

At: Gadeirydd ac Aelodau'r Pwyllgor  
Archwilio Perfformiad

Dyddiad: 11 Mawrth 2016

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Annwyl Gyngorydd

Fe'ch gwahoddir i fynychu cyfarfod y **PWYLLGOR ARCHWILIO PERFFORMIAD, DYDD IAU, 17 MAWRTH 2016** am **9.30 am** yn **YSTAFELL BWYLLGORA 1A, NEUADD Y SIR, RHUTHUN.**

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 mewn 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)

Cael cofnodion cyfarfod y Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 28 Ionawr 2016 (copi ynghlwm).

### **5 CYNLLUN CORFFORAETHOL – CHWARTER 3 2015/16** (Tudalennau 17 - 60)

Ystyried adroddiad gan y Swyddog Cynllunio a Pherfformiad Strategol, sy'n rhoi'r wybodaeth ddiweddaraf am ddarparu'r Cynllun Corfforaethol, a oedd eisoes wedi'i ddsbarthu.

**9.35 a.m. – 10.10 a.m.**

## **EGWYL GYSUR**

### **6 ADRODDIAD EICH LLAIS – CHWARTER 3 2015/16** (Tudalennau 61 - 78)

Ystyried copi o adroddiad gan y Swyddog Cwynion Corfforaethol, sy'n darparu trosolwg o'r canmoliaethau, awgrymiadau a'r cwynion y mae Cyngor Sir Ddinbych wedi eu derbyn dan bolisi adborth cwsmeriaid y cyngor, 'Eich Llais', yn ystod Chwarter 3 2015/16, wedi'u dosbarthu yn flaenorol.

**10.20 a.m. – 10.55 a.m.**

### **7 RHAGLEN WAITH ARCHWILIO** (Tudalennau 79 - 96)

Ystyried adroddiad gan y Cydlynnydd Archwilio (copi wedi'i amgáu) yn gofyn am adolygiad o raglen waith i'r dyfodol y pwyllgor a rhoi'r wybodaeth ddiweddaraf i'r aelodau ar faterion perthnasol.

**10.55 a.m. – 11.10 a.m.**

### **8 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR**

Derbyn unrhyw ddiweddariad gan gynrychiolwyr y Pwyllgor ar wahanol Fyrddau a Grwpiau'r Cyngor.

**11.10 a.m. – 11.20 a.m.**

## **AELODAETH**

### **Y Cynghorwyr**

Y Cynghorydd Barry Mellor  
(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

## PWYLLGOR ARCHWILIO PERFFORMIAD

Cofnodion cyfarfod o'r Pwyllgor Archwilio Perfformiad a gynhaliwyd yn Ystafell Bwyllgora 1a, Neuadd y Sir, Rhuthun, Dydd Iau, 28 Ionawr 2016 am 9.30 am.

### YN BRESENNOL

Cynghorwyr Meirick Davies, Richard Davies, Colin Hughes, Barry Mellor (Cadeirydd), Dewi Owens, Arwel Roberts a Gareth Sandilands

Aelodau Cyfetholedig – roedd Debra Houghton, Dawn Marjoram, John Piper a Gareth Williams yn bresennol ar gyfer Eitemau 6, 7 a 8 ar y Rhaglen.

Aelodau'r Cabinet – roedd Y Cynghorydd Eryl Williams yn bresennol ar gyfer Eitemau Agenda 6, 7 ac 8 ar y Rhaglen a mynychodd y Cynghorydd Hugh Irving ar gyfer Eitem 9 ar yr Agenda.

### HEFYD YN BRESENNOL

Prif Weithredwr (MM); Cyfarwyddwr Corfforaethol - Cymunedau (NS); Pennaeth Addysg (KE); Swyddog Perfformiad Effeithiolrwydd Ysgolion (JM); Rheolwr Addysg, Cynllunio ac Adnoddau (IL); Rheolwr Cludiant Teithwyr (PD); Prif Reolwr Cefnogaeth Busnes (TW); Swyddog Cwynion Corfforaethol (CO); Cydlynnydd Archwilio (RE) a Gweinyddwr Pwyllgorau (KEJ).

Huw Foster Evans, Rheolwr Gyfarwyddwr - GwE  
Marc Berw Hughes, Uwch Ymgynghorydd Her Hwb Conwy / Sir Ddinbych - Gwe

Sian Clark - Swyddfa Archwilio Cymru (Arsylwr)

## 1 YMDDIHEURIADAU

Y Cynghorwyr Geraint Lloyd-Williams a Peter Owen ynghyd â'r Aelod Cyfetholedig Gill Greenland

## 2 DATGANIAD CYSYLLTIAD

Datganodd yr aelodau canlynol gysylltiad personol yn eitemau 6, 7 ac 8 ar yr agenda –

Y Cynghorydd Meirick Davies – Llywodraethwr Ysgol Cefn Meiriadog ac Ysgol Trefnant

Y Cynghorydd Richard Davies – Llywodraethwr Ysgol Uwchradd Dinbych ac Ysgol Plas Brondyffryn

Y Cynghorydd Dewi Owens – Llywodraethwr Ysgol Glan Clwyd a St. Asaph VP Infants

Y Cynghorydd Arwel Roberts – Llywodraethwr Ysgol y Castell ac Ysgol Dewi Sant

Y Cynghorydd Gareth Sandilands – Llywodraethwr Ysgol Clawdd Offa

Datganodd yr aelodau cyfetholedig canlynol gysylltiad personol fel a ganlyn –

Debra Houghton – eitemau 7 ac 8 yr agenda – Llywodraethwr Ysgol Uwchradd Dinbych ac Ysgol Pendref

Dawn Marjoram – eitem 8 yr agenda – Llywodraethwr Ysgol Plas Brondyffryn

John Piper – eitemau 6 ac 8 yr agenda – Llywodraethwr Ysgol Tremeirchion ac mae ei blentyn yn defnyddio cludiant ysgol am ddim

### **3 ETHOL IS-GADEIRYDD**

Gofynnodd y Cadeirydd am enwebiadau am Is-gadeirydd i'r Pwyllgor am weddill blwyddyn fwrdeistrefol 2015/16. Cynigiodd y Cynghorydd Gareth Sandilands, eiliodd y Cynghorydd Meirick Davies i'r Cynghorydd Arwel Roberts fod yn Is-gadeirydd. Yn absenoldeb unrhyw enwebiadau eraill ac o gael ei roi i bleidlais -

**PENDERFYNWYD** penodi'r Cynghorydd Arwel Roberts yn Is-gadeirydd y Pwyllgor Craffu Perfformiad ar gyfer gweddill blwyddyn fwrdeistrefol 2015/16.

### **4 MATERION BRYD**

Ni chodwyd unrhyw faterion bryd.

### **5 COFNODION Y CYFARFOD DIWETHAF**

Cyflwynwyd cofnodion y Pwyllgor Craffu Perfformiad a gynhaliwyd ar 10 Rhagfyr 2015.

#### **Materion yn Codi –**

Tudalen 11 – Eitem 6 y Cynllun Corfforaethol (Chwarter 2 2015/16) – Mewn ymateb i gwestiynau a godwyd gan y Cynghorydd Dewi Owens, cadarnhaodd y swyddogion, er gwaethaf ymdrechion gorau'r cyngor, nad oeddent yn gallu darparu gwybodaeth am ollyngiadau carbon ar hyn o bryd oherwydd problem yn ymwneud â system anfon biliau'r darparwr ynni. Byddai'r mater yn cael ei ddatrys pan fyddai'r cyngor yn newid ei ddarparwr ynni ym mis Ebrill. O ran dangosyddion a bodloni targedau, rhoddwyd sicrwydd y gallai'r cyngor ddangos gostyngiad yn ei allyriadau carbon. Cytunwyd rhoi rhagor o wybodaeth i'r Cynghorydd Owens yn hynny o beth.

**PENDERFYNWYD** derbyn a chymeradwyo cofnodion y cyfarfod a gynhaliwyd ar 10 Rhagfyr 2015 fel gwir gofnod.

### **6 CLUDIANT YSGOLION CYNRADD**

Cyflwynodd y Pennaeth Addysg adroddiad (a ddosbarthwyd yn flaenorol) yn rhoi eglurhad ar y polisi'n ymwneud â Chludiant Ysgolion Cynradd a'i ddefnydd. Gofynnwyd am yr adroddiad gan y Cynghorydd Arwel Roberts yng ngoleuni'r newidiadau diweddar i'r ddarpariaeth cludiant yn ardaloedd Rhuddlan a Diserth ac roedd yn cynnwys cyfeiriad at y sail ddeddfwriaethol i ddarparu cludiant ysgol fel y manylir yn y Mesur Teithio gan Ddysgwyr (Cymru) 2008.

Rhodddwyd gwybod i'r aelodau nad oedd y polisi ar Gludiant Ysgolion Cynradd wedi newid yn ystod adolygiad diweddar Medi 2015. Fodd bynnag, yn dilyn yr adolygiad hwn, sicrhaodd y Gwasanaeth fod y cludiant Cynradd ac Uwchradd i'r 'ysgol addas agosaf' yn cael ei roi ar waith yn gywir. Canlyniad y defnydd cywir o'r polisi oedd y sefyllfa sydd wedi codi yn Rhuddlan. Roedd niferoedd y disgyblion oedd yn mynychu Ysgol Dewi Sant, Y Rhyl o Ddiserth wedi cwmpo yn sgil y disgyblion yn mynychu Ysgol y Llys yn gywir. Felly, ailaseswyd y gwasanaeth o Ddiserth i Dewi Sant gan fod y cerbyd yn llawer gormod o faint ar gyfer y niferoedd oedd yn teithio arno. Roedd y gwasanaeth hwn yn dod trwy Ruddlan lle'r oedd rhai rhieni'n talu consesiwn bach i ddefnyddio'r bws; fodd bynnag, wrth newid maint y cerbyd, ni fyddai teithio am gonsesiwn bellach ar gael ac felly, cynhaliwyd asesiad o lwybrau cerdded diogel i'r ysgol o Ruddlan. Cynhaliwyd asesiad diogelwch newydd o'r llwybr yn ystod mis Rhagfyr 2015. Casglodd yr asesiad, oherwydd y cynnydd yng nghyfaint y traffig sy'n defnyddio'r A547 a achoswyd yn sgil cyflwyno traffig un lôn ar draws y bont yn Rhuddlan ei hun, na allai'r llwybr gael ei ystyried yn llwybr diogel i'r ysgol ar hyn o bryd. Gyda'r bwriad o leihau unrhyw risg i'r dyfodol yn yr ardal hon, roedd gwaith gwella'n cael ei gomisiynu i groesfan y ffordd. Yn dilyn cwblhau'r gwaith hwn, byddai diogelwch y llwybr yn cael ei ailasesu. Tan i'r gwaith gael ei wneud a'r llwybr ei ailasesu, bydd cludiant am ddim o'r cartref i'r ysgol yn cael ei ddarparu i'r disgyblion sy'n cael eu heffeithio o ardal Rhuddlan.

Dyfyynnodd y Cynghorydd Arwel Roberts o Ymchwiliad Pwyllgor Plant, Pobl Ifanc ac Addysg Cynulliad Cenedlaethol Cymru diweddar i'r Cynlluniau Strategol Cymraeg mewn Addysg a gyfeiriodd at bwerau disgresiwn awdurdodau lleol i "ddarparu cludiant am ddim i ysgolion cyfrwng Cymraeg ni waeth beth yw'r meini prawf pellter er mwyn hyrwyddo mynediad i addysg a hyfforddiant trwy gyfrwng y Gymraeg" ac i'w "dyletswydd gyffredinol i hyrwyddo mynediad i addysg trwy gyfrwng y Gymraeg wrth ymarfer eu swyddogaethau dan Fesur Teithio gan Ddysgwyr 2008."

Cododd yr aelodau'r pwyntiau canlynol –

- dylai'r Awdurdod ddefnyddio'i bwerau disgresiwn yn yr ardal hon, oherwydd, er gwaetha'r gwelliannau arfaethedig i'r groesfan wrth Fryn Cwybr, byddai'r llwybr yn parhau i fod yn beryglus yn y fan honno a hefyd ym Mryn Cwnin
- gallai problemau tebyg ddigwydd mewn perthynas â llwybrau ysgolion cynradd eraill
- holwyd a oedd y polisi'n gyson â chanllawiau'r Gymdeithas Frenhinol er Atal Damweiniau
- cwestiynon nhw a oedd y defnydd o'r polisi yn yr achos penodol hwn yn gosod polisi cyn diogelwch y plant
- holwyd a oedd yr holl bolisiâu ym maes addysg yn cyd-fynd â'i gilydd, oherwydd yn yr achos hwn, ymddengys bod y polisi cludiant ysgolion cynradd yn groes i'r Polisi Cymraeg mewn Addysg.

Gan ymateb i gwestiynau'r aelodau, gwnaeth yr Aelod Arweiniol dros Addysg, y Pennaeth Addysg a'r Rheolwr Adnoddau a Chynllunio Addysg -

- bwysleisio nad oedd y polisi cludiant o'r cartref i'r ysgol ar gyfer Ysgolion Cynradd wedi newid, ond roedd yn cael ei roi ar waith yn fwy trwyadl nag a wnaed yn y gorffennol

- rhoi gwybod bod defnydd y Cyngor o'r polisi'n gyson â darpariaethau Mesur Teithio gan Ddysgwyr (Cymru) 2008
- cadarnhau bod y llwybr presennol wedi'i ystyried yn anniegel tan i'r Gwasanaeth Priffyrdd ymgymryd â'r gwelliannau angenrheidiol ac ailasesu diogelwch y llwybr. Hyd nes i'r gwaith a'r asesiad hwnnw ddigwydd, byddai cludiant am ddim yn cael ei ddarparu i'r disgyblion yr effeithir arnynt o ardal Rhuddlan
- pwysleisio nad oedd y Cyngor yn disgwyl i'r disgyblion gerdded ar eu pen eu hunain o'u cartrefi i'r ysgol nac i'r gwrthwyneb. Cyfrifoldeb y rhieni oedd cael disgyblion ysgol gynradd i'r ysgol, pan oeddent yn byw llai na 2 filltir o'r ysgol
- rhoi gwybod bod y wybodaeth am yr asesiad llwybr diogel ar gael petai'r aelodau am ei weld
- cadarnhau bod yr ysgol ar agor i drafod amrywiaeth o atebion i'r broblem h.y. bws cerdded, cynnwys y gymuned ac ati.

Tynnodd yr Aelod Arweiniol dros Addysg sylw'r aelodau at oblygiadau posibl argymhell rhoi disgresiwn ar waith dan yr amgylchiadau penodol hyn, gan y byddai'n gosod cynsail anghynaliadwy ar gyfer y dyfodol.

Yn ystod y drafodaeth ar yr uchod, tynnodd y Rhiant-Lywodraethwr a'r Aelod Cyfetholedig ar gyfer y sector Anghenion Addysgol Arbennig (AAA) sylw at faterion yn ymwneud â darpariaeth cludiant ysgol ar gyfer disgyblion gydag anghenion dysgu ychwanegol yn y sir. Teimlai fod angen mwy o hyfforddiant ar yrwyr a hebryngwyr ysgol ar sut i ddelio gydag anghenion meddygol penodol a oedd yn fwy amlwg mewn disgyblion ADY cynradd ac uwchradd ill dau. Cydnabyddodd y Pennaeth Addysg fod hwn yn faes oedd angen ei adolygu. Rhoddodd wybod ei bod hi eisoes wedi cynnal trafodaethau rhagarweiniol gyda Rheolwr Cludiant Teithwyr y Cyngor yr wythnos flaenorol gyda'r bwriad o adolygu cludiant ysgol i ddisgyblion ADY.

Wrth gloi'r drafodaeth, cynigiodd y Cynghorydd Arwel Roberts y dylai'r Cyngor ddefnyddio'i bwerau disgresiwn mewn perthynas â darparu cludiant o'r cartref i'r ysgol i ddisgyblion Rhuddlan sy'n mynychu Ysgol Dewi Sant yn y Rhyl. Eiliodd y Cynghorydd Dewi Owens y cynnig a chefnogodd y Pwyllgor yr argymhelliad a roddwyd gerbron. Felly -

**PENDERFYNWYD** argymhell bod y Cyngor yn adolygu ei benderfyniad mewn perthynas â darparu cludiant o'r cartref i'r ysgol i ddisgyblion o Ruddlan sy'n mynychu Ysgol Dewi Sant yn y Rhyl ac, yn unol â'i bwerau disgresiwn, yn trefnu teithio gyda chonsesiwn i'r disgyblion hynny nad oes ganddynt yr hawli i gludiant am ddim o'r cartref i'r ysgol.

## 7 CANLYNIADAU ARHOLIADAU CYFNOD ALLWEDDOL 4 AC ÔL 16

Cyflwynwyd adroddiad ar y cyd gan y Rheolwr Addysg ac Uwch Ymgynghorydd Her GwE (Porth Conwy/Sir Ddinbych) (dosbarthwyd yn flaenorol) yn rhoi manylion perfformiad wedi'i wirio canlyniadau arholiadau allanol ysgolion Sir Ddinbych yng Nghyfnod Allweddol 4 ac Ôl-16 gyda dadansoddiad o'r canlyniadau yn erbyn gwybodaeth a pherfformiad wedi'u meincnodi yn erbyn awdurdodau lleol eraill. [Ystyriwyd canlyniadau arholiadau dros dro gan y pwyllgor ym mis Hydref 2015].

Cyflwynodd y Pennaeth Addysg ac Uwch Ymgynghorydd Her GwE yr adroddiad a rhoesant esboniad manwl o'i gynnwys i aelodau. Yn ystod eu cyflwyniad, pwysleision nhw –

- mewn perthynas â Throthwy Lefel 2 (5 TGAU A\*-C), roedden nhw wedi gobeithio y byddai pob ysgol yn chwarteli 1 neu 2, ond yn anffodus roedd 3 ysgol yn y 4edd chwartel oedd yn hynod siomedig
- ystyriodd y gwaith cenedlaethol o gategoreiddio ysgolion, a ddisodlodd y fethodoleg flaenorol o roi ysgolion mewn bandiau, ystadegau presenoldeb yr ysgolion. Roedd hi'n ddymunol adrodd na chwmpodd ysgolion Sir Ddinbych i'r 4ydd categori
- bod gwefan 'Fy Ysgol Leol' Llywodraeth Cymru ar gael o'r dyddiad presennol a oedd yn rhoi cyfoeth o wybodaeth am berfformiad, cefnogaeth ysgol a gwybodaeth gysylltiedig arall i rieni a gwarcheidwaid
- er bod presenoldeb Sir Ddinbych mewn ysgolion uwchradd wedi parhau'n sefydlog yn 2014 ar 93%, a raddiodd yr awdurdod lleol yn yr 21<sup>ain</sup> safle yng Nghymru o gymharu ag awdurdodau addysg leol eraill, roedd yr ardal hon yn gwella. Roedd y ffigurau presenoldeb cyfredol dros 94%
- ar hyn o bryd, roedd bechgyn a merched y sir yn perfformio ychydig yn ia na chyfartaledd Cymru ar gyfer Lefel 2 oedd yn cynnwys Saesneg/Cymraeg neu fathemateg, wrth i'r bwlch mewn perfformiad rhwng bechgyn a merched fod yn unol â chyfartaledd Cymru
- mewn ymgais i osgoi amrywiaeth y llynedd rhwng y perfformiad amcanol a gwir berfformiad yr arholiadau, rhoddwyd nifer o fesurau ar waith yn lleol ac yn rhanbarthol - roedd y rhain yn cynnwys ysgolion unigol yn gosod eu targedau eu hunain, aseswyd a heriwyd y targedau hyn ar hyd y flwyddyn i sicrhau eu bod yn rymus ac yn debygol o gael eu bodloni; roedd strategaeth ranbarthol ar waith ar gyfer 'ysgolion mewn perygl' at y diben o dargedu'r gefnogaeth angenrheidiol i'r ysgolion hynny; ffurfiodd trafodaethau ar dargedau a pherfformiad ran o'r busnes ym mhob cyfarfod Fforwm y Penaethiaid a chafodd ei gynnwys hefyd mewn trafodaethau rheolaidd rhwng cynrychiolwyr Porth GwE a'r Penaethiaid Adrannau; nodwyd ysgolion sampl i gydweithio ar draws y rhanbarth, Cymru ac ymhellach i ffwrdd gydag adolygiad i rannu arfer gorau a byddai cynhadledd ranbarthol yn cael ei chynnal ar 12 Chwefror ar osod targedau, arfer gorau ac ati.
- ynghlwm â'r adroddiad roedd copi o nodau ac amcanion Cynllun Busnes GwE mewn perthynas â'r canlyniadau addysgol i fyfyrwyr Sir Ddinbych – manylodd hyn ar y gwaith oedd yn cael ei wneud ac yn cael ei gyflawni yn Sir Ddinbych i sicrhau gwell perfformiad a chanlyniadau
- y prif amcan cyffredinol ar gyfer 2015/16 oedd gwella perfformiad cynhwysol Lefel 2 o ffigur blwyddyn ddiwethaf o 56.1%, oedd yn siomedig, i 60.8%. Pe cyflawnir hyn, byddai'r swyddogion yn hynod bles. Nododd y wybodaeth gyfredol y byddai hyn yn cael ei gyflawni
- yn ystod blwyddyn academiaidd 2014/15, roedd nifer o ysgolion unigol yn Sir Ddinbych wedi cofrestru cwmp sylweddol mewn perfformiad. Gyda'r bwriad o gefnogi gwelliant yn yr ysgolion hyn, sefydlwyd 'bwrdd adfer' i fonitro'u perfformiad a nodi unrhyw bryderon yn gynnar. Cyflwynwyd rhybudd swyddogol i un ysgol wella.

Rhoddodd yr Aelod Arweiniol dros Addysg wybod i'r Pwyllgor fod Aelodau Bwrdd Gwaith GwE yn siomedig gyda pherfformiad arholiadau 2014/15 ac o ganlyniad, rhoesant gyfarwyddyd i'r swyddogion weithio ar wella cyrhaeddiad. Pwysleisiodd hefyd fod Llywodraeth Cymru'n tueddu i ganolbwyntio'u sylw ar berfformiad cynhwysol Lefel 2 yn hytrach nag ar ddatblygu pob agwedd ar alluoedd y myfyrwyr, sef gweledigaeth yr Athro Donaldson ar gyfer addysg.

Yn ystod y drafodaeth a ddilynodd, cododd yr aelodau ac uwch swyddogion y Cyngor y pwyntiau canlynol –

- yr angen am her effeithiol yng ngoleuni llithriant y llynedd mewn perfformiad
- yr angen am fformiwla ddibynadwy i gyfrifo'r sefyllfa prydau ysgol am ddim, y grant amddifadedd disgyblion, a'u cydberthyniad gyda pherfformiad addysgol cyffredinol
- cynaliadwyedd gwell perfformiad mewn rhai ysgolion heb gefnogaeth a mewnbwn ychwanegol parhaus
- pryderon mewn perthynas â phwysau ychwanegol sy'n cael eu rhoi ar bennaethiaid yn sgil disgwyliadau'r GwE ohonynt i asesu eu cyd-bennaethiaid a herio ysgolion eraill
- diffyg meincnodi ar gyfer ysgolion arbennig i'w cynorthwyo i gymharu eu perfformiad a'u canlyniadau gydag ysgolion arbennig eraill
- y risg sy'n gysylltiedig gan y defnydd o ffigurau canran i gamliwio ffigurau perfformiad cyffredinol
- pryderon nad oedd gwelliant mewn perfformiad ar draws Gogledd Cymru'n cael ei gyflawni mor gyflym â rhanbarthau eraill Cymru
- rôl y cyrff llywodraethu wrth herio a chefnogi gwelliant
- yr angen i fodloni'r targed o 60.8% a osodwyd ar gyfer 2015/16, neu fydd awdurdodau addysg lleol yn hynod siomedig â'r model effeithiolrwydd ysgolion rhanbarthol a'r gwasanaeth gwella, a
- phryderon mewn perthynas â recriwtio penaeithiaid o safon uchel a'u cadw i'r dyfodol.

Mewn ymateb i'r pwyntiau uchod, gwnaeth Rheolwr Gyfarwyddwr GwE, yr Uwch Ymgynghorydd Her a'r Pennaeth Addysg –

- roi gwybod ers i GwE gael ei sefydlu tair blynedd yn ôl roedd canlyniadau arholiadau 2015 wedi gweld yr amrywiaeth fwyaf mewn ffigurau rhwng y canlyniadau targed a a'r gwir ganlyniadau yn Ysgol Gyfun y Rhyl, roedd yr amrywiaeth mewn ysgolion eraill yn rhai bach iawn
- cydnabod bod cynnydd a'r gyfradd wella ar draws y rhanbarth ac yn genedlaethol heb fod cystal ag yr oedd GwE wedi'u disgwyl, felly roedd angen rheoli tynnach ar asesiadau perfformiad i sicrhau bod y targedau disgwylidig yn agosach at y ffigurau canlyniad gwirioneddol. Tra'r oedd yr ysgolion yn rhagweld eu bod yn debygol o berfformio dros y ffigur targed o 60.8% eleni a gytunwyd gan GwE, roedd GwE wedi cytuno'r ffigur o 60.8% gyda nhw er mwyn darparu ar gyfer ffactorau annisgwyl a pherfformiad ysgolion arbennig. Byddai'r gwir ffigurau perfformiad yn dod yn llawer cliriach ar ddechrau mis Mawrth ar ôl cadarnhau canlyniadau ceisiadau cynnar Saesneg a Mathemateg. Eoedd y canlyniadau Mathemateg eisoes ar gael ac yn ffafriol



- cadarnhau bod gan gyrff llywodraethu yr ysgolion ran hanfodol i'w chwarae wrth wella ysgolion ar draws y bwrdd
- er yr ymddengys bod cyflawni targed o 60.8% yn 2015/16 yn arwydd o welliant sylweddol ar ganlyniadau 2014/15, teimlai'r swyddogion bod modd ei gyflawni oherwydd bu canlyniadau llynedd yn hynod siomedig. Er mwyn cyflawni'r targed a osodwyd, roedd angen i'r gwasanaeth sicrhau bod y strategaethau ymyrryd yn gweddu i anghenion y disgyblion unigol
- rhoi sicrwydd bod y penodiadau penaethiaid diweddar yn Sir Ddinbych wedi bod yn ymgeiswyr cryf iawn. Roedden nhw'n hyderus hefyd y byddai ganddynt gronfa ddigonol o ymgeiswyr yn gwneud cais am y ddwy swydd pennaeth ysgol uwchradd wag sy'n cael eu hysbysebu ar hyn o bryd, ond cydnabuwyd bod heriau cenedlaethol mewn perthynas â nifer y darpar ymgeiswyr penaethiaid. Mewn cyfarfod Bwrdd Gwaith diweddar, trafododd GwE yr angen i gael digon o unigolion gyda chymwysterau addas ym mhob maes addysg i gyflawni'r canlyniadau gorau posibl, yn ogystal ag argaeledd cyfleoedd am welliant parhaus a datblygiad personol i bobl yn y proffesiwn i sicrhau ei gynaliadwyedd tymor hir.

Wrth gloi'r drafodaeth –

**PENDERFYNODD** yr aelodau wneud y canlynol yn amodol ar yr arsylwadau uchod -

- (a) derbyn y wybodaeth am berfformiad ysgolion yn erbyn perfformiad blaenorol a'r meincnodau allanol oedd ar gael ar hyn o bryd, a
- (b) phwysleisio'r angen am her reolaidd a pharhaus o'r asesiadau a monitro'r targedau i sicrhau y byddai perfformiad gwirioneddol yn cael ei fodloni ac o bosibl yn rhagori ar y targed a osodwyd.

Torrodd y pwyllgor yn y fan hon (10.45 a.m.) am egwyl â lluniaeth.

## 8 LLYWODRAETHWYR YSGOLION A CHYRFF LLYWODRAETHU YSGOLION

Cyflwynodd y Pennaeth Addysg adroddiad (a ddisbarthwyd yn flaenorol) yn rhoi manylion rôl a chyfrifoldebau'r llywodraethwyr ysgol a chyrrff llywodraethu'r ysgolion, gan gynnwys y gefnogaeth a'r hyfforddiant sydd ar gael iddynt gan yr awdurdod lleol, GwE a sefydliadau eraill. Esboniodd fod elfen o gyfrifoldeb ar gyfer dyletswyddau'r llywodraethwyr ysgol yn sefyll gyda'r awdurdodau addysg lleol, a chyfrifoldeb GwE oedd yr elfennau eraill. Rhoddwyd gwybod i'r aelodau –

- bod yna bryderon mewn perthynas ag ymgysylltiad rhai llywodraethwyr unigol yn y rhaglen hyfforddiant a defnwyd gan yr Awdurdod. Ymddengys nad oedd rhai llywodraethwyr yn ymwybodol na allent ddiwallu'u rolau'n llawn os nad oeddent yn cymryd rhan yn y cyrsiau hyfforddiant gorfodol
- darparwyd amryw ddulliau hyfforddiant ar gyfer llywodraethwyr e.e. pecynnau hyfforddiant wyneb yn wyneb ac ar-lein
- bu gan Sir Ddinbych Gymdeithas Cadeiryddion Llywodraethwyr. Mynychodd y Pennaeth Addysg gyfarfodydd y Fforwm i drafod gydag aelodau faterion cyfredol cysylltiedig ag addysg. Er gwaetha'r ffaith y cafodd y gwahoddiad i

fynychu cyfarfodydd Fforwm eu hymestyn i bob llywodraethwr ysgol, ni chafwyd nifer dda iawn yn y Fforwm.

Gan ymateb i gwestiynau'r aelodau, rhoddodd yr Aelod Arweiniol dros Addysg, y Pennaeth Addysg a'r Rheolwr Adnoddau a Chynllunio Addysg bod –

- presenoldeb mewn cyfarfodydd llywodraethwyr ysgol yn broblem mewn rhai ysgolion fel ag yr oedd diffyg cyflwyno ymddiheuriadau
- roedd lleoedd gwag ar rai cyrff llywodraethu. Gyda'r bwriad o oresgyn rhai o'r problemau a achoswyd gan leoedd gwag a maint bach rhai cyrff llywodraethu ysgolion, hysbysebodd y sir am gronfa o lywodraethwyr ac ymdrechodd i'w gosod mewn ysgolion
- cofnodion presenoldeb wedi'u cadw ar gyfer pob sesiwn hyfforddiant ac roedd y rhain yn cael eu harchwilio gyda chofnodion y sir ar lywodraethwyr ysgolion i sicrhau bod pob un ohonynt wedi mynychu eu digwyddiadau hyfforddiant gorfodol. Yn ogystal, cysylltwyd â chyrff llywodraethu gyda chais eu bod yn gwneud archwiliad sgiliau, wedyn gallai canlyniadau'r archwiliad hwn gael ei ddefnyddio gan y Cyrff Llywodraethu i sicrhau eu bod yn gweithredu'n effeithiol
- mewn cyfarfod Cadeiryddion Llywodraethwyr diweddar, trafodwyd y posibilrwydd o gyfethol ymgynghorwyr nad oeddent yn pleidleisio ar gyrrff llywodraethu ysgolion
- roedd gan gyrrff llywodraethu ysgolion ystod eang o gyfrifoldebau'n amrywio o gynnal a chadw adeiladau, iechyd a diogelwch, diogelu a chyllidebu. Monitrodd Grŵp Monitro Safonau Ysgolion y Cyngor yn agos gyfrifoldebau'r cyrrff llywodraethu mewn perthynas â'r rhain. Gwahoddwyd cadeiryddion cyrrff llywodraethu ysgolion i fynychu cyfarfodydd y Grŵp pan oeddent yn monitro'u hysgol benodol. Yn ogystal, astudiodd gyfarfod rheolaidd yr awdurdod addysg lleol gyda GwE yr un meysydd
- o'r Pasg 2016 ymlaen, byddai llywodraethwyr Cymru'n disodli'r Cynllun Gwobr Efydd blaenorol gyda gwobr debyg arall
- rhoddwyd gwybod i'r Cyngor os oedd cleric i gorff llywodraethu ysgol yn absennol o gyfarfod am unrhyw reswm
- gwiriodd a heriodd yr awdurdod addysg lleol aelodaeth cyrrff llywodraethu i sicrhau eu bod yn dryloyw ac yn deg
- cafwyd canllawiau cyhoeddedig i gynorthwyo llywodraethwyr mewn perthynas â'u gwaith ar gyrrff llywodraethu ysgolion ac i ddeall y fframwaith moesegol yr oedd disgwyl iddynt lynu wrthynt
- rhoddwyd gwybod i'r awdurdod addysg lleol yn awtomatig petai llywodraethwr ysgol neu glerc yn ymddiswyddo er mwyn iddynt gychwyn proses recriwtio/penodi
- roedd gan yr awdurdod lleol bwerau ymyrryd hefyd i gymryd dros y gwaith o redeg ysgol os ystyrid bod y corff llywodraethu yn methu.

Rhoddodd yr Aelod Arweiniol dros Addysg wybod ei fod o'r farn y dylai'r holl gynghorwyr sir fod yn aelodau o un corff llywodraethu ysgol o leiaf, yn ei farn ef, dylai hyn fod yn ofyniad gorfodol ar gyfer cynghorydd sir oherwydd byddai'n sicrhau bod ganddynt well dealltwriaeth o faterion cysylltiedig ag addysg ar lefel bersonol a chorfforaethol.

Canmolodd yr aelodau'r gefnogaeth a roddwyd gan y Cyngor i lywodraethwyr ysgol. Serch hynny, teimlwyd y dylai GwE gymryd rhan yn fwy gyda chyrff llywodraethu a'u gwaith. Fodd bynnag, teimlwyd y byddai'r gymhareb aelodau staff ar gyrff llywodraethu i rai'r cynrychiolwyr eraill yn elwa ar gael eu hastudio, yn enwedig mewn ysgolion gwledig bach, oherwydd y gallai gael effaith andwyol ar rediad yr ysgol.

Mewn ymateb i gais gan aelodau, aeth y swyddogion ati i ddarparu rhestrau i'r pwyllgor yn rhoi manylion nifer y cynghorwyr sir sy'n gwasanaethu ar gyrff llywodraethu ysgolion ac ar gyfer lleoedd gwag ar gyrff llywodraethu ysgolion.

Cytunodd y Cydlynnydd Craffu i ofyn i'r Pennaeth Gwasanaethau Cyfreithiol/Swyddog Monitro ar oblygiadau ad-drefnu arfaethedig y llywodraeth leol ar benodi llywodraethwyr AALI rhwng nawr a'r dyddiad urddo'r awdurdodau newydd, a allai ddigwydd ym mis Ebrill 2020.

Yn dilyn ystyriaeth o'r wybodaeth –

**PENDERFYNODD** y pwyllgor, yn amodol ar yr arsylwadau uchod, derbyn a chymeradwyo'r gefnogaeth a'r hyfforddiant a ddarperir i Lywodraethwyr i'w cynorthwyo i gefnogi a herio ysgolion.

## 9 EICH LLAIS – ADRODDIAD CHWARTER 2 2015/16

Cyflwynwyd adroddiad gan y Prif Reolwr - Cymorth Busnes (a ddosbarthwyd yn flaenorol) yn darparu trosolwg o'r canmoliaethau, awgrymiadau a chwynion a ddaeth i law dan bolisi adborth cwsmeriaid y Cyngor 'Eich Llais' yn ystod Chwarter 2 2015/16.

Cyflwynodd yr Aelod Arweiniol dros Gwsmeriaid a Llyfrgelloedd yr adroddiad a rhoddodd y Prif Reolwr - Cymorth Busnes fanylion ar ei gynnwys, gyda phwyslais penodol ar y graffau tuedd dadansoddi 4 blynedd. Yn ystod ei gyflwyniad, esboniodd -

- fod y gwasanaeth wrthi'n gweithio ar ddiwygiadau i system Rheolwr Perthynas â Chwsmeriaid a fyddai'n hwyluso'r gwaith o lunio adroddiadau a data ystyrion
- bod y staff cwynion wedi bod yn gweithio'n agos gyda gwasanaethau dros y misoedd diwethaf gyda'r bwriad o sefydlu'r ffeithiau y tu ôl i'r ffigurau, yn enwedig mewn perthynas â'r rhesymau am golli'r targedau gosod
- byddai nifer o gwynion drwy'r amser a fyddai'n colli'r dyddiadau targed gosod ar gyfer delio â chwynion. Fel arfer, byddai'r rhain yn gwynion cymhleth, weithiau'n amlwynebog, a fyddai oherwydd eu hunion natur yn gofyn am broses penderfyniadau manwl
- amrywiodd perfformiad mewn perthynas â Chwynion Cam 2 yn fwy yn ystod y flwyddyn bresennol na'r blynyddoedd blaenorol
- daeth 12 cwyn i law gan un unigolyn. Roedd y math hwn o gŵyn a chwynion yn erbyn uwch swyddogion yn ddrud iawn i'w hymchwilio oherwydd hynafedd y swyddog yr oedd ei angen i'w hymchwilio a'r cyfnod amser y byddai'n rhaid i'r swyddog hwnnw ymroi i'r broses.

Gan ymateb i gwestiynau'r aelodau, cyngorodd y swyddogion ar y canlynol –

- cydnabuwyd pob cwyn o'u derbyn, gan roi manylion yr amserlen ddisgwyliedig i ymateb i'r gŵyn
- roedd data ar gael ar sail Cymru gyfan sy'n cymharu perfformiad awdurdodau lleol wrth ddelio â chwynion
- cynigiwyd hyfforddiant i swyddogion ym mhob adran mewn perthynas â delio â chwynion a'r weithdrefn i'w dilyn
- weithiau gallai cwynion o natur weithredol gymryd mwy o amser i'w datrys yn sgil yr angen i ymweld â safleoedd penodol ac ati
- mewn perthynas â chwynion trallodus, gallai'r Cyngor ddefnyddio'i bolisi ar gyfer delio ag ymddygiad annerbyniol gan gwsmeriaid, gallai'r swyddogion hefyd gysylltu â Swyddfa Ombwdsmon Gwasanaethau Cyhoeddus Cymru am gymorth gyda chwynion o'r fath
- er bod mwyafrif y gwasanaethau wedi bod yn destun toriadau yn ystod y blynyddoedd diwethaf, roedd nifer y cwynion a ddaeth i law ar duedd am i lawr yn gyffredinol. Fodd bynnag, gallai effeithiau toriadau effeithlonrwydd gyiniwair eu hunain mewn ffordd wahanol h.y. gostyngiad mewn perfformiad gwasanaethau
- bydden nhw'n archwilio a gafodd yr holl ganmoliaethau a ddaeth i law gan y Penaethiaid Gwasanaeth, boed y rheiny'n uniongyrchol gan y cyhoedd neu drwy gynghorwyr, eu cofnodi ar y system
- cadarnhau bod y dyddiadau targed ar gyfer delio â chwynion wedi'u gosod gan y Cyngor fel rhan o'i waith wrth lunio'r Cynllun Corfforaethol.
- roedd hi'n llawer gwell gosod targedau uchel ac uchelgeisiol yn hytrach na rhai isel a fyddai'n hawdd eu bodloni
- bydden nhw'n gofyn i'r Uwch Dîm Arweinyddiaeth drafod y potensial i ostwng y trothwy ar gyfer cofrestru cwyn fel un 'trallodus' er y gallai hynny godi'r risg o fod yn groes i safbwyntiau'r Ombwdsmon
- byddai cwynion a ddaeth i law gan y Cyngor am bartner neu sefydliadau'n cael eu hailgyfeirio i'r sefydliad dan sylw. Serch hynny, rhoddodd y Prif Weithredwr wybod i'r aelodau y byddai am wybod am gwynion am sefydliadau partner oedd yn cyflwyno gwasanaethau ar ran y cyngor, megis GwE, Civica ac ati.
- er bod cymhlethdodau penodol ynghlwm â delio â chwynion iechyd a gofal cymdeithasol integredig, h.y. wrth ymateb, roedd dulliau i ddelio â'r mathau hyn o gŵynion h.y. mewn ymateb, roedd angen i'r ddau barti ystyried sut roedd yr achwynydd yn teimlo am y mater.

Roedd gan yr aelodau bryderon am wasanaeth ymholiadau cynghorydd EMMA a chyfeillgarwch y system newydd hwn i ddefnyddwyr. Cytunodd y swyddogion godi'r pryder hwn gyda'r swyddog perthnasol.

Ar ôl ystyried y wybodaeth –

**PENDERFYNODD** yr aelodau yn amodol ar yr arsylwadau uchod a datblygu'r camau a nodwyd, i gael y wybodaeth am berfformiad y Cyngor wrth ddelio â chwynion yn ystod Chwarter 2 2015/16 yn unol â pholisi adborth cwsmeriaid 'Eich Llais'.

## 10 RHAGLEN WAITH ARCHWILIO

Cyflwynodd y Cydlynnydd Craffu adroddiad (a ddosbarthwyd yn flaenorol) yn gofyn am adolygiad yr aelodau o raglen waith y pwyllgor a darparu diweddariad ar faterion perthnasol.

Ymhelaethodd y Cydlynnydd Craffu ar eitemau sydd ar ddod i'w hystyried yng nghyfarfodydd y dyfodol ac ymatebodd i gwestiynau'r aelodau wedi hynny. Adroddodd ar y trefniadau craffu arfaethedig ar gyfer GwE a'r adroddiadau cysylltiedig i'w hymgorffori yn y rhaglen waith ynghyd â chynnwys aelodau cyfetholedig yn hynny o beth. Nododd y pwyllgor hefyd fod y Grŵp Cadeiryddion ac Is-gadeiryddion Craffu wedi rhoi cyfarwyddyd i'r pwyllgor graffu cynlluniau BT i ymestyn band eang ar draws y sir yn dilyn cais gan y Prif Weithredwr sydd wedi'i threfnu ar gyfer mis Ebrill. Yn olaf, gofynnwyd am fynegiannau o ddiddordeb i gael cynrychiolydd pwyllgor i ddisodli'r Cynghorydd Colin Hughes ar y Grŵp Cydraddoldebau Corfforaethol.

### ***PENDERFYNWYD—***

- (a) *cymeradwyo'r blaenraglen waith fel y manylir yn Atodiad 1 i'r adroddiad a bod yr Aelodau Arweiniol perthnasol yn cael eu gwahodd i fynychu ar gyfer eu heitemau penodol hwy yn y cyfarfod nesaf ym mis Mawrth, a*
- (b) *phenodi'r Cynghorwyr Arwel Roberts a Colin Hughes yn gynrychiolwyr ac yn ddirprwy gynrychiolwyr Pwyllgor ar y Grŵp Cydraddoldebau Corfforaethol.*

## 11 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR

Adroddodd cynrychiolwyr y pwyllgor ar eu presenoldeb mewn cyfarfodydd fel a ganlyn –

Rhoddodd y Cynghorydd Richard Davies wybod am newidiadau i'r Gwasanaeth Cefnogi Cwsmeriaid ac Addysg o ganlyniad i'r ad-drefnu gweithredol diweddar a'r trefniadau dilynol ar gyfer cyfarfod y Grŵp Her Perfformiad Gwasanaeth newydd.

Cyfeiriodd y Cynghorydd Gareth Sandilands at gyfarfod diwethaf y Grŵp Buddsoddi Strategol ac yn ystod hwnnw, cytunwyd eu hargymhellion ar gyfer prosiectau cyfalaf i'w cyflwyno i'r Cabinet.

Adroddodd y Cynghorydd Arwel Roberts ar y Grŵp Monitro Safonau Ysgolion diwethaf oedd yn cynnwys Ysgol Bryn Hyfryd ac Ysgol Emmanuel a fu'n ddiddorol ac yn llawn gwybodaeth.

Crynhodd y Cynghorydd Meirick Davies y prif bwyntiau trafod a gododd yn y cyfarfod Her Perfformiad Cyfreithiol, Adnoddau Dynol a Gwasanaethau Democrataidd diwethaf.

***PENDERFYNWYD*** *nodir adroddiadau geiriol gan aelodau a fynychodd y cyfarfodydd.*

Daeth y cyfarfod i ben am 1.10 p.m

Mae tudalen hwn yn fwriadol wag

<b>Adroddiad i'r:</b>	<b>Pwyllgor Archwilio Perfformiad</b>
<b>Dyddiad y Cyfarfod:</b>	<b>17 Mawrth 2016</b>
<b>Aelod/Swyddog Arweiniol:</b>	<b>Aelod Arweiniol Cyllid, Cynllun Corfforaethol a Pherfformiad/ Pennaeth Gwella Busnes a Moderneiddio/ Rheolwr y Tîm Cynllunio Strategol</b>
<b>Awdur yr Adroddiad:</b>	<b>Swyddog Cynllunio Strategol a Pherfformiad</b>
<b>Teitl:</b>	<b>Adroddiad Perfformiad y Cynllun Corfforaethol Chwarter 3 – 2015/16</b>

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

- 1.1 Mae'r papur hwn yn cyflwyno diweddariad ar ddarpariaeth Cynllun Corfforaethol 2012-17 ar ddiwedd chwarter 3 2015/16.
- 1.2 Mae Atodiad 1 yn darparu'r Crynodebau Gweithredol ar gyfer chwarter 3, sy'n cynnwys cyflawniadau yn chwarter 3.
- 1.3 Mae Atodiad 2 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 3, 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'r Crynodeb Gweithredol (Atodiad 1) yn cynnwys dadansoddiad o eithriadau allweddol, lle awgrymir y rhoddir sylw.
- 4.2 Mae Adroddiad Perfformiad Chwarter 3, 2015-16 (Atodiad 2) yn edrych ar Gynllun Corfforaethol 2012-17 ac mae'n rhoi asesiad yn seiliedig ar dystiolaeth am y sefyllfa bresennol.
- 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.
- 4.4 Mae ymatebion dangosyddion Arolwg Preswylwyr 2015 sy'n llywio canlyniadau'r Cynllun Corfforaethol wedi cael eu cynnwys. Mae adroddiad yn cael ei lunio ar y canlyniadau llawn.
- 4.5 Mae Bwrdd Gwella Cynllun Corfforaethol wedi cael ei sefydlu i oruchwylio cwblhau'r ymrwymadau a wnaed yn y Cynllun Corfforaethol yn ystod y 18 mis diwethaf o'r weinyddiaeth.

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

- 5.1 Mae'r adroddiad hwn am ein cynnydd wrth ddarparu'r Cynllun Corfforaethol. Dylai unrhyw benderfyniad a wneir gyfrannu at ddarpariaeth lwyddiannus o'r Blaenoriaethau Corfforaethol.

#### **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 yn ychwanegol y mae'r cyngor yn bwriadu ei fuddsoddi ym mhob blaenoriaeth gorfforaethol yn ystod y 5 mlynedd nesaf. Ar wahân i'r buddsoddiad ychwanegol hwnnw, cymerir yn ganiataol y gellir cyflawni'r cynllun corfforaethol o fewn y 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 i gymryd unrhyw gamau cywirol yr ystyriant yn 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 gadarn 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 posibl o risg 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 rôl y swyddogaeth archwilio o ran monitro a rheoli perfformiad.

### **Swyddog Cyswllt:**

Swyddog Cynllunio Strategol

Ffôn: 01824 708076

Mae tudalen hwn yn fwriadol wag



# Appendix 1 – Summary Corporate Performance Report

**QUARTER 3, 2015-16**

This document provides a SUMMARY of performance against the council's corporate priorities at the end of quarter 3, 2015-16

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## INTRODUCTION & SUMMARY

This performance report looks at the Corporate Plan 2012-17. It provides an evidence-based assessment of the current position. 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 the end of Quarter 3 (December 31<sup>st</sup> 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

<a href="#">Outcome 1</a>	Infrastructure for growth	ACCEPTABLE
<a href="#">Outcome 2</a>	Supported and connected businesses	ACCEPTABLE
<a href="#">Outcome 3</a>	Opportunities for growth	ACCEPTABLE
<a href="#">Outcome 4</a>	High quality skilled workforce	GOOD
<a href="#">Outcome 5</a>	Vibrant towns and communities	ACCEPTABLE
<a href="#">Outcome 6</a>	Well-promoted Denbighshire	EXCELLENT

#### IMPROVING PERFORMANCE IN EDUCATION & THE QUALITY OF OUR SCHOOL BUILDINGS

<a href="#">Outcome 7</a>	Students achieve their potential	ACCEPTABLE
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#### IMPROVING OUR ROADS

<a href="#">Outcome 8</a>	Improving our roads	ACCEPTABLE
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#### VULNERABLE PEOPLE ARE PROTECTED & ABLE TO LIVE AS INDEPENDENTLY AS POSSIBLE

<a href="#">Outcome 9</a>	Independent vulnerable people	GOOD
<a href="#">Outcome 10</a>	Vulnerable people are protected	GOOD

#### CLEAN & TIDY STREETS

<a href="#">Outcome 11</a>	Clean and tidy streets	GOOD
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#### ENSURING ACCESS TO GOOD QUALITY HOUSING

<a href="#">Outcome 12</a>	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

1. [The percentage of the population who cannot live independently](#) (aged 18 or over). We are working to reduce the number of new admissions to residential care homes through the use of both modern and traditional care packages in the home and by 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 and the time delays in developing new Extra Care Schemes. We had an ambitious plan to reduce the number of people needing to be supported by the council in residential care by 200, from 815 to 615, during the period of the current Corporate Plan. The figure at the end of quarter 3 stood at 645, so it is clear that much progress has been made with respect to this ambition.
2. [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'. A large proportion of the quarter 3 "additional dwellings" were the 83 units granted consent at the HM Stanley site in St. Asaph. No affordable units were secured as part of this permission due to viability of the development which related to the abnormal costs of restoring the Listed Buildings on the site.
3. Key activities that support the Corporate Plan's [Housing Outcome](#) have been reviewed and will reported from quarter 4 onwards. However, the Corporate Housing Strategy and associated detailed Action Plan was agreed at Full Council in December 2015.
4. The [number of calendar days taken to let empty properties \(council stock only\)](#) - general needs and housing for older people for quarter 3 increased to 61.2 calendar days. This increase, however, reflects the service's commitment to ensuring that properties are let in a fit state and of better quality to avoid repeat visits. The focus being on ensuring tenant's needs are met when allocating empty properties and that time is taken to ensure that the right properties are allocated to the right tenants. An improvement plan is in place and it is anticipated that there will be a decrease in re-let times, not only as properties are let more efficiently and effectively in the future but also as tenancies will be more sustainable in the longer term as a result of this focus.

5. [Validated performance data for 2014-15 academic year](#) has shown a decline in some key attainment indicators. In particular, this means that the percentage of pupils achieving the level 2 threshold (including Welsh/English and maths) and core subject indicator at Key Stage 4 are again considered to be a priority for improvement.
6. [The total rate per 1,000 pupils of fixed-term exclusions](#) from local authority maintained schools replaces previous measures around the number of exclusions, and the number of days lost, which are no longer published by Welsh Government. Looking at the data for 2013/14 academic year, there were 563 fixed-term exclusions lasting 5 days or less, and 17 lasting over 5 days. This is a 14% increase on 2012/13. Data for 2014/15 academic year is not validated until April / May."
7. Corporate [sickness absence](#) levels continue to be a priority for improvement at 6.04 days. The targets for the reduction in sickness absence are challenging and overall the levels are reducing. It should be noted that the Council has lower sickness absence levels overall than most other local authorities in Wales, despite failing to meet its own lower, more ambitious target at this time.
8. We remain unable to provide information for [carbon emissions](#) at present. All the Welsh authorities have been effected, some more than others, by the inability of British Gas to provide accurate electricity bills. The data unit Wales is aware of the issues with British Gas. Corrected bills are now coming through and we should be able to report last year's consumption next month. Welsh authorities will be changing suppliers from April 1st.
9. [ICT106i, The percentage of staff \(home based\)](#) who have been equipped for agile working. There has been a slight delay in progress in Q3 but the project is now back on track.
10. In quarter 3, only 89% of all [external stage 1 complaints](#) received by the council were responded to within corporate timescales. There was one complaint in Education, it was a complex matter involving several officers and exceeded timescale. Three complaints in Highways and Environmental Services exceeded timescale, this brought their overall performance down to 91%. Planning and Public Protection's performance has dropped to 79% in Q3 (23 out of 29 complaints responded within timescale). This is being addressed by the service and we would hope to see an improvement in Q4. Performance against this indicator is automatically reported to and monitored by Scrutiny every quarter.
11. The [percentage of staff receiving a performance appraisal](#) has increased to 90% as at the end of quarter 3. There have been changes made to information in relation to appraisals being captured on the system which should help ensure that the completion rates continue to improve. Heads of service are now receiving monthly updates on their figures. The Senior Leadership Team (SLT) are committed to ensuring accurate data capture and that 100% is achieved.

### ACHIEVEMENTS IN QUARTER 3

12. There was a significant improvement in the percentage of damaged roads and pavements made safe within target time to 96.2%. During quarter 3 there were 104 defects logged, 100 of which were completed within target time. Of the four not completed within target time, one was unavoidable due to events beyond DCC control.
13. The former Grange Hotel in Rhyl is one of the 'top 20' eye sore sites in Denbighshire. As a result of actions by Officers working with the owner the buildings have now been demolished and the site has been cleared and left tidy. Officers will continue to monitor the condition of the site and press the owner to progress the proposed development.
14. The Corporate Housing Strategy and detailed Action Plan was agreed by Full Council in December 2015. The Council now has an adopted Housing Strategy, with 5 Outcome Themes and a detailed robust Action Plan, identifying responsible Head of Service and Lead Members. Regular updates on progress with the actions will be provided to Lead Members and Scrutiny as appropriate.
15. The Denbighshire Excellence Awards 2015 event was held in quarter 3 to recognise the efforts of employees who have made a difference to our Council and to Denbighshire residents.
16. Rhyl's new One Stop Shop - the Council has completed its transformation of the Rhyl Library building at Church Street and has now opened the town's brand new One Stop Shop.
17. Developed the leisure offer along the coast with the launch of the NOVA centre, Prestatyn, to provide first class leisure facilities that will encourage more people to get involved in activities, providing high quality settings for the benefit of the local community and visitors.





# Appendix 2 – Corporate Performance Report

**QUARTER 3, 2015-16**

This document provides and update on performance against the council's corporate priorities at the end of quarter 3, 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 activity reporting is documented in the project management methodology, summarised above (Action Status).

## APPENDIX 2 -QUARTER 3 PERFORMANCE REPORT

This performance report looks at the Corporate Plan 2012-17. 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.

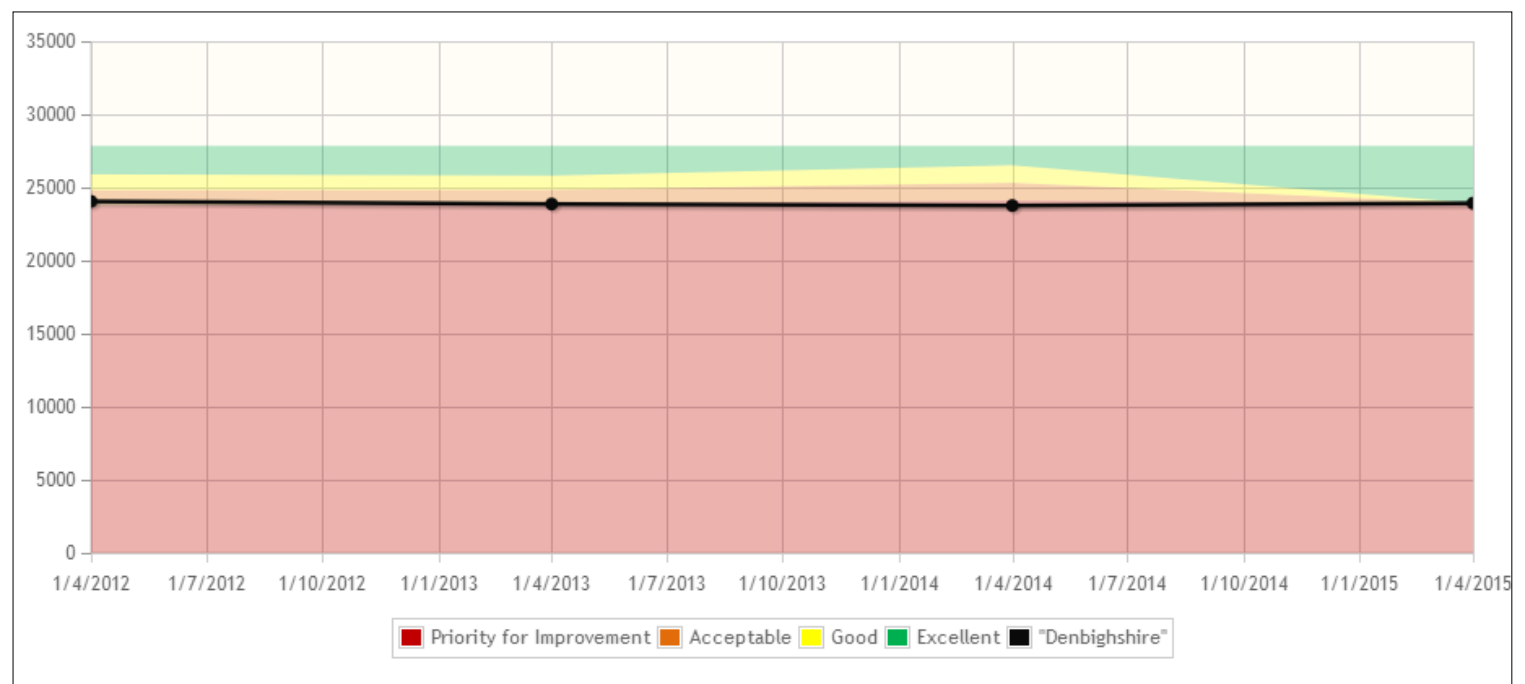
**Please Note:** This report has been generated from the Verto Performance Management System

### PRIORITY - DEVELOPING THE LOCAL ECONOMY

#### ECONOMY HEADLINE INDICATORS

<b>Description</b>	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.
<b>Outcome Summary</b>	The overall status for these indicators is Orange: Acceptable.

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



### Latest Data Comment

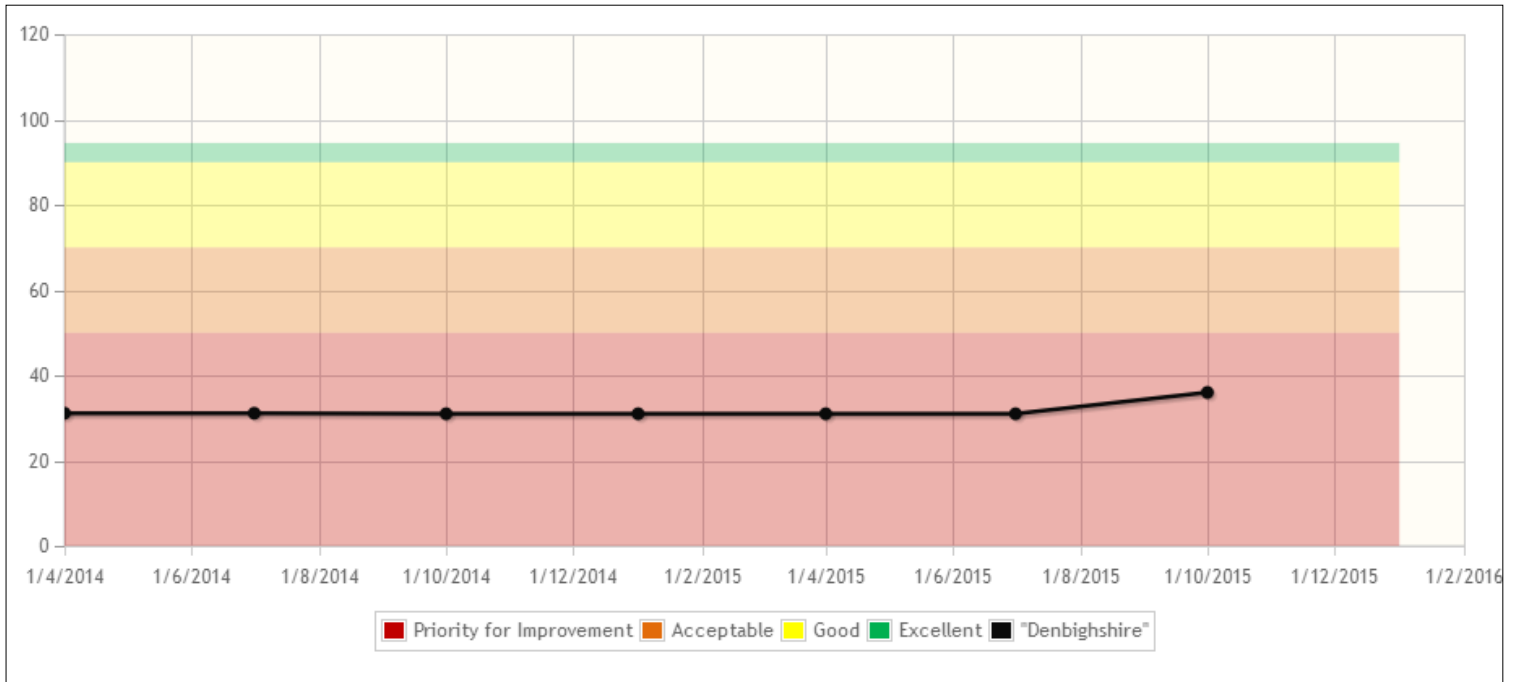
Quarter 3	Incomes remain below their pre-recession high point. This may be due to the continuing lack of increase in wages and reduction in benefits.
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ECAheadline3	The count of births of new enterprises
ECAheadline4	1 year survival rate of new enterprises (%)
ECAheadline5	3 year survival rate of new enterprises (%)
ECAheadline6	Turnover of Denbighshire based businesses (£m)

## OUTCOME 1 - INFRASTRUCTURE FOR GROWTH

<b>Status</b>	<b>ACCEPTABLE</b>
<b>Outcome Summary</b>	<p>The overall status for these indicators is Orange: Acceptable.</p> <p>Three indicators have a Red, Priority for Improvement Status. Please see below for details</p> <p>The Priority Strategic Employment Sites project has had a new project manager, who has removed the indicator ECA 1.1i . This is because the work involved to secure planning consent for a site includes the work to remove barriers -hence this indicator did not add value.</p>

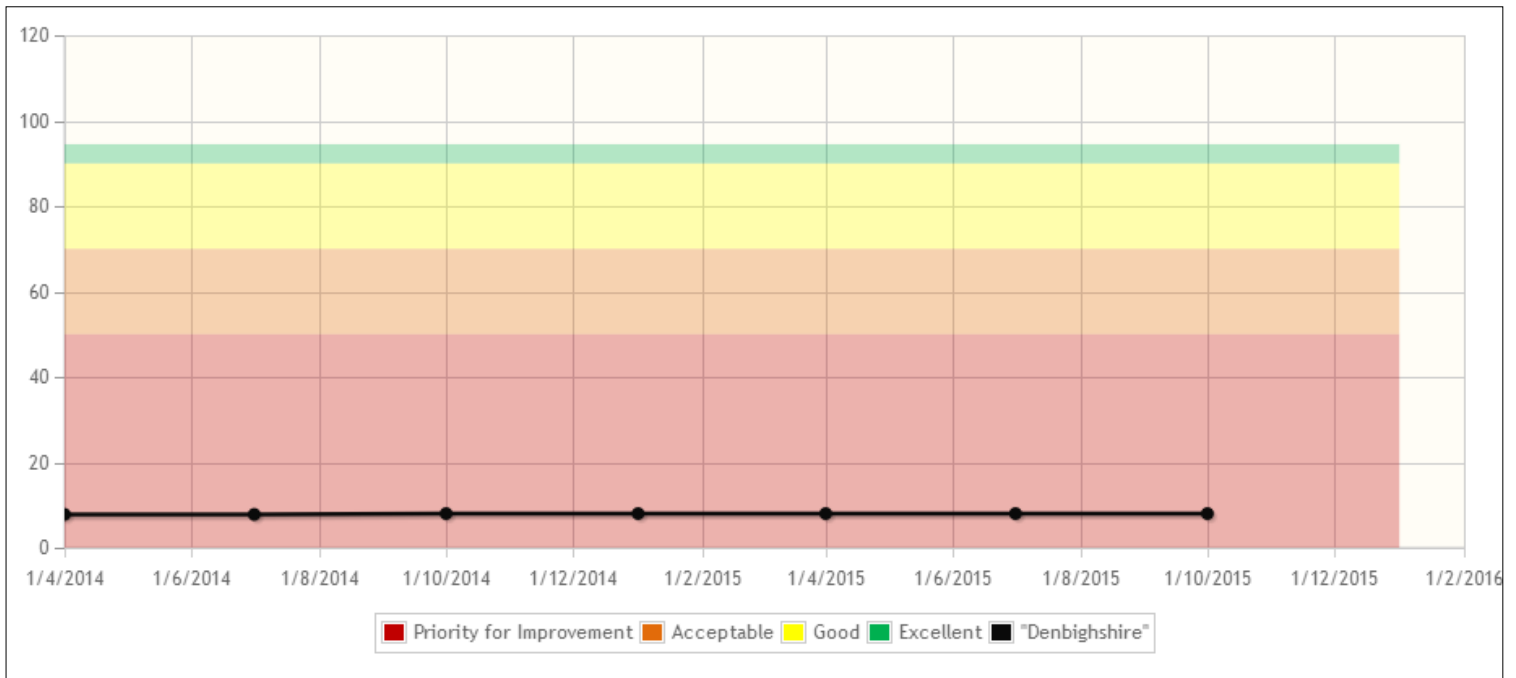
Indicators	
BusSurv1.9	The percentage of businesses selling or sourcing goods or services online
OFCOMsuperfast - Annual	Denbighshire's OFCOM five-point ranking for superfast broadband availability
OFCOMtakeup Annual	Denbighshire's OFCOM five-point ranking for broadband take-up
ECA1.1i	The percentage 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 available land on PSES



**Latest Data Comment**

Quarter 3 Planning applications submitted on Station Yard, Denbigh, Property Alliance retail on Rhuddlan Triangle.

**ECA1.3i** The percentage of available land on Priority Strategic Employment Sites developed, as a percentage of all available land on PSES's



**Latest Data Comment**

Quarter 3 No change in developed status since Q1 2015

Activities				
	ECA 1.2a	Digital Denbighshire	15/07/13	31/10/15
	ECA 1.3b	Strategic Employment Sites	06/05/14	31/03/17

## OUTCOME 2 - SUPPORTED AND CONNECTED BUSINESSES

<b>Status</b>	<b>ACCEPTABLE</b>
<b>Outcome Summary</b>	<p>The overall status for this Outcome is Orange: Acceptable.</p> <p>This outcome is supported by annual indicators and therefore there has been no update during quarter 3.</p>

Indicators	
FAA406m	Local procurement spend as a % of total procurement spend
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

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 2.1bus 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

<b>Status</b>	<b>ACCEPTABLE</b>
<b>Outcome Summary</b>	<p>The overall status for this Outcome is Orange: Acceptable.</p> <p>Work to identify growth Sectors is now underway, but the project is a very long term one. In order to ensure that we can assess our progress over the short-medium term, some interim measures are being developed. Reporting will be possible from Q1 2016-17</p>

**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**

<b>Status</b>	<b>GOOD</b>
<b>Outcome Summary</b>	<p>The overall status for this Outcome is Yellow: Good.</p> <p>Two indicators – achievement in STEM subjects has been adopted as a priority by the North Wales Economic Ambition Board, as it is being managed by that board the STEM indicators are recommended for withdrawal from this outcome.</p>

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

## OUTCOME 5 - VIBRANT TOWNS AND COMMUNITIES

<b>Status</b>	<b>ACCEPTABLE</b>
<b>Outcome Summary</b>	<p>The overall status for this Outcome is Orange: Acceptable</p> <p>None of this data is updated on a basis more frequently than annual - WiMD data is only updated once every three years, and was last updated in 2014. Therefore there is no change in the indicators' status. ECA5.3i and ECA5.5i there is no new data is available at this time.</p> <p>The two RSQ indicators from the Residents' Survey 2015 status remains the same as the previous survey results.</p>

<b>Indicators</b>	
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

<b>Activities</b>			
ECA 5.1	Town Centre Growth & Diversification Plan	05/05/15	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

<b>Status</b>	<b>EXCELLENT</b>
<b>Outcome Summary</b>	The projects are both currently at an Excellent status.

Activities			
ECA 6.1a-c	Locate in Denbighshire- Inward Investment Marketing Campaign	17/04/14	31/03/16
ECA 6.2a	Develop a Destination Management Plan for Denbighshire	01/04/14	30/06/14
ECA 6.2b / 1.3a	Enquiry Handling for Sites & Premises	24/11/14	30/06/15

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

### OUTCOME 7 - STUDENTS ACHIEVE THEIR POTENTIAL

**Status**

**ACCEPTABLE**

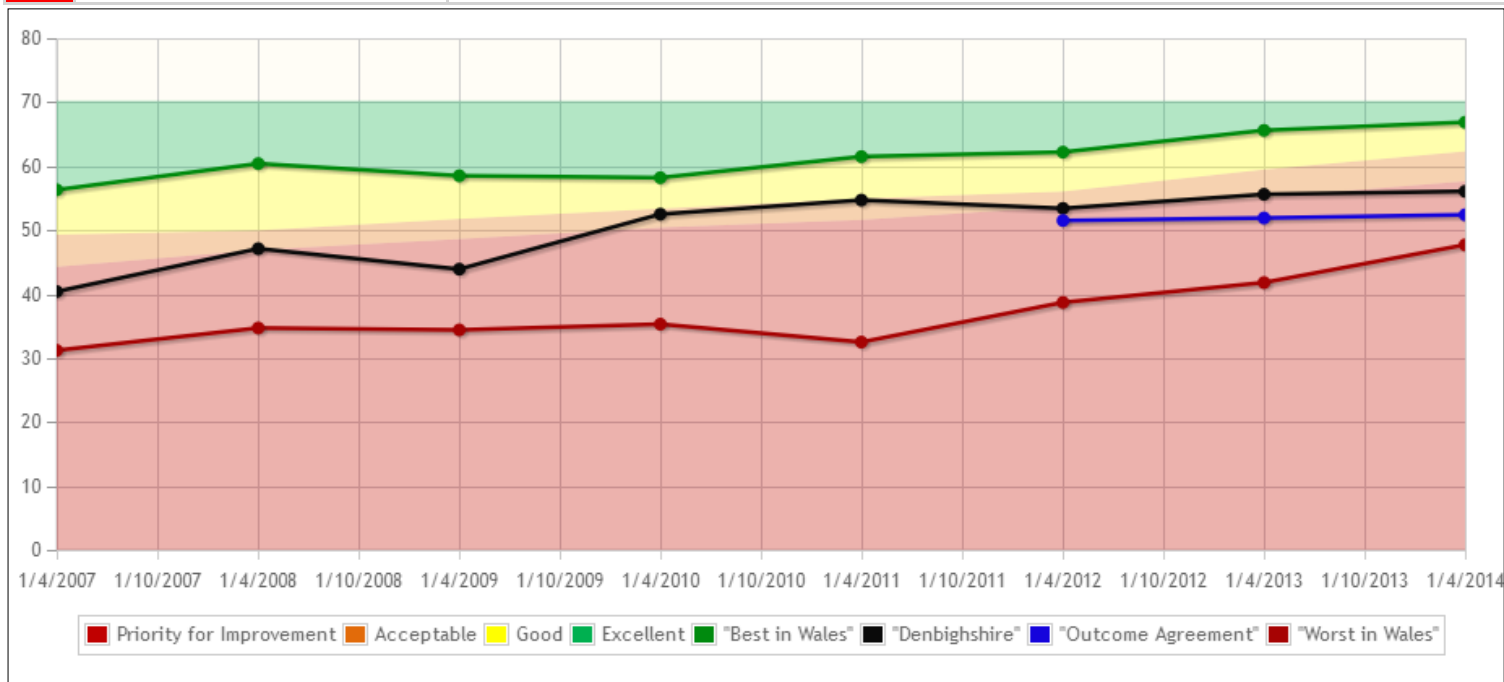
**Outcome Summary**

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. Indicators considered to be a priority for improvement are detailed below.

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 21<sup>st</sup> Century Schools programme of work. As they are new and annual, no data is yet available, but will be added as soon as possible.

#### Indicators

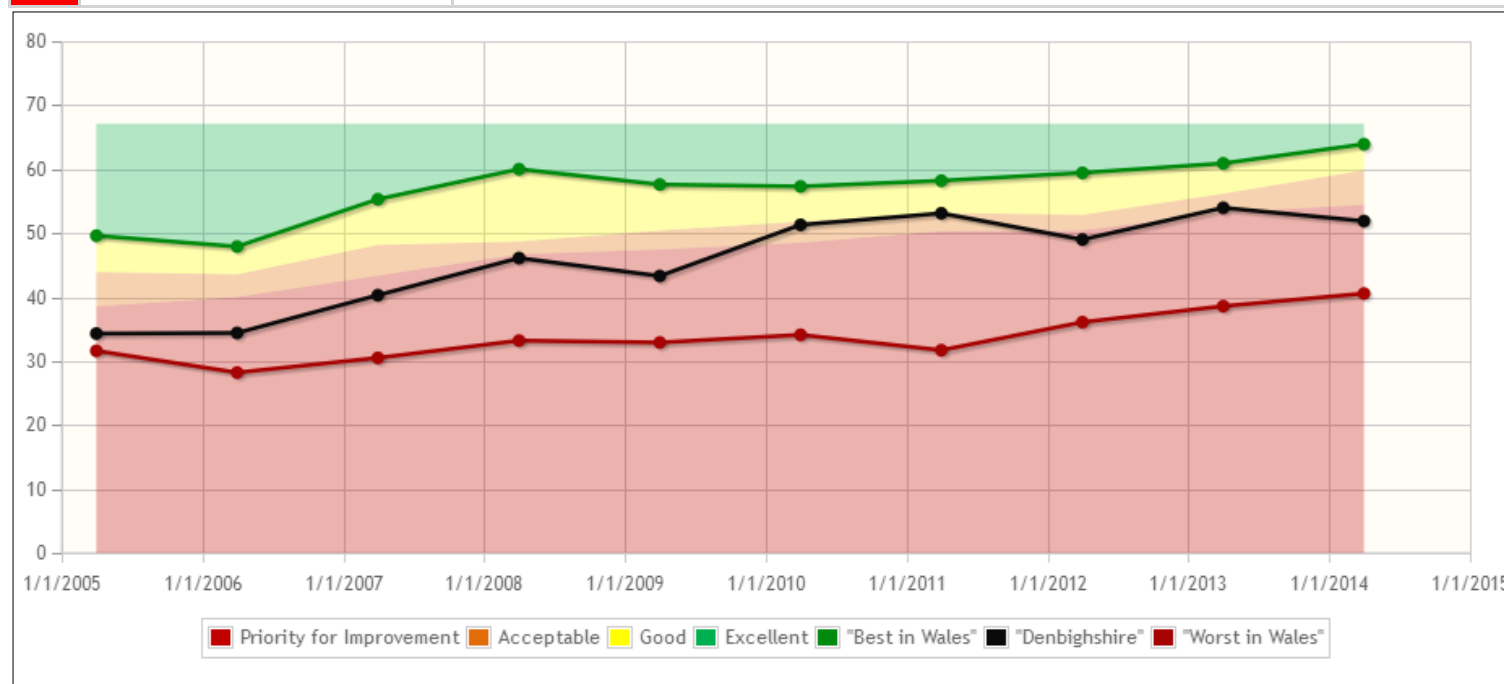
Ed001i	The average capped points score for pupils aged 15 at the preceding 31 August in schools maintained by the local authority (all pupils)
EDU017	The percentage of pupils achieving the level 2 threshold including Welsh/English and maths (all pupils)



#### Latest Data Comment

**Quarter 3** Performance against the indicator has increased from 55% in 2013-14 to 56% in 2014-15. However, improvement elsewhere in Wales now means that Denbighshire's performance has fallen below the median and is considered a priority for improvement.

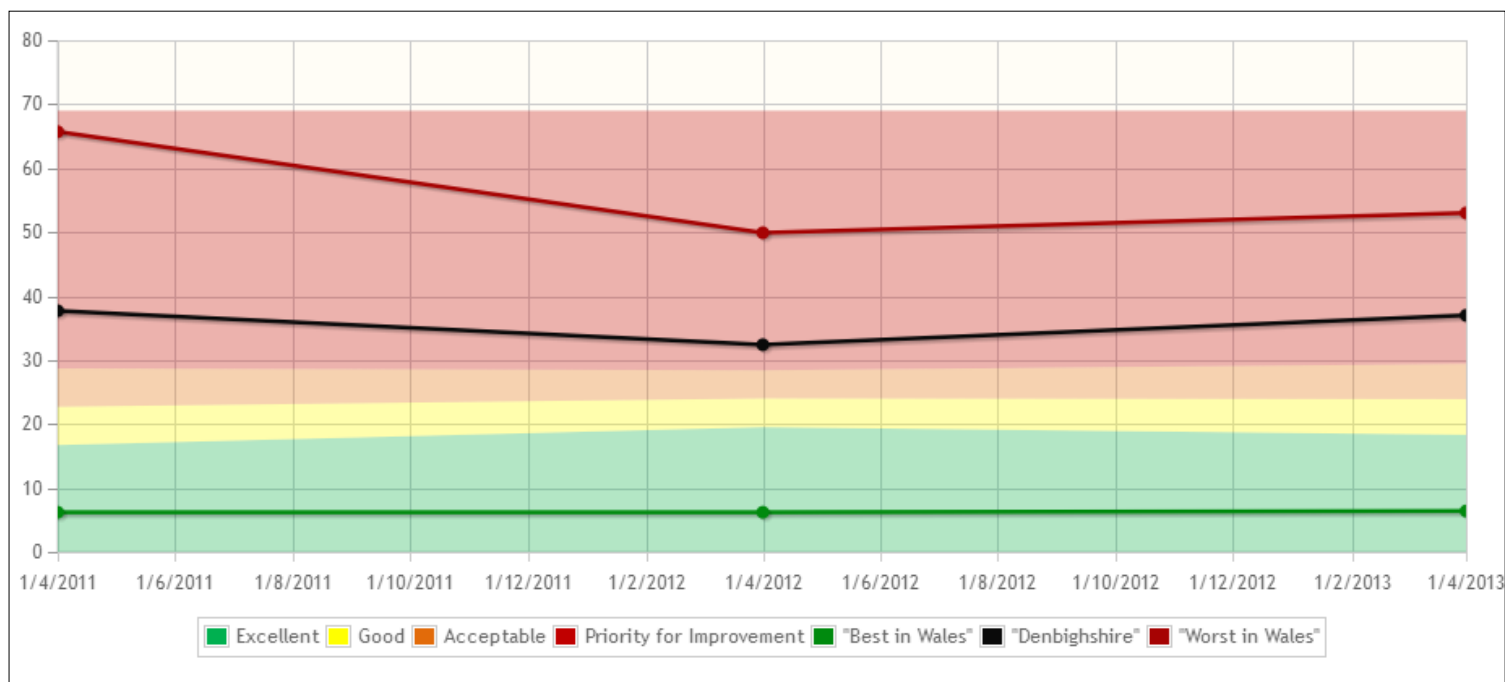
Ed006i	The percentage of pupils achieving the level 2 threshold or vocational equivalents (all pupils)
Ed009i	The percentage of pupils who achieve the Core Subject Indicator at Key Stage 4 (all pupils)



### Latest Data Comment

**Quarter 3** Performance against the indicator has fallen from 53% in 2013-14 to 51% in 2014-15. Together with improvement elsewhere in Wales, this means that Denbighshire's performance has fallen below the median and is considered a priority for improvement.

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	Percentage of pupil attendance in secondary schools
EDU101i	The total rate per 1,000 pupils of fixed-term exclusions from local authority maintained schools



### Latest Data Comment

**Quarter 3** This measure replaces previous measures around the number of exclusions, and the number of days lost, which are no longer published by Welsh Government. Looking at the data for 2013/14 academic year, there were 563 fixed-term exclusions lasting 5 days or less, and 17 lasting over 5 days. This is a 14% increase on 2012/13. Data for 2014/15 academic year is not validated until April / May.

### 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<sup>st</sup> 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 attendance	22/04/15	31/05/16
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	01/07/15	31/10/15

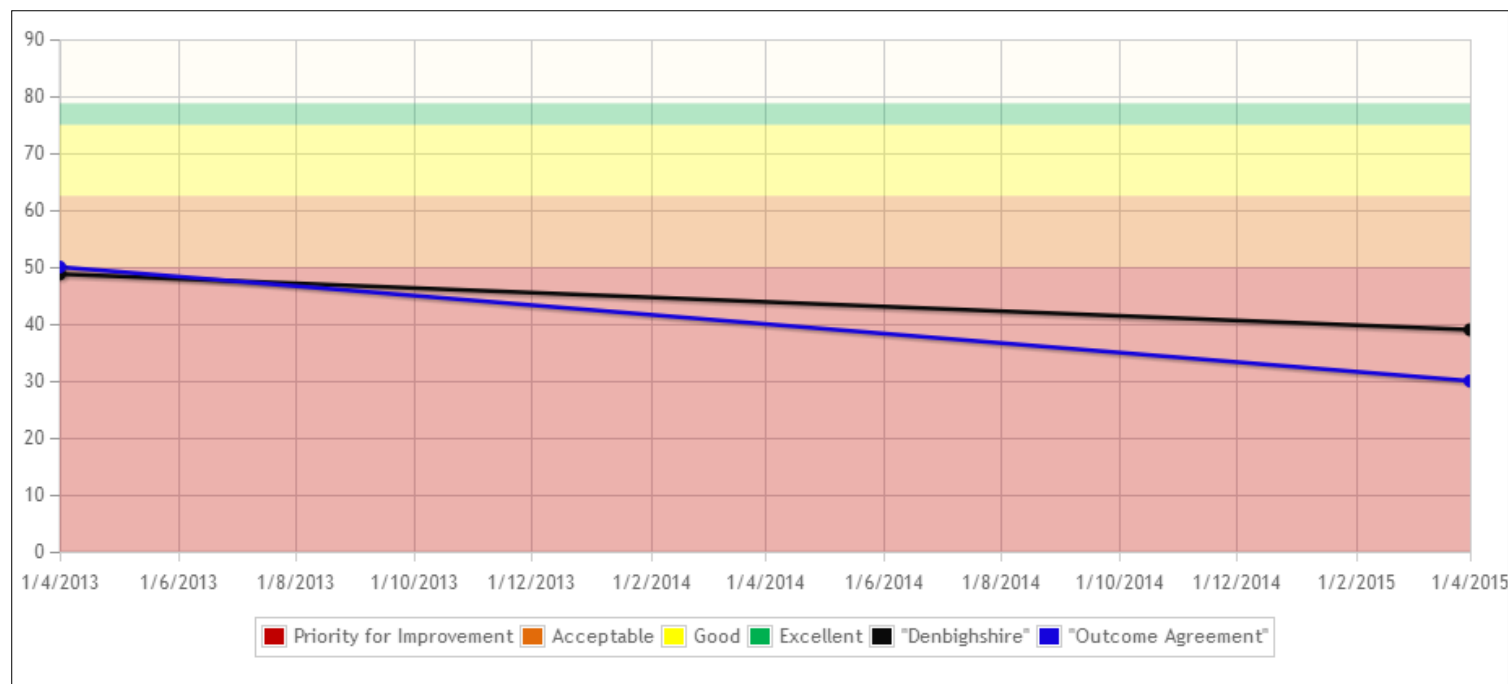
		data using a sample from our sixth-form schools		
	EDUa022	Curriculum Enrichment Programme	01/04/15	31/03/16
	PR000044	Rhyl New School	22/10/12	11/07/16
	PR000055	Bodnant Community School Extension and Refurbishment	20/12/12	31/12/16
	PR000247	Extending Secondary Welsh Medium Provision - Ysgol Glan Clwyd 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 Emllyn	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

<b>Status</b>	<b>ACCEPTABLE</b>
<b>Outcome Summary</b>	<p>The overall position for this outcome is Orange: Acceptable. We compare our position for the road condition indicators with a group of similar rural local authority areas in Wales on an annual basis.</p> <p>Resident Survey results for indicators in this outcome have significantly fallen since the results of the 2013 survey.</p> <p>There was a significant improvement in the percentage of damaged roads and pavements made safe within target time to 96.2%, now at an 'acceptable' level.</p>

Indicators	
HES101i	The percentage of respondents reporting satisfaction with the council's work in maintaining rural roads in good condition



#### Latest Data Comment

**Quarter 3** Resident Survey results for indicators in this outcome have significantly fallen since the results of the 2013 survey.

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

**Measures**



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

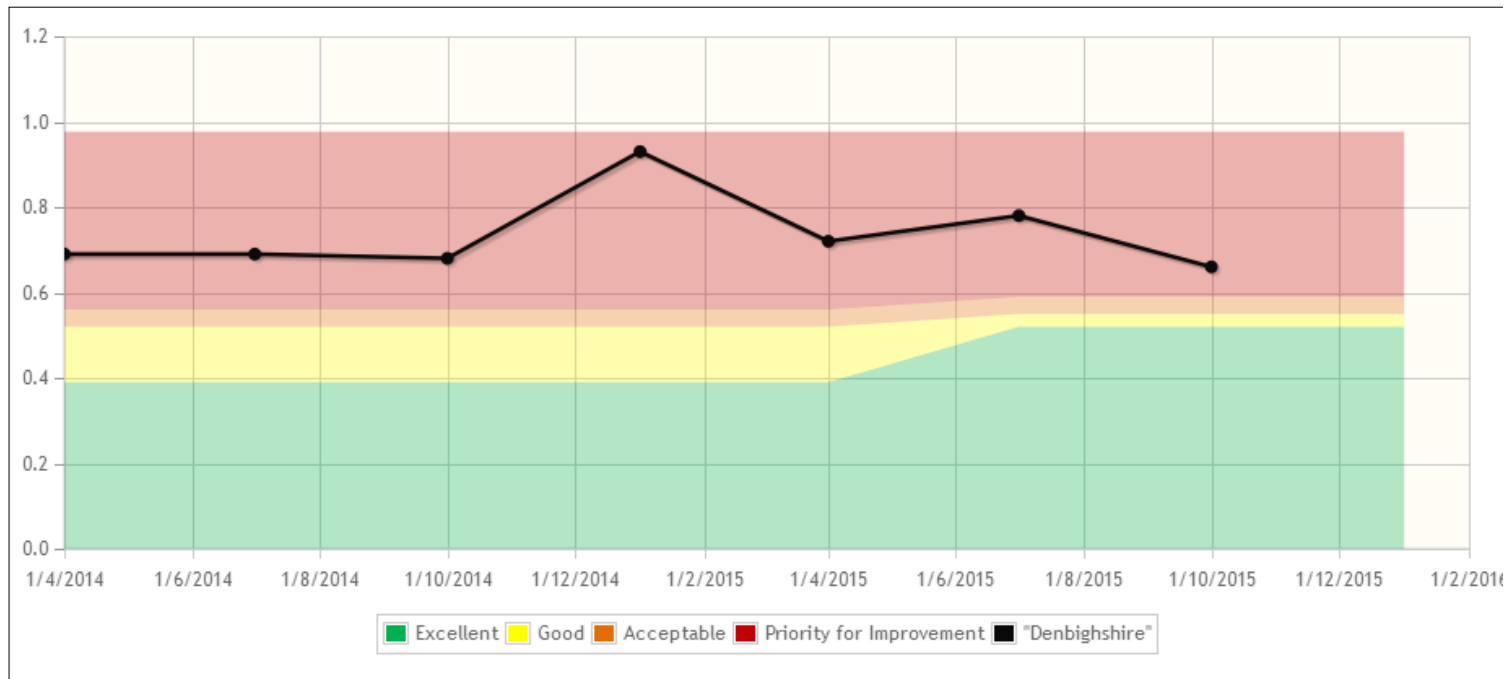
**Activities**

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**

<b>Status</b>	<b>GOOD</b>	
<b>Outcome Summary</b>	<p>The overall position for this outcome is Yellow: Good.</p> <p>There is one indicator that is considered to be a Priority for Improvement, and this is detailed below. More adults are now able to live independently without a formal package of social care provided by the council. We have invested heavily in developing our staff to help people to identify what matters to them, and to identify the assets that are already available to them (in their communities and family/friendship groups) to enable them to achieve their personal wellbeing outcomes. Some people will always need care and support from social services, but our aim is to delay the point at which (and extent to which) that is required. Denbighshire still has a relatively high number of people in residential care, compared to the rest of Wales, but we have reduced the number people needing residential care by 170 (from 815 to 645) during the period of the current Corporate Plan. This reduction has been difficult to achieve because it is often hard to move people out of residential care once they have been there for some time. We have therefore focussed our efforts on preventing the need for residential care and ensuring that alternative exist for potential new placements. Our vision is that nobody in Denbighshire will need standard residential care in future, but that vision requires the development of more extra care housing as an alternative for people who have 24-hr care needs and do not require significant nursing or specialist mental health input. Plans for the development of additional extra care housing schemes are progressing well, although some of the potential plans are subject to decisions that are to be made by Cabinet in April 2016 about the future of our in-house residential care homes.</p> <p>It is proposed to remove ABSM3 - the percentage of people no longer needing a social care service following involvement from the reablement and intake service, as this is no longer collected by the service. It is proposed that this will be replaced by a new National measure in April 2016.</p>	
<b>Indicators</b>		
	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

**Quarter 3** We are working to reduce the number of new admissions to residential care homes through the use of both modern and traditional care packages in the home and by 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 and the time delays in developing new Extra Care Schemes. We had an ambitious plan to reduce the number of people needing to be supported by the council in residential care 200, from 815 to 615, during the period of the current Corporate Plan. The figure at the end of Q3 stood at 645, so it is clear that much progress has been made with respect to this ambition.

### 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 (count only)	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		
<b>Activities</b>				
	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	01/04/15	31/03/16

		`Community Led Conversations' programme run by the NDTi		
	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

<b>Status</b>	<b>GOOD</b>
<b>Outcome Summary</b>	<p>The overall position for this outcome is Yellow: Good.</p> <p>There are no exceptions to report on for quarter 3, 2015/16. The actions required to support adult protection and Deprivation of Liberty Safeguards have been implemented with work undertaken with the Single Point of Access to manage referrals better and the appointment of a dedicated Safeguarding Team Manager. However, some concerns have previously been raised by CSSIW with respect to the Protection of Vulnerable Adults (POVA) process, and we are therefore being cautious and evaluating this outcome as `good' overall instead of `excellent', despite the excellent performance in relation to all the indicators and measures.</p> <p>It is important to note that the concerns raised by CSSIW were based on their annual assessment for 2014/15, and we have since implemented various changes to our processes to respond to those concerns, as highlighted above.</p> <p>The CSSIW concerns, and our response to them, has also been discussed at length at Performance Scrutiny, and the cautious evaluation of `good' for this outcome reflects the view that it may be too early to evaluate whether those changes have been fully embedded yet.</p>

### Indicators

QSCC010	The percentage of referrals that are re-referrals within 12 months
<b>Measures</b>	
QSCA019	The percentage of adult protection referrals completed where the risk has been managed
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**

<b>Status</b>	<b>GOOD</b>
<b>Outcome Summary</b>	<p>The overall position for this outcome is Yellow: Good.</p> <p>The four indicators relating to the Residents' Survey have not changed in status in 2015. Although the reported figures were lower in 2015 than in 2013 the difference was not statistically significant.</p>

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 - Annual		Clean Streets Survey - Improvement Areas
RATE/STS/006D - Annual		The rate of fly-tipping incidents reported per 1000 population
KWT001i - Annual		Keep Wales Tidy - Cleanliness Indicator

Measures		
QPPP101m		The percentage of untidy land incidents resolved within 12 weeks
STS006 - Annual		The percentage of reported fly tipping incidents cleared within 5 working days
Q-PPP102m		The rate of fixed penalty notices (all types) issues per 1000 population
Q-PPP103m		The rate of fixed penalty notices (dog fouling) issues per 1000 population

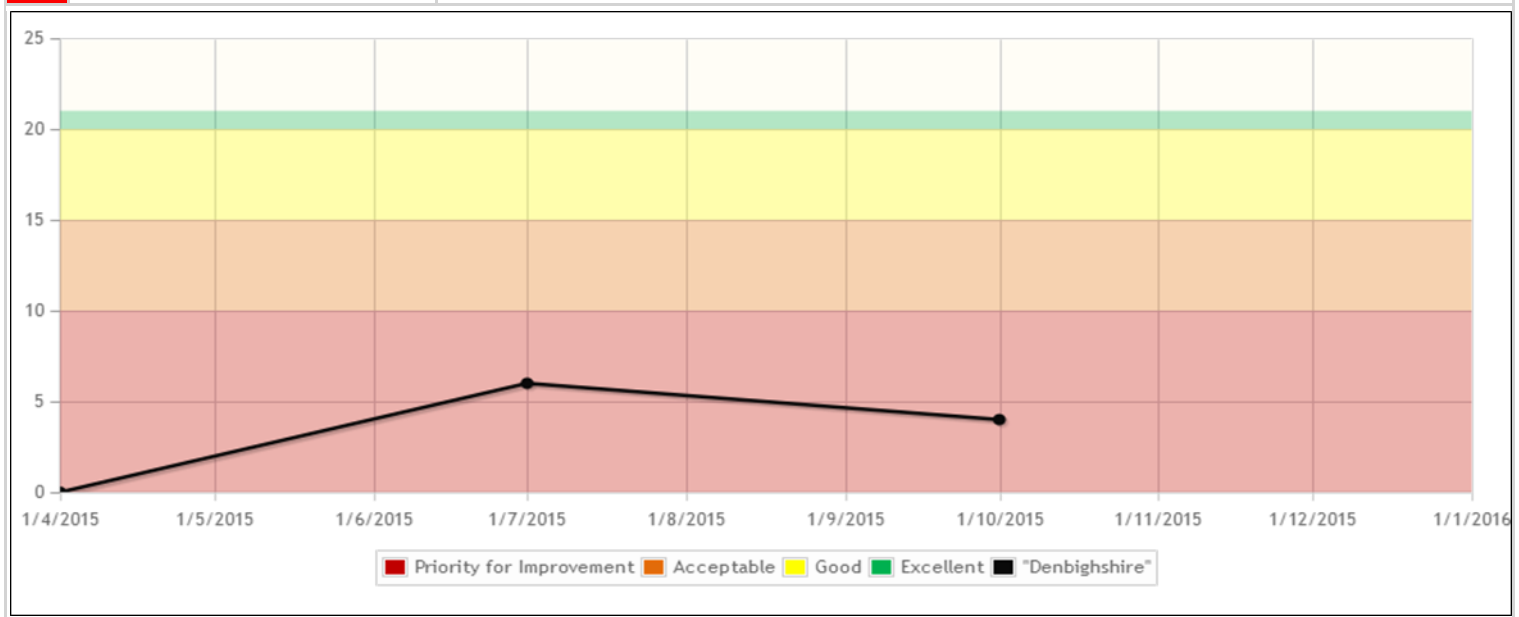
Activities				
HES204a	Collaboration between Streetscene and Public Protection in relation to dog fouling	01/04/15	31/03/16	
HES205a	Streetscene/Countywide engagement with the general public in relation to dog fouling	01/04/15	31/03/16	
PPP104a	Develop and implement a coordinated approach to tackling identified eyesore sites across the county	01/10/14	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**

<b>Status</b>	<b>GOOD</b>
<b>Outcome Summary</b>	<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>New activities have been identified for Finance, Assets &amp; Housing to support this outcome. There is currently no ROYG status for these activities as they are due to commence in quarter 4.</p> <p>The Corporate Housing Strategy and associated detailed Action Plan was agreed at Full Council in December 2015.</p>

Indicators	
JHLAS03i - Annual	The years of supply of housing land as determined by the Joint Housing Land Availability Study
QPSR007a	Of the Houses in Multiple Occupation known to the local authority, the percentage that have a full licence
FAA407i	The % of Council House tenants that were at least satisfied with the quality of their home
PPPAH001- Annual	The additional supply of affordable housing, including social housing, provided during the year
PPPMH001- Annual	The additional supply of market housing, provided during the year
QLI-PLA006	No. of additional affordable housing units granted planning permission as a % of all housing units granted planning permission.





**Latest Data Comment**

Quarter 3 This indicator shows how many dwellings have been granted planning permission and out of those how many are `affordable`. A large proportion of the quarter 3 “additional dwellings” were the 83 units granted consent at the HM Stanley site in St. Asaph. No affordable units were secured as part of this permission due to viability of the development which related to the abnormal costs of restoring the Listed Buildings on the site.

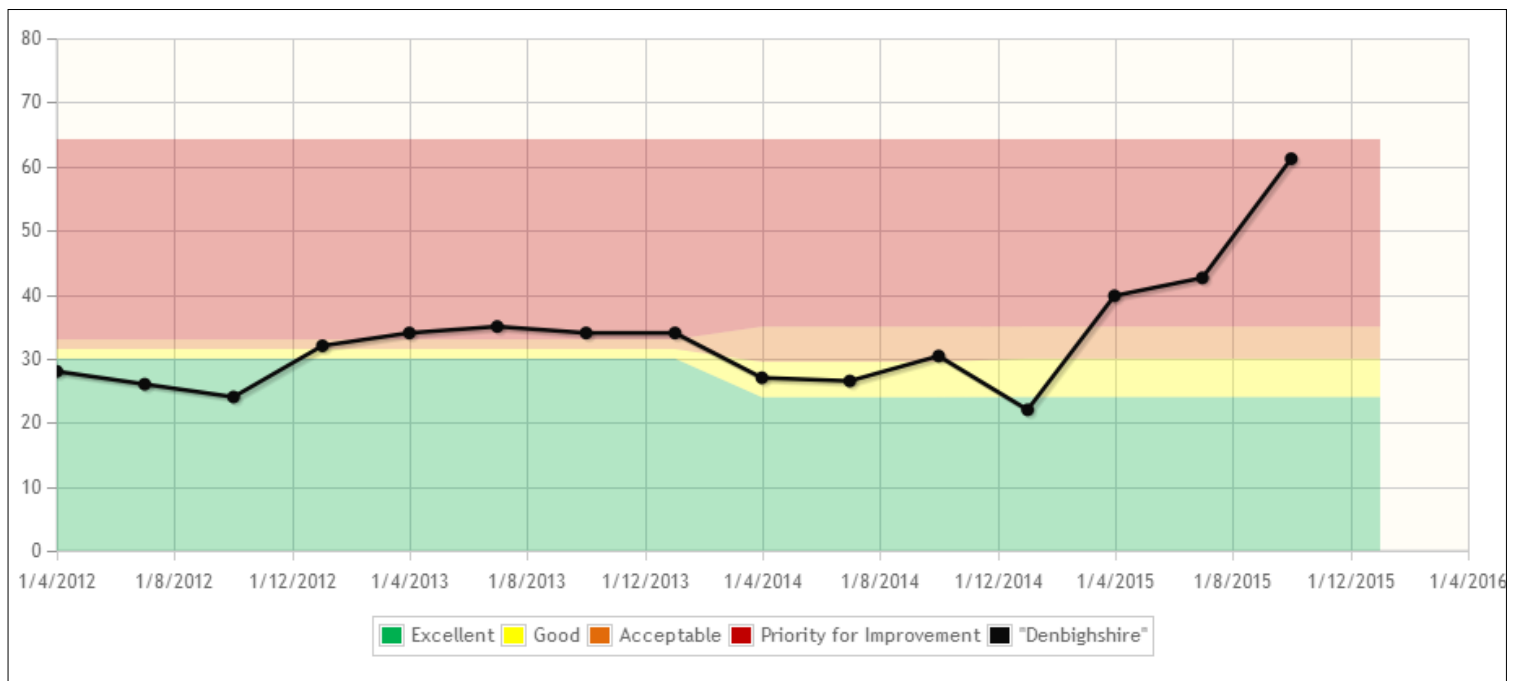
**Measures**

Q-HMPI102	Percentage of residents satisfied with the most recent repair (when surveyed in accordance with the organisation's own survey format)
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**Latest Data Comment**

Quarter 3 Survey results regarding satisfaction are unavailable for quarter 3.

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**

Quarter 3 The number of calendar days taken to let empty properties (council stock only) - general needs and housing for older people for quarter 3 increased to 61.2 calendar days. This increase, however, reflects the service’s

commitment to ensuring that properties are let in a fit state and of better quality to avoid repeat visits. The focus being on ensuring tenant's needs are met when allocating empty properties and that time is taken to ensure that the right properties are allocated to the right tenants. An improvement plan is in place and it is anticipated that there will be a decrease in re-let times, not only as properties are let more efficiently and effectively in the future but also as tenancies will be more sustainable in the longer term as a result of this focus.

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	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
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
FAH401a	Conduct condition surveys to update our intelligence around the housing stock, to include an analysis around high-cost maintenance properties	01/02/16	31/03/17
FAH402a	Review approach to surveying tenants about property condition / repairs	01/01/16	30/04/16
FAH403a	Profiling our tenants to understand current and future needs	01/01/16	30/04/16
FAH404a	Create a more coherent approach to property management and maintenance in order to assure best value for money	01/12/15	30/06/16
FAH405a	Develop and implement policy to support energy	01/01/16	30/04/16

	efficient housing within the council's stock		
FAH406a	Develop programme for the electrical testing of properties	01/01/16	30/04/16
FAH407a	Develop one approach to a Health & Safety policy for housing and corporate property (covering asbestos, fire, electrical, etc.)	01/01/16	30/04/16
FAH408a	Implement enhanced processes around the 'anything else?' approach to maintenance and repairs, allowing flexibility for operatives to deal with ad-hoc tasks and reduce the need for repeat visits	01/01/16	30/04/16
FAH409a	Evaluate the effectiveness of the Jewson supplier contract in preparation for its renewal / replacement, in partnership with neighbouring authorities	01/03/15	31/07/16
FAH410a	Develop a strategic asset management plan for our housing stock (link to Housing Strategy), which defines Denbighshire's own housing quality standard	01/01/16	31/05/16
FAH411a	Delivery of planned upgrade works to housing stock	01/04/16	31/03/17
FAH412a	Integration of housing and corporate property services to deliver best value (to include a review of the workforce, helpdesk, skill-gaps and contracts, etc.)	01/01/16	30/04/16
FAH413a	Improve strategic approach to the buying and selling of housing assets ('whole-street' approach), supported by intelligence around need and demand, for the benefit of housing stock	01/02/16	30/06/16
FAH414a	Undertake work to enable identified vacant private sector dwellings to be converted into social housing and temporary accommodation, in partnership with homelessness services	01/09/15	31/03/17
FAH415a	Develop a schedule to enhance our open space / play assets	01/10/15	31/10/18
FAH416a	Acquire sites to enable new social housing developments	01/12/15	30/04/16
FAH417a	Profiling of current Council Housing stock against need and demand with a view to explore opportunities of reclassification (i.e Sheltered to general needs). Working in conjunction with RSL's	01/02/16	30/06/16

		& Housing Strategy		
	FAH418a	Review of all IT systems and data recording methods in Housing (Keystone, Coms, spreadsheets etc)	01/01/16	31/03/16
	FAH419a	Review of Denbighshire County Council's Right to Buy Scheme and consider suspension	01/01/16	29/02/16
	FAH513a	Create an action plan based on the results from the Council Tenant survey	01/08/15	31/10/15
	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




#### FAH Activities - grey status

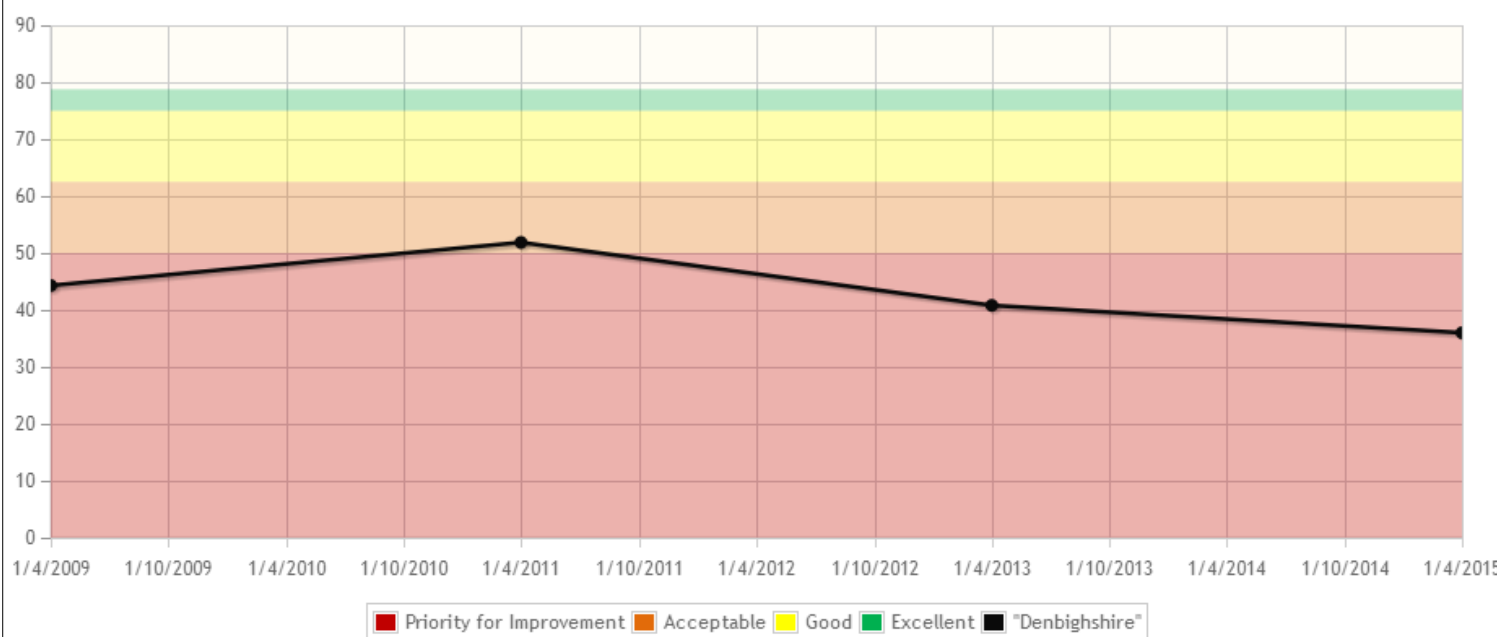
Quarter 3	Key activities above that support this Housing outcome have been reviewed and will be reported from quarter 4 onwards.
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# PRIORITY - MODERNISING THE COUNCIL TO BE EFFICIENT & IMPROVE SERVICES FOR CUSTOMERS

## OUTCOME 13 - SERVICES WILL CONTINUE TO DEVELOP AND IMPROVE

<b>Status</b>	<b>ACCEPTABLE</b>
<b>Outcome Summary</b>	<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 2015. Although the reported figures were lower in 2015 than in 2013 the difference was not statistically significant.</p> <p>Two measures have generated a Red: Priority for Improvement status. Only 89% of all external stage 1 complaints received by the council were responded to within corporate timescales. .</p> <p>Welsh Language Standards - currently on target. Welsh Language Champions have been identified for each Service and first meeting held.</p>

Indicators	
 BPP1002	The number of formal recommendations for improvement within the WAO Improvement Reports
 BIM3110i	The percentage deviation from a good practice figure of 75% 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

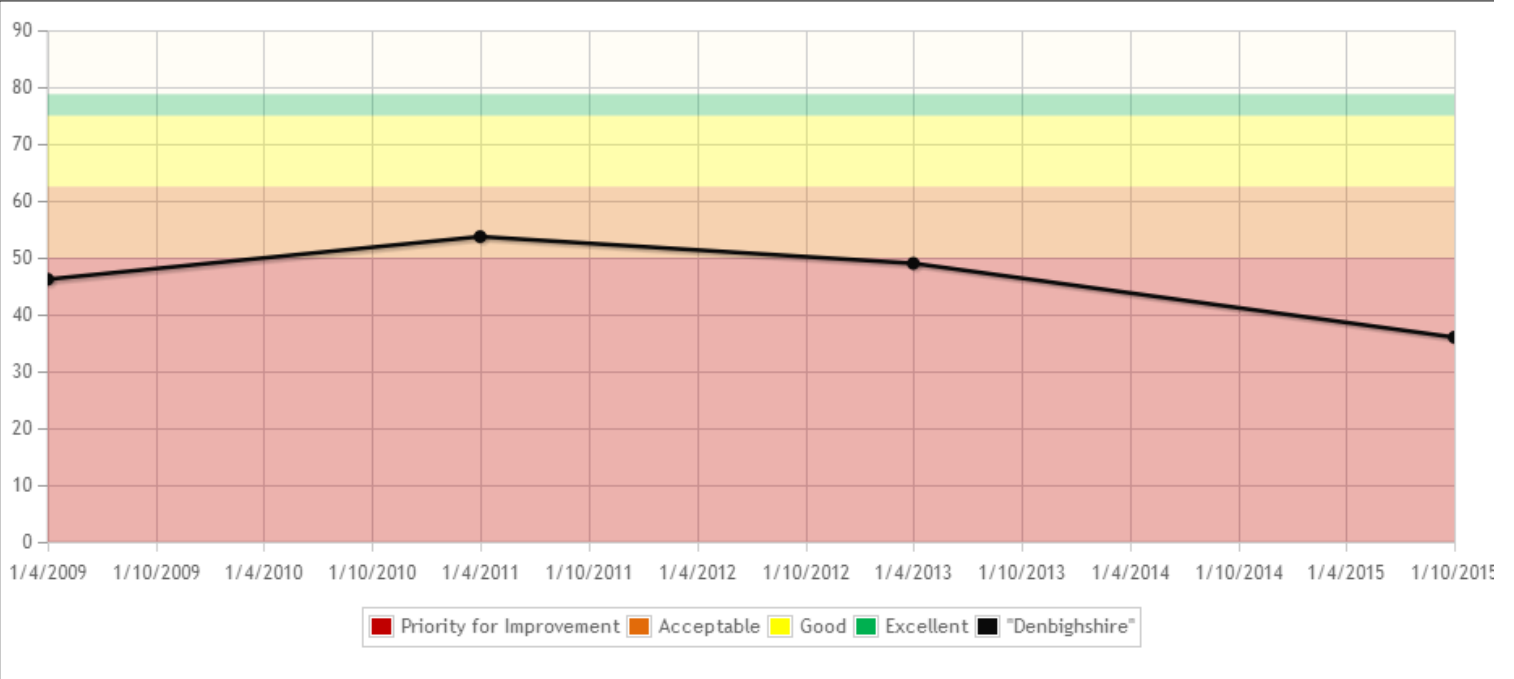


### Latest Data Comment

Quarter 3 Although the reported figures were lower in 2015 than in 2013 the difference was not statistically significant.

 RSQ16C The percentage of residents responding positively to the statement: My

council acts on the concerns of residents (excluding don't know)

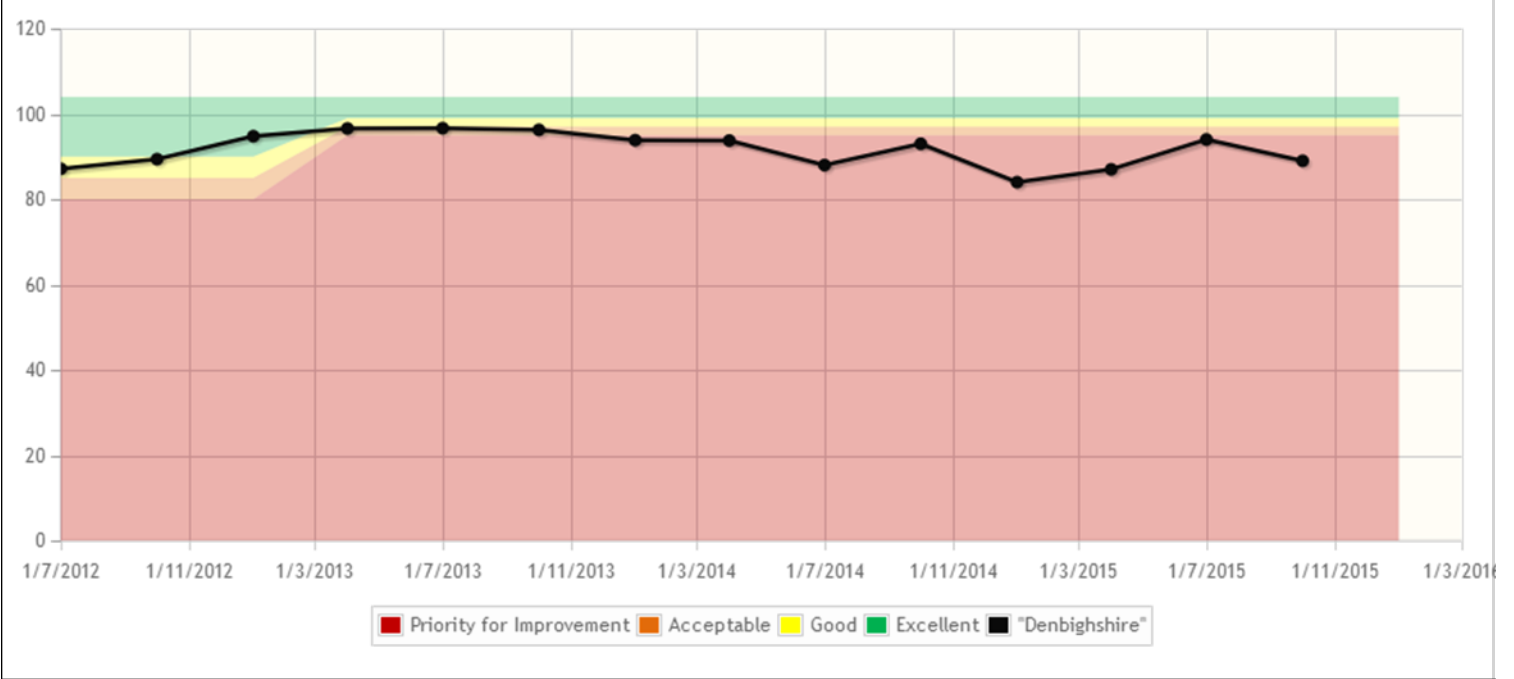


Latest Data Comment

Quarter 3 Reported figures were lower in 2015 than in 2013, with a significant statistical difference.

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



## Latest Data Comment

Quarter 3	In quarter 3, only 89% of all external stage 1 complaints received by the council were responded to within corporate timescales. There was one complaint in Education, it was a complex matter involving several officers and exceeded timescale. Three complaints in Highways and Environmental Services exceeded timescale, this brought their overall performance down to 91%. Planning and Public Protection's performance has dropped to 79% in Q3 (23 out of 29 complaints responded within timescale). This is being addressed by the service and we would hope to see an improvement in Q4. Performance against this indicator is automatically reported to and monitored by Scrutiny every quarter.
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ROCDCC	The rate of stage 1 complaints received by Denbighshire County Council per 10,000 population
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## 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
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

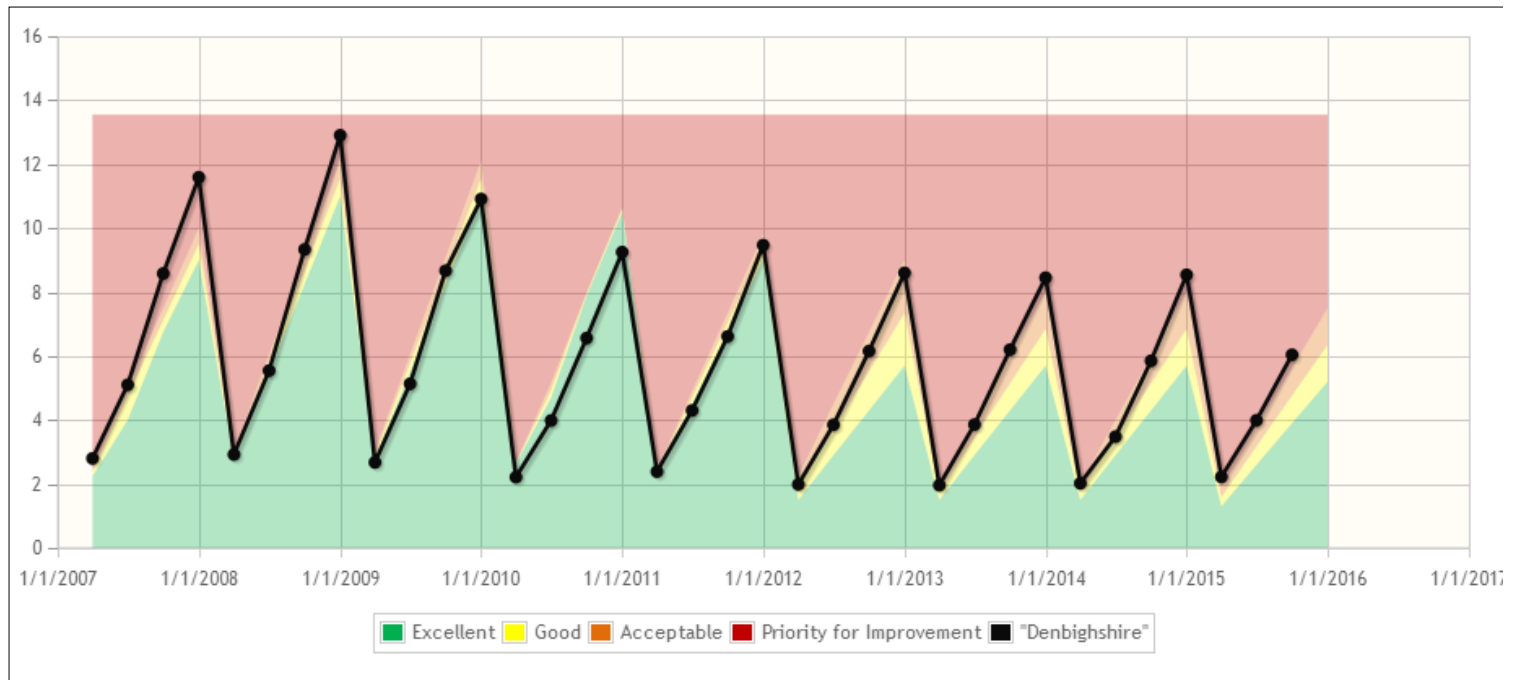
## OUTCOME 14 – MORE FLEXIBLE AND EFFECTIVE WORKFORCE SUPPORTED BY COST EFFICIENT INFRASTRUCTURE

<b>Status</b>	<b>ACCEPTABLE</b>
<b>Outcome Summary</b>	<p>The overall status for this Outcome is Orange: Acceptable.</p> <p>Sickness absence remains a priority for improvement at 6.04 in quarter 3. The targets for the reduction in sickness absence are challenging and overall the levels are reducing. It should be noted that the Council has lower sickness absence levels overall than most other local authorities in Wales, despite failing to meet its own lower, more ambitious target at this time.</p> <p>Performance appraisal completion increased to 90% as at the end of quarter 3. There have been changes made to how we capture date only and not eligible information in relation to appraisals on the system which should</p>

help ensure that the completion rates continue to improve. Heads of service will now receive monthly updates on their figures. The Senior Leadership Team (SLT) are committed to ensuring accurate data capture and that 100% is achieved.

## 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

Quarter 3 Corporate sickness absence levels continue to be a priority for improvement at 6.04 days. The targets for the reduction in sickness absence are challenging, however, overall the levels are reducing.

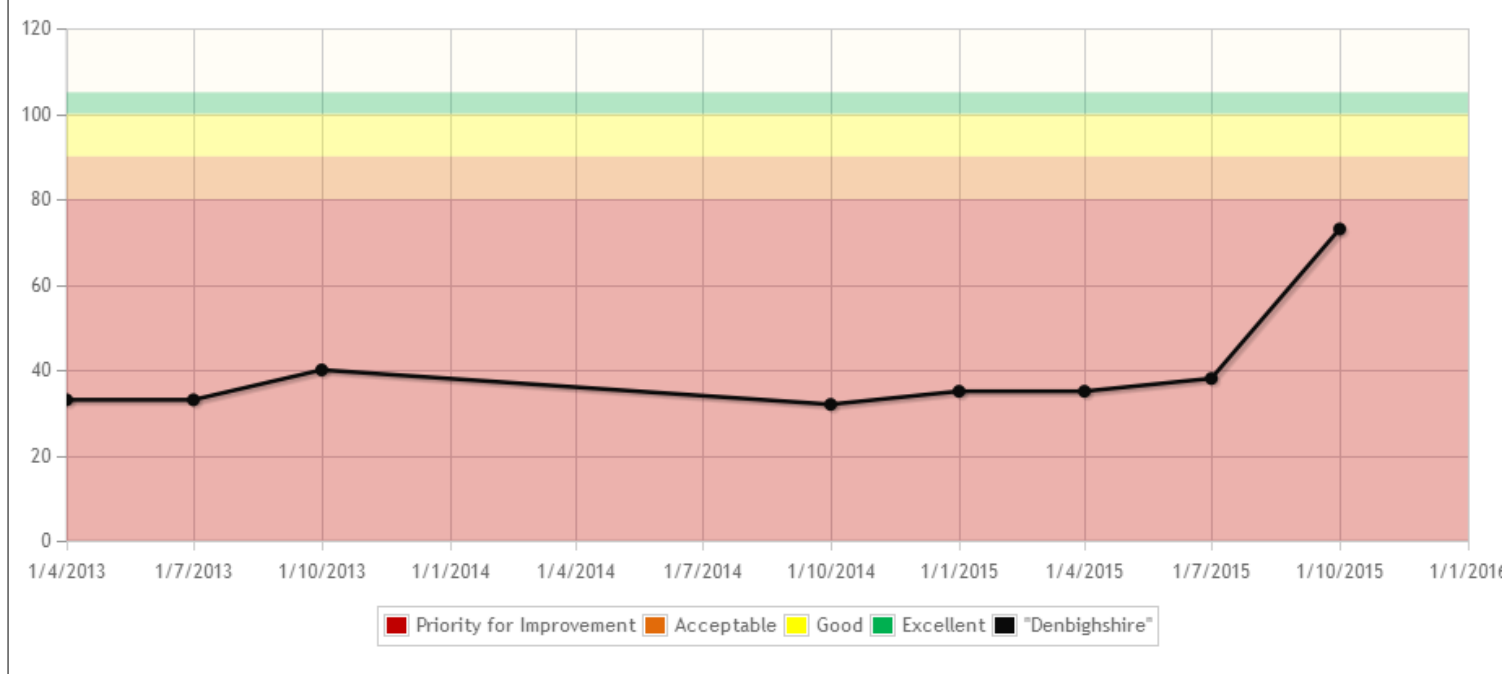
SSQ13a	The percentage of staff responding positively to the statement: I have access to the information and IT I need to work efficiently
SSQ1A	The percentage of staff responding positively to the statement: I know what is expected of me

## 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
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 Tudalen 56



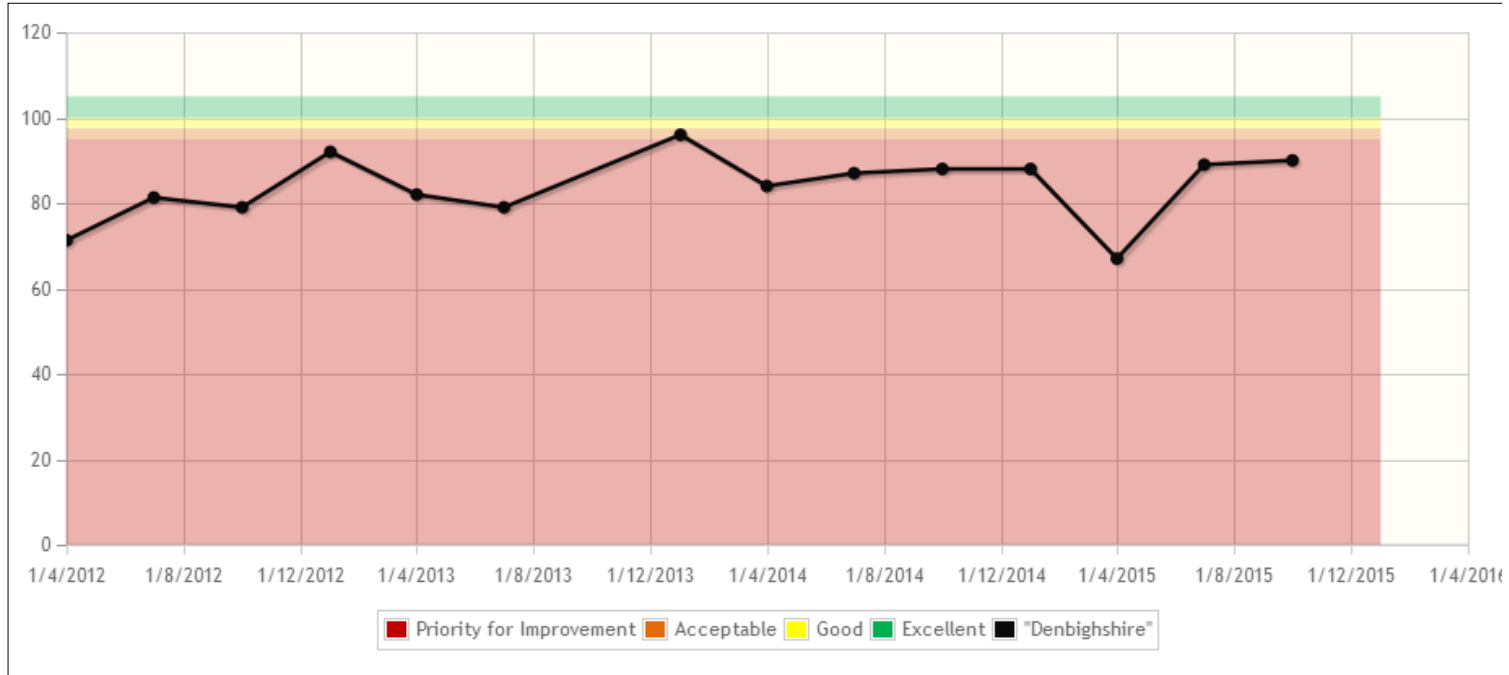
FAA111i	Carbon emissions (carbon kgs) per m2 in Denbighshire's primary schools
FAA112i	Carbon emissions (carbon kgs) per m2 in Denbighshire's secondary schools
ICT106i	The percentage of staff (home based) who have been equipped for agile working



**Latest Data Comment**

Quarter 3 The percentage of staff (home based) who have been equipped for agile working. There has been a slight delay in progress in Q3 but the project is now back on track.

SHR104i	The percentage of eligible staff that were due a performance appraisal within the last 13 months and have received one (corporately)
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**Latest Data Comment**

Quarter 3	90%, there have been changes made to how we capture data only and not eligible information in relation to appraisals on the system which should help ensure that the completion rates continue to improve. Heads of service will now receive monthly updates on their figures. The Senior Leadership Team (SLT) are committed to ensuring accurate data capture and that 100% is achieved.
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## 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	31/03/17
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

<b>Adroddiad i'r:</b>	<b>Pwyllgor Archwilio Perfformiad</b>
<b>Dyddiad y Cyfarfod:</b>	<b>17 Mawrth 2016</b>
<b>Aelod/Swyddog Arweiniol:</b>	<b>Aelod Arweiniol Cwsmeriaid a Llyfrgelloedd Pen Reolwr: Cefnogaeth Fusnes</b>
<b>Awdur yr Adroddiad:</b>	<b>Swyddog Cwynion Corfforaethol</b>
<b>Teitl:</b>	<b>Adroddiad Eich Llais – Chwarter 3 2015/16</b>

## 1. Am beth mae'r adroddiad yn sôn?

- 1.1 Mae'r adroddiad hwn yn darparu trosolwg o'r canmoliaethau, awgrymiadau a chwynion a dderbyniodd Cyngor Sir Ddinbych dan bolisi adborth cwsmeriaid y cyngor 'Eich Llais' yn ystod Chwarter 3 2015/16.

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

- 2.1 I alluogi'r Pwyllgor i gyflawni ei rôl archwilio mewn perthynas â pherfformiad y cyngor wrth ddelio ag adborth cwsmeriaid.
- 2.2 I ddarparu gwybodaeth i'r Pwyllgor ynghylch enghreifftiau penodol lle mae gwasanaethau cyngor wedi bod yn dysgu o gwynion (Atodiad 2).
- 2.3 I ddarparu gwybodaeth i'r Pwyllgor ynghylch y broses ar gyfer delio â chwynion am wasanaethau a gomisiynir (Atodiad 3).

## 3. Beth yw'r Argymhellion?

- 3.1 Bod y Pwyllgor yn nodi cynnwys yr adroddiad hwn, ac os yw'n addas, yn nodi unrhyw fannau sydd angen rhagor o archwilio.

## 4. Manylion yr Adroddiad

- 4.1 Penawdau ar gyfer Chwarter 3 (gweler Atodiad 1 am ragor o fanylion):
  - Derbyniodd y Cyngor 96 o ganmoliaethau yn Chwarter 3 (gostyngiad o 21% o'i gymharu â Chwarter 2).
  - Derbyniodd y Cyngor 106 o ganmoliaethau yn Chwarter 3 (cynnydd o 19% o'i gymharu â Chwarter 2).
  - Derbyniodd y cyngor 12 o awgrymiadau yn ystod Chwarter 3 (un yn fwy na Chwarter 2).
  - Bu tuedd ar i lawr yn nifer cyffredinol y cwynion a dderbyniwyd yn ystod y 4 blynedd diwethaf (Siart 3: Atodiad 1). Mae newidiadau i'r ffordd y mae cwynion

bellach yn cael eu cofnodi i gyfrif am hyn yn rhannol, ond mae nifer y cwynion a dderbynnir yn parhau i ostwng o flwyddyn i flwyddyn.

#### 4.2 Perfformiad – Chwarter 3 2015/16

- Ymatebwyd i 89% (80/90) o gwynion cam 1 o fewn terfynau amser 'Eich Llais' (10 diwrnod gwaith). Nid yw hyn yn cyrraedd y targed corfforaethol o 95%.
- Mae Siart 1 yn Atodiad 1 yn dangos tuedd pedair blynedd o berfformiad o safbwynt ymateb i gwynion cam 1. O'r pymtheg chwarter a amlygwyd, bodlonwyd y targed bedair gwaith.
- Ymatebwyd i 73% (11/15) o gwynion cam 2 o fewn terfynau amser 'Eich Llais' (20 diwrnod gwaith). Nid yw hyn yn cyrraedd y targed corfforaethol o 95%.
- Mae Siart 2 yn Atodiad 1 yn dangos tuedd pedair blynedd o berfformiad o safbwynt ymateb i gwynion cam 2. O'r pymtheg chwarter a amlygwyd, bodlonwyd y targed bum gwaith.
- Ymdriniwyd â 90% (81/90) o'r cwynion yn llwyddiannus yn ystod cam 1 h.y. ni fu i'r cwynion ddatblygu i gam 2 o'r weithdrefn.
- Mae dau faes gwasanaeth wedi cael statws COCH ar gyfer cwynion cam 1 (tabl 1, atodiad 1). Mae statws COCH yn golygu bod llai na 90% o gwynion cam 1 wedi cael eu trin o fewn y terfynau amser o 10 diwrnod gwaith:

**Addysg:** Derbyniwyd 1 gŵyn, ac ni chafodd 1 gŵyn ei thrin o fewn y terfynau amser:

- Roedd y gŵyn yn ymwneud ag aelod o staff a oedd yn absennol oherwydd salwch ac na ellid ei gyfweld ar unwaith.

**Cynllunio a Gwarchod y Cyhoedd:** yn derbyn nifer uchel o gwynion, oherwydd natur eu gwaith. Yn Chwarter 3, derbyniodd y gwasanaeth 29 o gwynion cam un, ymatebwyd i 23 o'r rhain o fewn yr amserlen, ond roedd 6 yn hwyr. Roedd hyn yn bennaf oherwydd cymhlethdod y materion a godwyd a oedd yn cynnwys llawer o waith ymchwilio. Mae'r gwasanaeth wedi datgan y byddai'n well ganddynt ddarparu ymateb o ansawdd uchel, a all gymryd mwy o amser, yn hytrach nag ymateb is-safonol nad yw'n mynd i'r afael â'r holl faterion ac yn fwy tebygol o gael ei symud ymlaen i'r cam nesaf. Fodd bynnag, bydd y gwasanaeth yn adolygu eu prosesau ac yn ceisio ymateb o fewn y terfyn amser yn y dyfodol i wella eu perfformiad. Mae'r gwasanaeth wedi darparu'r wybodaeth ychwanegol ganlynol mewn perthynas â'r 6 chŵyn a fethodd y dyddiad cau:

1. Swyddog Ymchwilio ar wyliau pan dderbyniwyd y llythyr o gŵyn. Ar ôl dychwelyd, anfonwyd ymateb dros dro drwy e-bost ar ôl methu cysylltu dros y ffôn. Rhagor o oedi pellach gan nad oedd y swyddog perthnasol yn y swyddfa o ganlyniad i hyfforddiant, absenoldeb ac ymweliadau safle.
2. Swyddog Ymchwilio ar wyliau yn fuan ar ôl i'r gŵyn gyrraedd. Ar ôl dychwelyd, roedd y swyddog yn ymwybodol bod yr achwynydd wedi apelio yn erbyn y penderfyniad a wnaed gan y swyddog perthnasol ac roedd angen ymgynghori â'r dyfarnwr ar y canlyniad hwnnw, ynghylch a fyddai'r gŵyn yn

cael ei thrin hefyd. Yn ogystal, nid oedd y swyddog perthnasol yn y swyddfa o ganlyniad i hyfforddiant, absenoldeb ac ymweliadau safle.

3. Achos cymhleth.
  4. Achos cymhleth yn cynnwys partneriaeth.
  5. Achos cymhleth.
  6. Roedd ymateb yn ddyledus dros gyfnod y Nadolig ac mae angen gwneud llawer o waith i ymchwilio i gŵyn o'r fath, a bydd ymdrechion yn cael eu gwneud yn y dyfodol i gyflawni terfynau amser.
- Mae un maes gwasanaeth wedi cael statws OREN ar gyfer cwynion cam 1 (tabl 1, atodiad 1). Mae statws OREN yn golygu bod rhwng 90% a 95% o gwynion cam 1 wedi cael eu trin o fewn y terfynau amser o 10 diwrnod gwaith:

**Priffyrdd:** Derbyniwyd 35 o gwynion, ac ni chafodd 3 ohonynt eu trin o fewn y terfynau amser:

1. Cwsmer yn gwrthod talu anfoneb ac fe wnaeth hawliad yswiriant dilynol oedi'r ymateb.
  2. Nid oedd yn eglur pa wasanaeth roedd y gŵyn yn ymwneud â hi yn y lle cyntaf. Unwaith y sefydlwyd hyn, ymdriniwyd â'r gŵyn yn brydlon.
  3. Roedd y gŵyn dan sylw yn ymwneud â chludiant ysgol ac fe geisiodd swyddogion addysg ei datrys cyn ei throsglwyddo. Unwaith y cafodd ei throsglwyddo i'r gwasanaeth, ymdriniwyd â'r gŵyn o fewn deg diwrnod gwaith.
- Mae un maes gwasanaeth wedi cael statws COCH ar gyfer cwynion cam 2 (tabl 2, atodiad 1). Mae statws COCH yn golygu bod llai na 90% o gwynion cam 2 wedi cael eu trin o fewn y terfynau amser o fewn 20 diwrnod gwaith:

**Cynllunio a Gwarchod y Cyhoedd:** Derbyniwyd 6 o gwynion, ac ni chafodd 4 ohonynt eu trin o fewn y terfynau amser:

1. Roedd hwn yn achos cymhleth a oedd angen mewnbwn proffesiynol. Cyfnewidiwyd cyfathrebiad rhwng swyddogion a'r achwynydd yn ystod yr ymchwiliad. Cafwyd pedwar cais Rhyddid Gwybodaeth gan yr achwynydd hefyd, yn ystod y cyfnod ymchwilio.
2. Cafwyd llawer o ohebiaeth gan yr achwynydd yn ystod yr ymchwiliad ac roedd angen ymdrin â llawer o faterion. Cynhaliwyd cyfarfod safle hefyd rhwng swyddogion Cyngor Sir Ddinbych a Heddlu Gogledd Cymru, a oeddod y broses.
3. Roedd gan y swyddog ymchwilio bwysau gwaith eraill a arweiniodd at wneud y gŵyn hon yn hwyr.
4. Roedd hwn yn achos cymhleth lle'r oedd yn rhaid i ni gysylltu â swyddogion yng Nghyngor Dinas Lerpwl a chynnal ymweliad safle, a arweiniodd at oedi wrth ymateb.

#### 4.3 Perfformiad cwynion y Gwasanaethau Cymdeithasol yn Chwarter 3:

- Ymdriniwyd â 5 allan o 6 (83%) o gwynion Cam 1 o fewn y terfynau amser disgwylidig yn ystod Chwarter 3. Anfonwyd yr ymateb ysgrifenedig ynghylch y gŵyn wedi mynd heibio terfynau amser dri diwrnod ar ôl y dyddiad cau, oherwydd pwysau llwyth gwaith. Roedd y gŵyn yn ymwneud â'r Gwasanaethau Plant a Theuluoedd.
- Ymdriniwyd ag 1 allan o 1 (100%) o gwynion cam 2 o fewn y terfynau amser disgwylidig yn ystod Chwarter 3.

#### 4.4. Cwynion am wasanaethau a gomisiynir:

- Yng nghyfarfod blaenorol y Pwyllgor Archwilio Perfformiad, gofynnodd yr Aelodau am wybodaeth ynghylch y broses ar gyfer delio â chwynion am wasanaethau a gomisiynir. Mae Atodiad 3 yn cynnwys detholiad o ddogfen drefniadol Eich Llais sy'n disgrifio'r broses hon. Ar hyn o bryd, mae'r cwynion hyn yn cael eu cynnwys yn y ffigurau cyffredinol, er enghraifft, mae cwynion am Civica yn cael eu cynnwys o fewn cwynion am Refeniw a Budd-daliadau, a chwynion am Kingdom Security (sy'n cael eu comisiynu gan Gynllunio a Gwarchod y Cyhoedd ac sy'n rhoi Rhybuddion Cosb Benodedig ar ein rhan) yn cael eu cynnwys o fewn cwynion am Gynllunio a Gwarchod y Cyhoedd. Mae hyn yn rhywbeth rydym yn gweithio arno, ac yn y dyfodol rydym yn bwriadu nodi cwynion hyn ar wahân yn yr adroddiad.

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

Mae cynllun Eich Llais yn cyfrannu'n uniongyrchol at y flaenoriaeth gorfforaethol: *Moderneiddio'r Cyngor*

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

Mae'r holl gostau sy'n ymwneud ag adborth cwsmeriaid yn cael eu hamsugno yn y cyllidebau presennol.

### 7. **Beth yw prif gasgliadau'r Aseiad 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.**

Adroddiad perfformiad yw hwn ac nid ydym yn ceisio unrhyw benderfyniad er mwyn gwneud unrhyw newidiadau a fyddai'n effeithio ar y staff nag ar y gymuned. Felly nid oes angen AEC ar gyfer yr adroddiad hwn.

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

Adrodd yn fisol i'r Uwch Dîm Arweinyddiaeth.

**9. Datganiad y Prif Swyddog Cyllid**

Nid oes goblygiadau ariannol amlwg yn sgil yr adroddiad hwn.

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

Drwy beidio â delio â chwynion yn effeithiol, efallai y bydd enw da'r cyngor yn dioddef.

**11. Pŵer i wneud y Penderfyniad**

Mae erthyglau 6.1 a 6.3.4(b) o Gyfansoddiad y Cyngor yn amlinellu pwerau'r Pwyllgor mewn perthynas â chwynion a pherfformiad gwasanaeth.

**Swyddog Cyswllt:**

Swyddog Cwynion Corfforaethol

Ffôn: 01824 706169

Mae tudalen hwn yn fwriadol wag



## Your Voice information

### 1 Your Voice reporting periods

The following periods are used for reporting data:

Quarter 1: 1-Apr to 30-Jun

Quarter 2: 1-Jul to 30-Sep

Quarter 3: 1-Oct to 31-Dec

Quarter 4: 1-Jan to 31-Mar

### 2 Complaint response timescales

The 'Your Voice' feedback policy states that the following timescales should be adhered to when responding to complaints:

Stage 1: **10** working days

Stage 2: **20** working days

### 3 Your Voice performance measures

A traffic light system is used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

<b>Red</b>	less than 90% of complaints responded to within timescale
<b>Amber</b>	when more than 90% but less than 95% of complaints responded to within timescale
<b>Green</b>	more than 95% of complaints responded to within timescale

To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

<b>Green</b>	Improvement in performance
<b>Red</b>	Decline in performance
<b>White</b>	No change in performance
-	No data for period for comparison

**Table 1: Overall complaint response times for stage 1 complaints**

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1					Quarter 3 - Stage 1				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	0	0	-	-	-
Legal, HR and Democratic Services	3	1	33%	0	0	-	33%	-	0	0	-	-	-
Customers and Education Support	6	6	100%	7	7	100%	100%	0%	8	8	100%	100%	0%
Revenues and Benefits	7	7	100%	3	3	100%	100%	0%	3	3	100%	100%	0%
CES Commissioned Service	0	0	-	0	0	-	-	-	0	0	-	-	-
Education	3	3	100%	4	3	75%	100%	-25%	1	0	0%	75%	-75%
Highways & Environmental Services	34	26	76%	41	36	88%	76%	11%	35	32	91%	88%	4%
Finance and Assets	12	10	83%	14	11	79%	83%	-5%	8	8	100%	79%	21%
Economic & Business Development	0	0	-	0	0	-	-	-	0	0	-	-	-
Planning and Public Protection	20	20	100%	31	31	100%	100%	0%	29	23	79%	100%	-21%
Communication, Marketing and Leisure	11	11	100%	9	9	100%	100%	0%	6	6	100%	100%	0%
Community Support Services	4	2	50%	1	1	100%	50%	50%	0	0	-	100%	-
<b>Corporate Total</b>	<b>100</b>	<b>86</b>	<b>86%</b>	<b>110</b>	<b>101</b>	<b>92%</b>	<b>86%</b>	<b>6%</b>	<b>90</b>	<b>80</b>	<b>89%</b>	<b>92%</b>	<b>-3%</b>

**Chart 1: Stage 1 complaint response times – 4 year analysis**

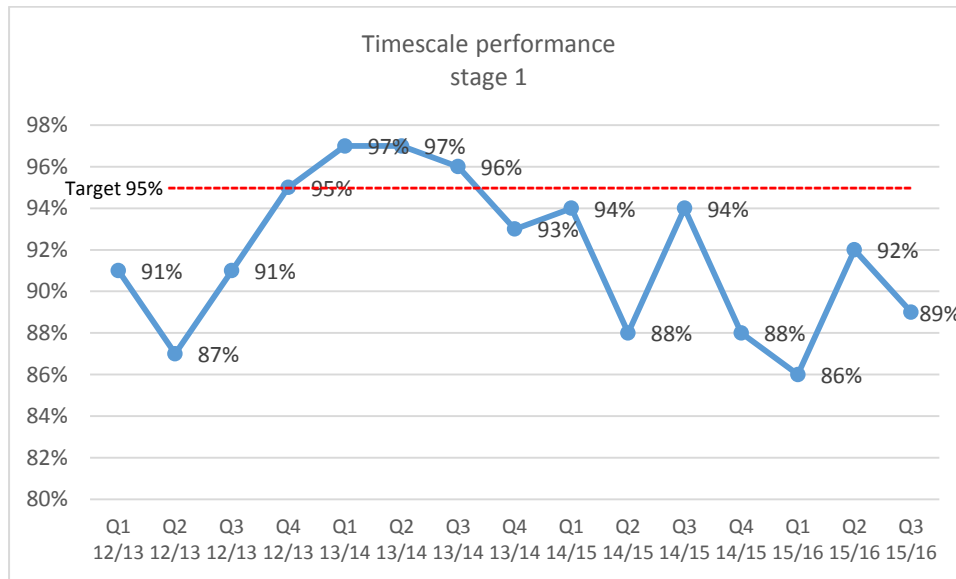
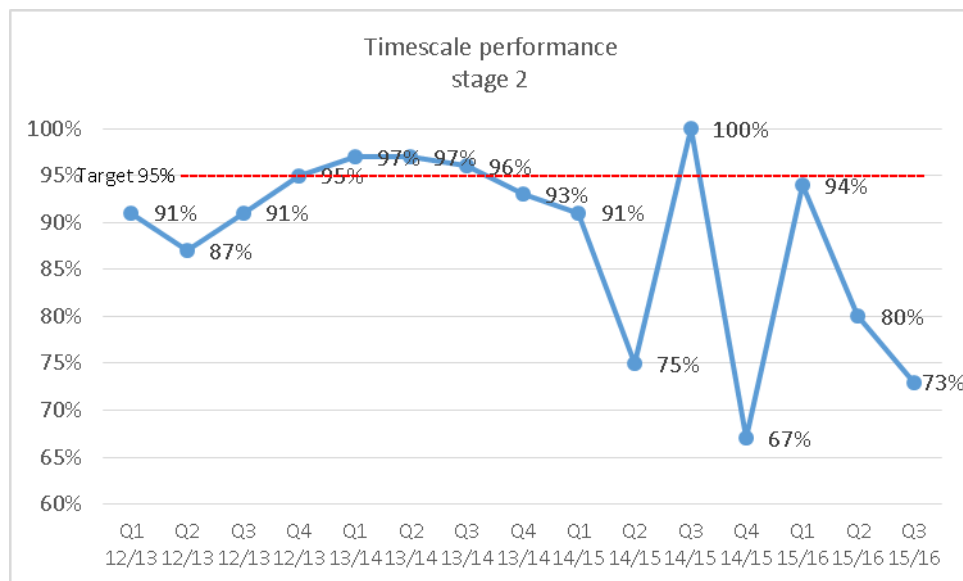
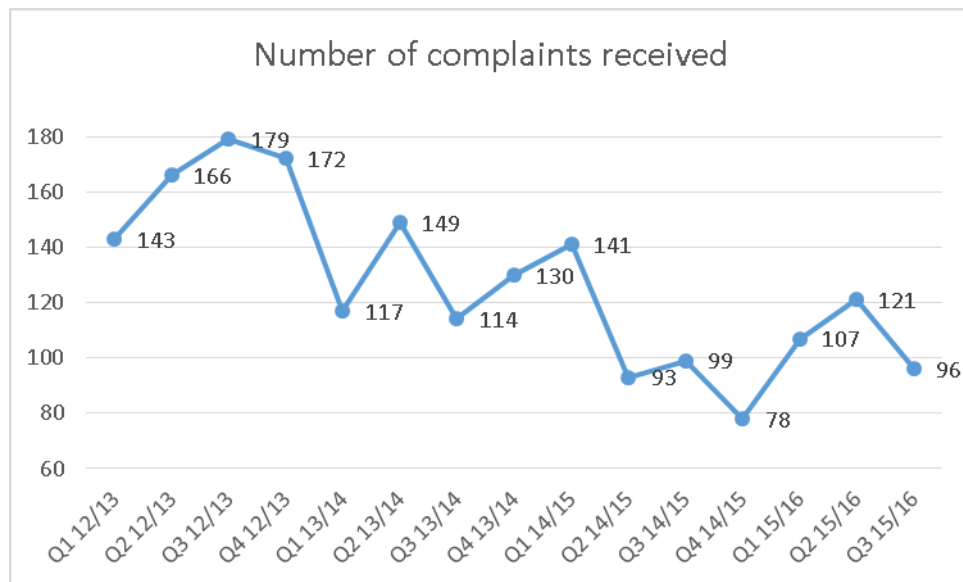


Table 2: Overall complaint response times for stage 2 complaints

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2					Quarter 3 - Stage 2				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	0	0	-	-	-
Legal, HR and Democratic Services	0	0	-	0	0	-	-	-	2	2	100%	-	-
Customers and Education Support	1	1	100%	2	2	100%	100%	0%	4	4	100%	100%	0%
Revenues and Benefits	3	3	100%	2	2	100%	100%	0%	1	1	100%	100%	0%
CES Commissioned Service	0	0	-	0	0	-	-	-	0	0	-	-	-
Education	4	4	100%	2	1	50%	100%	-50%	0	0	-	50%	-
Highways & Environmental Services	3	2	67%	1	1	100%	67%	33%	1	1	100%	100%	0%
Finance and Assets	0	0	-	2	2	100%	-	-	0	0	-	100%	-
Economic & Business Development	0	0	-	0	0	-	-	-	0	0	-	-	-
Planning and Public Protection	5	5	100%	5	4	80%	100%	-20%	6	2	33%	80%	-47%
Communication, Marketing and Leisure	0	0	-	0	0	-	-	-	1	1	100%	-	-
Community Support Services	1	1	100%	1	0	0%	100%	-100%	0	0	-	0%	-
Corporate Total	17	16	94%	15	12	80%	94%	-14%	15	11	73%	80%	-7%

Chart 2: Stage 2 complaint response times – 4 year analysis



**Chart 3: Total number of Your Voice complaints received – 4 year analysis**

There is a clear downward trend in terms of overall numbers of complaints received. Changes to the way in which complaints are recorded accounts for this in part, but numbers are reducing year on year.

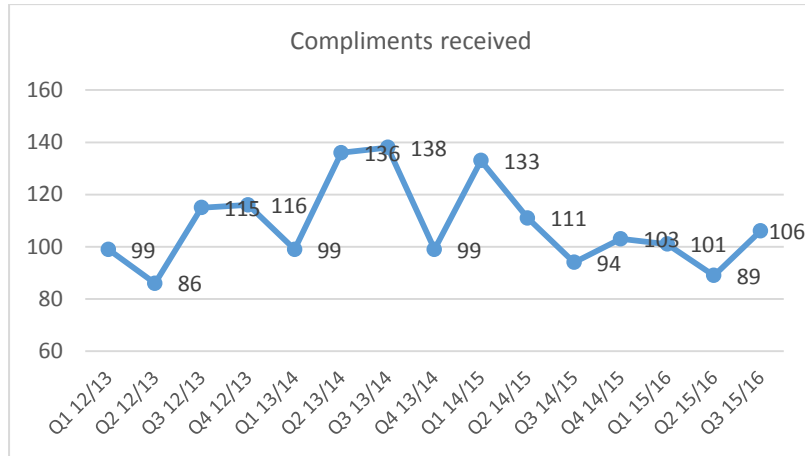
**Table 3: Total number of complaints received – comparison against neighbouring authorities**

Local Authority	2013/14	2014/15	2015/16 YTD	The rate of complaints received per 10,000 population 2015/16 YTD
Denbighshire	510	411	324	34
Wrexham	225	135	200	15
Anglesey	66	65	45	7

**Table 4: Compliments received**

<b>Service Area</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Business Improvement and Modernisation	0	1	0	
Legal and Democratic Services	0	1	1	
Customers and Education Support	11	11	11	
Revenues and Benefits	3	0	0	
Education	1	0	0	
Highways and Environmental Services	43	39	61	
Finance and Assets	14	13	14	
Economic and Business Development	0	0	1	
Planning and Public Protection	3	9	0	
Communication, Marketing and Leisure	24	13	18	
Community Support Services	2	2	0	
	<b>101</b>	<b>89</b>	<b>106</b>	

**Chart 4: Compliments received – 4 year analysis**

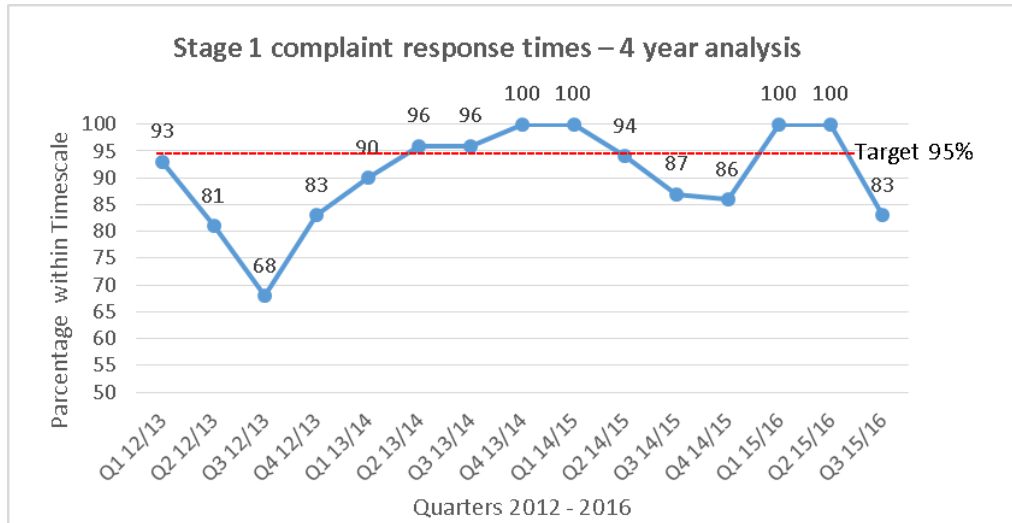


Social Services' data is reported separately as the process and timescales are different

**Table 4: Social Services complaint response times for stage 1 complaints**

Complaints dealt with on time % Stage 1				
	Q1	Q2	Q3	Q4
2012/13	26/28 (93%)	26/32 (81%)	15/22 (68%)	20/24 (83%)
2013/14	19/21 (90%)	25/26 (96%)	22/23 (96%)	13/13 (100%)
2014/15	20/20 (100%)	17/18 (94%)	13/15 (87%)	12/14 (86%)
2015/16	10/10 (100%)	11/11 (100%)	5/6 (83%)	

**Chart 4: Social Services complaint response times for stage 1 complaints – 4 year analysis**



One complaint exceeded timescale in Q3 bringing the overall performance down to 83%. The written response was sent out three days late due to workload.

**Table 5: Social Services complaint response times for stage 2 complaints**

Complaints dealt with on time % Stage 2				
	Q1	Q2	Q3	Q4
2012/13	0/2 (0%)	4/4 (100%)	2/2 (100%)	0/0 (100%)
2013/14	5/5 (100%)	4/4 (100%)	4/4 (100%)	1/1 (100%)
2014/15	1/1 (100%)	1/1 (100%)	2/2 (100%)	1/3 (33%)
2015/16	1/1 (100%)	2/2 (100%)	1/1 (100%)	

**Chart 5: Social Services complaint response times for stage 2 complaints – 4 year analysis**

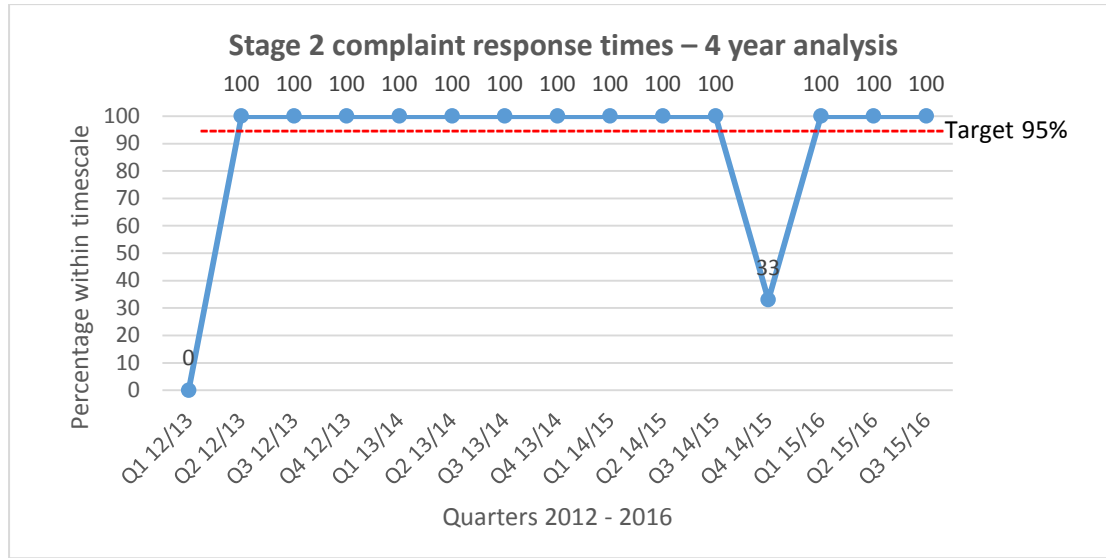
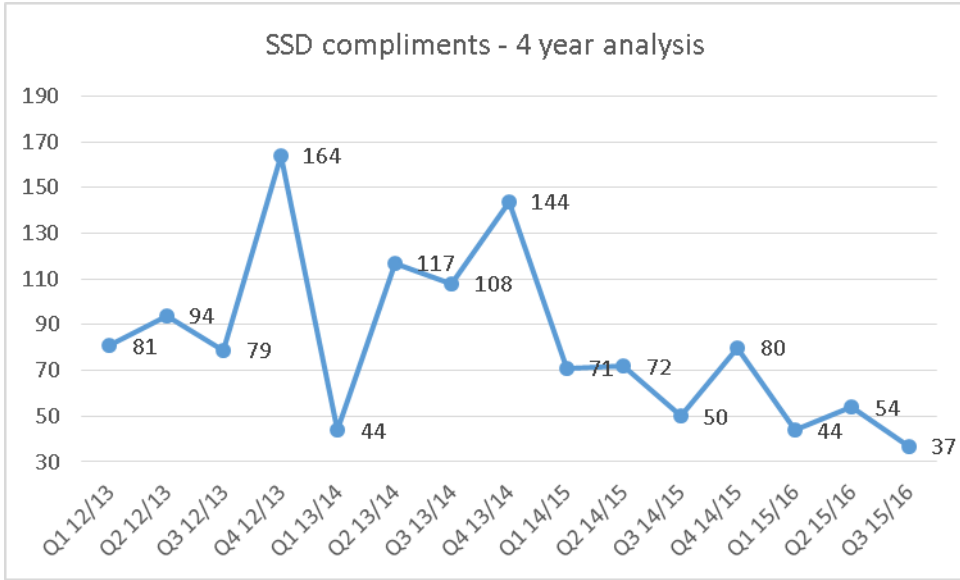


Table 5: Social Services compliments received – 4 year analysis





**Extract from minutes:**

**16.07.15 RESOLVED** – that the Performance Scrutiny Committee:-

(a) receives and notes the contents of the report, and

(b) agrees that a copy of the learning from complaints feedback report be appended to future quarterly reports.

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<b>Service:</b>	<b>Community Support Services</b>
<b>Customer feedback influencing service design and delivery:</b>	
<p>A recent investigation into a complaint raised by relatives of a service user has identified some learning points and the following instruction was circulated to all staff.</p> <ol style="list-style-type: none"> <li>1. Any legal documents referred to by service users or family members must be seen by staff and a note taken of the detail and date seen. Ideally a copy would be taken and scanned into the service user record but this may not be possible in all cases. This is particularly important in relation to Lasting Power of Attorney, where there are 2 types (Property &amp; Financial Affairs; and Health &amp; Welfare).</li> <li>2. Denbighshire introduced 'The Denbighshire Way' policy and expects all staff to follow it regarding responding to enquiries. Therefore, please ensure that you respond to e-mail enquiries within 10 working days.</li> </ol>	

<b>Service:</b>	<b>Communication, Marketing and Leisure</b>
<b>Customer feedback influencing service design and delivery:</b>	
<ol style="list-style-type: none"> <li>1. Following a complaint regarding public swimming times, the timetable will be reviewed to look to include an earlier public swim.</li> </ol>	

<b>Service:</b> <b>Finance &amp; Assets</b>
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<b>Customer feedback influencing service design and delivery:</b>  1. A new process for coordinating maintenance issues which cross over several departments has been implemented following a complaint regarding several problems at property.
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<b>Service:</b> <b>Planning &amp; Public Protection</b>
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<b>Customer feedback influencing service design and delivery:</b>  1. Following feedback regarding enforcement officers, the following has been implemented; officers have been instructed to read out contents of fixed penalty notices, if requested to do so and tactical changes have been made in circumstances where male officers approach lone females in 'quiet' locations to carry out enforcement duties.
--

At January's Performance Scrutiny Committee, there was a discussion regarding complains about commissioned services and the importance of reporting such complaints to the Committee.

The following is an extract from the Your Voice procedural document for staff:

***Complaints regarding contractors and commissioned services***

*Complaints may relate to a contractor working on behalf of the council or to a service we have commissioned. Where the council receives a complaint about a contractor or commissioned service, the matter should be recorded and then referred to the contractor/service provider in the first instance. The contractor/service provider should investigate the matter and provide the council with a written response, which will be shared with the complainant. The timescale should reflect the council's own procedure (10 working days).*

*Specifications in contracts should refer to the handling of such complaints, and ensure that the council has adequate monitoring information, and that arrangements are suitably integrated with the council's complaints system.*

*Complaints regarding contractors or commissioned services will be reported on for quality assurance purposes.*

<b>Adroddiad i'r:</b>	<b>Pwyllgor Archwilio Perfformiad</b>
<b>Dyddiad y Cyfarfod:</b>	<b>17 Mawrth 2016</b>
<b>Swyddog Arweiniol:</b>	<b>Cydlynnydd Archwilio</b>
<b>Awdur yr Adroddiad:</b>	<b>Cydlynnydd Archwilio</b>
<b>Teitl:</b>	<b>Rhaglen Waith Archwilio</b>

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## 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 yn ystyried yr wybodaeth a ddarparwyd ac yn cymeradwyo, diwygio neu'n newid ei raglen gwaith i'r dyfodol fel y gwêl yn briodol.

## 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 gynneg 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 gynneg' sy'n egluro pwrpas, pwysigrwydd a chanlyniadau posibl y pynciau a awgrymir. Does dim un ffurflen gynneg 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 cynneg ar gyfer archwilio' yn amlinellu pam eu bod yn credu y byddai'r testun yn elwa o fewnbwn archwilio. Gellir gweld copi o 'ffurflen gynneg' 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 gynneg 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 cynghori aelodau am eu gweithrediad.

### **5. Grŵp Cadeiryddion ac Is-Gadeiryddion Archwilio**

Dan drefniadau archwilio'r Cyngor mae Grŵp Cadeiryddion ac Is-Gadeiryddion Archwilio (GCIGA) yn gweithredu fel pwyllgor cydlynu. Cyfarfu'r Grŵp ar 3 Mawrth 2016. Ni gyfeiriwyd unrhyw fater ar gyfer sylw'r pwyllgor hwn.

### **6. 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.

### **7. 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.

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

Ni chynhaliwyd Aseiad 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.

**9. 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.

**10. 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.

**11. 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](mailto:dcc_admin@denbighshire.gov.uk)



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

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
12 April <b>Special Meeting</b>	<b>Cllr. Bobby Feeley &amp; Cllr. Win Mullen-James (Chair of T&amp;F Group)</b>	.	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/Tony Ward/Holly Evans July 2015 (rescheduled September 2015)
28 April <b>Representative from BT and WG invited to attend (Adrian Berry – Project Manager Superfast Cymru Rollout will be attending)</b>		1.	Broadband Rollout in Denbighshire	(i) To detail BT Openreach's plan for completing its rollout programme in Denbighshire (to include details of which areas will be included in the programme and the timetable for the rollout in each area). The report to include details of what the hardware will enable and any limitation associated with it; (ii) To detail WG proposals on how households who will not get superfast broadband through the BT roll out can still get improved coverage through other Welsh Government schemes	A better understanding of the broadband rollout situation will help the Council plan and deliver its business. In particular it will assist it to deliver its corporate priorities relating to developing the local economy, improving performance in education and modernising the Council to deliver efficiencies and improve services to customers	BT By SCVCG January 2016
9 June	<b>Cllr. Julian Thompson-Hill</b>	1	Corporate Plan (Q4) 2015/16	To monitor the Council's progress in delivering the Corporate Plan 2012-17	Ensuring that the Council meets its targets, its Outcome	Alan Smith/Liz Grieve May 2014

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Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
				(with particular emphasis on the delivery of the Outcome Agreements)	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		
	<b>Cllr. Julian Thompson-Hill</b>	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
	<b>Cllr. Bobby Feeley</b> (required)	3.	Draft Director of Social Services Annual Report for 2015/16	To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2015/16 and clearly articulates future plans.	Identification of any specific performance issues which require further scrutiny by the committee in future	Tony Ward	June 2014
	<b>Cllr. Hugh Irving</b>	4	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, reasons for non-	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

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			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			
14 July	<b>Cllr. Barbara Smith/David Smith/Julian Thompson-Hill</b>	1. Creating a supply of affordable homes	To examine progress in delivering theme 2 of the Local Housing Strategy	To support the delivery of the corporate priority relating to 'ensuring access to good quality housing'	Graham Boase/Jamie Groves/Angela Loftus	By SCVCG December 2015
	<b>Cllr. Julian Thompson-Hill</b>	2.. 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
29 September (GwE representatives to be invited)	<b>Cllr. Eryl Williams</b>	1. Provisional External Examinations and Teacher Assessments <b>[Education]</b>	To review the performance of schools and that of looked after children	Scrutiny of performance leading to recommendations for improvement	Karen Evans/Julian Molloy	September 2015
	<b>Cllr. Hugh Irving</b>	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	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

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Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
				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			
8 December	<b>Cllr. Julian Thompson-Hill</b>	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	December 2015
January 2017 (GwE representatives to be invited)	<b>Cllr. Eryl Williams</b>	1.	Verified External Examinations and Teacher Assessments <b>[Education]</b>	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 (periodically)  <b>[Task &amp; Finish Group]</b>	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
Implementation of the Donaldson Report 'Successful Futures' – Independent Review of Curriculum and Assessment Arrangements in Wales <b>[Education]</b>  <b>Dependent upon the legislative timetable</b>	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
<b>Monthly Information Bulletin</b>	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
<b>Corporate Plan (Q1 &amp; Q3) 2015/16</b> <b>March &amp;</b>	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	Alan Smith/Liz Grieve	May 2014

<p><b>September 2016</b> [Information]</p>		<p>residents, and maximises the financial incentives available through meeting its Outcome Agreements</p>		
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**Note for officers – Committee Report Deadlines**

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
12 April	<b>29 March</b>	28 April	<b>14 April</b>	9 June	<b>26 May</b>

Performance Scrutiny Work Programme.doc

Updated 04/03/2016 RhE

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

## Ystyried addasrwydd pwnc ar gyfer craffu

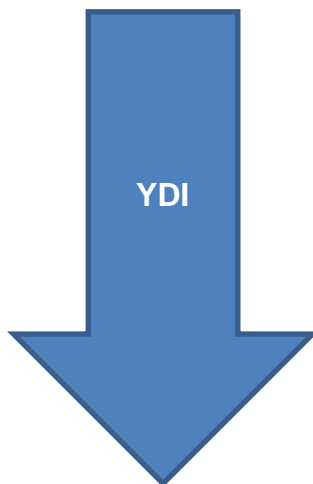
### Ffurflen Gynnig / Cais a dderbyniwyd

(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 89

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
<b>29 March</b>	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 / Liz Grieve / Sian Owen
	4	Officers Scheme of Delegation	To approve amendments to the scheme	Yes	Cllr Barbara Smith/Gary Williams/Lisa Jones
	5	Proposed Lease of Ty Nant, Prestatyn to Betsi Cadwaladr University Health Board	To approve grant of the lease to BCUHB for a new primary care centre	Yes	Cllr Julian Thompson-Hill / David Mathews
	6	Closure of TAIH	Tbc	Tbc	Peter Daniels
	7	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet’s attention	Tbc	Scrutiny Coordinator
<b>26 April</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh

Cabinet Forward Work Plan

Tudalen 90

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	2	Future of Adult Provider Services	To consider the future of adult provider services.	Yes	Cllr Bobby Feeley / Phil Gilroy / Holly Evans
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>24 May</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Former North Wales Hospital, Denbigh - Compulsory Purchase Order	Authorisation to take possession of the site	Yes	Councillor David Smith / Graham Boase / Gareth Roberts
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>28 June</b>	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 Q4	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
<b>26 July</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	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>	<b><i>Deadline</i></b>	<i>Meeting</i>	<b><i>Deadline</i></b>	<i>Meeting</i>	<b><i>Deadline</i></b>
<i>March</i>	<b><i>11 March</i></b>	<i>April</i>	<b><i>12 April</i></b>	<i>May</i>	<b><i>10 May</i></b>

Updated 29/02/16 - KEJ

Cabinet Forward Work Programme.doc

Mae tudalen hwn yn fwiadol wag

## Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
28 January 2016	<b>6. PRIMARY SCHOOL TRANSPORT</b>	<i><b>RESOLVED</b> to recommend that the Council review its decision with respect to the provision of home to school transport for pupils from Rhuddlan attending Ysgol Dewi Sant, Rhyl and, in line with its discretionary powers, arranges concessionary travel for those pupils not entitled to free home to school transport.</i>	Lead Member for Education, Head of Education and relevant officers informed of the Committee's recommendation
	<b>7. KS4 AND POST 16 EXAMINATION RESULTS</b>	<i><b>RESOLVED</b> that subject to the above observations, to – (a) receive the information on the performance of schools against previous performance and the external benchmarks that were currently available, and (b) emphasise the need for regular and continued challenge of the assessments and monitoring of the targets to ensure that actual performance would meet and possibly exceed the set target.</i>	Lead Member for Education, Head of Education, Managing Director of GwE and GwE Senior Challenge Advisor informed of the Committee's recommendation
	<b>8. SCHOOL GOVERNORS AND SCHOOL GOVERNING BODIES</b>	<i><b>RESOLVED</b> that, subject to the above observations, to receive and endorse the support and training provided to Governors to assist them to support and challenge schools.</i>	Lead Member for Education, Head of Education and relevant officers informed of the Committee's recommendation

	<b>9. YOUR VOICE REPORT – QUARTER 2 2015/16</b>	<b>RESOLVED</b> <i>subject to the above observations and progressing the actions identified, to receive the information on the Council's performance in dealing with complaints during Quarter 2 2015/16 in accordance with the 'Your Voice' customer feedback policy.</i>	Lead Member for Customers and Libraries and relevant officers informed of the Committee's recommendation
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