrals completed where the risk has been managed
QSCC013ai	The percentage of open cases of children on the child protection register who have an allocated social worker

Latest Data Comment

Q2	This indicator is no longer a statutory indicator. Children & Family Management Team (CFMT) accordingly have agreed that this indicator is not meaningful in the measurement of achieving this outcome and that performance can safely be managed in other operational ways. It is, therefore, proposed that this indicator is removed from the Corporate Plan and Service Business Plan 2015-16.
QSCC015	The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference
QSCC034	The percentage of child protection reviews carried out within statutory timescales during the year

Activities			
CFS102a	Implement a coherent service wide approach to the use of risk models and risk management in the direct work with families.	01/04/14	31/03/16
CFS106a	Develop a Strategy to further strengthen impact of early intervention services and an Options Appraisal for strengthening the interface between TAF and Intake Services	01/04/15	30/09/15
CFS107a	Develop the final year plan for delivery of Families First to include preparation to exit from the programme	01/04/15	31/03/16
CFS108a	Develop and deliver an effective training programme for `all staff' around providing stability for vulnerable families	01/04/15	31/03/16

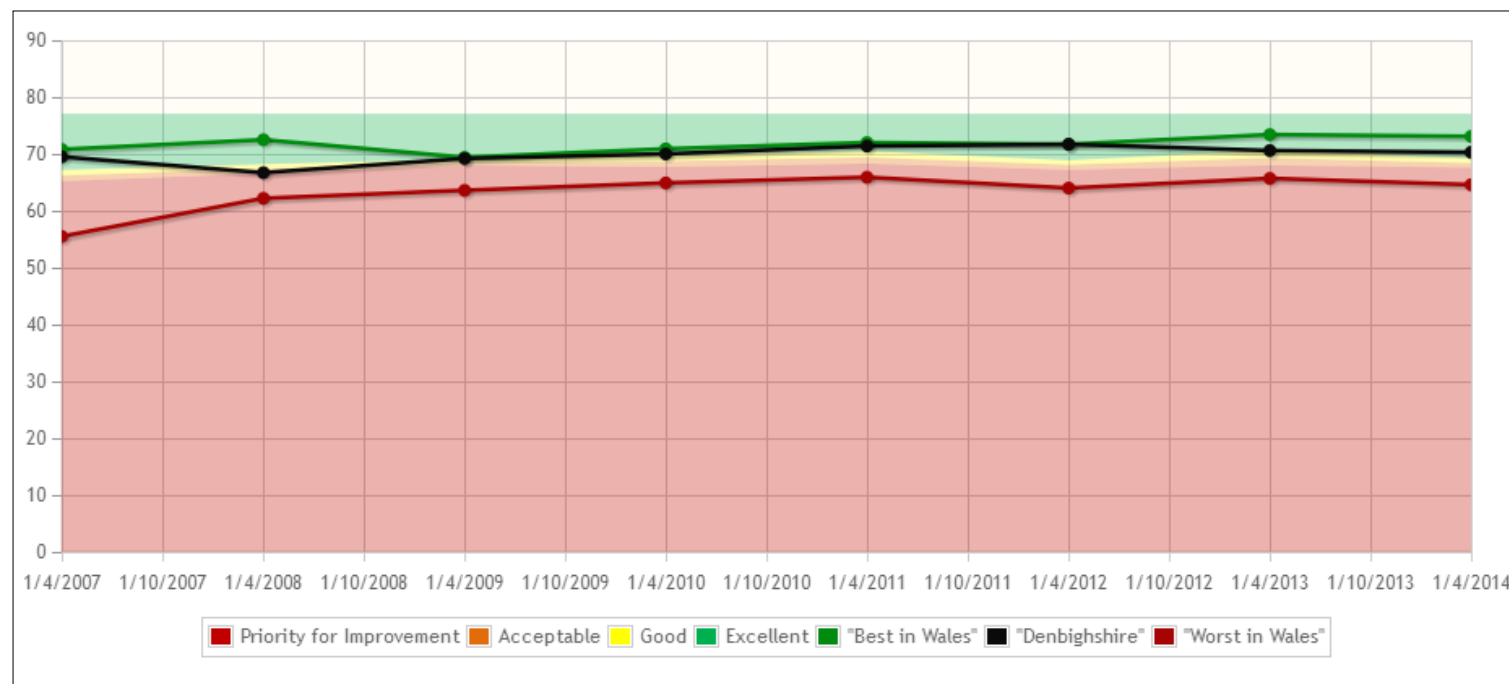
CFS207a	Implement actions from Foster Care Profile exercise undertaken in 2014/15.	01/04/15	30/09/15
CFS208a	National Outcomes Framework Pilot for Looked After Children and children at risk of becoming Looked After	01/04/15	30/09/15
CFS302a	Establish a learning framework for identifying and prioritising safeguarding issues to be addressed	01/02/14	31/03/15
CFS303a	Implement Signs of Safety approach to manage child protection conferences	01/02/15	31/12/15
CFS304a	Aim to ensure every child is subject to an appropriate intervention	01/05/15	31/03/16
CFS305A	Improve basic Skills Set for communicating with children	01/04/15	31/12/15
CFS306a	Implement an effective approach to Core Groups ensuring they adhere to the creation and implementation of a child protection plan	01/05/15	31/03/16
CSS201a	Improve POVA processes to support the role of the Designated Lead Manager	01/07/15	31/03/16
CSS202a	Improve processes to ensure more effective management of the DoLs workload	01/07/15	31/03/16

PRIORITY - CLEAN & TIDY STREETS

OUTCOME 11 - TO PRODUCE AN ATTRACTIVE ENVIRONMENT FOR RESIDENTS AND VISITORS ALIKE

Status	Good
Outcome Summary	The overall position for this outcome is Yellow: Good. There is one indicator that is considered to be a priority for improvement. The Cleanliness Index has now been replaced with the Keep Wales Tidy Cleanliness Indicator.

Indicators	
HES201i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their local area
HES202i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their local area in relation to dog fouling
HES203i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their nearest town centre
HES204i	The percentage of respondents reporting satisfaction with the cleanliness of the streets within their nearest town centre in relation to dog fouling
HES207i	Clean Streets Survey - Improvement Areas
RATE/STS/006D - Annual	The rate of fly-tipping incidents reported per 1000 population
KWT001i	Keep Wales Tidy - Cleanliness Indicator



Latest Data Comment

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Q2	The Keep Wales Tidy data 2014/15 was received in Q2. Denbighshire’s position remains at one of ‘excellence’ for 2014/15 with a cleanliness score of 70.3.
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Measures

PPP101m	The percentage of untidy land incidents resolved within 12 weeks
STS006	The percentage of reported fly tipping incidents cleared within 5 working days
PPP102m	The rate of fixed penalty notices (all types) issues per 1000 population
PPP103m	The rate of fixed penalty notices (dog fouling) issues per 1000 population

Activities

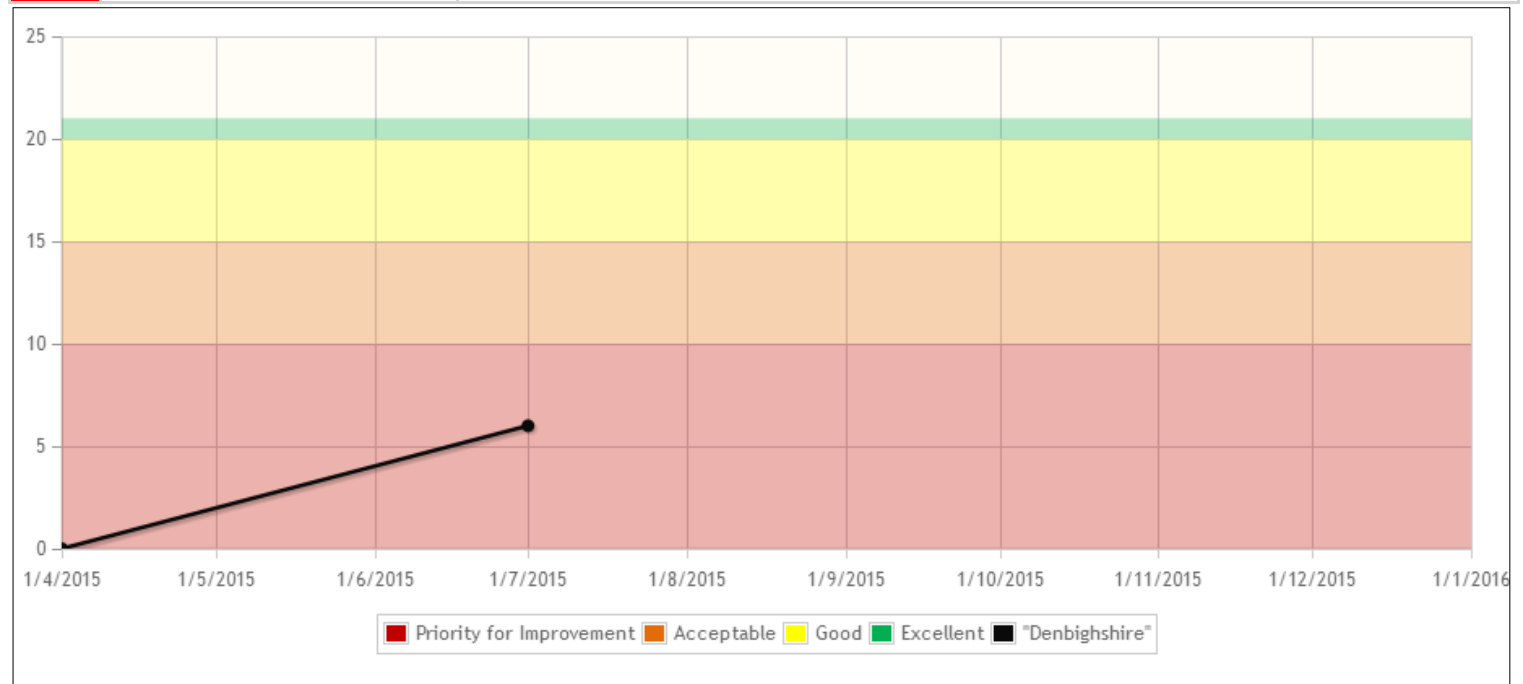
HES204a	Collaboration between Streetscene and Public Protection in relation to dog fouling	01/04/15	31/03/16
HES205a	Streetscene/Countywide engagement with the general public in relation to dog fouling	01/04/15	31/03/16
PPP104a	Develop and implement a coordinated approach to tackling identified eyesore sites across the county		31/03/15
PR000069	Former North Wales Hospital	01/03/10	31/03/16

PRIORITY - ENSURING ACCESS TO GOOD QUALITY HOUSING

OUTCOME 12 - THE HOUSING MARKET IN DENBIGHSHIRE WILL OFFER A RANGE OF TYPES AND FORMS OF HOUSING IN SUFFICIENT QUANTITY AND QUALITY TO MEET THE NEEDS OF INDIVIDUALS AND FAMILIES

Status	Good
Outcome Summary	<p>The overall position for this outcome is Yellow: Good. There is one indicator and one performance measure that are considered to be a priority for improvement. These are detailed below.</p> <p>Housing managers within the council’s tenanted housing services (now within the Finance & Assets Service) have identified a number of key activities that support this outcome to be taken forward during the next 18 months or so and reporting will commence as at quarter 3.</p>

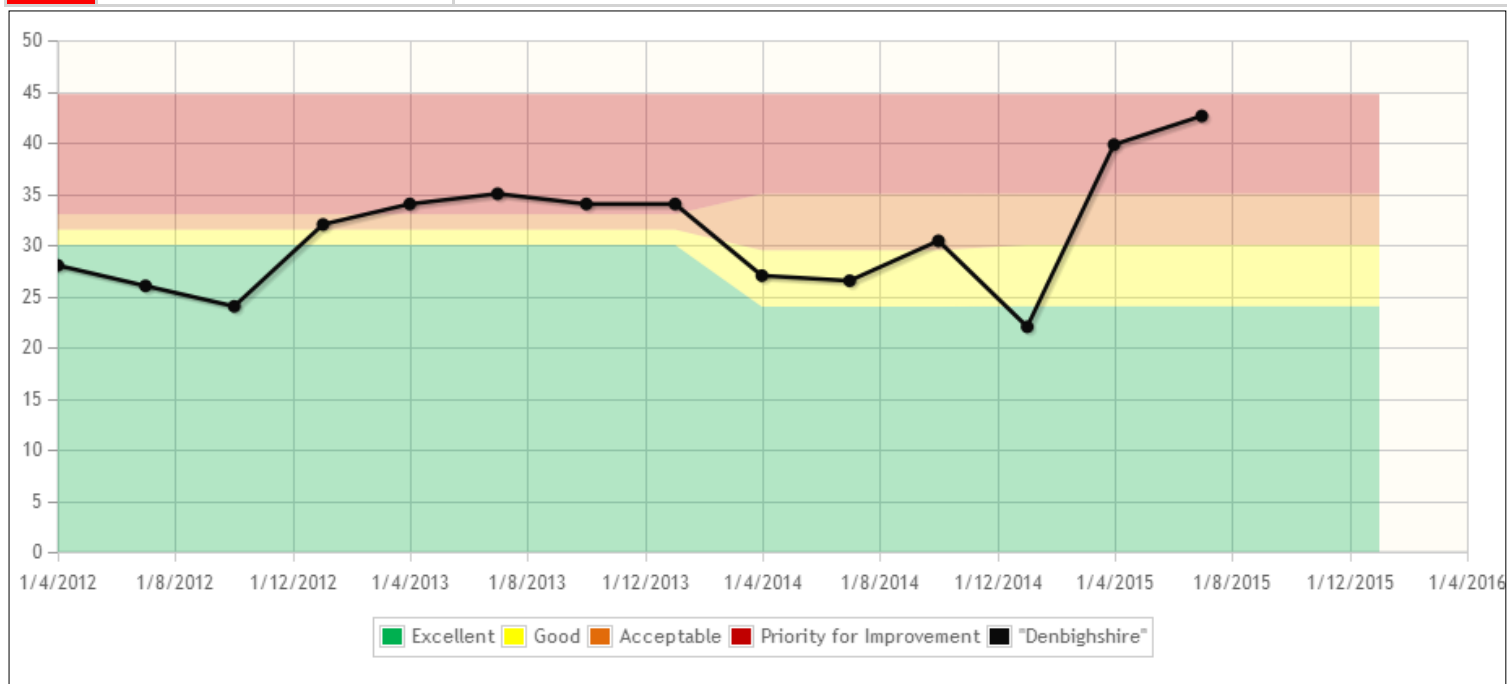
Indicators	
QPSR007a	Of the Houses in Multiple Occupation known to the local authority, the percentage that have a full licence
QLI-PLA006	No. of additional affordable housing units granted planning permission as a % of all housing units granted planning permission.



Latest Data Comment

Q2	There were 14 planning applications for housing units in Q2. Of these applications only 5 triggered the requirement for the provision of on-site affordable dwellings. The remainder of the applications either did not trigger a requirement (1-2 units) or triggered a requirement for a commuted sum payment. 5 out of a total of 91 as at the end of Quarter 2 = 6%
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Measures		
	HHA013	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months
	Q-CMPI03	The number of calendar days taken to let empty properties (council stock only) - General Need & Housing for Older People



Latest Data Comment

Q2 Higher volume of tenancy terminations with a large percentage of these being hard to let.

	Q-HSG406i	The percentage of core KPI's Benchmarked with HouseMark that are in the top quartile
	Q-LI/HS/13	The number of potential homeless people assisted to find a home
	QPLA004c	The percentage of householder planning applications determined during the year within 8 weeks
	QPSR002	The average number of calendar days taken to deliver a Disabled Facilities Grant
	QPSR004	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority
	Y-HSG304m - Annual	The percentage of council properties compliant with the Welsh Housing Quality Standard

Activities				
	FAA402a	Develop and embed some county-wide initiatives to enhance tenant engagement and satisfaction	01/04/15	31/03/16
	FAA405a	Publish results from the 2014/15 Council Tenant survey	01/04/15	31/03/16
	FAA406a	Create an action plan based on the results from the Council Tenant survey	01/04/15	31/03/16
	FAA502a	Undertake work to enable identified vacant private sector dwellings to be converted into Council Housing	01/04/15	31/03/16
	FAA503a	Prepare sites to enable new Council House builds	01/04/15	31/03/16
	HCD103a	Develop and deliver a Housing Strategy	01/04/14	31/03/16
	MSSEWB2013/03	Extra Care - Independent living in a safe and supported environment	15/04/13	
	PPP201a	Deliver the Renewal Area projects in Rhyl to improve the conditions of private sector housing and environmental enhancements	01/04/14	31/03/16
	PPP203a	Take a pro-active approach to encourage the private sector to bring forward allocated housing sites, to deliver mixed type and range of housing, by producing master plans, planning briefs and SPGs	01/04/14	31/03/15
	PPP205a	Ensure as many Affordable Houses as possible are provided through the planning system and other methods of delivery	01/04/14	31/03/16
	PPP207a	Improve the behaviour of private sector landlords	01/04/15	31/03/16
	SCHSG206a	Service Challenge Actions: Housing : Ensure Service Challenge key actions are taken into account regarding the development of the Local Housing Strategy	04/03/15	31/10/15

PRIORITY - MODERNISING THE COUNCIL TO BE EFFICIENT & IMPROVE SERVICES FOR CUSTOMERS

OUTCOME 13 - SERVICES WILL CONTINUE TO DEVELOP AND IMPROVE

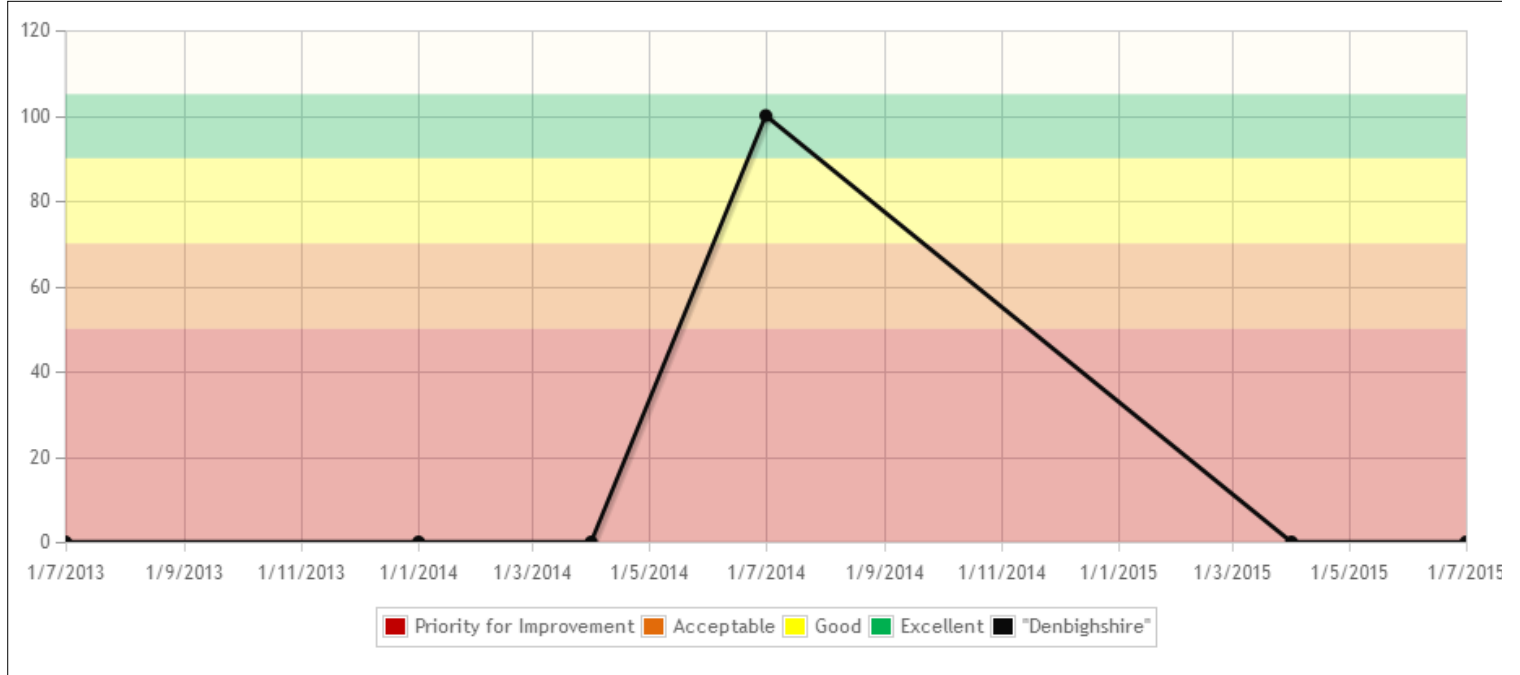
Status	Acceptable
Outcome Summary	<p>The overall status for this Outcome is Orange: Acceptable.</p> <p>Two indicators with a Red: Priority for Improvement status are from the Residents' Survey that was conducted in 2013.</p> <p>Two measures have generated a Red: Priority for Improvement status. 94 per cent of all external stage 1 complaints received by the council were responded to within corporate timescales. While performance has improved this still generates a Red: Priority for Improvement status. Three service areas have a red status in quarter 2, which has brought the overall average down to 94 per cent. These services are Education (75 per cent), Highways & Environment (88 per cent) and Finance & Assets (78 per cent). All other services have 100 per cent performance. 3 of 14 complaints received by Finance & Assets exceeded corporate timescales, and all related to housing issues. As a result, the new Head of Service has redefined internal processes and complaints are now coordinated by a single officer and signed off by the Head of Service. Subsequent complaints have all been dealt with within timescale.</p> <p>The rate of complaints received increased very slightly by 2 per 10,000 in quarter 2 2015/16. Although it is acknowledged that the volume of complaints may increase - and that increases may be small - as we improve the channels for complaints for the public, and our departments get more transparent about recording their complaints data, we will take the approach that any increase in this rate will generate a Red status for further investigation. Hence, this measure generates a Red status even though the increase is not significant.</p> <p>The final version of the Welsh Language Standards have been received. The Commissioner has listened to our concerns and have made changes to the small number of standards that we were concerned about. We are satisfied with the final standards. Plans and actions are in place to progress to implementation.</p>

Indicators	
BPP1002	The number of formal recommendations for improvement within the WAO Improvement Reports
BPP101i	The percentage of Open projects generating a Green or Yellow ROYG status in terms of being on-track to deliver their outputs according to pre-defined scope
RSQ16B	The percentage of residents responding positively to the statement: My Council is efficient and well-run
RSQ16C	The percentage of residents responding positively to the statement: My council acts on the concerns of residents (excluding don't know)

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Measures

BPP1004	The percentage of Outcome Agreement Grant awarded by WG
M102m	The percentage of Modernisation projects that were due a post-implementation review this quarter that have been subject to one

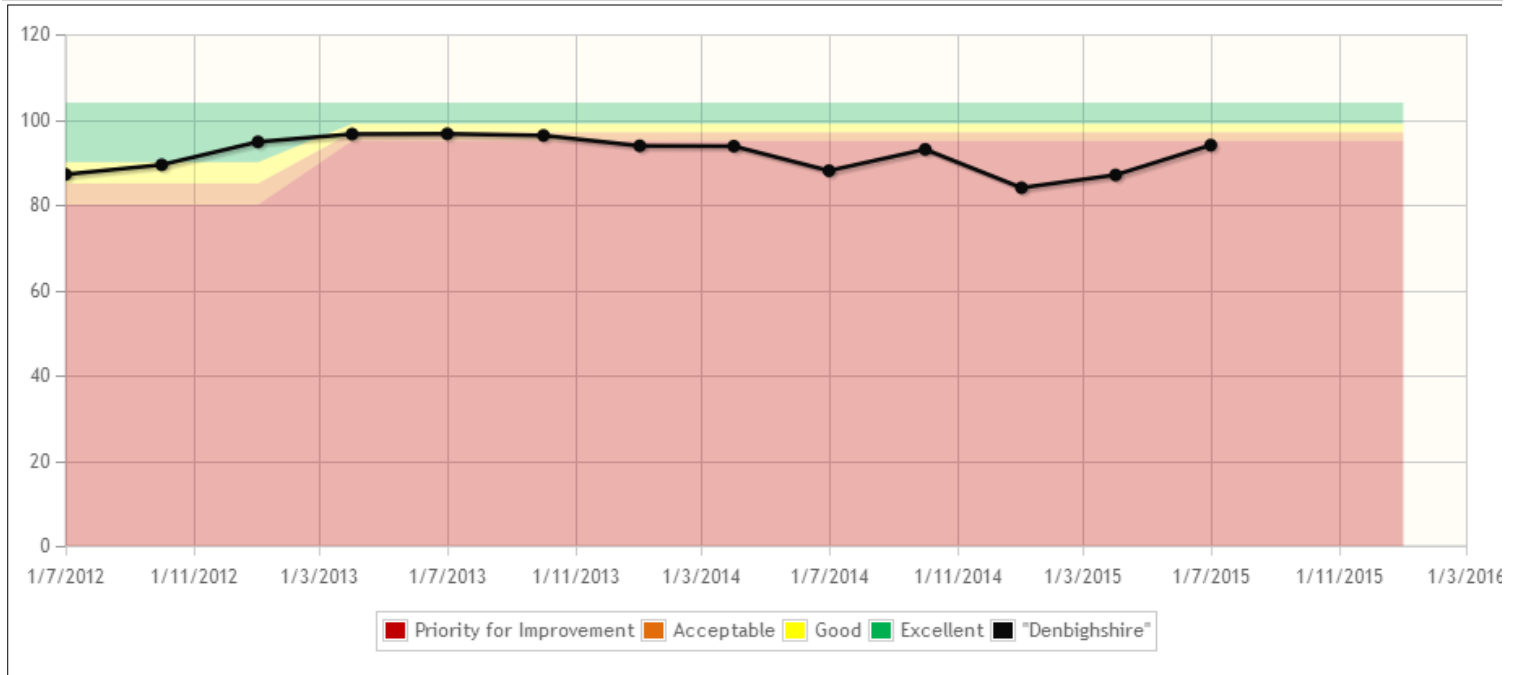


Latest Data Comment

Q2

No Modernisation projects due for review this quarter

PCOTDCC	The % of external stage 1 complaints that are responded to within corporate timescales (DCC)
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Latest Data Comment

Q2

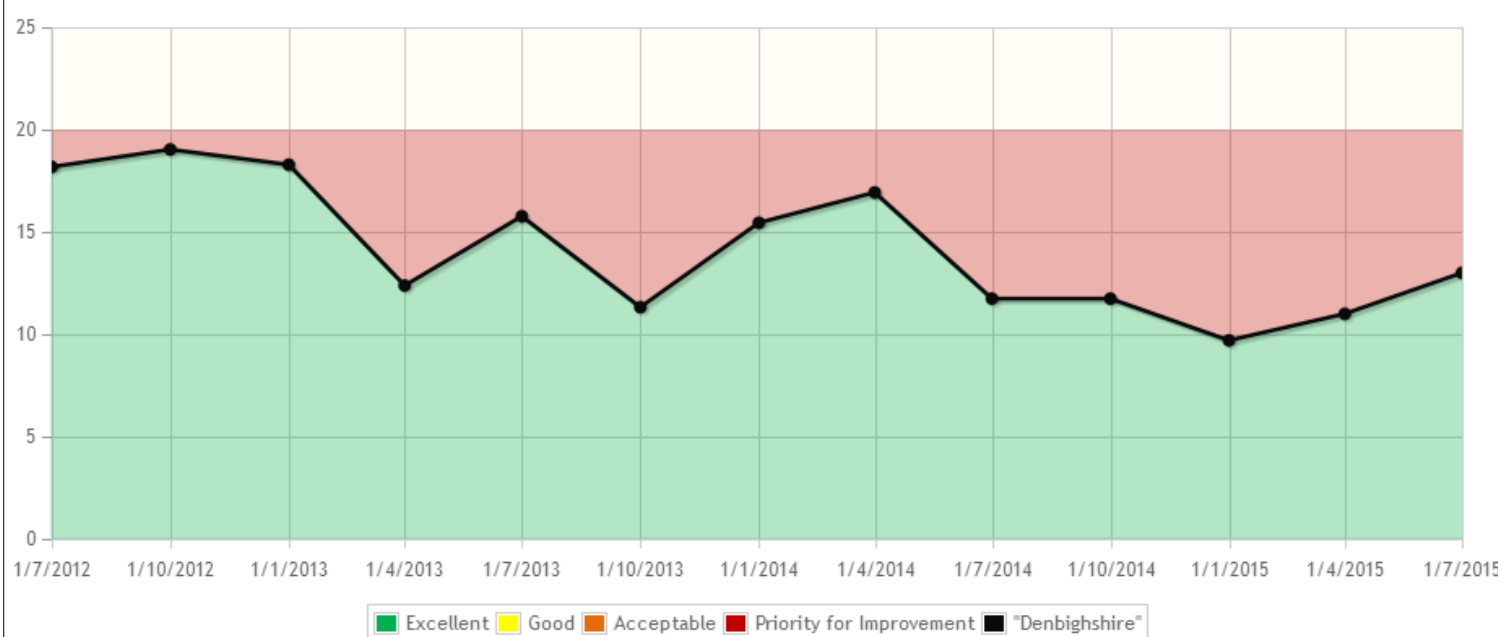
Three services areas have a red status in Q2 which has brought the overall average down to 94%. These services are Education, Highways & Environment and Finance & Assets. All other areas have 100% performance. F&A: 3 of 14 complaints exceeded timescale and all related to housing issues. As a result,

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the new Head of Service has redefined internal processes; complaints are now coordinated by a single officer and signed off by the HoS. Subsequent complaints have all been dealt within timescale.

ROCDCC

The rate of stage 1 complaints received by Denbighshire County Council per 10,000 population



Latest Data Comment

Q2
The rate of complaints received increased slightly by 2 per 10,000 in quarter 2 2015/16. Although it's acknowledged that the volume of complaints may increase as 1) we improve the channels for complaints for the public, and 2) our departments get more transparent about recording their complaints data, we will take the approach that any increase in this rate will generate a Red status for further investigation

Activities

BIM114a	Support Town and Area Champions and Member Area Groups to develop revised Town and Area Plans in collaboration with Partners and Communities in line with the Wellbeing Plan	01/04/15	31/03/16
CML13	Modernisation of the Library Service		
EDU119a	Preparing for merger with Children & Family Services	01/04/15	31/03/16
LDS203a	Establish and operate a Task & Finish sub-scrutiny group to examine the Impact of Budget Cuts on the Corporate Plan and the Council's Performance	01/04/15	31/03/17
PR000317	Digital Choice - Getting the Customers Ready	21/10/14	01/11/15
PR000494	Archives & Records Management Transformation	01/09/14	28/02/18
WLS001	Consider our position in relation to the Welsh Language Standards set by the Welsh Language Commissioner and develop an action plan to deliver them	01/04/15	31/03/17

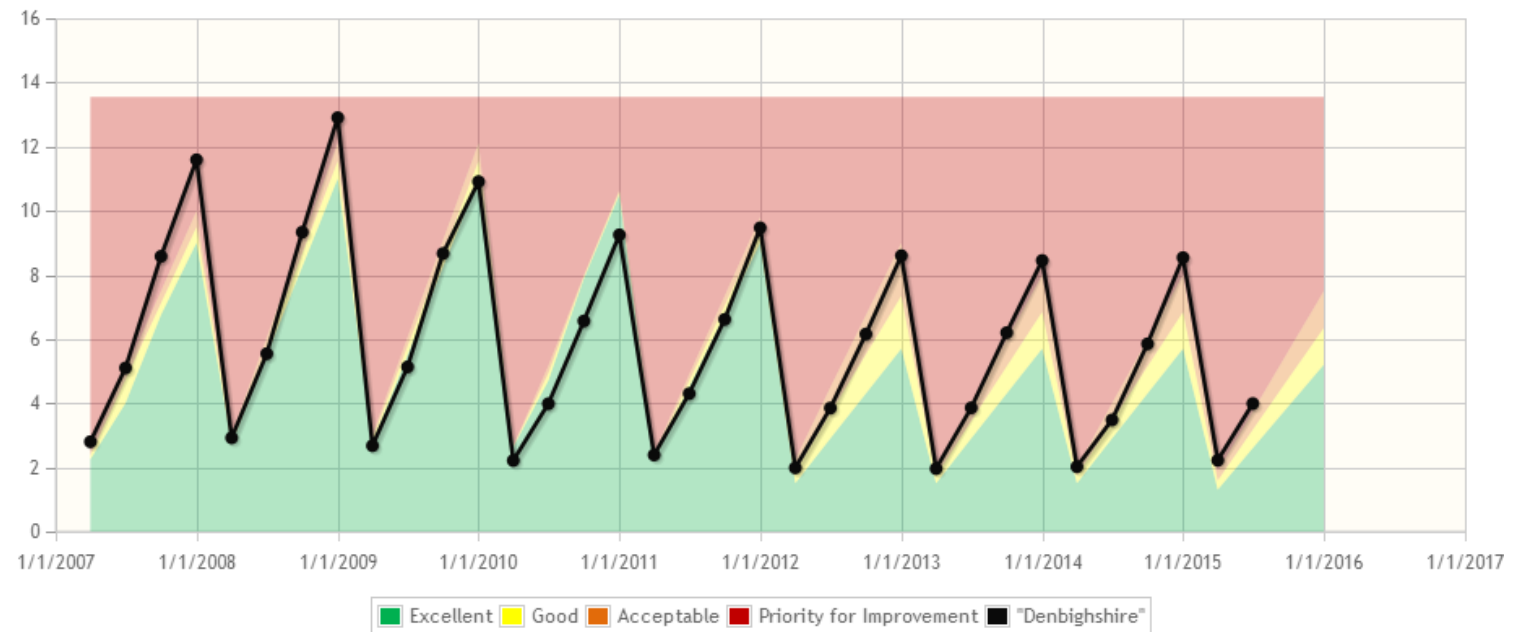
Tudalen 80

OUTCOME 14 – MORE FLEXIBLE AND EFFECTIVE WORKFORCE SUPPORTED BY COST EFFICIENT INFRASTRUCTURE

Status	Acceptable
Outcome Summary	<p>The overall status for this Outcome is Orange: Acceptable.</p> <p>Red indicators include the number of working days/shifts lost due to sickness absence (HR Business Partners are working closely with services to tackle these issues); Carbon emissions in primary schools (reflecting the age of many schools and an increased IT provision within them); the percentage of non-school staff equipped for agile working (which is relatively stable and we want it to increase); and the percentage of staff receiving a performance appraisal when one is due (HR is monitoring this monthly with services).</p> <p>The Electronic Document and Record Management System (EDRMs) project is progressing and 4 teams at Kinmel depot wish to go ahead with the digitisation of timesheets; corporate filing changes predicted to be updated in v19.1 software update (January/February 2016) and we also visited Conwy to see their Disposals Module in action.</p>

Indicators

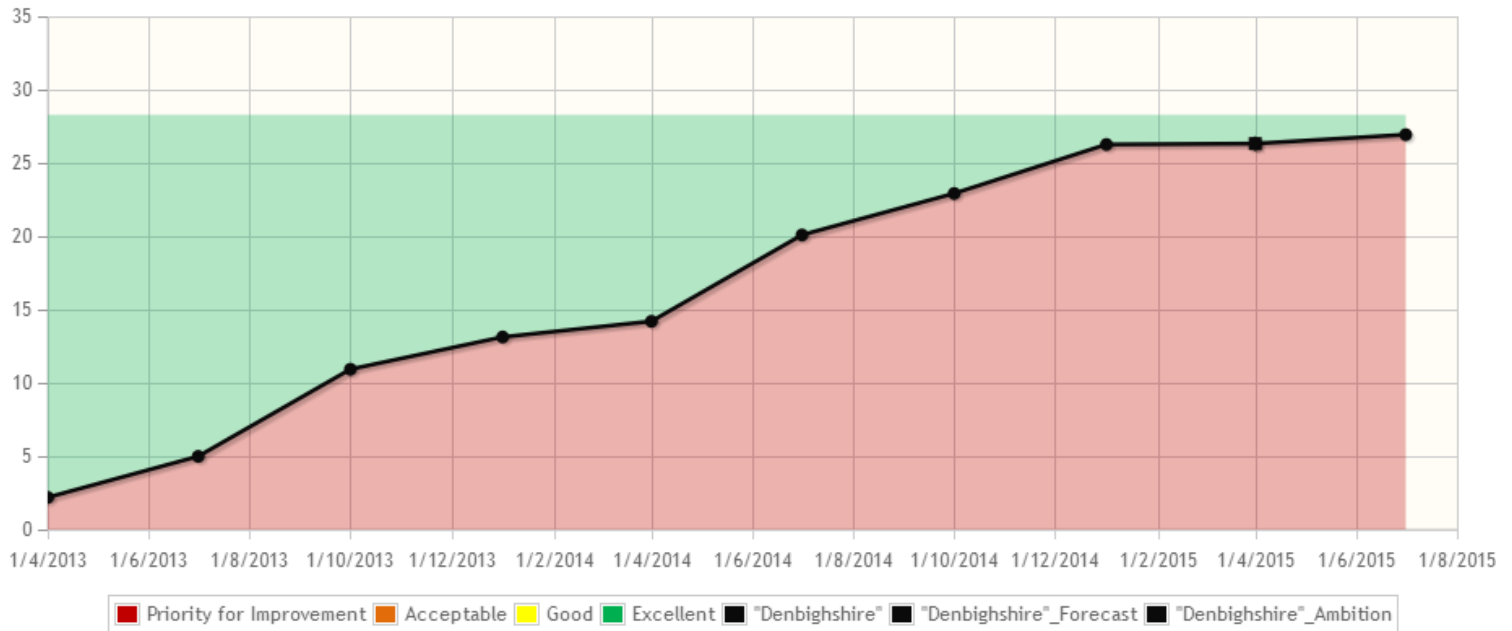
	M202a	Staff Survey Q3a - The percentage of staff responding positively to the statement: I have the skills to do my job effectively
	QCHR002	(Corporate) The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence



Latest Data Comment	
Q2	HR Business Partners are working closely with services to tackle these issues

	SSQ13a	The percentage of staff responding positively to the statement: I have access to the information and IT I need to work efficiently
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SSQ1A	The percentage of staff responding positively to the statement: I know what is expected of me
Measures	
ABMCORP	The average number of business miles recorded per FTE across all corporate services
CES301	The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels



Latest Data Comment

Q2 This measure is just a 'count of transactions'. Performance appears to be levelling-off at 26%.

FAA101m	Corporate office space occupied by Denbighshire County Council (m2) per FTE
FAA110i	Carbon emissions (carbon kgs) per m2 of Denbighshire's corporate office space
FAA111i	Carbon emissions (carbon kgs) per m2 in Denbighshire's primary schools
FAA112i	Carbon emissions (carbon kgs) per m2 in Denbighshire's secondary schools

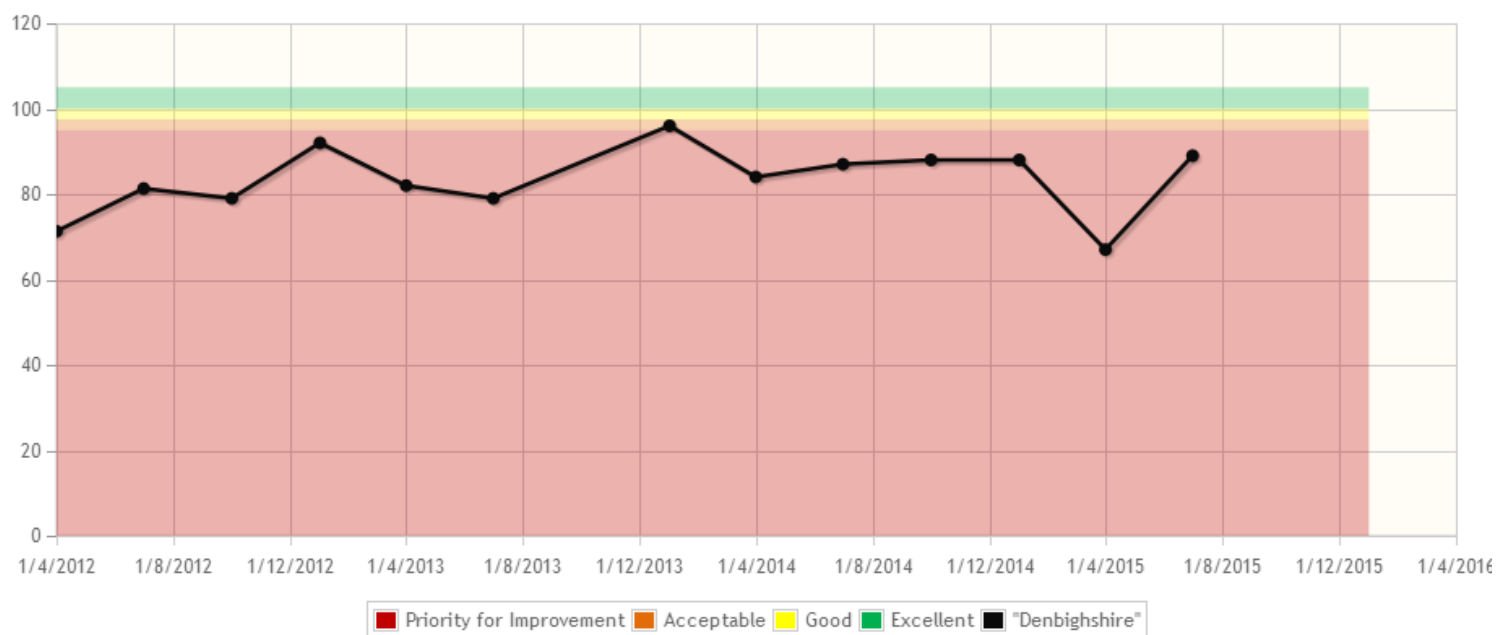
Latest Data Comment

Q2 Carbon emissions data - We are unable to provide information for carbon emissions at present due to a major issue with the new British Gas billing system.

ICT106i	The percentage (based on desk-based staff) who have been equipped for agile working
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SHR104i

The percentage of eligible staff that were due a performance appraisal within the last 13 months and have received one (corporately)



Latest Data Comment

Q2
 Actions to raise completion rates and improve the accuracy of performance appraisal data have been recommended to SLT (November 2015) and will be reviewed in 6 months to see whether the issues raised have been addressed. A manual exercise has been carried out showing a completion rate of 89%.

Activities

FAA302a	Introduce an apprenticeship scheme for the repairs & maintenance section	01/04/15	31/03/16
PMPDCC	Implement the project: Change Management the Denbighshire Way	01/04/14	31/03/16
PR000073	Office Accommodation Review		
PR000157	Electronic Document and Record Management System (EDRMs)	01/04/13	31/03/16
PR000251	Centralised Mailroom Project	01/04/15	30/04/17
PR000304	Outlook Rollout	28/05/14	31/03/16
PR000309	Windows 2003 Migration		31/12/15
PR000318	Digital Choice - Getting the council ready	01/10/14	
PR000344	Flexible Working	01/08/14	31/12/15
PR003096	Central Invoice Registration Phase 2	01/10/14	31/03/18

PROJECT REGISTER

This is the summary position for each project on the Corporate Project Register as at October 2015. The status has been determined based on an evaluation of project performance against the project management methodology.

CORPORATE PROGRAMME: ECONOMIC & COMMUNITY AMBITION

Digital Denbighshire	GREEN
Business Advice & Support	GREEN
Better Business for All (BFC Phase 1 – Planning & Public Protection)	YELLOW
Tourism Growth Plan	GREEN
New Growth Plan	GREEN
OpTic/St Asaph Business Park Development	YELLOW
Pathways +	GREEN
Enquiry Handling for Sites & Premises	GREEN

CORPORATE PROGRAMME: MODERNISATION

Electronic Document and Record Management System (EDRMs)	YELLOW
Office Accommodation Review	GREEN
Denbighshire Telephony	GREEN
Centralised Mailroom	GREEN
Outlook Rollout	GREEN
Domino Migration	GREEN
Windows 2003 Migration	GREEN
Digital Choice – Getting the customers ready	GREEN
Digital Choice – Getting the council ready	YELLOW
Flexible Working	GREEN

CORPORATE PROGRAMME: MODERNISING EDUCATION

Bodnant Community School Extension and Refurbishment	GREEN
Welsh Medium Primary's North Denbighshire - Ysgol Twm o'r Nant	YELLOW
Ruthin Area Review: New Area School for Ysgol Carreg Emlyn	YELLOW
Extending Secondary Welsh Medium Provision – Ysgol Glan Clwyd – Extension & Refurbishment	YELLOW
Ruthin Area Review: Ruthin Town School Modernisation	GREEN
Ruthin Review -New Area School for Llanfair DC and Pentrecelyn	GREEN
Rhyl New School	GREEN

CORPORATE PROGRAMME: MODERNISING SOCIAL SERVICES & ENHANCING WELLBEING

Single Point of Access	YELLOW
Intelligence Requirement for Children and Family Services	YELLOW
Review of Assessed Services for Children with Disabilities	YELLOW
Vulnerable People Mapping	GREEN
Extra Care – Independent living in a safe and supported environment	GREEN
Service Inclusion Review	YELLOW

RHYL REGENERATION

The Honey Club, Rhyl	GREEN
49-55 Queen Street	GREEN
Denbighshire Coastal Facilities	GREEN
Rhyl Harbour: Pedestrian and cycle bridge, public square, quayside building and extended quay wall	ORANGE
Rhyl Harbour: Harbour Empowerment Order	ORANGE

SERVICE: BUSINESS IMPROVEMENT & MODERNISATION

Denbighshire Caravan Site Strategy for Managing Residential Occupancy	GREEN
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SERVICE: CHILDREN & FAMILY SERVICES

Capturing the voice of children, young people and families	GREEN
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SERVICE – COMMUNITY SUPPORT SERVICES

Consultation on future of in-house services	GREEN
Cefndy Capital Investment	GREEN
Welfare Advice Modernisation Project	GREEN

SERVICE: CUSTOMERS & EDUCATION SUPPORT

Capita Regional MIS	YELLOW
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SERVICE: EDUCATION & CHILDRENS SERVICES

Joining of Education and Children and Families services	GREEN
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SERVICE: FINANCE & ASSETS

Excellent Housing	YELLOW
PROACTIS eSourcing Rollout	YELLOW

SERVICE: HIGHWAYS & ENVIRONMENTAL SERVICES

Residual Waste (North Wales Collaboration)	GREEN
Loggerheads Traffic Congestion Initiative	YELLOW
Corwen Flood Risk Management Scheme	GREEN
West Rhyl Coastal Defence Scheme Phase 3	ORANGE
Foryd (Blue) Bridge East Abutment Strengthening	YELLOW

SERVICE: PLANNING & PUBLIC PROTECTION

Former North Wales Hospital Denbigh	YELLOW
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Adroddiad i'r:	Pwyllgor Archwilio Perfformiad
Dyddiad y Cyfarfod:	10 Rhagfyr 2015
Swyddog Arweiniol:	Pennaeth Gwella Busnes a Moderneiddio
Awdur yr Adroddiad:	Rheolwr Tîm Cynllunio Strategol
Teitl:	Adolygiad o'r Gofrestr Risg Gorfforaethol, Hydref 2015

1. Am beth mae'r adroddiad yn sôn?

1.1 Adolygiad ffurfiol o'r Gofrestr Risg Gorfforaethol ym mis Hydref 2015.

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

2.1 Cytunwyd ar fersiwn ddiweddaraf ffurfiol y Gofrestr Risg Gorfforaethol yn y cyfarfod Briffio Cabinet ym mis Hydref, cafodd ei gyflwyno ar gyfer ei ystyried yn y cyfarfod Llywodraethu Corfforaethol ar 18 Tachwedd, ac mae'n cael ei gyflwyno i'w ystyried yn y cyfarfod Archwilio Perfformiad heddiw.

2.2 Mae'r sesiwn hon yn rhoi cyfle i'r Pwyllgor Archwilio Perfformiad roi sylwadau ar yr adolygiad ffurfiol.

3. Beth yw'r argymhellion?

3.1 Dylai'r Pwyllgor Archwilio Perfformiad nodi'r diweddariadau a restrwyd yn Atodiad 1, a gwneud unrhyw sylw y mae'n teimlo sy'n berthnasol.

4. Manylion yr Adroddiad

4.1 Mae'r Gofrestr Risg Gorfforaethol yn galluogi'r cyngor i reoli'r tebygolrwydd ac effaith y risgiau mae'n eu hwynebu drwy werthuso effaith unrhyw weithredoedd cyfredol i liniaru risg, a chofnodi dyddiadau cau a chyfrifoldebau ar gyfer gweithredoedd pellach er mwyn sicrhau rheolaeth well.

4.2 Y Tîm Gweithredu Corfforaethol sydd wedi datblygu'r Gofrestr Risg Gorfforaethol, a nhw sy'n berchen arni. Mae'r broses ar gyfer adolygu'r Gofrestr Risg Gorfforaethol fel a ganlyn:

- Anogir gwasanaethau i adolygu eu cofrestr risg ddwywaith y flwyddyn (yn unol â methodoleg Rheoli Risg Gorfforaethol) cyn bob adolygiad o'r Gofrestr Risg Gorfforaethol, a hefyd cyn eu cyfarfodydd Herio Perfformiad Gwasanaethau. Bydd unrhyw faterion neu ymholiadau yn cael eu trafod yn y cyfarfodydd Herio Perfformiad Gwasanaethau.
- Mae'r Tîm Cynllunio Strategol yn dadansoddi holl gofrestrau risg y gwasanaethau i ganfod risgiau sy'n arwyddocaol yn gorfforaethol neu unrhyw themâu risg sy'n ymddangos ar draws y gwasanaethau.

- Mae'r diweddariadau am risgiau corfforaethol cyfredol yn cael eu casglu gan berchnogion y risg, a bydd diweddariadau am weithredoedd i liniaru yn cael eu casglu gan y rhai sy'n cyflawni'r gweithredoedd.
 - Cynhelir cyfarfodydd unigol gyda'r Prif Weithredwr a'r Cyfarwyddwyr i drafod y risgiau y maent yn gyfrifol amdanynt. Rhoddir ystyriaeth a yw'r risg yn parhau, a yw'r sgôr yn gywir, ac a oes angen cynnwys unrhyw risgiau newydd o dan eu hawdurdodaeth.
- 4.3 Mae'r Tîm Gweithredu Corfforaethol a'r Cabinet yn adolygu'r Gofrestr Risg Gorfforaethol yn ffurfiol ddwywaith y flwyddyn. Ond, bydd unrhyw risgiau newydd neu risgiau cynyddol yn cael eu hadrodd i'r Tîm Gweithredu Corfforaethol (drwy'r Tîm Cynllunio Strategol) pan fyddant yn cael eu canfod. Yna bydd y Tîm Gweithredu Corfforaethol yn penderfynu a ddylid cynnwys y risg yn y Gofrestr Risg Gorfforaethol.
- 4.4 Yn dilyn adolygiad ffurfiol y Gofrestr Risg Gorfforaethol (ddwywaith y flwyddyn), mae'r ddogfen sydd wedi'i hadolygu yn cael ei chyflwyno i'r Pwyllgor Archwilio Perfformiad.
- 4.5 Bydd y gweithredoedd a nodir er mwyn delio â risgiau corfforaethol yn cael eu cynnwys mewn Cynlluniau Gwasanaethau (lle bo'n addas), sy'n galluogi Aelodau Archwilio Perfformiad i fonitro'r cynnydd. Dylid amlygu unrhyw faterion perfformiad mewn perthynas â darparu'r digwyddiadau fel rhan o broses Herio Perfformiad Gwasanaethau.
- 4.6 Mae Archwilio Mewnol y cyngor yn darparu sicrwydd annibynnol ar effeithiolrwydd dulliau rheoli mewnol a'r dulliau sydd wedi'u gosod er mwyn lliniaru risgiau yn y cyngor. Mae hefyd yn cynnig her annibynnol i sicrhau bod egwyddorion a gofynion rheoli risg yn cael eu defnyddio'n gyson ym mhob rhan o'r cyngor. Mae Gwasanaethau Archwilio Mewnol hefyd yn defnyddio gwybodaeth o'n cofrestrau risg gwasanaethau a chorfforaethol er mwyn penderfynu ar eu rhaglen gwaith i'r dyfodol.
- 5. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**
- 5.1 Pwrpas y Gofrestr Risg Corfforaethol yw adnabod digwyddiadau posibl yn y dyfodol all gael effaith niweidiol ar allu'r cyngor i gyflawni'r amcanion, gan gynnwys y blaenoriaethau corfforaethol. Mae'r rheolyddion a'r gweithredoedd yn angenrheidiol ar gyfer cyflawni'r blaenoriaethau corfforaethol.
- 6. Faint fydd hyn yn ei gostio a sut y bydd yn effeithio ar wasanaethau eraill?**
- 6.1 Mae cost datblygu, monitro ac adolygu'r Gofrestr Risg Gorfforaethol yn cael eu cynnwys yn y cyllidebau cyfredol.
- 7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Gydraddoldeb (AEC) a gynhaliwyd ar y penderfyniad? Dylai'r templed AEC wedi'i lenwi gael ei atodi fel atodiad i'r adroddiad.**

7.1 Mae'r Gofrestr Risg Gorfforaethol yn dogfennu risgiau sydd wedi'u canfod, a'r gweithredoedd lliniaru cyfredol ac arfaethedig. Nid yw'r broses o ddatblygu ac adolygu'r ddogfen yn ei hun yn cael effaith uniongyrchol ar unrhyw berson gyda rhinweddau wedi'u diogelu. Ond, dylid asesu effaith ar gydraddoldeb ar unrhyw broses, strategaeth neu bolisi newydd sy'n cael eu ffurfio o ganlyniad i weithred lliniaru, ar lefel darparu gwasanaeth.

8. Pa ymgynghoriadau a gynhaliwyd gyda'r Pwyllgorau Archwilio ac eraill?

8.1 Mae manylion y broses ymgynghori i adolygu'r Gofrestr Risg Gorfforaethol wedi'u cynnwys ym mharagraff 4.2.

9. Datganiad y Prif Swyddog Cyllid

9.1 Nid oes unrhyw oblygiadau ariannol yn codi o'r broses sydd wedi'i hamlinellu yn yr adroddiad hwn i ddatblygu, monitro ac adolygu'r Gofrestr Risg Gorfforaethol.

10. Pa risgiau sydd ac a oes unrhyw beth y gallwn ei wneud i'w lleihau?

10.1 Y prif risg yn berthnasol â'r broses o reoli risg yw nad yw'r cofrestrau'n cael eu hadolygu'n rheolaidd ac felly nid ydynt yn dod yn offeryn rheoli ystyrlon a dynamig. Ond, mae'r broses wedi'i chynnwys yn llawn yn fframwaith rheoli perfformiad y cyngor, a ddylai sicrhau nad yw hyn yn digwydd.

11. Pŵer i wneud y Penderfyniad

11.1 Deddf Llywodraeth Leol 2000

Mae tudalen hwn yn fwriadol wag

Appendix 1

The main changes made to the Corporate Risk Register are listed below, along with any points of note:

- i. DCC001: *'The risk of a serious safeguarding error where the council has responsibility, resulting in serious injury or death'*. A number of new actions are planned which are in the action plan created following a review by the Internal Audit service
- ii. DCC006: *'The risk that the economic and financial environment worsens beyond current expectations, leading to additional demand on services and reduced income'*. This risk continues to be closely monitored and a number of actions are in place this year to help to manage the extra challenge of a delayed notification of our settlement
- iii. DCC007: *'The risk that critical or confidential information is lost or disclosed'*. A significant number of risk reduction actions have been undertaken: the information security policy is in place and the e-learning package is in place and has been rolled out. It is proposed, therefore, that this risk can now be managed at service level.
- iv. DCC011: *'The risk of an ineffective response to a severe weather, contamination, or public health event'*. The major incident handbook is expected to be finalised by the end of this year. Once this has been done it is hoped that the residual risk likelihood can be downgraded to 'rare', but should remain at 'possible' for now
- v. No change to DCC012: *'The risk of a significantly negative report(s) from external regulators'*.
- vi. DCC013 has been reworded as follows *'The risk of significant liabilities resulting from alternative models of service delivery'*. This wording encompasses the variety of service delivery models that are currently in place or being explored. The framework for governance arrangements is currently being implemented and until it is fully embedded the residual risk score should be maintained.
- vii. No change to DCC014: *'The risk of a health & safety incident resulting in serious injury or the loss of life'*.
- viii. DCC016: *'The risk that the impact of welfare reforms is more significant than anticipated by the council'*. While this remains an area of uncertainty and, therefore, a risk for the Council, we have some confidence, based on monitoring impacts in pilot areas, that we are well prepared. The establishment of the Tackling Poverty Group will give us greater understanding and assurance in this area.

- ix. DCC017: *'The risk that the ICT framework does not meet the organisation's needs'*. Several new control measures are in place, but Phase 2 of the ICT strategy is to be completed. Successful delivery of the strategy will increase our confidence still further.
- x. No change to DCC018: *'The risk that programme and project benefits are not fully realised'*.
- xi. No change to DCC019: *'The risk that the availability of the Welsh Government's match-funding contribution towards Band A of the 21st Century Schools programme is not in line with the timescales for Denbighshire's work programme'*.
- xii. DCC021: *'The risk that effective partnerships and interfaces between BCU Health Board and Denbighshire County Council (DCC) do not develop, leading to significant misalignment between the strategic and operational direction of BCUHB and DCC'*. We remain very concerned about developments in this area despite a number of control measures in place and feel that the residual risk score should be increased to 'almost certain' with a 'very high' impact.
- xiii. DCC027: *'The risk that the decisions that are necessary to enable the delivery of a balanced budget are not taken or implemented quickly enough'*. This continues to be a challenge and despite the ongoing progress of the Freedom & Flexibilities program, with Member involvement in its operation, a more sensitive political environment suggests that the residual risk score remains as 'possible' with a 'very high' impact.
- xiv. No change to DCC028: *'The risk that the services that we scale back have a greater positive or negative impact than we anticipated'*. We believe that it is still too early to revise the residual risk.
- xv. No change to DCC029: *'Risk of successful challenge that we are illegally depriving people of their liberty'*. We continue to keep a watching brief on legal challenges to the case law.
- xvi. New Risk: DCC030: *'The risk that appropriate capacity and skills to sustain service and corporate performance is not available'*. This concerns the succession planning work that the Chief Executive is undertaking, and the associated risk of being able to effectively respond to policy and legislation. Control measures are in place and actions are being planned to manage the risk and the proposed residual risk is 'possible' with a 'medium' impact.
- xvii. Emerging Risk: There is a new risk concerning Protection of Vulnerable Adults (POVA) arrangements which has been raised by CSSIW. The risk is currently being scoped through consultation and advice and further details will be made available to Cabinet Briefing.

Risks

Risks

00001 The risk of a serious safeguarding error where the council has responsibility, resulting in serious harm or death

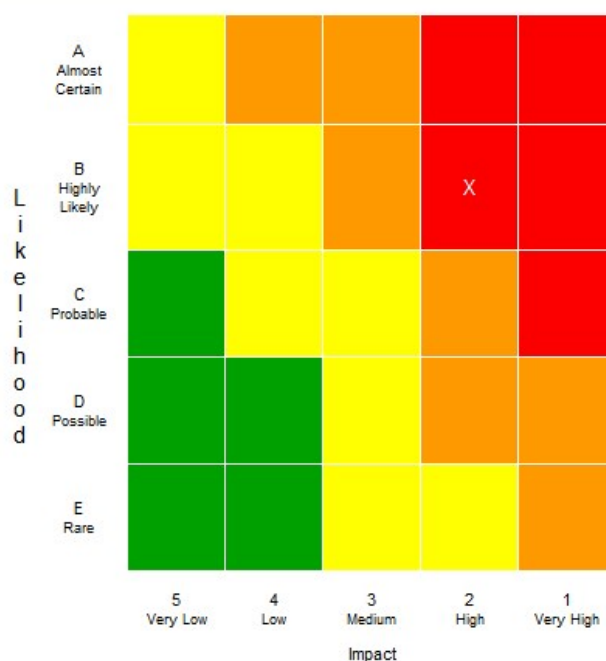
Description

This risk - concerning children and vulnerable adults - is increasing as the environment is changing, with growing expectations around our duties in relation to 3rd party provision. The cumulative impact of reducing resources across the public sector may impact agencies' ability to appropriately recognise safeguarding risks which may also create extra pressures for the Local Authority.

Impact / Consequences

1. Significant reputational loss.
2. Possible intervention by Welsh Government.
3. Legal/compensation costs.

Inherent Risk



Controls to Manage Risk (in place)

1. Safeguarding policy & procedures are in place
2. Corporate Safeguarding Training Programme.
3. Wales Interim Policy & Procedures for the Protection of Vulnerable Adults from Abuse.
4. Framework of self-assessment for schools in relation to safeguarding has been established.
5. Section 28 Audits, and annual reporting requirement for services to demonstrate how they are discharging their duties in relation to safeguarding.
6. Section 28 audit tool in place for voluntary sector to ensure safeguarding practices are in place.
7. Compliance with safeguarding practises is part of the annual HR audit of schools.
8. Regional arrangements for safeguarding a) children and b) vulnerable adults are in place. The regional safeguarding boards set priorities and actions regionally, eg training and policies & procedures.
9. Middle Managers Conference focussing on Safeguarding, November 2014
10. Risk assessments in place for recruiting staff who require a DBS check and/or references
11. Safeguarding policy review has taken place with Schools and new guidance has been developed

Residual Risk



Further Actions

00050 Task and Finish Group to be established to consider local risks associated with Child Sexual Exploitation, and lessons learned from Rotherham and elsewhere

Action Due Date

31/12/2015

Person Responsible

Nicola Stubbins

00058 Review of the Corporate Safeguarding Panel

Description

The Panel's terms of reference will be circulated and reviewed to confirm that the roles and responsibilities detailed are still relevant.

Where services are not represented currently on the Panel, Heads of Service have been contacted to identify officers who can attend. We will also establish whether services can provide a deputy if the service representative is unable to attend.

Service representatives will ensure that their service is aware of the existence of the Panel and that they are aware to use them as a point of contact.

The Panel will develop a forward work programme.

Action Due Date

30/11/2015

Person Responsible

Nicola Stubbins

00059 Heads of Service Communication

Description

A communication will be sent to ensure that Heads of Service consider safeguarding when reviewing their risk registers. A question on safeguarding will also be included in the service challenge.

Action Due Date

31/10/2015

Person Responsible

Nicola Stubbins

00060 Review Safeguarding Policy

Description

The Corporate Safeguarding Policy will be reviewed to ensure that it is up-to-date. The intention is to re-launch the Policy in April 2016 to take account of new legislation and guidance.

Action Due Date

30/04/2016

Person Responsible

Nicola Stubbins

00061 Develop a formal mechanism for recording and sharing safeguarding incidents and near misses

Tudalen 94

Description	<p>This is a standing item on the Corporate Safeguarding Panel agenda. We will also share case reviews where there is a corporate perspective for lessons learned.</p> <p>As part of the development of the CRM system, we will look at the feasibility of having a corporate system for recording safeguarding incidents.</p> <p>Service representatives will report any key messages from Panel meetings to members of staff within their services.</p>
Action Due Date	31/12/2015
Person Responsible	Nicola Stubbins

00062 Review recruitment procedures for key posts

Description	Determine the key posts within the Council that could have an impact on safeguarding. Then the Corporate Safeguarding Panel will review the process for these posts to ensure that there are adequate checks done, either by the Council or through an external body. Every new employee contract issued makes reference to safeguarding.
Action Due Date	31/10/2015
Person Responsible	Nicola Stubbins

00063 Corporate Safeguarding Training Package

Description	A corporate safeguarding training package is currently being developed by the Learning & Development Specialist (HR). It is hoped that this package will be piloted in October 2015.
Action Due Date	31/10/2015
Person Responsible	Catrin Roberts

00064 Highlighting Roles & Responsibilities of Elected Members

Description	There are planned briefing sessions on safeguarding and Child Sexual Exploitation to County Council starting in November 2015. The Leader has agreed to include corporate safeguarding into his portfolio.
Action Due Date	31/03/2016
Person Responsible	Nicola Stubbins

00065 Improve safeguarding arrangements with contractors

Description	<p>Key points to be addressed include:</p> <ul style="list-style-type: none"> • Contractor DBS checks • Ensuring that Council staff responsible on site for the contractor and managing the tendering/contract process are clear of their responsibilities in respect of safeguarding • Ensure contracts terms and conditions (including JCT) in relation to DBS checks are appropriate • Ensure that self-assessment arrangements as part of contract management are appropriate
Action Due Date	31/12/2015
Person Responsible	Nicola Stubbins
Lead Member(s)	Councillor Bobby Feeley
Active	Yes
Risk Owner	Nicola Stubbins

00006 The risk that the economic and financial environment worsens beyond current expectations, leading to additional demand on services and reduced income.

Description	The latest settlement was equal to the lowest anticipated, and the next one will probably also be very low, affecting our ability to effectively plan for the medium term. An added complication this year is the UK Government's Spending Review which is due in November, which means that our settlement will not be known in draft until January (usually November).
Impact / Consequences	The council suffers from a significant reduction in income, leading to an inability to deliver current levels of service provision.

Inherent Risk



Controls to Manage Risk (in place)

1. The council has no control over the global economy or the WG settlement. Therefore the inherent risk score likely to remain high.
2. Annual, detailed budget setting process that considers economic environment
3. The Medium Term Financial Plan (MTFP) contains different scenarios to ensure it can deal with changes in the external environment, and is considered on a quarterly basis: it has revised its expectations further downwards.
4. Budget-setting process and Modernisation Board's activities raise awareness of implications of significantly reduced income due to the economic environment.
5. Quarterly financial planning meetings between services and management accountants are in place
6. Service's budgets are scrutinised by the Lead Member for Finance and the Head of Service during budget-setting talks.

Residual Risk



Further Actions

00026 Freedom & Flexibilities

Description

The Freedoms and Flexibilities process is in its second year and is being refined to take into account the timescales for budget settlement this year. Through the process so far we have identified and approved approximately half of the expected budget gap for 2016-17. Decisions on further savings will be tabled for January when the settlement figure is known.

Action Due Date

30/04/2016

Tudalen 96

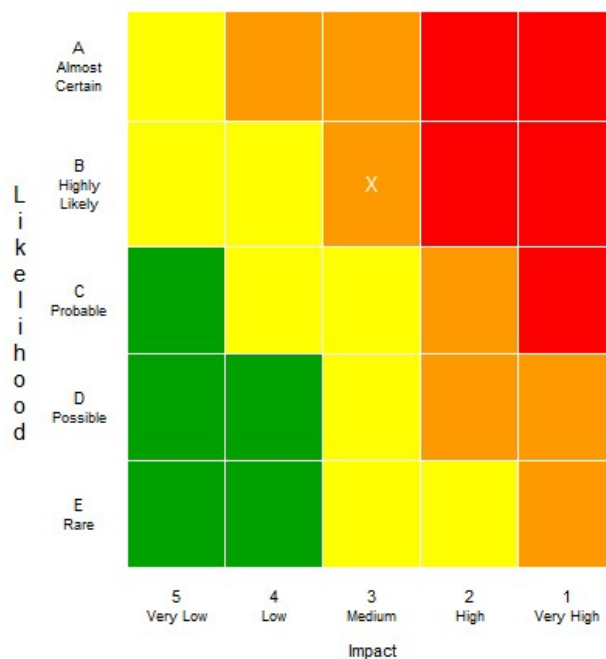
Person Responsible	Richard Weigh
Lead Member(s)	Councillor Julian Thompson-Hill
Active	Yes
Risk Owner	Mohammed Mehmet

00007 The risk that critical or confidential information is lost or disclosed.

Impact / Consequences

1. Reputational damage.
2. Criticism from external regulators (e.g. WAO conducting a review of information management across Welsh Authorities in 2012).
3. Fines from the Information Commissioner's Office (precedent of fines of up to £130k for single breach of Data Protection Act).

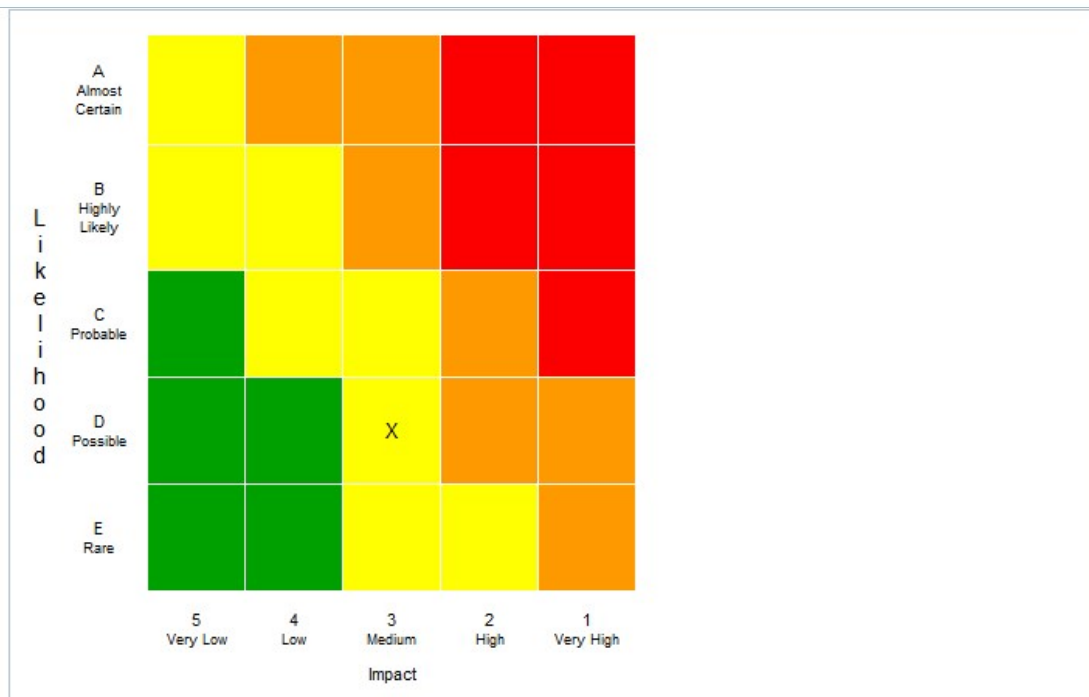
Inherent Risk



Controls to Manage Risk (in place)

1. The council has PSN accreditation
2. Retention schedules and file plans are incorporated into all EDRMS implementations.
3. Staff workshops delivered on good archiving practices.
4. Printer process now supports staff to collect printing when visiting the printer.
5. EDRMS project being rolled out.
6. Addresses are double-checked by a second member of staff when sending out sensitive information.
7. Information strategy in place.
8. Strategic Information Risk Officer in place who investigates breaches and creates and action plan for prevention after each one.
9. Enforcing the encryption of any removal media used to download information from our network.
10. Introduction of secure e-mail: Egress
11. Data Protection elearning completed by all office-based staff across the Council (currently at 91% completion rate)
12. Refresh of intranet pages
13. Privacy Impact Assessments introduced for council projects that involve processing of personal data
14. File amnesty day introduced
15. E-learning package is in place and is being rolled out

Residual Risk



Further Actions

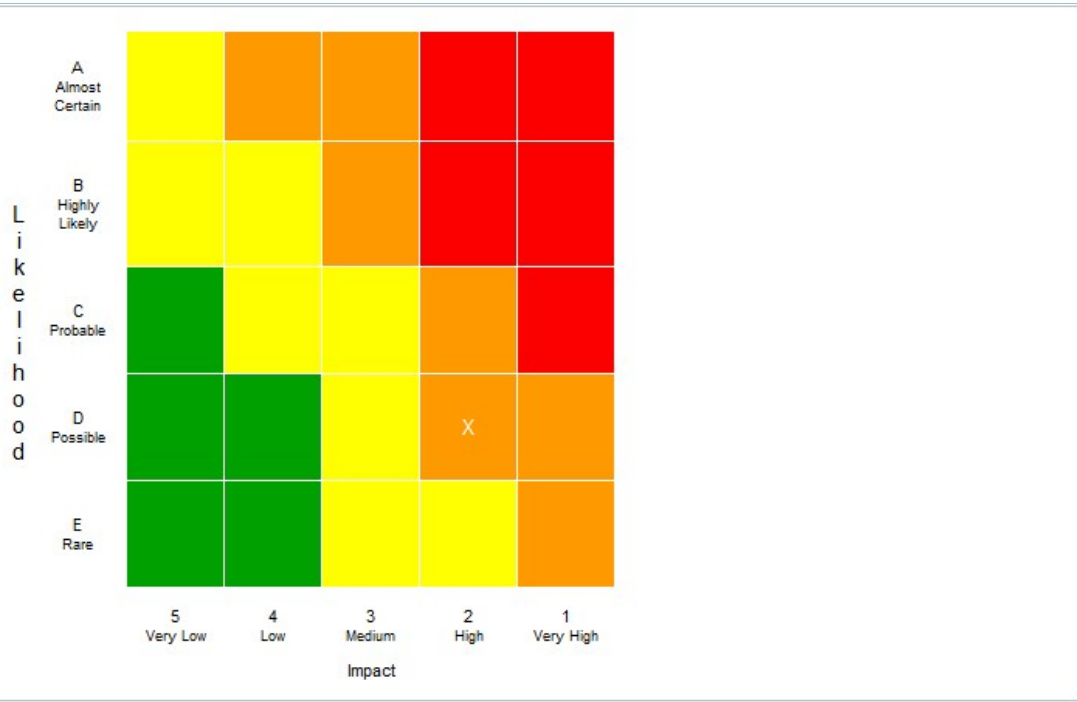
00027 Information security policy in place

Description	New information security policy
Action Due Date	30/04/2016
Person Responsible	Alan Smith
Lead Member(s)	Councillor Barbara Smith
Active	No
Risk Owner	Rebecca Maxwell

00011 The risk of an ineffective response to a severe weather, contamination, or public health event.

Description	Services plan for the impact of expected seasonal variations in weather, but severe weather events can impact on service delivery. Similarly, we put plans in place to monitor food, water and air quality, but any contaminations can impact on service delivery, as would any viral pandemics.
Impact / Consequences	<ol style="list-style-type: none"> 1. Significant disruption to core services. 2. Serious injury or fatality due to road network closure, poisoning or infection. 3. Reputational risk to the council if unable to deal with issues.

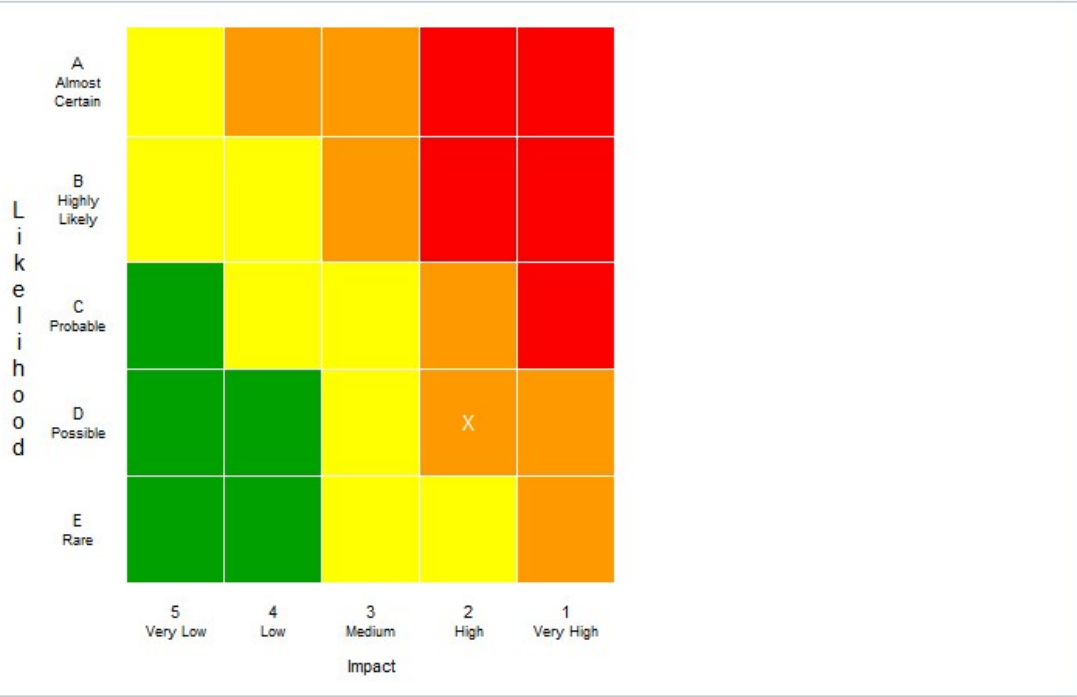
Inherent Risk



Controls to Manage Risk (in place)

1. The control environment in this area is the Regional Emergency Planning Service (Wrexham, Flintshire, Denbighshire, Conwy, Gwynedd and Anglesey), and local emergency management response groups have been established.
2. We also continually review our procedures for winter highways maintenance and flood response. Secondary rota established and operational.
3. Service disruption is minimised through our arrangements for business continuity and emergency planning, with separate Directors responsible for Response and Recovery.
4. There's an on-call rota in place for CET.
5. Emergency Planning Response report taken to Partnerships Scrutiny in June 2015

Residual Risk



Further Actions

00031 Vulnerable People mapping project

Description	Phase 1 is complete, moving to Phase 2
Action Due Date	31/03/2016
Person Responsible	Phil Gilroy

00032 Major incident handbook to be finalised

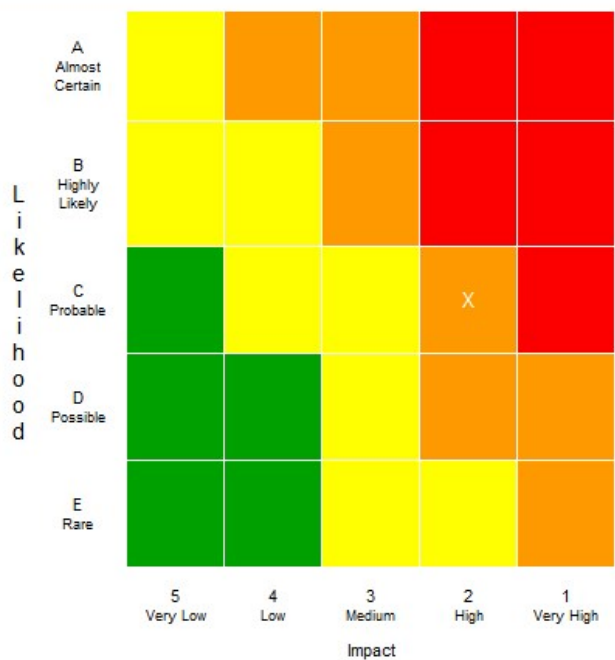
Action Due Date	31/12/2015
Person Responsible	Rebecca Maxwell
Lead Member(s)	Councillor David Smith
Active	Yes
Risk Owner	Rebecca Maxwell

00012 The risk of a significantly negative report(s) from external regulators.

Impact / Consequences

1. Reputational damage.
2. Potential intervention by the WG.
3. Significant resources may be required to be diverted to deliver immediate and substantial change.
4. Regulation we're subject to includes: CSSIW (Care and Social services Inspectorate Wales); WAO Office; Estyn; HSE (Health & Safety Executive); ICO (Information Commissioner's Office)

Inherent Risk



Controls to Manage Risk (in place)

1. The corporate performance management framework (PMF) is the main control in this area.
2. Head of Business Improvement & Modernisation, Strategic Planning Team Manager and Head of Audit meet monthly with Wales Audit Office to understand and respond to their concerns.
3. Regulators sit on Service Performance Challenges.
4. Reserch & Intelligence team creates Needs & Demands, and Comparative reports to support service self assessment and Service Performance Challenges.
5. Annual Governance Statement and Performance Self Assessment now combined.
6. In response to the most recent Annual Improvement Report from WAO we have developed a protocol for addressing recommendations from WAO national studies: services' response will be the subject of performance scrutiny and service challenge.

Residual Risk



Further Actions

00066 Review of Performance Management Framework

Description	The Performance Management Framework will be reviewed in line with the Wellbeing of Future Generations (Wales) Act.
Action Due Date	31/12/2015
Person Responsible	Alan Smith
Lead Member(s)	Councillor Hugh Evans
Active	Yes
Risk Owner	Rebecca Maxwell

00013 The risk of significant liabilities resulting from alternative models of service delivery

Description	Liabilities could arise due to financial, HR, safeguarding, or general management problems and could impact on the sustainability of service provision
Impact / Consequences	<ol style="list-style-type: none"> 1. Capital liabilities. 2. Property Liabilities. 3. Reduction in levels of service provided to the community, or increased revenue costs to continue delivery. 4. Reputation damage to the council

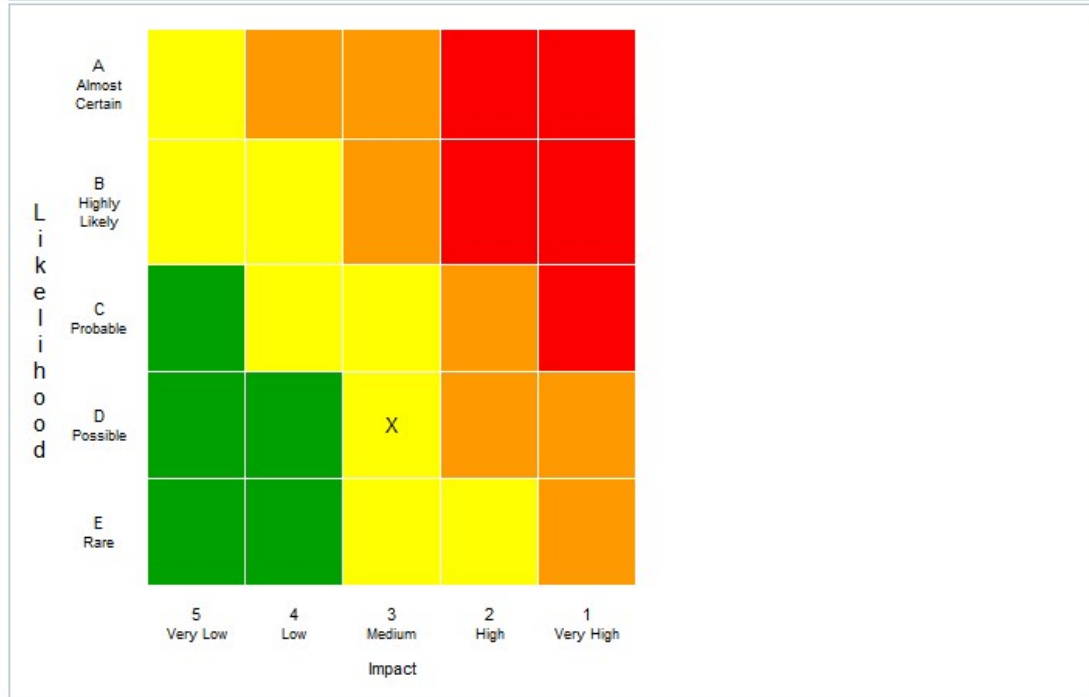
Inherent Risk



Controls to Manage Risk (in place)

1. Council is entitled to representation on Boards, and Heads of Service providing strategic advice to facilities.
2. Heads of Service advise DCC on any emerging issues and risks.
3. Financial support and/or subsidies being provided.
4. Processes are in place to manage relationships between DCC and Arm's Length organisations.
5. Intervention measures are exercised by DCC if relationships with Arm's Length organisations are difficult to manage.
6. Resources have been committed to improve financial monitoring of facilities and services

Residual Risk



Further Actions

00042 Develop a robust framework to monitor governance arrangements for Council Funded Service Providers

Description
Action Due Date
Person Responsible

A draft framework (incorporating recommendations from the Clwyd Leisure Lessons Learned report) has been accepted by CET with a couple of minor amendments: Corporate Governance Committee has also been consulted. Following meetings with Heads of Services and Middle Managers it will be officially adopted and launched.
31/01/2016
Ivan Butler

Tudalen 102

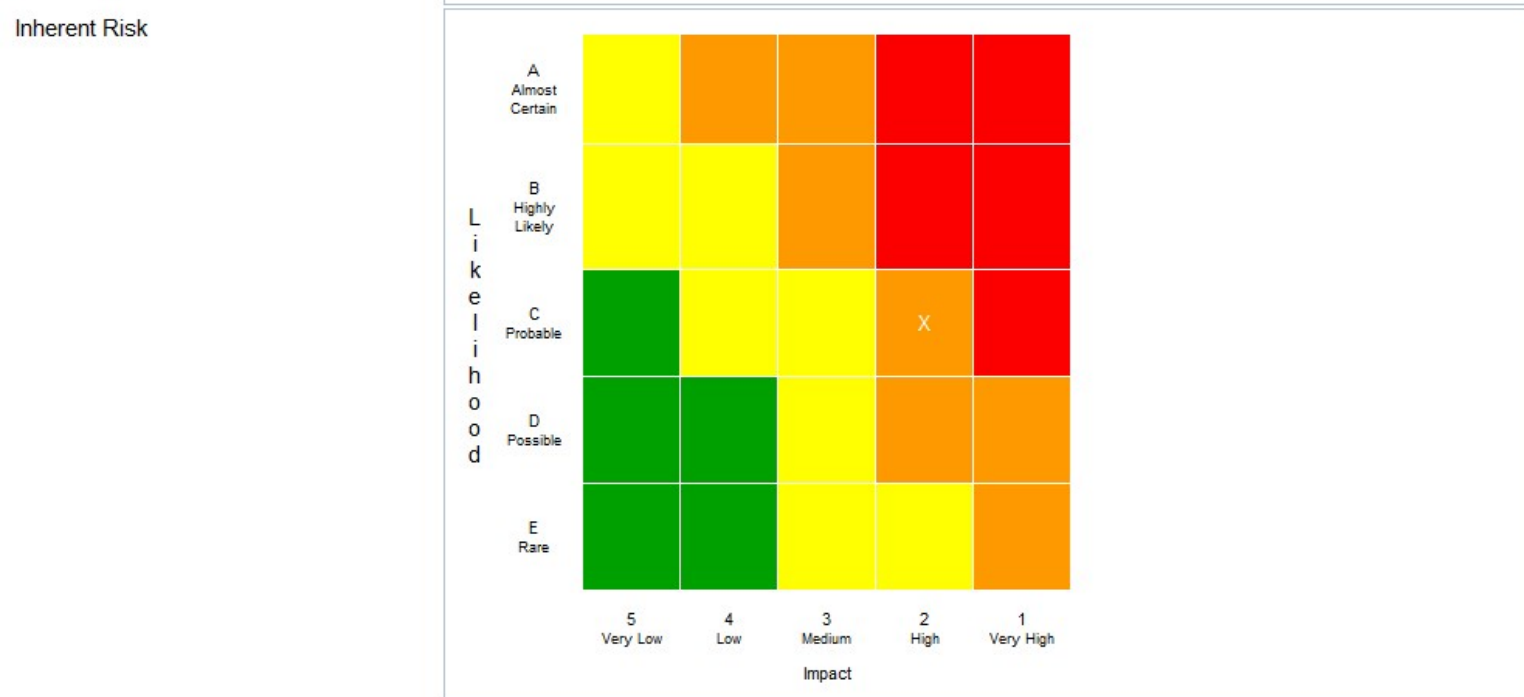
Lead Member(s)	Councillor Huw Jones
Active	Yes
Risk Owner	Mohammed Mehmet

00014 The risk of a health & safety incident resulting in serious injury or the loss of life.

Description This could be as a result of an ineffective H&S management system; inadequate fire control systems (infrastructure); or inadequate fire management planning.

Impact / Consequences

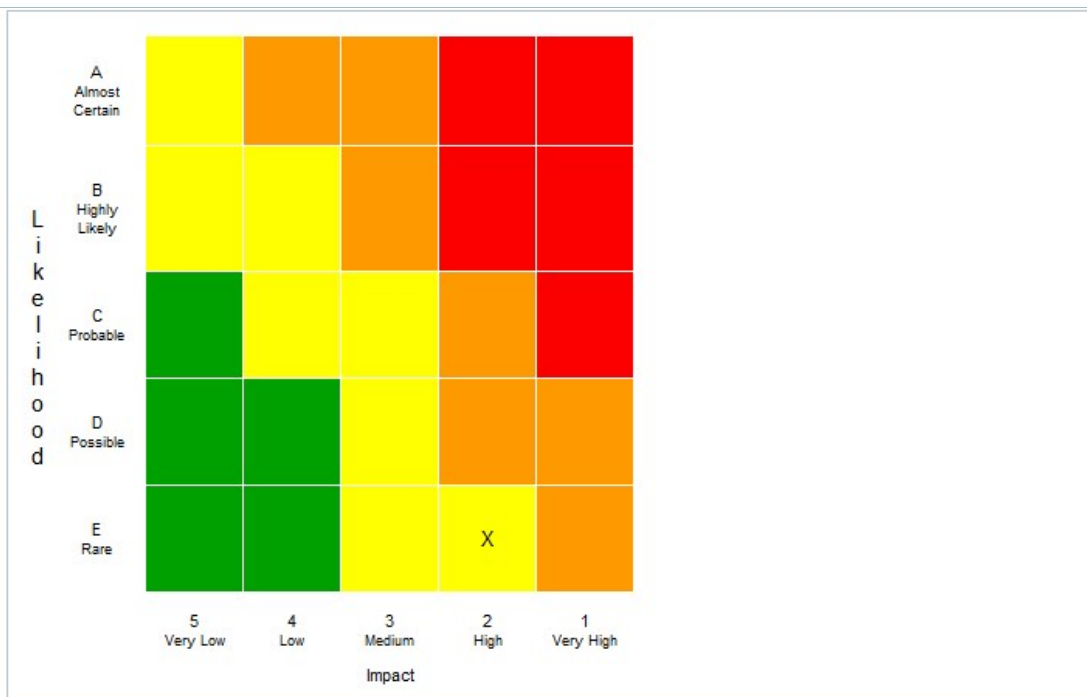
1. Serious injury or death of an employee and/or member of public.
2. Significant reputational damage
3. Substantial legal/compensation costs.
4. Criminal prosecution of senior staff.



Controls to Manage Risk (in place)

1. New H&S Committee established with representation from each service, plus meetings established with groups of services.
2. Strategic leadership provided by Corporate Director with responsibility for health and safety.
3. Improved efficiency through on-line & phone line incident reporting.
4. Council has existing Health and Safety Management System(s).
5. All DCC teams to identify their activities, consider the hazards associated with the work, describe how the risks are managed and then analyse any gaps in how they are managing the risks. These self analyses are now being monitored by the CH&S team who are going out into the workplaces and providing support, guidance and feedback where it is needed.
6. The H&S training program focuses on in-house provision that is targeted at DCC activities.
7. Strong Leadership process developed and in place across the organisation.
8. Links developed with Property Services to manage property-related fire risks
9. Middle managers have developed robust fire management system controls.
10. In-house training and meetings established to embed good practise.
11. Guidance and assistance provided to managers responsible for developing fire management systems.

Residual Risk



Further Actions

Lead Member(s)

Councillor Julian Thompson-Hill

Active

Yes

Risk Owner

Rebecca Maxwell

00016 The risk that the impact of welfare reforms is more significant than anticipated by the council.

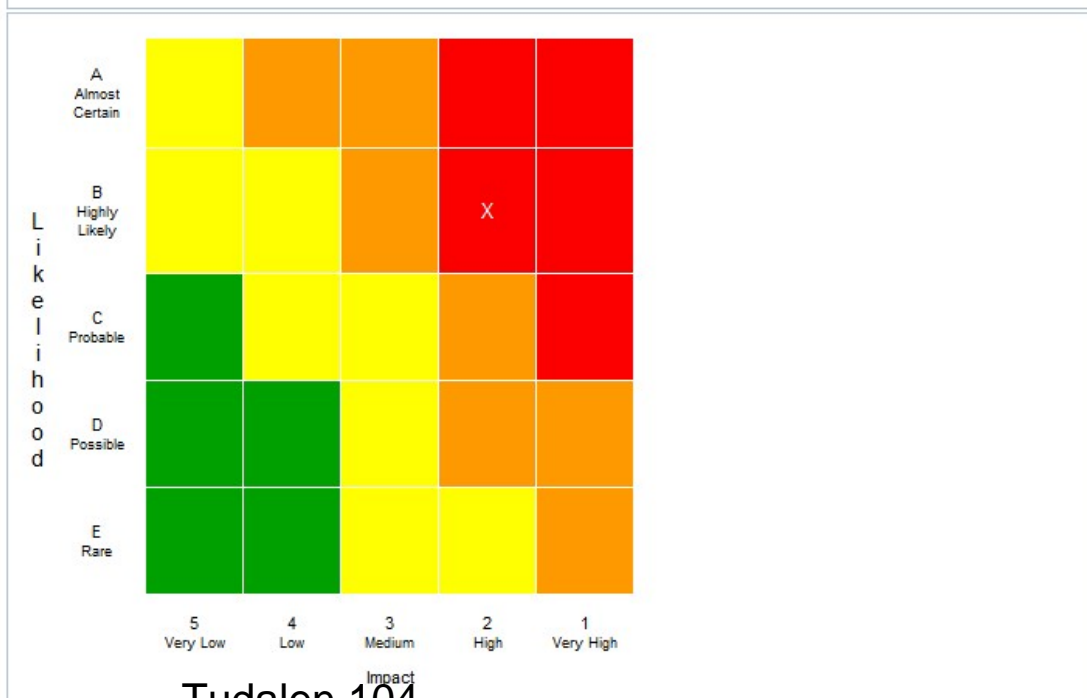
Description

Welfare reform has potentially significant implications for a large proportion of residents, and also on the council in terms of increased demand for services and reduced income. The actual impact is difficult to predict, although evidence from pilot sites elsewhere suggests that we are appropriately prepared.

Impact / Consequences

1. Potential increase in demand for services: e.g. homelessness and homelessness prevention services; housing (especially for stock which is currently scarce); benefits support / advice, etc.
2. Reduced income from rents and council tax payments with reduced cash flow and an increase in bad debt for the authority.
3. Increased recovery action and administrative costs.
4. Increase in tenants' rents.
5. Also an impact to Social Services due to Disability Living Allowance changes.
6. This could also impact on our ability to deliver our Corporate Priorities

Inherent Risk



Tudalen 104

Controls to Manage Risk (in place)

DCC Welfare Reform Group met from April 2012. This group is cross service (including Registered Social Landlords) to ensure that information is shared and pressures identified to support our customers. The recently formed Tackling Poverty Working Group is picking up on the agenda. Chair of Corporate Governance sits on the Tackling Poverty Working Group.

Residual Risk



Further Actions

Lead Member(s)

Councillor Hugh Irving

Active

Yes

Risk Owner

Nicola Stubbins

00017 The risk that the ICT framework does not meet the organisation's needs

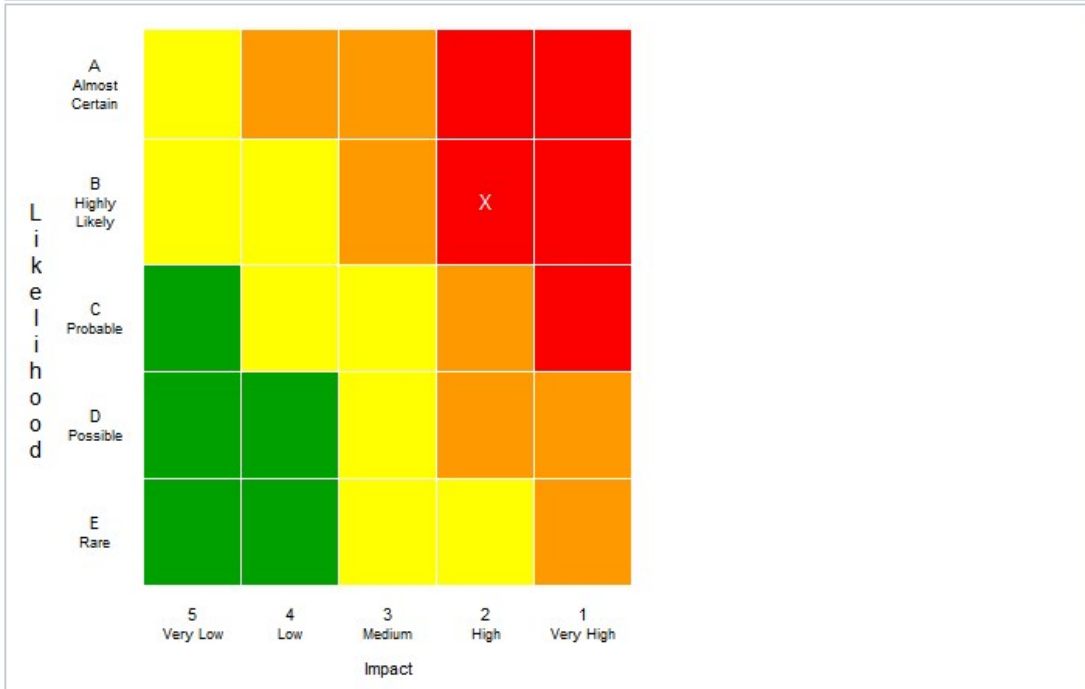
Description

If we do not invest in appropriate technology at the right price, this will hinder our capability to deliver the efficiencies and savings required for the Modernisation priority. The main risk here is around the organisation taking decisions to invest in IT infrastructure that is not effective in reducing overheads. This can happen for two reasons: 1) we don't understand the current and necessary ICT requirements, and 2) we don't accurately predict the anticipated benefits. This risk might also occur as a missed opportunity to capitalise on effective technology, if we unaware of the capability that some technology can bring.

Impact / Consequences

If we decide to invest in technology that does not sufficiently contribute to our Modernisation agenda, not only are we likely to miss our targets, but we're also going to waste money

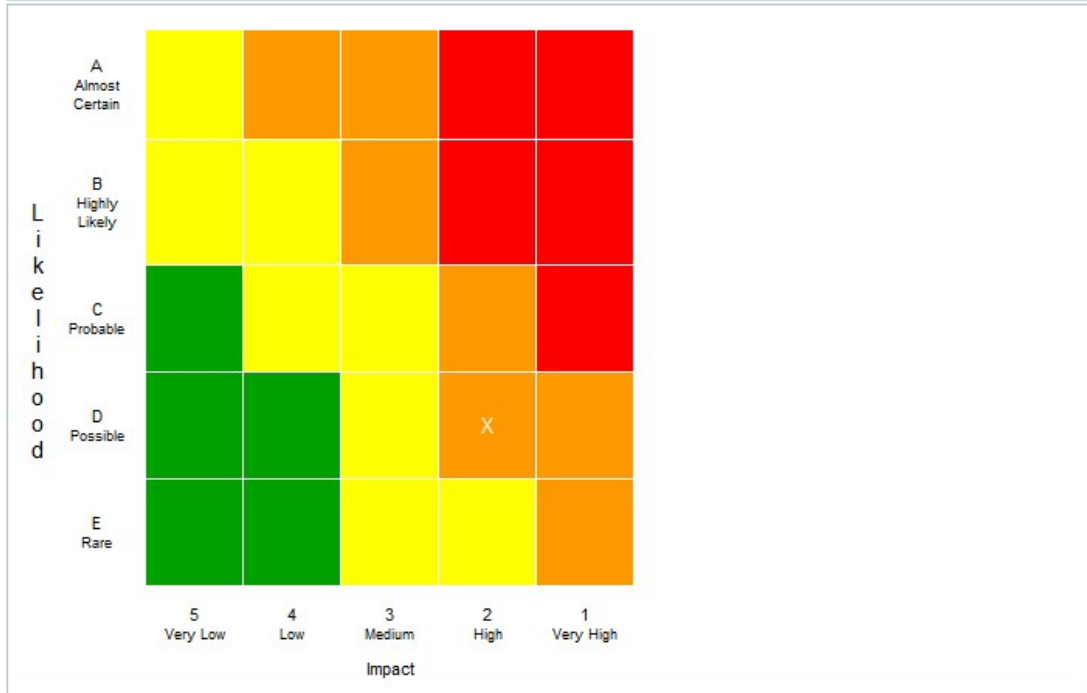
Inherent Risk



Controls to Manage Risk (in place)

1. All decisions for investment taken at Capital Investment Strategy group.
2. ICT now part of the Business Improvement & Modernisation service, and structures have been realigned to provide a more customer-focussed service.
3. ICT Business Partners work with services to forecast their ICT needs.
4. Hardware rollout complete.
5. Migration to MS Enterprise complete
6. Business Support Review phase 1 bringing PARIS and Open Housing into ICT Structure complete
7. Telephony strategy rollout in progress.

Residual Risk



Further Actions

00035 New telephony system to be rolled out

Action Due Date	31/12/2016
Person Responsible	Alan Smith

00055 Business Support Review Phase 2: Review all service-based ICT systems and maintenance agreements

Action Due Date	31/12/2016
Person Responsible	Alan Smith

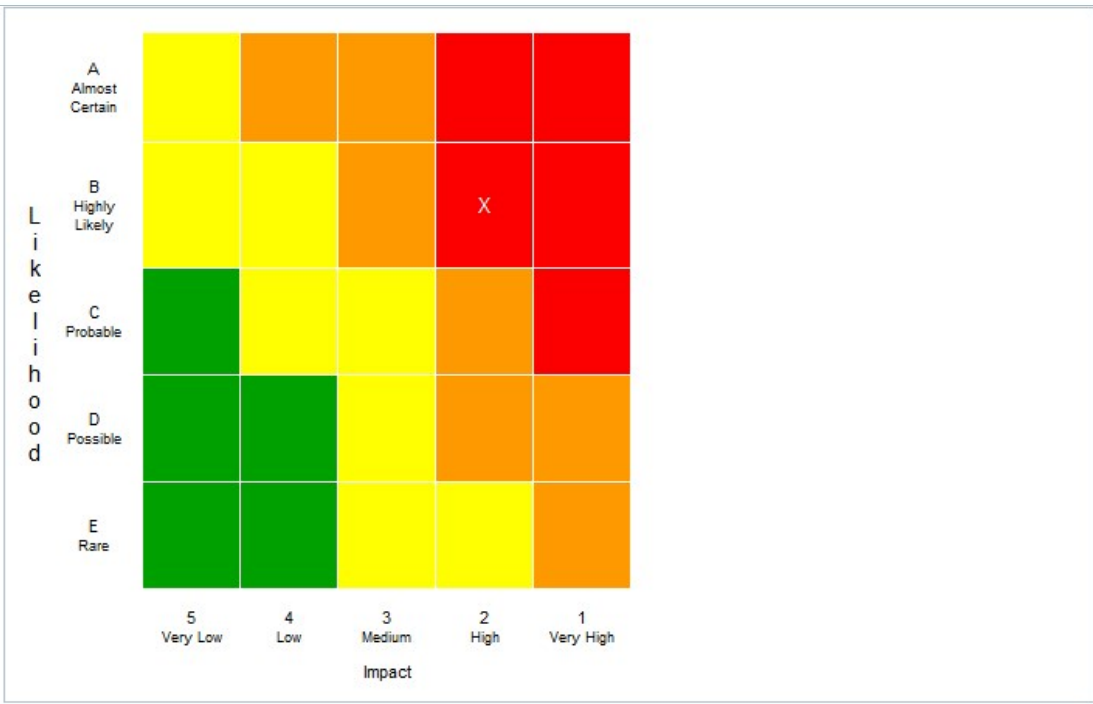
00056 Phase 2 of the ICT Strategy to be completed

Action Due Date	31/10/2015
Person Responsible	Alan Smith
Lead Member(s)	Councillor Barbara Smith
Active	Yes
Risk Owner	Mohammed Mehmet

00018 The risk that programme and project benefits are not fully realised.

Description	The council currently does not consistently deliver all benefits from projects. Some of the issues include: inconsistent management; resistance to change; staff behaviour and processes not changing as planned. Programmes to be mindful of include: Economic & Community Ambition; Modernisation; Social Services Modernisation; Modernising Education; Coastal Facilities, and Rhyl Going Forward.
Impact / Consequences	The forecast changes that were alluded to in business cases do not materialise and, hence, neither do their benefits

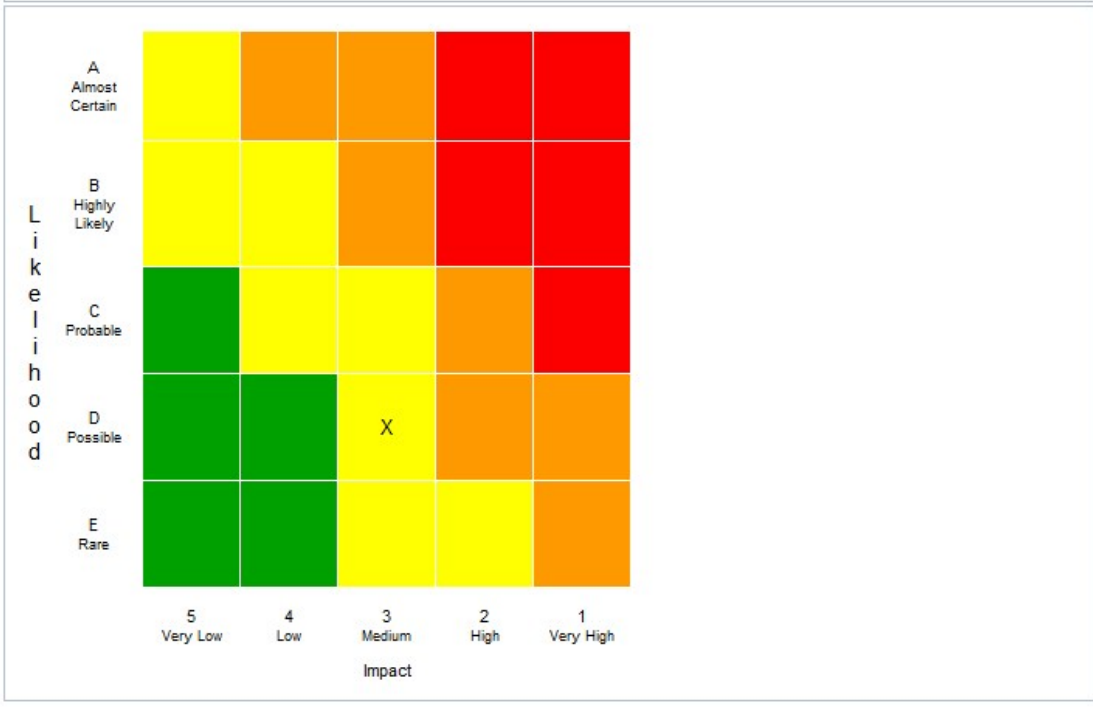
Inherent Risk



Controls to Manage Risk (in place)

1. Corporate Programme Office established.
2. Leadership Strategy in place
3. Programme Manager in place for the Modernisation priority (to co-ordinate projects).
4. Modernisation Board can track projects and their benefits.
5. Introduction of Verto to record benefit tracking.
6. Change toolkits, together with factsheets, are on the intranet to support managers.
7. Finance remove savings from budgets to ensure financial savings are delivered.
8. Denbighshire Way Change Management Guidance has been developed
9. CET reviews key projects every three months

Residual Risk



Further Actions

Lead Member(s)
Active
Risk Owner

Councillor Barbara Smith
Yes
Mohammed Mehmet

00019 The risk that the availability of the Welsh Government's match-funding contribution towards Band A of the 21st Century Schools programme is not in line with the timescales for Denbighshire's work programme.

Description

Projects within the 21st Century Schools Programme are planned throughout the financial year, but rely on match-funding being available from the Welsh Government.
If the WG's financial contribution is not received as anticipated, it can affect the timing of each project, which can impact on the overall programme.

Impact / Consequences

Delays in delivering the 21st Century Schools Programme.

Inherent Risk



Controls to Manage Risk (in place)

1. Regular liaison with WG and Strategic Investment Group to review progress of individual projects and the overall financial management of the longterm programme to identify potential risks in funding profiles.
2. Establishment of a formal programme approach to manage the delivery of the 21st Century Schools programme.
3. Projects over £5m in value are scoped out according to the Welsh Government's five case business model at development stage.
4. Project at £5m or less are scoped out inline with the Welsh Government's business justification case documentation.
5. Modernising Education Programme Board established, to meet monthly in the short term.
6. SRO, Head of Service and Programme Manager have arranged for regular gateway review support from WG's Programme and Projects department (independent from WG's 21st Century Schools team)

Residual Risk



Lead Member(s)

Councillor Eryl Williams

Tudalen 108

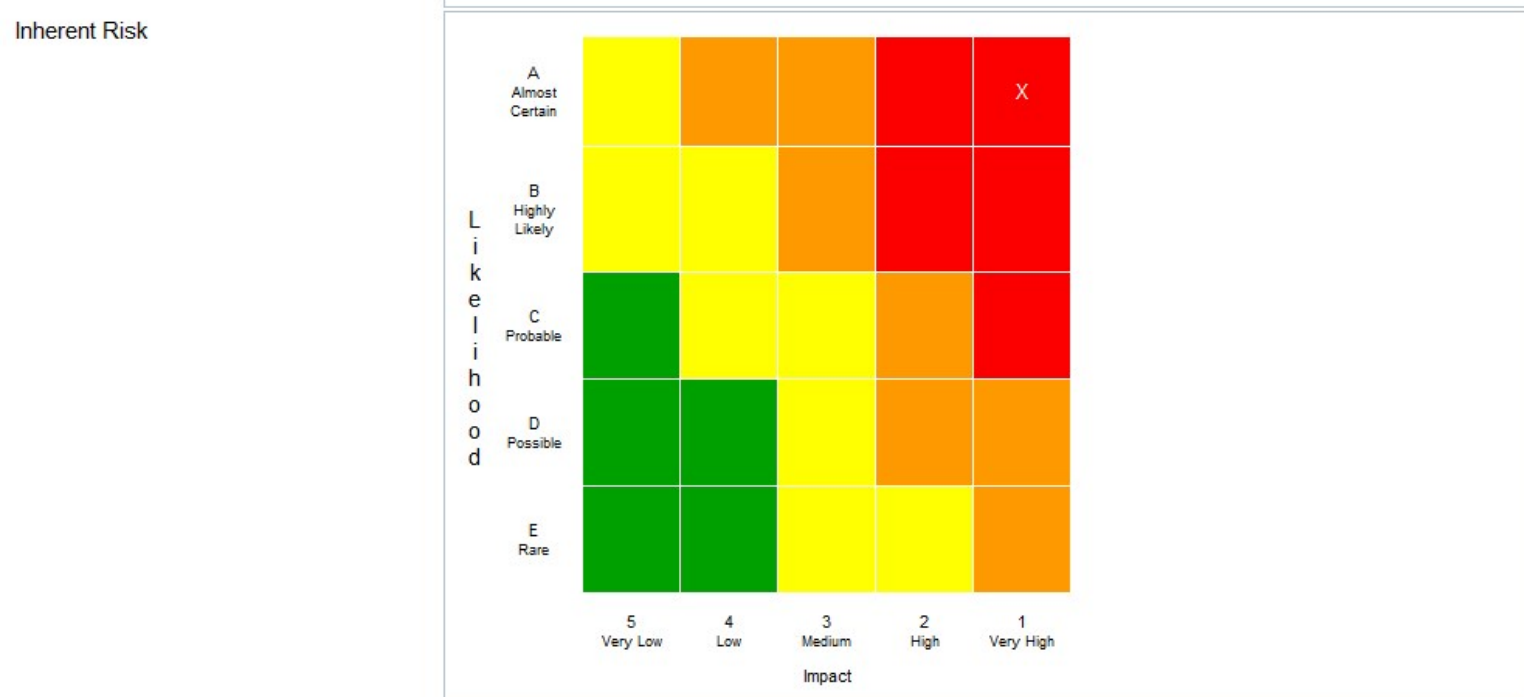
Active	Yes
Risk Owner	Nicola Stubbins

00021 The risk that effective partnerships and interfaces between BCU Health Board and Denbighshire County Council (DCC) do not develop, leading to significant misalignment between the strategic and operational direction of BCU and DCC

Description
 Now that BCUHB has been placed in special measures there is increased political and regulatory scrutiny. This is resource intensive and further detracts from effective partnership working.

Impact / Consequences

1. Inefficient services
2. Gaps in service provision
3. Delays/failure to deliver joint projects
4. Reputational damage
5. Ability to meet new statutory duties - Wellbeing of Future Generations Bill, Social Services and Wellbeing Act



Controls to Manage Risk (in place)

1. Establishment of a Denbighshire Health and Social Care Board, of which BCU is a member.
2. DCC presence in Key meetings and Boards looking at implementing integrated new approaches although there is a notable lack of progress on the integration agenda
3. Denbighshire Joint Locality Forum established.
4. Nicola Stubbins appointed Associate Member of BCUHB Board
5. Cllr Bobby Feeley appointed Independent Member (Local Authority) of BCUHB Board
6. NWWASIC has reviewed its governance arrangements in partnership with BCUHB. Establishment of a 'Leadership Forum', chaired by Wrexham LA Chief Executive, attended by senior management of BCUHB and Directors of Social Services
7. BCUHB Area Director has been appointed
8. Locality Structure is bedding in
9. Regional work is underway to support the six local authorities and their partners prepare effectively for the implementation of the Social Services and Well being act.

Residual Risk



Further Actions

Lead Member(s)

Councillor Bobby Feeley

Active

Yes

Risk Owner

Nicola Stubbins

00027 The risk that the decisions that are necessary to enable the delivery of a balanced budget are not taken or implemented quickly enough

Description

As our settlement reduces, we need to develop and gain approval for plans as to where to stop spending in our budget. Any plans require the approval of Council, and must be implemented in a timely manner that complies with legislation. While the Freedoms and Flexibilities process has been successful to date there is still a substantial saving to be made by the Local Authority in 2016-2017 and the political environment is becoming increasingly sensitive.

Impact / Consequences

Denbighshire overspends on its budget

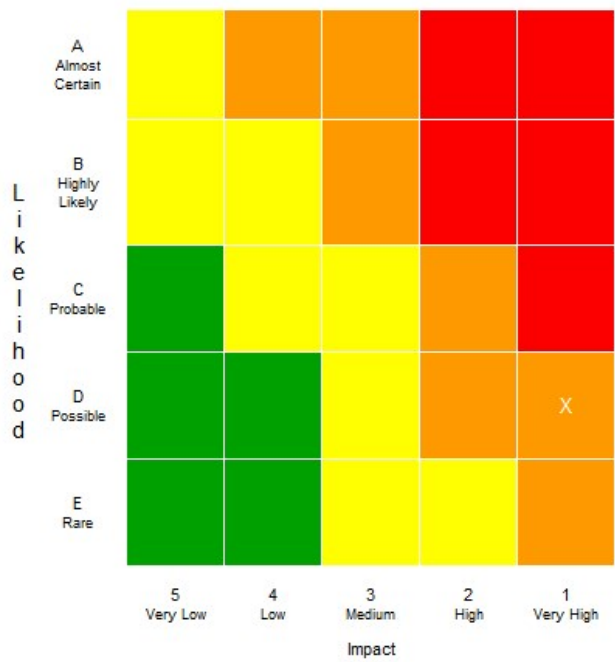
Inherent Risk



Controls to Manage Risk (in place)

1. Freedom & Flexibilities programme involves Members, so they understand that difficult decisions are necessary, and they are involved with developing the proposals. This should make them more likely to support the recommendations made.
2. As decisions are becoming harder then lead in times are becoming longer.
3. Services have delivered savings earlier than budgeted which has created a short-term financial cushion.

Residual Risk



Further Actions

Lead Member(s)
Active
Risk Owner

Cllr Hugh Evans
Yes
Mohammed Mehmet

00028 The risk that the services that we scale back have a greater negative impact than we anticipated

Description
Impact / Consequences

When deciding where to make budget cuts, we endeavour to ensure the quality of key services. There is a risk that we haven't identified the correct services as being 'key', and/or that the changes we make are more disruptive than we anticipated

1. Services that are important for our residents are no longer available
2. Performance in important areas of our business (for our residents) deteriorates
3. Reinstatement/correction in performance is difficult and slow to achieve
4. Reputation can suffer if performance deteriorates
5. Reputation can suffer if messages are not managed

Inherent Risk



Controls to Manage Risk (in place)

1. Impact Assessments are undertaken
2. Cover reports for all decisions ask for risks and benefits to be articulated

Residual Risk



Further Actions

00057 A Scrutiny Task and Finish Group to be established to monitor impacts

Action Due Date	30/09/2015
Person Responsible	Gary Williams
Lead Member(s)	Cllr Hugh Evans
Active	Yes
Risk Owner	Mohammed Mehmet

00029 Risk of successful challenge that we are illegally depriving people of their liberty

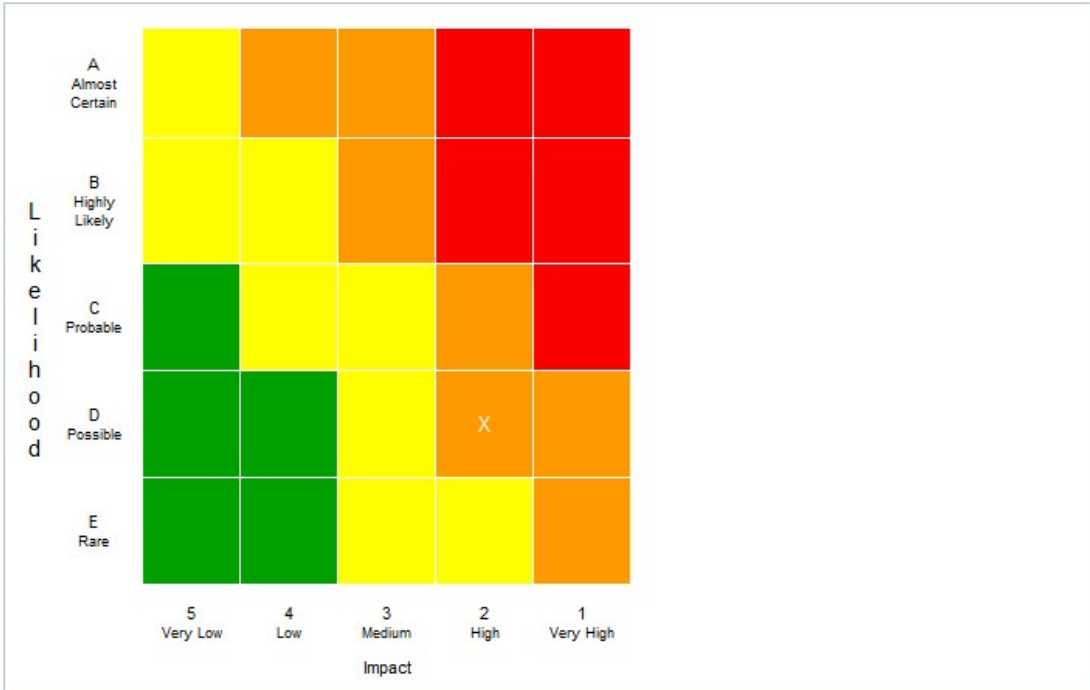
Description

There is the potential for future legal challenges following the recent Supreme Court ruling on deprivation of liberty. The court ruled that all people who lack the capacity to make decisions about their care and residence and, under the responsibility of the state, are subject to continuous supervision and control and lack the option to leave their care setting are deprived of their liberty. The ruling overturned previous judgements that had defined deprivation of liberty more restrictively. This means that many people are likely to have been deprived of their liberty unlawfully and without safeguards in settings including care homes and supported living placements. This is likely to result in a significant increase in DOLS case numbers regarding care home placements, and also applications to the Court of Protection to authorise deprivations of liberty in supported living. We are already beginning to see the impact of the ruling in Denbighshire.

Impact / Consequences

Legal challenge, reputational damage, financial costs

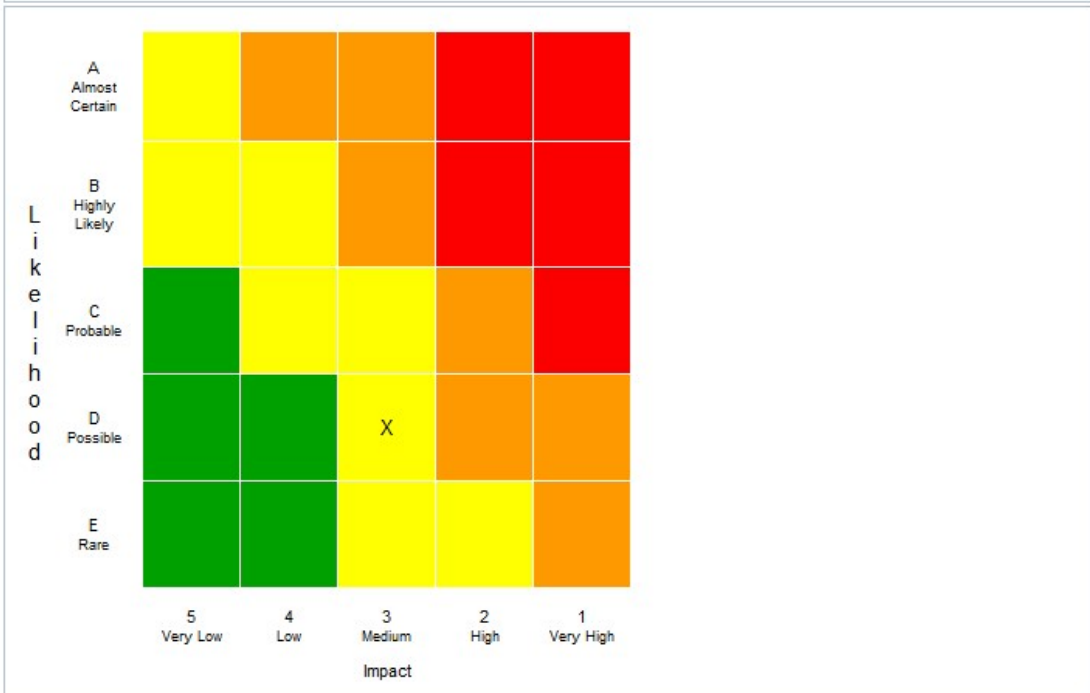
Inherent Risk



Controls to Manage Risk (in place)

- 1 Every provider has received a letter describing our pragmatic approach
- 2 Five more staff members have been trained as Best Interest Assessors
- 3 Increased signatory capacity
- 4 The 'Cheshire West ruling' is being challenged and we are keeping a watching brief
- 2 Five more staff members have been trained as Best Interest Assessors; a further group is about to start training
- 3 Increased signatory capacity

Residual Risk



Further Actions

00044 Reviewing

Description	Continue to assess everyone in residential care that we need to
Action Due Date	31/03/2016
Person Responsible	Phil Gilroy

00045 Training

Description	Further Best Interest Assessor Training to be delivered.
Action Due Date	31/12/2015
Person Responsible	Nicola Stubbins & Phil Gilroy
Lead Member(s)	Bobby Feeley
Active	Yes
Risk Owner	Nicola Stubbins

00030 The risk that appropriate capacity and skills to sustain service and corporate performance is not available

Description	The current structure of the Senior Leadership Team has been built on the strength and experience of current postholders. As the number of posts at CET and SLT has reduced there is a concentration of key roles that are critical to the successful delivery of services. There is a risk that individuals with particular skill sets would be difficult to replace, and the threat of local government reorganisation contributes to difficulties in recruitment due to the uncertainty it creates.																																																				
Impact / Consequences	Reputational damage Declining performance																																																				
Inherent Risk	<table border="1"> <tr> <td rowspan="5">L i k e l i h o o d</td> <td>A Almost Certain</td> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> </tr> <tr> <td>B Highly Likely</td> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> </tr> <tr> <td>C Probable</td> <td>5</td> <td>4</td> <td>3 (X)</td> <td>2</td> <td>1</td> </tr> <tr> <td>D Possible</td> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> </tr> <tr> <td>E Rare</td> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> </tr> <tr> <td colspan="2"></td> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> </tr> <tr> <td colspan="2"></td> <td>Very Low</td> <td>Low</td> <td>Medium</td> <td>High</td> <td>Very High</td> </tr> <tr> <td colspan="2"></td> <td colspan="5">Impact</td> </tr> </table>	L i k e l i h o o d	A Almost Certain	5	4	3	2	1	B Highly Likely	5	4	3	2	1	C Probable	5	4	3 (X)	2	1	D Possible	5	4	3	2	1	E Rare	5	4	3	2	1			5	4	3	2	1			Very Low	Low	Medium	High	Very High			Impact				
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Controls to Manage Risk (in place)	Greater opportunities for Middle Managers to 'act up' to key posts in order to gain experience at a more senior level Appointment of more senior Middle Managers Leadership Strategy is in place																																																				

Residual Risk



Further Actions

00067 Planned retirements at SLT level

Description	Planning is in place for the retirement of two heads of service and risks are being monitored at service level
Action Due Date	30/04/2017
Person Responsible	Rebecca Maxwell & Nicola Stubbins

00068 Succession Planning Challenge at Service Challenge

Description	Heads of Service are being tested on their succession plans through Service Challenge
Action Due Date	31/03/2016
Person Responsible	Rebecca Maxwell
Lead Member(s)	Hugh Evans
Active	Yes
Risk Owner	Mohammed Mehmet

Mae tudalen hwn yn fwriadol wag

Adroddiad i'r:	Pwyllgor Archwilio Perfformiad
Dyddiad y Cyfarfod:	10 Rhagfyr 2015
Aelod/Swyddog Arweiniol:	Aelod Arweiniol ar gyfer Cwsmeriaid a Chymunedau / Pennaeth Cwsmeriaid a Chefnogaeth Addysg
Awdur yr Adroddiad:	Prif Lyfrgellydd/Partner Busnes Gwasanaethau Cwsmeriaid
Teitl:	Asesiad Llywodraeth Cymru o berfformiad Gwasanaeth y Llyfrgell ar gyfer 2014/15, a chynnydd hyd yma wrth ddatblygu llyfrgelloedd yn ganolfannau cymunedol

1. Beth yw byrdwn yr adroddiad?

Amlinella'r adroddiad berfformiad y Gwasanaeth Llyfrgelloedd yn erbyn Fframwaith Safonau Llyfrgelloedd Cyhoeddus 2014-17 Llywodraeth Cymru, ac mae'n ystyried hyn yng nghyd-destun Fframwaith Cyflwyno Gwasanaethau Cwsmeriaid Wyneb yn Wyneb newydd Sir Ddinbych.

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

Gofynnodd y pwyllgor am yr adroddiad hwn yn ei gyfarfod ar 15 Ionawr 2015.

3. Beth yw'r Argymhellion?

Bod y pwyllgor yn ystyried Asesiad Llywodraeth Cymru o berfformiad y Gwasanaeth Llyfrgelloedd ac ymateb Sir Ddinbych, yn enwedig yng nghyd-destun y Fframwaith Cyflwyno Gwasanaethau Cwsmeriaid newydd.

4. Manylion yr adroddiad

- 4.1 Mae gan awdurdodau llyfrgelloedd yng Nghymru ddyletswydd statudol dan y Ddeddf Llyfrgelloedd ac Amgueddfeydd Cyhoeddus 1964 i gyflwyno gwasanaeth 'cynhwysfawr ac effeithlon' i'w drigolion. Mae Fframweithiau Safonau Llyfrgelloedd Cyhoeddus Cymru'n galluogi Isadran Amgueddfeydd, Archifau a Llyfrgelloedd Llywodraeth Cymru (CyMAL yn flaenorol) i fesur ac asesu sut mae awdurdodau'n diwallu eu dyletswyddau statudol. Lanswyd y bumed fframwaith gan y Gweinidog Diwylliant a Chwaraeon ym Mhrestatyn ar 1 Mai 2014.
- 4.2 Cyflwyno Wasanaethau'r Llyfrgelloedd Adroddiad Blynyddol bob Gorffennaf, sy'n nodi perfformiad yn erbyn 18 Hawl Graidd ac 16 Dangosydd Ansawdd ar gyfer y flwyddyn ariannol flaenorol, y mae'r Is-adran Amgueddfeydd, Archifau a Llyfrgelloedd yn ymateb gydag asesiad ffurfiol ym mis Medi/Hydref.
- 4.3 Mae'r **18 Hawl Graidd** (rhestr lawn yn Atodiad A) yn amlinellu'r hyn y gall trigolion lleol ei ddisgwyl gan eu Gwasanaeth Llyfrgell. Bodlonwyd 17 o'r 18 Hawl Graidd yn llawn yn 14/15. Gan fod y gwasanaeth yn destun ad-drefnu yn ystod 14/15, ni fodlonwyd yr "Hawl mynediad ar-lein a phrint i Strategaeth a Gweledigaeth y Gwasanaeth" y tro hwn: bydd hwn ar gael erbyn mis Mawrth 2016.

4.4 Mae'r Fframwaith Safonau hefyd yn cynnwys **16 Dangosydd Ansawdd**, dim ond 7 ohonynt sydd wedi cael targed penodol gan Lywodraeth Cymru. Bodlonodd Sir Ddinbych 3 o'r 7 a bodlonodd y 4 oedd yn weddill yn rhannol:

Rhif	Dangosydd Ansawdd	Perfformiad Sir Ddinbych
3	Cefnogaeth i ddatblygiad unigol: <ul style="list-style-type: none"> - Cefnogaeth sylfaenol wrth ddefnyddio TGCh - Hyfforddiant i wella sgiliau llythrennedd, rhifedd a digidol - Mynediad i adnoddau e-lywodraeth lleol a chenedlaethol - Rhaglenni datblygu darllenwyr i oedolion a phlant 	Bodlonwyd yn llawn. Mae'r holl staff yn rhoi cefnogaeth i ddefnyddwyr ar draws y meysydd gwasanaeth angenrheidiol.
5	Mynediad: <ul style="list-style-type: none"> - Bydd o leiaf 75% o aelwydydd o fewn 2.5 filltir o lyfrgell sefydlog 	Bodlonwyd yn llawn <ul style="list-style-type: none"> - 88% o fewn 2.5 milltir
8	Mynediad i ddeunydd darllen cyfoes: <ul style="list-style-type: none"> - Isafswm gwariant o £2,140 fesul 1,000 o'r boblogaeth. - Ail-lenwi 11% o'r stoc benthyca 	Bodlonwyd yn rhannol: <ul style="list-style-type: none"> - £1,836 o wariant fesul 1,000 o'r boblogaeth. - Ail-lenwi 12.6% o'r stoc Ni fydd y targed yn cael ei fodloni yn 15/16
9	Gwariant priodol ar ddeunyddiau darllen: <ul style="list-style-type: none"> - dylai o leiaf 4% o'r gronfa lyfrau gyffredinol fynd i siaradwyr Cymraeg - i blant fod o fewn 2% o boblogaeth plant yr awdurdod (Poblogaeth plant CSDd yw 18%) 	Bodlonwyd yn rhannol: <ul style="list-style-type: none"> - Gwariwyd 7.6% ar ddeunyddiau darllen Cymraeg Gyda phoblogaeth plant CSDd ar 18%, gosodwyd y gwariant targed ar lyfrau plant gan Lywodraeth Cymru i 16%-20% o'r gronfa lyfrau. Wedi gwario uwchlaw'r swm hwn i gefnogi sgiliau darllen a llythrennedd plant (maes blaenoriaeth i'r gwasanaeth), ystyriwyd bod CSDd wedi methu â bodloni ei darged. Codwyd y dull ataliol hwn gyda'r Dirprwy Weinidog a chyda'r Is-adran Amgueddfeydd, Archifau a Llyfrgelloedd. Ni fydd y gwasanaeth yn gostwng ei gefnogaeth i ddarllen plant er mwyn ticio blwch.
10	Mynediad ar-lein am ddim <ul style="list-style-type: none"> - O leiaf 9 cyfrifiadur fesul 10,000 o'r boblogaeth. - Wifi am ddim ym mhob llyfrgell 	Bodlonwyd yn rhannol. <ul style="list-style-type: none"> - 10 cyfrifiadur fesul 10,000 o'r boblogaeth. Mae Wifi mewn 6 o'r 8 lleoliad a bydd yn cael ei osod yn Rhuddlan a Llanelwy erbyn 3/16.
13	Lefelau staffio a chymwysterau: <ul style="list-style-type: none"> - 3.6 CALI fesul 10,000 o'r boblogaeth. 	Bodlonwyd yn rhannol. <ul style="list-style-type: none"> - 3.3 CALI fesul 10,000 o'r boblogaeth. - 0.68 o staff cymwys

	- O leiaf 0.65 o staff cymwys fesul 10,000 o'r boblogaeth	Yn dilyn uno/ad-drefnu'r Gwasanaethau Llyfrgelloedd a'r Gwasanaethau Cwsmeriaid, byddwn yn ailystyried sut i roi gwybod am y dangosydd hwn yn y dyfodol.
16	Oriau agor - O leiaf 120 o oriau i gyd fesul 1,000 o'r boblogaeth.	Bodlonwyd yn llawn. - 149 o oriau agor i gyd Mae'r oriau agor newydd a gyflwynwyd ar 16 Tach 2015 yn cynnig 139 o oriau agor i gyd fesul 1,000 o'r boblogaeth.

4.5 Nid oes gan y Dangosyddion Ansawdd sy'n weddill unrhyw dargedau gosod, ond maen nhw'n gyfuniad o ddangosyddion cymharol (lle gellir cymharu yn erbyn awdurdodau eraill ac yn erbyn perfformiad yr awdurdodau eu hunain gydag amser) a dadansoddiad o arolygon cwsmeriaid oedolion a phlant ar wahân, a gynhelir unwaith bob tair blynedd.

4.6 Gellir gweld y rhestr o Ddangosyddion Ansawdd cymharol ar dudalennau 3 a 4 Adroddiad Asesu Blynyddol llawn yr Isadran Amgueddfeydd, Archifau a Llyfrgelloedd (Atodiad B). Dengys y tabl berfformiad a safle Sir Ddinbych o gymharu â'r lefelau perfformiad isaf, cymedrig ac uchaf ledled Cymru. Yn dilyn trosglwyddo o CML i CES, a'r ffocws ar foderneiddio ac ad-drefnu Gwasanaeth y Llyfrgell, nid oedd digon o allu i ymateb i rywfaint o'r data a'r hunanasesiadau y mae ar yr Isadran Amgueddfeydd, Archifau a Llyfrgelloedd eu hangen wrth gwblhau'r datganiad. O ganlyniad, mae perfformiad Sir Ddinbych yn erbyn rhai o'r dangosyddion cymharol yn anghyflawn ar gyfer 2014-15, ond byddant yn cael eu gwella yn natganiad 2015-16. Bydd yr arolwg cwsmeriaid oedolion bob tair blynedd yn cael ei gynnal yn 15/16 a'r plant yn 16/17.

4.7 O'r digwyddiadau cymharol a gyflwynwyd, mae Sir Ddinbych:

- ymhlith yr uchaf o ran presenoldeb mewn digwyddiadau, ac ar gyfer amserau cyflenwi mewn ymateb i geisiadau'r cwsmeriaid
- yn y safle cymedrig ar gyfer ymweliadau llyfrgell, cost fesul ymweliadau a gwariant fesul pen
- ymhlith yr isaf ar gyfer ymweliadau â thudalennau gwe gwasanaeth y llyfrgell a defnydd y cwsmeriaid o wasanaethau TGCh

Gellir gweld y manylion llawn yn Atodiad B.

4.9 Mae Rhaglen Trawsnewid Digidol Sir Ddinbych yn cynnwys cyflwyno fframwaith gwasanaeth cwsmeriaid wyneb yn wyneb digidol modern, a darparu strwythur ar draws sawl lleoliad. Ym mis Tachwedd, yr un cyntaf i gael ei gwblhau oedd adeilad Llyfrgell y Rhyl yn Stryd yr Eglwys, ac agorwyd Siop Un Alwad newydd sbon y dref i'r cyhoedd, sy'n cynnig ystod eang o wasanaethau mewn un adeilad. Erbyn hyn, gall cwsmeriaid:

- Dalu am nwyddau a gwasanaethau'r cyngor gan ddefnyddio cyfleusterau modern newydd
- Gofyn/gwneud cais am wasanaethau a dod o hyd i wybodaeth gan ddefnyddio ystafell gyfrifiaduron ar-lein newydd y Cyngor
- Llogi ystafell gyfarfod fodern newydd
- Ac o 7 Rhagfyr ymlaen – cyfarfod â chynghorwyr Budd-daliadau, y Dreth Gyngor a Threthi Busnes am gyngor arbenigol

4.10 Bydd gwasanaethau presennol y llyfrgell yn parhau i fod ar gael gan alluogi cwsmeriaid i fenthyca a dychwelyd llyfrau'r llyfrgell, gwneud copïau ac argraffu dogfennau, mynychu

sesiynau/digwyddiadau hyfforddiant, ymweld â'r Amgueddfa, a phrynu lluniaeth o gaffi Cook Book. Bydd yr holl wasanaethau'n parhau i gael eu cefnogi gan Gynorthwyr Gwasanaeth Cwsmeriaid hynod brofiadol a medrus.

- 4.11 Mae'r enghraifft yn y Rhyl yn dod â nifer o wasanaethau'r cyngor at ei gilydd dan un to, ac mae'n esiampl o wasanaethau sy'n cydweithio er budd y gymuned. Bydd y model yn cael ei gyflwyno i leoliadau eraill yn unol â'r Fframwaith Gwasanaethau Cwsmeriaid Wyneb yn Wyneb (Atodiad C). Ymwelodd y Dirprwy Weinidog â'r Siop Un Alwad newydd ar ddechrau mis Tachwedd, a rhyddhaodd y Datganiad Ysgrifenedig canlynol yn dilyn hynny.

"Rwy'n ymrwymedig i sicrhau bod ein llyfrgelloedd cyhoeddus yn ganolfannau cymunedol croesawgar sy'n darparu amrywiaeth o wasanaethau digidol, llythrennedd a diwylliannol, yn ogystal â rhoi mynediad i wasanaethau eraill."

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

Cyfrifoldeb statudol yr Awdurdod yw Gwasanaeth y Llyfrgelloedd, ac mae trawsnewid y gwasanaeth yn cyfrannu at yr agenda foderneiddio.

6. Beth fydd y gost a sut bydd yn effeithio ar wasanaethau eraill?

Bydd y Fframwaith Gwasanaethau Cwsmeriaid Wyneb yn Wyneb yn galluogi ystod o wasanaethau a phartneriaid eraill y cyngor i estyn at a chyflwyno gwasanaethau ar lefel gymunedol leol heb unrhyw gost ychwanegol.

7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Gydraddoldeb a wnaed ar y penderfyniad?

Ddim yn berthnasol

8. Pa ymgynghoriadau a gynhaliwyd gydag Archwilio ac eraill?

Cyflwynwyd adroddiad ar Fframwaith Safonau Llyfrgelloedd Cyhoeddus newydd Cymru i'r Pwyllgor Archwilio Perfformiad ym mis Ionawr 2015.

9. Datganiad y Prif Swyddog Cyllid

Ddim yn berthnasol

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

Ddim yn berthnasol

11. Y Grym i wneud y Penderfyniad

Amlinella Erthygl 6.3.4(b) yng Nghyfiansoddiad y Cyngor rymoedd Archwilio mewn perthynas ag amcanion y polisi, targedau perfformiad a meysydd gwasanaeth penodol.

Libraries making a difference:

The fifth quality framework of Welsh Public Library Standards

Core entitlements (CE)

CE	Libraries in Wales will:	Comments
CE 1	Ensure friendly, knowledgeable and qualified staff are on hand to help	This reflects current practice.
CE 2	Provide a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources	This reflects current practice.
CE 3	Provide access to a range of services and resources to support lifelong learning, personal wellbeing and development, and community participation	This reflects current practice.
CE 4	Be open to all members of their communities	This reflects current practice.
CE 5	Be free to join	This is a legal requirement of the 1964 Public Libraries Act.
CE 6	Provide a safe, attractive and accessible physical space with suitable opening hours	This reflects current practice.
CE 7	Provide appropriate services, facilities and information resources for individuals and groups with special needs.	Facilities / resources provided include large print books, audiobooks, e-books, e-zines, housebound library service, hearing loops, Boardmaker, disabled access & toilets.
CE 8	Lend books for free	This is a legal requirement of the 1964 Public Libraries Act.
CE 9	Deliver free access to information	This is a legal requirement of the 1964 Public Libraries Act.
CE 10	Provide free use of the internet and computers, including Wifi	Free access to the internet is provided at all libraries. Free Wifi is available at 6 of the 8 libraries.
CE 11	Deliver free use of online information resources	This reflects current practice.

	24 hours a day	
CE 12	Provide access to high quality resources in a range of formats, including Welsh Language, reflecting changing forms of publication	This reflects current practice.
CE 13	Share their catalogues, to enable a single search of all library resources	The Denbighshire/ Flintshire joint Library Catalogue is available via Cat Cymru for an all Wales search.
CE 14	Promote libraries to attract more people to benefit from their services	This is a legal requirement of the 1964 Public Libraries Act.
CE 15	Regularly consult users to gather their views on the service and information about their changing needs.	This reflects current practice.
CE 16	Work in partnership to open up access to the resources of all Welsh libraries	This reflects current practice through: <ul style="list-style-type: none"> - the Denbighshire and Flintshire joint catalogue - Linc y Gogledd, the North Wales resource sharing partnership - National Inter Lending Library scheme (ILL)
CE 17	Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community	New strategy, vision and policies in development: not yet available in print and online.
CE 18	Will provide a clear, timely and transparent complaints process if things go wrong	The Library Service complies with the Corporate Complaints process.

Welsh Public Library Standards 2014-17

Denbighshire County Council

Annual Assessment Report 2014-15

This report has been prepared based on information provided in Denbighshire's annual return submitted to Museums, Archives and Libraries Division of the Welsh Government. Denbighshire did not submit any case studies or narrative report with its statistical return.

The return was not approved by the authority prior to submission.

1) Executive summary

Denbighshire met 17 of the 18 core entitlements in full, and partially met 1.

Of the 7 quality indicators which have targets, Denbighshire achieved 3 in full, and 4 in part.

The strong commitment to children's provision is praised, alongside excellent engagement with communities, evidenced by with the highest attendance at events per capita in Wales. The investment in ICT is also commended. The service is well used, but cuts to the book fund may impact on this in the future. It will be interesting to see the implications of the future restructuring.

The assessors note the difficulties the authority has had in fully completing the return, given conflicting pressures on resources this year, which has made it harder to complete the assessment. MALD officials will be seeking reassurance that this will be addressed in future years.

- Denbighshire did not conduct an impact survey during 2014-15, and did not provide any impact case studies. The lack of evidence in the return of the impact of the service is unfortunate.
- Attendance at pre-arranged training sessions is below the median for Wales, but informal training levels are above the median for Wales as a whole.
- Visits per capita are above the median for Wales, and attendance at events per capita is the highest in Wales. 17.9% of the population were active borrowers during the year. Children's services are a priority, and Denbighshire reported an increase in children's issues of 2.7% in 2014-15.
- Denbighshire fails to meet the targets for overall levels of acquisitions, but meets the targets for the replenishment rate and material in the Welsh Language. ICT provision meets the targets set, and is used for around one third of the available time. Denbighshire has the best performance in Wales for the supply of requests within 7 days.
- Denbighshire falls just short of the target level for staffing overall, but meets the target for professional staff. Figures for staff training are not recorded, and the authority does not use volunteers. Average cost per visit was £2.90, slightly above the median for Wales.
- Compared to the rest of Wales, Denbighshire generally performs well in the area of

Access for all. Performance is rather more mixed in the area of *Learning for life*, with some indicators showing relatively good performance, and others being relatively poor.

- The continued reduction in investment, highlighted in previous returns, remains a cause for concern, and is leading to declining usage. Unfortunately due to pressures on resources, Denbighshire was unable to provide supporting evidence and analysis with its return. This has not helped consider the context of the library service and makes a full assessment harder.

2) Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against the core entitlements, the quality indicators which have targets, the quality indicators showing performance against others, and impact measures. A narrative assessment of the authority's performance is made in Section 3.

a) Core entitlements

Denbighshire is meeting 17 of the 18 core entitlements in full, and partially meeting 1. The area in which it is not fully meeting all the core entitlements is *Leadership and development*, where committee reports are available, but other service-related policy documents are not, pending a restructure of the service.

b) Quality indicators with targets

There are 16 quality indicators (QI) within the framework. Of the 7 which have targets, Denbighshire is achieving 3 in full, and 4 in part:

Quality Indicator	Met?	
QI 3 Individual development:		Met in full
a) ICT support	✓	
b) Skills training	✓	
c) Information literacy	✓	
d) E-government support	✓	
e) Reader development	✓	
QI 5 Location of service points	✓	Met in full
QI 8 Up-to-date reading material:		Partially met
a) Acquisitions per capita	✗	
<u>or</u> Materials spend per capita	✗	
b) Replenishment rate	✓	
QI 9 Appropriate reading material:		Partially met
a) % of material budget on children	✗	
b) % of material budget spent on Welsh	✓	
<u>or</u> Spend on Welsh per capita	✗	
QI 10 Online access:		Partially met
a) All service points	✓	
Computers per capita	✓	
b) Wi-Fi provision	✗	
QI 13 Staffing levels and qualifications:		Partially met

Quality Indicator	Met?
a) Staff per capita	✗
b) Professional staff per capita	✓
c) Head of service qualification/training	✓
d) CPD percentage	n/k
QI 16 Opening hours per capita	✓ Met in full

c) Impact measures

The framework contains three indicators which seek to gather evidence of the impact that using the library service has on people's lives. Through these and other indicators it is possible to see how the library service is contributing towards educational, social, economic and health and wellbeing local and national agendas. These indicators do not have targets. Not all authorities collected data for the impact indicators, and ranks are included out of the numbers of respondents stated, where 1 is the highest scoring authority.

Denbighshire did not conduct an impact survey on 2014-15, and did not collect data on the numbers of attendees at training sessions who were helped to achieve their goals.

Performance indicator	Denbighshire	Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	n/a		63%	93%	95%
e) % of adults who think that the library has made a difference to their lives:	n/a		73%	87%	92%
% of children who think that the library has made a difference to their lives:	n/a		43%	79%	90%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	n/k		80%	93%	100%

Denbighshire did not provide any impact case studies with their return, and the lack of evidence of impact in the return is regrettable.

d) Quality performance indicators and benchmarks

The remaining indicators do not have targets, but allow performance to be compared between authorities. The following table summarises Denbighshire's position for 2014-15. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. (Indicators where fewer than 22 authorities supplied data are obtained from customer surveys which only need to be carried out once during the three year framework period, or those where relevant data elements were not available to some authorities.)

Performance indicator	Denbighshire	Rank	Lowest	Median	Highest
QI 1 Making a difference					
a) new skills	n/a		55%	72%	93%
c) health and well-being	n/a		29%	58%	91%
d) enjoyable, safe and inclusive	n/a		84%	97%	98%

Performance indicator	Denbighshire	Rank	Lowest	Median	Highest
QI 2 Customer satisfaction					
a) 'very good' or 'good' choice of books	n/a		82%	89%	97%
b) 'very good' or 'good' customer care	n/a		93%	99%	99%
c) 'very good' or 'good' overall;	n/a		94%	96%	99%
d) child rating out of ten	n/a		8.0	9.2	9.4
QI 4 User training					
a) attendances per capita	8	20	2	26	278
c) informal training per capita	206	7/21	16	162	484
QI 6 Library use					
a) visits per capita	5,082	5	2,637	4,177	5,955
b) virtual visits per capita	700	15	212	923	2,449
c) active borrowers per capita	179	7	71	155	288
QI 7 attendances at events per capita	464	1	21	192	464
QI 11 Use of ICT - % of available time used by the public					
a) equipment	34%	14	23%	36%	70%
b) Wi-Fi services	n/k		4%	37%	79%
QI 12 Supply of requests					
a) % available within 7 days	81%	1	62%	69%	81%
b) % available within 15 days	90%	3	74%	84%	94%
QI 13 Staffing levels and qualifications					
(v) a) total volunteers	0	17	0	14	74
b) total volunteer hours	0	17	0	527	2696
QI 14 Operational expenditure					
a) total expenditure per capita	£16,749	5	£8,966	£14,054	£20,796
b) % on staff,	57%	11	45%	57%	77%
% on information resources	11%	17	5%	13%	21%
% on equipment and buildings	4%	11	0%	4%	27%
% on other operational costs;	28%	9	4%	22%	37%
c) capital expenditure per capita	£228	12	£0	£266	£2,126
QI 15 Cost per visit	£2.90	9	£2.07	£2.87	£3.92
QI 16 Opening hours (<i>see note</i>)					
(ii) a) % hours unplanned closure of static service points	0%	1	0.0%	0.02%	0.52%
b) % mobile stops / home deliveries missed	0%	1 / 19	0.0%	0.4%	5.4%

Note: Rankings here have been reversed, so that 1 is the lowest scoring authority.

3) Analysis of performance

The core entitlements and quality indicators are divided into four key areas. This section of the report outlines performance against the quality indicators within these four areas.

a) Customers and communities

Denbighshire did not carry out a customer survey in 2014-15, but intends to do so in 2015-16. All service points provide the full range of services in support of individual development. Attendance at pre-arranged training sessions is low, while the numbers helped by means of informal training is above the median for Wales as a whole.

b) Access for all

Denbighshire meets the target for easy access to service points, and achieves a good level of visits, above the median for Wales as a whole. 17.9% of the population were active borrowers during the year, also above the median for Wales. Attendance at events is the highest in Wales, and includes school visits and 1-1 support sessions. Denbighshire reported an increase in children's issues of 2.7% in 2014-15.

c) Learning for life

Denbighshire's book fund was cut mid-year, and the authority fails to meet the targets for acquisitions overall. A further cut is expected next year. The lending stock replenishment rate target has been met. The authority prioritises materials for children, with 26% of the budget compared to 18% of children in the population, to meet strategic priorities, and spent 7.6% of the budget on material in the Welsh language in 2014-15. ICT provision per capita meets the target set, and all libraries provide facilities, which are used for around one-third of the available time. Wi-Fi is available in 6 of the 8 libraries, and there are plans to roll this out to the remainder during 2015-16. Availability and use of the Wi-Fi network was not recorded. Denbighshire supplies requested material in a timely manner, with 81% of requests being met within 7 days – the best performance in Wales on this measure.

d) Leadership and development

Denbighshire falls just short of the target for overall staffing, with 3.29 staff per capita against a target of 3.6. The target for professional staffing is met, and the head of service is a Chartered Librarian. The authority does not collect data on the amount of time spent in staff training. Denbighshire does not use any volunteers.

Comparable expenditure data for 2013-4 were not included in the return. Total expenditure per capita is above the median for Wales. The average cost per visit in 2014-15 was £2.90, slightly above the median for Wales as a whole. Opening hours meet the target set, and none were lost owing to unplanned closures.

4) Strategic context

Denbighshire did not provide a statement demonstrating the service's contribution towards wider Welsh Government priorities and strategic goals.

5) Conclusion

The strong commitment to children's provision is praised, alongside excellent engagement with communities, evidenced by the highest attendance at events per capita in Wales. The investment in ICT is also commended. The service is well used, but cuts to the book fund may impact on this in the future. It will be interesting to see the implications of the future restructuring.

The assessors note the difficulties the authority has had in fully completing the return, given conflicting pressures on resources this year, which has made it harder to complete the assessment. MALD officials will be seeking reassurance that this will be addressed in future years.

Mae tudalen hwn yn fwriadol wag

Project	Face to Face Customer Service Framework
Author	Ffion Angharad
Date	November 2015

Background

Until recently, there were ten Denbighshire locations delivering varying levels of face to face customer service, at different costs, using different resources with no vision of how they will develop and look in the future.

*Rhyl Town Hall	One Stop Shop / Cash Office
*Rhyl Library	
Prestatyn	One Stop Shop / Payments / Library services
Rhuddlan	One Stop Shop / Library services
St Asaph	One Stop Shop / Library services
Denbigh	One Stop Shop / Payments / Library Services
Ruthin	One Stop Shop / Payments / Customer Contact Centre
Ruthin Library	
Corwen	One Stop Shop / Library services
Llangollen	One Stop Shop / Library Services

*these services now operate as part of the new Rhyl One Stop Shop located at Church Street, Rhyl

Purpose

One of the corporate priorities 2012 – 2017, is to Modernise the Council to deliver efficiencies and improve services for our customers

The Corporate Customer Service Strategy 2014 - 2017 explains how we will balance meeting our customers' needs with managing ever increasing expectations whilst using our resources in the most efficient and effective way to deliver excellent customer services – this has been the basis for the Digital Transformation Programme – Getting the Customer Ready.

In response to the last Residents Survey, customers told us that they don't want to go to several different offices to make enquiries; they also want to choose how they access council services and keep in touch with us.

Objectives

- Achieve consistency in the Customer journey / experience for the services under a new County branding of 'One Stop Shop'.
- Deliver the Channel shift strategy
- Provide a new / improved community facility where customers can make multiple enquiries visiting only one building
- Improve face to face customer service provision
- Create a training framework for all customer facing staff
- Create a platform to enable customers to self-serve
- Create building 'model' for other locations
- Create a model for the digital/face to face delivery of other services
- Enable access to specialist support services/expertise including 3rd party agencies

Workstreams

	BUILDING	EQUIPMENT	SERVICES	STAFF
We will:	Improve the building layout so that multiple services will be available via multiple contact methods from one location and promote them as community facilities	Install self-service equipment so that customers who want to self-serve can do so, and those who want help can use the equipment available and ask staff for support to use them	Deliver more service from one building. Customers will be able to: <ul style="list-style-type: none"> • Ask for advice / information • Apply / pay for.. • Request a service • Report a problem • Find a • Request a form/product • View my enquiries • Use library services • Access community information • Access specialist information/services 	Appoint and fully train customer services team: <ul style="list-style-type: none"> • To deliver consistent/excellent customer services ; • Deliver face to face and telephony customer service • Deliver specialist knowledge in key areas; • promote / support customers to use digital services to achieve channel shift

Layout

We will remodel existing buildings to enable us to offer more services in one location and provide a choice of how customers contact us i(in keeping with the Library Standards).

Essential requirements:

- ✓ Suitable meet and greet / reception desk to direct customers to the most appropriate area of the building to make their contact with the council
- ✓ Self service kiosks - for cash payments, to borrow and return library goods Self Service computers where customers can contact the council without having to rely on staff, ,
- ✓ A virtual contact Centre facility (i.e. telephony,) building capacity to answer more calls when call volumes are high and/or during an emergency
- ✓ Customer toilets
- ✓ Meeting/community rooms for community meetings, conferences, training, workshops etc.
- ✓ Interview room(s) where customers can discuss personal, confidential and sensitive enquiries with specialist staff
- ✓ Study areas
- ✓ Public Access Network computers

Desirable requirements:

- ✓ Fully equipped hotdesk area for any staff member to use when working flexibly from other locations.
- ✓ Areas available for specialist services/3rd party agencies
- ✓ Self service kiosks for printing/computer booking

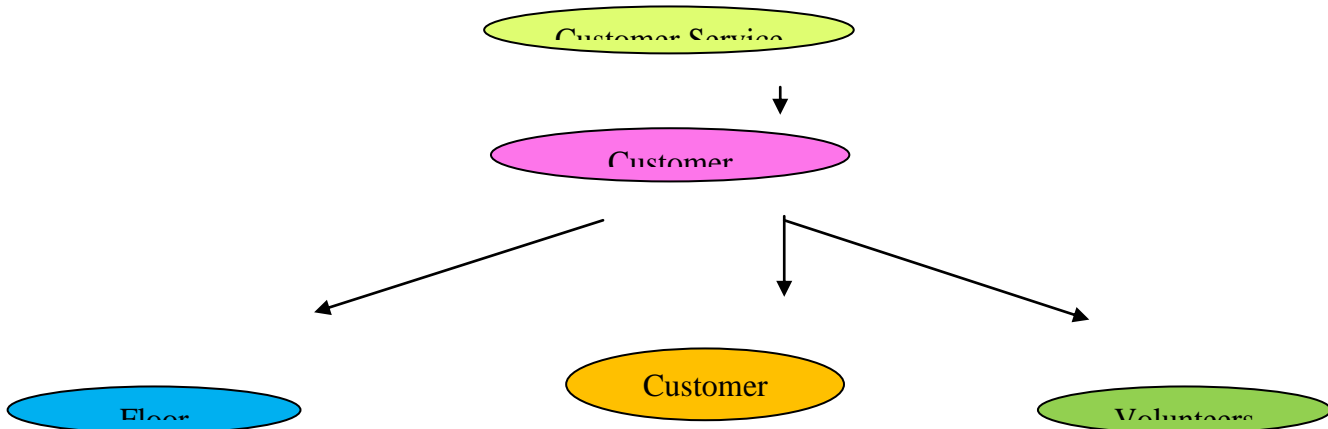
SERVICES

We will deliver the Digital Choice project – Getting the Customer Ready – by promoting and encouraging the use of the following self-serve services:

APPLY FOR..
PAY FOR..
REQUEST A SERVICE
ASK FOR ADVICE
REQUEST INFORMATION
REPORT A PROBLEM
FIND A....
VIEW MY ENQUIRIES
REQUEST FORM(S)
SIGNPOSTING
PROVIDE FEEDBACK
REQUEST A PRODUCT
LIBRARY ENQUIRIES / SERVICES
SPECIALIST SERVICES
NWP
COMMUNITY SUPPORT
BACK OFFICE FUNCTIONS
INCOME MANAGEMENT
BANKING

Staff

Training Framework for all staff to attend so that they deliver consistent level of customer service



Timeline

Location	Status	Progress	Partnership
Rhyl	Main OSS	Completed	DCC
Rhuddlan	Community Hub	In progress	Town Council
Prestatyn	Main OSS	In progress	DCC
St Asaph	Community Hub	In progress	City Council
Denbigh	Main OSS	Based on outcome of grant application	DCC
Ruthin	Main OSS	Not started	DCC
	Library		
Corwen	Community Hub	In Progress	Cadwyn Clwyd
Llangollen	Community Hub	Not started	-

Adroddiad i'r:	Pwyllgor Archwilio Perfformiad
Dyddiad y Cyfarfod:	10 Rhagfyr 2015
Swyddog Arweiniol:	Cydlynnydd Archwilio
Awdur yr Adroddiad:	Cydlynnydd Archwilio
Teitl:	Rhaglen Waith Archwilio

1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad yn cyflwyno drafft rhaglen waith i'r dyfodol y Pwyllgor Archwilio Perfformiad i'r aelodau ei hystyried.

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

Gofyn i'r Pwyllgor adolygu a chytuno ar ei raglen waith i'r dyfodol, a rhoi'r wybodaeth ddiweddaraf i aelodau ar faterion perthnasol.

3. Beth yw'r Argymhellion?

Bod y Pwyllgor:

- 3.1 yn ystyried yr wybodaeth a ddarparwyd ac yn cymeradwyo, diwygio neu'n newid ei raglen gwaith i'r dyfodol fel y gwêl yn briodol; ac
- 3.2 yn penodi cynrychiolydd i wasanaethu ar y Grŵp Cydraddoldeb Corfforaethol.

4. Manylion am yr adroddiad.

- 4.1 Mae Erthygl 6 Cyfansoddiad Cyngor Sir Ddinbych yn nodi cylch gorchwyl, swyddogaethau ac aelodaeth pob Pwyllgor Archwilio, tra bo rheolau'r gweithdrefnau i bwyllgor archwilio wedi'u gosod yn Rhan 4 y Cyfansoddiad.
- 4.2 Mae'r Cyfansoddiad yn amodi bod yn rhaid i bwyllgorau archwilio'r Cyngor baratoi ac adolygu rhaglen ar gyfer eu gwaith i'r dyfodol. Drwy adolygu a blaenoriaethu materion mae modd i aelodau sicrhau fod y rhaglen waith yn cyflwyno rhaglen 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 gyfarfod i uchafswm o bedwar, yn ogystal ag adroddiad rhaglen waith y Pwyllgor ei hun. Nod y dull hwn yw hwyluso cael trafodaeth fanwl ac effeithiol ar bob pwnc.

4.4 Yn y blynyddoedd diweddar mae Llywodraeth Cymru a Swyddfa Archwilio Cymru wedi tynnu sylw at yr angen i gryfhau rôl archwilio ar draws llywodraeth leol a gwasanaethau cyhoeddus yng Nghymru, gan gynnwys defnyddio archwilio fel modd o ymgysylltu â phreswylwyr a defnyddwyr gwasanaeth. Wrth fynd ymlaen disgwylir i archwilio ymgysylltu'n well ac yn amlach â'r cyhoedd gyda golwg ar sicrhau penderfyniadau gwell a fydd yn y pen draw yn arwain at well canlyniadau i ddinasyddion. Yn y dyfodol, bydd Swyddfa Archwilio Cymru yn mesur effeithiolrwydd archwilio wrth gyflawni'r disgwyliadau hyn.

4.5 Gan ystyried y weledigaeth genedlaethol ar gyfer archwilio ac ar yr un pryd ganolbwyntio ar flaenoriaethau lleol, mae'r Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio (GCIGA) wedi argymhell y dylai pwyllgorau archwilio'r Cyngor, wrth benderfynu ar eu rhaglenni gwaith, ganolbwyntio ar y meysydd allweddol canlynol:

- arbedion ar y gyllideb;
- cyflawni amcanion y Cynllun Corfforaethol (gyda phwyslais arbennig ar y modd o'u cyflawni yn ystod cyfnod o galedi ariannol);
- unrhyw eitemau eraill a gytunwyd gan y Pwyllgor Archwilio (neu'r GCIGA) fel blaenoriaeth uchel (yn seiliedig ar y meini prawf profion 'PAPER' - gweler ochr gefn y 'ffurflen gynnis aelodau' yn Atodiad 2) a;
- Materion brys, materion na ellir eu rhagweld neu faterion â blaenoriaeth uchel

Ffurflenni Cynnig ar gyfer Archwilio

4.6 Fel y crybwyllwyd ym mharagraff 4.2 uchod, mae Cyfansoddiad y Cyngor yn gofyn i bwyllgorau archwilio baratoi ac adolygu rhaglen ar gyfer eu gwaith i'r dyfodol. Er mwyn cynorthwyo'r broses o flaenoriaethu adroddiadau, os yw'r swyddogion o'r farn fod pwnc yn haeddu'r amser i gael ei drafod ar agenda fusnes y Pwyllgor, mae'n rhaid iddynt wneud cais ffurfiol i'r Pwyllgor i ystyried derbyn adroddiad ar y pwnc hwnnw. Gwneir hyn trwy gyflwyno 'ffurflen gynnis' sy'n egluro pwrpas, pwysigrwydd a chanlyniadau posibl y pynciau a awgrymir. Does dim un ffurflen gynnis wedi dod i law oddi wrth swyddog i'w ystyried yn y cyfarfod cyfredol.

4.7 Er mwyn gwneud gwell defnydd o amser archwilio drwy ganolbwyntio adnoddau pwyllgorau i archwilio testunau'n fanwl, gan ychwanegu gwerth drwy'r broses o wneud penderfyniadau a sicrhau gwell canlyniadau ar gyfer preswylwyr, penderfynodd y GCIGA y dylai'r aelodau, yn ogystal â swyddogion, gwblhau 'ffurflenni cynnis ar gyfer archwilio' yn amlinellu pam eu bod yn credu y byddai'r testun yn elwa o fewnbwn archwilio. Gellir gweld copi o 'ffurflen gynnis' yn Atodiad 2. Mae ochr gefn y ffurflen hon yn cynnwys siart lif sy'n rhestru'r cwestiynau y dylai aelodau eu hystyried wrth baratoi i gynnis eitem ar

gyfer archwilio, ac y dylai pwyllgorau eu gofyn wrth benderfynu ar addasrwydd testun arfaethedig i'w gynnwys ar raglen gwaith i'r dyfodol archwilio. Os, ar ôl cwblhau'r broses hon, y penderfynir nad yw'r testun yn addas i'w archwilio'n ffurfiol gan bwyllgor archwilio, yna gellir ystyried dulliau eraill o rannu'r wybodaeth neu archwilio'r mater e.e. darparu 'adroddiad gwybodaeth', neu os yw'r mater yn un o natur leol gellir ei archwilio gan y Grŵp Aelodau Ardal (GAA) perthnasol. Yn y dyfodol ni fydd unrhyw eitemau'n cael eu cynnwys ar raglen gwaith i'r dyfodol heb i 'ffurflen gynnig ar gyfer archwilio' gael ei chwblhau, ac i'r testun gael ei gymeradwyo i'w gynnwys ar y rhaglen gan un ai'r Pwyllgor neu'r GCIGA. Mae cymorth ar gael i lenwi'r ffurflenni gan y Cydlynnydd Archwilio.

Rhaglen Waith i'r Dyfodol y Cabinet

- 4.8 Wrth benderfynu ar eu rhaglen waith i'r dyfodol mae'n bwysig fod pwyllgorau archwilio yn ystyried amserlen rhaglen waith y Cabinet. Ar gyfer y diben hwn, mae rhaglen waith y Cabinet wedi ei chynnwys yn Atodiad 3.

Datblygiad Penderfyniadau'r Pwyllgor

- 4.9 Yn Atodiad 4 mae tabl yn crynhoi penderfyniadau diweddar y Pwyllgor ac yn cyngori aelodau am eu gweithrediad.

5. Grŵp Cydraddoldeb Corfforaethol

Mae cynrychiolydd o bob pwyllgor Archwilio yn gwsanaethu ar y Grŵp uchod. Cynrychiolydd y Pwyllgor hwn oedd y Cynghorydd Colin Hughes, ond yn ddiweddar mae wedi gofyn i aelod arall gael ei benodi yn ei le. Mae'r Cynghorydd Hughes yn dal yn fodlon gweithredu fel eilydd ar y Grŵp yn absenoldeb y cynrychiolydd newydd. Er gwybodaeth i chi mae copi o gylch gwaith y Grŵp i'w weld yn Atodiad 5. Gofynnir i'r Pwyllgor benodi cynrychiolydd ar y Grŵp Cydraddoldeb Corfforaethol.

6. Grŵp Cadeiryddion ac Is-Gadeiryddion Archwilio

- 6.1 Dan drefniadau archwilio'r Cyngor mae Grŵp Cadeiryddion ac Is-Gadeiryddion Archwilio (GCIGA) yn gweithredu fel pwyllgor cydlynu. Cyfarfu'r Grŵp ar 15 Hydref ac yn y cyfarfod hwnnw gofynwyd i'r Pwyllgor hwn ystyried Adroddiad Gwerthuso Perfformiad 2014-15, Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC) ar wasanaethau gofal cymdeithasol Sir Ddinbych. Mae'r adroddiad hwn wedi ei gynnwys ar agenda fusnes y cyfarfod hwn.
- 6.2 Mae'r Grŵp yn cynnal ei gyfarfod nesaf ar 3 Rhagfyr 2015. Adroddir ar lafar ar unrhyw faterion a gyfyd yn y cyfarfod hwnnw ac a fydd yn effeithio ar y Pwyllgor hwn yng nghyfarfod y Pwyllgor ar 10 Rhagfyr 2015.

7. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?

Bydd archwilio effeithiol yn gymorth i'r Cyngor gynnal y blaenoriaethau corfforaethol yn unol ag anghenion cymunedau a dymuniadau trigolion. Bydd datblygu ac adolygu'r rhaglen waith gydlynol yn barhaus yn cynorthwyo'r Cyngor i ddarparu ei flaenoriaethau corfforaethol, i wella canlyniadau i breswylwyr tra hefyd yn dygymod â thoriadau llym yn y gyllideb.

8. Faint fydd hyn yn costio a sut bydd yn effeithio ar wasanaethau eraill?

Mae'n bosib y bydd yn rhaid i wasanaethau neilltuo amser swyddog i gynorthwyo'r Pwyllgor gyda'r eitemau a nodwyd yn y rhaglen waith a chydag unrhyw gam gweithredu yn dilyn ystyried yr eitemau hynny.

9. Beth yw'r prif gasgliadau o'r Asesiad o'r Effaith ar Gydraddoldeb a gynhaliwyd ar y penderfyniad? Dylid cynnwys templed yr Asesiad o Effaith ar Gydraddoldeb a gwblhawyd fel atodiad i'r adroddiad.

Ni chynhaliwyd Asesiad o Effaith ar Gydraddoldeb er diben yr adroddiad hwn gan nad yw ystyried rhaglen waith i'r dyfodol y Pwyllgor yn debygol o gael effaith andwyol neu annheg ar bobl sy'n rhannu nodweddion sydd wedi'u diogelu.

10. Pa ymgynghori sydd wedi digwydd?

Does dim angen cynnal ymgynghoriad ar yr adroddiad hwn. Fodd bynnag, mae'r adroddiad ei hun a'r ystyriaeth a roir gan y Pwyllgor i'w raglen waith ar gyfer y dyfodol yn gyfystyr ag ymgynghoriad gyda'r Pwyllgor o ran ei raglen waith.

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

Nid oes risg wedi ei ganfod o ran y Pwyllgor yn ystyried ei raglen waith. Fodd bynnag, wrth adolygu ei raglen waith yn rheolaidd gall y Pwyllgor sicrhau bod meysydd sy'n peri pryder yn cael eu hystyried a'u harchwilio fel y maent yn dod i'r amlwg a bod argymhellion yn cael eu gwneud er mwyn mynd i'r afael â nhw.

12. Grym i wneud Penderfyniad

Yn unol ag Erthygl 6.3.7 Cyfansoddiad y Cyngor mae'n rhaid i bwyllgorau archwilio'r Cyngor baratoi rhaglen waith a'i hadolygu.

Swyddog Cyswllt:
Cydlynnydd Archwilio

Rhif ffôn: (01824) 712554 E-bost: dcc_admin@denbighshire.gov.uk

Mae tudalen hwn yn fwriadol wag

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

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
28 January 2016	Cllr. Hugh Irving	1 Your Voice' complaints performance (Q 2 & 3)	To scrutinise Services' performance in complying with the Council's complaints. The report to include: (i) a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe; and (ii) how services encourage feedback and use it to redesign or change the way they deliver services	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Tony Ward/Clare O'Gorman/Meinir Blunt	February 2013
	Cllr. Eryl Williams <i>(Managing Director of GwE also to attend)</i>	2. Verified External Examinations and Teacher Assessments [Education]	To review the performance of schools and that of looked after children; and GwE's impact on the educational attainment of the County's pupils. The report to incorporate GwE's Annual report, the joint GwE and local authority analysis of the	Scrutiny of performance leading to recommendations for improvement	Julian Molloy/Karen Evans	September 2015

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Tudalen 140

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			underachievement in 2015, and information on the 5 year trend in relation to educational attainment in Denbighshire			
	Cllr. Eryl Williams	3. School Governors and School Governing Bodies [Education]	To detail the roles and responsibilities of school governors and school governing bodies, including the support and training available to them from the local authority, GwE and other organisations	Better outcomes for learners through ensuring that governors and governing bodies fulfil their roles effectively via the provision of consistent support and challenge to schools.	Jackie Walley/Karen Evans	September 2015
17 March	Cllr. Julian Thompson-Hill	1. Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Liz Grieve/Nicola Kneale	November 2014
	Cllr. Bobby Feeley & Cllr. Win Mullen-James (Chair of T&F)	2. Future of Adult Provider Services	To consider the findings of the Task and Finish Group following the consultation exercise on the future of the services	The formulation of recommendations to Cabinet with respect to the future delivery of adult social care provider services	Phil Gilroy/Holly Evans	July 2015 (rescheduled September 2015)
28 April	Cllr. Hugh Irving	1 Your Voice' complaints performance (Q 4)	To scrutinise Services' performance in complying with the Council's complaints. The report to include: (i)a comprehensive explanation on why targets have not been met when dealing with specific complaints,	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Tony Ward/Clare O'Gorman/Meinir Blunt	February 2013

Tudalen 141

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			<p>reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe; and</p> <p>(ii) how services encourage feedback and use it to redesign or change the way they deliver services</p>			
9 June	Cllr. Julian Thompson-Hill	1 Corporate Plan (Q4) 2015/16	To monitor the Council's progress in delivering the Corporate Plan 2012-17 (with particular emphasis on the delivery of the Outcome Agreements)	Ensuring that the Council meets its targets, its Outcome Agreements, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements	Alan Smith/Liz Grieve	May 2014
	Cllr. Julian Thompson-Hill	2. Corporate Health and Safety Annual Report	To consider the Council's management of general health and safety and fire safety matters	Assurances that the Authority is abiding and conforming with all relevant H&S legislation and therefore mitigate the risk of litigation	Gerry Lapington	May 2014
	Cllr. Bobby	3. Draft Director of	To scrutinise the content of	Identification of any	Tony Ward	June 2014

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Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	Feeley (required)	Social Services Annual Report for 2015/16	the draft annual report to ensure it provides a fair and clear evaluation of performance in 2015/16 and clearly articulates future plans.	specific performance issues which require further scrutiny by the committee in future		
14 July						
29 September (GwE representatives to be invited)	Cllr. Eryl Williams	1. Provisional External Examinations and Teacher Assessments [Education]	To review the performance of schools and that of looked after children	Scrutiny of performance leading to recommendations for improvement	Karen Evans/Julian Molloy	September 2015
	Cllr. Hugh Irving	2 Your Voice' complaints performance (Q 1) including social services annual complaints report	To scrutinise Services' performance in complying with the Council's complaints. The report to include: (i) a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe; and (ii) how services encourage feedback and use it to redesign or change the way they deliver services	Identification of areas of poor performance with a view to the development of recommendations to address weaknesses.	Tony Ward/Clare O'Gorman/Meinir Blunt	September 2015

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
8 December						
January 2017 (GwE representatives to be invited)	Cllr. Eryl Williams	1. Verified External Examinations and Teacher Assessments [Education]	To review the performance of schools and that of looked after children; and GwE's impact on the educational attainment of the County's pupils. The report to incorporate GwE's Annual report and information on the 5 year trend in relation to educational attainment in Denbighshire	Scrutiny of performance leading to recommendations for improvement	Julian Molloy	September 2015

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Impact of Budgetary Cuts on the Deliverability of the Corporate Plan and the Council's performance in delivering services (late 2015 and periodically thereafter) [Task & Finish Group]	To detail the impact of present and projected budgetary cuts on the deliverability of the Corporate Plan 2012-17; and the Council's overall performance	An evaluation of the Plan's deliverability, the anticipated impact of the cuts on the Council's performance versus the actual outcome to inform the planning of a communication strategy to inform residents and stakeholders	Task and Finish Group	October 2014

Tudalen 143

Implementation of the Donaldson Report 'Successful Futures' – Independent Review of Curriculum and Assessment Arrangements in Wales [Education] Check legislative timetable October 2015	To consider and monitor the plans to implement the agreed measures adopted by WG following the consultation on the review's findings	Better outcomes for learners to equip them with jobs market skills	Karen Evans	April 2015

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Information/Consultation Reports

Date	Item (description / title)	Purpose of report	Author	Date Entered
Monthly Information Bulletin	Your Voice Complaints Procedure	Details of number of complaints received and dealt with for each Service via the 'Your Voice' procedure to inform the information required in the quarterly reports to the Committee	Jackie Walley/Clare O'Gorman/Meinir Blunt	June 2014
Corporate Plan (Q1 & Q3) 2015/16 March & September 2016 [Information]	To monitor the Council's progress in delivering the Corporate Plan 2012-17 (with particular emphasis on the delivery of the Outcome Agreements)	Ensuring that the Council meets its targets, its Outcome Agreements, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements	Alan Smith/Liz Grieve	May 2014

Note for officers – Committee Report Deadlines

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
28 January 2016	14 January 2016	17 March	3 March	28 April	14 April

Performance Scrutiny Work Programme.doc

Updated 30/11/15 RhE

Ffurflen Gynnig ar gyfer Rhaglen Gwaith i'r Dyfodol Archwilio	
ENW'R PWYLLGOR ARCHWILIO	
AMSERLEN I'W HYSTYRIED	
TESTUN	
Beth sydd angen ei graffu arno (a pham)?	
Ydi'r mater yn un o bwys i drigolion/busnesau lleol?	YDI/NAC YDI
Ydi craffu yn gallu dylanwadu ar bethau a'u newid? (Os 'ydi' nodwch sut rydych chi'n meddwl y gall craffu ddylanwadu neu newid pethau)	YDI/NAC YDI
Ydi'r mater yn ymwneud â gwasanaeth neu faes sy'n tanberfformio?	YDI/NAC YDI
Ydi'r mater yn effeithio ar nifer fawr o drigolion neu ardal fawr o'r Sir? (Os 'ydi', rhowch syniad o faint y grŵp neu'r ardal yr effeithir arni)	YDI/NAC YDI
Ydi'r mater yn gysylltiedig â blaenoriaethau corfforaethol y Cyngor? (Os 'ydi' nodwch pa flaenoriaethau)	YDI/NAC YDI
Hyd y gwyddoch, oes yna rywun arall yn edrych ar y mater hwn? (Os 'oes', nodwch pwy sy'n edrych arno)	OES/NAC OES
Os derbynnir y testun ar gyfer craffu, pwy fyddai arnoch chi eisiau eu gwahodd e.e. Aelod Arweiniol, swyddogion, arbenigwyr allanol, defnyddwyr y gwasanaeth?	
Enw'r Cynghorydd/Aelod Cyfetholedig	
Dyddiad	

Ystyried addasrwydd pwnc ar gyfer craffu

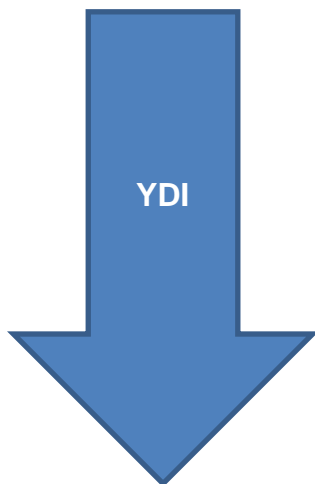
Ffurflen Gynnig / Cais a dderbyniwyd

(dylid rhoi ystyriaeth ofalus i'r rhesymau dros wneud cais)



Ydi o'n bodloni'r gofynion canlynol?

- **Diddordeb Cyhoeddus** – ydi'r mater o bwys i drigolion?
- **Effaith**– fedr craffu yn gael effaith ar bethau a'u newid?
- **Perfformiad** – ydi o'n wasanaeth neu faes sy'n tanberfformio?
- **Graddfa** – ydi o'n effeithio ar nifer o drigolion neu ardal ddaearyddol fawr?
- **Ailadrodd** – ydi'r mater yn destun craffu/ymchwiliad gan berson neu gorff arall?



Dim gweithredu pellach gan y Pwyllgor Archwilio. Gellir ei gyfeirio at gorff arall neu ofyn am adroddiad er gwybodaeth.

- Penderfynu ar y canlyniadau a ddymunir
- Penderfynu ar gwmpas a swmp y gwaith craffu sydd ei angen a'r dull mwyaf priodol o graffu (h.y. adroddiad pwyllgor, ymchwiliad grŵp tasg a gorffen neu aelod cyswllt ac ati)
- Os penderfynir sefydlu grŵp tasg a gorffen, dylid penderfynu ar amserlen yr ymchwiliad, pwy fydd yn rhan o'r ymchwiliad, beth yw'r gofynion ymchwilio, a oes angen cyngor arbenigol a thystion, a beth yw'r trefniadau adrodd ac ati.

Cabinet Forward Work Plan

Appendix 3

Tudalen 147

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
15 December	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Corporate Plan Performance Report 2015/16 Q2	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	3	Officers Scheme of Delegation	To approve amendments to the scheme	Yes	Cllr Barbara Smith/Gary Williams/Lisa Jones
	4	Development of West Parade, Rhyl (Part 2 item)	Tbc	Tbc	Rebecca Maxwell/Jamie Groves
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
12 January	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Budget Report		Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	3	Treasury Management Strategy	To consider the Strategy prior to Council	No	Councillor Julian Thompson-Hill/Richard

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
					Weigh
	4	Supporting People Local Commissioning Plan	To approve the Supporting People Local Commissioning Plan 2016-19 for submission to the North Wales Regional Collaborative Committee		Cllr Bobby Feeley / Sophie Haworth-Booth
	5	Corporate Plan Projects – Progress Report	To consider progress made on projects in the Corporate Plan	Tbc	Cllr Julian Thompson-Hill
	6	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet’s attention	Tbc	Scrutiny Coordinator
16 February	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Ruthin Primary Proposals - Ysgol Llanbedr	To consider the objections received for the closure of Ysgol Llanbedr, and whether to approve implementation of the proposal	Yes	Councillor Eryl Williams / James Curran
	3	Capital Programme	To agree the Capital Programme	Yes	Councillor Julian Thompson-Hill/Richard Weigh/Richard Humphreys

Cabinet Forward Work Plan

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	4	Former North Wales Hospital, Denbigh - Compulsory Purchase Order	Authorisation to take possession of the site	Yes	Councillor David Smith / Graham Boase / Gareth Roberts
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
29 March	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Corporate Plan Performance Report 2015/16 Q3	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	3	Corporate Plan Projects – Progress Report	To consider progress made on projects in the Corporate Plan	Tbc	Cllr Julian Thompson-Hill
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
26 April	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Future of Adult Provider Services	To consider the future of adult provider services.	Yes	Cllr Bobby Feeley / Phil Gilroy / Holly Evans

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	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>December</i>	<i>1 December</i>	<i>January</i>	<i>22 December</i>	<i>February</i>	<i>1 February</i>

Updated 24/11/15 - KEJ

Cabinet Forward Work Programme.doc

Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
24 September 2015	4. PROVISIONAL EXAMINATION RESULTS	<p><u>Provisional External Examination Results and Teacher Assessments:</u> <i>RESOLVED that subject to the above observations the Performance Scrutiny Committee receive the report and to invite the Managing Director of GwE to attend the Performance Committee meeting in January 2016, at which the verified examination results would be presented</i></p> <p><u>'A' Level Results of Rhyl Sixth:</u> <i>RESOLVED that subject to the above observations, to receive the information on the A Level results of Rhyl Sixth.</i></p>	GwE's Managing Director has been invited to the meeting on 28 January 2016
	5. THE PERFORMANCE OF A* - A STUDENTS AT GCSE AND A LEVEL	<p><i>RESOLVED:</i></p> <p><i>(i) To note the performance of schools against previous performance and external benchmarks;</i></p> <p><i>(ii) To recommend that more targeted support and challenge be provided for schools in the county to ensure that performance improves; and</i></p> <p><i>(iii) That on appropriate balance of support, challenge and accountability is offered to all</i></p>	Lead Member and officers advised of the Committee's recommendation

	<p>6. THE EFFECTIVENESS OF CURRENT SUPPORT OFFERED TO SCHOOLS WITHIN THE COUNTY IDENTIFIED AS REQUIRING ADDITIONAL INPUT (PART II)</p>	<p><i>schools to aim for year on year improvement</i></p> <p>RESOLVED <i>subject to the Committee's observations –</i></p> <p>(i) <i>To receive information provided on the support and challenge provided to identified schools, and acknowledge that the support provided to the primary sector had realised positive outcomes;</i></p> <p>(ii) <i>Recommended the need to strike an appropriate balance between support, challenge and accountability to schools and school governing bodies;</i></p> <p>(iii) <i>Recommended that appropriate training is provided to school governors to enable them to fulfil and sustain their challenge role;</i></p> <p>(iv) <i>That a report be presented to the Committee at its January 2016 meeting on the roles and responsibilities of school governing bodies;</i></p> <p>(v) <i>That the report on "Verified External Examinations and Teacher Assessments" scheduled for presentation to the Committee in January 2016 include the results of the joint GwE/Denbighshire analysis of the county's pupils' underachievement in 2015; and</i></p> <p>(vi) <i>That the Managing Director of GwE be</i></p>	<p>Lead Member and officers advised of the Committee's recommendations.</p> <p>The Managing Director of GwE has been invited to attend the Committee's January 2016 meeting to discuss various aspects of the organisation's work and the report listed in sub-paragraph (v) listed opposite</p>
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		<i>invited to January 2016 meeting.</i>	
	7. YOUR VOICE Q1 2015/16	<p>RESOLVED</p> <p>(i) <i>To receive the information on services' performance in dealing with complaints; and</i></p> <p>(ii) <i>That future reports should contain a narrative on the reasons why services were registering "red" in their performance in dealing with complaints and what measures they were taking in a bid to resolve outstanding complaints.</i></p>	Lead Member and officers advised of the Committee's resolution. The next report scheduled for presentation at January's meeting should include the requested narrative

Mae tudalen hwn yn fwiadol wag

Terms of Reference – Corporate Equality Group

Aim

The Corporate Equality Group (CEG) has responsibility for ensuring that the Council demonstrates fairness in its deliver of services and its employment practices. It will work to develop a culture in which all individuals are treated with dignity and respect, and offensive and discriminatory behaviour and harassment are not tolerated. The CEG is not a decision making body, but can refer issues to others (e.g. Scrutiny, Cabinet, Council, CET, SLT etc) when decisions are required.

Specifically, the CEG will:

- ⇒ Give strategic direction to equality related activities within the council.
- ⇒ Work to embed equality and diversity into all the functions of the council.
- ⇒ Ensure that the council effectively undertakes equality impact assessment of proposals and decisions which may impact on its staff and/or communities.
- ⇒ Ensure that a robust Strategic Equality Plan is in place to enable the council to meet its general and specific duties under the Equality Act 2010.
- ⇒ Monitor and scrutinise delivery of the council's Strategic Equality Plan.
- ⇒ Consider and scrutinise an annual report in relation to the delivery of the council's Strategic Equality Plan.
- ⇒ Drive improvements in delivering equality outcomes through an annual self-assessment process.
- ⇒ Act as a link with SLT to promote effective communication of relevant discussions and proposals from either forum.
- ⇒ Monitor Members and staff training and development programmes in relation to equality and diversity.
- ⇒ Ensure the full engagement and involvement of all staff, Elected Members and service users in equality and diversity issues.
- ⇒ Monitor incidences of prejudice in the community in relation to its activities and provision of services.

Membership

The CEG will consist of:

- ⇒ Lead Member for Equalities: Cllr Hugh Evans (Chair)
- ⇒ Representative from Performance Scrutiny: Cllr Colin Hughes
 - ⇒ Substitute: Cllr Geraint Lloyd-Williams
- ⇒ Representative from Partnerships Scrutiny: Cllr Bill Tasker
 - ⇒ Substitute: Cllr Dewi Owens
- ⇒ Representative from Communities Scrutiny: Cllr Win Mullen-James
 - ⇒ Substitute: Cllr Huw O Williams
- ⇒ Representative from Corporate Governance Committee: Cllr Martyn Holland
 - ⇒ Substitute: Cllr Stuart Davies
- ⇒ 2 representatives from SLT: Mohammed Mehmet & Gary Williams
 - ⇒ Substitutes: Peter McHugh & Leighton Rees
- ⇒ Corporate Improvement Team: Keith Amos
- ⇒ Corporate Equality Officer: Karen Beattie
- ⇒ Other people may be invited to attend from time to time, e.g. representatives from specific council services, or union representatives.

Each member of the CEG will need to understand, and be fully committed to, the values of equality & diversity. CEG members will be expected to act as advocates for equality and diversity in all council-related business. CEG members will also be expected to undertake equality and diversity training.

Members of the CEG will be responsible for approaching their nominated substitute(s) if they are unable to attend a particular meeting. Nominated substitutes must also demonstrate the same commitment to equality and diversity as members of the CEG (as described above).

Administration

CEG will meet quarterly, and meetings will be planned in advance for each financial year. Meeting dates will be in the Council diary.

Notes of actions agreed will be taken, rather than minutes.

No more than 4 agenda items for each CEG meeting.

All reports to be submitted to Isabel Williams, 2 weeks prior to each CEG meeting.