

At: Gadeirydd ac Aelodau'r Pwyllgor  
Archwilio Perfformiad

Dyddiad: 1 Mehefin 2016

Rhif Union: 01824 712554

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Annwyl Gyngorydd

Fe'ch gwahoddir i fynychu cyfarfod y **PWYLLGOR ARCHWILIO PERFFORMIAD, DYDD IAU, 9 MEHEFIN 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**

### **RHAN 1 – GWAHODDIR Y WASG A'R CYHOEDD I FOD YN BRESENNOL AR GYFER Y RHAN HON O'R CYFARFOD**

#### **1 YMDDIHEURIADAU**

#### **2 PENODI IS-GADEIRYDD (Tudalennau 5 - 6)**

Penodi Is-Gadeirydd y Pwyllgor ar gyfer blwyddyn y cyngor 2016/17.

#### **3 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.

#### **4 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.

**5 COFNODION Y CYFARFOD DIWETHAF** (Tudalennau 7 - 26)

Derbyn cofnodion y Pwyllgor Archwilio Perfformiad (copi ynghlwm) a gynhaliwyd ar:

- 12 Ebrill 2016 a
- 28 Ebrill 2016

**9.40 a.m. – 9.45 a.m.**

**6 ADRODDIAD PERFFORMIAD Y CYNLLUN CORFFORAETHOL - CHWARTER 4 2015/16** (Tudalennau 27 - 76)

Ystyried adroddiad gan Reolwr y Tîm Cynllunio Strategol (copi ynghlwm) sy'n gofyn i'r Pwyllgor fonitro perfformiad y Cyngor o ran cyflawni ei Gynllun Corfforaethol, a nodi meysydd neu wasanaethau penodol a fyddai'n elwa o archwilio manwl er mwyn gwella canlyniadau i ddinasyddion.

**9.45 a.m. – 10.15 a.m.**

**7 ADRODDIAD BLYNYDDOL IECHYD CORFFORAETHOL, DIOGELWCH A LLES 2015/16** (Tudalennau 77 - 128)

Ystyried adroddiad gan y Rheolwr Iechyd a Diogelwch Corfforaethol (copi ynghlwm) i ddarparu diweddariad blynyddol ar Reoli Iechyd a Diogelwch o fewn Cyngor Sir Ddinbych.

**10.15 a.m. – 10.45 a.m.**

~~~~~ **EGWYL (10.45 a.m. – 11.00 a.m.)** ~~~~~

**8 ADRODDIAD BLYNYDDOL CYFARWYDDWR Y GWASANAETHAU CYMDEITHASOL: 2015/16** (Tudalennau 129 - 170)

Ystyried adroddiad gan y Pen Reolwr: Cymorth i Fusnesau (copi ynghlwm) i alluogi'r Aelodau i archwilio'r adroddiad drafft cyn iddo gael ei gyflwyno i Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC).

**11.00 a.m. – 11.30 a.m.**

**9 ADRODDIAD EICH LLAIS – CHWARTER 4 2015/16** (Tudalennau 171 - 186)

Ystyried adroddiad gan y Swyddog Cwynion Corfforaethol (copi ynghlwm) i geisio barn y Pwyllgor ar berfformiad y Cyngor wrth ddelio â chwynion, ac iddo nodi meysydd i'w harchwilio'n fanwl yn y dyfodol.

**11.30 a.m. – 12.00 p.m.**

**10 RHAGLEN WAITH ARCHWILIO** (Tudalennau 187 - 210)

Ystyried adroddiad gan y Cydlynnydd Archwilio (copi ynghlwm) yn gofyn am adolygiad o raglen waith y pwyllgor a rhoi'r diweddaraf i'r aelodau ar faterion perthnasol.

**12.00 p.m. – 12.15 p.m.**

**11 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR**

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

**12.15 p.m. – 12.20 p.m.**

**AELODAETH**

**Y Cynghorwyr**

Y Cynghorydd Barry Mellor  
(Cadeirydd)

Raymond Bartley  
Meirick Davies  
Huw Hilditch-Roberts  
Colin Hughes  
Geraint Lloyd-Williams

Dewi Owens  
Arwel Roberts  
Gareth Sandilands  
Joe Welch

**COPIAU I'R:**

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

Mae tudalen hwn yn fwriadol wag

## Swydd Ddisgrifiad Cadeirydd/Is-Gadeirydd Archwilio

### 1. PRIF GYFRIFOLDEBAU

- I'r Cyngor Llawn

### 2. PWRPAS Y RÔL

- Darparu arweinyddiaeth a chyfeiriad.
- Cymryd rhan yn llawn yng ngweithgareddau'r Pwyllgor Archwilio, datblygu a chyflwyno ei raglen waith ac yn unrhyw grwpiau gorchwyl a gorffen cysylltiedig.
- Cynorthwyo wrth ddatblygu a monitro effaith polisi'r Cyngor.
- Gwneud y gweithredwr yn gyfrifol, monitro perfformiad a chyflwyno gwasanaethau a herio penderfyniadau trwy'r trefniadau galw i mewn lle bo hynny'n briodol.
- Datblygu blaenraglen waith y pwyllgor.
- Adrodd ar gynnydd yn erbyn y rhaglen waith i'r Cyngor ac i bobl eraill fel sy'n briodol.
- Rheoli cyfarfodydd yn hyderus ac yn effeithiol i hwyluso cynhwysiant, cyfranogiad a gwneud penderfyniadau clir gan sicrhau bod amcanion y cyfarfod yn cael eu diwallu, ac y glynir wrth y cod ymddygiad, rheolau sefydlog a gofynion sefydliadol eraill.
- Gweithredu fel canolbwynt cysylltu rhwng y cyngor, y gymuned a chyrrff allanol mewn perthynas â'r swyddogaeth archwilio.
- Annog cyfraniadau effeithiol gan holl aelodau'r pwyllgor yn y pwyllgor a'r grwpiau gorchwyl a gorffen.
- Asesu perfformiadau unigol a chyfunol yn y pwyllgor a chysylltu â'r Arweinydd Grŵp perthnasol i symud cyfleoedd hyfforddi a datblygu yn eu blaenau.
- Diwallu cyfrifoldebau rôl yr aelod etholedig.

### 3. GWERTHOEDD a DISGWYLIADAU

- Ymroi i werthoedd Cyngor Sir Ddinbych a'r gwerthoedd canlynol mewn swydd gyhoeddus:
  - Balchder
  - Hygrededd
  - Parch
  - Undod
- Mynychu pob cyfarfod perthnasol.
- Cynnal materion yn electronig, h.y. cyfarfodydd a chyfathrebu, lle bo'n bosibl yn y Cyngor.
- Mynychu hyfforddiant gorfodol fel y dynodwyd yn y cod ymddygiad a'r cyfansoddiad.
- Cymryd rhan mewn adolygiad datblygu blynyddol i wella'n barhaus perfformiad yr aelod a'r Cyngor.
- Esbonio a chyfrif am berfformiad personol fel Cynghorydd Sir yn rheolaidd, yn enwedig trwy gyhoeddi Adroddiad Blynyddol ar wefan y Cyngor.

## **Role Description Scrutiny Chair/Vice-Chair**

### **1. PRINCIPAL ACCOUNTABILITIES**

- To Full Council

### **2. PURPOSE OF ROLE**

- Providing leadership and direction
- To participate fully in the activities of the Scrutiny Committee, the development and delivery of its work programme and any associated task and finish groups.
- To assist in the development and monitor impact of Council policy
- To hold the executive to account, monitoring performance and service delivery and challenge decisions through the call in arrangements where appropriate.
- To develop a forward work programme of the committee.
- To report on progress against the work programme to Council, and others as appropriate
- To provide confident and effective management of meetings to facilitate inclusivity, participation and clear decision making ensuring that meeting objectives are met, and the code of conduct, standing orders and other constitutional requirements are adhered to.
- To act as a focus for liaison between the council, community and external bodies in relation to the scrutiny function.
- To encourage effective contributions from all committee members in both committee and task and finish groups
- To assess individual and collective performance within the committee and liaise with the relevant Group Leader to progress training and development opportunities.
- Fulfil the accountabilities of the elected member role.

### **3. VALUES and EXPECTATIONS**

- To be committed to the values of Denbighshire County Council and the following values in public office:
  - Pride
  - Integrity
  - Respect
  - Unity
- Attend all relevant meetings
- Carry out business electronically i.e. meetings and communication, wherever possible
- To attend mandatory training as specified in the code of conduct and the constitution.
- To participate in an annual development review to continually improve the performance of the member and the Council.
- To explain and account for personal performance as a County Councillor on a regular basis, particularly through the publication of an Annual Report on the Council's web site.

**Cofnodion y Pwyllgor Archwilio Perfformiad a gynhaliwyd ddydd Mawrth, 12 Ebrill 2016 am 2.00 pm yn Ystafell Gynhadledd 1a, Neuadd y Sir, Wynnstay Road, Rhuthun, LL15 1YN**

## **Yn bresennol:**

Cynghorwyr Raymond Bartley, Meirick Davies, Huw Hilditch-Roberts, Geraint Lloyd-Williams, Barry Mellor (Cadeirydd), Dewi Owens, Arwel Roberts, Gareth Sandilands a Joe Welch

## **Hefyd yn bresennol:**

M Mehmet (Prif Weithredwr), N Stubbins (Cyfarwyddwr Corfforaethol : Cymunedau), P Gilroy (Pennaeth Gwasanaethau Cefnogi Cymunedol) a T Ward (Prif Reolwr, Cymorth Busnes).

Cynghorydd Joan Butterfield, Cynghorydd Jeanette Chamberlain-Jones, Cynghorydd Ann Davies, Cynghorydd Bobby Feeley (Aelod Arweiniol Gofal Cymdeithasol - Gwasanaethau Oedolion a Phlant), Cynghorydd Alice Jones, Cynghorydd Huw Jones, Cynghorydd Gwyneth Kensler, Cynghorydd Jason McLellan, Cynghorydd Cefyn Williams a Cynghorydd Eryl Williams

## **1 YMDDIHEURIADAU**

Derbyniwyd ymddiheuriadau gan y Cynghorwyr Colin Hughes a Win Mullen-James (Cadeirydd Grŵp Tasg a Gorffen Dyfodol Gofal Cymdeithasol Mewnol).

Talodd y Cadeirydd deyrnged i'r diweddar Gynghorydd Richard Davies, aelod o'r Pwyllgor a'r Grŵp Tasg a Gorffen, a fu farw'n ddiweddar. Cydymdeimlwyd â'i deulu ac fel arwydd o barch safodd pawb ar eu traed am funud o dawelwch.

## **2 DATGANIADAU O FUDDIANT**

Mewn ymateb, dywedodd y Cydlynnydd Archwilio fod y Grŵp Tasg a Gorffen wedi ei sefydlu gan y Pwyllgor Archwilio Perfformiad i wneud darn o waith ar ei ran. 2016. Roedd ei aelodau'n cynnwys cynrychiolwyr o bob pwyllgor archwilio. Roedd y Grŵp Tasg a Gorffen yn is-grŵp o'r Pwyllgor Archwilio y gofynnwyd iddynt edrych yn fanylach ar ofal cymdeithasol mewnol a llunio adroddiad ar y canfyddiadau i'r Pwyllgor llawn. Nid oedd y Grŵp Tasg a Gorffen wedi gwneud unrhyw benderfyniadau gan nad oedd ganddo bwerau i wneud penderfyniadau. Ei waith oedd adrodd ar y canfyddiadau, ac ar sail y canfyddiadau hynny, gwnaed argymhellion i'r Pwyllgor Archwilio Perfformiad yn y cyfarfod hwn. Roedd y cyfarfod hwn yn gyfle i'r Pwyllgor i archwilio'r canfyddiadau a'r cynigion a gyflwynwyd cyn llunio argymhellion i'w cyflwyno i'r Cabinet eu cymeradwyo ddiwedd Mai 2016.

O ran arsylwyr yng nghyfarfodydd y Grŵp Tasg a Gorffen, ailadroddodd y Cydlynnydd Archwilio fod y Grŵp Tasg a Gorffen yn 'grŵp caeedig' a oedd yn gweithio ar ran y pwyllgorau archwilio, ac felly nad oedd yn arferol caniatáu i arsylwyr fod yn bresennol.

Gwnaed cais gan y Cyngorydd Roberts i nodi bod hyn yn annheg iawn yn ei farn ef.

Bu i'r Cyngorydd Jason McLellan ddatgan cysylltiad personol ag eitem fusnes 4 mewn perthynas â'i waith yn swyddfa etholaeth Ann Jones AC – roedd copi o ymateb yr AC i'r ymgynghoriad wedi ei gynnwys mewn atodiad i'r adroddiad y byddai'r Pwyllgor yn ei ystyried.

### **3 MATERION BRYN FEL Y'U CYTUNWYD GAN Y CADEIRYDD**

Ni chodwyd unrhyw eitemau a ddylai, ym marn y Cadeirydd, gael eu hystyried yn y cyfarfod fel mater brys yn unol ag Adran 100B(4) o Ddeddf Llywodraeth Leol, 1972

### **4 ADOLYGU AC YMGYNGHORI AR WASANAETHAU GOFAL MEWNOL**

Cyn cyflwyno'r adroddiad, dywedodd y Cadeirydd fod cryn ddiddordeb wedi bod yn yr adolygiad hwn, a bod cynghorwyr wedi derbyn nifer fawr o e-byst a gohebiaeth arall yn ei gylch. O ran trafod yr eitem fusnes hon, esboniodd y byddai'n rhoi cyfle i aelodau'r Pwyllgor ofyn cwestiynau'n gyntaf, ac yn dilyn hynny, byddai cyfle i aelodau heb fod ar y pwyllgor archwilio ofyn cwestiynau, cyn gofyn i'r Pwyllgor lunio argymhellion i'w cyflwyno i'r Cabinet.

Cyflwynodd y Cyngorydd Meirick Lloyd-Davies, cyn Gadeirydd y Grŵp Tasg a Gorffen yr adroddiad yn absenoldeb y Cadeirydd presennol. Esboniodd y Cyngorydd Lloyd-Davies fod y Grŵp Tasg a Gorffen yn grŵp a oedd yn wleidyddol a daearyddol gytbwys y gofynnwyd iddynt edrych ar opsiynau gwerth am arian ar gyfer darparu gofal cymdeithasol o ansawdd uchel yn y Sir. Pwysleisiodd fod y tybiaethau cychwynol wedi newid ar sail y dystiolaeth a gafwyd wrth i'r broses fynd yn ei blaen.

Roedd y Grŵp wedi cyfarfod naw gwaith dros y ddwy flynedd diwethaf. Roedd wedi goruchwilio'r gwaith o gynllunio a gweithredu'r ymarferiad 'gwrando ac ymgysylltu' a oedd wedi arwain at ddatblygu'r opsiynau ar gyfer ymgynghoriad cyhoeddus. Ar 17 Mawrth 2016 cyflwynodd y Swyddogion yr ymatebion a dderbyniwyd yn ystod yr ymgynghoriad cyhoeddus i'r Grŵp Tasg a Gorffen. Yna paratôdd y Grŵp yr argymhellion yn yr adroddiad a gyflwynwyd i'r Pwyllgor yn y cyfarfod hwn, i'w harchwilio a gwneud sylwadau arnynt cyn eu cyflwyno i'r Cabinet ar 24 Mai 2016.

Cyflwynodd Pennaeth Gwasanaethau Cefnogi Cymunedol y dystiolaeth yn deillio o'r ymgynghoriad cyhoeddus ar ddyfodol gwasanaethau gofal mewnol Sir Ddinbych. Esboniodd sut y cynhaliwyd yr ymgynghoriad yn unol ag Egwyddorion Cyfreithiol Gunning 1985 o ran ymgynghori er mwyn sicrhau bod yr Awdurdod yn cydymffurfio â disgwyliadau cyfreithiol.



Cyflwynodd Pennaeth Gwasanaethau Cefnogi Cymunedol yr achos dros yr angen i newid gwasanaethau gofal mewnol:

- Er bod nifer y bobl hŷn yn cynyddu, roedd y galw am ofal preswyl safonol a gwasanaethau dydd yn Sir Ddinbych wedi bod yn lleihau ers sawl blwyddyn, ac roedd yn dal i leihau;
- Roedd y galw am ddewisiadau mwy galluogol o'i gymharu â gofal preswyl safonol (fel Tai Gofal Ychwanegol) yn cynyddu, ac roedd y galw am Dai Gofal Ychwanegol n Sir Ddinbych heb ei ddiwallu, yn ogystal ag iechyd meddwl mwy arbenigol a chartrefi nyrsio;
- Roedd ymchwil yn dangos bod canlyniadau i bobl a oedd yn byw mewn Tai Gofal Ychwanegol yn well o'u cymharu â chanlyniadau i bobl a oedd yn byw mewn gofal preswyl safonol;
- Mae Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 a gyflwynwyd yn ei gwneud yn ofynnol i'r cyngor ganolbwyntio ar alluogi pobl i barhau i fod mor annibynnol â phosibl am gyhyd â phosibl;
- Roedd cost rhedeg gwasanaethau gofal mewnol yn uchel o'i gymharu â chomisiynu gwasanaethau gan y sector annibynnol, ac o'i gymharu â chost cefnogi pobl i fyw mewn Tai Gofal Ychwanegol.

Ar ôl i'r Grŵp Tasg a Gorffen gwblhau ei waith cyflwynwyd yr opsiynau canlynol ar gyfer ymgynghoriad cyhoeddus:

#### Opsiynau a gyflwynwyd ar gyfer Hafan Deg (Rhyl)

1. **Yr opsiwn a ffefrir gan y Cyngor:** Bydd y Cyngor yn ffurfio partneriaeth â sefydliad allanol a throsglwyddo'r adeilad iddynt, gan gomisiynu gwasanaeth gofal dydd yn yr adeilad ac, yn ogystal â hyn, yn galluogi asiantaethau'r trydydd sector i ddarparu gweithgareddau ymyrraeth gynnar ar gyfer pobl hŷn a fydd yn lleihau unigedd cymdeithasol, yn cefnogi annibyniaeth ac yn hybu gwytnwch.
2. Ail-ddarparu gwasanaethau yn Hafan Deg gyda'r posibilrwydd y byddai'r ganolfan yn cau a'r defnyddwyr gwasanaeth a'u teuluoedd yn cael cymorth i ddod o hyd i ddarpariaeth addas arall.
3. Byddai'r cyngor yn ystyried unrhyw ddewis neu opsiwn arall a roddid gerbron a fyddai'n bodloni'r galw am lefydd gofal dydd a gweithgareddau cymdeithasol o fewn yr adnoddau ar gael.
  - Yr unig opsiwn arall a roddwyd gerbron yn ystod yr ymgynghoriad oedd i'r cyngor barhau i redeg Hafan Deg ei hun. Dim ond o fewn ymateb UNSAIN yr edrychwyd yn fanwl ar hwn.

### Opsiynau a gyflwynwyd ar gyfer Dolwen (Dinbych)

1. **Yr opsiwn a ffefrir gan y Cyngor:** Bydd y cyngor yn ffurfio partneriaeth gyda sefydliad allanol a throsglwyddo'r gwasanaeth cyfan iddynt, gan sicrhau bod Dolwen wedi cofrestru i ddarparu gofal lechyd Meddwl yr Henoed.
2. Gwerthu neu osod Dolwen ar les i bwrpas arall. Byddai'r cartref yn cau a'r defnyddwyr gwasanaeth a'u teuluoedd yn cael cymorth i ddod o hyd i ddarpariaeth addas arall.
3. Byddai'r cyngor yn ystyried unrhyw opsiynau eraill a roddid gerbron a fyddai'n bodloni'r galw am lefydd gofal dydd a phreswyl o fewn yr adnoddau ar gael.
  - Yr unig opsiwn arall a roddwyd gerbron yn ystod yr ymgynghoriad oedd i'r cyngor barhau i redeg Dolwen ei hun. Dim ond o fewn ymateb UNSAIN yr edrychwyd yn fanwl ar hwn.

### Opsiynau a gyflwynwyd ar gyfer Awelon (Rhuthun)

1. **Yr opsiwn a ffefrir gan y Cyngor:** Atal derbyniadau newydd a gweithio gyda'r unigolion a'u teuluoedd ar gyflymder sy'n addas ar eu cyfer nhw, i'w symud i ddewisiadau amgen addas, fel y bo'n briodol, a ffurfio partneriaeth â pherchennog Llys Awelon i ddatblygu mwy o fflatiau Gofal Ychwanegol ar y safle. Fodd bynnag, ni fyddwn yn gofyn i unrhyw un o'r preswylwyr adael Awelon os nad ydynt eisiau gadael a gellir parhau i ddiwallu eu hanghenion yno.
2. Gweithio mewn partneriaeth â landlord cymdeithasol cofrestredig, gwasanaethau iechyd a'r trydydd sector i ddatblygu dewis o wasanaethau, trosglwyddo hanner yr adeilad i ddatblygu mwy o fflatiau gofal ychwanegol, o bosibl fel estyniad i Lys Awelon, gan ddefnyddio'r gweddill fel uned breswyl fach y gellid ei defnyddio i fodloni'r galw cynyddol am ofal seibiant a sicrhau na fyddai angen i unrhyw un o'r preswylwyr presennol symud oni bai eu bod yn dewis gwneud hynny.
3. Byddai'r cyngor yn ystyried opsiwn arall a fyddai'n bodloni'r galw am lefydd preswyl a gofal dydd o fewn yr adnoddau ar gael.

Opsiynau eraill a gyflwynwyd ar gyfer Awelon:

#### **Opsiwn 3a** – cyflwynwyd gan Unsain:

- Archwiliwyd/eglurwyd cynigion UNSAIN yn fanwl o fewn yr ymateb llawn gan UNSAIN (Atodiad K a gylchredwyd yn flaenorol), hynny yw, y cynnig i'r cyngor barhau i fod yn berchennog ar Awelon a'i redeg ei hun a bod hyn yn cael ei ariannu drwy gynnydd ychwanegol yn Nhreth y Cyngor.

**Opsiwn 3b** – awgrymwyd gan Aelod Etholedig:

- Awgrymwyd y gallai'r cyngor ystyried adeiladu Tai Gofal Ychwanegol ar un o'r safleoedd ysgolion gwag yn Rhuthun (ar ôl ad-drefnu'r ysgolion). Byddai hyn yn bodloni'r galw am Dai Gofal Ychwanegol yn Rhuthun, ac yn fodd i safle Awelon barhau fel y mae ar hyn o bryd.

Opsiynau a gyflwynwyd ar gyfer Cysgod y Gaer (Corwen)

1. **Yr opsiwn a ffeirir gan y Cyngor:** Byddai'r cyngor yn ffurfio partneriaeth gyda'r budd-ddeiliaid perthnasol (gan gynnwys PBC a'r trydydd sector) i ddatblygu'r safle yn 'ganolfan gefnogaeth' gan gynnwys cyfleusterau gofal preswyl a gofal ychwanegol ynghyd â gofal yn y cartref allanol a gwasanaeth cefnogaeth i denantiaid Cynlluniau Tai Gwarchod lleol a phoblogaeth ehangach Corwen a'r ardal gyfagos.
2. Byddai'r cyngor yn gwrthod unrhyw dderbyniadau newydd ac yn gweithio gydag unigolion a'u teuluoedd ar gyflymder sy'n addas ar eu cyfer nhw, i'w symud i ddewisiadau amgen addas, fel y bo'n briodol, a thrafod gyda landlordiaid cymdeithasol cofrestredig i ddatblygu fflatiau Gofal Ychwanegol ar y safle cyfan.
3. Byddai'r cyngor yn ystyried opsiynau eraill a roddid gerbron a fyddai'n bodloni'r galw am lefydd preswyl a gofal dydd o fewn yr adnoddau ar gael.

Ni chyflwynwyd unrhyw opsiynau ar gyfer Cysgod Y Gaer yn ystod y cyfnod ymgynghori.

Rhoddodd y Prif Reolwr – Cymorth Busnes drosolwg o'r digwyddiadau ymgynghori a gynhaliwyd a chrynodeb o'r adborth a gafwyd yn ystod y cyfnod ymgynghori. Dywedodd fod:

- mwy o bobl wedi ymateb i'r ymgynghoriad am Ddolwen nag unrhyw un o'r 3 ymgynghoriad arall.
- roedd mwyafrif yr ymatebwyr a atebodd y cwestiwn yn holi lle oedd eu tref agosaf yn byw yn Ninbych (neu gerllaw) .
- roedd mwyafrif y rhai a atebodd y cwestiwn hwn i ddatgan eu diddordeb yn dosbarthu eu hunain fel aelodau'r cyhoedd, er bod nifer yn ffrindiau neu berthnasau i'r defnyddwyr gwasanaeth presennol.
- roedd mwyafrif y rhai a ymatebodd dros 60 oed
- roedd mwyafrif y rhai a ymatebodd yn nodi eu bod yn Gymry yn y cwestiwn ar genedligrwydd.
- roedd mwy na thraean y rhai a atebodd yn gallu siarad Cymraeg yn rhugl ac

- ychydig iawn o bobl a ymatebodd a oedd yn ffafrio unrhyw un o'r opsiynau a gyflwynwyd. O blith y rhai a ddewisodd opsiwn, dewisodd llai na hanner opsiwn gwahanol i'r opsiwn a ffefrid gan y cyngor (h.y. naill ai Opsiwn 2 neu Opsiwn 3).

Dyweddodd Prif Reolwr – Cymorth Busnes mai'r prif gasgliadau'n deillio o'r ymgynghoriad oedd:

- Bod gwrthwynebiad cyffredinol o'r ymatebion cyfyngedig a dderbyniwyd i gynigion i newid ein gwasanaethau mewnol
- Ac eithrio Cysgod y Gaer, ychydig o gefnogaeth a gafwyd o fewn yr ymatebion hyn i'r opsiynau a ffefrid gan y cyngor.
- Roedd nifer o bobl yn cydnabod manteision Tai Gofal Ychwanegol, ond ychydig iawn o ymatebwyr a oedd yn credu y gallai fod yn ddewis posibl yn lle gofal preswyl safonol. Nid oeddent yn sylweddoli y gallai gofal seibiant, a'i fod yn gynyddol, yn cael ei gynnig mewn cyfleusterau Gofal Ychwanegol;
- Nid oedd llawer o bobl yn credu bod y galw am ofal preswyl safonol yn lleihau, ac oeddent yn meddwl bod y Cyngor wedi bod yn gwrthod mynediad i bobl i wasanaethau mewnol ers i'r adolygiad ddechrau.

Dyma gynigion eraill a gyflwynwyd:

- Ychydig iawn o gynigion eraill a gyflwynwyd (yn ychwanegol at "dim newid"), ac ni roddodd y rhan fwyaf o bobl a oedd yn gwrthwynebu newid unrhyw resymeg dros y safbwynt hwnnw, a/neu ddim tystiolaeth i gefnogi eu dadl.
- Cyflwynodd Unsain opsiynau eraill ar gyfer Dolwen, Awelon a Hafan Deg. Gellir crynhoi'r rhain (ar lefel uchel iawn) fel rhai sy'n cynyddu treth y cyngor i alluogi i'r cyngor gadw'r gwasanaethau presennol.
- Dewis ychwanegol arall ar gyfer Awelon oedd adeiladu Tai Gofal Ychwanegol ar safle gwag yn Rhuthun (ar ôl ad-drefnu ysgolion). Byddai hyn yn bodloni'r galw am Dai Gofal Ychwanegol yn Rhuthun, ac yn galluogi i safle Awelon barhau fel yr oedd. Roedd hwn yn ddewis posibl, ond nid oedd yn mynd i'r afael â materion cost na'r ffaith bod llai o alw am ofal preswyl.

Ar ôl ystyried yr ymatebion a dderbyniwyd roedd y Grŵp Tasg a Gorffen yn argymhell i'r Pwyllgor Archwilio gymeradwyo'r opsiynau a ffefrid. Sail y rhesymeg hon oedd:

- Nad oedd yr ymgynghoriad wedi darparu unrhyw resymeg neu dystiolaeth gymhellol i gyfiawnhau addasu'r opsiynau a ffefrid.
- Roedd achos ariannol cryf dros yr opsiynau a ffefrid ar gyfer Dolwen a Hafan Deg, ac achos ariannol sylweddol mewn perthynas ag Awelon.

- Gellid lliniaru, mewn rhyw ffordd, yn erbyn yr holl effeithiau negyddol posibl ar gyfer defnyddwyr gwasanaeth, staff a phobl a rannai nodweddion gwarchoddedig.
- Roedd yr holl gynigion posibl eraill a gyflwynwyd yn ystod yr ymgynghoriad wedi eu gwerthuso fel rhai llai ymarferol a/neu gynaliadwy na'r opsiynau a ffeirir gan y Cyngor.

Roedd y Grŵp Tasg a Gorffen wedi dod i'r casgliad y byddai gwasanaethau gofal a chefnogi ar gyfer pobl hŷn yn Sir Ddinbych yn well, ac yn fwy cynaliadwy, pe bai'r opsiynau a ffeirir yn cael eu gweithredu, ac felly roedd yn gofyn am gefnogaeth y Pwyllgor i gyflwyno'r cynigion i'r Cabinet eu cymeradwyo.

Yna estynnodd y Cadeirydd wahoddiad i aelodau'r Pwyllgor ofyn cwestiynau a gwneud sylwadau.

Awgrymodd y Cynghorydd Hilditch-Roberts nad opsiynau a ffeirid gan y Cyngor oedd y rhain ond yn hytrach opsiynau a ffeirid gan y Cabinet. Roedd yn canmol yr estyniad i'r cyfnod ymgynghori a theimlai ei fod wedi bod yn drylwyr. Serch hynny, teimlai fod yr wybodaeth a oedd yn cael ei hadrodd yn ôl yn llai cynhwysfawr ac na fyddai aelod cyffredin o'r cyhoedd yn gallu cynnig opsiwn arall gan na fyddai digon o wybodaeth a data ar gael iddynt i gefnogi unrhyw gynnig. Byddai wedi hoffi cael eglurhad manylach ynglŷn â:

- pha dystiolaeth yr oedd y Grŵp Tasg a Gorffen wedi ei defnyddio i wneud ei argymhellion;
- glasbrintiau i gefnogi'r weledigaeth o safbwynt yr opsiynau a ffeirid;
- rhesymeg a ystyriwyd o ran pam na chefnogwyd opsiynau eraill;
- asesu gofynion gofal, a oeddent wedi newid yn y blynyddoedd diwethaf;
- p'un ai a oedd trafodaethau wedi eu cynnal rhwng yr Awdurdod â Bwrdd Iechyd Prifysgol Betsi Cadwaladr (BIPBC) a meddygon teulu; a
- dichonolrwydd yr opsiwn arall a gynigid ar gyfer Awelon gyda chyfleusterau gofal ychwanegol posibl ar safle ar wahân neu ddatblygu uwch safle.

Gofynnodd y Cynghorydd Welch am gadarnhad p'un ai arbedion oedd y brif ystyriaeth wrth wneud yr argymhelliad ar gyfer Dolwen. Hefyd mynegodd y pryderon canlynol:

- o blith y 118 o ymatebion i ymgynghoriad Dolwen dim ond 7 a oedd wedi dweud ei bod yn well ganddynt opsiwn 1, sy'n awgrymu bod 93% o'r ymatebion yn erbyn yr argymhelliad;
- diffyg manylion gydag opsiwn 1 a argymhellir;

- cyfrifo arbedion posibl yn erbyn 24 o breswylwyr yn hytrach na phe bai'n llawn;
- diffyg costïadau eraill yn erbyn nifer y preswylwyr;
- a oedd unrhyw dystiolaeth ar gael y gallai darparwyr preifat gymryd drosodd a rhedeg Dolwen neu'r sefydliadau eraill, a gwneud elw gyda'r busnes; a
- beth fyddai'n digwydd pe byddai darparwr annibynnol yn cymryd drosodd Dolwen ac yna'n penderfynu ar ôl 12 mis na allai fforddio parhau â'r ddarpariaeth;

Holodd y Cynghorydd Sandilands ynghylch ansawdd y gofal ar gyfer y defnyddiwr gwasanaeth a sicrwydd darpariaeth. Gofynnodd am farn y Bwrdd Iechyd a'r Cyngor Iechyd Cymuned ynglŷn â'r cynigion, pa ddarparwyr annibynnol a oedd wedi eu hystyried i ddarparu gwasanaeth addas ac ansawdd y darparwyr hynny, a pha mor dda yr oedd awdurdodau eraill yn gweithio gyda'r trydydd sector ym maes gofal cymdeithasol.

Pwysleisiodd y Cynghorydd Bartley, aelod o'r Grŵp Tasg a Gorffen, fod Dolwen wedi bod yn darparu gofal o ansawdd uchel am 50 mlynedd. Roedd yn awyddus i Ddolwen aros yn agored a pharhau i ddarparu gofal - gofal dydd, gofal i'r Henoed gydag anghenion Iechyd Meddwl (EMH) a gofal preswyl yn Ninbych. Gofynnodd y Cynghorydd Bartley am sicrwydd y byddai'r cleientiaid Cymraeg eu hiaith yn parhau i dderbyn eu gofal yn eu dewis iaith ac y byddai amodau gwaith staff yn aros yr un fath.

Cyfeiriodd y Cynghorydd Roberts at brofiad cadarnhaol diweddar o fewn ei deulu o ran derbyn gofal preswyl awdurdod lleol a gofynnodd a oedd gofal mewn cartrefi annibynnol o safon debyg. Mynegodd bryderon fod y sector annibynnol hefyd yn cau cartrefi oherwydd yr hinsawdd ariannol, ac y byddai'n well ganddo gadw Dolwen a'r sefydliadau eraill yn nwylo'r awdurdod lleol.

Cyfeiriodd y Cynghorydd Lloyd-Williams at y bwriad i ad-drefnu Awdurdodau Lleol a gofynnodd a ddylid bod wedi ystyried yr amgylchiadau mewn awdurdodau cyfagos a'r posibilrwydd o uno. Holodd ynghylch nifer y cartrefi gofal preswyl a oedd yn cael eu gweithredu gan yr awdurdod lleol mewn awdurdodau cyfagos.

Gofynnodd y Cynghorydd Lloyd-Williams pam – o ystyried fod Sir Ddinbych wedi cytuno bod angen gwneud mwy o arbedion yn ystod y flwyddyn ariannol gyfredol – na allai gydweithio gyda'r Bwrdd Iechyd i gadw'r cyfleusterau/adeiladu cyfleusterau newydd a darparu'r gwasanaethau. Roedd pryderon eraill a leisiwyd yn cynnwys:

- roedd oedi wrth drosglwyddo gofal o ysbytai eisoes yn broblem ac felly byddai'n mynd yn waeth pe byddai llai o lefydd gofal preswyl ar gael;
- posibilrwydd y byddem yn cystadlu yn erbyn darparwyr annibynnol;
- a oedd unrhyw dystiolaeth fod darparwr annibynnol eisiau cymryd Dolwen drosodd;

- beth fyddai'n digwydd pe byddai pethau'n mynd o'i le a'r Awdurdod yn gorfod camu i mewn

Ar y pwynt hwn, agorodd y Cadeirydd y cyfarfod a gwahoddodd gwestiynau o'r llawr. Gofynnodd y Cynghorydd Butterfield y cwestiynau canlynol:

- sut gallai'r Pwyllgor wneud unrhyw argymhellion heb gael dogfennau ategol
- ble'r oedd yr wybodaeth ariannol a ddefnyddiwyd i wneud yr argymhellion
- a ddylid ymchwilio i gynnydd yn Nhreth y Cyngor er mwyn darparu gofal preswyl/dydd; a
- beth fyddai'n digwydd pe na fyddai partneriaid newydd yn gallu gwneud eu gwasanaeth yn fusnes llwyddiannus - a oedd yna Gynllun B.

Roedd hefyd o'r farn y dylai'r Cyngor llawn drafod y cynigion.

Adleisiodd y Cynghorydd McLellan bryderon ynglŷn â'r cysyniad o ddewis yr opsiwn a ffefrir heb wybodaeth pwy fyddai'r partneriaid a ph'un ai a oedd unrhyw dystiolaeth fod awydd yn y sector preifat i lunio partneriaethau o'r fath. Cyfeiriodd at adroddiadau Arolygiaeth Gofal Gwasanaethau Cymdeithasol Cymru (AGGCC) yn y gorffennol a oedd wedi tynnu sylw at bryderon difrifol mewn rhai cartrefi preifat nad oedd yn cyflawni eu disgwyliadau. Teimlai fod risgiau i fod yn awdurdod comisiynu'n unig.

Ailadroddodd Cyfarwyddwr Corfforaethol: Cymunedau fod yr Awdurdod yn dilyn Egwyddorion Cyfreithiol Gunning 1985 o ran ymgynghori ac felly roedd yn dal yng nghamau cychwynnol yr ymgynghoriad. O ganlyniad nid oedd mewn sefyllfa i ofyn i ddarpar bartneriaid drafod unrhyw delerau neu amodau, nes bod y Cabinet yn rhoi sêl bendith i symud ymlaen i'r cam hwnnw. Chwalodd Cyfarwyddwr Corfforaethol: Cymunedau dybiaethau fod penderfyniadau wedi eu gwneud i gau neu 'gael gwared ar' unrhyw gyfleusterau, ac o safbwynt ansawdd gofal a diogelwch preswylwyr, rhoddodd sicrwydd i'r Pwyllgor ei bod hi, yn rhinwedd ei swydd fel Cyfarwyddwr Statudol Gwasanaethau Cymdeithasol yn bersonol gyfrifol am ofal a thriniaeth unigolion mewn cyfleusterau gofal, boed y rheini'n cael eu darparu gan yr awdurdod lleol neu'n cael eu comisiynu ganddo.

Cyfeiriodd y Cynghorydd A Jones at yr Asesiad Effaith Cydraddoldeb a gylchredwyd yn flaenorol a phwysigrwydd hyrwyddo'r Gymraeg a diwylliant Cymreig mewn lleoliadau gofal cymdeithasol i oedolion. Lleisiodd bryder a fyddai darparwyr annibynnol yn parhau i ddarparu gwasanaeth yn Gymraeg i'r rhai a ddewisai hynny a gofynnodd am gynnwys amod i ddarparu gwasanaeth Cymraeg ymysg yr argymhellion i'r Cabinet.

Ymhellach i'r wybodaeth a ddarparwyd yn flaenorol ymatebodd Pennaeth Gwasanaethau Cefnogi Cymunedol fel a ganlyn i gwestiynau'r Pwyllgor:

- er y byddai'r cynigion yn sicrhau arbedion ariannol i'r Cyngor, nid hwn oedd y ffactor pennaf dros newid. Y ffactorau oedd deddfwriaeth newydd a gofynion a disgwyliadau defnyddwyr gwasanaeth;
- cadarnhaodd mai dim ond un ganolfan gofal preswyl yr oedd Conwy bellach yn berchen arni ac yn ei rheoli, cyfleuster EMH, ac roedd Cyngor Wrecsam yn y broses o gau ei gartref gofal olaf;
- cadarnhaodd fod meini prawf asesu anghenion ar gyfer gofal cymdeithasol awdurdod lleol yn newid yn rheolaidd, yn seiliedig ar ganllawiau LIC, a hynny'n deillio o'r newid yn nisgwyliadau defnyddwyr gwasanaeth;
- roedd y boblogaeth yn gyffredinol bellach yn byw'n hirach oherwydd datblygiadau mewn gwyddorau meddygol. Fodd bynnag, roedd hyn o bosibl yn cynnwys anghenion gofal mwy cymhleth yr oedd angen eu bodloni. Roedd LIC hefyd wedi capio taliadau gofal yn y cartref i £60 yr wythnos;
- Nid oedd Sir Ddinbych wedi rhagweld canlyniad yr ymarferiad. Roedd astudiaethau dichonoldeb wedi eu cynnal ar yr opsiynau a argymhellwyd. Hyd nes bod y Cabinet wedi cymeradwyo cynigion ar gyfer archwilio'r opsiynau a ffefrid ymhellach ni allai swyddogion na'r Grŵp Tasg a Gorffen ofyn i ddarparu bartneriaid edrych yn fanwl ar unrhyw fodelau gwasanaeth posibl;
- Ni fyddai ystyried safle arall ar gyfer Tai Gofal Ychwanegol yn Rhuthun gan gadw safle Awelon yn weithredol fel y mae ar hyn o bryd yn mynd i'r afael â'r ffaith bod llai o alw am ofal preswyl, nac yn sicrhau arbedion;
- Nid oedd parhau i redeg cartref gofal yn Awelon gyda chyfradd defnyddio o 10 yn hyfyw;
- Ymysg rhesymau eraill argymhellwyd yr opsiynau a ffefrid er mwyn darparu gwasanaethau cynaliadwy am gost is, ac ar yr un pryd gwireddu gweledigaeth Llywodraeth Cymru i hybu annibyniaeth am gyhyd â phosibl, yn unol â gofynion Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014;
- Nid oedd cost rhedeg cartrefi gofal preswyl awdurdod lleol yr un fath waeth faint oedd nifer y preswylwyr. Ni fyddai cynnydd yn nifer y preswylwyr o anghenraid yn lleihau costau oherwydd byddai angen cynyddu nifer y staff.
- Roedd dros 90% o ofal cymdeithasol yn Sir Ddinbych yn cael ei ddarparu ar hyn o bryd gan ddarparwyr o'r sector annibynnol. Roedd y cartrefi annibynnol hynny yn arfer cael (a byddai'r un drefn yn parhau) eu monitro gan yr Awdurdod a'u harchwilio'n rheolaidd gan AGGCC. Roedd a byddai adroddiad monitro chwarterol yn cael ei gyflwyno i Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio ac roedd y Pwyllgor Archwilio Partneriaethau'n ystyried yr Adroddiad Blynyddol ar Ddiogelu Oedolion yn Sir Ddinbych;



- Dim ond gofal preswyl a nyrsio a gâi ei gomisiynu gan BIPBC ac nid oedd yn darparu gofal oni bai bod angen meddygol dros wneud hynny;
- Pe byddai'r opsiynau a ffefrid yn cael eu cymeradwyo yn y pen draw, byddai staff cymwysedig yn Hafan Deg a Dolwen yn cael eu trosglwyddo i'r darparwr(wyr) 'newydd' o dan drefniadau Trosglwyddo Ymgymeriadau (Diogelu Cyflogaeth) (TUPE) a byddai felly'n cadw amodau a thelerau eu cyflogaeth. Byddent hefyd yn darparu gwasanaethau tebyg i'r hyn a wneir ar hyn o bryd;
- Roedd dyletswydd ar bob darparwr gofal i ddarparu gwasanaeth yn Gymraeg pan oedd angen hynny, yn unol â Fframwaith Strategol 'Mwy na Geiriau' ar gyfer gwasanaethau Cymraeg mewn ieched, gwasanaethau cymdeithasol a gofal cymdeithasol LIC. Roedd iaith yn cael ei chydabod yn ffactor bwysig wrth ddarparu gofal EMH, a'i ddarpariaeth yn cael ei monitro gan Gyngor Sir Ddinbych ac AGGCC. Roedd sicrhau bod gwasanaethau ar gael yn Gymraeg a chefnogi diwylliant ac ethos Cymreig yn rhan annatod o Ddeddf Gwasanaethau Cymdeithasol a Llesiant (Cymru);
- Pe byddai'r sefydliadau'n cael eu trosglwyddo i bartneriaid allanol byddent wedi ymrwmo drwy gytundeb i'w defnyddio i'r pwrpas y cytunwyd arno. Byddai cyfamodau'n cael eu hysgrifennu'n rhan o unrhyw gytundebau trosglwyddo yn nodi hyn yn ogystal â chymalau diogelu pe byddai'r sefydliad partner yn rhoi'r gorau i ddarparu'r gwasanaeth penodedig yna byddai perchnogaeth yr asedau'n trosglwyddo'n ôl i'r Cyngor;
- Tra nad oedd gan yr Awdurdod yr adnoddau i ddatblygu cyfleusterau gofal preswyl EMH, gallai busnesau preifat/trydydd sector gael mynediad at gyllid i ddatblygu'r gwasanaethau angenrheidiol;
- Roedd ffigyrau ar gyfer oedi wrth drosglwyddo gofal drwy Ogledd Cymru'n isel o'i gymharu â'r cyfartaledd drwy Gymru, a'r rheswm fel arfer oedd nad oedd sefydliad gofal o ddewis y defnyddiwr gwasanaeth/teulu ar gael pan oedd yr unigolyn yn barod i gael ei ryddhau, angen am fath penodol o ofal nyrsio/leched Meddwl yr Henoed neu ofal yn y cartref 'gyda dau ofalwr'.

Diolchodd y Prif Weithredwr i'r Grŵp Tasg a Gorffen am y gwaith a wnaed ganddo yn ystod y ddwy flynedd a aeth heibio. Dywedodd eu bod wedi cyflawni eu briff wrth adolygu darpariaeth gofal oedolion mewnol a'u bod wedi cynnig argymhellion clir. Byddai'n ddiddorol gweld p'un ai y gellid datrys y pryderon a godwyd cyn cyflwyno'r argymhellion i'r Cabinet. Atgoffodd y Pwyllgor mai cam nesaf y Cabinet oedd, nid rhoi sêl bendith i ddod o hyd i ddarparwyr eraill ond yn hytrach rhoi sêl bendith i ystyried y cynigion ymhellach, cyn y gellid cyflwyno opsiynau manwl ac achosion busnes amlinellol i'w harchwilio'n fanwl. Atgoffwyd aelodau bod angen gwneud newidiadau i wasanaethau er mwyn bodloni'r newid o ran gofynion a disgwyliadau, nid o anghenraid i arbed arian.

Hefyd atgoffodd y Pwyllgor fod mwyafrif y gofal a gâi ei ddarparu'n barod yn Sir Ddinbych eisoes yn cael ei ddarparu gan y sector annibynnol a bod ansawdd y gofal hwnnw'n cael ei fonitro'n drylwyr a'i reoleiddio'n fanwl.

Trafododd y Pwyllgor eiriad yr argymhellion a nodwyd yn adroddiad y Grŵp Tasg a Gorffen ac yn dilyn trafodaethau manwl pellach penderfynodd y Pwyllgor Archwilio Perfformiad fel a ganlyn

**Penderfynwyd: - argymell i'r Cabinet ei fod yn cymeradwyo'r opsiynau canlynol o safbwynt y pedwar sefydliad:**

- (i) Hafan Deg (Rhyl) - bod y Cyngor yn ystyried partneriaeth bosibl gyda sefydliad allanol gyda golwg ar drosglwyddo'r adeilad iddynt, comisiynu gwasanaeth gofal dydd o fewn yr adeilad a hefyd, galluogi i asiantaethau trydydd sector ddarparu gweithgareddau ymyrraeth gynnar ar gyfer pobl hŷn er mwyn lleihau unigedd cymdeithasol, cefnogi annibyniaeth a hybu gwytnwch. Dylai'r gwaith o ran yr opsiwn hwn gynnwys dadansoddiad o gost gymharol, ansawdd y gofal a'r iaith Gymraeg rhwng y gwasanaeth presennol ac unrhyw wasanaeth posibl yn y dyfodol;**
- (ii) Dolwen (Dinbych) - bod y Cyngor yn ystyried partneriaeth bosibl gyda sefydliad allanol gyda golwg ar y posibilrwydd o drosglwyddo'r adeilad neu'r gwasanaeth cyfan iddynt, gan sicrhau bod Dolwen yn cael ei gofrestru i ddarparu gofal dydd a phreswyl EMH. Dylai'r gwaith ar yr opsiwn hwn gynnwys dadansoddiad o gost gymharol, ansawdd y gofal a'r iaith Gymraeg rhwng y gwasanaeth presennol ac unrhyw wasanaeth posibl yn y dyfodol;**
- (iii) Awelon (Rhuthun) - bod y Cyngor yn ystyried yn fanwl y tri opsiwn a gynigiwyd mewn perthynas â'r sefydliad hwn a bod gwaith ar yr opsiynau hyn yn cynnwys dadansoddiad o gost gymharol, ansawdd y gofal a'r iaith Gymraeg rhwng y gwasanaeth presennol a bob un o'r tri opsiwn;**
- (iv) Cysgod y Gaer (Corwen) – bod y Cyngor yn ystyried creu partneriaeth gyda budd-ddeiliaid perthnasol (yn cynnwys PBC) a'r trydydd sector) i ddatblygu'r safle yn "ganolfan gefnogaeth" gan gynnwys cyfleusterau gofal preswyl a gofal ychwanegol ynghyd â gofal yn y cartref allanol a gwasanaeth cefnogaeth i denantiaid Cynlluniau Tai Gwarchod lleol a phoblogaeth ehangach Corwen a'r ardal gyfagos; ac**
- (v) Ar ôl cwblhau'r uchod cyflwyno dadansoddiad o bob un o'r opsiynau mewn perthynas â phob sefydliad i'r Pwyllgor Archwilio Perfformiad ei archwilio.**

## **PWYLLGOR ARCHWILIO PERFFORMIAD**

Cofnodion cyfarfod o'r Pwyllgor Archwilio Perfformiad a gynhaliwyd yn Ystafell Bwyllgora 1a, Neuadd y Sir, Rhuthun, Dydd Iau, 28 Ebrill 2016 am 10.00 am.

### **YN BRESENNOL**

Y Cynghorwyr Huw Hilditch-Roberts, Geraint Lloyd-Williams, Barry Mellor (Cadeirydd), Dewi Owens, Arwel Roberts, Gareth Sandilands a/ac Joe Welch.

Mynychodd y Cyngorydd H.H. Evans ar wahoddiad y Pwyllgor.

### **HEFYD YN BRESENNOL**

Y Prif Weithredwr (MM), Cyfarwyddwr Corfforaethol: Economi a Pharth y Cyhoedd (RM), Cydlynnydd Archwilio (RE), Cynrychiolydd Swyddfa Archwilio Cymru (CO), Cynrychiolwyr BT Mr Martin Jones (BT/NGA Rheolwr Rhaglen Cymru) a Mr Geraint Strello (Rheolwr Rhanbarthol Cymru - BT) a Swyddog Gweinyddol (CIW).

#### **1 YMDDIHEURIADAU**

Derbyniwyd ymddiheuriadau am absenoldeb oddi wrth y Cynghorwr(wyr) Raymond Bartley, Meirick Davies a/ac Colin Hughes.

#### **2 DATGAN CYSYLLTIAD**

Ni fu i unrhyw Aelod ddatgan cysylltiad personol na chysylltiad sy'n rhagfarnu ag unrhyw fusnes a oedd i'w ystyried yn y cyfarfod.

#### **3 MATERION BRYD FEL Y'U CYTUNWYD GAN Y CADEIRYDD**

Ni chodwyd unrhyw eitemau y dylid, ym marn y Cadeirydd, eu hystyried yn y cyfarfod fel mater o frys yn unol ag Adran 100B(4) Deddf Llywodraeth Leol, 1972.

#### **4 COFNODION Y CYFARFOD DIWETHAF**

Cyflwynwyd Cofnodion cyfarfod y Pwyllgor Archwilio Perfformiad a gynhaliwyd ddydd Iau 17 Mawrth 2016.

Materion yn codi:-

4. Cofnodion y Cyfarfod Diwethaf, (6) Cludiant Ysgolion Cynradd -Mynegodd y Cyngorydd A .Roberts ei fod yn gwerthfawrogi'r gwaith a wnaed gan y Swyddogion o'r Adran Addysg mewn perthynas â threfniadau cludiant ysgol ar gyfer plant o Rhuddlan sy'n mynychu Ysgol Dewi Sant, y Rhyl. Roedd o'r farn fod staff yr Adran wedi gwneud pob ymdrech posibl i ganfod datrysiad i'r broblem.

***PENDERFYNWYD*** – y dylid derbyn a chymeradwyo'r Cofnodion fel cofnod cywir.

#### **5 CYFLWYNO CYFLYMU CYMRU YN SIR DDINBYCH**

Croesawodd y Cadeirydd gynrychiolwyr BT (BTRs) Mr Martin Jones, BT/NGA Rheolwr Rhaglen Cymru, a Mr Geraint Strello, Rheolwr Rhanbarthol Cymru, i'r cyfarfod.

Mynegodd y Cadeirydd bryder er y rhoddwyd gwahoddiad i gynrychiolwyr Llywodraeth Cymru i fynychu'r cyfarfod a chyfrannu at y drafodaeth, roeddent wedi gwrthod y gwahoddiad.

Rhoddodd Reolwr Rhaglen Cyflymu Cymru BT gyflwyniad ynglŷn â'r cefndir a'r cynnydd a wnaed hyd yn hyn gyda rhaglen Cyflymu Cymru. Fe:-

- eglurodd fod Rhaglen Cyflymu Cymru yn ychwanegol at gyflwyno ffibr optig masnachol BT ac yn ffurfio rhan o fuddsoddiad £2.5biliwn mewn band eang ffibr
- Roedd blaenoriaethau cyflwyno Cyflymu Cymru wedi'u diffinio gan Lywodraeth Cymru (LIC);
- pwysleisiodd mai nod y rhaglen oedd cyflwyno rhwydwaith band eang cost effeithiol fyddai o fudd i gymaint o bobl yng Nghymru â phosib, yn enwedig y rhai na fyddai'n elwa o raglen ffibr optig masnachol;
- Nododd ei fod yn brosiect peirianeg mawr ac ar y sail hon roedd ardal ymyrryd wedi'i nodi ar draws Cymru, yn bennaf ardaloedd gwledig, y gallai 750,000 o eiddo elwa o fand eang ffibr optig cyflym iawn. Hyd yn hyn roedd 600,000 wedi'u galluogi, gyda 150,000 pellach i'w galluogi;
- Er bod y rhaglen gyflwyno wedi'i dylunio i fod o fudd i'r economi h.y. drwy gyflwyno Parthau Menter a Pharthau Twf Lleol, roedd hefyd wedi'i dylunio i wella cysylltedd cymdeithasol/cymunedol a lliniaru eithrio digidol lle bo modd. O ganlyniad roedd y rhaglen yn cael ei chyflwyno i ardaloedd gwledig a threfol ar yr un pryd er mwyn i gwsmeriaid busnes a defnyddwyr allu elwa;
- darparodd fanylion gwaith cyflwyno 'cysylltiad ffibr i'r cabinet' a 'chysylltiad ffibr i'r eiddo', nifer y strwythurau yr oedd yn rhaid eu hadeiladu i ddarparu'r gwasanaethau a nifer yr eiddo fyddai'n elwa o'r cynlluniau;
- nododd hyd yn hyn fod 111 o'r 177 o strwythurau a gynlluniwyd wedi'u hadeiladu, gan gefnogi 22,060 o'r 29,720 eiddo a nodwyd i elwa o'r rhaglen. Roedd hyn yn cyfateb i gwblhau 74% o'r rhaglen;
- cynghorodd fod 66 strwythur i'w cwblhau, gan gefnogi 7,660 eiddo – rhannwyd y ffigurau hyn fel a ganlyn, Cysylltiad Ffibr i'r Cabinet : 19 strwythur yn cefnogi 1068 eiddo a Chysylltiad Ffibr i'r Eiddo: 47 strwythur yn cefnogi 6592 eiddo. Byddai'r strwythurau sy'n weddill yn cael eu darparu erbyn diwedd mis Mawrth 2018, gyda Chysylltiad Ffibr i'r Eiddo yn ffurfio rhan fwyaf gweddill y gwaith sydd i'w gyflawni;
- nododd y gallai 77% o Sir Ddinbych gael mynediad i Fand Eang Ffibr Optig Cyflym iawn os dymument yn awr, roedd hygyrchedd ar draws Cymru ar hyn o bryd o ddeutu 85.6%. Fodd bynnag, y nod cyffredinol oedd bod oddeutu 95% o Sir Ddinbych yn gallu cael mynediad erbyn diwedd y rhaglen gyflwyno;
- cynghorodd er bod y 'cabinetau gwyrdd' wedi'u gosod yn y rhan fwyaf o ardaloedd erbyn hyn, nid oeddent oll yn weithredol ar hyn o bryd. Roedd materion gyda chytundebau fforddfraint oedd yn oedi'r dyddiadau gweithredu mewn ardaloedd penodol;

- pwysleisiodd bod BT yn gosod isadeiledd i gyflwyno Bang Eang Ffibr Optig Cyflym iawn i gymunedau, fodd bynnag byddai'n rhaid i ddeiliaid tai neu fusnesau unigol gyflwyno cais am wasanaeth band eang cyflym iawn i'w heiddo, nid oedd unrhyw eiddo'n cael ei gysylltu'n awtomatig i'r rhwydwaith;
- cynghorodd fod y gwaith ar y gweill mewn perthynas ag opsiynau cynllunio ar gyfer darpariaeth arfaethedig band eang ffibr optig i'r ardaloedd na allai'r Cysylltiad Ffibr i'r Eiddo eu cyrraedd ar hyn o bryd;
- Nododd fod gan BT bolisi 'peidio dweud na' a byddai'n ceisio gweithio gyda busnesau, cymunedau ac unigolion i geisio diwallu eu hanghenion. Darparwyd manylion ynglŷn â nifer y rhaglenni neu fentrau y gallai preswylwyr, na allent gael mynediad i fand eang ffibr optig gan unrhyw un o'r prif ddarparwyr ar hyn o bryd, elwa ohonynt.

Mewn ymateb i gwestiynau gan Aelodau'r Pwyllgor a'r uwch swyddogion, cynghorodd gynrychiolwyr BT:-

- fod gwybodaeth ar argaeledd y gwasanaeth Cyflymu Cymru mewn ardal yn cael ei gyfathrebu drwy sticeri ar gabinetau 'gwyrdd', hysbysebion mewn papurau newydd lleol a rhanbarthol ac ar fysiau ac ati. Defnyddir cyfryngau cymdeithasol a'r rhyngwrdd i hysbysebu a hyrwyddo argaeledd y gwasanaeth. Os yw unigolion wedi cofrestru gyda gwefan Cyflymu Cymru byddent yn derbyn e-byst a newyddlenni rheolaidd yn eu cynghori ynglŷn â chynnydd cyflwyno'r gwasanaeth;
- y byddai LIC yn derbyn cyfrifoldeb am gyfathrebu Rhaglen Cyflymu Cymru o fis Mehefin 2016, ac roedd trefniadau ar waith i drosglwyddo hyn o BT i LIC. Roedd gan BT adnoddau cyfyngol iawn i gefnogi elfen gyfathrebu'r rhaglen gyflwyno. Er hynny roedd cynrychiolwyr BT wedi mynychu digwyddiadau cenedlaethol a rhanbarthol mewn ymgais i hyrwyddo cyflwyno'r rhaglen. Er mai tîm bach ydynt byddent yn ceisio gweithio gyda'r Cynghorwyr yn eu cymunedau i hyrwyddo argaeledd Cyflymu Cymru;
- mai strategaeth BT oedd galluogi cynifer o eiddo â phosib i ddefnyddio band eang ffibr optig cyflym iawn os dymunent;
- y gallai cwsmeriaid sy'n gallu cael mynediad i Gysylltiad Ffibr i'r Cabinet wneud cais am Gysylltiad Ffibr i'r Eiddo, fodd bynnag ni ellir ei ddarparu fel rhan o'r rhaglen gyflwyno bresennol, gan mai nod y rhaglen oedd darparu gwasanaeth ffibr optig cyflym iawn yn y modd mwyaf cost effeithiol. Roedd Cysylltiad Ffibr i'r Eiddo yn llawer drytach i'w ddarparu. Mewn achosion o'r fath byddai BT yn derbyn y costau ar gyfer y 1,000m cyntaf ac yna byddai'n rhaid i'r cwsmer dalu gweddill y gost;
- Pan fydd ffibr optig yn cael ei ddarparu drwy Gysylltiad Ffibr i'r Cabinet, roedd yn gysylltiad ffibr optig i'r 'cabinet gwyrdd' ac yna byddai'n cael ei ddarparu drwy wifren gopr i'r eiddo. Roedd hyn yn gweithio'n dda am bellter hyd at 3km. Yr agosaf y mae'r eiddo i'r 'cabinet gwyrdd' y gorau, gan fod cyflymder yn cael ei golli pan fydd yn rhaid i'r wybodaeth deithio ymhellach ar hyd y wifren gopr;
- y gallai gwifrau copr gael eu tynnu'n ôl yn hirdymor ond ni fyddai hyn yn digwydd yn y dyfodol agos. Roedd cynlluniau peilot ar gyfer mathau eraill o ddarpariaethau cyflymder ffibr yn cael eu profi mewn ardaloedd penodol o'r wlad ar hyn o bryd, roedd y rhain yn cynnwys cynllun peilot G.fast yn Abertawe, oedd yn ystyried darparu cyflymder ffibr drwy'r gwifrau copr, roedd cynllun peilot arall yn treialu system Vectra. Fodd bynnag, roedd technoleg yn datblygu'n gyflym iawn ac roedd technolegau eraill ar gael yn rheolaidd;

- bod tair cyfnewidfa ffôn yn Sir Ddinbych heb eu huwchraddio i ddarparu band eang ffibr optig cyflym iawn, yn Llanarmon-yn-lâl, Llandegla a Nantglyn, y byddent yn cael eu galluogi ym mis Mehefin 2016. Roedd y gwaith ar y trywydd cywir i gael ei ddarparu. Byddai gwybodaeth ar gael ar y wefan hefyd yn agosach at yr amser;
- y gallai BT nodi pa eiddo na fyddai'n gallu elwa o naill ai'r gwasanaeth Cysylltiad Ffibr i'r Cabinet neu'r gwasanaeth Cysylltiad Ffibr i'r Eiddo, ynghyd â pharai a nodir fel ardaloedd manau gwan;
- y byddai'r ffigur o 95% ar gyfer eiddo a allai, os ceisir amdano, dderbyn mynediad i fand eang ffibr optig cyflym iawn wedi'i leoli o fewn 3km o'r 'cabinet gwyrdd' agosaf. Efallai y bydd eraill sydd ymhellach na 3km yn derbyn rhywfaint o fudd ar ôl cwblhau cyflwyno'r rhaglen, fodd bynnag efallai bydd oddeutu 5% o eiddo ar draws y sir yn methu â derbyn unrhyw fuddion o'r rhaglen;
- mewn ymateb i bryderon ynglŷn â graddau ei gyflwyno yn ardal Rhuddlan a Bodelwyddan, byddant yn gwirio'r wybodaeth ddiweddaraf ac yn adrodd yn ôl i'r Aelodau drwy'r swyddogion;
- na roddir blaenoriaeth i fusnesau dros eiddo preswyl o dan Raglen Cyflymu Cymru, ar wahân i'r busnesau sydd wedi'u lleoli mewn parthau menter neu dwf ac nid oedd rhai yn Sir Ddinbych;
- eu bod yn ymwybodol bod y diwydiant amaethyddol, conglfaen cymunedau gwledig, yn awr yn dibynnu ar isadeiledd a chysylltedd TG da a dibynadwy, felly roedd y rhaglen yn cael ei chyflwyno i gymunedau trefol a gwledig ar yr un pryd;
- y byddai BT yn darparu isadeiledd band eang ffibr optig i ddatblygiadau tai newydd o dros 200 eiddo heb unrhyw gost ychwanegol i'r datblygwr, a byddai'n fodlon gweithio gyda datblygwyr datblygiadau llai i'w gosod ar y datblygiadau hyn am gostau a rennir. Fodd bynnag, roedd yn bwysig fod datblygwyr pob safle posibl yn rhoi digon o rybudd i BT o'u cynlluniau i ddatblygu safleoedd;
- y byddent yn barod i weithio gyda'r Cyngor, ar ôl darpariaeth y rhaglen benodol yn 2017, i archwilio meysydd i'w gwella gyda'r nod o gefnogi'r economi leol a'i ddatblygu ymhellach yn y dyfodol;
- bod LIC wedi gosod targed o gyflawni 96% o ddarpariaeth band eang ffibr optig cyflym iawn ar draws Cymru, ar gyfer eiddo masnachol a phreswyl – roedd y targed hwn yn cynnwys ffibr optig wedi'i ddarparu gan yr holl ddarparwyr e.e. Virgin ac ati. Roedd wedi rhoi'r dasg i BT i ddarparu band eang ffibr optig cyflym iawn i 95% o'r 'ardal ymyrryd' – yr ardal a ddynodwyd yn 2011 nad oedd ddarparwyr masnachol yn debygol o fuddsoddi ynddynt erbyn 2017;
- bod LIC wedi cydnabod na fyddai 4% o Gymru yn gallu cael mynediad i fand eang ffibr optig erbyn 2017 ac y byddai 5% o'r 'ardal ymyrryd' hefyd yn methu â chael mynediad i'r gwasanaeth. Ar ddiwedd cyfnod y contract byddai adolygiad marchnad agored yn cael ei gynnal;
- y gallai preswylwyr a busnesau wirio a oedd y gwasanaeth ffibr optig ar gael yn eu hardal drwy ddefnyddio'r teclyn 'Gwirio Band Eang' ar wefan Cyflymu Cymru BT. Gellir defnyddio'r gwiriwr fel canllaw ar gyfer cyflymder 'lawrlwytho' ac 'uwchlwytho' pe bai'r unigolyn neu'r busnes yn dewis darpariaeth ffibr optig.
- eu bod yn cydnabod fod lwfans gwallau yn gysylltiedig â defnyddio cyfleuster chwilio am god post gan na fyddai pob eiddo o fewn ardal cod post yn gallu elwa o'r gwasanaeth ffibr optig;

- y dylid trin ffigur Cymru gyfan o ran nifer yr eiddo sy'n gymwys ar gyfer ffibr optig gyda gofal, gan y gallant nodi fod gan Sir Ddinbych rif is (gwirioneddol a chanran) o eiddo cymwys na nifer o awdurdodau lleol eraill. Y rheswm dros hyn yw y gallai ffigurau siroedd eraill gynnwys cyflwyniadau masnachol mawr yn y sir honno, rhywbeth nad oedd gan Sir Ddinbych. Yr unig ardaloedd yn Sir Ddinbych i elwa o wasanaeth ffibr optig masnachol oedd y Rhyl a Phrestatyn, roedd rhwydwaith ffibr optig cyflym yn gwasanaethu Parc Busnes Llanelwy hefyd. Roedd Sir Ddinbych yn debygol o gael mwy o Gysylltiadau Ffibr i'r Eiddo na'r siroedd eraill, ar ôl cwblhau cyflwyniadau unigol byddai cyfanswm yr eiddo cymwys yn Sir Ddinbych yn cynyddu;
- er bod map lleoliad ar gyfer 'cabinetau gwyrdd' ar gael ni ellir rhannu hyn gyda sefydliadau allanol nac unigolion gan ei fod yn cyfrif fel gwybodaeth o fath 'diogelwch gwladol'.
- bod y gyfradd sy'n manteisio ar fand eang ffibr optig cyflym iawn yn ardaloedd o Sir Ddinbych lle bo'r 'cabinetau gwyrdd' yn weithredol oddeutu 25%. Rhagwelwyd y byddai hyn yn cynyddu i oddeutu 40% erbyn canol 2017. Roedd y cyfraddau yn yr ardaloedd gwledig yn llawer uwch na'r ardaloedd trefol ar hyn o bryd;
- roedd y rhesymau pam nad oedd pobl yn manteisio ar fand eang ffibr optig cyflym iawn yn amrywio h.y. rhai yn credu eich bod yn cael eich cysylltu'n awtomatig, diffyg sgiliau TG, costau'n atal rhai tra bo eraill eisoes yn fodlon â chyflymder eu gwasanaeth presennol ac ati;
- mewn perthynas â datblygiad Cynllun Datblygu Lleol Bodelwyddan byddai disgwyl i'r datblygwr gysylltu â darparwr cyfathrebu ynglŷn â gosod darpariaeth ffibr optig cyflym iawn. Ni fyddai'n briodol i BT gysylltu â'r datblygwr oherwydd efallai y byddant eisieu dewis darparwyr amgen;
- Ers dechrau Rhaglen Cyflymu Cymru roedd 50,000 eiddo ychwanegol wedi'u hychwanegu at y rhaglen waith, a dyna pam yr estynnwyd y rhaglen i 2017;
- cydnabyddir fod cysylltedd yn rhan allweddol o fywyd dydd i ddydd yn yr 21ain Ganrif, roedd cyflymder trosglwyddo data o 20Mbps (megabeit yr eiliad) yn fwy na digon ar gyfer aelwyd. Po agosaf yr oedd yr eiddo i'r 'cabinet gwyrdd' yr uwch yr oedd y cyflymder trosglwyddo data, gallai fod mor uchel â 80Mbps. Byddai cyflymder trosglwyddo data'n cael ei golli os oedd yr eiddo yn bellach o'r cabinet gwyrdd h.y. dros 3km o'r cabinet gwyrdd lle y gallai'r cyflymder trosglwyddo leihau i 10Mbps o bosib. Gallai cyflwr y gwifrau mewnol yn yr eiddo effeithio ar gyflymder trosglwyddo data hefyd, ynghyd â chysylltiad diwifr;
- rhagwelir erbyn gorffen cyflwyno'r rhaglen byddai gan 95% o eiddo yn Sir Ddinbych fynediad i fand eang cyflym iawn petaent yn dewis ei dderbyn, a gallant ddisgwyl cyflymder cyfartalog trosglwyddo data oddeutu 24Mbps.
- fod gan LIC Dîm Ecsbloetio Buses oedd yn cynnig adolygiadau isadeiledd TG am ddim i fusnesau;
- bod BT wedi llofnodi cytundeb noddi gydag Undeb Rygbi Cymru, fel rhan o'r cytundeb hwn roeddent yn ystyried sut y gallant ddefnyddio Undeb Rygbi Cymru i hyrwyddo nwyddau ac ati, gan gynnwys dyddiadau gweithredu 'cabinet gwyrdd' penodol;
- roedd y neges ar wefan Gwirio Band Eang Cyflymu Cymru yn cael ei ddiwygio i annog preswylwyr oedd yn byw mewn ardaloedd mannau gwan i ymchwilio datrysiadau amgen posibl;

- fod y sefyllfa o ran cyflwyno gweddill y rhaglen yn parhau'n llyfn. Fodd bynnag, wrth i ddyddiadau gweithredu ddod yn nes byddent mewn gwell sefyllfa i benderfynu a fyddai unrhyw oedi;
- ei bod yn rhy gynnar i grynhoi pa effaith yr oedd caffael darparwr symudol EE gan BT yn ddiweddar yn ei gael ar fand eang yn y dyfodol, darpariaeth symudol 4G neu ardaloedd manau gwan yn y sir;

Darllenodd y Cadeirydd e-byst a dderbyniwyd gan breswylwyr oedd yn pryderu am ddiffyg cynnydd, a'r gohebiaethau dryslyd oedd yn cael eu cyhoeddi, mewn perthynas â chyflwyno Rhaglen Cyflymu Cymru yn ardaloedd Pentrecelyn a Charrog. Cynghorodd BT efallai bod dryswch ynglŷn â dyddiadau 'gweithredu cyfnewidfa' a 'dyddiadau gweithredu cabinet gwrydd'. Hefyd pe bai dwythellau'n cael eu gosod byddai hyn yn nodi efallai y byddai'r dyddiad gweithredu gwirioneddol ryw ddau neu dri mis yn y dyfodol. Roedd oedi hefyd pan fo peirianwyr yn cael mynediad i ddwythellau i osod y ceblau ffibr optig ac roeddent yn darganfod fod rhai heb eu hagog ers blynyddoedd ac wedi malu. Roedd yn rhaid atgyweirio'r rhain cyn y gellir dechrau unrhyw waith gosod, gan achosi oedi. Gofynnodd cynrychiolwyr BT am gopi o ymholiad Carrog er mwyn gallu cyflawni ymholiadau pellach.

Eglurodd cynrychiolwyr BT y byddent yn darparu map yn nodi ardaloedd masnachol ac ardaloedd 'ymyrryd' yn Sir Ddinbych, yn nodi'r ardaloedd a alluogwyd hyd yn hyn, y rhai a gynlluniwyd ar gyfer gweddill y rhaglen, a manylion ardaloedd manau gwan gyda manylion niferoedd sy'n manteisio ar ffibr optig ar draws y sir. Maent hefyd wedi cytuno i holi LIC a Llywodraeth y DU a ellir gwneud mwy i sicrhau fod datblygwyr yn cynnwys cynlluniau gosod llinell ffôn / ffibr optig yn eu cynlluniau gwasanaethau wrth gynllunio safleoedd datblygu.

Anogodd yr Aelodau BT i rannu'r holl wybodaeth sydd ar gael gyda'r Aelodau Etholedig, undebau ffermio a chynrychiolwyr busnes gyda'r nod o gynyddu'r nifer sy'n cofrestru ar gyfer darpariaeth band eang ffibr optig cyflym iawn. Gofynnwyd i'r Bwrdd Uchelgais Economaidd a Chymunedol / Adran Gynllunio nodi bod angen i ddatblygwr safle Bodelwyddan wneud y trefniadau priodol er mwyn gallu gosod darpariaeth ffibr optig cyflym iawn ar y safle.

Cadarnhaodd yr aelodau a'r swyddogion eu parodrwyd i weithio gyda BT i hyrwyddo argaeledd Band Eang Cyflym iawn i fusnesau, sefydliadau a chymunedau yn Sir Ddinbych. Fe wnaethant hefyd ymrwymo i ysgrifennu at Lywodraeth Cymru i ofyn iddynt rannu map BT/LIC ar gynnydd darpariaeth ffibr optig cyflym iawn yn Sir Ddinbych a'r ardaloedd manau gwan gyda'r Cyngor a budd-ddeiliaid gyda'r nod o gynyddu'r niferoedd sy'n cofrestru a chynorthwyo preswylwyr sydd methu ag elwa o'r rhaglen i geisio datrysiadau amgen.

Ar ddiwedd y drafodaeth diolchodd y Cadeirydd i gynrychiolwyr BT am fynychu ac ateb cwestiynau'r Aelodau. Felly:

**PENDERFYNWYD** – yn amodol ar y sylwadau uchod, a chynnydd y camau a nodwyd, y dylid derbyn y cyflwyniad.

## 6 RHAGLEN WAITH ARCHWILIO



Roedd copi o adroddiad gan y Cydlynnydd Archwilio, a oedd yn gofyn i'r Pwyllgor adolygu a chytuno ar ei Raglen Gwaith i'r Dyfodol ac yn rhoi diweddariad ar faterion perthnasol, wedi ei ddsbarthu gyda'r papurau ar gyfer y cyfarfod.

Roedd copi o 'ffurflen ar gyfer cynigion Aelodau' wedi ei chynnwys yn Atodiad 2, roedd Rhaglen Gwaith i'r Dyfodol y Cabinet wedi'i chynnwys yn Atodiad 3 ac roedd tabl yn rhoi crynodeb o benderfyniadau diweddar y Pwyllgor a'r cynnydd a wnaed o ran eu gweithredu wedi ei gynnwys yn Atodiad 4.

Eglurodd y Cydlynnydd Archwilio fod Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio wedi cyfarfod ar 21 Ebrill 2016 a chytunwyd y dylid gofyn i'r Pwyllgor Archwilio Perfformiad i gynnwys yr eitemau canlynol yn ei Raglen Gwaith i'r Dyfodol:-

- Perfformiad Ail-osod Tai'r Cyngor – Gorffennaf, 2016.
- Strategaeth Gaffael a Rheolau'r Weithdrefn Gontractau Diwygiedig – Rhagfyr 2016

Rhoddodd y Pwyllgor ystyriaeth i ddrafft o'i Raglen Gwaith i'r Dyfodol ar gyfer cyfarfodydd y dyfodol, Atodiad 1, a chytunwyd ar y newidiadau a'r ychwanegiadau canlynol:-

**9 Mehefin 2016:-** Cytunodd y Pwyllgor fod yr Aelodau Arweiniol, y Cynghorwyr R.L. Feeley, H.C. Irving a J.Thompson-Hill yn cael eu gwahodd i fynychu'r cyfarfod.

Penodi Is-gadeirydd: Eglurwyd fod y Cyfansoddiad yn nodi fod yn rhaid i ymgeiswyr ar gyfer rôl yr Is-gadeirydd ddarparu datganiad ysgrifenedig o sut y maent yn diwallu'r gofynion yn y disgrifiad rôl, Atodiad 5, a sut y byddai'r Pwyllgor yn gweithredu. Gan fod cyfarfod nesaf y Pwyllgor wedi'i drefnu ar gyfer 9 Mehefin 2016, sydd ar ôl y Cyngor Blynnyddol, gofynnir i'r Pwyllgor benodi Is-gadeirydd ar gyfer gweddill tymor y Cyngor yn y cyfarfod hwnnw. Gofynnwyd i Aelodau'r Pwyllgor sy'n dymuno cael eu hystyried ar gyfer y rôl anfon eu datganiadau / CV at y Cydlynnydd Archwilio erbyn 1 Mehefin 2016.

Mewn ymateb i bryderon a godwyd gan y Cynghorydd G. Lloyd-Williams, darparodd y Prif Weithredwr a'r Cydlynnydd Archwilio eglurhad ynglŷn â'r penderfyniad a gytunwyd gan y Pwyllgor Archwilio Perfformiad, yn y cyfarfod arbennig a gynhaliwyd ar 12 Ebrill 2016, mewn perthynas â'r eitem fusnes yn ymwneud ag Adolygiad ac Ymgynghoriad Gwasanaethau Gofal Mewnol. Hysbyswyd yr Aelodau y byddai'r argymhellion a gyflwynwyd gan y Pwyllgor Archwilio'n cael eu cyflwyno i'r Cabinet i'w hystyried.

***PENDERFYNWYD*** - yn amodol ar y newidiadau a'r cytundebau uchod, cymeradwyo'r Rhaglen Gwaith i'r Dyfodol fel y nodir yn Atodiad 1 i'r adroddiad.

## **7 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR**

Eglurodd y Cynghorydd A. Roberts ei fod wedi mynychu cyfarfod y Grŵp Monitro Safonau Ysgolion lle y cynhaliwyd trafodaethau gyda chynrychiolwyr o Ysgol Bodfari, Ysgol Gellifor ac Ysgol Bryn Clwyd, Llandyrnog. Nododd y Cynghorydd

Roberts fod y swyddogion yn monitro'r sefyllfa yn Ysgol Gellifor ac Ysgol Bryn Clwyd, Llandyrnog gan fod yr ysgolion yn rhannu gwasanaethau Pennaeth dros dro ar hyn o bryd.

***PENDERFYNWYD*** y dylid derbyn a nodi'r adroddiad.

Daeth y cyfarfod i ben am 12.20pm.

|                                   |                                                                                                           |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>             | <b>Pwyllgor Archwilio Perfformiad</b>                                                                     |
| <b>Dyddiad y Cyfarfod:</b>        | <b>9 Mehefin 2016</b>                                                                                     |
| <b>Aelod / Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Cyllid, Cynllun Corfforaethol a Pherfformiad/Pennaeth Gwella Busnes a Moderneiddio</b> |
| <b>Awdur yr Adroddiad:</b>        | <b>Rheolwr y Tîm Cynllunio Strategol</b>                                                                  |
| <b>Teitl:</b>                     | <b>Adroddiad Perfformiad y Cynllun Corfforaethol Chwarter 4 - 2015/16</b>                                 |

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

- 1.1 Mae'r adroddiad hwn yn cyflwyno diweddariad ar ddarpariaeth Cynllun Corfforaethol 2012-17 ar ddiwedd chwarter 4 2015/16.
- 1.2 Mae Atodiad 1 yn rhoi'r Crynodeb Gweithredol yn cynnwys cyflawniadau ac eithriadau allweddol.
- 1.3 Mae Atodiad 2 yn cynnwys yr adroddiad chwarterol llawn a gynhrychir 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 4, 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 ac yn cyflwyno adroddiadau bob chwarter i gyfarfodydd y Pwyllgor Archwilio a'r Cabinet ac yn llunio Adroddiad Perfformiad Blyneddol 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 manylion cyflawniadau yn ogystal ag eithriadau allweddol.

- 4.2 Mae Adroddiad Perfformiad Chwarter 4, 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 eithriadau wedi eu hamlygu fel a ganlyn:
- 'Coch' ar gyfer mesurau neu ddangosyddion sydd wedi eu nodi fel 'Blaenoriaeth ar gyfer Gwella', neu
  - 'Llwyd' lle mae angen eglurhad gyda'r data.
- 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 y 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 ychwanegol mae'r cyngor yn anelu i'w fuddsoddi ym mhob blaenoriaeth gorfforaethol yn ystod y pum mlynedd nesaf. Rhagwelir y bydd y Cynllun Corfforaethol yn cael ei gyflwyno gan ddefnyddio'r buddsoddiad ychwanegol hwn ac o fewn cyllidebau presennol.
- 7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Gydraddoldeb (AEC) a gynhaliwyd ar y penderfyniad? Dylai fod templed o'r Asesiad o Effaith ar Gydraddoldeb wedi ei lenwi a'i atodi i'r adroddiad.**
- 7.1 Cynhaliwyd 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 cadarn a Phwyllgor Archwilio Perfformiad cryf.
- 10.2 Nid oes unrhyw risgiau penodol yn gysylltiedig â'r adroddiad hwn. Swyddogaeth y Gofrestr Risg Corfforaethol a'r Gofrestr Risg Gwasanaethau yw dynodi (a rheoli)

digwyddiadau posibl o risg a allai olygu na fyddai'r cyngor yn gallu cyflawni ei Gynllun Corfforaethol.

## **11. Pŵer i wneud 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 archwilio mewn perthynas â 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 4, 2015-16**

This document provides a SUMMARY of performance against the council's corporate priorities at the end of quarter 4, 2015-16

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## CONTENTS

|                                                                                              |                                     |
|----------------------------------------------------------------------------------------------|-------------------------------------|
| CONTENTS.....                                                                                | 2                                   |
| INTRODUCTION & SUMMARY .....                                                                 | 3                                   |
| <b>OUTCOME SUMMARY</b> .....                                                                 | <b>3</b>                            |
| <i>DEVELOPING THE LOCAL ECONOMY</i> .....                                                    | 3                                   |
| <i>IMPROVING PERFORMANCE IN EDUCATION &amp; THE QUALITY OF OUR SCHOOL BUILDINGS</i> .....    | 5                                   |
| <i>IMPROVING OUR ROADS</i> .....                                                             | 5                                   |
| <i>VULNERABLE PEOPLE ARE PROTECTED &amp; ABLE TO LIVE AS INDEPENDENTLY AS POSSIBLE</i> ..... | 5                                   |
| <i>CLEAN &amp; TIDY STREETS</i> .....                                                        | 6                                   |
| <i>ENSURING ACCESS TO GOOD QUALITY HOUSING</i> .....                                         | 6                                   |
| <i>MODERNISING THE COUNCIL TO BE EFFICIENT &amp; IMPROVE SERVICES FOR CUSTOMERS</i> .....    | 8                                   |
| <b>KEY PERFORMANCE SUMMARY</b> .....                                                         | ERROR! BOOKMARK NOT DEFINED.        |
| <i>THE CORPORATE PLAN</i> .....                                                              | <b>Error! Bookmark not defined.</b> |



## 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 & PERFORMANCE SUMMARY

This is the summary position for each outcome in the Corporate Plan as at the end of Quarter 4 (March 31<sup>st</sup>, 2016). 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  |

Overall performance for this priority is positive with over 55% (17) of performance measures showing as excellent or good. In addition, 90% (20) of activities have been completed or are on target for completion.

The majority of the annual headline indicators for this priority such as, the numbers of new enterprises, those that have been in existence for 1 and 3 years, as well as turnover for Denbighshire based businesses, all show excellent performance. In addition, the results from the business survey show that 83% of businesses were satisfied with the quality of the advice and support provided.

In response to feedback from our 2015 Business Survey, we launched a new business support events programme 'March for Business', a month which provided free workshops, networking events and advice sessions for local businesses. 274 businesses took part – watch the highlight video [here](#).

We also held 3 'Social Media for Beginners' courses as part of our work to support businesses in Denbighshire to [explore technology](#) and exploit digital infrastructure. This was in response to demand identified in our annual Business Survey, which shows technology as a key issue for local business. Further courses will run throughout the year given their popularity.

However, there are a few areas of performance that should be monitored:

- The percentage of available land on Priority Strategic Employment Sites ready to be developed for quarter 4 was 3.7%.

- The percentage of available land on Priority Strategic Employment Sites developed for quarter 4 was 0%.

Whilst key areas of activity are on track, it should be noted that the Council play an enabling role and therefore have limited control over the actual outturn performance for indicators in this area. In addition, the indicators for the Strategic Employment Site project have been reviewed as there were significant issues with the previous figures. This was primarily due to there not being a definition of what constituted a Priority [Strategic Employment Site](#) , and strategic sites frequently changing, depending on progress and opportunity. For these reasons the project has now been baselined against the 2014 Employment Land Study, which provides a clear baseline of employment land supply, and is regularly reviewed by Planning as part of the Local Development Plan (LDP) review process. The most recent figures provided are correct.

[Local procurement spend as a % of total procurement spend](#) has been seen a significant decrease. At the end of quarter 4 performance was 23.5%. This is partly attributable to the increase in construction spend in 2015/16 associated with the school building programme, particularly the new Rhyl High School. The spend in these cases are attributable to the main contractor and therefore not counted as local, although efforts have been made in all cases to ensure there are sub-contracting opportunities for local businesses and suppliers. In the case of Rhyl High school, 71% of spend was actually captured within North Wales.

Denbighshire's monthly average for [The percentage of children aged 16 - 18 Not in Education, Employment or Training \(NEET\)](#), for 2015 was 7%.(165 of the total cohort of 2,500), which is ahead of the target for Wales (9% by 2017). The 165 comprises of 60 who are known to be wanting employment and training and working with Careers Wales; 45 who are not fit, ready or able to access Careers Wales support or enter employment or training, and 60 who have become 'unknown' to Careers Wales since they have left school.

The number of NEET young people on the census day (October 31<sup>st</sup>) was 38, which we are clearly not happy to have had but we are mindful that it is an improvement on the previous spike of 53 in 2013. Further measures have been put in place in 2016 to reduce this headline figure. Whilst annual variations occur with the differences in the Year 11 cohort, the overall trend (3 year moving averages), over the time period since 2007, shows a steady reduction in the percentage of leavers being NEET on 'census' day.

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

### Outcome 7 Students achieve their potential

ACCEPTABLE

Nearly 80% (21) of the activities supporting delivery of this priority are 'complete' or 'on track'. In fact a special milestone has been reached with the opening of the brand new high school in Rhyl. The £25 million school has been built on Rhyl High's school playing fields and will accommodate 1,200 pupils as well as providing a base for 45 pupils from the nearby community special school, Ysgol Tir Morfa. The project was funded by Denbighshire County Council and the Welsh Government through its 21st Century Schools and Education programme. As well as the usual academic facilities, the school also boasts a café bar, construction yard and hairdressing salon.

Reporting on the annual education performance indicators was covered in the Quarter 3 report.

## IMPROVING OUR ROADS

### Outcome 8 Improving our roads

ACCEPTABLE

Throughout the year the Council has undertaken a programme of planned and remedial activities to improve the road network across Denbighshire, including resurfacing works and strengthening and repair works (e.g. Elwy and Foryd Road bridges). As a result of work undertaken throughout the year and in the preceding years of the corporate plan, excellent performance has been achieved in the national indicator which measures the percentage of roads (classifications A, B and C) which are in overall poor condition. This has reduced from 11.2% (2011/12) to 8.4% (2015/16).

However, the [percentage of damaged roads and pavements made safe within target time](#) has slipped to 78.2% for quarter 4. This was due to a focus on winter maintenance duties and dealing with flooding issues during the winter months. To improve monitoring of work completion times, a daily report will now be issued each day at 3pm by the Symology Team highlighting any outstanding work.

## VULNERABLE PEOPLE ARE PROTECTED & ABLE TO LIVE AS INDEPENDENTLY AS POSSIBLE

### Outcome 9 Independent vulnerable people

GOOD

### Outcome 10 Vulnerable people are protected

GOOD

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.

As part of our Corporate Plan 2012-17, we published an ambition to reduce the number of adults who needed residential care during the year by 200, from 815 in 2012 to 615 by 2017. Clearly we have made significant progress towards this

ambition (reducing the figure by 137 over the past 4 years). This demonstrates our success in supporting people to remain as independent as possible for as long as possible.

There is however, one indicator which despite showing improved performance is considered to be a Priority for Improvement (red); [the percentage of the population who cannot live independently \(aged 18 or over\)](#). As at 31<sup>st</sup> March 2015 the percentage of adults needing residential care because they were unable to live independently was 0.66% (499 people). This has decreased as at 31<sup>st</sup> March 2016 to 0.63% (473 people).

The actions required to support adult protection and Deprivation of Liberty Safeguards have been implemented through the introduction of the Single Point of Access which better manage referrals and with the appointment of a dedicated Safeguarding Team Manager. However, due to some concerns previously raised by CSSIW regarding the Protection of Vulnerable Adults (POVA) process, we are being cautious and evaluating Outcome 10 as `good` overall instead of `excellent`, despite the excellent performance in relation to all the indicators and measures. It is important to note that the concerns raised by CSSIW were based on their annual assessment for 2014/15, and various changes to our processes to respond to those concerns have now been implemented.

## CLEAN & TIDY STREETS

### [Outcome 11](#) Clean and tidy streets

**GOOD**

We aim to provide an attractive environment for residents and visitors alike, primarily through keeping our streets clean and tidy and tackling identified eyesore sites across the county. Overall our performance is good with residents reporting satisfaction with the levels of cleanliness of the streets within their local area and within their nearest town centre.

However, in Denbighshire the LEAMS survey used to calculate the [Keep Wales Tidy - cleanliness indicator](#) was carried out over 2 days in July 2015, resulting in an overall cleanliness grade of 66.7 for 2015/16. Each LEAMS survey covers a 6% sample of streets, selected at random from a full list of adopted highways provided by each local authority. All Wales local authority scores ranged from 62.1 to 75.8 at best. The Streetscene Team particularly in the North has gone through a period of leadership change and restructuring during the last nine months which may have impacted on service delivery. These issues are being addressed and plans are in place to recruit suitably qualified and experienced staff to fill important roles.

## ENSURING ACCESS TO GOOD QUALITY HOUSING

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

**GOOD**

In providing access to good quality housing the Authority have completed or are on track to complete 80% (24) of the activities planned to support delivery of this priority. In addition, it has achieved excellent performance in a range of measures including:

Tudalen 36

- The additional supply of affordable housing, including social housing which increased by 13 homes in this quarter making a total of 55, provided across the county for the year 2015/16.
- 95% of householder planning applications were determined within 8 weeks during 2015/16.
- The average number of days taken to deliver a Disabled Facilities Grant adaptation averaged 133 days for 2015/16.

Denbighshire was awarded an additional £846,000 of Social Housing Grant in this quarter from Welsh Government to be spent on affordable housing. This additional grant demonstrates the faith they have in our affordable housing delivery plan and will help accelerate the delivery of additional affordable houses next year (2016/17).

We have also extended the number of Registered Social Landlords who can operate in Denbighshire. Cartrefi Conwy, with the support of the Council's Strategic Housing Team, have been authorised by Welsh Government to be able to access funding opportunities within the county and their approach should assist us in increasing the number of affordable housing provided within Denbighshire.

The upper Denbigh Energy Conservation Project has improved the energy efficiency of 105 houses, 59 of which are council houses. All houses have had external wall insulation, bringing all properties above an "E" on the EPC rating. 9 houses have also had old inefficient gas boilers replaced with new, highly efficient, condensing combination boilers. This will also help to reduce annual fuel bills by over £250 per year for all households in the project. The Project has also provided building skills training opportunities to 19 unemployed individuals from the local area.

However, there are two measures where performance should be monitored:

- Number of additional affordable housing units granted planning permission as a percentage of all housing units granted planning permission
- Number of calendar days taken to let empty properties (council stock only)

The number of additional affordable housing units granted planning permission as a percentage of all housing units granted planning permission ([QLI-PLA006](#)) was 6% for quarter 4. The provision of affordable housing units on site is governed by a number of factors. Foremost of these is the adopted Local Development Plan Policy which is always the starting point when assessing planning applications. The relevant adopted policies in the Plan mean that only residential development schemes of 10 or more units could result in a new affordable dwelling being provided on site due to the agreed 10% provision. Many residential development schemes are for 9 or less dwellings. The size of residential schemes and the types of applications received are beyond our control making it very difficult to influence performance for this indicator.

We are working towards significantly improving the standard of properties we let. However, this has impacted on the [number of calendar days taken to let empty properties \(council stock only\)](#) - general needs and housing for older people. Performance for quarter 4 was an average of 58 calendar days. In the medium term we are aiming to increase standards whilst also increasing our resources to manage the additional work, alongside developing efficient processes to improve the turnaround time.

Tudalen 37

## 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

A range of activities are being undertaken to modernise the Council and in so doing, improve efficiency and services for customers. A prime example is the outlook migration project which is now complete. This was one of the major ICT transformation projects within the modernisation programme; ensuring all staff are fully equipped with up to date e-mail and mobile phone technology. We successfully migrated over 2,000 Lotus Notes mail boxes to outlook and installed nearly 600 new smartphones across the authority. The migration ran to time and budget and took 6 months in total to complete (June - December 2015).

A further example is the Electronic Document and Record Management System (EDRMS) project which is on track to complete in March 2017. We now have in excess of 600 users on the system having recently completed Flying Start and Foundation Teams implementation for Education. The timesheet element of work at Kinmel Depot has also been completed, reducing paper stored and speeding up access to documents for Catering, Cleaning, Refuse and Street Scene Teams.

The Council takes its responsibilities toward its staff very seriously, recognising them as a key asset and essential to delivering good quality services. The percentage of staff receiving a performance appraisal has increased to 95% as at the end of quarter 4 (year end 2015/16). This now meets the threshold at an 'acceptable' level. The Senior Leadership Team (SLT) are committed to ensuring accurate data capture and that 100% is achieved.

However, there are areas in which the Council recognises performance can be improved, such as timeliness of complaints handling and sickness absence levels.

In quarter 4, 88% of all [external stage 1 complaints](#) received by the council were responded to within corporate timescales. Performance against this indicator is automatically reported to and monitored by Scrutiny each quarter.

Corporate [sickness absence](#) levels continue to be a priority for improvement at 8.59 days as at the end of quarter 4. Our targets for the reduction in sickness absence are challenging. It should also be noted that the Council has lower sickness absence levels overall than most other local authorities in Wales. For 2014/15 we were positioned 3<sup>rd</sup> in Wales, the best in Wales being 6.66 days and worst being 11.94 days. Comparative data for 2015/16 will be available later in the year. New activities are included the Legal, HR and Democratic service plan 2016-17 to address sickness absence and promote staff well-being across the authority.

We remain unable to provide information for [carbon emissions](#) at present. All 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 have changed suppliers with effect from April 1st. However, in terms of spend there has been a considerable

reduction across all types of energy from £2,904,556 in 2014/15 to £2,518,000 for 2015/16.

# Appendix 2 – Corporate Performance Report

**QUARTER 4, 2015-16**

This document provides an update on performance against the council's corporate priorities at the end of quarter 4, 2015-16



|                                                                                                                |           |
|----------------------------------------------------------------------------------------------------------------|-----------|
| <b><u>CONTENTS</u></b> .....                                                                                   | <b>11</b> |
| <b><u>KEY</u></b> .....                                                                                        | <b>12</b> |
| <b><u>THE COLOURS</u></b> .....                                                                                | <b>12</b> |
| <b><u>THE EVALUATION</u></b> .....                                                                             | <b>12</b> |
| <b><u>APPENDIX 2 -QUARTER 3 PERFORMANCE REPORT</u></b> .....                                                   | <b>13</b> |
| <b><u>PRIORITY – DEVELOPING THE LOCAL ECONOMY</u></b> .....                                                    | <b>13</b> |
| <b><u>PRIORITY – IMPROVING PERFORMANCE IN EDUCATION &amp; THE QUALITY OF OUR SCHOOL BUILDINGS</u></b> .....    | <b>21</b> |
| <b><u>PRIORITY – IMPROVING OUR ROADS</u></b> .....                                                             | <b>27</b> |
| <b><u>PRIORITY – VULNERABLE PEOPLE ARE PROTECTED &amp; ABLE TO LIVE AS INDEPENDENTLY AS POSSIBLE</u></b> ..... | <b>30</b> |
| <b><u>PRIORITY - CLEAN &amp; TIDY STREETS</u></b> .....                                                        | <b>35</b> |
| <b><u>PRIORITY – ENSURING ACCESS TO GOOD QUALITY HOUSING</u></b> .....                                         | <b>38</b> |
| <b><u>PRIORITY – MODERNISING THE COUNCIL TO BE EFFICIENT &amp; IMPROVE SERVICES FOR CUSTOMERS</u></b> .....    | <b>43</b> |

## 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 4 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. The status of these annual indicators has not changed since the Q3 2015-16 report, as validated annual data for 2015-16 will not be available until late 2016-17.                                                                                                                                                                                                                       |

| Indicators    |                                                |
|---------------|------------------------------------------------|
| QECAHeadline1 | % Job Seekers Allowance claimant count         |
| ECAHeadline2  | Median Household Income                        |
| ECAheadline3  | The count of births of new enterprises         |
| ECAheadline4  | 1 year survival rate of new enterprises (%)    |
| ECAheadline5  | 3 year survival rate of new enterprises (%)    |
| ECAheadline6  | Turnover of Denbighshire based businesses (£m) |

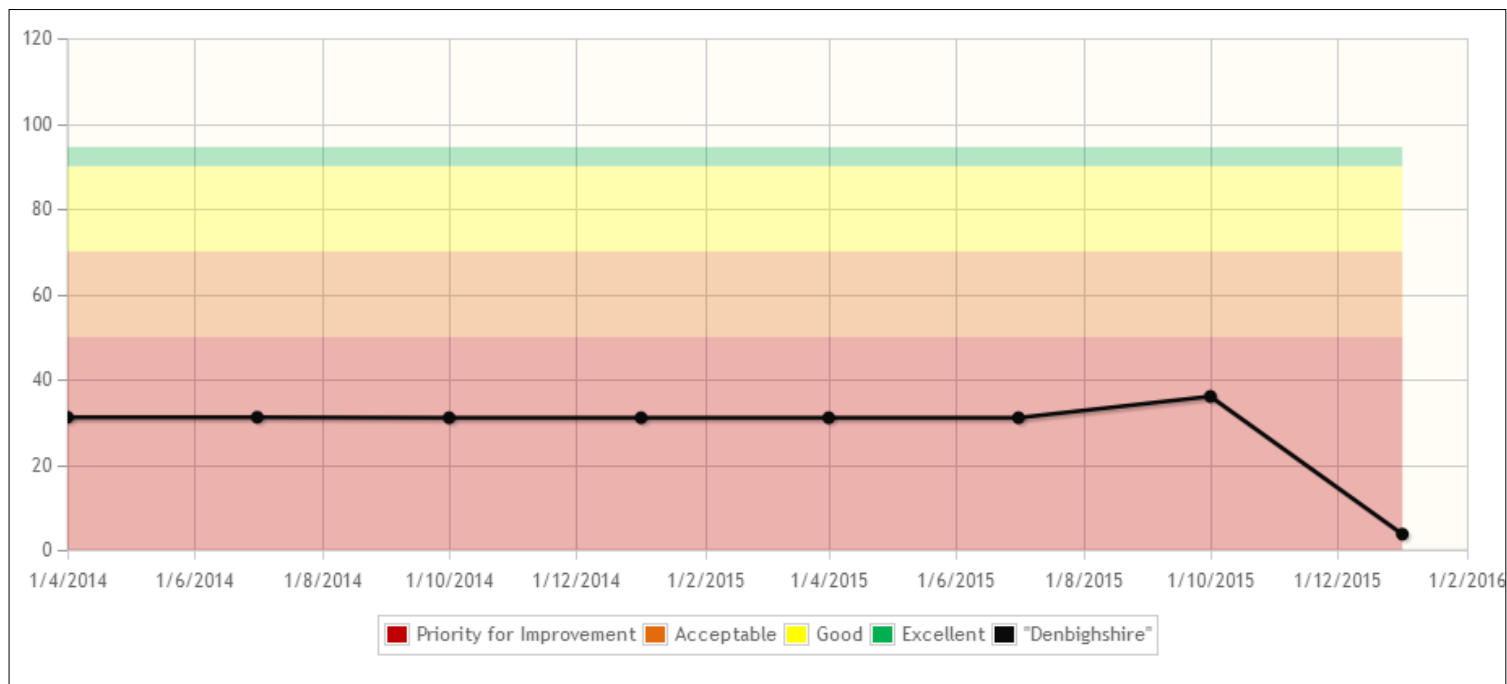
#### OUTCOME 1 - INFRASTRUCTURE FOR GROWTH

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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 OFCOM indicators have not been updated by OFCOM for some time. Their usefulness will be reviewed in the next quarter, but it should be noted that BT attended Performance Scrutiny to discuss the progress of the national</p> |

Superfast Broadband rollout.  
ECA1.2i and ECA1.3i have been reviewed – see below.

**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                                                                                                       |
| ECA1.2i                 | 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 |

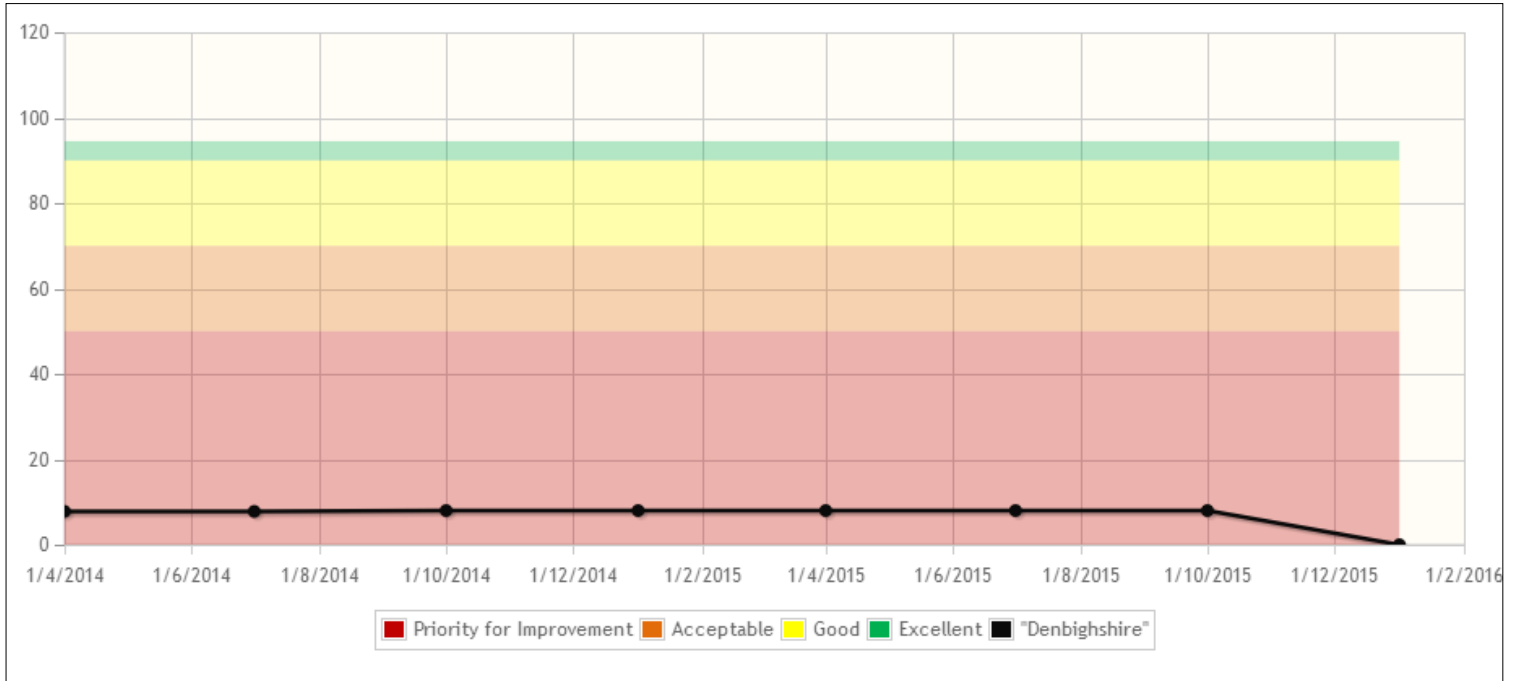


**Latest Data Comment**

Quarter 4 ECA1.2i and ECA1.3i  
 ECA1.2i, Quarter 4 = 3.7%. ECA1.3i = 0%. The indicators for this project have been reviewed. There were significant issues with the previous figures, namely: there was no definition of what constituted a Priority Strategic Investment Site, with strategic sites constantly changing, depending on progress and opportunity. For these reasons the project has now been baselined against the 2014 Employment Land Study, which provides a clear baseline of employment land supply, and is regularly reviewed by Planning as part of the LDP review process. On this basis, the most recent figures provided are correct.

|         |                                                                    |
|---------|--------------------------------------------------------------------|
| ECA1.3i | The percentage of available land on Priority Strategic Employments |
|---------|--------------------------------------------------------------------|

Sites developed, as a percentage of all available land on PSES's

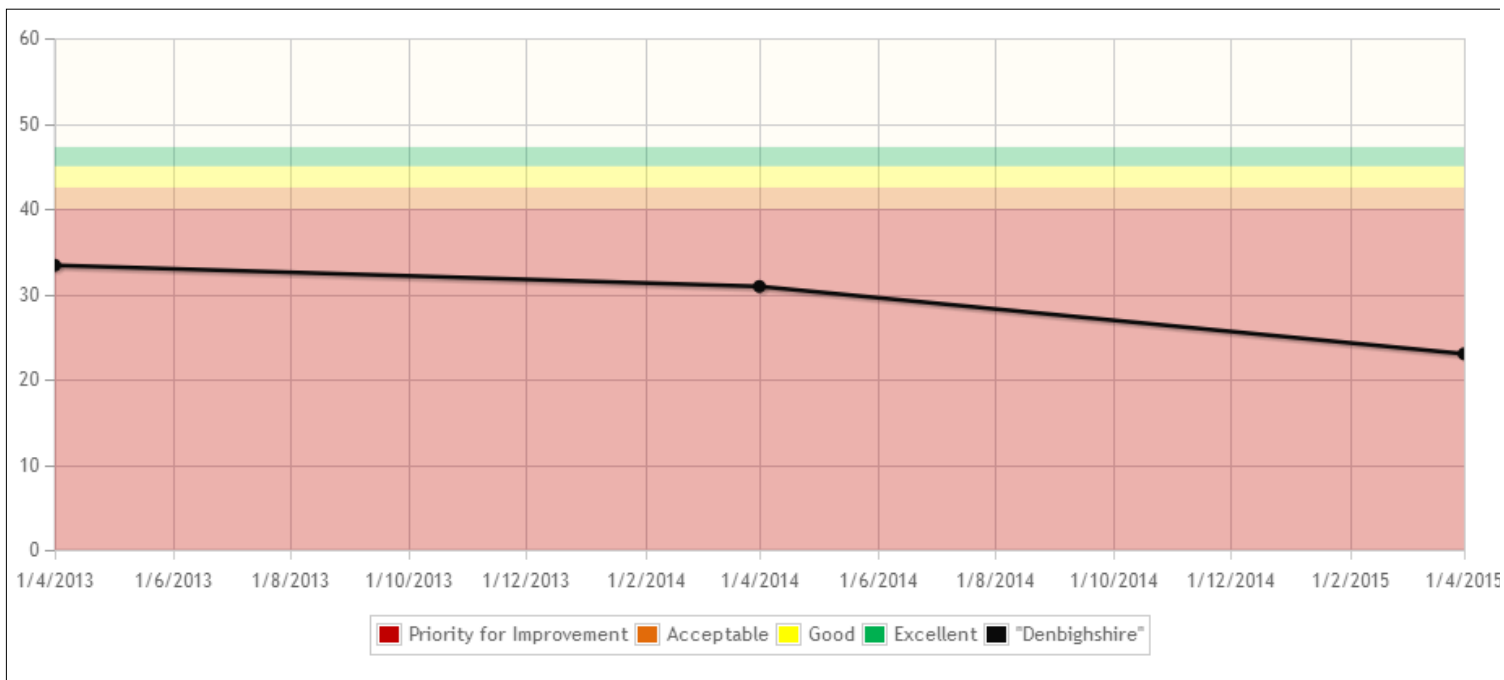


Activities

|          |                            |          |          |
|----------|----------------------------|----------|----------|
| 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

|                   |                                                                                                                                                                                       |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status            | <b>ACCEPTABLE</b>                                                                                                                                                                     |
| Outcome Summary   | The overall status for this Outcome is Orange: Acceptable.<br><br>This outcome is supported by annual indicators. The final data for the local procurement spend 2015/16 – see below. |
| <b>Indicators</b> |                                                                                                                                                                                       |
| FAA406m           | Local procurement spend as a % of total procurement spend                                                                                                                             |



**Latest Data Comment**

**Annual 2015-16** Whilst there has been a significant decrease in the recorded percentage of local spend, this is partly attributable to the increase in construction spend in 2015/16 associated with the school building programme, particularly the new Rhyl High School. The spend in these cases are attributable to the main contractor and therefore not counted as local, although efforts have been made in all cases to ensure there are sub-contracting opportunities for local businesses and suppliers. In the case of Rhyl High school, 71% of spend was actually captured within North Wales. Quarter 4 is currently 23.5%.

|            |                                                                                  |
|------------|----------------------------------------------------------------------------------|
| 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 £1 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<br>2.3a | PROCUREMENT: Strategy & revised CPR's   | 01/06/15 | 01/04/16 |
| PR003266/ECA<br>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. This relates to indicators ECA3.1i and ECA3.2i.</p> <p>STEAM data is annual, and validated national data will be available at the end of quarter 1, 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 jobs in Growth Sectors                        |
| ECA3.3i | No. of Denbighshire residents employed in Growth Sectors |

#### Activities

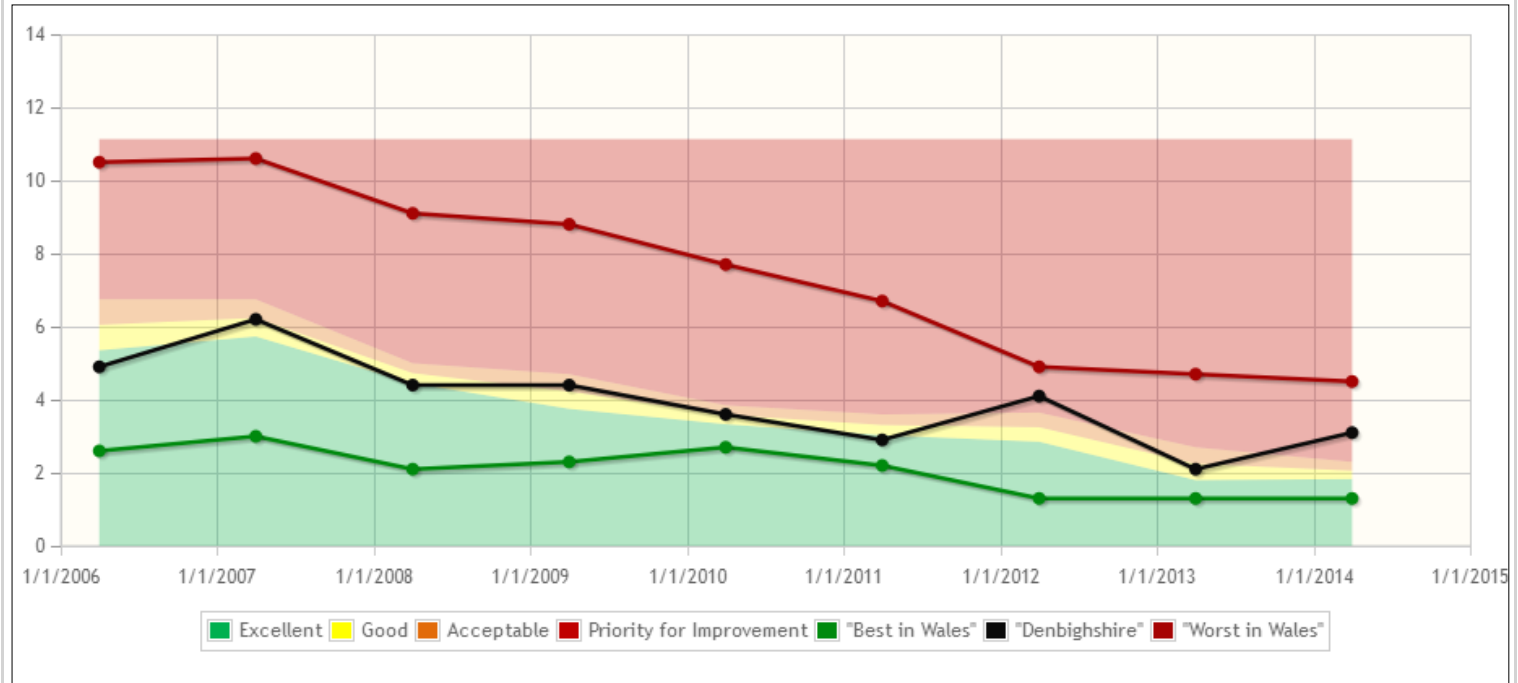
|             |                                                                                                                                                 |          |          |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|
| 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>There is one indicator that is considered to be a priority for improvement, which is detailed below:</p> |

**Indicators**

|  |        |                                                                                                                              |
|--|--------|------------------------------------------------------------------------------------------------------------------------------|
|  | Ed004i | The percentage of children aged 16 - 18 Not in Education, Employment or Training, at the preceding 31 August in Denbighshire |
|--|--------|------------------------------------------------------------------------------------------------------------------------------|



**Latest Data Comment**

|                |                                         |
|----------------|-----------------------------------------|
| Annual 2014/15 | This figure represents 38 young people. |
|----------------|-----------------------------------------|

|             |                                                                             |
|-------------|-----------------------------------------------------------------------------|
| 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 |
| eca4.10i    | % of people of working age in Denbighshire who are self employed            |

**Activities**

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

**OUTCOME 5 - VIBRANT TOWNS AND COMMUNITIES**

Tudalen 48



|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Status</b>          | <b>ACCEPTABLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Outcome Summary</b> | <p>The overall status for this Outcome is Orange: Acceptable</p> <p>None of these indicators are updated on a frequency more than an annual, and data relating to the WIMD (LSOA) is only updated once every three years.</p> <p>Denbighshire's Business Survey 2015 did not include BusSurv2.1 % of town centre businesses reporting confidence in future prospects.</p> <p>Data for ECA5.4i will be available autumn 2016.</p> <p>Latest data for No. of LSOA with a claimant count (%) greater than Great Britain is August 2015 which is at an 'acceptable' level at 22.</p> |

### Indicators

|                 |                                                                          |
|-----------------|--------------------------------------------------------------------------|
| ECA5.1i         | % of vacant town centre premises (Denbighshire average)                  |
| RSQ11           | % of residents reporting overall satisfaction with their town centre     |
| RSQ2            | % of town residents reporting overall satisfaction with their local area |
| BusSurv2.1 2014 | % of town centre businesses reporting confidence in future prospects     |
| ECA5.2i         | % of LSOA that fall into the 10% most deprived in Wales                  |
| ECA5.3i         | No. of LSOA with a claimant count (%) greater than Great Britain         |
| ECA5.4i         | No. of LSOA with a median household income below Wales                   |
| ECA5.5i         | % of the rural working age population claiming Job Seekers Allowance     |

### Activities

|                   |                                                                                                    |          |          |
|-------------------|----------------------------------------------------------------------------------------------------|----------|----------|
| ECA 5.1           | 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

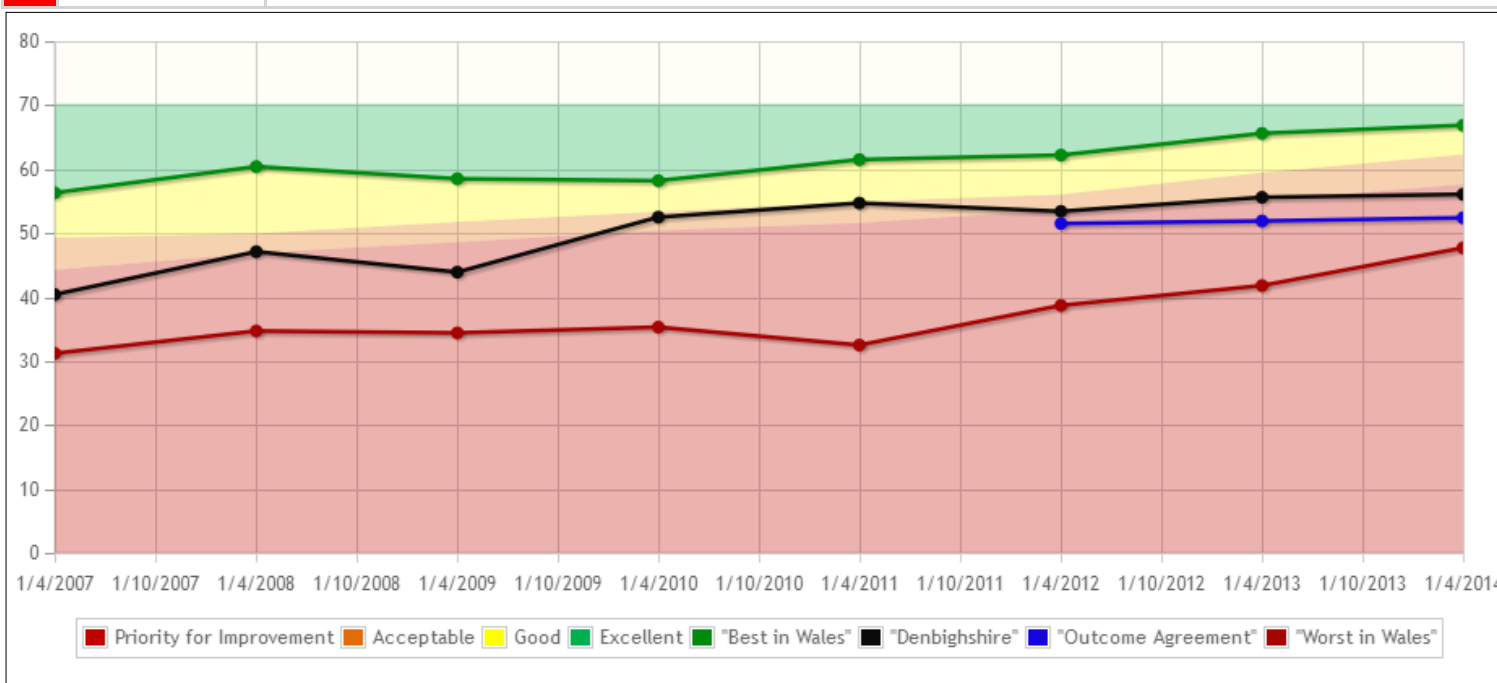
### OUTCOME 7 - STUDENTS ACHIEVE THEIR POTENTIAL

**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.

#### Indicators

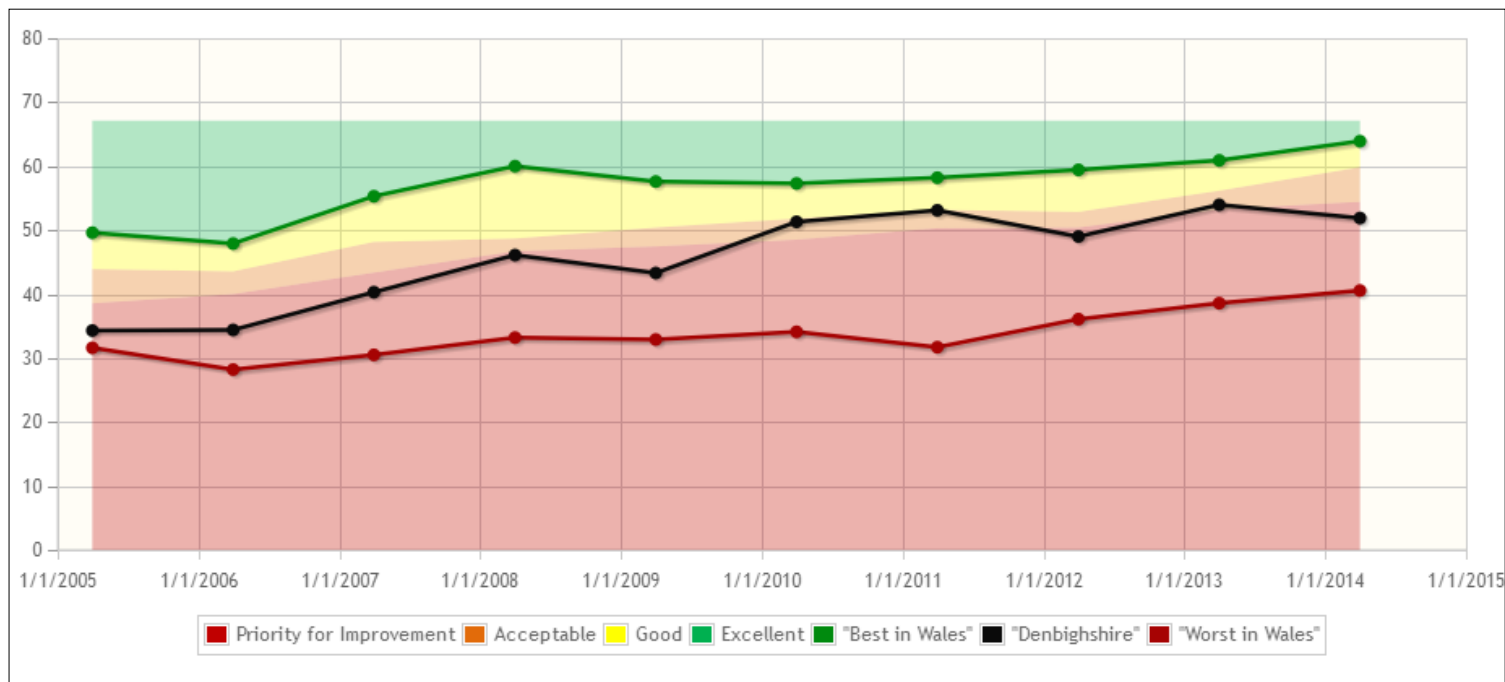
|        |                                                                                                                                         |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Ed001i | 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

**Annual** 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.

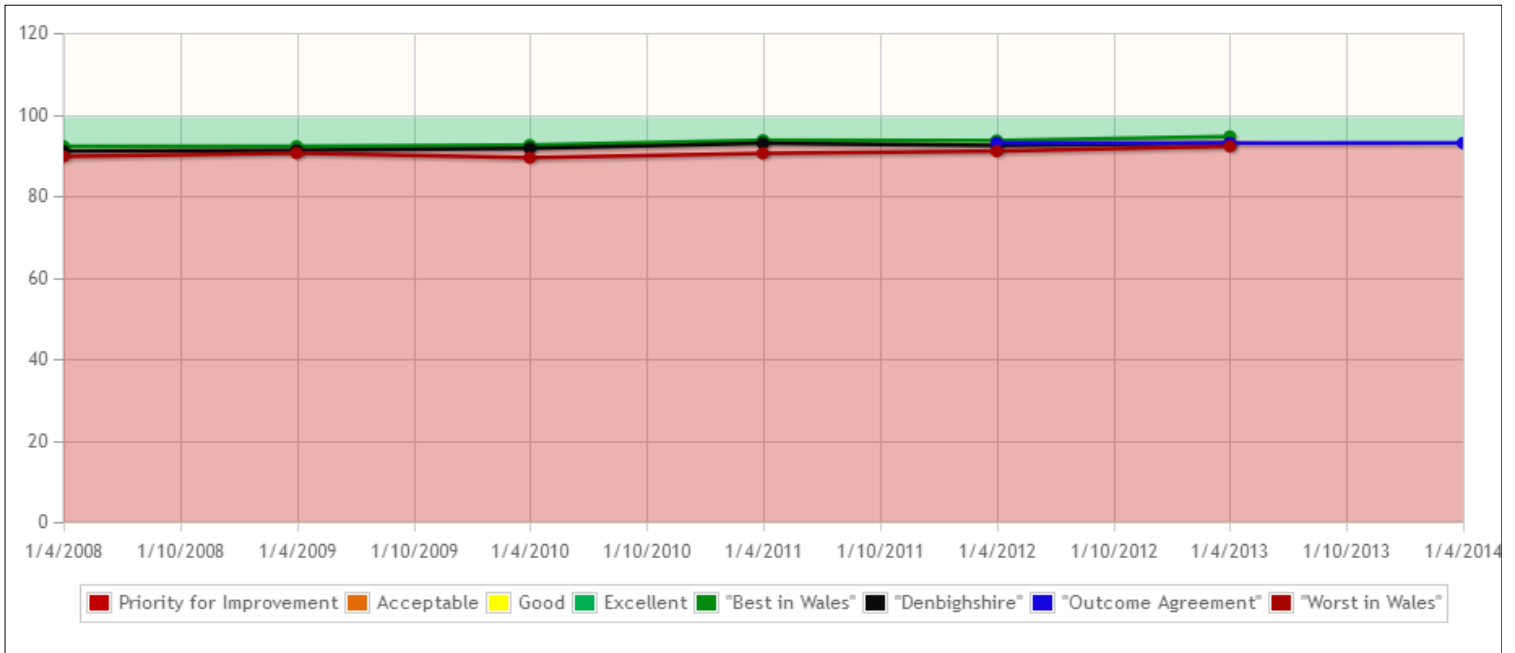
|        |                                                                                                 |
|--------|-------------------------------------------------------------------------------------------------|
| Ed006i | The percentage of pupils achieving the level 2 threshold or vocational equivalents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



**Latest Data Comment**

Annual 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.

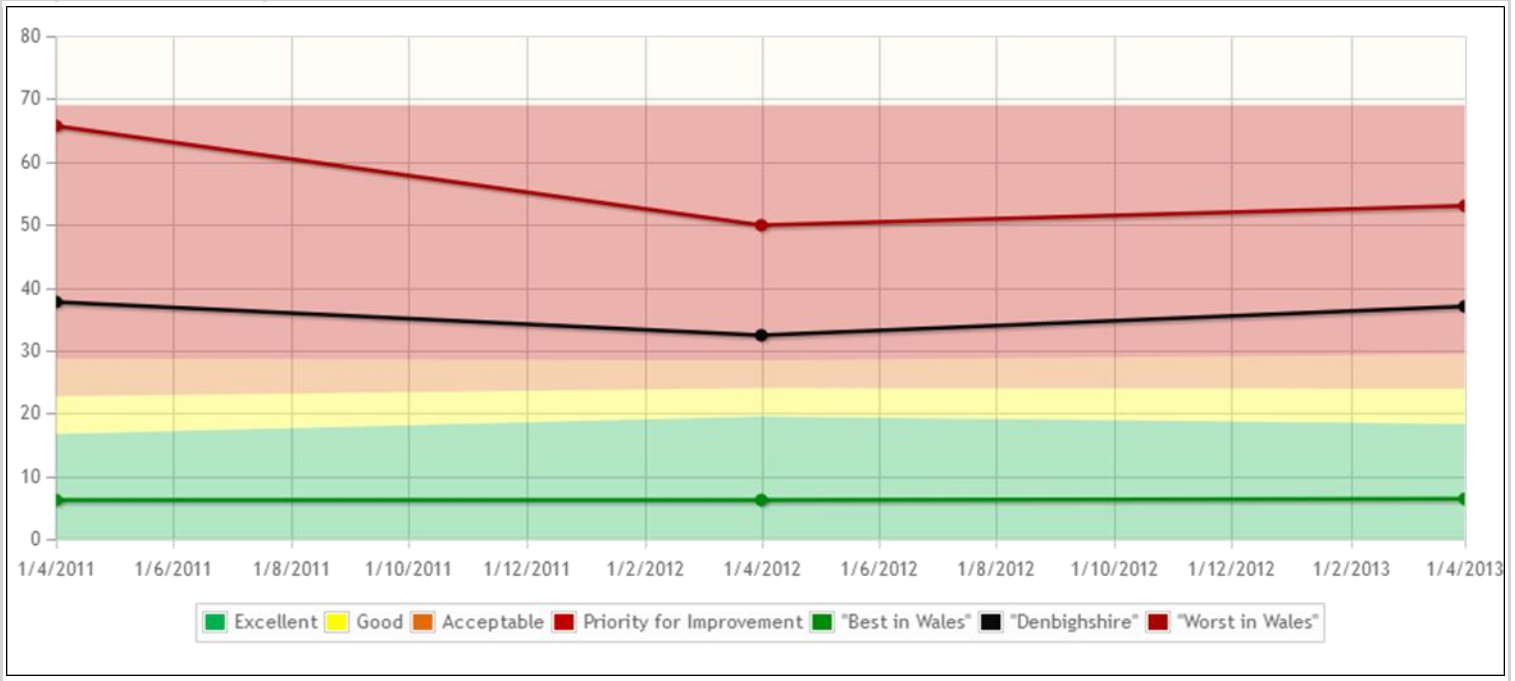
|           |                                                                                                                                                                                                                                                                |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                                                                                                                                                                                                            |



### Latest Data Comment

|        |                                                                                                                                                       |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Annual | Validated data for 2014-15 academic year will be available in September. Current 2015-16 academic year performance at the end of April was at 93.72%. |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------|

|         |                                                                                                  |
|---------|--------------------------------------------------------------------------------------------------|
| EDU101i | The total rate per 1,000 pupils of fixed-term exclusions from local authority maintained schools |
|---------|--------------------------------------------------------------------------------------------------|



**Latest Data Comment**

|        |                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Annual | 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. Data is not yet available for these but will be included in the next quarter 1 report. |

| 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 | 29/07/16 |  |
| 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 data using a sample from our sixth-form schools                                                           | 01/07/15 | 31/10/15 |  |
| EDUa022              | Curriculum Enrichment Programme                                                                                                                               | 01/04/15 | 31/03/16 |  |

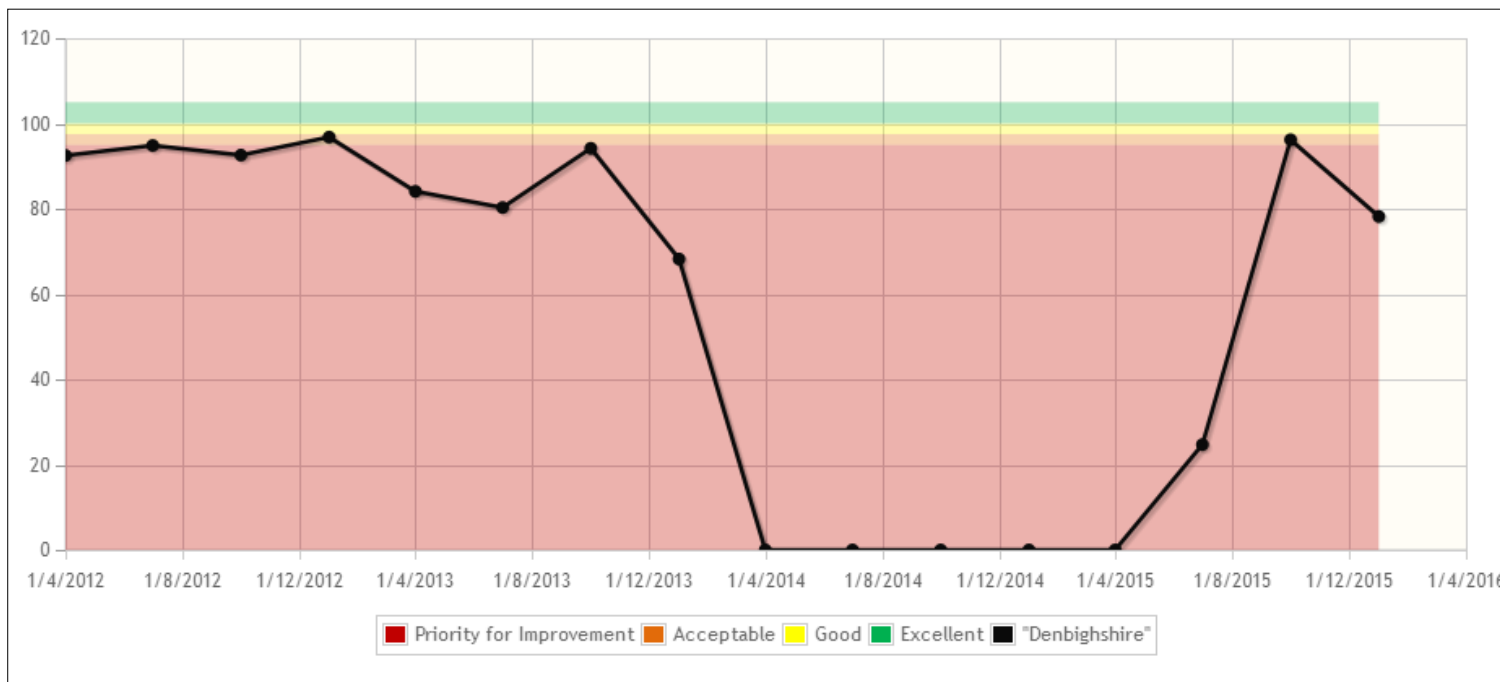
|          |                                                                                         |          |          |
|----------|-----------------------------------------------------------------------------------------|----------|----------|
| PR000359 | Rhyl New School                                                                         | 22/10/12 | 11/07/16 |
| PR000055 | Bodnant Community School Extension and Refurbishment                                    | 20/12/12 | 31/12/16 |
| PR000247 | Extending Secondary Welsh Medium Provision - Ysgol Glan Clwyd Extension & Refurbishment | 06/01/14 | 31/08/18 |
| PR000319 | Ruthin Area Review: Ruthin Town School Modernisation                                    | 21/04/14 | 01/09/18 |
| PR000330 | Ruthin Area Review: New Area School for Ysgol Carreg Emlyn                              | 01/01/14 | 30/10/17 |
| PR000332 | Ruthin Review -New Area School for Llanfair DC and Pentrecelyn                          | 01/08/14 | 03/09/18 |



**PRIORITY - IMPROVING OUR ROADS**

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

|                        |                                                                                                                                                                                                         |                                                                                                                                                                    |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Status</b>          | <b>ACCEPTABLE</b>                                                                                                                                                                                       |                                                                                                                                                                    |
| <b>Outcome Summary</b> | 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. |                                                                                                                                                                    |
| <b>Indicators</b>      |                                                                                                                                                                                                         |                                                                                                                                                                    |
| HES101i                |                                                                                                                                                                                                         | The percentage of respondents reporting satisfaction with the council's work in maintaining rural roads in good condition                                          |
| RSQ09A                 |                                                                                                                                                                                                         | The percentage of respondents reporting satisfaction with the council's work in maintaining main roads in good condition (excluding don't know)                    |
| RSQ09B                 |                                                                                                                                                                                                         | The percentage of respondents reporting satisfaction with the council's work in maintaining streets in towns and villages in good condition (excluding don't know) |
| THS012 - Annual        |                                                                                                                                                                                                         | The percentage of principal (A) and non-principal (B) and (C) roads that are in overall poor condition                                                             |
| THS012a - Annual       |                                                                                                                                                                                                         | The percentage of principle A roads that are in overall poor condition                                                                                             |
| THS012b - Annual       |                                                                                                                                                                                                         | The percentage of non-principal/classified B roads that are in overall poor condition                                                                              |
| THS012c - Annual       |                                                                                                                                                                                                         | The percentage of non-principal/classified C roads that are in overall poor condition                                                                              |
| <b>Measures</b>        |                                                                                                                                                                                                         |                                                                                                                                                                    |
| APSEPI03c              |                                                                                                                                                                                                         | Percentage of damaged roads and pavements made safe within target time                                                                                             |



**Latest Data Comment**



Quarter 4 78.2% completed due to staff sickness and winter maintenance duties. To improve monitoring of work completion times, a daily report will now be issued each day at 3pm by the Symology Team highlighting any outstanding work.

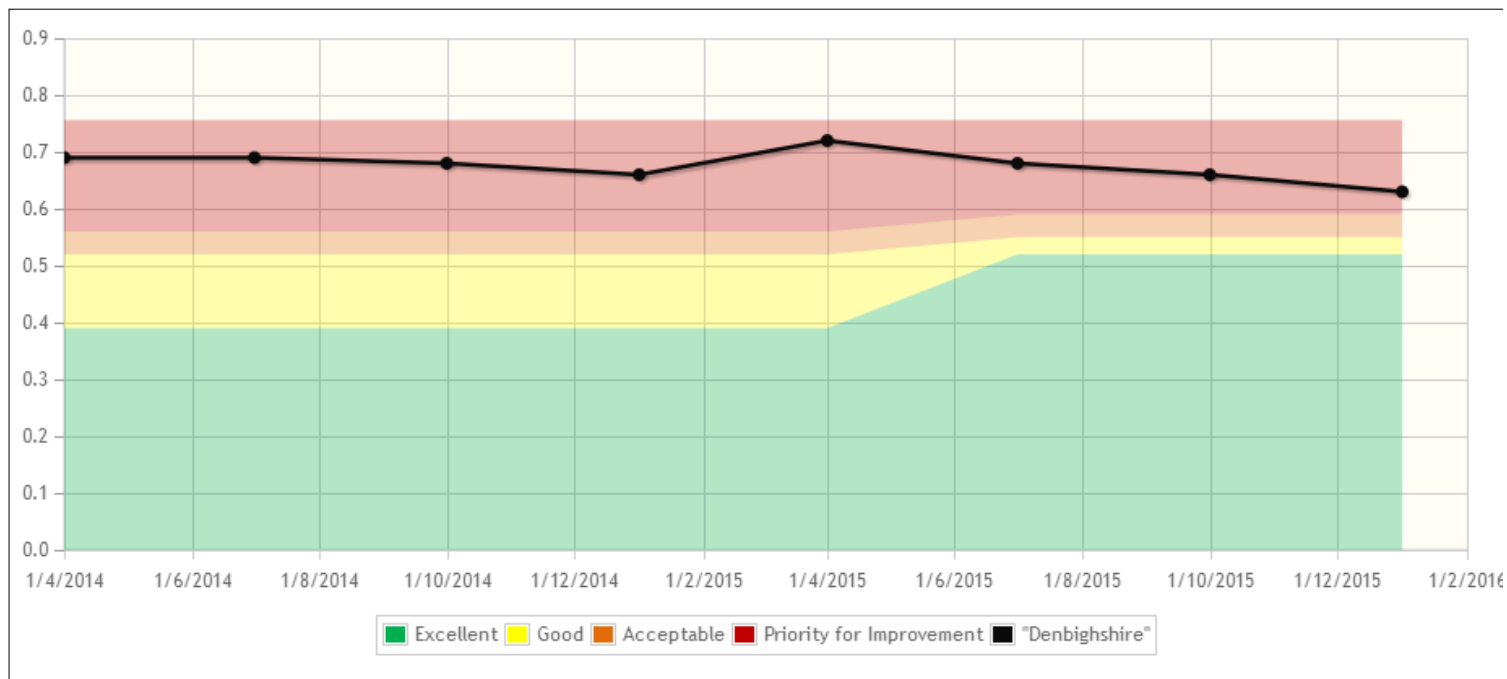
|         |                                                                                                                                                        |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. The percentage of the population who cannot live independently (aged 18 or over). As at 31 March 2015 the percentage of adults needing residential care because they were unable to live independently was 0.66% (499 people). This has decreased as at 31st March 2016 to 0.63% (473 people). This has shown a decrease in the numbers throughout the year.</p> <p>However, as part of our Corporate Plan 2012-17, we publish an ambition to reduce the number of adults who needed residential care during the year by 200, from 815 in 2012 to 615 by 2017. Clearly we have made significant progress towards this ambition (reducing the figure by 137 over the past 4 years). This demonstrates our success in supporting people to remain as independent as possible for as long as possible.</p> <p>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 4** The percentage of the population who cannot live independently (aged 18 or over). As at 31 March 2015 the percentage of adults needing residential care because they were unable to live independently was 0.66% (499 people). This has decreased as at 31st March 2016 to 0.63% (473 people). This has shown a decrease in the numbers throughout the year.

### 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                     |

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

|          |                                             |          |          |
|----------|---------------------------------------------|----------|----------|
| PR000173 | Single Point of Access                      |          |          |
| PR002863 | Consultation on future of in-house services | 13/01/15 | 24/05/16 |

## 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 4, 2015/16.</p> <p>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> <p>An update report will be discussed by Performance Scrutiny in September.</p> |

| Indicators |                                                                                                                                                 |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| QSCC010    | The percentage of referrals that are re-referrals within 12 months                                                                              |
| Measures   |                                                                                                                                                 |
| QSCA019    | The percentage of adult protection referrals completed where the risk has been managed                                                          |
| 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 |

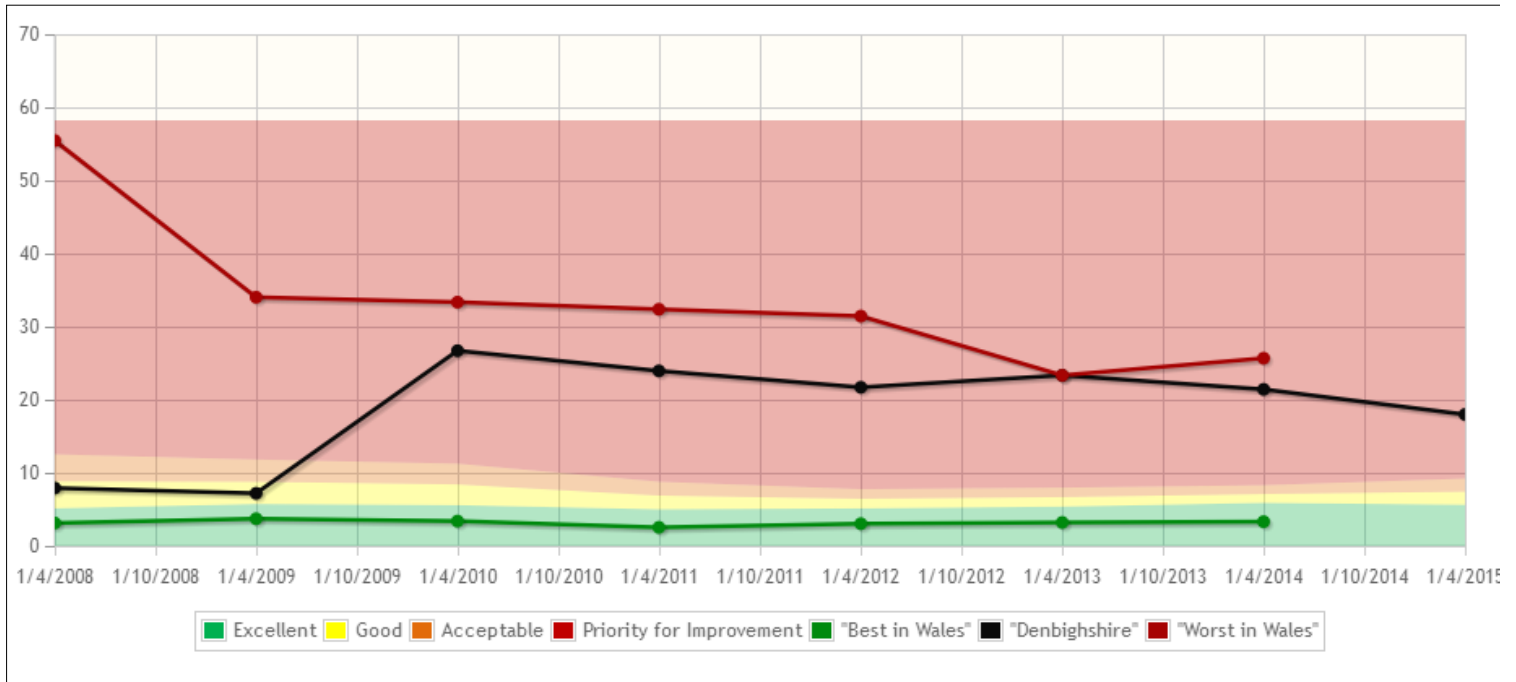


**PRIORITY – CLEAN & TIDY STREETS**

**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>In Denbighshire the LEAMS survey was carried out over 2 days in July 2015, the outcome of which was an overall cleanliness grade of 66.7. The methodology for the LEAMS surveys reflects the Code of Practice for Litter and Refuse and Associated Guidance (COPLAR) 2007, which relate to Part IV of the Environmental Protection Act (EPA) 1990. Each survey covers a 6% sample of streets, selected at random from a full list of adopted highways provided by each local authority. LEAMS assesses the quality of the local environment through a visual survey of a 50m transect of one side of a street. All Wales local authority scores ranged from 62.1 to 75.8 at best for 2015/16.</p> <p>The Streetscene Team particularly in the North has gone through a period of leadership change in the last nine months. Two senior members of the team have been on long term sick leave which may have impacted on service delivery. These issues are being addressed and plans are in place to recruit suitably qualified and experienced staff to fill these important roles.</p> |

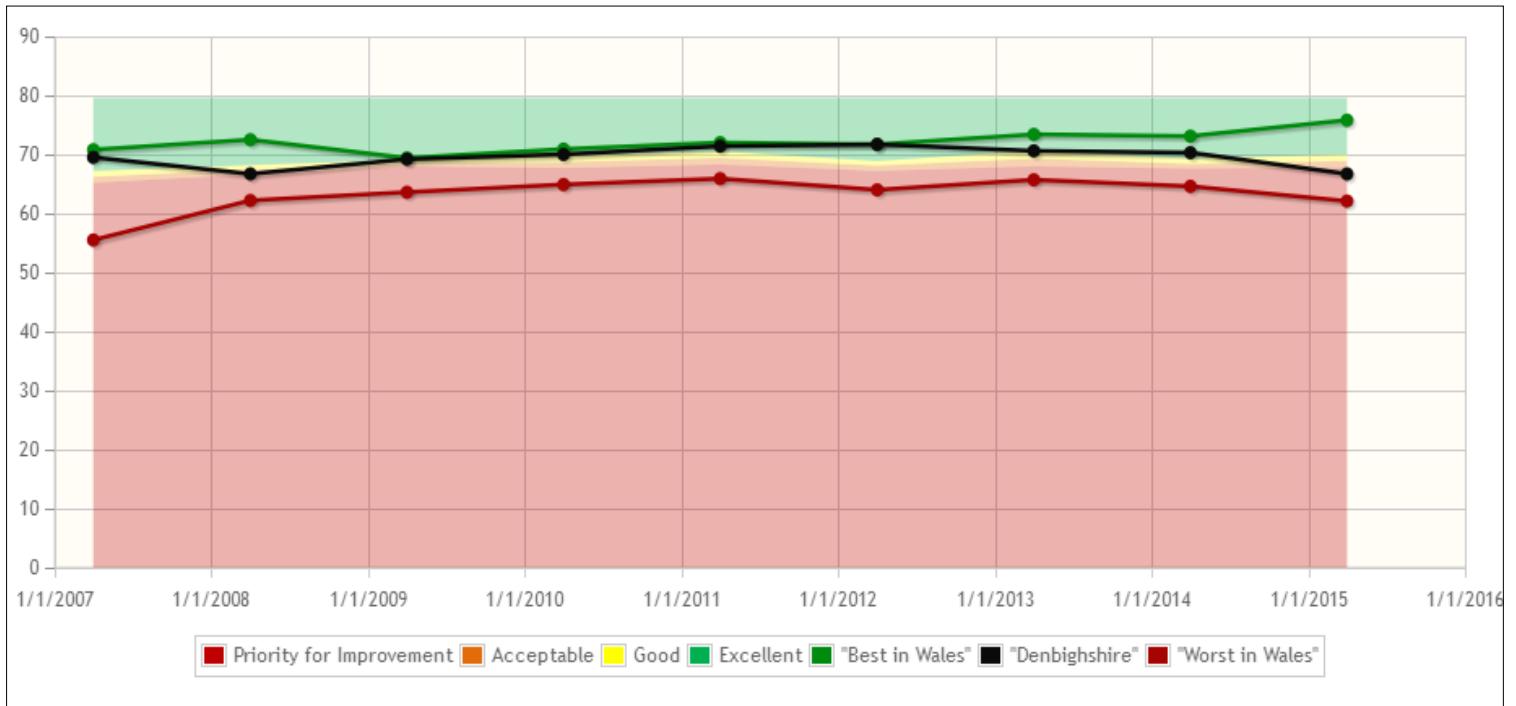
| Indicators |                        |                                                                                                                                                      |
|------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | 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                                                                                       |



**Latest Data Comment**

**Annual** The rate of fly-tipping in Denbighshire per 1,000 has decreased during 2015/16 with 1,699 incidents being recorded. Whilst this may remain high in the context of all Wales, we believe we are reporting this indicator differently from other councils. We include incidents that we identify ourselves through our street cleaning activities, in addition to incidents reported by the public.

**KWT001i** Keep Wales Tidy - Cleanliness Indicator



### Latest Data Comment

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Annual<br>2015-16 | In Denbighshire the LEAMS survey was carried out over 2 days in July 2015, the outcome of which was an overall cleanliness grade of 66.7. All Wales local authority scores ranged from 62.1 to 75.8 at best for 2015/16. The Streetscene Team particularly in the North has gone through a period of leadership change in the last nine months. Two senior members of the team have been on long term sick leave which may have impacted on service delivery. These issues are being addressed and plans are in place to recruit suitably qualified and experienced staff to fill these important roles. |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 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

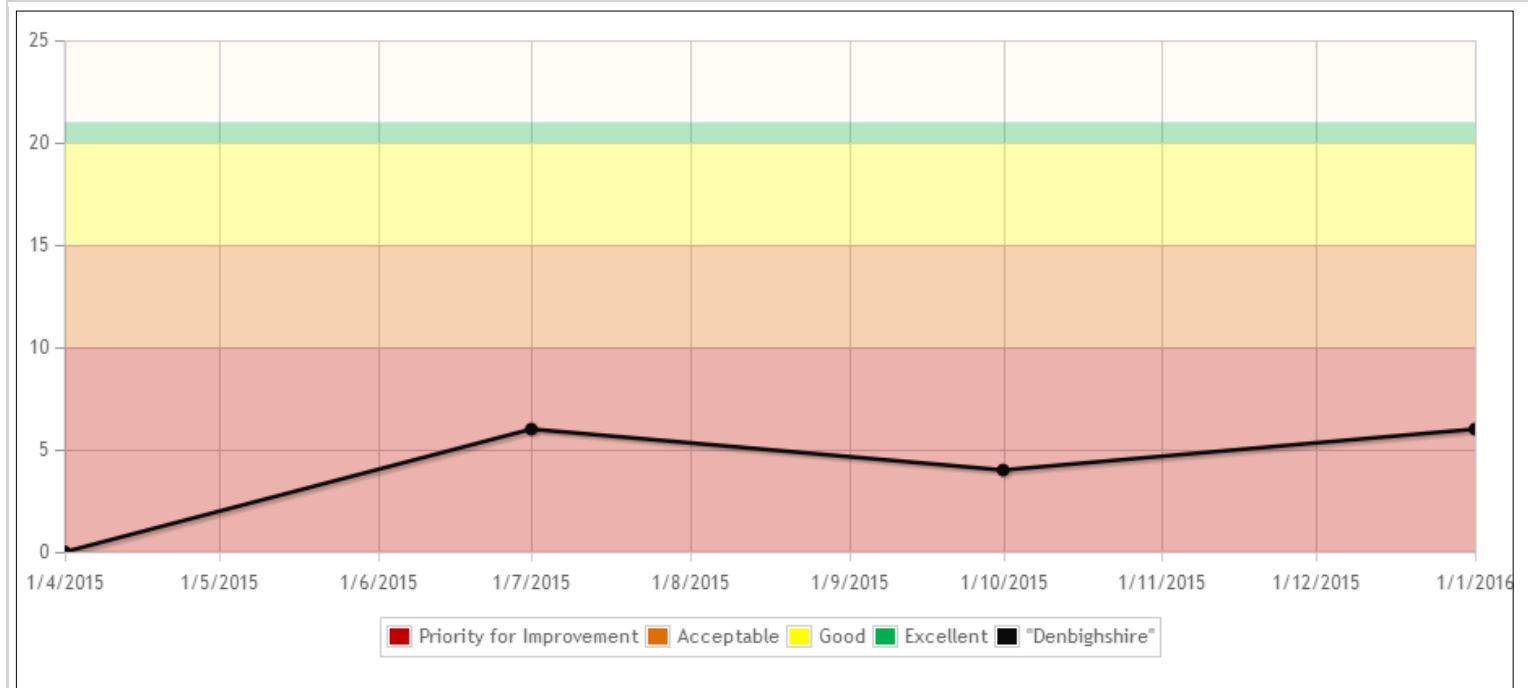
|          |                                                                                                     |          |          |
|----------|-----------------------------------------------------------------------------------------------------|----------|----------|
| HES204a  | Collaboration 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> | 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. |

| 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. |



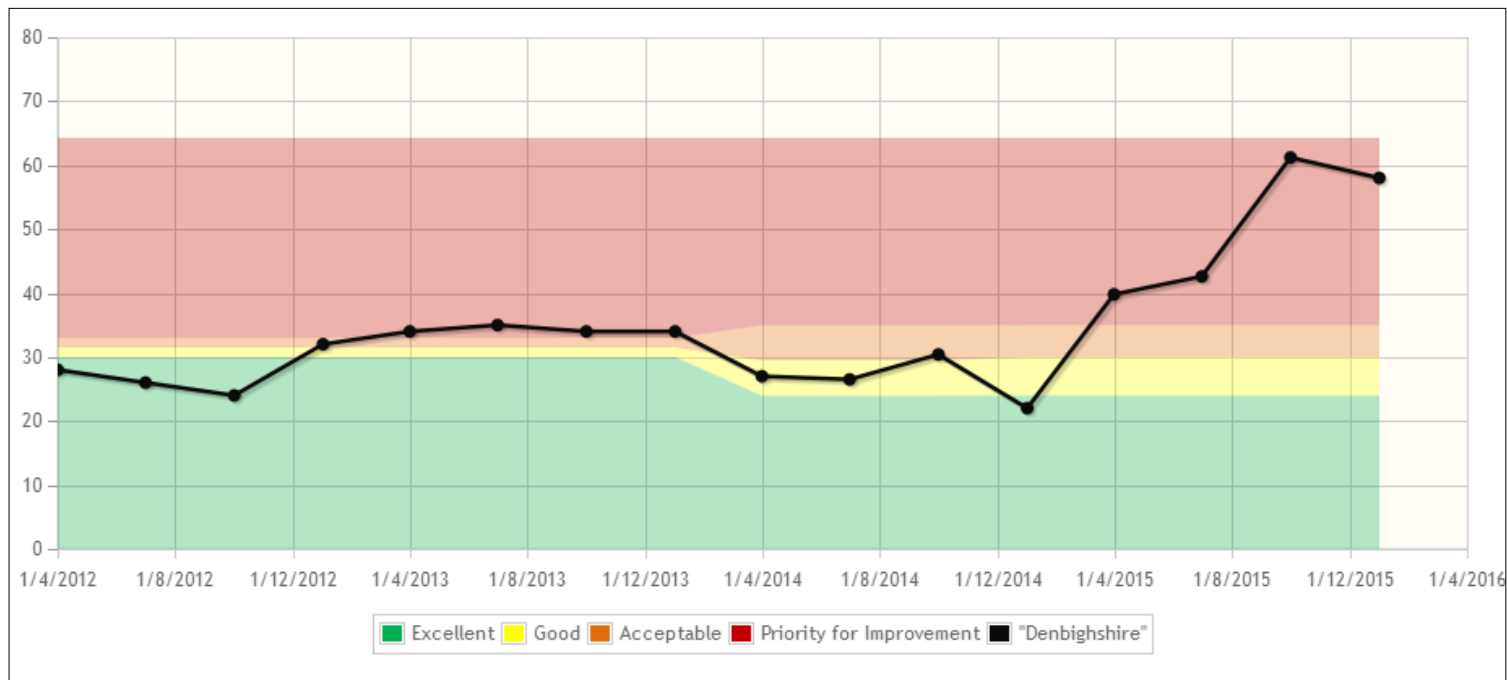
**Latest Data Comment**

|           |                                                                                                                                                                                                                                   |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Quarter 4 | The provision of affordable housing units on site is governed by a number of factors. Foremost of these is the adopted Local Development Plan Policy which is always the starting point when assessing planning applications. The |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

relevant adopted policies in the Plan mean that only residential development schemes of 10 or more units could result in a new affordable dwelling being provided on site due to the agreed 10% provision. Many residential development schemes are for 9 or less dwellings. The size of residential schemes and the types of applications received are beyond our control meaning it is very difficult to influence the indicator.

**Measures**

|           |                                                                                                                                       |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------|
| Q-HMPI102 | Percentage of residents satisfied with the most recent repair (when surveyed in accordance with the organisation's own survey format) |
| 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 4** The turnaround time has slightly decreased as at the end of quarter 4, to 58 calendar days. We are significantly increasing the standard to which we let properties to ensure the highest possible standards. In the medium term we are aiming to increase standards whilst also increasing our resources to manage the additional work alongside developing efficient processes to improve the turnaround time.

|            |                                                                                               |
|------------|-----------------------------------------------------------------------------------------------|
| 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 |
| No Progress |                                                                                                                                                                                                   |          | 29/04/16 |
| 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 | 30/09/16 |
| FAH405a     | Develop and implement policy to support energy efficient housing within the council's stock                                                                                                       | 01/01/16 | 30/04/16 |
| 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                                                                                                                                                 | 01/03/15 | 31/07/16 |

|               |                                                                                                                                                                                                                    |          |          |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|
|               | contract in preparation for its renewal / replacement, in partnership with neighbouring authorities                                                                                                                |          |          |
| 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 | 30/06/16 |
| 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 | 31/07/16 |
| 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 | 31/03/17 |
| 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 & Housing Strategy | 01/02/16 | 30/09/16 |
| 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                                                                                                                                                                       | 01/04/14 | 31/03/16 |

|  |           |                                                                                                                                                                                                      |          |          |
|--|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|
|  |           | improve the conditions of private sector housing and environmental enhancements                                                                                                                      |          |          |
|  | PPP203a   | Take a pro-active approach to encourage the private sector to bring forward allocated housing sites, to deliver mixed type and range of housing, by producing master plans, planning briefs and SPGs | 01/04/14 | 31/03/15 |
|  | PPP205a   | Ensure as many Affordable Houses as possible are provided through the planning system and other methods of delivery                                                                                  | 01/04/14 | 31/03/16 |
|  | PPP207a   | Improve the behaviour of private sector landlords                                                                                                                                                    | 01/04/15 | 31/03/16 |
|  | SCHSG206a | Service Challenge Actions: Housing : Ensure Service Challenge key actions are taken into account regarding the development of the Local Housing Strategy                                             | 04/03/15 | 31/10/15 |



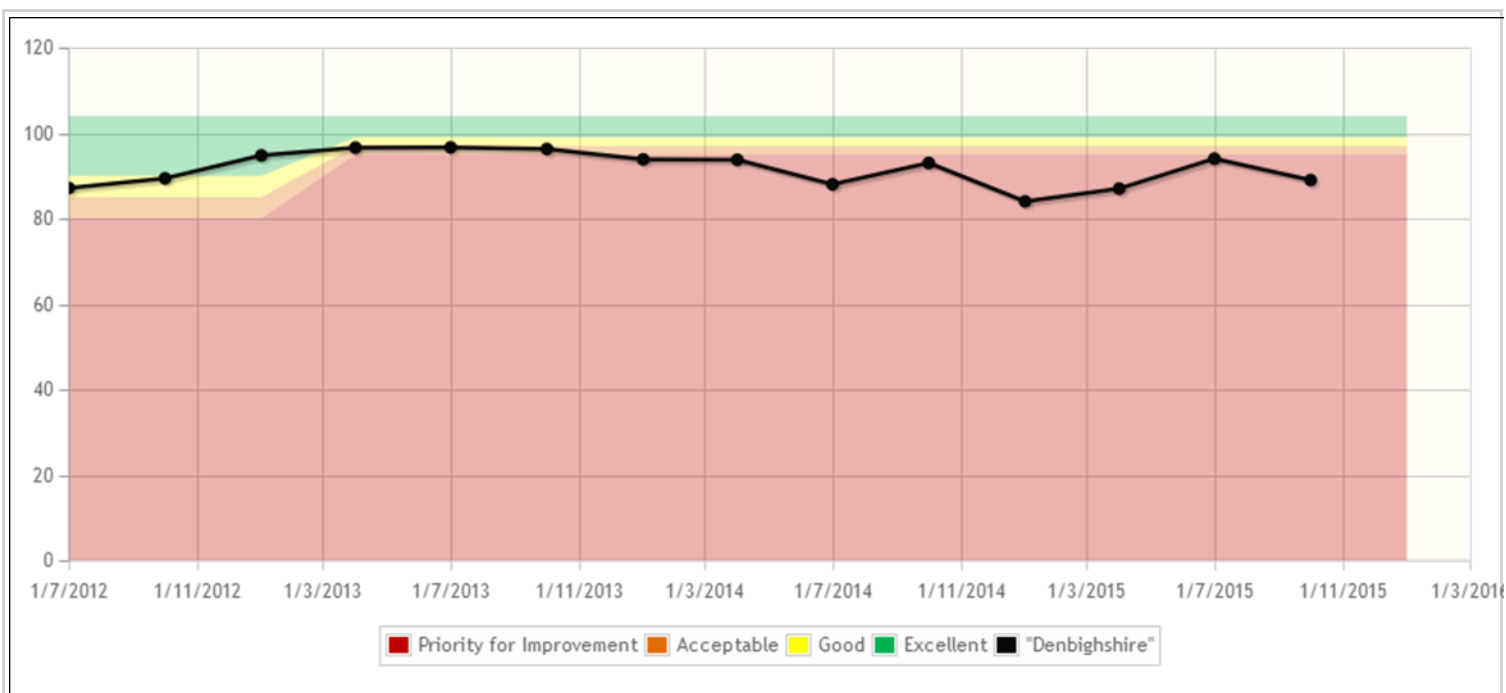
## PRIORITY - MODERNISING THE COUNCIL TO BE EFFICIENT & IMPROVE SERVICES FOR CUSTOMERS

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

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Status</b>          | <b>ACCEPTABLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Outcome Summary</b> | <p>The overall status for this Outcome is Orange: Acceptable.</p> <p>One measure has generated a Red: Priority for Improvement status. Only 88% of all external stage 1 complaints received by the council were responded to within corporate timescales.</p> <p>The new Well-being Impact Assessment tool will include an assessment of a project or policy's impact on people using Welsh and the promotion of the Welsh language.</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                                                                                                 |
| RSQ16C     | The percentage of residents responding positively to the statement: My council acts on the concerns of residents (excluding don't know)                                                                  |

| 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 4 129 received in quarter 4, 114 responded to within timescale (88%). Monthly reports are provided to Heads of Service with performance against this indicator automatically reported to and monitored by Scrutiny every quarter.

ROCDCC

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

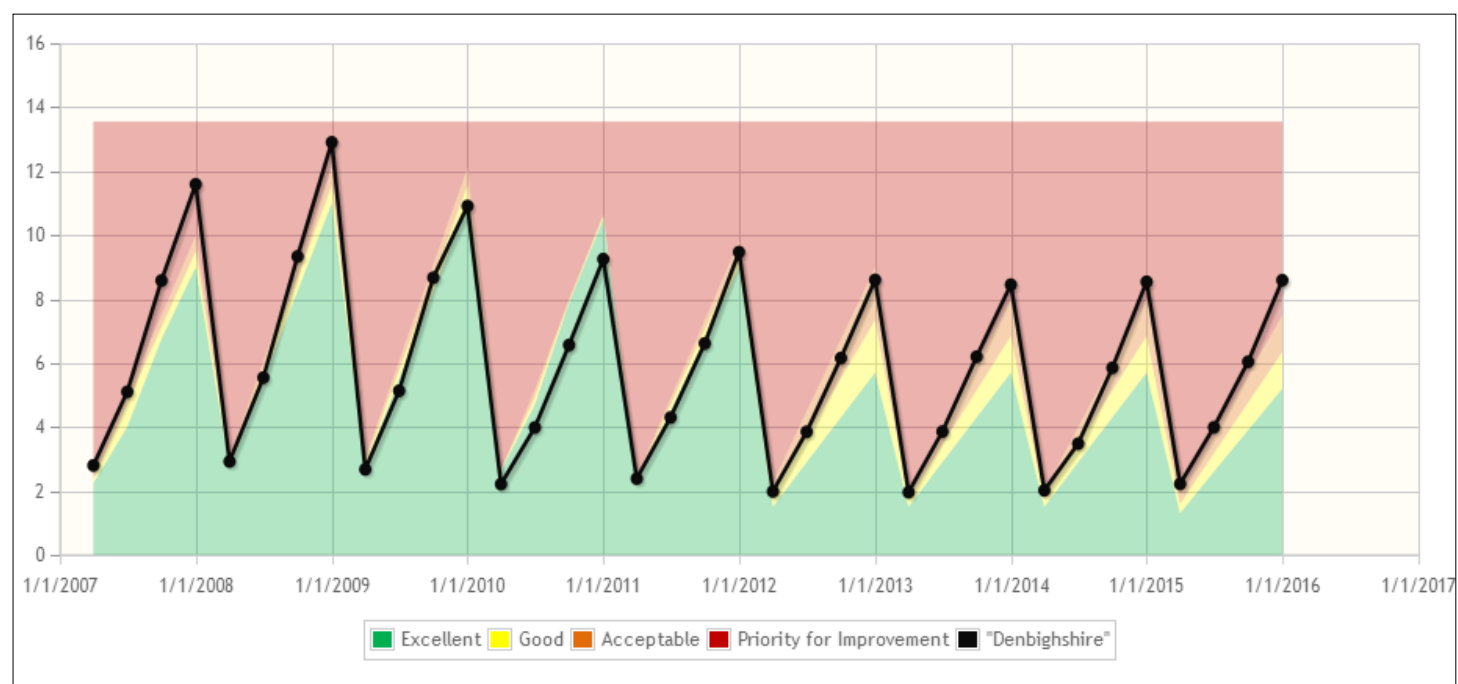
### Activities

|          |                                                                                                                                                                              |          |          |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|
| 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 8.59 in quarter 4. 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. New activities are included in the Legal, HR and Democratic service plan 2016-17 to address sickness absence and promote staff well-being.</p> <p>Performance appraisal completion increased to 95% as at the end of quarter 4 and is now at an `acceptable` level.</p> |

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



### Latest Data Comment

|           |                                                                                                                                                                                                        |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Quarter 4 | Corporate sickness absence levels continue to be a priority for improvement at 8.59 days. The targets for the reduction in sickness absence are challenging, however, overall the levels are reducing. |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |                                                                                                                                              |
|--|----------------------------------------------------------------------------------------------------------------------------------------------|
|  | SSQ13a<br>The percentage of staff responding positively to the statement: I have access to the information and IT I need to work efficiently |
|  | SSQ1A<br>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                                                            |
| 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 (desk based) who have been equipped with a laptop for agile working                                              |
| SHR104i  |  | The percentage of eligible staff that were due a performance appraisal within the last 13 months and have received one (corporately)     |

| 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>9 Mehefin 2016</b>                                                                                                       |
| <b>Aelod/Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Cyllid, Cynllun Corfforaethol a Pherfformiad/ Cyfarwyddwr Corfforaethol: Economi a'r Parth Cyhoeddus</b> |
| <b>Awdur yr Adroddiad:</b>      | <b>Rheolwr Iechyd a Diogelwch Corfforaethol</b>                                                                             |
| <b>Teitl:</b>                   | <b>Adroddiad Iechyd a Diogelwch Blynyddol</b>                                                                               |

## 1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad hwn yn rhoi diweddariad blynyddol am reoli Iechyd a Diogelwch yng Nghyngor Sir Ddinbych fel y gwelir o safbwynt y tîm Iechyd a Diogelwch Corfforaethol.

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

Darparu gwybodaeth ynglŷn â'r diweddariad blynyddol ar reoli Iechyd a Diogelwch yng Nghyngor Sir Ddinbych

## 3. Beth yw'r Argymhellion?

Dylai'r pwyllgor adolygu'r adroddiad a gwneud sylwadau ar weithgareddau a sylwadau'r tîm Iechyd a Diogelwch Corfforaethol.

## 4. Manylion yr Adroddiad - Crynodeb

Mae ein hystadegau damweiniau / digwyddiadau yn y flwyddyn Ebrill 2015 i Mawrth 2016 yn dangos gostyngiad yn yr "holl adroddiadau o ddigwyddiadau" o'r flwyddyn flaenorol, 1517 i 1122 gyda chynnydd yn nifer y digwyddiadau RIDDOR (Rheoliadau Adrodd ar Anafiadau, Clefydau neu Ddigwyddiadau Peryglus) adroddadwy o 9 i 16. O'r nifer hwn, cafodd 7 eu hadrodd fel digwyddiadau colli amser.

Roedd nifer o drafodaethau gyda'r Awdurdod Gweithredol Iechyd a Diogelwch (HSE) yn ystod y flwyddyn a ddeilliodd o gwynion a methiannau honedig ar ran Cyngor Sir Ddinbych. Ni phrofwyd unrhyw un o'r honiadau. Cynhaliodd yr Awdurdod Gweithredol Iechyd a Diogelwch ymchwiliad trylwyr yn dilyn marwolaeth un o'r trigolion yn un o'n cartrefi gofal ac fe gynhaliont archwiliad systemau ar ein gwasanaeth casglu gwastraff. Roedd canlyniad y ddau weithgaredd yma yn gadarnhaol heb unrhyw gamau'n cael eu cymryd a dim costau "Ffi am ymyriad". Ar y cyfan cawsom adborth da gan yr Awdurdod Gweithredol Iechyd a Diogelwch.

Mae'r ymgyrch i ddatblygu ein diwylliant diogelwch cadarnhaol wedi parhau ac yn cynnwys y dull sy'n cael ei gweld yn rhaglen arweinyddiaeth Cyngor Sir Ddinbych. Mae newid diwylliant Iechyd a Diogelwch yn cael ei gyflwyno drwy gyfuniad o ganolbwyntio ar hyfforddi a chefnogi staff y rheng flaen. Mae'r gwaith

hwn yn cael ei atgyfnerthu gan ein rhaglen fonitro a datblygu ymagwedd arweinyddiaeth fwy gwybodus a chryf i reolwyr lechyd a Diogelwch.

Yn ystod y gweithgareddau monitro gwelsom enghreifftiau o arfer da a gefnogir gan systemau rheoli diogelwch cadarn. Mae'r gwaith monitro wedi ein galluogi i dargedu meysydd penodol megis gwella cysondeb asesiadau risg, systemau gwaith diogel a rheoli gweithwyr unigol. Mae canfyddiadau'r rhaglen fonitro hefyd wedi cael eu defnyddio i ddatblygu rhaglen waith i'r dyfodol gyda'r nod o wella ymhellach sut mae Cyngor Sir Ddinbych yn trin rheoli lechyd, Diogelwch a Lles.

Er gwaethaf yr holl welliannau sy'n cael eu cyflawni mewn rheoli diogelwch mae'n rhaid i ni beidio â llaesu dwylo ac mae'n rhaid i ni barhau â'n rhaglen gwelliant parhaus.

Gan gyfeirio at y diagram yn atodiad 4, rwyf yn asesu Cyngor Sir Ddinbych fel bod yn y parthau adweithiol\ amcangyfrifol ac yn credu y dylem barhau i anelu at gyflawni'r lefel rhagweithiol cyn gynted ag y bo modd.

#### **4.1 Awdurdod Gweithredol lechyd a Diogelwch**

- Archwiliodd yr Awdurdod Gweithredol lechyd a Diogelwch ddigwyddiad yng nghartref gofal Awelon yn hwyr yn 2015 lle y disgynnodd preswlydd hŷn i lawr set o risiau a gorfod mynd i'r ysbyty. Yn anffodus, bu'r preswlydd farw tra yn yr ysbyty. Bwydodd yr Awdurdod Gweithredol lechyd a Diogelwch yn ôl yn ffurfiol gan gadarnhau eu bod yn gweld bod Cyngor Sir Ddinbych wedi cymryd pob rhagofal rhesymol ac yng ngoleuni hyn, ni chymerwyd unrhyw gamau gweithredu. Gweler Atodiad 2 am ragor o wybodaeth.
- Cynhaliodd Awdurdod Gweithredol lechyd a Diogelwch archwiliad rheoli gwastraff ym mis Tachwedd. Doedd dim camau gweithredu dilynol a thrwy hynny dangosodd ganlyniad boddhaol.

#### **4.2 Digwyddiadau sylweddol / methiannau agos a adroddwyd nad oedd yn cynnwys yr Awdurdod Gweithredol lechyd a Diogelwch**

- Mur harbwr y Rhyl – mae'r wal yn cael ei rheoli
- Disgynnodd rhwystr cyfyngiad uchder ym maes parcio pentref y plant yn y Rhyl ar wyneb y maes parcio. Nid oedd unrhyw anafiadau ac ni ddifrodwyd unrhyw gerbydau. Cafodd y digwyddiad ei ymchwilio gan lechyd a Diogelwch Corfforaethol a chymerwyd camau gweithredu dilynol.
- Cafodd beiciwr ifanc anafiadau pen ar Draeth Canol Prestatyn pan feiciodd dros ochr poncen laswellt i lawr ar ardal eistedd islaw. Syrthiodd tua 1.3m ar wyneb caled. Cafodd y digwyddiad ei ymchwilio gan lechyd a Diogelwch Corfforaethol a chymerwyd camau gweithredu dilynol.
- Daeth fan contractwr yn sownd ar rwystr parc bysiau yn ysgol uwchradd Dinbych. Nid oedd unrhyw anafiadau, ond roedd difrod sylweddol i'r cerbyd. Cafodd y digwyddiad ei ymchwilio gan lechyd a Diogelwch Corfforaethol a chymerwyd camau gweithredu dilynol.

#### **4.3 Monitro a gweithgareddau**

- Archwiliad rheoli diogelwch Ysgol Tir Morfa yn dilyn dau ddigwyddiad o anafiadau sylweddol. Dangosodd yr archwiliad fod y digwyddiad oherwydd gwendidau yn y systemau a ddefnyddir gan iechyd. Mae hyn bellach wedi

cael ei ddwyn i sylw rheolwyr y GIG ac mae mesurau diogelu ychwanegol wedi'u rhoi ar waith yn yr ysgol.

- Monitro Radon – gosodwyd monitorau yn holl eiddo Cyngor Sir Ddinbych sydd heb eu monitro o'r blaen. Mae'r monitorau yn eu lle am dri mis fel arfer dros gyfnod y gaeaf. Cafodd y monitorau eu symud ym mis Ebrill a'u dychwelyd i lechyd y Cyhoedd Lloegr i'w ddadansoddi. Ar hyn o bryd rydym yn aros am yr adborth.
- Gofal lechyd Cefndy – darperir cyngor a chefnogaeth iechyd a diogelwch parhaus yn rheolaidd
- Nifer o archwiliadau systemau tân gyda Gwasanaeth Tân ac Achub Gogledd Cymru
- Rydym wedi cefnogi ysgolion yn ystod nifer o deithiau diogelwch ysgolion
- Cynhaliwyd 8 asesiad ar ôl gyrru gan yr ymgynghorydd risg ar y ffyrdd. Nid oedd yr un o'r digwyddiadau dan sylw wedi achosi difrod neu anafiadau difrifol.
- Mae gwell cywirdeb data a nodweddion adrodd wedi cael eu datblygu ar gyfer y broses adrodd am ddamweiniau\ digwyddiadau

#### **4.4 Hyfforddiant a ddarperir gan y tîm mewnol**

Gyrru

- Asesiadau D1 (bws mini) , Cynnal a chadw yn y gaeaf LGV Cat1, triniwr telesgopig, ysgubwr ffyrdd, 4x4, asesiad gyrru, tryc codi

Hyfforddiant lechyd a Diogelwch

- UDA - arweinyddiaeth diogelwch, Rheoli yn Ddiogel yn Sir Ddinbych, paratoi profiad gyrfaoedd, sut y gall cyfraith achos lechyd a Diogelwch ein helpu, codi a chario gwrthrychau, asesu risg, asesu risg o ran gweithio ar ben eich hun, cartrefi gofal annibynnol, ymwybyddiaeth o ddiogelwch rhag tân, COSHH, gwaith ar uchder, lleoedd cyfyng

#### **4.5 Strwythur y Tîm lechyd a Diogelwch Corfforaethol**

- Mae ymgynghorydd cynorthwyol wedi'i benodi i swydd wag. Cyflawnwyd hyn o geisiadau mewnol.

#### **4.6 Adrodd am Ddamweiniau / Digwyddiadau**

- Gweler Atodiad 1

#### **4.7 Mae'r Polisi lechyd a Diogelwch Corfforaethol wedi cael ei adolygu. Dogfen adolygu ar gyfer ymgynghori**

- Gweler Atodiad 3

#### **4.8 Crynodeb o'r rhaglen waith i'r dyfodol**

- Diwedd 2016 - Ail gyflwyno'r offeryn dadansoddi perygl a bylchau a ddefnyddiwyd yn flaenorol fel rhan o'r rhaglen "Arweinyddiaeth gref" yn 2011 \ 2012
- Parhad o ddarpariaeth hyfforddiant lechyd a Diogelwch gan ein tîm mewnol. Mae hyn yn golygu gallu targedu cyrsiau at weithgareddau gweithwyr Cyngor Sir Ddinbych ac yn darparu arbedion cost sylweddol o'i gymharu â defnyddio darparwyr hyfforddiant allanol.
- Mae'r UDA wedi cytuno i wneud y cwrs "Rheoli'n Ddiogel yn Sir Ddinbych" yn un gorfodol ar gyfer yr holl reolwyr canol (MMC). Y targed a fwriedir yw

darparu digon o gyrsiau mewn un flwyddyn i'r holl reolwyr canol gael y cyfle i fynychu. Mae'r cwrs wedi ei anelu at atgoffa rheolwyr o'r wybodaeth a'r technegau ac iechyd a diogelwch ar gyfer rheoli iechyd a diogelwch.

- Parhad o hyfforddiant gyrwyr a pheiriannau a ddarperir yn fewnol
- Asesiadau iechyd a diogelwch a tharged pwnc i'w wneud yn ein darparwyr cartrefi gofal annibynnol i gefnogi Gwasanaethau Cymorth Cymunedol.
- Monitro Syndrom Dirgryniad Llaw a Braich (HAVS) yn yr adran Priffyrdd a'r Amgylchedd.
- Monitro systemau diogelwch yn y strydlyn.
- Parhad o'r Asesiad Risg Tân a'r rhaglen adolygu
- Parhad o weithgareddau monitro, ymchwilio a gweithgareddau dilynol ar ôl adrodd am ddamwain.
- Parhad o ymateb gwaith adweithiol.

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

Mae'r wybodaeth yn cyfrannu at wybodaeth a dealltwriaeth y cyngor o drefniadau sydd ar waith i reoli lechyd a Diogelwch.

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

Nid oes unrhyw gost ychwanegol wedi'i nodi gyda'r wybodaeth. Mae'r tîm lechyd a Diogelwch Corfforaethol yn cefnogi holl wasanaethau Cyngor Sir Ddinbych.

## **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.**

Mae'r adroddiad yn ddiweddariad gwybodaeth ynglŷn â gweithgareddau cyfredol ac nid yw'n cael unrhyw effaith andwyol ar gydraddoldeb.

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

Ymgynghorwyd gyda'r Cynghorydd Arweiniol ar gyfer lechyd a Diogelwch, y Swyddog Arweiniol ar gyfer lechyd a Diogelwch a'r Pennaeth Gwasanaeth

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

Mae hwn yn adroddiad diweddar ac nid oes unrhyw effaith ariannol.

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

Mae'r adroddiad hwn yn nodi cynnydd y Cyngor i leihau risg lechyd a Diogelwch.

## **11. Pŵer i wneud Penderfyniad**

Mae Deddf lechyd a Diogelwch yn y Gweithle 1974, Adran 2 yn ei gwneud yn ofynnol rhannu gwybodaeth yn ymwneud ag lechyd a Diogelwch ymysg eitemau eraill ac adolygu mesurau lechyd a Diogelwch.



Mae erthyglau 6.1 a 6.3.4(b) o Gyfansoddiad y Cyngor yn amlinellu pwerau'r Pwyllgor mewn perthynas ag iechyd a diogelwch.

**Swyddog Cyswllt:**

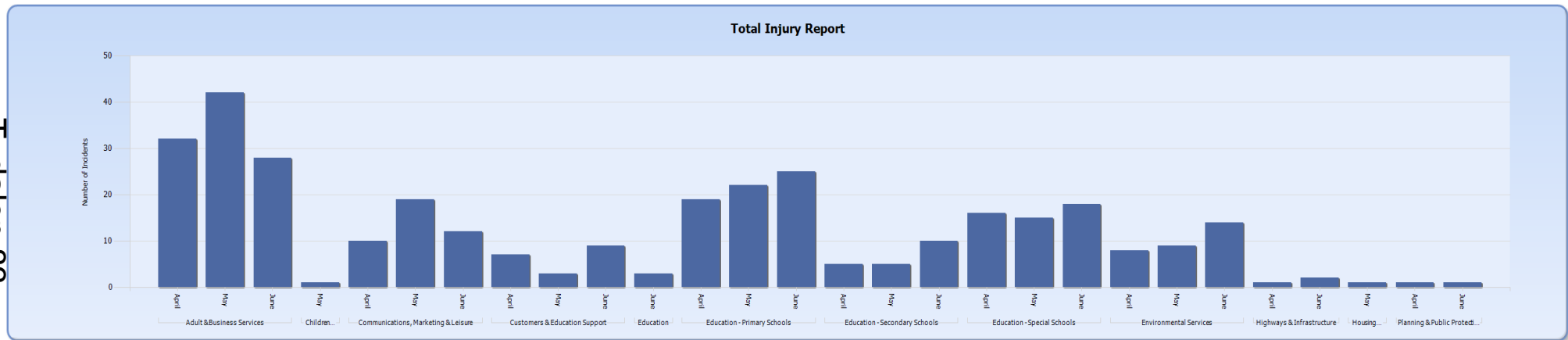
Rheolwr Iechyd a Diogelwch Corfforaethol

Ffôn: 01824 712541

Mae tudalen hwn yn fwriadol wag

# Total Injury Report April 2015 – July 2015

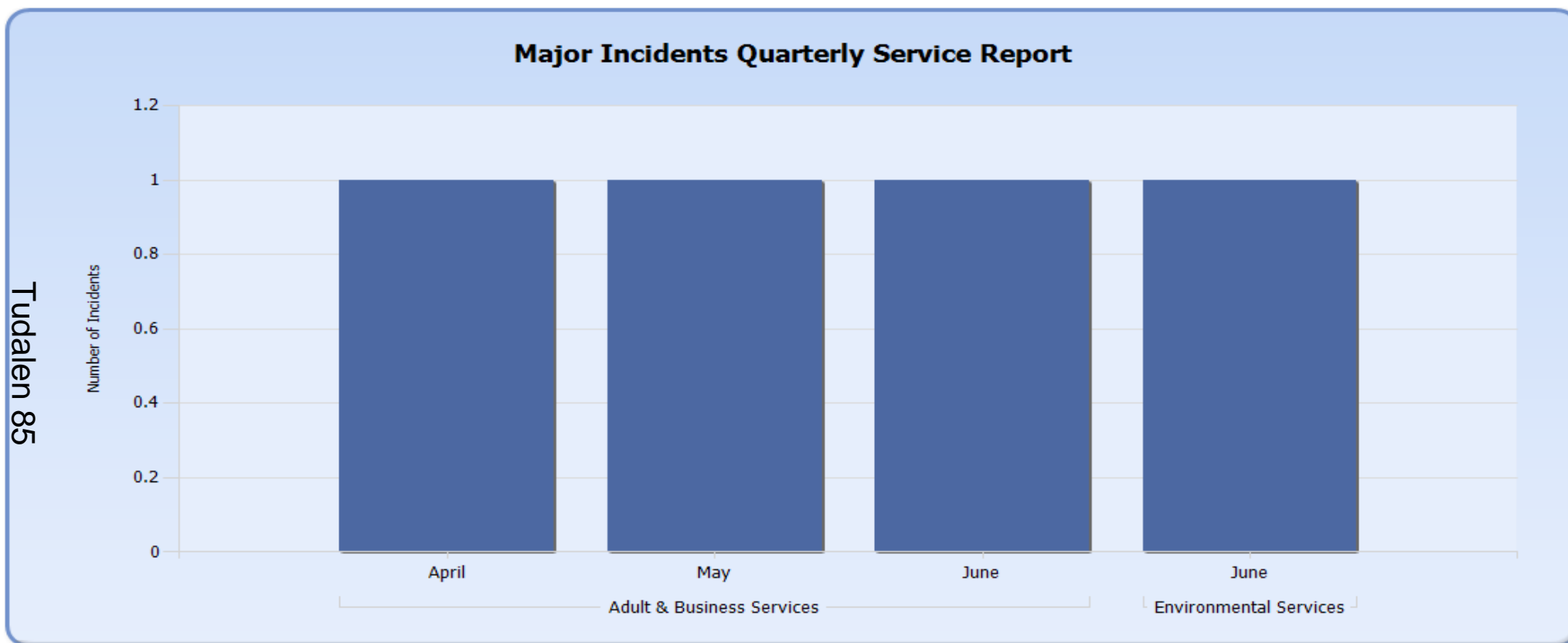
Tudalen 83



| Incident Type                            | Month | Number of Incidents |
|------------------------------------------|-------|---------------------|
| Asset Damage -                           | Total | 9                   |
| Major Injury - Fracture                  | Total | 2                   |
| MAJOR INJURY - SOFT TISSUE INJURY        | Total | 2                   |
| MINOR INJURY                             | Total | 2                   |
| MINOR INJURY - ABRASION                  | Total | 22                  |
| Minor Injury - Asphyxiation              | Total | 1                   |
| Minor Injury - Bite (Human)              | Total | 4                   |
| Minor Injury - Bite / Sting (Animal)     | Total | 5                   |
| Minor Injury - Bump / Lump               | Total | 40                  |
| Minor Injury - Burn Chemical             | Total | 1                   |
| Minor Injury - Burn hot / Cold           | Total | 1                   |
| Minor Injury - Concussion                | Total | 2                   |
| Minor Injury - Contusion                 | Total | 4                   |
| Minor Injury - Crush / Impact            | Total | 22                  |
| Minor Injury - Dislocation               | Total | 5                   |
| Minor Injury - Eye Injury                | Total | 2                   |
| MINOR INJURY - FRACTURE                  | Total | 13                  |
| Minor Injury - Incised Wound (Deep Cut)  | Total | 3                   |
| Minor Injury - Inhalation of Substance   | Total | 1                   |
| Minor Injury - laceration - Rip/Tear     | Total | 8                   |
| Minor Injury - Loss of consciousness     | Total | 2                   |
| Minor Injury - Nose Bleed                | Total | 2                   |
| MINOR INJURY - PUNCTURE / STAB WOUND     | Total | 1                   |
| Minor Injury - Scratch                   | Total | 12                  |
| Minor Injury - Soft Tissue Injury        | Total | 37                  |
| Minor Injury - Spinal Injury or Fracture | Total | 6                   |
| Minor Injury - Swelling                  | Total | 11                  |
| Non Injury -                             | Total | 112                 |
| TEST                                     | Total | 1                   |
| Vehicle -                                | Total | 5                   |
| <b>Total</b>                             |       | <b>338</b>          |

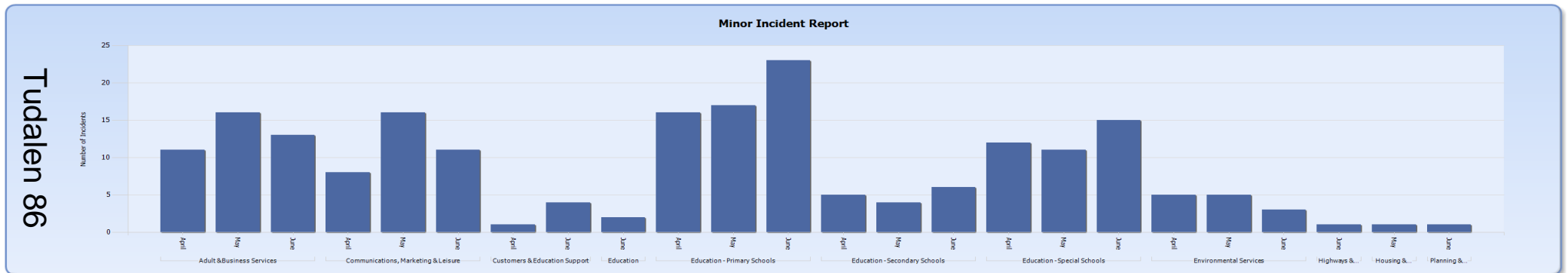
# Major Injury Report April 2015 – July 2015

**Major Incidents Quarterly Service Report**



| Incident Type                     | Month | Number of Incidents |
|-----------------------------------|-------|---------------------|
| Major Injury - Fracture           | Total | 2                   |
| MAJOR INJURY - SOFT TISSUE INJURY | Total | 2                   |
| <b>Total</b>                      |       | <b>4</b>            |

# Minor Injury Report April 2015 – July 2015



|                                             |              |            |
|---------------------------------------------|--------------|------------|
| <b>MINOR INJURY</b>                         | <b>Total</b> | <b>2</b>   |
| <b>MINOR INJURY - ABRASION</b>              | <b>Total</b> | <b>22</b>  |
| Minor Injury - Asphyxiation                 | Total        | 1          |
| Minor Injury - Bite (Human)                 | Total        | 4          |
| Minor Injury - Bite / Sting (Animal)        | Total        | 5          |
| Minor Injury - Bump / Lump                  | Total        | 40         |
| Minor Injury - Burn Chemical                | Total        | 1          |
| Minor Injury - Burn hot / Cold              | Total        | 1          |
| Minor Injury - Concussion                   | Total        | 2          |
| Minor Injury - Contusion                    | Total        | 4          |
| Minor Injury - Crush / Impact               | Total        | 22         |
| Minor Injury - Dislocation                  | Total        | 5          |
| Minor Injury - Eye Injury                   | Total        | 2          |
| <b>MINOR INJURY - FRACTURE</b>              | <b>Total</b> | <b>13</b>  |
| Minor Injury - Incised Wound (Deep Cut)     | Total        | 3          |
| Minor Injury - Inhalation of Substance      | Total        | 1          |
| Minor Injury - laceration - Rip/Tear        | Total        | 8          |
| Minor Injury - Loss of consciousness        | Total        | 2          |
| Minor Injury - Nose Bleed                   | Total        | 2          |
| <b>MINOR INJURY - PUNCTURE / STAB WOUND</b> | <b>Total</b> | <b>1</b>   |
| Minor Injury - Scratch                      | Total        | 12         |
| Minor Injury - Soft Tissue Injury           | Total        | 37         |
| Minor Injury - Spinal Injury or Fracture    | Total        | 6          |
| Minor Injury - Swelling                     | Total        | 11         |
| <b>Total</b>                                |              | <b>207</b> |

Mae tudalen hwn yn fwiadol wag

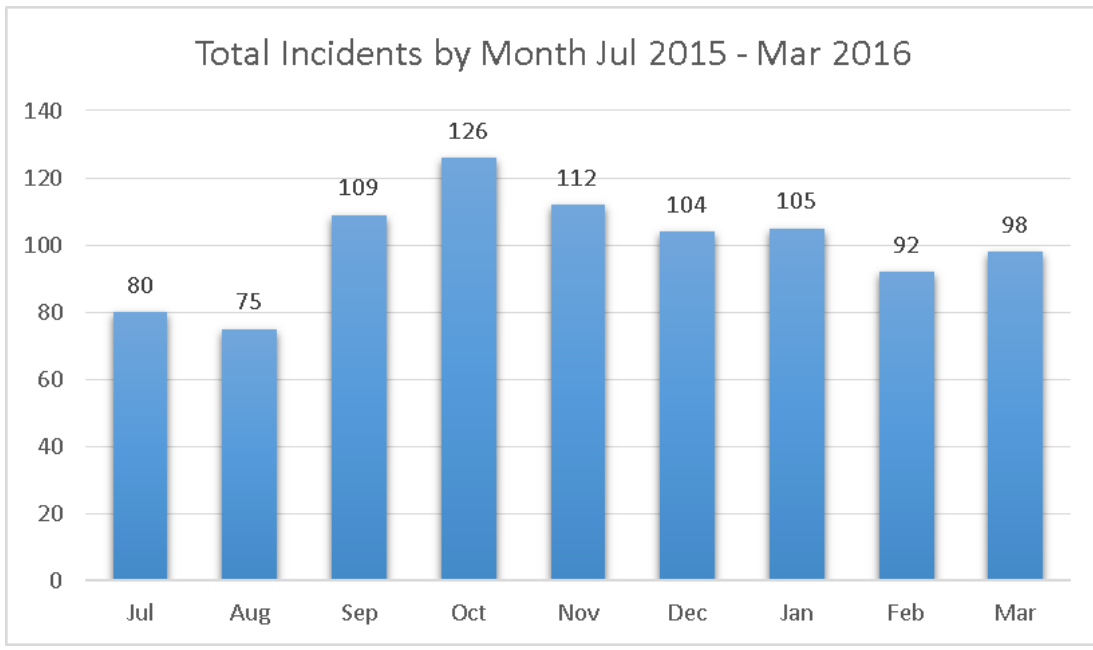




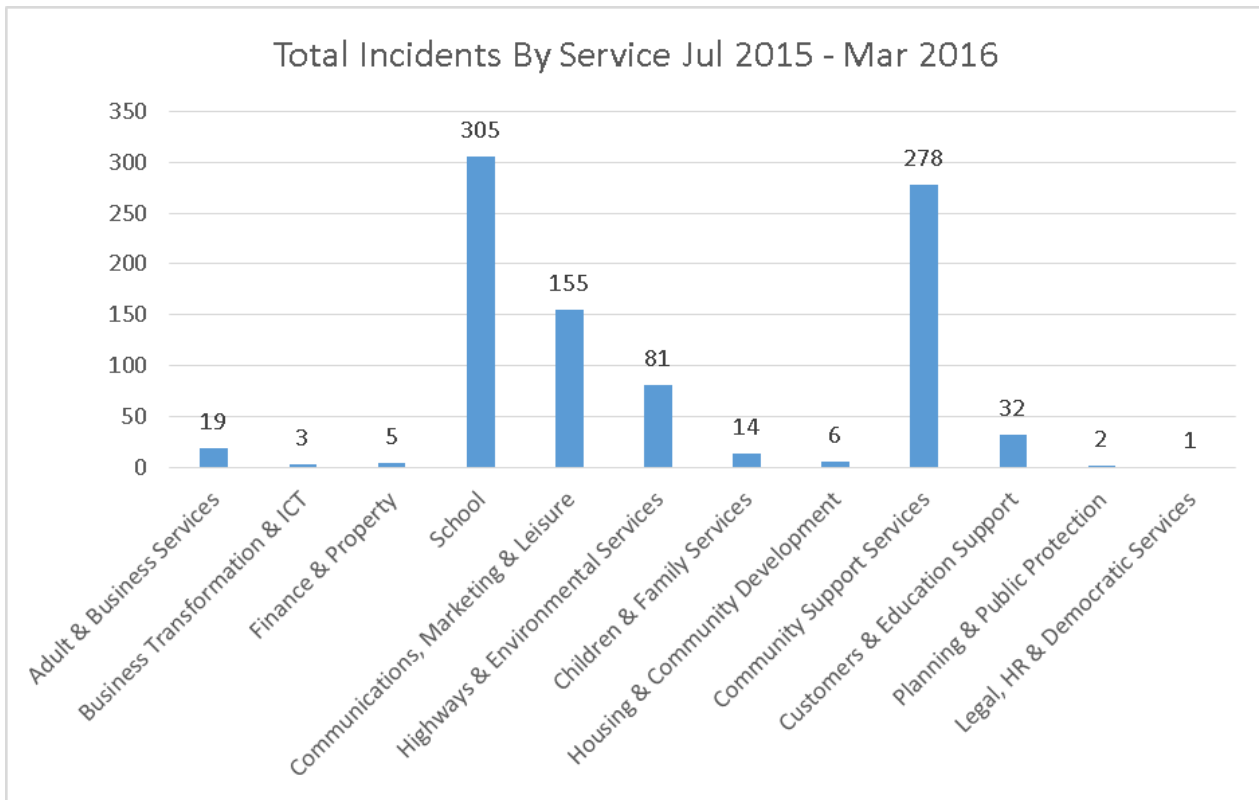
## Accident Incident Report

July 2015 – March 2016

Total Reported Incidents

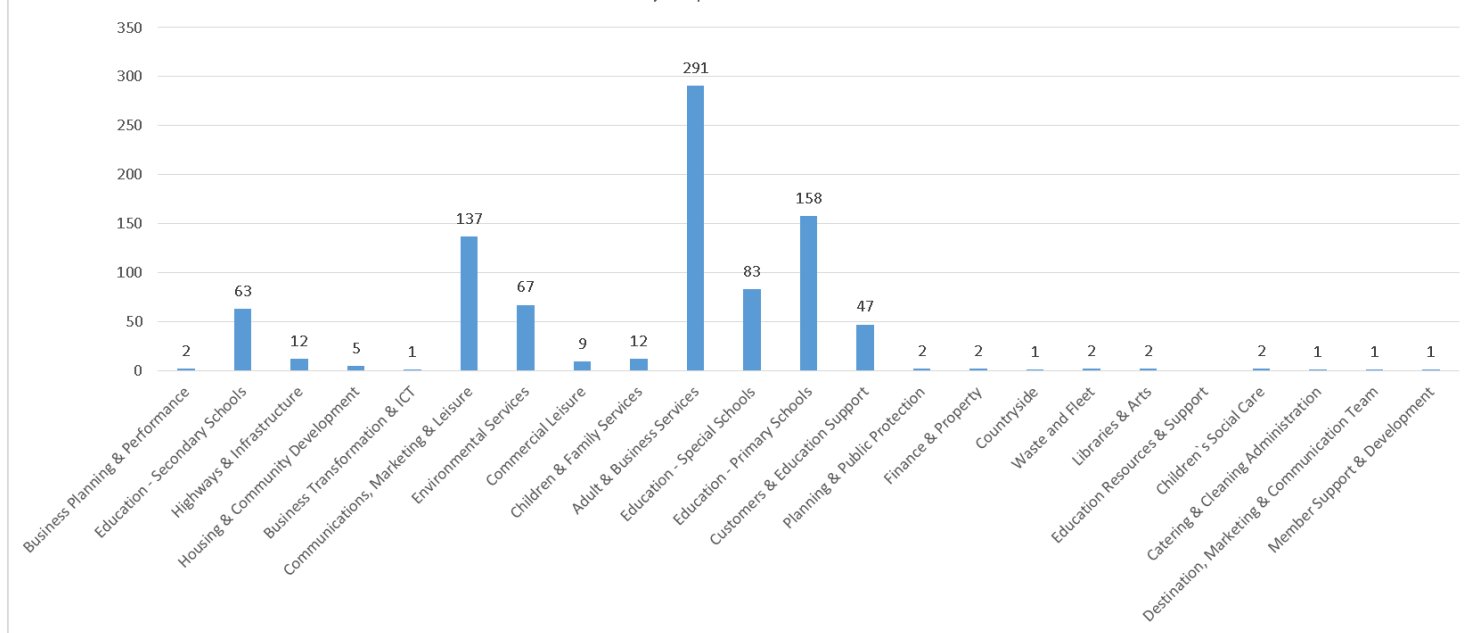


- Between this period, accidents/incidents peaked at 126 in October, compared to 75 in August. This pattern would fit with the school year.



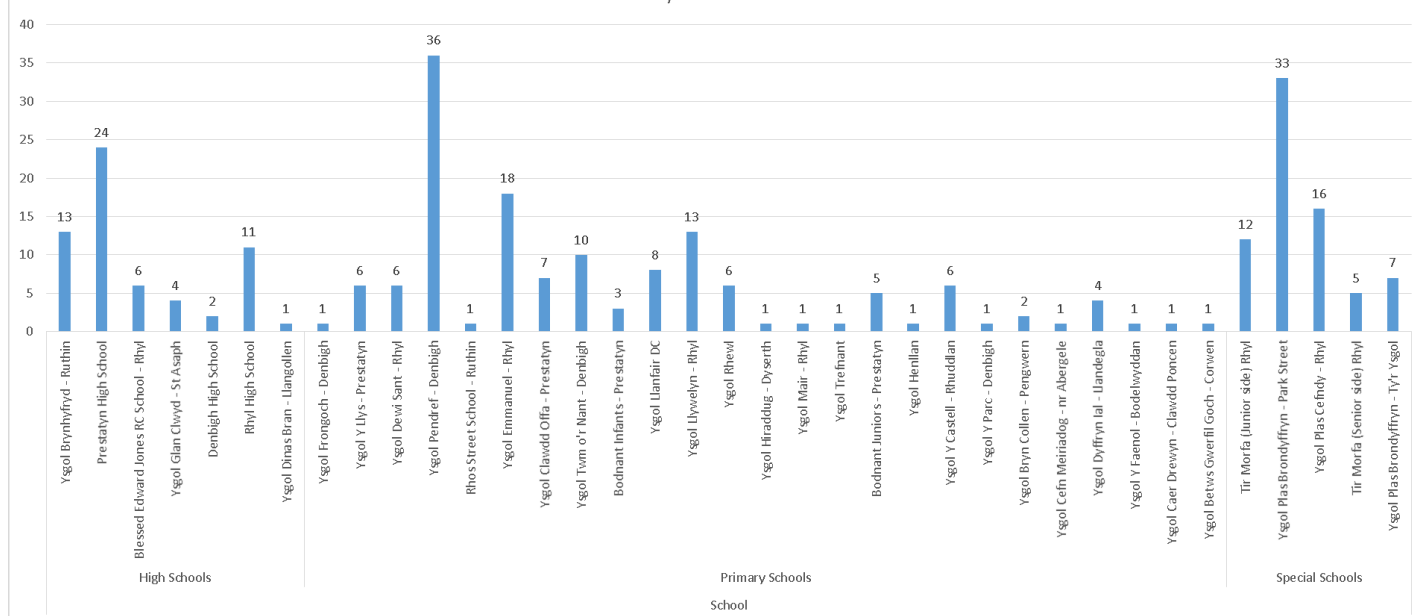
- 33% of incidents reported took place in Schools, with 30% in Community Support Services.

Total Incidents By Department Jul 2015 - Mar 2016

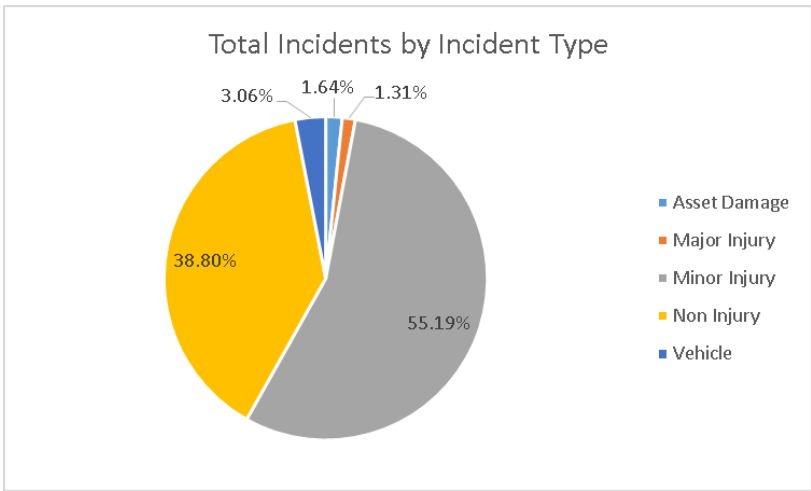


- The Department 'Adult & Business Services' reported 32% of incidents over the period. There is a discrepancy within reporting, as some of the Department 'Adult & Business Services' reports were logged under the Service 'Community Support Services', and some under the Service 'Adult & Business Services'.

Total Incidents By School Jul 2015 - Mar 2016



- Ysgol Pendref in Denbigh, and Ysgol Plas Brondyffryn in Denbigh, reported the most incidents.

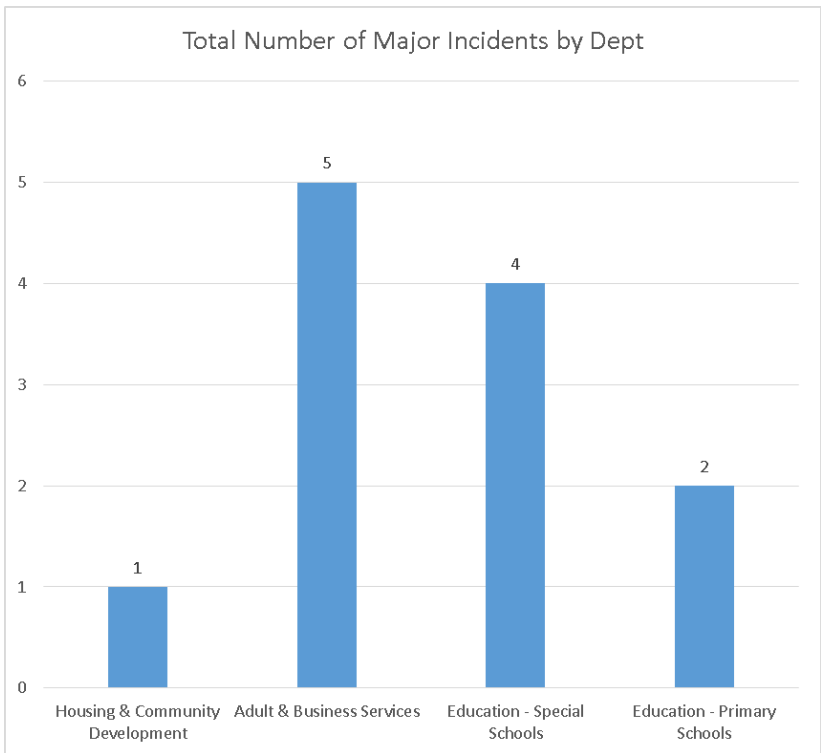


|                    |            |
|--------------------|------------|
| Asset Damage       | 15         |
| Major Injury       | 12         |
| Minor Injury       | 505        |
| Non Injury         | 355        |
| Vehicle            | 28         |
| <b>Grand Total</b> | <b>915</b> |

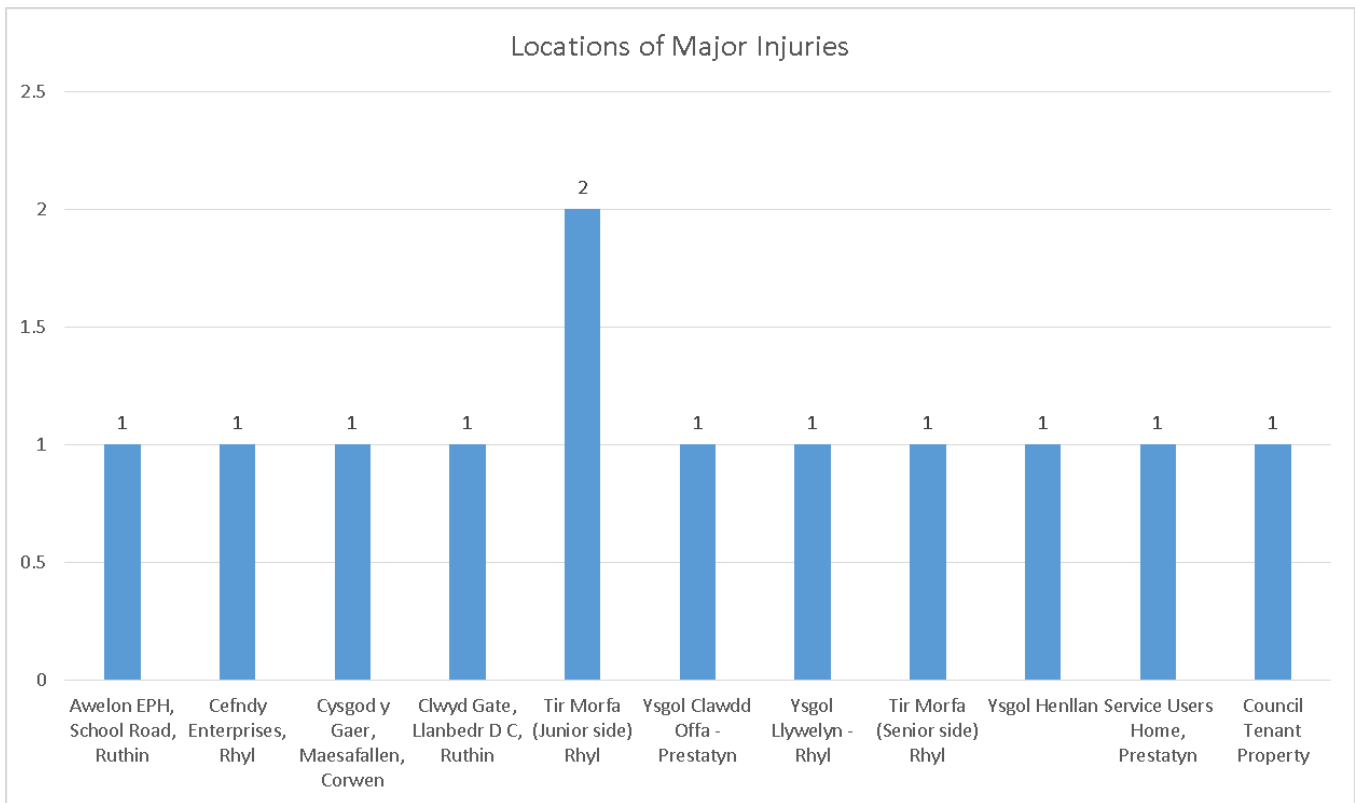
- 38% of incidents reported were non-injuries, and 4% involved asset or vehicle damage.
- Only 1.31% of incidents reported were major incidents.

| Location of Incidents |                       |              |                       |            |                         |                              |             |
|-----------------------|-----------------------|--------------|-----------------------|------------|-------------------------|------------------------------|-------------|
|                       | Denbighshire Property | Public Place | Road Traffic Incident | School     | School Offsite Incident | Third Party Private Property | Grand Total |
| Asset Damage          | 5                     | 7            |                       | 3          |                         |                              | 15          |
| Major Injury          | 3                     | 1            |                       | 6          |                         | 2                            | 12          |
| Minor Injury          | 245                   | 23           | 2                     | 222        | 2                       | 11                           | 505         |
| Non Injury            | 264                   | 24           | 1                     | 49         | 1                       | 16                           | 355         |
| Vehicle               | 5                     | 9            | 13                    |            |                         | 1                            | 28          |
| <b>Grand Total</b>    | <b>522</b>            | <b>64</b>    | <b>16</b>             | <b>280</b> | <b>3</b>                | <b>30</b>                    | <b>915</b>  |

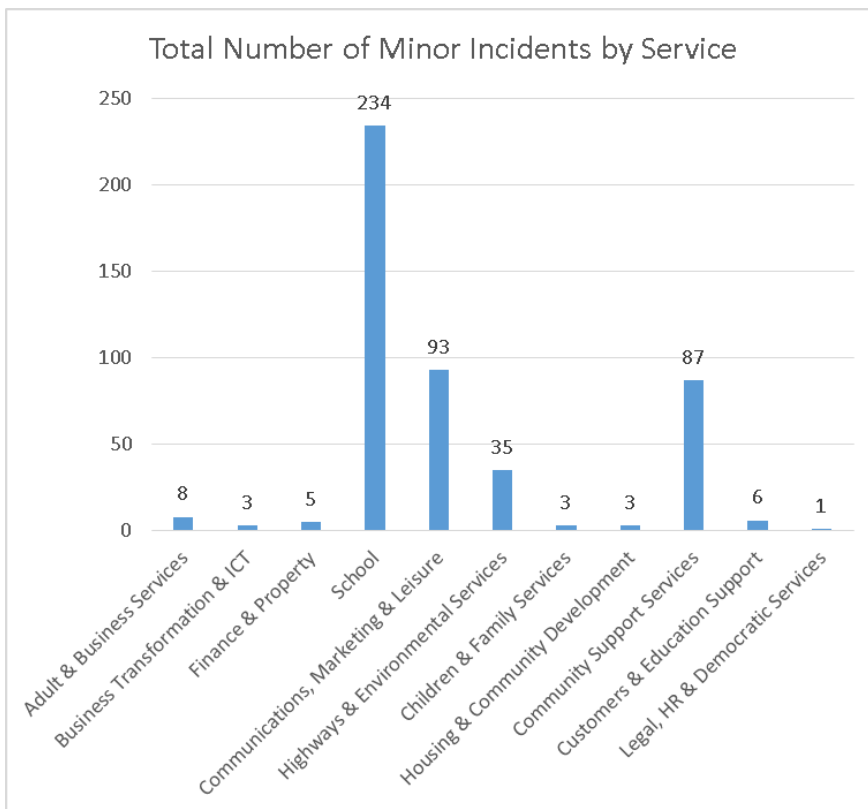
### Major Incidents

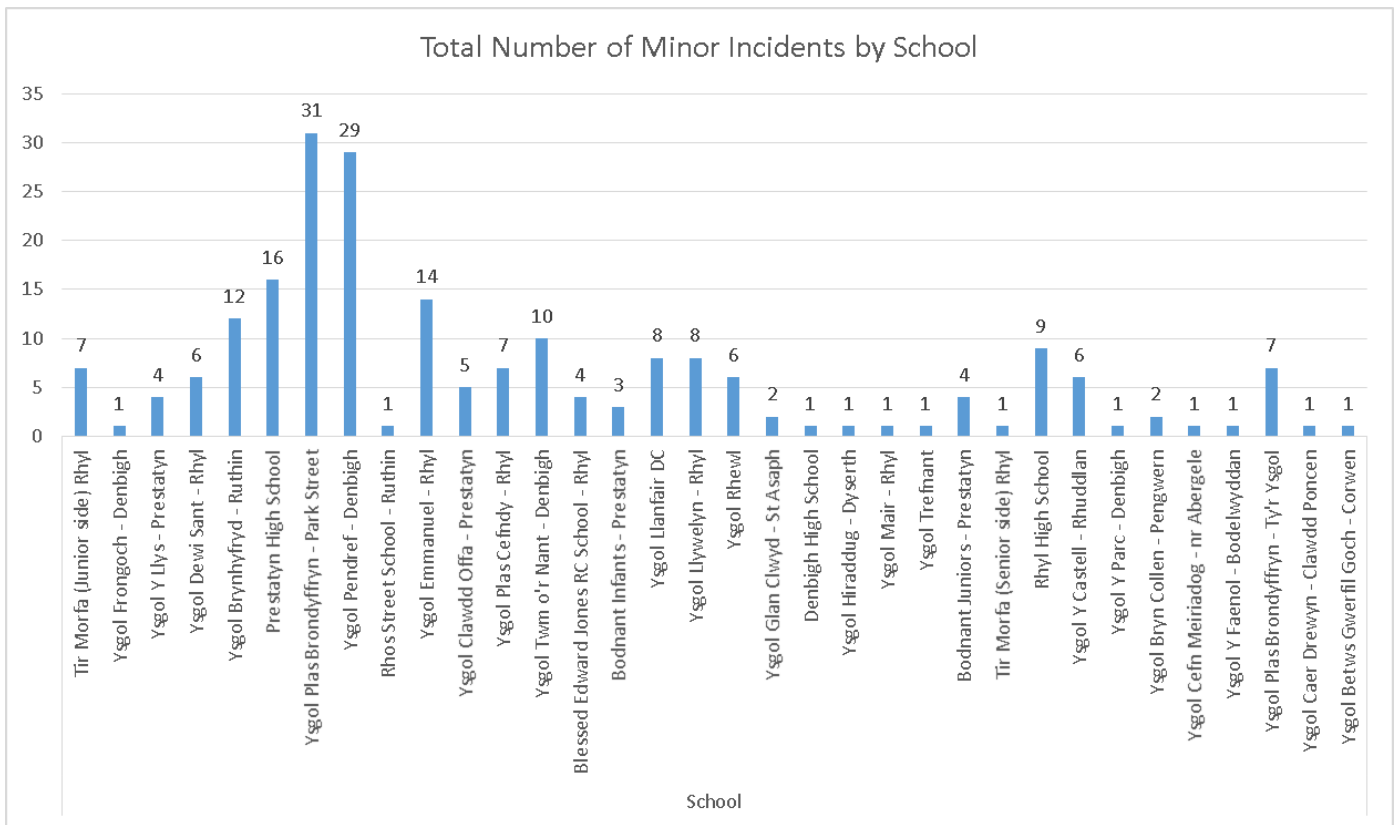
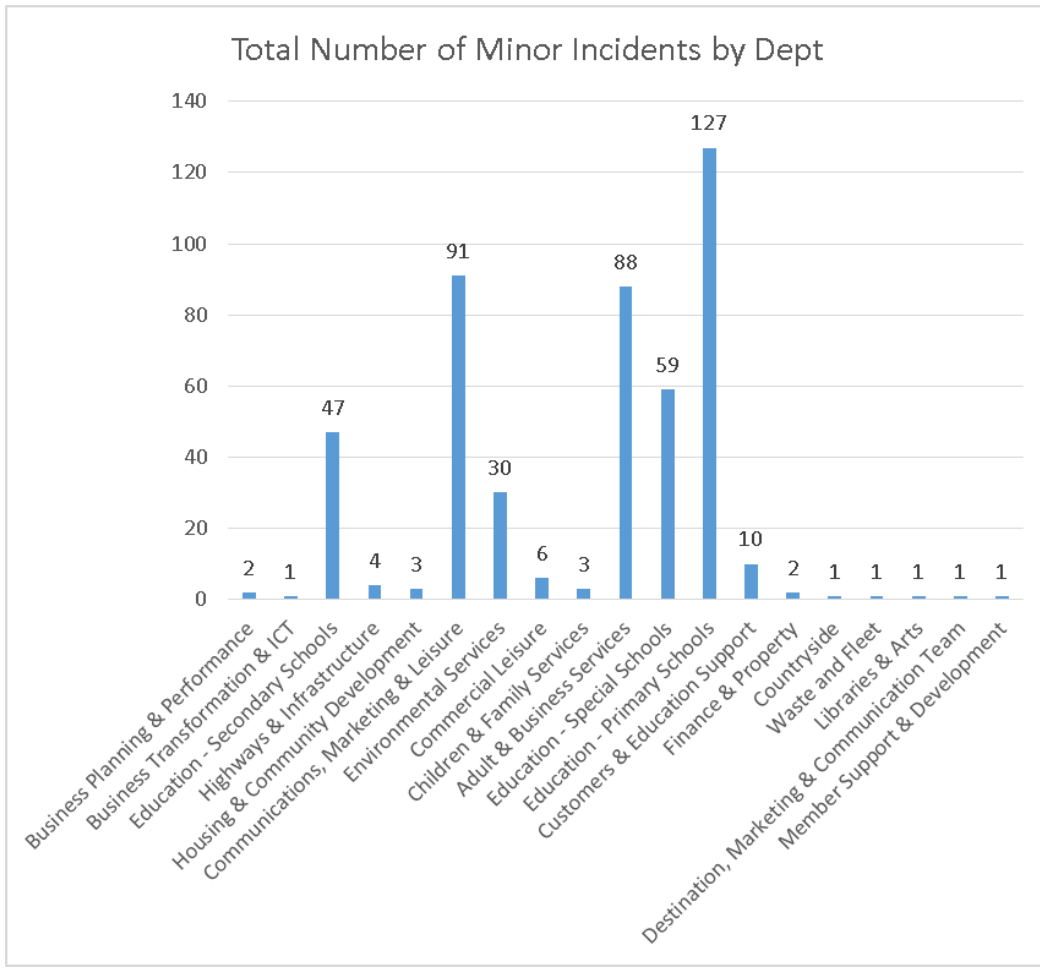


- 6 major incident reports from Schools, and 5 from Adult & Business Services.

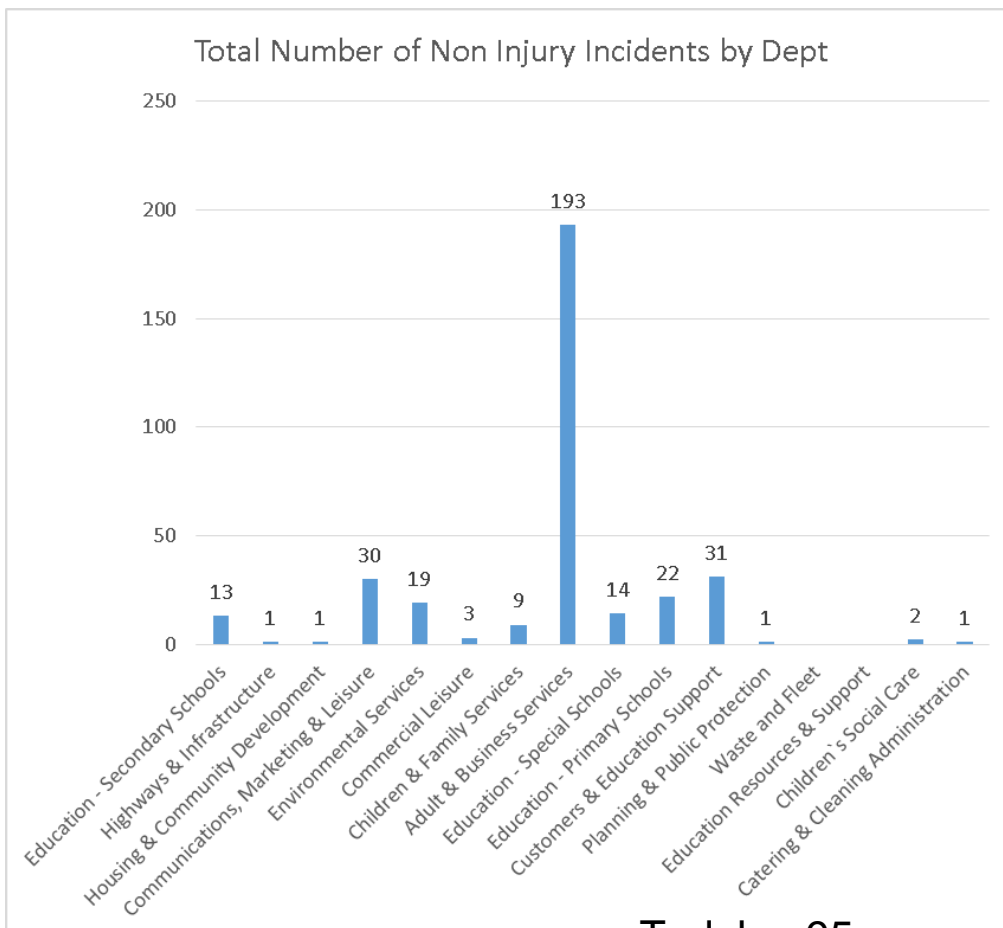
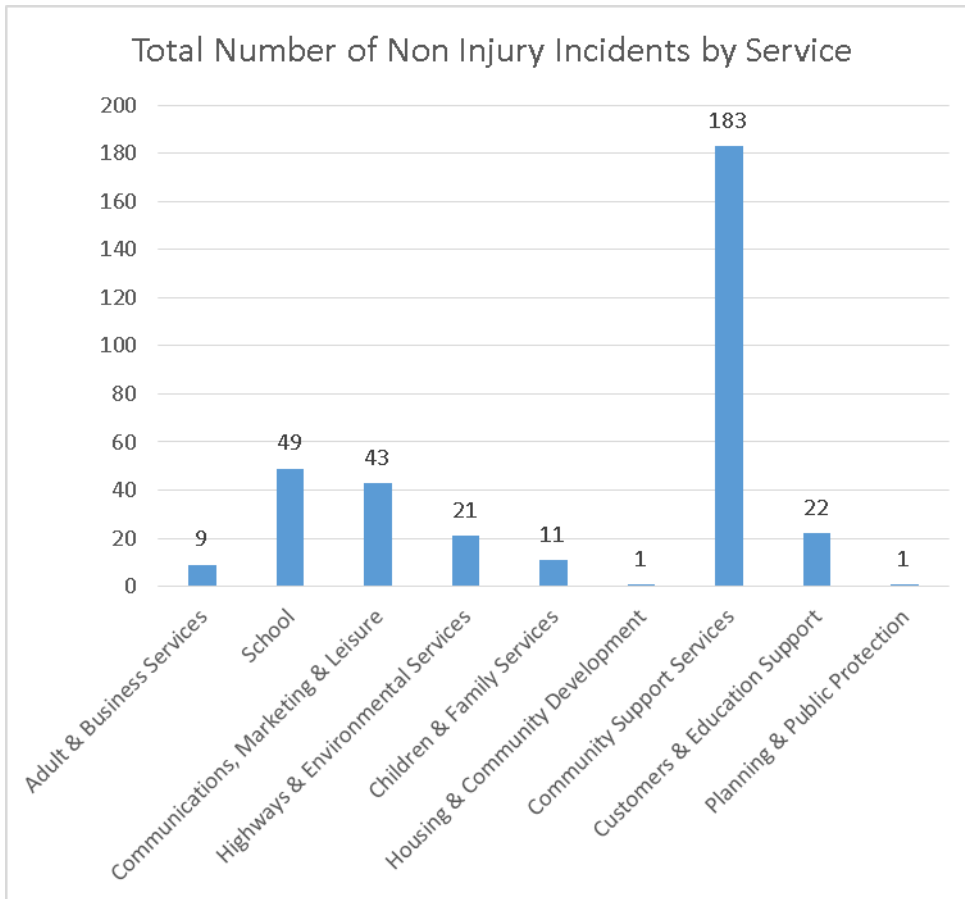


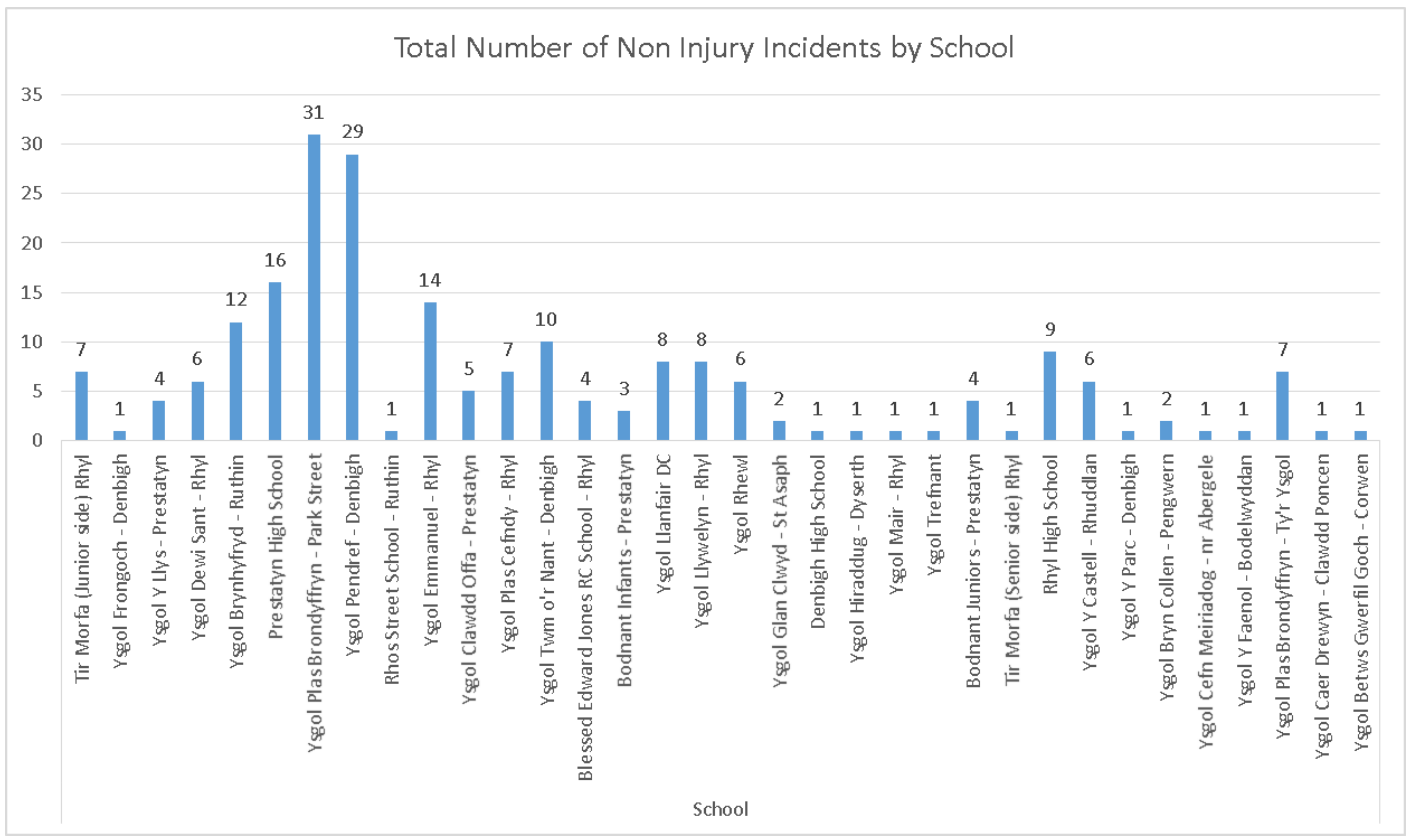
### Minor Incidents





## Non Injury Incidents





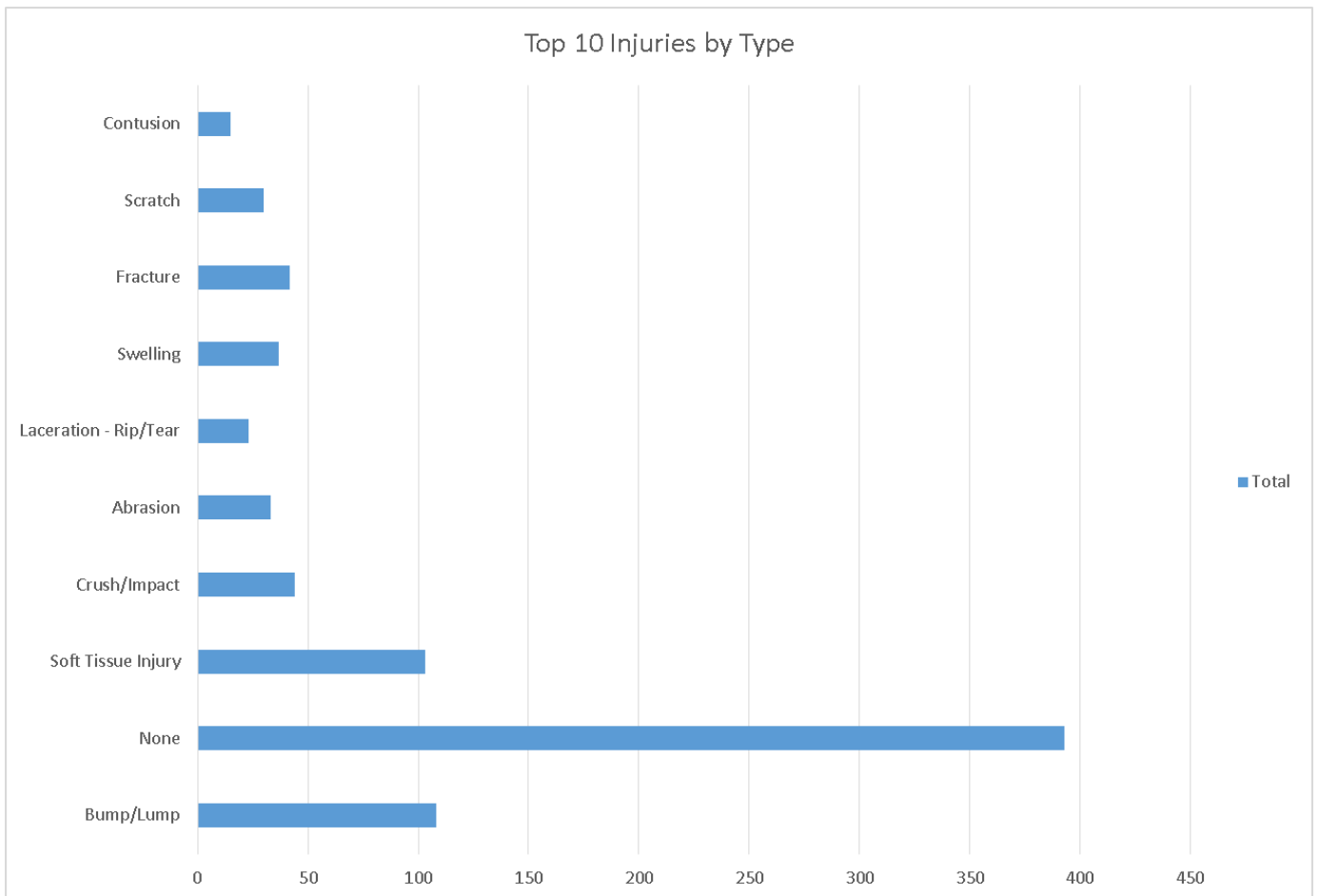
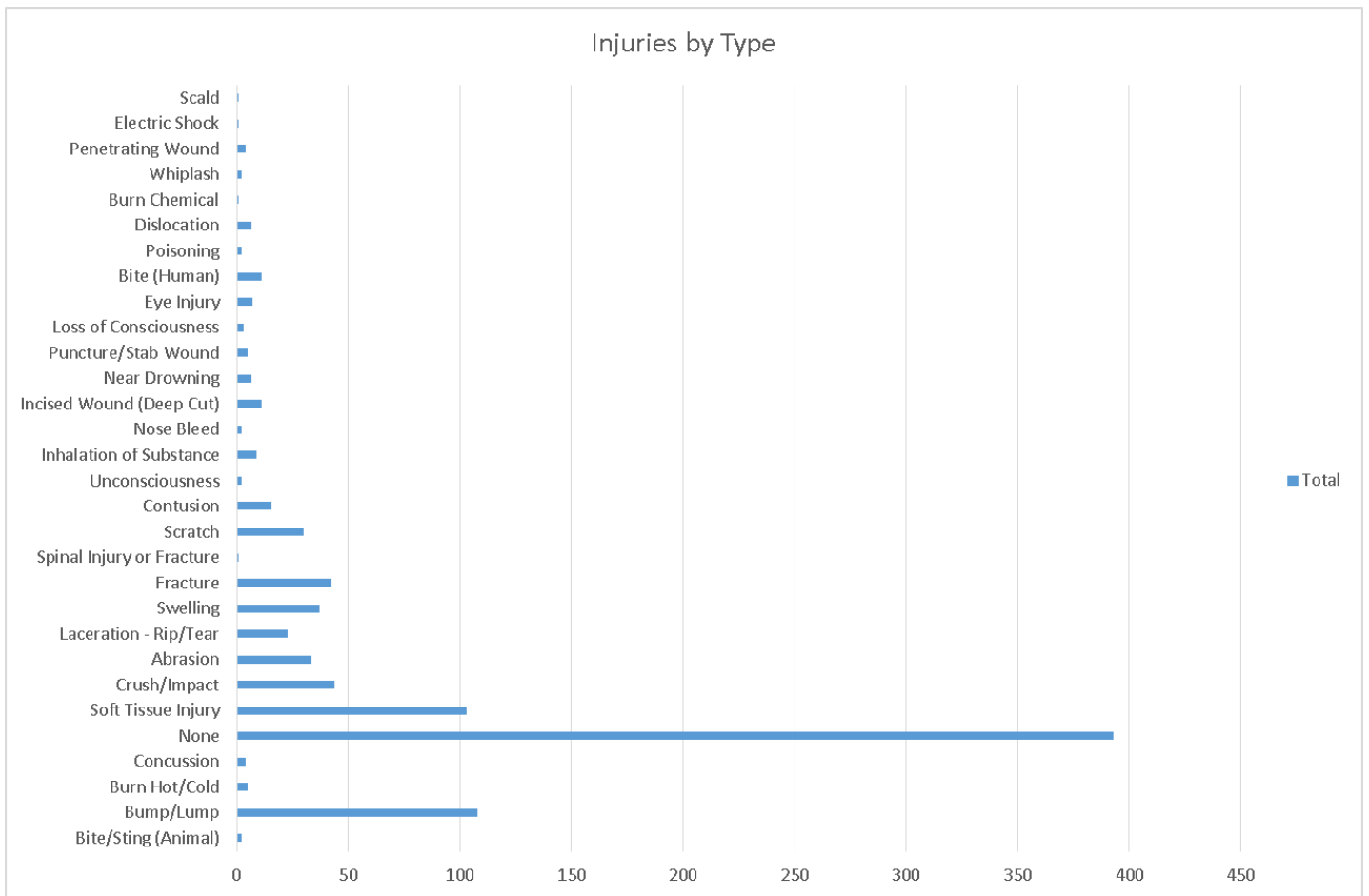
### Incidents Involving Vehicle & Asset Damage

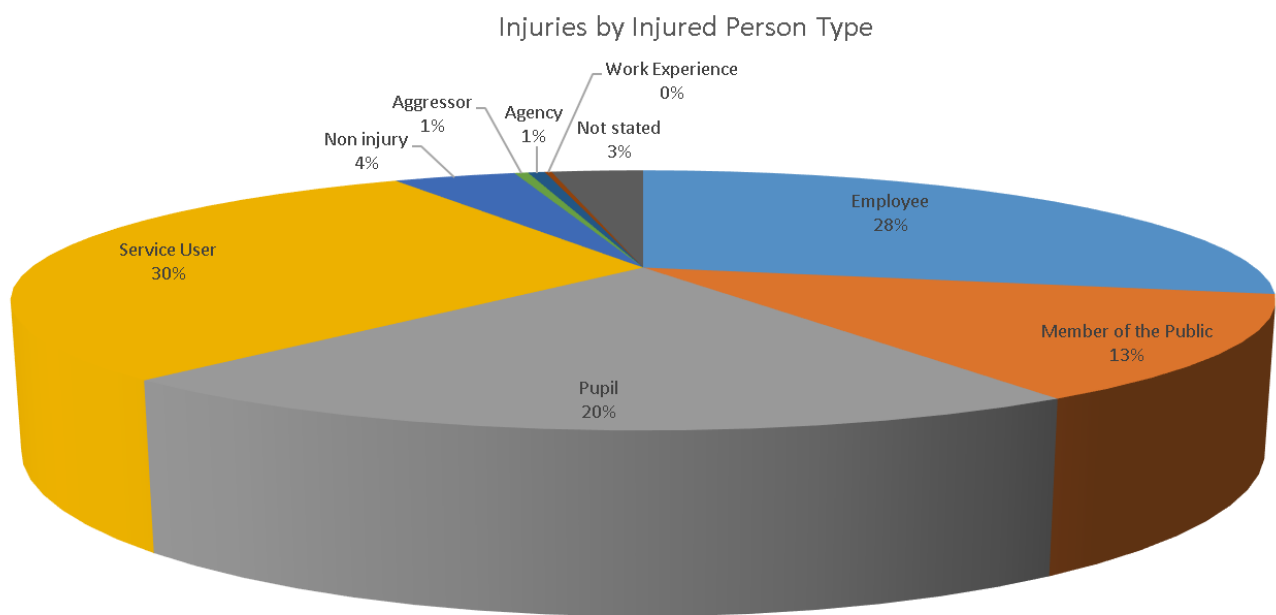
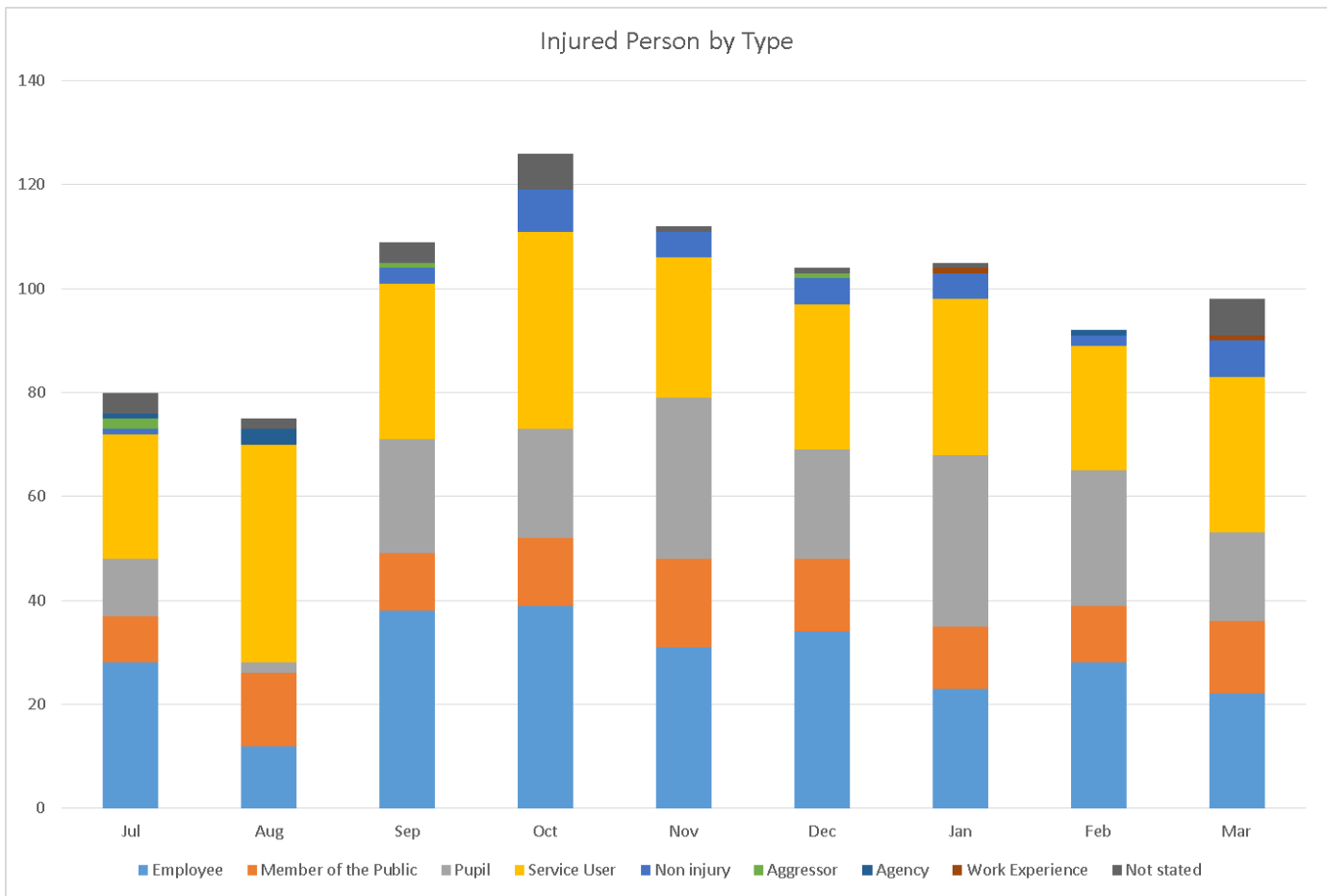
| Total Number of Vehicle Incidents by Department |                       |
|-------------------------------------------------|-----------------------|
| Row Labels                                      | Count of Acc/Inc Type |
| Highways & Infrastructure                       | 3                     |
| Communications, Marketing & Leisure             | 7                     |
| Environmental Services                          | 13                    |
| Adult & Business Services                       | 1                     |
| Education - Special Schools                     | 1                     |
| Waste and Fleet                                 | 1                     |
| <b>Grand Total</b>                              | <b>26</b>             |

| Total Number of Asset Damage Incidents by Department |                       |
|------------------------------------------------------|-----------------------|
| Row Labels                                           | Count of Acc/Inc Type |
| Education - Secondary Schools                        | 1                     |
| Highways & Infrastructure                            | 1                     |
| Communications, Marketing & Leisure                  | 2                     |
| Environmental Services                               | 4                     |
| Education - Special Schools                          | 1                     |
| Education - Primary Schools                          | 1                     |
| Customers & Education Support                        | 4                     |
| Libraries & Arts                                     | 1                     |
| <b>Grand Total</b>                                   | <b>15</b>             |



## Injuries By Type

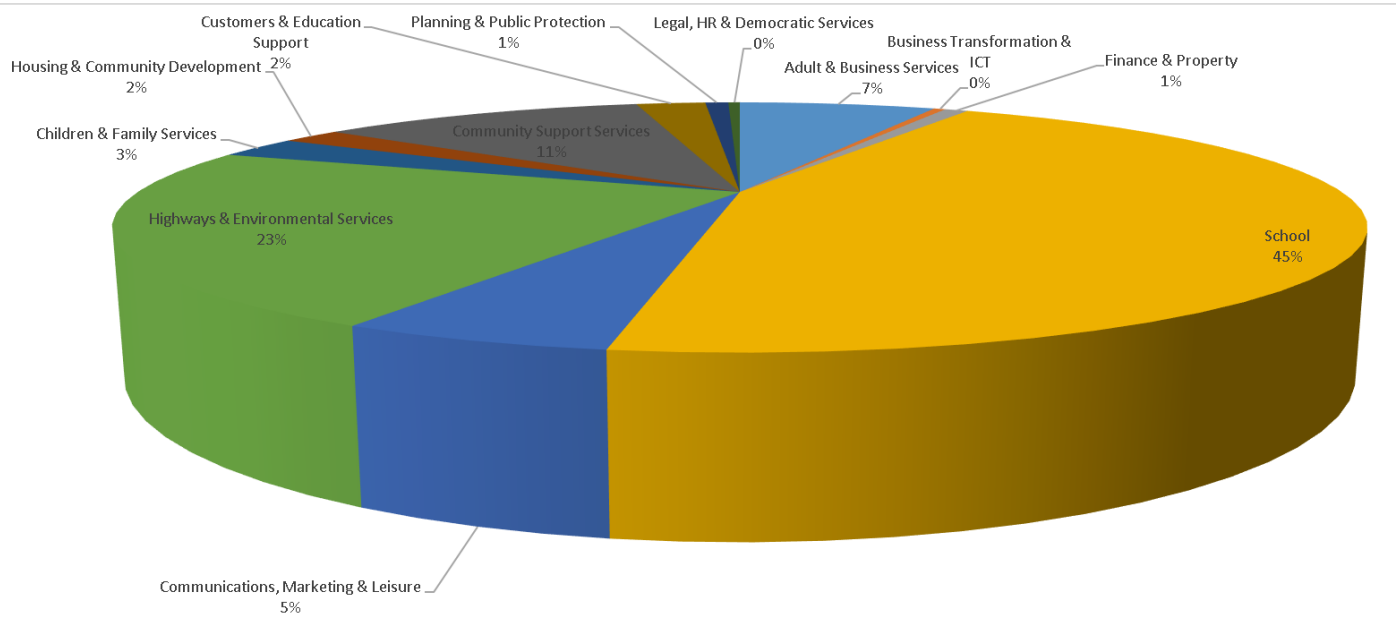




## Injured Person Type by Reporter Service

| Number of Recorded Injury/Accidents | Adult & Business Services | Business Transformation & ICT | Finance & Property | School     | Communications, Marketing & Leisure | Highways & Environmental Services | Children & Family Services | Housing & Community Development | Community Support Services | Customers & Education Support | Planning & Public Protection | Legal, HR & Democratic Services | Grand Total |
|-------------------------------------|---------------------------|-------------------------------|--------------------|------------|-------------------------------------|-----------------------------------|----------------------------|---------------------------------|----------------------------|-------------------------------|------------------------------|---------------------------------|-------------|
| Employee                            | 18                        | 1                             | 2                  | 117        | 15                                  | 59                                | 7                          | 5                               | 30                         | 8                             | 2                            | 1                               | 265         |
| Member of the Public                |                           | 1                             | 3                  | 1          | 102                                 | 3                                 |                            |                                 |                            | 6                             |                              |                                 | 116         |
| Pupil                               |                           |                               |                    | 179        | 6                                   | 1                                 |                            |                                 |                            |                               |                              |                                 | 186         |
| Service User                        |                           |                               |                    | 1          | 22                                  | 1                                 | 5                          |                                 | 243                        | 1                             |                              |                                 | 273         |
| Non injury                          |                           |                               |                    | 3          | 7                                   | 11                                | 1                          | 1                               | 4                          | 9                             |                              |                                 | 36          |
| Aggressor                           |                           |                               |                    | 2          |                                     |                                   | 1                          |                                 | 1                          |                               |                              |                                 | 4           |
| Agency                              |                           |                               |                    | 2          |                                     |                                   | 3                          |                                 |                            |                               |                              |                                 | 5           |
| Work Experience                     |                           |                               |                    | 2          |                                     |                                   |                            |                                 |                            |                               |                              |                                 | 2           |
| Not stated                          | 2                         | 1                             |                    | 3          | 5                                   | 4                                 |                            |                                 | 2                          | 11                            |                              |                                 | 28          |
| <b>Grand Total</b>                  | <b>20</b>                 | <b>3</b>                      | <b>5</b>           | <b>310</b> | <b>157</b>                          | <b>82</b>                         | <b>14</b>                  | <b>6</b>                        | <b>280</b>                 | <b>35</b>                     | <b>2</b>                     | <b>1</b>                        | <b>915</b>  |

## All Employee Injuries by Reporter Service



## Cause of Incident by Reporter Service

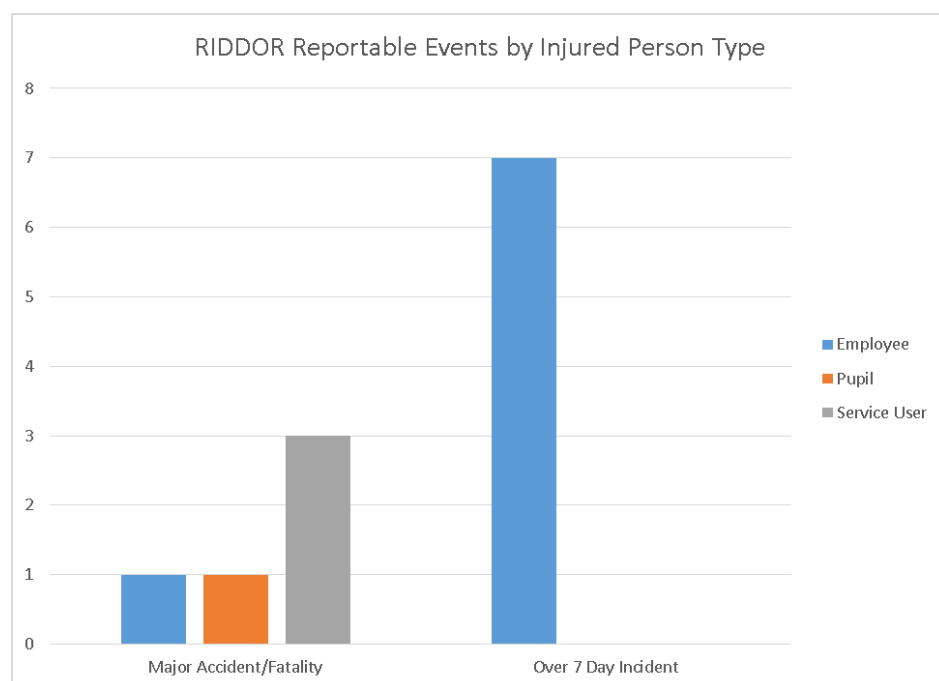
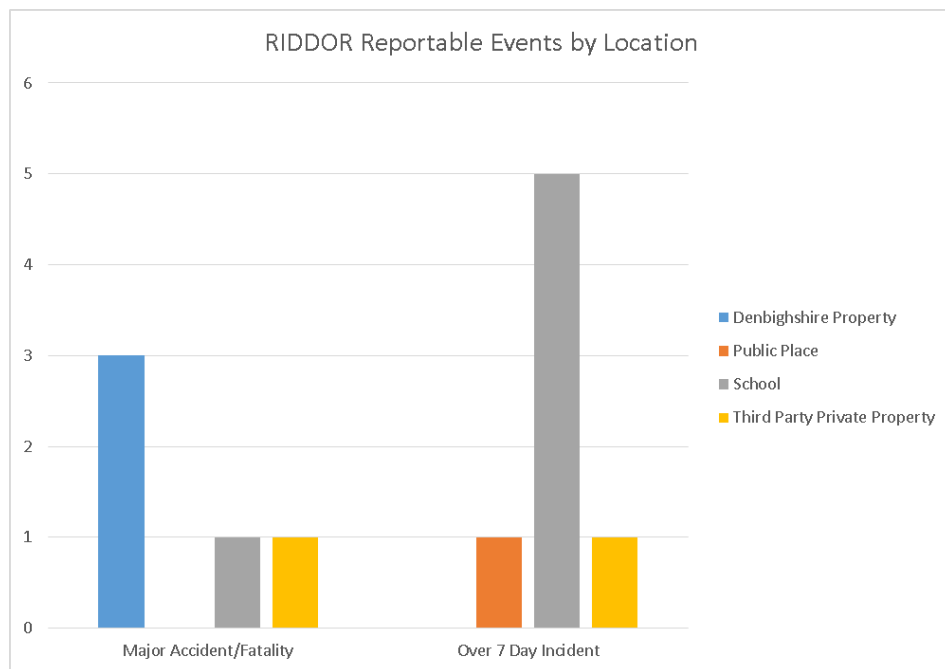
| Causes of Recorded Injury/Accidents | Adult & Business Services | Business Transformation & ICT | Children & Family Services | Communications, Marketing & Leisure | Community Support Services | Customers & Education Support | Finance & Property | Highways & Environmental Services | Housing & Community Development | Legal, HR & Democratic Services | Planning & Public Protection | School | Grand Total |
|-------------------------------------|---------------------------|-------------------------------|----------------------------|-------------------------------------|----------------------------|-------------------------------|--------------------|-----------------------------------|---------------------------------|---------------------------------|------------------------------|--------|-------------|
| Animal                              |                           |                               |                            |                                     |                            |                               |                    | 2                                 |                                 |                                 |                              |        | 2           |
| Challenging Behaviour               | 6                         |                               | 6                          | 6                                   | 18                         | 7                             |                    | 3                                 |                                 |                                 |                              | 98     | 144         |
| Client/Service User Observation     |                           |                               |                            | 1                                   | 5                          | 2                             |                    |                                   |                                 |                                 |                              | 1      | 9           |
| Contact with Moving Machinery       |                           |                               |                            |                                     |                            |                               |                    |                                   |                                 |                                 |                              | 1      | 1           |
| Electricity                         |                           |                               |                            | 1                                   |                            |                               |                    | 1                                 |                                 |                                 |                              |        | 2           |
| Fall From Height                    | 1                         |                               |                            | 3                                   | 4                          |                               |                    |                                   |                                 |                                 |                              | 9      | 17          |
| Falling Object                      |                           |                               |                            | 1                                   | 2                          | 1                             |                    | 2                                 |                                 |                                 |                              | 4      | 10          |
| Inappropriate Behaviour             | 2                         |                               | 4                          | 4                                   | 10                         | 8                             |                    | 1                                 |                                 |                                 | 1                            | 5      | 35          |
| Manual Handling                     | 3                         |                               | 1                          | 1                                   | 5                          |                               |                    | 4                                 |                                 |                                 |                              | 4      | 19          |
| Slip, Trip or Fall                  | 4                         |                               | 2                          | 43                                  | 179                        | 2                             | 4                  | 15                                |                                 | 1                               |                              | 70     | 320         |
| Dangerous Occurrence                |                           |                               |                            | 10                                  | 7                          |                               |                    |                                   |                                 |                                 |                              | 3      | 20          |
| Sports Injury                       |                           |                               |                            | 31                                  | 1                          | 1                             |                    |                                   |                                 |                                 |                              | 14     | 47          |
| Transport/Vehicle                   | 1                         |                               |                            | 8                                   | 1                          | 1                             |                    | 22                                |                                 | 1                               |                              | 2      | 36          |
| Chemical/Substance                  |                           |                               |                            | 2                                   | 2                          | 2                             |                    | 2                                 |                                 |                                 |                              | 8      | 16          |
| Trap, Pinch or Entanglement         |                           |                               | 1                          | 4                                   | 1                          | 2                             |                    | 2                                 |                                 |                                 | 1                            | 5      | 16          |
| Faint/Seizure                       | 1                         |                               |                            | 7                                   | 6                          | 1                             |                    |                                   | 1                               |                                 |                              | 3      | 19          |
| Verbal Assault                      |                           |                               | 1                          |                                     | 5                          | 1                             |                    | 3                                 |                                 |                                 |                              |        | 10          |
| Minor Medical                       |                           |                               |                            | 5                                   | 10                         | 1                             |                    | 1                                 |                                 |                                 |                              | 4      | 21          |
| Playground Incident                 |                           |                               |                            | 2                                   | 1                          |                               |                    |                                   |                                 |                                 |                              | 35     | 38          |
| Strike Against                      |                           |                               |                            | 9                                   | 6                          | 1                             |                    | 3                                 |                                 |                                 |                              | 12     | 31          |
| Thrown/Ejected Object               |                           |                               |                            | 3                                   |                            |                               |                    | 1                                 |                                 |                                 |                              | 3      | 7           |
| Property Damage                     |                           |                               |                            | 3                                   |                            |                               |                    | 3                                 |                                 |                                 |                              |        | 6           |
| Work Equipment/Machine              |                           |                               |                            | 1                                   | 5                          |                               |                    | 3                                 |                                 |                                 |                              | 2      | 11          |
| Witness                             |                           |                               |                            | 1                                   |                            |                               |                    |                                   |                                 |                                 |                              |        | 1           |
| Psychological                       | 1                         |                               |                            | 1                                   |                            | 1                             |                    |                                   |                                 |                                 |                              |        | 3           |
| Environment - Dust/Fumes/Heat/Noise |                           |                               |                            |                                     |                            |                               |                    | 9                                 |                                 |                                 |                              | 1      | 10          |
| Missing Client/Service User         |                           |                               |                            | 2                                   | 3                          |                               |                    |                                   |                                 |                                 |                              |        | 5           |
| Hot Material                        |                           |                               |                            | 1                                   | 1                          |                               |                    | 1                                 | 1                               |                                 |                              | 2      | 6           |
| Loss / Theft of Property            |                           |                               |                            | 3                                   |                            | 1                             |                    |                                   |                                 |                                 |                              |        | 4           |
| Physical Assault                    |                           |                               | 1                          | 1                                   | 2                          |                               |                    |                                   |                                 |                                 |                              | 12     | 16          |
| Sharp/Abrasive Material             |                           |                               |                            |                                     | 2                          |                               |                    | 3                                 |                                 |                                 |                              | 3      | 8           |
| Vandalism                           |                           |                               |                            | 1                                   |                            |                               |                    |                                   |                                 |                                 |                              |        | 1           |
| Hand Tools                          |                           |                               |                            |                                     | 1                          |                               | 1                  |                                   | 2                               |                                 |                              | 2      | 6           |
| Lifting equipment                   |                           |                               |                            |                                     | 1                          |                               |                    |                                   |                                 |                                 |                              |        | 1           |
| Sharp / Abrasive Material           |                           |                               |                            |                                     |                            |                               |                    |                                   | 1                               |                                 |                              |        | 1           |
| Fire/Explosion                      |                           |                               |                            |                                     |                            |                               |                    |                                   |                                 |                                 |                              | 2      | 2           |
| Not Specified                       | 1                         |                               |                            | 2                                   | 2                          | 3                             |                    | 1                                 |                                 |                                 |                              | 5      | 14          |
| Grand Total                         | 20                        | 3                             | 14                         | 157                                 | 280                        | 35                            | 5                  | 82                                | 6                               | 1                               | 2                            | 310    | 915         |

## Cause of Incident by Location

| Causes of Recorded Injury/Accidents | Denbighshire Property | Public Place | Road Traffic Incident | School | School Offsite Incident | Third Party Private Property | Grand Total |
|-------------------------------------|-----------------------|--------------|-----------------------|--------|-------------------------|------------------------------|-------------|
| Animal                              |                       | 1            | 1                     |        |                         |                              | 2           |
| Challenging Behaviour               | 44                    | 8            |                       | 86     |                         | 2                            | 144         |
| Client/Service User Observation     | 7                     |              |                       | 1      |                         |                              | 9           |
| Contact with Moving Machinery       |                       |              |                       | 1      |                         |                              | 1           |
| Electricity                         | 1                     | 1            |                       |        |                         |                              | 2           |
| Fall From Height                    | 7                     | 1            |                       | 9      |                         |                              | 17          |
| Falling Object                      | 4                     | 1            |                       | 5      |                         |                              | 10          |
| Inappropriate Behaviour             | 21                    | 6            |                       | 4      |                         | 4                            | 35          |
| Manual Handling                     | 8                     | 2            |                       | 4      |                         | 5                            | 19          |
| Slip, Trip or Fall                  | 245                   | 13           |                       | 57     | 1                       | 4                            | 320         |
| Dangerous Occurrence                | 16                    | 1            | 1                     | 2      |                         |                              | 20          |
| Sports Injury                       | 36                    |              |                       | 11     |                         |                              | 47          |
| Transport/Vehicle                   | 6                     | 14           | 15                    |        |                         | 1                            | 36          |
| Chemical/Substance                  | 8                     |              |                       | 8      |                         |                              | 16          |
| Trap, Pinch or Entanglement         | 9                     | 1            |                       | 5      |                         | 1                            | 16          |
| Faint/Seizure                       | 15                    | 1            |                       | 2      |                         | 1                            | 19          |
| Verbal Assault                      | 4                     | 2            |                       |        |                         | 4                            | 10          |
| Minor Medical                       | 16                    |              |                       | 5      |                         |                              | 21          |
| Playground Incident                 | 4                     |              |                       | 34     |                         |                              | 38          |
| Strike Against                      | 16                    | 1            |                       | 12     |                         | 2                            | 31          |
| Thrown/Ejected Object               | 3                     | 1            |                       | 3      |                         |                              | 7           |
| Property Damage                     | 4                     | 2            |                       |        |                         |                              | 6           |
| Work Equipment/Machine              | 7                     |              |                       | 3      |                         | 1                            | 11          |
| Witness                             |                       | 1            |                       |        |                         |                              | 1           |
| Psychological                       | 2                     |              |                       |        |                         | 1                            | 3           |
| Environment - Dust/Fumes/Heat/Noise | 9                     |              |                       | 1      |                         |                              | 10          |
| Missing Client/Service User         | 4                     | 1            |                       |        |                         |                              | 5           |
| Hot Material                        | 4                     |              |                       | 2      |                         |                              | 6           |
| Loss / Theft of Property            | 4                     |              |                       |        |                         |                              | 4           |
| Physical Assault                    | 3                     | 1            |                       | 12     |                         |                              | 16          |
| Sharp/Abrasive Material             | 4                     |              |                       | 4      |                         |                              | 8           |
| Vandalism                           |                       | 1            |                       |        |                         |                              | 1           |
| Hand Tools                          | 2                     | 1            |                       | 2      |                         | 1                            | 6           |
| Lifting equipment                   | 1                     |              |                       |        |                         |                              | 1           |
| Sharp / Abrasive Material           | 1                     |              |                       |        |                         |                              | 1           |
| Fire/Explosion                      |                       |              |                       | 2      |                         |                              | 2           |
| Not Specified                       | 6                     | 3            |                       | 5      |                         |                              | 14          |
| Grand Total                         | 522                   | 24           | 16                    | 280    | 3                       | 30                           | 915         |

## RIDDOR Reportable Events by Service

| RIDDOR Reportable Events | Adult & Business Services | School   | Housing & Community Development | Community Support Services | Grand Total |
|--------------------------|---------------------------|----------|---------------------------------|----------------------------|-------------|
| Major Accident/Fatality  |                           | 1        |                                 | 4                          | 5           |
| Over 7 Day Incident      | 1                         | 5        | 1                               |                            | 7           |
| <b>Grand Total</b>       | <b>1</b>                  | <b>6</b> | <b>1</b>                        | <b>4</b>                   | <b>12</b>   |



Mae tudalen hwn yn fwriadol wag

Yn rhinwedd Paragraff(au) 12, 13 Rhan 4, Atodlen 12A  
Deddf Llywodraeth Leol 1972.

Document is Restricted

Mae tudalen hwn yn fwriadol wag



## **Polisi Iechyd, Diogelwch a Lles Corfforaethol 2016**

### **1. Datganiad Polisi**

Mae Cyngor Sir Ddinbych yn cydnabod ei ddyletswyddau moesol a chyfreithiol o ran Iechyd, Diogelwch a Lles, felly bydd yn sicrhau, i'r graddau y bydd yn rhesymol yn ymarferol, Iechyd, diogelwch a Lles ei gyflogeion tra byddant yn y gwaith. Bydd hefyd yn sicrhau, i'r graddau y bydd yn rhesymol yn ymarferol, Iechyd, diogelwch a Lles eraill, y gallai eu gweithredoedd a'u gweithgareddau effeithio arnynt.

Fel cyflogwr cyfrifol, ceisiwn gydymffurfio â gofynion y Ddeddf Iechyd a Diogelwch yn y Gwaith etc 1974, ei is-reoliadau a chodau ymarfer cymeradwy. Ceisiwn hefyd gyflawni ein dyletswydd gofal sifil.

Byddwn yn:-

- Asesu'r risgiau sy'n deillio o'n gweithgareddau a'u rheoli'n ddigonol
- Cyflwyno systemau gwaith diogel a phriodol
- Ymgynghori gyda'n gyflogeion ar faterion sy'n effeithio ar eu Hiechyd, eu Diogelwch a'u Lles
- Darparu gwybodaeth, cyfarwyddyd, hyfforddiant a goruchwyliaeth i gyflogeion
- Darparu a chynnal cyfarpar ac offer diogel
- Cynnal amodau gwaith diogel ac iach
- Ymdrechu i atal damweiniau ac achosion o salwch sy'n gysylltiedig â gwaith
- Sicrhau bod sylweddau peryglus yn cael eu trin, eu defnyddio a'u storio yn ddiogel
- Sicrhau bod pob cyflogai yn gymwys ac yn gallu cyflawni eu gwaith
- Cofnodi damweiniau a digwyddiadau a'u hadrodd i'r awdurdod gorfodi pan fydd yn ofynnol mewn deddfwriaeth
- Monitro ac adolygu unrhyw systemau y byddwn yn eu cyflwyno at ddibenion rheoli Iechyd, Diogelwch a Lles.
- Sicrhau canlyniadau am ddiffyg cydymffurfiaeth â'n safonau cytûn.

Er mwyn sicrhau bod y polisi hwn yn cael ei gyflwyno'n llwyddiannus, byddwn yn darparu arweinyddiaeth ac ymrwymiad cadarn o lefel uchaf y sefydliad a thrwy'r gadwyn reoli. Rydym yn disgwyl yr un lefel o ymrwymiad gan bob un o'n gyflogeion, waeth beth yw eu swydd.

Byddwn yn hysbysu pob cyflogai o'r safonau disgwyliedig ac yn cyflwyno system rheoli diogelwch i'w cefnogi.

Byddwn yn ymdrechu'n barhaus i wella ein diwylliant diogelwch.

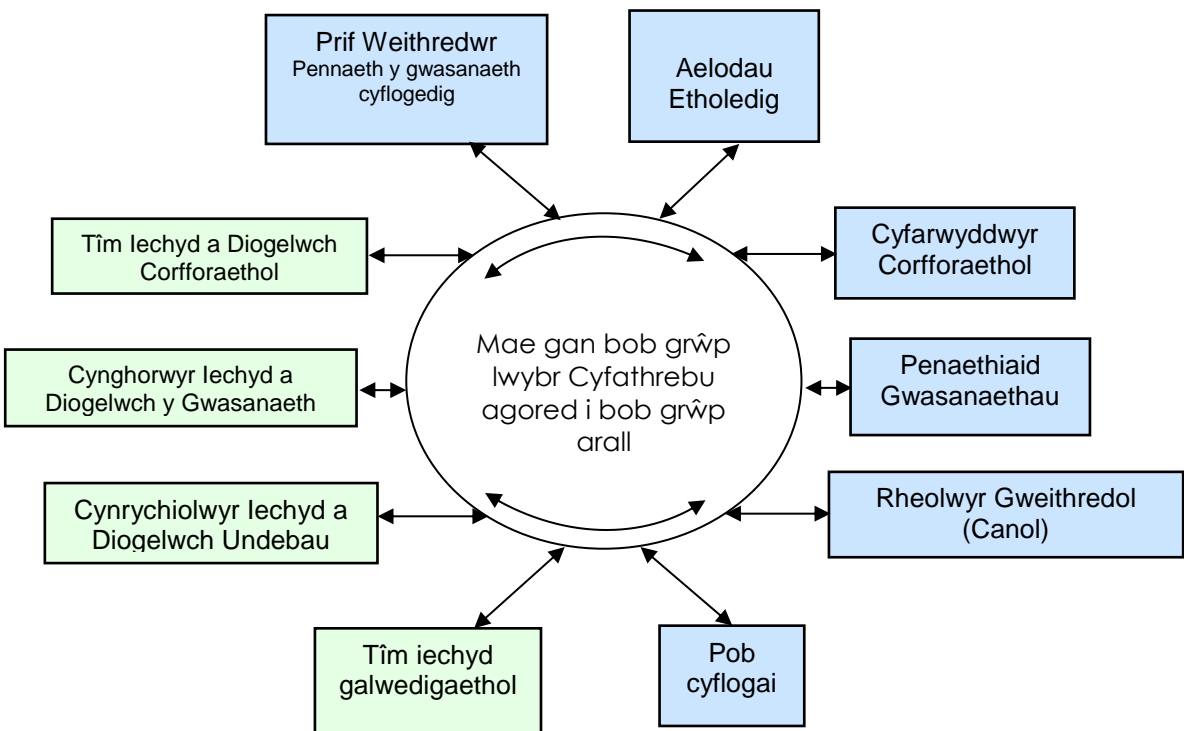
Bydd y polisi yn cael ei adolygu'n rheolaidd.

**Mohammed Mehmet**

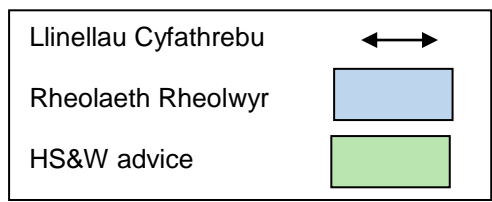
Ebrill 2016

## 2. Y Sefydliad

Diagram o'r Sefydliad o ran Iechyd, Diogelwch a Lles



### Allwedd



## **Rolau a Chyfrifoldebau**

Mae gan y rolau canlynol ddyletswyddau a chyfrifoldebau penodol o ran lechyd, Diogelwch a Lles (IDaLI) yng Nghyngor Sir Dinbych (CSDd).

### **2.1 Prif Swyddog Gweithredol**

Mae'r Prif Swyddog Gweithredol, fel yr Uwch Swyddog, yn cael ei gydnabod fel y meddwl sy'n rheoli'r sefydliad, gyda chyfrifoldeb cyffredinol am IDaLI yn y sefydliad. Bydd y Prif Swyddog Gweithredol yn:-

- Ceisio sicrhau bod y sefydliad yn cydymffurfio â gofynion deddfwriaeth lechyd a Diogelwch a'i ddyletswydd gofal sifil.
- Darparu arweinyddiaeth ac ymrwymiad cadarn i ysgogi gwelliannau parhaus yn niwydiant diogelwch y sefydliad.
- Creu sefydliad ar gyfer dirprwyo gweithgareddau rheoli diogelwch.
- Sicrhau bod systemau cynllunio a rheoli IDaLI priodol ar waith er mwyn sicrhau bod ymagwedd systematig a chyson ar gyfer rheoli IDaLI yn cael ei mabwysiadu ar draws y sefydliad cyfan.
- Sicrhau bod adnoddau digonol yn cael eu darparu o ran IDaLI.
- Sicrhau bod prosesau cyfathrebu priodol ar waith o ran IDaLI rhwng y cyflogwr a'r cyflogeion a'u bod yn effeithiol.

### **2.2 Cyfarwyddwyr Corfforaethol**

Mae'r Cyfarwyddwyr Corfforaethol yn atebol i'r Prif Swyddog Gweithredol. Byddant yn:-

- Darparu arweinyddiaeth ac ymrwymiad cadarn i ysgogi gwelliannau parhaus i ddiwylliant diogelwch y sefydliad.
- Cefnogi'r gwaith o ddarparu a chynnal trefniadau rheoli diogelwch y sefydliad.
- Sicrhau bod cyfrifoldebau IDaLI yn cael eu cyfleu'n glir a bod adnoddau digonol yn cael eu dyrannu er mwyn cynnal trefniadau IDaLI cadarn ac effeithlon.

Bydd y Cyfarwyddwr Corfforaethol, a nodwyd yn arweinydd IDaLI, yn cefnogi ei is-swyddogion sydd â rolau IDaLI penodol a darparu ffocws ar lefel uwch ar gyfer materion IDaLI.

### **2.3 Penaethiaid Gwasanaeth**

Mae'r Penaethiaid Gwasanaeth yn atebol i'r Cyfarwyddwyr Corfforaethol. Byddant yn:-

- Darparu arweinyddiaeth ac ymrwymiad cadarn i ysgogi'r gwelliannau parhaus i ddiwylliant diogelwch y sefydliad.
- Sicrhau bod fframweithiau'r Gwasanaeth ar gyfer IDaLI a systemau gwaith diogel yn cael eu cyflwyno a'u rheoli'n gadarn.
- Sicrhau bod proses effeithiol o adrodd damweiniau a digwyddiadau yn cael ei chynnal a bod gweithdrefnau ar waith i roi gwybod am offer peryglus a diffygiol.

## **2.4 Rheolwyr a Goruchwylwyr**

Mae pob Rheolwr a Goruchwylwr yn atebol drwy eu rheolwr llinell i'w Pennaeth Gwasanaeth, am sicrhau bod y trefniadau sydd ar waith ar gyfer IDaLI yn cael eu dehongli'n gywir a'u gweithredu'n gadarn. Byddant yn:-

- Darparu arweinyddiaeth ac ymrwymiad cadarn i IDaLI eu cyflogeion, drwy nodi'r peryglon yn eu gweithrediadau a'u gweithle. Asesu, gwerthuso a chofnodi'r risgiau a lliniaru'r risgiau hynny drwy weithdrefnau adrannol a dulliau diogel addas.
- Darparu gwybodaeth, cyfarwyddyd, hyfforddiant a goruchwyliaeth addas a digonol i gyflogeion o ran peryglon, risgiau a mesurau rheoli sy'n cael eu defnyddio yn y gweithle.
- Sicrhau bod pob damwain a digwyddiad yn cael eu cofnodi a'u hadrodd ar y ffurflen adrodd ar y fewnwyd.
- Ymchwilio i bob anaf a digwyddiad a sicrhau bod camau adferol yn cael eu gweithredu pan fydd angen.

## **2.5 Penaethiaid**

Mae ein hysgolion yn cael eu rheoli gan benaethiaid sy'n gweithio'n agos gyda llywodraethwyr yr ysgolion. Mae'r penaethiaid a'r llywodraethwyr yn gyfrifol am IDaLI yn eu hamgylcheddau gwaith. Mae penaethiaid a llywodraethwyr yn cael eu cefnogi gan Gyngor Sir Ddinbych ac yn derbyn cefnogaeth IDaLI gan y tîm lechyd a Diogelwch Corfforaethol.

## **2.6 Cyflogeion**

Mae cyflogeion yn atebol i'w Rheolwr Llinell a byddant yn cydymffurfio â'n systemau gwaith a'r cyfarwyddiadau a roddir er budd IDaLI. Mae ein cyflogeion wedi'u grymuso i weithredu er mwyn lleihau risgiau IDaLI. Disgwylir iddynt:

- Cymryd gofal rhesymol o'u hunain ac eraill y gallai eu gweithredoedd neu hepgoriadau effeithio arnynt.
- Adrodd pob anaf, digwyddiad a digwyddiad peryglus i'w rheolwr llinell.

## **2.7 Y Tîm lechyd a Diogelwch Corfforaethol**

Bydd y Tîm lechyd a Diogelwch Corfforaethol yn darparu cyngor ac arweiniad i'r Prif Weithredwr, Cynghorwyr Sir, Rheolwyr a Chyflogeion fel y bo'n briodol. Byddant yn:-

- Darparu ffocws ar gyfer arweinyddiaeth, cyngor a chymorth IDaLI i holl gyflogeion Cyngor Sir Ddinbych.
- Datblygu ac adolygu canllawiau IDaLI priodol.
- Datblygu ac adolygu canllawiau IDaLI priodol.
- Datblygu a chyflwyno rhaglen hyfforddiant IDaLI.
- Sicrhau bod trefniadau effeithiol ar gyfer adrodd ac ymchwilio i ddamweiniau/digwyddiadau yn cael eu cynnal yn unol â'r Rheoliadau Adrodd ar Anafiadau, Clefydau neu Ddigwyddiadau Peryglus (RIDDOR).
- Sicrhau bod ganddynt raglen monitro systemau ar waith.

## **2.8 Y Tîm Iechyd Galwedigaethol**

Bydd y tîm Iechyd Galwedigaethol yn darparu arweiniad a chymorth ar Iechyd a Lles Galwedigaethol. Byddant yn:

- Cynghori rheolwyr a chyflogeion ar faterion Iechyd sy'n gysylltiedig â'r gwaith a mynd i'r afael â phryderon Iechyd yn dilyn atgyfeiriad.
- Cydweithio gyda rheolwyr i gynghori ar addasiadau rhesymol ac ymarferol ar gyfer cyflogeion â chyflyrau meddygol.
- Cynnal proses gwylidwriaeth Iechyd pan fydd yn berthnasol, yn unol â gofynion asesu risgiau rheolaethol.
- Trefnu cymorth cwnsela a ffisiotherapi pan fydd yn briodol.
- Darparu gwybodaeth addysgol ar faterion Iechyd a diogelwch e.e. alcohol, smygu, diet ac yn y blaen.

## **2.9 Cynghorwyr Iechyd a Lles Lefel Gwasanaeth**

Mae'r Cynghorwyr Iechyd a Diogelwch Lefel Gwasanaeth yn darparu cyngor cymwys i reolwyr a chyflogeion yn eu meysydd cymhwyster a Gwasanaeth priodol. Byddant yn:-

- Darparu cyngor gweithredol IDaLI yn eu maes arbenigol hwy.
- Sicrhau bod systemau effeithiol ar gyfer IDaLI ar waith yn eu maes gwasanaeth hwy.

## **2.10 Cynrychiolwyr Diogelwch Undebau**

Mae Cynrychiolwyr Diogelwch yn cynrychioli'r cyflogeion yn eu gweithleoedd ar faterion IDaLI yn y gwaith. Byddant yn:-

- Cynorthwyo cyflogeion gyda materion IDaLI fel y bo'n briodol.
- Ymgynghori a chydweithio gyda rheolwyr a Chynghorwyr Iechyd a Diogelwch i hybu a datblygu mesurau i sicrhau IDaLI eu cydweithwyr.

### 3. Trefniadau

Mae adran trefniadau'r polisi yn disgrifio'r hyn rydym yn ei wneud i gyflawni ein hamcanion IDaLI. Mae gennym System Rheoli Diogelwch ar waith fel ffordd o reoli pob agwedd o ddiogelwch drwy'r sefydliad cyfan. Mae'r System Rheoli Diogelwch yn cynnig proses systematig, benodol a chynhwysfawr, sy'n cael ei hymgorffori ym mhob agwedd o'n sefydliad. Mae elfennau'r System Rheoli Diogelwch yn cynnwys:-

- Y Polisi Iechyd a Diogelwch Corfforaethol ei hun.
- Pobl uwch sydd â chyfrifoldeb dirprwyedig am IDaLI (Aelod arweiniol etholedig y cyngor, Cyfarwyddwr enwebedig a Phennaeth Gwasanaeth)
- Y tîm proffesiynol cynghori ar IDaLI.
- Cynghorwyr gwasanaeth a chynrychiolwyr diogelwch undebau.
- Proses adrodd ac ymchwilio ar-lein ar gyfer damweiniau / digwyddiadau.
- Cofrestr diogelu staff ar-lein.
- Cofrestr risg gorfforaethol.
- Dogfennau canllaw ar-lein yn cefnogi asesiadau risg a system datblygu gwaith ddiogel.
- Cynllun gweithredu a chynllun hyfforddi Iechyd a Diogelwch Corfforaethol.
- Rheoli proses comisiynau a monitro contractwyr.

#### 3.1 Polisi a Chynllunio

##### **Polisi Iechyd a Diogelwch Corfforaethol**

Mae'r Polisi Corfforaethol wedi'i ysgrifennu mewn cysylltiad ag Iechyd, Diogelwch a Lles. Mae Polisi arall ar waith ar gyfer Rheoli Diogelwch Tân.

Mae'r polisi IDaLI Corfforaethol yn datgan bod CSDd yn ceisio cydymffurfio â gofynion y Ddeddf Iechyd a Diogelwch yn y Gwaith etc 1974 a phob is-ddeddfwriaeth, felly mae datganiadau polisi pellach ar gyfer darnau unigol o ddeddfwriaeth yn ddiangen. Mae angen rhoi pwyslais yn hytrach ar ddarparu gwybodaeth ac arweiniad ar sut i sicrhau bod pobl yn ddiogel ac iach yn y gweithle, cydymffurfio â deddfwriaeth Iechyd a Diogelwch a chyflawni ein dyletswydd gofal.

##### **Y Gofrestr Risg Gorfforaethol**

Mae Cofrestr Risg Gorfforaethol mewn grym i nodi risgiau busnes a risgiau rheoleiddio a allai effeithio ar bob Gwasanaeth yn y sefydliad. Mae'r gofrestr hon yn cael ei choladu o'r holl risgiau busnes a chynlluniau busnes lefel Gwasanaeth a nodwyd ac mae'n cael ei chynnal gan y Tîm Gwelliannau Corfforaethol.

##### **Y Cynllun Rheoli Iechyd a Diogelwch Corfforaethol**

Mae'r amcanion sydd wedi'u nodi yn y cynllun Rheoli Iechyd a Diogelwch Corfforaethol wedi'u halinio ag anghenion y sefydliad. Mae'r cynllun yn cael ei ddatblygu gan ddefnyddio gwybodaeth sydd wedi'i chasglu gan y gwasanaethau ac mae'n defnyddio amcanion a dangosyddion perfformiad allweddol cyraeddadwy, amserol, mesuradwy, penodol, uchelgeisiol a synhwyrol (CAMPUS).

Mae'r cynllun Iechyd a Diogelwch Corfforaethol ar gael ar system fewnrwyd CSDd.

### **Cynllunio a Gwytnwch Corfforaethol ar gyfer Argyfwng**

Mae cynlluniau ar gyfer argyfwng a pharodrwydd ar gyfer argyfyngau sifil ar lefel gorfforaethol, ar gyfer digwyddiadau mawr, yn cael eu hwyluso gan yr Uned Cyd-Gynllunio ar gyfer Argyfwng yn Sir y Fflint.

### **Fframwaith Iechyd a Diogelwch Lefel Gwasanaeth**

Mae CSDd yn sefydliad amrywiol a chymhleth. Nid yw'n ymarferol i'r Polisi Iechyd a Diogelwch Corfforaethol nodi strwythurau a threfniadau rheoli lleol. Felly, i reoli iechyd a diogelwch yn effeithiol mewn Gwasanaethau unigol, bydd pob Gwasanaeth yn paratoi Fframwaith Iechyd a Diogelwch Lefel Gwasanaeth sy'n bodloni gofynion Gwasanaethau lleol.

Bydd y Fframwaith yn cynnwys datganiad Polisi'r Prif Weithredwr fel eitem gyffredin, ond byddai'n mynd ymlaen i ddisgrifio sefydliad y Gwasanaeth ac yn nodi'r Trefniadau Gwasanaeth ac Adrannol ar gyfer rheoli IDaLI megis nodi peryglon, asesu risgiau, systemau gwaith diogel, monitro a goruchwyliaeth.

### **Fframwaith Iechyd a Diogelwch Unigol**

Pan fydd cyfleuster yn gweithredu'n annibynnol o dan reolaeth leol (e.e. ysgol, ffatri neu gartref gofal) bydd Fframwaith Iechyd a Diogelwch Cyfleuster yn ateb ymarferol ar gyfer rheoli materion iechyd a diogelwch lleol. Eto, byddai datganiad Polisi'r Prif Weithredwr yn cael ei ddefnyddio fel nod cyffredin gyda threfniadaeth a threfniadau rheoli lleol yn cael eu rhestru mewn fformat lleol priodol.

### **Cofrestrau Risg i Iechyd a Diogelwch Gwasanaethau**

Defnyddiwyd proses o ddadansoddi peryglon a bylchau drwy'r sefydliad cyfan i nodi a chofnodi peryglon lleol a mesurau rheoli. Mae'r broses yn sefydlu lle mae angen rheolaethau rheoli pellach ac mae'n galluogi i gynlluniau gweithredu CAMPUS gael eu datblygu er mwyn llywio'r rhaglen gwelliannau parhaus.

Mae pob Pennaeth Gwasanaeth a Rheolwr Adrannol Gweithredol yn gyfrifol am gynllunio'r gwaith a chwblhau'r cynlluniau gweithredu y maent yn gyfrifol amdanynt.

## **3.2 Trefniadau Sefydliadol**

### **Dogfennau Canllaw Iechyd a Diogelwch Corfforaethol**

Mae dogfennau canllaw IDaLI corfforaethol yn cael eu paratoi gan y Tîm Iechyd a Diogelwch Corfforaethol er mwyn pwysleisio prif ofynion deddfwriaethau iechyd a diogelwch. Mae'r dogfennau hyn ar gael ar dudalen gwe iechyd a Diogelwch mewnwyd CSDd.

Mae dogfennau Canllaw Corfforaethol yn berthnasol i bob cyflogai.

## **Ffurflenni a thempledi lechyd a Diogelwch Corfforaethol**

Mae dogfennau, ffurflenni, templedi ac enghreifftiau ar gyfer gweithgareddau IDaLI megis asesiadau risg ac adrodd ar ddamweiniau ar gael yn electronig ar y fewnwyd. Pan fydd angen, mae cymorth a chynghor personol ar gael.

## **Fflach Newyddion lechyd a Diogelwch Corfforaethol**

Bwriedir i'r fflach newyddion fod yn gyfrwng o gyfleu gwybodaeth frys yn gyflym o amgylch y sefydliad. Bydd fflach newyddion yn cael ei baratoi a'i gyfleu i feysydd perthnasol o'r sefydliad drwy e-bost, system mewnrwyd CSDd a llwybrau rheoli lleol fel y bo'n briodol.

## **Dogfennau Ymgynghori lechyd a Diogelwch Corfforaethol**

Bydd y Polisi lechyd a Diogelwch Corfforaethol yn cael ei adolygu a'i ddiwygio'n rheolaidd. Bydd y polisi diwygiedig ar gael i bob aelod o'r Pwyllgor lechyd a Diogelwch Corfforaethol, Aelodau'r Cyngor, Uwch Arweinwyr, Cynrychiolwyr Undebau a chyflogeion ar gyfer ymgynghoriad cyn i'r Cyngor ei gymeradwyo'n ffurfiol a'i gyflwyno'n gyffredinol.

Bydd pob dogfen arall sy'n cael eu paratoi gan yr adran lechyd a Diogelwch Corfforaethol ar gael i bwyllgorau perthnasol a phartïon â diddordeb ar gyfer ymgynghori arnynt cyn eu cyflwyno'n gyffredinol.

## **Dogfennau lechyd a Diogelwch Corfforaethol (Gweinyddwr a Mewnrwyd y Rhwydwaith)**

Bydd dogfennau lechyd a Diogelwch Corfforaethol sy'n rhan o'r system rheoli lechyd a diogelwch yn cael eu storio'n ganolog ar yriant adrannol cyffredinol. Bydd cynnwys a diwygiadau dogfennau yn cael eu rheoli'n briodol a'u cyflwyno mewn fformat electronig, darllen yn unig, er gwybodaeth ar dudalen lechyd a Diogelwch Corfforaethol system fewnrwyd CSDd. Bydd ffurflenni a thempledi ar gael mewn fformat electronig heb ei reoli, y gellir eu golygu, i'w lawrlwytho a'u defnyddio ar unwaith.

## **CIVICA**

Mae CIVICA yn System Adfer a Rheoli Dogfennau Electronig (EDRMS) a fydd yn cael ei defnyddio i lywio a chofnodi pob proses lechyd a diogelwch, yn cynnwys adrodd ar ddamweiniau/digwyddiadau ac olrhain prosesau wedi'u cwblhau a gweithredoedd a gofnodwyd.

## **System SHE**

Bydd y data sylfaenol ar ddamweiniau o'r hen system SHE, yn cael eu cadw am gyfnod amhenodol er mwyn galluogi i adroddiadau ar ddamweiniau a chofnodion diogelwch hanesyddol gael eu cyrchu a'u hadolygu.

## **Byrddau Hysbysu a Phosteri lechyd a Diogelwch**

Bydd posterï cyfreithiau lechyd a diogelwch yn cael eu harddangos yn amlwg ym mhob cyfleuster yn Sir Ddinbych.

Mewn cyfleusterau lle nad oes gan gyflogeion fynediad rheolaidd i gyfrifiaduron a phan fydd yn ymarferol mewn cyfleusterau eraill, bydd hysbysfyrdau lechyd a diogelwch yn cael eu gosod er mwyn arddangos copiâu caled o wybodaeth lechyd a diogelwch.



## **Cymhwyster**

Bydd gofynion cymhwyster ar gyfer rolau swyddi unigol yn cael eu diffinio mewn swydd-ddisgrifiadau fel rhan o broses recriwtio'r adran Adnoddau Dynol.

Mae unigolyn cymwys yn cael ei ddisgrifio yn gyffredinol fel unigolyn sy'n meddu ar wybodaeth, hyfforddiant ac arbenigedd addas o bwnc ac sydd hefyd yn deall cyfyngiadau eu galluoedd eu hunain.

## **Y Matrics Hyfforddiant Corfforaethol**

Er mwyn sicrhau elfen hyfforddiant cymhwyster, datblygwyd matrics hyfforddiant sy'n rhestru rolau swyddi (o'r Prif Weithredwr i Wirfoddolwyr). Nodir yr hyfforddiant a argymhellir ar gyfer pob grŵp rôl yn y matrics.

Mae cyrsiau hyfforddiant sy'n ymwneud ag lechyd a Diogelwch yn cael eu darparu neu eu trefnu gan y Tîm lechyd a Diogelwch Corfforaethol. Mae Rheolwyr Llinell a chyflogeion yn cytuno ar anghenion hyfforddi fel rhan o'r system arfarnu perfformiad blynyddol, neu maent yn cael eu nodi drwy asesiad risg a'u harchebu drwy system Adnoddau Dynol Trent.

## **Rhaglen Cwrs Hyfforddiant Corfforaethol**

Mae rhaglen hyfforddiant iechyd a diogelwch flynyddol wedi'i datblygu i fodloni'r galw sy'n cael ei gynhyrchu gan y Matrics Hyfforddiant. Mae'r rhaglen yn cynnwys cyrsiau mewnol ac allanol ac mae'n cael ei rheoli gan ddefnyddio system Adnoddau Dynol Trent. Mae cyrsiau hyfforddiant penodol a phwrpasol ychwanegol neu sgysiau yn cael eu datblygu a'u darparu, yn ôl y galw.

## **Cymhwyster Darparwyr Hyfforddiant**

Bydd cymhwyster darparwyr hyfforddiant allanol a hyfforddwyr unigol yn cael ei gadarnhau cyn unrhyw gyrsiau hyfforddi.

Bydd unrhyw hyfforddiant iechyd a diogelwch mewnol yn cael ei ddarparu gan Ymarferwyr lechyd a Diogelwch cymwys. Bydd cymhwyster yn cael ei gadarnhau drwy aelodaeth barhaus o'r Sefydliad Diogelwch ac Iechyd Corfforaethol (IOSH), datblygiad proffesiynol parhaus a hyfforddiant priodol i Hyfforddwyr.

## **Cofnodion Hyfforddiant Iechyd a Diogelwch**

Trent yw'r system Adnoddau Dynol Corfforaethol ar gyfer cofnodi gwybodaeth bersonél unigolion. Bydd cofnodion o ddigwyddiadau hyfforddiant iechyd a diogelwch sy'n cael eu mynychu gan gyflogeion yn cael eu cofnodi gan Reolwyr Llinell gan ddefnyddio system cronfa ddata Trent.

## **Pwyllgor Iechyd a Diogelwch Corfforaethol**

Bydd y Pwyllgor Iechyd a Diogelwch Corfforaethol, sy'n cynnwys cynrychiolwyr o'r Uwch Reolwyr, Aelodaeth etholedig, Cynrychiolwyr Iechyd a Diogelwch Corfforaethol a Chyflogeion, yn cwrdd ar sawl achlysur y flwyddyn i drafod perfformiad iechyd a diogelwch ar draws yr Awdurdod. Mae gan y pwyllgor gylch gorchwyl cytûn.

Bydd y Pwyllgor yn ystyried materion corfforaethol, archwilio cofnodion pwyllgorau lechyd a Diogelwch Grŵp y Gwasanaeth, adolygu camau gweithredu sydd wedi'u cwblhau. Bydd aelodau'r pwyllgor yn craffu ar gamau gweithredu i'w cyflawni ac adroddiadau statws gan reolwyr sy'n gyfrifol am y camau gweithredu hynny.

### **Pwyllgor lechyd a Diogelwch Grŵp y Gwasanaeth**

Mae'n ofynnol i bob Gwasanaeth unigol fonitro ac adolygu ei berfformiad IDaLI yn rheolaidd. Er cyfleustra, mae Gwasanaethau yn cael eu cyfuno yn Grwpiau Gwasanaeth gyda buddiannau a phroffiliau risg tebyg. Mae tri Grŵp Gwasanaeth ar hyn o bryd, pob un gyda'i Bwyllgor lechyd a Diogelwch cyfunol ei hun.

Bydd pob Pwyllgor Grŵp Gwasanaeth yn cwrdd ar sawl achlysur mewn blwyddyn i drafod perfformiad iechyd a diogelwch ar draws y Gwasanaethau a'r Adrannau y maent yn gyfrifol amdanynt. Bydd cofnodion y cyfarfod yn cael eu cofnodi at sylw'r Pwyllgor Corfforaethol.

### **Cyfarfodydd lechyd a Diogelwch Adrannol**

Pan fydd Pennaeth Gwasanaeth a Rheolwyr Gwasanaeth yn nodi angen i gynnal cyfarfodydd lechyd a Diogelwch Adrannol, bydd y cyfarfodydd hynny'n cael eu rheoli o fewn strwythur Fframwaith lechyd a Diogelwch y Gwasanaeth lleol. Bydd cofnodion y cyfarfodydd hynny'n cael eu cofnodi at sylw Pwyllgor Grŵp y Gwasanaeth ac yn cael eu cyfleu i bob cyflogai.

### **Cynrychiolwyr lechyd a Diogelwch Undebau**

Byddwn yn ymgynghori â Chynrychiolwyr Undebau Llafur cydnabyddedig ar faterion iechyd a diogelwch sy'n cael effaith arnynt hwy neu aelodau eu hundeb.

Bydd pob Dogfen lechyd a Diogelwch Corfforaethol ddrafft ar gael ar gyfer ymgynghoriad ar Safle Mewnruyd CSDd.

### **Asesu Risgiau**

Yn unol â'r Rheoliadau Rheoli lechyd a Diogelwch yn y Gwaith, bydd pob Rheolwr Gwasanaeth a Rheolwr Gweithdrefnol yn sicrhau bod asesiadau risg addas a digonol yn cael eu cynnal ar gyfer risgiau i IDaLI cyflogeion ac eraill nad ydynt yn cael eu cyflogi gan CSDd. Bydd yr asesiadau risg yn cael eu cofnodi a'u hadolygu ar adegau priodol.

Rheolwyr llinell sy'n gyfrifol am yr asesiadau risg, ond mae'n bosibl y bydd y dasg yn cael ei dirprwyo i unigolyn/unigolion cymwys, sy'n meddu ar y wybodaeth, yr hyfforddiant a'r profiad o weithgarwch gwaith.

### **Asesiadau o'r Risg o Dâ**

Y Tîm lechyd a Diogelwch Corfforaethol sy'n gyfrifol am gynnal asesiadau arbenigol o'r risg o dân ym mhob eiddo y mae'r Sir yn berchen arno ac eiddo arall y gallai Cyflogeion y Cyngor neu Ddefnyddwyr Gwasanaeth eu defnyddio. Mae'r asesiadau hyn o'r risg o dân yn ofynnol o dan y Gorchymyn Diwygio Rheoleiddio (Diogelwch Tân) 2005 ac mae manylion pellach ar gael ar hyn ym Mholisi Tân CSDd.

## **Mesurau Rheoli**

Bydd asesiadau risg yn anochel yn nodi camau gweithredu i leihau risg. Bydd unrhyw fesurau a chamau gweithredu rheoli yn cael eu cofnodi, eu neilltuo i berchennog gweithredu ac yn derbyn dyddiad cwblhau disgwylidig. Mae nodi peryglon, risgiau a mesurau rheoli yn hwyluso datblygiad systemau gwaith diogel.

## **Systemau Gwaith Diogel**

Pan na fydd yn bosibl dileu neu reoli peryglon arwyddocaol yn ffisegol, bydd system waith ddiogel yn cael ei datblygu, ei chyflwyno, ei monitro a'i hadolygu yn ôl yr angen. Bydd y rheolwr llinell yn sicrhau bod hyn yn cael ei baratoi gan unigolyn neu unigolion cymwys.

Mae'n rhaid i'r system waith ddiogel fynd i'r afael â'r peryglon a'r risgiau a nodwyd yn yr asesiadau risg, y bobl sy'n gysylltiedig â hyn, yr offer, deunyddiau a'r dulliau i'w defnyddio a gallai gynnwys gweithdrefnau ysgrifenedig a chaniatâd mwy ffurfiol i systemau gwaith ar gyfer gweithrediadau risg uchel.

Mae'n rhaid i'r system waith ddiogel fod yn ddull rhesymegol sydd wedi'i ystyried yn briodol ar gyfer cynnal y gwaith yn ddiogel, gyda chyfarwyddiadau addas yn cael eu cyfleu i'r unigolion sy'n gwneud ac yn goruchwyllo'r gwaith.

## **Gweithio Unigol a Systemau Diogelu**

Mae gweithiwr unigol yn rhywun sy'n gweithio ar eu pen eu hunain heb oruchwyliaeth agos neu uniongyrchol am gyfnodau byr neu estynedig. Mae gweithio unigol yn ddull gweithio derbynol, cyhyd ag y bydd y cyflogwr yn sicrhau bod eu cyflogeion sy'n gweithio'n unigol yn derbyn gofal o ran eu Hiechyd, Diogelwch a'u Lles. Bydd CSDd yn sicrhau bod y risgiau sy'n gysylltiedig â gweithio unigol, ar lefel timau gweithredol, yn cael eu hasesu a bydd yn cymryd camau i reoli'r risgiau.

Mae'r Ddeddf Diogelu Grwpiau Hyglwyf yn rhoi dyletswydd statudol ar bawb sy'n gweithio gyda grwpiau hyglwyf i gofrestru a bod yn destun proses fetio uwch gyda chosbau troseddol am ddiffyg cydymffurfiaeth. Bydd CSDd yn sicrhau bod pob cyflogai sy'n gweithio gyda grwpiau hyglwyf yn cael eu fetio'n briodol a'u hyfforddi'n ddigonol ar ofynion diogelu.

Cyfeirir at ganllawiau corfforaethol ar gyfer gweithio unigol a diogelu yn adran iechyd a diogelwch system fewnrwyd CSDd.

## **Gweithdrefnau Corfforaethol**

Pan fydd angen disgrifio system waith ddiogel neu broses reoli mewn manylder, gellir ysgrifennu gweithdrefn. Mae Gweithdrefnau Corfforaethol yn gyffredin i bob rheolwyr a chyflogeion ar draws yr Awdurdod, waeth beth yw eu Grŵp Gwasanaeth, Adran neu leoliad. Enghraifft o Weithdrefn Gorfforaethol yw'r dull a ddefnyddir ar gyfer cofnodi ac adrodd damweiniau ac anafiadau.

Rhagwelir na fydd llawer o Weithdrefnau Iechyd a Diogelwch Corfforaethol oherwydd bydd y rhan fwyaf o brosesu gwaith yn cael eu rheoli gan weithdrefnau Gwasanaeth/Adran fel rhan o system waith ddiogel gyda'r risgiau lleol wedi'u hasesu a'u rheoli.

Mae Gweithdrefnau Corfforaethol wedi'u nodi yn adran iechyd a diogelwch system fewnrwyd CSDd.

### **Gweithdrefnau Grŵp ac Adrannol Gwasanaeth**

Nid yw'n ymarferol i'r Tîm lechyd a Diogelwch Corfforaethol sefydlu gweithdrefnau a fydd yn mynd i'r afael â phob tasg neu sefyllfa. Fel rhan o'u Fframweithiau lechyd a Diogelwch Lefel Gwasanaeth, bydd Gwasanaethau a thimau gweithredol unigol yn datblygu gweithdrefnau lleol i reoli eu gweithgareddau a rheoli peryglon arwyddocaol sy'n cael eu nodi mewn asesiadau risg. Bydd hyn yn cael ei gefnogi gan Gynghorwyr lechyd a Diogelwch Corfforaethol yn ôl y galw.

### **Gweithdrefnau a Systemau Caniatâd i Weithio**

Mae system caniatâd i weithio yn system ysgrifenedig ffurfiol sy'n cael ei defnyddio fel rhan o system waith ddiogel i reoli mathau penodol o waith a allai fod yn beryglus.

Mae gan lechyd a Diogelwch Corfforaethol dempled o ganiatâd i weithio ar gyfer nodi gwaith risg uchel (e.e. gwaith mewn mannau cyfyngedig, mynediad i'r to), sydd ar gael ar y fewnwyd. Bydd lechyd a Diogelwch Corfforaethol yn cynorthwyo rheolwyr gweithredol i gyflwyno systemau rheoli digonol yn ôl y galw.

### **Gweithdrefnau Rheoli Contractwyr**

Bydd cymhwyster pob Contractwr, Ymgynghorydd a Chyflenwr sy'n gwneud gwaith i'r Cyngor yn cael ei asesu cyn iddynt gael eu cyflogi. Mae'r broses gymeradwyo yn golygu bod angen cwblhau holiadur cyn-cymhwyso fel rhan o broses fetio cymhwyster ac adnoddau.

Bydd yn ofynnol i gontractwyr gynnal asesiad risg o'u gweithgareddau a darparu systemau gwaith diogel cytûn. Bydd gwaith contractwyr yn cael ei ddiffinio a'i gyfyngu gan amserlen.

### **Gweithdrefnau Argyfwng**

Mae gweithdrefnau argyfwng ar lefel gorfforaethol ar gyfer digwyddiadau mawr a threfniadau wrth gefn sifil yn cael eu hwyluso gan yr Uned Cyd-Gynllunio ar gyfer Argyfwng yn Sir y Fflint. Bydd templed o gynllun generig ar gyfer argyfwng ar gael ar y fewnwyd.

Bydd Gwasanaethau ac Adrannau yn paratoi gweithdrefnau argyfwng lleol ar gyfer eu gweithrediadau, yn seiliedig ar y risgiau unigol a nodwyd ganddynt.

Bydd pob Rheolwr Cyfleusterau ac Adeiladau yn paratoi gweithdrefnau argyfwng yn seiliedig ar y risgiau lleol a nodwyd yn eu cyfleusterau.

### **3.3 Mesur ac Adolygu**

Bydd y trefniadau a roddwyd ar waith ar gyfer iechyd a diogelwch yn cael eu hadolygu'n weithredol drwy gyfuniad o waith monitro rhagweithiol ac adweithiol, er mwyn sicrhau eu bod yn effeithiol ac yn galluogi i amcanion polisïau iechyd a diogelwch gael eu cyflawni.

#### **Adrodd ar Ddamweiniau/Digwyddiadau**

Mae CSDd yn defnyddio proses adrodd damweiniau / digwyddiadau ar-lein. Bydd pob damwain a digwyddiad yn cael eu cofnodi a'u hadrodd i'r Tîm Iechyd a Diogelwch Corfforaethol gan ddefnyddio'r system adrodd ar-lein. Pan na fydd yn ymarferol i gael mynediad i'r system adrodd ar-lein, mae ffurflen dros dro ar gael nes y gellir cael mynediad i'r system ar-lein. Bydd digwyddiadau yn cael eu hadrodd cyn gynted ag y bydd yn rhesymol yn ymarferol ar ôl y digwyddiad.

Mae digwyddiadau y gellir eu hadrodd o dan y Rheoliadau Adrodd ar Anafiadau, Clefydau neu Ddigwyddiadau Peryglus (RIDDOR) yn cael eu hadrodd gan y tîm Iechyd a Diogelwch Corfforaethol i'r HSE.

Bydd gwybodaeth ystadegol am bob damwain/digwyddiad ac adroddiadau RIDDOR yn cael eu colau a'u cyflwyno i'r pwyllgorau diogelwch. Defnyddir y data hefyd er mwyn nodi tueddiadau a gwybodaeth arall a ddefnyddir fel dull o dargedu a diddymu problemau cyson.

#### **Ymchwilio ac Adrodd am Ddamweiniau**

Bydd y rheolwr llinell/goruchwyliwr Gweithredol yn ymchwilio i bob damwain a digwyddiad fel cam cyntaf. Bydd lefel yr ymchwiliad a'r broses adrodd yn uniongyrchol gyfrannol i ddifrifoldeb y digwyddiad. Y Tîm Iechyd a Diogelwch Corfforaethol fydd yn ymchwilio i ddigwyddiadau sy'n cael eu hystyried yn deilwng o ymchwiliad mwy cyflawn a phob digwyddiad RIDDOR.

Pan fydd ymweliad, ymchwiliad neu fenter HSE yn arwain at ofyniad gweithredol o ryw fath, bydd y tîm corfforaethol yn darparu ymateb addas, gydag adnoddau digonol, neu'n cydlynu ymateb Lefel Gwasanaeth trylwyr i'r HSE, fel y bo'n briodol.

Defnyddir unrhyw wersi sy'n cael eu dysgu o ddigwyddiadau ac ymchwiliadau i gefnogi camau gweithredol cywirol er mwyn rhwystro hyn rhag digwydd eto.

#### **Cwynion**

Bydd unrhyw gwynion a dderbynnir ynglŷn â darpariaethau neu arferion IDaLI yn cael eu hymchwilio a bydd camau gweithredu priodol yn cael eu cymryd.

### **Teithiau Diogelwch**

Mae teithiau diogelwch yn ffurfio rhan o'r broses fonitro ragweithiol. Cynhelir teithiau diogelwch ar lefel weithredol a bydd yn cynnwys rheolwyr, cynrychiolwyr undebau a chyflogeion, fel y bo'n briodol. Bydd y tîm Iechyd a Diogelwch Corfforaethol hefyd yn cynnal teithiau diogelwch fel rhan o'r rhaglen monitro timau.

Bydd teithiau diogelwch yn cael eu cofnodi a byddant yn arwain at gynllun gweithredu, cyngor diogelwch ac adroddiad ffurfiol gyda chymau gweithredu gydag amserlen benodol.

### **Ymgyrchoedd Diogelwch**

Bydd ymgyrchoedd diogelwch yn cael eu datblygu a'u darparu mewn ymateb i faterion amserol.

### **Iechyd sy'n Gysylltiedig â Gwaith**

Byddwn yn asesu ein risgiau iechyd galwedigaethol. Pan fyddwn yn nodi risg sylweddol i iechyd, byddwn yn gweithredu i atal, lleihau neu reoli'r risgiau i lefel dderbyniol. Pan fydd angen am wylidwriaeth iechyd wedi'i nodi mewn asesiad risg neu wedi'i amlygu mewn ffurflen datganiad iechyd gweithiwr newydd, bydd proses gwylidwriaeth iechyd briodol yn cael ei gweithredu gan yr Adran Iechyd Galwedigaethol.

Bydd canlyniadau'r broses Gwylidwriaeth Iechyd yn cael eu hadrodd i'r cyflogai a'u rheolwr gyda'r camau gweithredu a argymhellir. Bydd y canlyniadau'n cael eu cofnodi ar nodiadau achos y cyflogai gan ddefnyddio cronfa ddata cofnod Meddygol OPAS a bydd y cyflogai yn cael ei fonitro ymhellach ar gyfnodau y cytunwyd arnynt.

### **3.4 Archwilio**

Bydd y Tîm Archwilio Mewnol yn cynnal archwiliadau mewnol o systemau a phrosesau rheoli IDaLI fel rhan o'u proses archwilio barhaus.

Bydd cynllun archwilio yn cael ei ddatblygu a'i gyflwyno er mwyn monitro gweithgareddau a chydymffurfiaeth o fewn adrannau.

### **Asesiadau Systemau Diogelwch**

Mae asesiadau o systemau diogelwch cyfleusterau sy'n cael eu cynnal gan y tîm Iechyd a Diogelwch Corfforaethol yn cael eu cynllunio a'u cynnal ar adeg sy'n gyfleus i bawb. Mae pynciau penodol yn cael eu hasesu yn ystod yr ymweliadau.

Amcanion yr asesiadau iechyd a diogelwch yw:

- Cymharu cyfleusterau neu weithgareddau unigol yn y sefydliad i'r arfer gorau.
- Darparu tystiolaeth bod y sefydliad yn bodloni gofynion statudol. (Bydd lefel y dystiolaeth ofynnol yn dibynnu ar gymhlethdod a risg y gweithgareddau sy'n cael eu cynnal a'r ymatebion a dderbyniwyd o'r broses asesu).
- Galluogi i werthusiadau o systemau rheoli benderfynu ar unrhyw ddiffygion a gweithredu atebion cost effeithiol ac effeithlon.
- Cymharu arferion yn erbyn gweithdrefnau a dogfennu unrhyw wahaniaethau.
- Nodi safonau, canllawiau neu bolisiau newydd neu well a allai hybu amgylchedd mwy diogel yn y sefydliad.

Bydd yr asesiadau iechyd a diogelwch yn cynhyrchu adroddiad ffurfiol gyda chynllun gweithredu ar gyfer rheolwyr perthnasol. Defnyddir canlyniadau'r broses asesu yn yr adolygiad a'r diwygiad o'r Polisi Iechyd a Diogelwch.

### **3.5 Adolygu Polisi**

Bydd y Polisi Iechyd a Diogelwch Corfforaethol yn cael ei adolygu o bryd i'w gilydd gan y Tîm Iechyd a Diogelwch Corfforaethol. Bydd yr adolygiad yn sicrhau bod y sefydliad a'r trefniadau yn parhau i fod yn berthnasol a chyfredol.

Yn dilyn cyfnod ymgynghori, bydd y Polisi diwygiedig, a fydd wedi'i ddyddio a'i lofnodi, yn cael ei ail-gyflwyno drwy system fewnrwyd CSDd.

Mae tudalen hwn yn fwriadol wag



## Health & Safety Culture



Adapted from a Latitude Productions Ltd. presentation

Mae tudalen hwn yn fwriadol wag

## **Appendix 5**

# Performance Scrutiny Committee report 09.06.2016

## Equality Impact Assessment

# CH&S committee report

**Contact:** Gerry Lapington, Environment and Highways,  
CH&S

**Updated:** 09.06.2016

## 1. What type of proposal / decision is being assessed?

Other

## 2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

To provide an annual update information to the Performance Scrutiny committee on H&S management in DCC

## 3. Does this proposal / decision require an equality impact assessment? If no, please explain why.

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

No

This report is an annual update report on existing activities

## 4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

*(Please refer to section 1 in the toolkit for guidance)*

No assessment needed

## 5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

*(Please refer to section 1 in the toolkit for a description of the protected characteristics)*

<Please summarise any likely positive impact and identify which protected characteristics will benefit>

**6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?**

|                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------|
| <Please summarise any disproportionate negative impact and identify which protected characteristics will be affected> |
|-----------------------------------------------------------------------------------------------------------------------|

**7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.**

|                 |                                 |
|-----------------|---------------------------------|
| <Please Select> | <If yes, please provide detail> |
|-----------------|---------------------------------|

**8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?**

|                 |                                                                      |
|-----------------|----------------------------------------------------------------------|
| <Please Select> | <If yes please complete the table below. If no, please explain here> |
|-----------------|----------------------------------------------------------------------|

| Action(s)                                      | Owner        | By when?   |
|------------------------------------------------|--------------|------------|
| <Please describe>                              | <Enter Name> | <DD.MM.YY> |
| <Please describe>                              | <Enter Name> | <DD.MM.YY> |
| <Please describe>                              | <Enter Name> | <DD.MM.YY> |
| <Please describe>                              | <Enter Name> | <DD.MM.YY> |
| <Unrestrict editing to insert additional rows> | <Enter Name> | <DD.MM.YY> |

**9. Declaration**

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

|                     |          |
|---------------------|----------|
| <b>Review Date:</b> | 09.06.16 |
|---------------------|----------|

| Name of Lead Officer for Equality Impact Assessment | Date     |
|-----------------------------------------------------|----------|
| Gerry Lapington                                     | 09.06.16 |

**Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.**

Mae tudalen hwn yn fwriadol wag

|                                   |                                                                                       |
|-----------------------------------|---------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>             | <b>Pwyllgor Archwilio Perfformiad</b>                                                 |
| <b>Dyddiad y Cyfarfod:</b>        | <b>9 Mehefin 2016</b>                                                                 |
| <b>Aelod / Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Gofal Cymdeithasol /<br/>Cyfarwyddwr Gwasanaethau Cymdeithasol</b> |
| <b>Awdur yr Adroddiad:</b>        | <b>Prif Reolwr: Gwasanaethau Cefnogi</b>                                              |
| <b>Teitl:</b>                     | <b>Adroddiad Blynyddol Cyfarwyddwr y<br/>Gwasanaethau Cymdeithasol 2015/16</b>        |

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

- 1.1. Mae pob Cyfarwyddwr Gwasanaethau Cymdeithasol yng Nghymru yn gorfod llunio adroddiad blynyddol sy'n crynhoi eu safbwyntiau ar effeithiolrwydd gwasanaethau gofal cymdeithasol yr awdurdod a gwelliannau i'w blaenoriaethu.
- 1.2. Mae adroddiad blynyddol drafft ar gyfer 2015/2016 ynghlwm yn Atodiad 1. Diben yr adroddiad yw rhoi darlun teg i'r cyhoedd o wasanaethau yn Sir Ddinbych ac arddangos dealltwriaeth glir o'r cryfderau a'r heriau a wynebir.

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

- 2.1 I alluogi'r Aelodau i archwilio'r adroddiad drafft cyn iddo gael ei gyflwyno i Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC).

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

Argymhellir bod yr Aelodau'n ystyried a:

- 3.1 yw'r adroddiad yn rhoi disgrifiad clir o berfformiad yn 2015/16;
- 3.2 yw'r adroddiad yn codi unrhyw faterion/pryderon perfformiad sydd angen eu harchwilio ymhellach.

## **4. Manylion yr Adroddiad**

- 4.1 At ei gilydd, dengys yr adroddiad ein bod wedi parhau i ddarparu gwasanaethau cymdeithasol o ansawdd uchel yn ystod 2015/16, a'n bod wedi perfformio'n rhagorol mewn meysydd sy'n bwysig i'n cymunedau. Rydym hefyd wedi parhau i wneud cynnydd go iawn gyda ein nod i drawsnewid gwasanaethau cymdeithasol mewn ymateb i'r heriau a osodir gan y sefyllfa ariannol a'r Ddeddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014. 4.2 Wrth gwrs, ni fu i bopeth fynd rhagddo fel y dylai ac mae'r adroddiad yn nodi nifer o feysydd y gallem eu gwella. Fodd bynnag, mae gennym gynlluniau ar waith i fynd i'r afael â'r materion hyn, fel yr amlygwyd yn yr adroddiad.

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

5.1 Mae'r adroddiad yn ymwneud yn benodol â'n cyfraniad at gyflawni'r ddwy flaenoriaeth gorfforaethol ganlynol:

- Mae pobl ddiameddiffyn yn cael eu diogelu ac yn gallu byw mor annibynnol â phosibl; a
- Moderneiddio'r Cyngor i sicrhau effeithlonrwydd a gwella gwasanaethau ar gyfer ein cwsmeriaid.

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

6.1 Nid yw cynhyrchu a chyhoeddi'r adroddiad ei hun yn costio unrhyw beth (ac eithrio amser swyddogion), ac nid yw'n effeithio ar wasanaethau eraill. Bydd y cynlluniau a'r camau gweithredu a nodwyd ar gyfer y dyfodol i'r gwasanaethau cymdeithasol o fewn yr adroddiad yn cael eu cyflawni o fewn y cyllidebau presennol. Fodd bynnag, mae rhai o'r themâu a gwmpesir gan yr adroddiad, ee cefnogi annibyniaeth a gwella lles, yn agendâu corfforaethol yn hytrach na chyfrifoldeb gwasanaethau cymdeithasol yn unig. Ar gyfer y Cyngor cyfan, bydd hyn yn golygu sicrhau bod ein holl wasanaethau, er enghraifft gwasanaethau tai, priffyrdd, cynllunio, gwasanaethau amgylcheddol a hamdden, wedi eu cynllunio i hyrwyddo annibyniaeth.

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

7.1 Nid oes angen asesiad o'r effaith ar gydraddoldeb ar gyfer yr adroddiad. Mae'r adroddiad yn darparu gwerthusiad ôl-weithredol o berfformiad y gwasanaethau cymdeithasol yn ystod 2014/15 ac nid yw cyhoeddi'r adroddiad ei hun yn effeithio ar bobl sy'n rhannu nodweddion a ddiogelir. Fodd bynnag, o ran y cynlluniau yn y dyfodol a grybwyllwyd yn yr adroddiad, bydd angen AEC ar gyfer unrhyw benderfyniadau/newid a fydd yn effeithio ar bobl â nodweddion a ddiogelir. Bydd y rhain yn cael eu cynnal ar gyfer pob prosiect unigol yn ôl yr angen.**8Pa ymgynghoriadau a gynhaliwyd gyda'r Pwyllgorau Archwilio ac eraill?**

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

8.2 Cynigir bod yr adroddiad drafft yn cael ei ddsbarthu i bartneriaid (e.e. iechyd, 3ydd sector) ar gyfer sylwadau, cyn ei gyhoeddi.

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

9.1 Mae'n rhaid i oblygiadau cost unrhyw themâu sy'n dod i'r amlwg yn yr adroddiad gael eu hystyried yng nghyd-destun sefyllfa gyllidebol ehangach y cyngor.



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

- 10.1 Mae cofrestr risg manwl ar gyfer y Gwasanaeth Oedolion a Busnes ac Addysg a Gwasanaethau Plant. Gan fod hwn yn adroddiad am Wasanaethau Cymdeithasol yn Sir Ddinbych, caiff unrhyw risgiau sy'n gysylltiedig â'r materion a drafodir gan yr adroddiad hwn (a chamau gweithredu i'w lliniaru a'u rheoli) eu cynnwys yn y cofrestri risg gwasanaeth.

## **11 Pŵer i wneud Penderfyniad**

- 11.1 Mae Canllawiau Statudol (gan gynnwys y gofyniad i gyhoeddi adroddiad blynyddol) yn cael ei gyhoeddi o fewn y Cod Ymarfer ar Rôl y Cyfarwyddwr Gwasanaethau Cymdeithasol o dan Rhan 8 o Ddeddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014.
- 11.2 Mae Erthygl 6.3.4 (b) yn gosod pwerau archwilio o ran monitro perfformiad ac amcanion polisi.

### **Swyddog Cyswllt:**

Prif Reolwr - Cymorth Busnes

Ffôn: 07825 457448

Mae tudalen hwn yn fwriadol wag



Director of Social Services  
Annual Performance  
Report 2015-16

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## Foreword

I am pleased to present my Annual Report 2015-16 for Denbighshire County Council. The purpose of this report is to outline how well we have delivered social services in the past year and what our priorities for improvement are for 2016-17. The report provides a detailed assessment of how effective social services are for adults, children and families in Denbighshire.

During 2015/16, I took on a new role as Corporate Director for Communities, as well as holding the position as the Statutory Director of Social Services. This means that I have a wider brief which allows me to facilitate mutual support and collaboration between social services and other areas, including education and customer services. I am also the corporate lead for tackling poverty and promoting the Welsh language, which again fits well with social services.

I would like to take this opportunity to acknowledge the departure of Leighton Rees, our Head of Children & Family Services, who recently retired from the council. I'd like to thank Leighton for his service, and for leaving the council in such a strong position. We now have an exciting opportunity to build on that position with our newly merged Education and Children's Services, which is already presenting opportunities for closer working between these two key areas.

I am also pleased with the progress made in relation to our new Community Support Services, which incorporates Housing Solutions and Adult Social Care. These areas fit well together, and we are already seeing the benefits of these functions being managed within one service.

We did a lot during 2015/16 to prepare for the implementation of the Social Services & Wellbeing (Wales) Act, and I am leading on our "Implementing the Act Board" to ensure that we take a systematic approach to addressing all aspects of the Act. However, it is important to stress that the Act, and our response to it, is not just about social services, and covers the wider responsibilities of the council in relation to promoting the wellbeing of citizens.

I am also delighted to see the creation of the new health central team (covering Denbighshire and Conwy) that came into being in the year. I am very excited about the opportunities that closer working is already bringing and, although it is still early days, the future in terms of closer working with health looks very promising indeed.

Finally, I would like to thank all our staff and partners for their continued hard work, determination and professionalism. This truly is a team effort, and together we are making a difference.



Nicola Stubbins  
Corporate Director for Communities and Statutory Director of Social Services

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## Table of Contents

|                                                                           |    |
|---------------------------------------------------------------------------|----|
| Foreword.....                                                             | 3  |
| Introduction .....                                                        | 6  |
| Overall Evaluation of Performance.....                                    | 7  |
| Strengths .....                                                           | 7  |
| Objectives for the forthcoming year .....                                 | 8  |
| Quality Standard 1 .....                                                  | 9  |
| Overall Evaluation of Progress Towards Achieving Quality Standard 1.....  | 9  |
| Adults.....                                                               | 9  |
| Children & Families .....                                                 | 11 |
| Quality Standard 2 .....                                                  | 14 |
| Overall Evaluation of Progress Towards Achieving Quality Standard 2.....  | 14 |
| Adults.....                                                               | 14 |
| Children & Families .....                                                 | 15 |
| Quality Standard 3 .....                                                  | 17 |
| Overall Evaluation of Progress Towards Achieving Quality Standard 3.....  | 17 |
| Adults.....                                                               | 17 |
| Children & Families .....                                                 | 18 |
| Quality Standard 4 .....                                                  | 20 |
| Overall Evaluation of Progress Towards Achieving Quality Standard 4.....  | 20 |
| Adults.....                                                               | 20 |
| Children & Families .....                                                 | 21 |
| Quality Standard 5 .....                                                  | 22 |
| Overall Evaluation of Progress Towards Achieving Quality Standard 5.....  | 22 |
| Adults.....                                                               | 22 |
| Children & Families .....                                                 | 23 |
| Quality Standard 6 .....                                                  | 24 |
| Overall Evaluation of Progress Towards Achieving Quality Standard 6.....  | 24 |
| Adults.....                                                               | 24 |
| Children & Families .....                                                 | 27 |
| Structural arrangements, governance and accountability.....               | 29 |
| Effective partnership working via Partnership Boards.....                 | 31 |
| Safeguarding arrangements .....                                           | 32 |
| Handling and investigation of complaints and representations.....         | 33 |
| Inspections undertaken in relation to social services functions.....      | 34 |
| Appendix I – Performance data used to measure the Quality Standards ..... | 35 |
| Measuring Quality Standard 1:.....                                        | 35 |
| Measuring Quality Standard 2:.....                                        | 36 |
| Measuring Quality Standard 3:.....                                        | 36 |
| Measuring Quality Standard 4:.....                                        | 37 |
| Measuring Quality Standard 5:.....                                        | 37 |
| Measuring Quality Standard 6:.....                                        | 38 |

## Introduction

At the end of each financial year, the director of social services in each local authority in Wales must prepare and publish a report about the delivery of the local authority's social services functions during the past 12 months. The purpose of this annual report is to evaluate the performance of the local authority in relation to the delivery of its social services functions and to highlight any lessons learned or improvements required. The report must also set out objectives in relation to promoting the well-being of people who need care and support, and carers who need support, for the forthcoming year.

This annual report has been structured to show how Denbighshire County Council has achieved the six quality standards of well-being outcomes as described in the Social Services & Wellbeing (Wales) Act (the "Act"). This format for the annual report is a new requirement under the Act, and there is a new framework for *measuring social services performance* which shows which indicators and performance measures should be used to evaluate our success in relation to each of the six quality standards of well-being outcomes. However, this national performance framework for social services only applies from 2016/17 onwards, and this report is about 2015/16. We have therefore used the most relevant information available to show how we achieved the six quality standards of well-being outcomes during 2015/16.



## Overall Evaluation of Performance

### Strengths

1. The number of adults needing residential care, because they are unable to live independently in their own home, reduced again during 2015/16. As part of our Corporate Plan 2012-17, we published an ambition to reduce the number of adults who needed residential care during the year by 200, from 815 in 2011/12 to 615 by 2016/17. Since 2011/12, the figure has reduced by 137, from 815 to 678. This demonstrates that we have made considerable progress towards achieving our Corporate Plan ambition, and we have successfully supported many more people to remain as independent as possible for as long as possible.
2. We purchased a key strategic site in Denbigh to enable the development of a new extra care housing scheme. There are already 3 very successful extra care housing schemes in Denbighshire (in Ruthin, Rhyl and Prestatyn), and we identified the development of additional schemes as a priority within our Corporate Plan 2012-17. Construction will begin on the site during 2016/17.
3. We have made changes to our Protection of Vulnerable Adults (PoVA) processes to address concerns highlighted by CSSIW last year. Our Internal Audit Team have since reviewed our PoVA arrangements and concluded that the changes we have made are leading to improvements in our management of PoVA cases. The report states that *“The impact of recent staffing changes is not yet fully embedded but our testing of a sample of POVA referral cases was generally positive, suggesting that the actions already implemented are addressing issues raised in the CSSIW report”*. We will obviously continue to focus on this area of work during 2016-17 to ensure that these improvements are fully embedded.
4. A Signs of Safety approach to risk analysis has been adopted in child protection conferences. Evaluations of the impact of this, including those from service users, suggest the approach is helping to clarify concerns and strengths on which to base effective protection plans, and achieve improved outcomes for families with children on the Child Protection Register. It is straightforward in that it identifies specific risks, strengths, grey areas and complicating factors and children and their families help to complete the analysis so they know what is being addressed. The approach is compatible with the new culture of collaborative working across partner agencies and service users.
5. The department has actively embraced the Extended Child Practice Reviews into situations where a child known to the department dies or is seriously injured and abuse or neglect is thought to be involved. It looks at lessons that can help prevent similar incidents from happening in the future. We have been involved in two cases and arranged learning events so staff involved can reflect and improve practice.
6. We have contributed to the corporate safeguarding activity to ensure the whole council, and its partners providing commissioned services, is aware of their safeguarding responsibilities, report concerns and comply with safer recruitment practices.

7. Creating good outcomes for vulnerable children and adults relies on experienced, well trained and supported staff. We therefore continue to invest in staff, offering career progression, training, mentoring. As we are no longer reliant on agency staff, the quality of social work provision remains stable.

### Objectives for the forthcoming year

1. We will continue to implement and embed the requirements of the Social Services & Well-being (Wales) Act.
2. We will complete our current review of in-house adult care services, and implement any decisions made by Cabinet in relation to the future of those services.
3. We will continue to facilitate the development of additional Extra Care Housing schemes in Denbighshire.
4. We will undertake a further review of our PoVA processes and the operation of our new Adult Safeguarding Team to ensure that the concerns raised by CSSIW in last years' annual report have been fully addressed.
5. We will continue to embed the merger of Education and Children's Services to ensure streamlined provision and improved benefits for children and young people.
6. We will continue to protect vulnerable children from significant harm.
7. We will continue to work with vulnerable families to avoid escalation of difficulties and reduce risk of family breakdown.
8. We will continue to ensure that looked after children have positive placement experiences within permanent, stable, secure and loving families that promote and encourage them to achieve their potential and have a smooth transition into adulthood.
9. We will continue to ensure that children with complex additional needs are provided with a range of opportunities to maximise their potential and social inclusion within their family.

## Quality Standard 1

**Local authorities must work with people who need care and support and carers who need support to define and co-produce personal well-being outcomes that people wish to achieve.**

In order to achieve this, in the exercise of their social services functions local authorities must:

- a) Work with partners to ensure access to clear and understandable information, advice and assistance to support people to actively manage their well-being and make informed decisions.
- b) Work with people, as partners, to prevent the need for care and support and with other partners to arrange services in a way that prevents or delays peoples need for care and support.
- c) Work with people as partners to undertake an assessment of personal well-being outcomes in a timely manner.
- d) Ensure decisions made have regard to a person's individual circumstances and the UN convention on the rights of children and the UN principles for older people and the UN convention on the rights of disabled people.
- e) Treat people with dignity and respect.
- f) Ensure people have control over the planning and delivery of their care
- g) Arrange an independent advocate to facilitate the involvement of an individual where that person can only overcome the barrier(s) to fully participating in the process of determining, reviewing and meeting need, through the support of an advocate.
- h) Have in place suitable arrangements for assessing and determining need and eligibility.
- i) Ensure people who have a care and support plan have a named contact who shares relevant information with partners to allow a seamless transition of care and support across services.
- j) Ensure that the impact of the care and support on people's lives is measured, as well as the achievement of personal outcomes.
- k) Work with other professionals, including providers, to facilitate and lead a multi-disciplinary plan for care and support.
- l) Have in place suitable arrangements to make people aware of paying for care and charging arrangements.

### Overall Evaluation of Progress Towards Achieving Quality Standard 1

#### Adults

We have a well-established Single Point of Access (SPoA) for adult social care and community health services, and this is how we are fulfilling our duty to ensure that people have access to clear and understandable information, advice and assistance to support people to manage their wellbeing and make informed decisions. Our social services staff work alongside colleagues from health and the 3<sup>rd</sup> sector to provide a primarily phone-based service for people who have concerns about their wellbeing, or have concerns about a friend or family

member. The SPoA operators can have an informed conversation with the caller to find out “what matters to them”, before providing appropriate information, advice or assistance. If necessary, the SPoA can refer people for a more detailed conversation with formal health or social care services.

Our aim is that fewer people will need to be referred to formal services because we will be providing better information, advice and assistance at the earlier stage, and that will remove or delay their need for support from formal services. The proportion of people not being referred to formal Health and Social Care Services by the SPoA during 2015/16 was 35%. The proportion of total contacts to the SPoA which did not lead to a referral to formal Health and Social Care Services was similar, at 30.9%. We only began collecting this information during 2015-16, so we are unable to compare the figures until we have collected data for another year.

We have also established Talking Points in our larger towns and residential areas in Denbighshire to enable residents to drop-in and have a conversation with someone about their wellbeing. Again, Talking Points are a joint venture with health and 3<sup>rd</sup> Sector colleagues, and the focus is on supporting people to manage their wellbeing; remain independent; and prevent or delay their need for care and support. The SPoA can also arrange for someone to have an appointment in a Talking Point within their community if the issue cannot be resolved over the phone.

#### **Case Study from a local Talking Point**

*[This case study will be included once we have confirmed that the subjects have given consent for its use]*

In line with the Social Services and Wellbeing (Wales) Act, we are also changing the way we engage with people when they contact us. We are working with people as partners to establish “what matters to them” as opposed to “what is the matter with them”. The majority of our adult social care staff have now been trained in how to have these different conversations, which aim to identify the personal wellbeing outcomes that are important to that individual. The next stage in the process is then to work with the person to identify the assets already at their disposal to achieve their outcomes. This will include friends and family as well as universal services and assets that exist within the local community. Only where it is clear that the individual is not able to achieve those outcomes without support from the local authority, will we start to discuss care and support from social services.

We are also working to develop a process whereby anyone who needs support from adult social services will receive a “Support Budget” which will enable them to have control over the planning and delivery of their care. However, this is still work in progress, and we are currently working with independent sector providers to develop a process for giving citizens and providers more flexibility about how and when care is provided.

In terms of some of the work being done in relation to supporting adults with complex disabilities, the time limited progression support project (procured via a local social enterprise) identifies from the outset the outcomes to be achieved and the time scales for achievement. The success of the project is measured in relation to the achievement of

personal outcomes for each of the individuals referred. This is also the case with the Woodland Skills Centre, which is a community-owned, not for profit, Social Enterprise who run a range of courses in traditional crafts, bushcraft courses and courses for youth and community groups situated in Bodfari. The council contract with the Centre to provide services for adults with learning disabilities. Both of these projects were really successful during 2015/16 in terms of the outcomes achieved for people around developing skills and increasing their independence.

We have a well established process of collecting feedback from adult service users, which we are then able to use to improve services and inform our quality assurance processes. Several of the questions asked in our existing service user questionnaires are relevant to Quality Standard 1, and the responses we received to these questions remained very positive during 2015/16, with:

- 98% (432 out of 442) saying that they were treated with dignity and respect <sup>1</sup>
- 95% (355 out of 372) saying that they had the opportunity to explain their problems and views on their situation during their assessment. Although this is down slightly from 98% in 2014/15, we feel that 95% still represents excellent performance.
- 97% (437 out of 452) saying that the person who visited them listened to their concerns.
- 98% (356 out of 365) saying that they were satisfied overall with the care and support services they received.
- 98% (2,227 out of 2,270) of current service users also stating that they are satisfied with the service they are receiving.
- 98% of adult service users (2,237 out of 2,277) stating that they were satisfied about how the services they received were meeting their needs.
- 80% of people saying that information about support or services was very or fairly easy to find.
- 76 people also providing feedback about the usefulness of information. Most of the responses were very positive and highlighted how useful and helpful having the information has been.

*"I had received help in the past and I just rang the telephone number and was given assistance virtually straight away, but I did feel beforehand that I would have to move out of my property, but the help I received has enabled me to stay in my own home." (Service User).*

## Children & Families

Since establishing a Children and Families Gateway last year, we have developed this offer to build capability in signposting children and their families to preventative services if their well-being outcomes will best be supported without the need for formal social services intervention. We have built on our child-centred approach and are having conversations with citizens at first contact to establish what matters to them, what well-being outcomes they are

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<sup>1</sup> Although 98% is a very high level of satisfaction, 2% (or 10 people) did not feel that they were treated with dignity and respect. It is of concern to us if anyone feels that they were not treated with dignity and respect, and we always contact anyone who gave a negative response and indicated that they were willing to discuss their answers. We also ask whether they are happy for us to share their comments with the relevant team so that we can learn from the feedback. However, some people do not wish to be contacted.

hoping to achieve, and what support they have within their social and family network and wider community to help them achieve well-being outcomes. This is underpinned by new software, developed from the Adults' SPoA, and a new process for handling referrals and escalating matters where there is a child in need of a care and support plan or child protection.

Our engagement with partners in the third sector is increasing, and we have been proactive in encouraging partners to adapt DEWIS as a tool for communicating services to citizens. We have also worked with colleagues within the council and external partners to promote inclusive play and leisure opportunities for children with additional needs. This has entailed rolling out our self-assessment toolkit to settings across the county and setting aside a small grant pot for equipment and minor enhancements to settings.

Our engagement with the Police is also developing. We have piloted a Multi-Agency Safeguarding Hub and are now exploring with senior police officers ways of developing the child-centred approach across agencies and redesigning forms used by the Police to develop a "what matters" approach.

Core training in the social services and well-being act has been fully attended and we have actively promoted the values and principles within the UN Convention on the Rights of the Child, particularly in the Part 2 and Parts 3 and 4 training courses. This is reinforced through our ongoing project "Voice of the Child" and the role of Independent Reviewing Officers (IROs) in supporting and improving our child-centred conversations.

Considerable work has been undertaken in our project entitled 'capturing the voices of children, young people and families'. It was established to look at how to improve the engagement of children, young people and families in our service delivery and how we can improve our processes for capturing, hearing and responding to their voices. Children, young people and families will be actively involved in this project and there will be an increased use of mobile technology and social media in our approach to engagement and involvement. This project is also linked to a task group that was set up by the Regional Safeguarding Children's Board (RSCB) Local Service Delivery Group that is looking at strengthening the voices of children and young people in safeguarding processes and activities. The Outcomes Framework pilot will compliment this well with regards to a different conversation with children and families that is focussed on the identification and achievement of personal outcomes.

To date the project has created a new Facebook page for Children's Services, researched practice in this area, and is further developing potential innovative methods of communication and engagement. We have also consulted with our key stakeholders to understand what methods of communication they currently use and identify the barriers to engagement. Other new products have been launched including information for children in respect of child protection processes and reviews. Future plans include creating a Twitter account for the Service, looking into the benefits of creating 'closed' Facebook group for looked after children; revising the process for how children and young people participate in their looked after reviews; the use of blogs, briefing videos, audio recordings and podcasts.

It is important that we have suitable arrangements in place for assessing and determining need and eligibility, and this includes being able to complete assessments within statutory timescales. The number of initial assessments for children completed within 7 working days during 2015/16 was 91.1% (451 out of 495). The average time taken to complete initial assessments that took longer than 7 working days to complete, was 16.5 days during 2015/16. Scrutiny of those assessments not within timescale, identified that delays were usually due to the availability of families following allocation of the assessment on the client information system.

The percentage of required core assessments for children completed within 35 working days was 97% (96 out of 99) during 2015/16. The average time taken to complete those required core assessments that took longer than 35 days, was 69.3 days during 2015/16. Whilst only a few assessment are out of timescale, these have been scrutinised and we found that they were delayed due to the complexity of the assessment required. We firmly believe that the quality of assessment is vitally important, and if this requires further time to complete then this is discussed and agreed with the social worker's practice leader.

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## Quality Standard 2

**Local authorities must work with people who need care and support and carers who need support and relevant partners to protect and promote people's physical and mental health and emotional wellbeing.**

In order to achieve this, in the exercise of their social services functions local authorities must:

- a) Jointly develop with partners and people the means to promote and support people to maintain a healthy lifestyle.
- b) Support people to access services which enable them to maintain a good level of mental health and emotional well-being.
- c) Encourage and empower people to manage their own health and wellbeing, be active and benefit from proactive, preventative care and support.

### Overall Evaluation of Progress Towards Achieving Quality Standard 2

#### Adults

The need to work with people to help to protect and promote their physical and mental health and emotional wellbeing is central to the “what matters” conversation we are having with people who contact us. In doing so, we believe that we can remove, reduce or delay the need for people to require formal care and support from social services, and that people can remain as independent as possible for as long as possible. However, it is also essential that we are able to provide timely and appropriate support when formal care and support from social services is required to enable people to remain living independent and fulfilling lives within their own homes and communities. This will hopefully enable us to reduce the number of older people in Denbighshire who need residential care.

It is widely regarded that there are too many older people living in residential care homes in Wales, and Denbighshire has traditionally seen a larger proportion of its older people living in residential care home when compared to others areas across Wales. National research shows that outcomes for people are better when they are enabled to live more independently, either in their own home, or in more enabling alternatives to standard residential care, such as Extra Care Housing. We have been working hard in recent years to support people to remain as independent as possible for as long as possible, and to reduce the number of people who need to be supported in residential care homes. We have also worked with partners to develop three Extra Care Housing schemes in Denbighshire, and work will began to develop additional schemes during 2016/17, including construction of a new scheme in Denbigh.

There are two indicators which measure the number of adults requiring support within a residential care home. One measures the number of people supported by the council to live in a residential care home at any point during the year. The other measures the number of people supported by the council to live in a residential care home on a census date (31<sup>st</sup> March). Both indicators tell us something useful, and both show that the need for residential



care in Denbighshire has reduced significantly since 2011/12, and is continuing to reduce year on year.

As at 31<sup>st</sup> March 2016 (i.e. the census date), the percentage of adults needing residential care because they were unable to live independently was 0.63% (473 people). This is a decrease from 0.66% (499 people) at 31<sup>st</sup> March 2015. Over the past four years, the number of adults needing residential care has reduced by a total of 106, from 579 at 31<sup>st</sup> March 2012.

As part of our Corporate Plan 2012-17, we publish an ambition to reduce the number of adults who needed residential care during the year by 200, from 815 in 2011/12 to 615 by 2016/17. The figure for 2015/16 was 678, which is a reduction from 697 for 2014/15. Since 2011/12, the figure has reduced by 137, from 815 to 678. This demonstrates our success in supporting people to remain as independent as possible for as long as possible.

We work closely with our health colleagues to ensure that older people are able to leave hospital as soon as they are ready to be discharged. When we are not able to do this, and we are unable to arrange the care and support necessary to enable people to leave hospital, this is called a “delayed transfer of care for social care reasons”. During 2015/16, the rate of adults experiencing a delayed transfer of care from hospital for social care reasons was 2.62 per 1,000 population aged 75 or over. This means that 25 people experienced a delayed transfer of care for social care reasons during the past year. This is an increase from 12 people (a rate of 1.27) during 2014/15. The increase is mainly due to difficulties in arranging domiciliary care packages to support people to return home. The past year has seen an increase in the pressures on the domiciliary care market, with providers having difficulty with recruiting and retaining staff. This is not unique to Denbighshire, and these pressures are being felt across Wales. A rate of 2.62 per 1,000 still compares very favourably to the Wales median in 2014/15 (5.09), and we expect that the 2.62 will still be one of the lowest rates in Wales when the 2015/16 national data is published in the autumn.

### **Children & Families**

In relation to the health and wellbeing of looked after children, the percentage of health assessments for looked after children due during 2015/16 that were undertaken was 79.7%, which is an increase from 73.5% during 2014/15. We continue to improve our practice, with the specialist nurse undertaking some assessment work with the cohort of young people who are non-attenders for scheduled appointments, including the ability to offer sexual health information both individually or in agreed groups.

Our Specialist Nurse for Looked After Children continues to champion the health needs of this cohort of children and endeavours to establish a shared understanding with our colleagues in Betsi Cadwalder of the importance of this work and the collation and recording of information.

The percentage of looked after children who have had their teeth checked by a dentist during 2015/16 was 50.4% (57 out of 113 looked after children). This compares to 59.7% (79 out of 132 looked after children) during 2014/15. Our performance in relation to dental check for looked after children was identified as an area requiring improvement by CSSIW in their annual report about our performance in 2014/15. We have continued to struggle in terms of

our recording of this information and have now tasked individual supervising social workers to collate this information rather than reliance on information gained at statutory reviews or indeed the client information system.

Our relationship with our colleagues in CAMHs continues to be strong, with a management and practitioner group meeting monthly to discuss specific cases and concerns, to share information on general themes and to ensure close working relationships and speedy consultations. Members of the Therapeutic Service also work one day per week with colleagues from CAMHs, a working arrangement that benefits both agencies. Whilst waiting lists remain high we are able to fast track some complex cases where both agencies have significant concerns.

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## Quality Standard 3

**Local authorities must take appropriate steps to protect and safeguard people who need care and support and carers who need support from abuse and neglect or any other kinds of harm.**

In order to achieve this, in the exercise of their social services functions local authorities must:

- a) Respond effectively to changing circumstances and regularly review achievement of personal well-being outcomes.
- b) Provide care and support to people where it is necessary to meet their assessed needs in order to protect them from abuse or neglect or a risk of abuse or neglect or to protect a child from harm or a risk of harm.
- c) Develop suitable arrangements for people who put their own safety or that of others at risk to prevent abuse and neglect.
- d) Support people to protect the people that matter to them from abuse and neglect.
- e) Manage risk in ways which empower people to feel in control of their life, consistent with safeguarding needs.
- f) Work in partnership with others to investigate allegations of abuse and neglect to ensure that people are protected from harm.

### Overall Evaluation of Progress Towards Achieving Quality Standard 3

#### Adults

CSSIW concluded in last years' annual report that improvement was needed within the POVA process to ensure that cases are dealt with promptly and consistently. Part of our response to this issue was to make some staffing changes and create a new Safeguarding Team. Since then, additional safeguarding training for Designated Lead Managers has been provided, and a rolling programme of further training has been established. Specific training on managing strategy meetings has also been commissioned. A new post of Safeguarding Team Manager has been developed to provide additional professional support to Designated Lead Managers and we have also increased the administrative support for the PoVA process, to support the Designated Lead Managers. A Peer Review has also been undertaken with Conwy to ensure that we have an external view of our processes, and this is being monitored through the Local Safeguarding Adults Delivery group that includes all relevant partners including Health and the Police.

In response to the concern that further clarity was needed around the council's threshold for accepting or rejecting PoVA referrals, we have adopted the national threshold tool for POVA referrals that has successfully been used in other Wales Local Authorities. This is ensuring consistency in decisions making about the threshold for investigation. We have also revised our SPoA processes to enable a more effective and robust screening of POVA referrals, and to ensure that sufficient information is available to enable timely decisions to be made about whether the threshold for a PoVA referral has been met.

We also invited our Internal Audit Team to undertake a review of our POVA processes to evaluate whether the changes were leading to improvements. Based on its review, the Internal Audit Team reported an overall assurance rating of 'Medium', meaning that some risks were identified, but these are containable at service level. The Audit opinion was that "The impact of recent staffing changes is not yet fully embedded but our testing of a sample of POVA referral cases was generally positive, suggesting that the actions already implemented are addressing issues raised in the CSSIW report".

Our performance in relation to dealing with Protection of Vulnerable Adults (POVA) referrals improved during 2015/16, with the risk being managed for 100% of the POVA referrals completed during the year. This is pleasing for two reasons. First, because our performance increased to 100% from 98.7% in 2014/15, and also because the number of POVA referrals completed rose from 74 in 2014/15 to 99 in 2015/16. Both of these facts demonstrate that our POVA processes have improved during the past year.

It is also important that we enable people to feel safe, as the perception of safety is often as important to an individual as safety itself. As part of our current satisfaction surveys of adult service users, we ask "Has support set up by Social Services helped you to feel safe and secure in your home?". The proportion of adult service users responding positively to this question during 2015/16 was 95% (396 out of 416). This is down slightly from 97% (240 out of 250) during 2014/15, although the sample size in 2015/16 was much higher. We often received relevant comments back from service users and family members/carers in relation to this question, for example:

*"Very happy and likes the support staff who help her feel safe within her home and also enable her to live within the community"* (Family Member of Service User).

## **Children & Families**

The establishment of the new Education and Children's Services included a review of the management structure, and new roles were established with a remit across both parts of the service. The Safeguarding and Reviewing Manager is now working closely with school management to develop the understanding of how best to safeguard children and young people in education.

The Safeguarding Unit has improved and consolidated performance on holding child protection conferences and Looked After Children (LAC) reviews within clear timescales, and there is a steady increase in the number of children and young people attending.

Safeguarding and Reviewing Officers have continued to extend the range of tools used to consult with children and young people and thereby increase the impact their views have on outcomes.

The percentage of reviews of looked after children, children on the Child Protection Register and children in need carried out in line with the statutory timetable during 2015/16 was 96.3% (893 out of 927). This represents a substantial improvement from 2014/15, which was 89.8% (855 out of 952).

A Signs of Safety approach to risk analysis has been adopted in child protection conferences. Evaluations of the impact of this, including those from service users, suggest the approach is helping to clarify concerns and strengths on which to base effective protection plans and achieve improved outcomes for families with children on the Child Protection Register. A comprehensive quality assurance audit programme has been introduced across children's services, and this includes looking in detail at a random selection of case files and independent reviewing officers observing front line practice. Reporting is quarterly to the joint management team, and all practice leaders and managers are involved in this programme.

The Extended Child Practice Reviews agenda is now well established within the authority and we are undertaking our second learning event. This, alongside thematic lunch time seminars for front line staff, is helping to create a learning culture in which staff can reflect, learn and adopt best practice.

A corporate safeguarding programme has been established, with lead nominated officers for all council departments, and a rolling programme of awareness raising for front-line council staff about their duty to report child protection and safeguarding concerns. On-line training for all staff on safeguarding is planned and being implemented. Compliance with safer recruitment is in place, and levels of safe recruitment increasing across all departments.

The service successfully introduced an outcomes focussed pilot in working with vulnerable families who often needed what are now regarded as care and support packages or were on the Child Protection Register. This involved an approach of listening and negotiating "what matters" with families and creating packages of support that were more effective. The service intends to extend this approach to working with families in future.

## Quality Standard 4

**Local authorities must actively encourage and support people who need care and support and carers who need support to learn and develop and participate in society.**

In order to achieve this, in the exercise of their social services functions local authorities must:

- a) Support people to do the things that matter to them to achieve their personal well-being outcomes.
- b) Help people to gain the skills and educational attainment they need to engage in things that matter to them.
- c) Encourage people to be active members of their communities, and to support each other in reducing social isolation.

### Overall Evaluation of Progress Towards Achieving Quality Standard 4

#### Adults

This is all part of the new approach to engaging with citizens by having a “what matters” conversation to establish what personal wellbeing outcomes they want to achieve. It is about supporting people to improve their quality of life and enabling them to do the things that are important to them. We know that social isolation can often be a big problem for older people, and we are therefore looking for ways to encourage people to be social active within their communities. One of things we are doing is participating in the DEWIS project to identify groups that exist within our communities and to encourage these groups to register on the DEWIS website. Opportunities for community participation and social interaction can then be identified when people contact us for a “what matters” conversation, whether that be by contacting the SPoA, by visiting a Talking Point, or by discussing ways to achieve personal wellbeing outcomes with one of our social care teams.

Once a person has been supported to identify their personal wellbeing outcomes, the next stage is to help them identify what resources they have at their disposal to help them to achieve those outcomes. This will include things like friends and family, but we can help them to identify other resources that might be available to them, such as community groups or 3<sup>rd</sup> sector organisations. We can also signpost people to other organisations if they require advice in relation to things like employment or benefits. If, after evaluating all of the potential resources already available to them, there are outcomes which can only be delivered with the support of social services, then we will develop a support plan and provide them with a support budget to enable them to buy the support they need to help achieve their outcomes.

The work being done in relation to supporting adults with complex disabilities (via the time-limited progression support project and the woodland skills service) is highly relevant to this Quality Standard. Both projects are supporting and encouraging people to do the things that matter, helping them to gain new skills and encouraging them to be active members of their communities.

A number of new performance measures have been established by the Welsh Government to help local authorities to evaluate their success in relation to this Quality Standard. Most of these performance measures are new for 2016/17, and the information will be collected by sending a questionnaire to service users. However we have been gathering feedback from service users for a number of years now, and some of the information collected is relevant to this Quality Standard. For example, each year, we contact adults who receive a support package from social services to check whether they feel that the support they receive is improving the quality of their life. 98% of respondents (2198 out of 2250) answered positively to this question during 2015/16. This is consistent with the previous year, which was also 98% (2649 out of 2712).

### **Children & Families**

Looked after children often struggle with academic attainment, and this puts them at a disadvantage to other children in terms of future life chances. The percentage of looked after children achieving the Core Subject Indicator (CSI) at Key Stage 2 was 87.5% in 2015/16, down slightly from 88.9% in 2014/15. In 2015/16, there was one mainstream pupil who did not achieve the CSI as they were on the SEN register at SA+. Additional support was put in place in order to boost their levels but they were unable to achieve level 4 in maths and English - although level 4 in science was achieved.

In 2015/16, the average external qualifications point score for 16 year old looked after children (in any local authority maintained learning setting) was 184, compared with 439 in 2014/15. However the cohort for this measure is extremely small, which means that large fluctuations in performance can be expected from year to year. As stated in last years' annual report, there were only 4 children in this cohort for 2014/15, and all did very well. The average point score of 184 in 2015/16 (based on a cohort of 9 children) compares favourably to 164 in 2013/14.

The percentage of looked after children who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, reduced during the past year, from 21.8% in 2014/15, to 18.6% in 2015/16. The number of children experiencing one or more change of school also fell from 22 in 2014/15 to 19 in 2015/16. This shows that there has been an improvement in relation to educational stability for looked after children. It is important to note that 7 of these school moves were due to children moving to permanent placements, including adoption and placement with extended family outside of our area. In addition two moves took place following siblings moving house with their long term foster carer. Personal Education Plan's continue to be produced within timescale, with a 100% performance in this area.

## Quality Standard 5

**Local authorities must support people who need care and support and carers who need support to safely develop and maintain healthy domestic, family and personal relationships.**

In order to achieve this, in the exercise of their social services functions local authorities must:

- a) Work in partnership with people to investigate allegations of abuse and neglect and take action to ensure that people are protected from harm.
- b) Support people to maintain the relationships that matter to them, consistent with safeguarding needs.
- c) Help people to recognise unsafe relationships and protect themselves from abuse and neglect.
- d) Take the views of people's families, carers and other personal relationships into consideration when assessing their care and support needs, if appropriate.
- e) Provide people with stable and consistent care and support placements.

### Overall Evaluation of Progress Towards Achieving Quality Standard 5

#### Adults

Carers (who are often related to the cared for) provide essential support for the people who may otherwise require significant support from social services. We therefore recognise the importance of providing support to carers in order to enable them to continue in their caring role. In relation to support for carers, 97.9% of adult carers who were assessed or reassessed during 2015/16 were subsequently provided with a service (up from 96.7% in 2014/15). This means that 470 adult carers were provided with a service during 2015/16, which is a small increase from 466 the previous year. Unfortunately, the % of adult carers who were offered an assessment or review of their needs in their own right reduced to 90.4% during 2015/16, from 93.7% the previous year. However, we believe that this is mainly a recording issue, and we are confident that all known carers are offered an assessment every year. We have now made changes to our recording systems to ensure that we are able to demonstrate more clearly in future that all carers are offered a carer's assessment.

We currently send our 'Have your say' carers questionnaire to those people who have received a carers assessment. As part of this questionnaire, we ask "overall, how satisfied or dissatisfied are you with the support you and the person you care for have received from Social Services in the last 12 months?" 88% of respondents (42 out of 48) stated that they were "very or fairly satisfied" during 2015/16.

We also ask carers whether, in the last 6 months, they felt that that "have been involved or consulted as much as you wanted to be, in discussions about the support provided to the person you care for?" 83% of respondents (43 out of 52) stated that they "always or usually felt involved or consulted".



We contacted carers who gave any negative responses within their responses (where they gave permission to do so) to gather further details of the issues they were facing. Their comments were then passed on to a carer's assessor or they were re-referred to the Single Point of Access (SPoA) for a further conversation.

### **Children & Families**

Placement stability is important for looked after children, and we do everything we can to minimise the number of changes. Last year, we saw a reduction in the percentage and number of looked after children who had three or more placements during the year, from 9.9% (16 children) in 2014/15, to 8% (14 children) during 2015/16. We strive to maintain stable placements for all children and young people, and aim to minimise the number of moves they experience. However, this is not always possible, and changes can often be for positive reasons, such as returning to the family, adoption, etc. Of the 14 children/young people who experienced three or more placements it should be noted that for two of these the third move was to a permanent foster placement, one child returned to parents (under Placed with Parents legislation) and one young person was assisted with a planned move to independent living. We monitor placement moves closely and, where there is a concern about movements, these are considered at the Intensive Intervention Panel to make sure we maximise stability.

We are always seeking to improve our foster carer recruitment activity to ensure good resources and matching processes and have engaged in a regional advertising campaign. In an "Invest to Save" project we have financially supported adaptations and extension to foster carer homes where these carers have proven ability and resilience in challenging placements, in order to increase their placement capacity.

## Quality Standard 6

**Local authorities must work with and support people who need care and support and carers who need support to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.**

In order to achieve this, in the exercise of their social services functions local authorities must:

- a) Support people to participate as active citizens both economically and socially.
- b) Support people to access and sustain the ability to engage in meaningful work.
- c) Support people in accessing financial advice and help with benefits and grants.
- d) Provide access to services through the medium of Welsh, in line with the Welsh Governments' framework for Welsh Language, 'More Than Just Words' or in other languages of choice where necessary.
- e) Support people to access living accommodation that meets their needs and facilitates independent living.

### Overall Evaluation of Progress Towards Achieving Quality Standard 6

#### Adults

One of things we do is to sign-post people to the Denbighshire Citizen's Advice Bureau, whom we fund to provide an advice service to residents about benefits and associated financial matters.

We have several initiatives in place to help to find jobs in the community for people with a learning disability. This includes full-time or part-time work, or even a 6-8 week taster session as part of a work experience programme. There are also lots of training opportunities available in Denbighshire for people with a learning disability, including opportunities to train in the workplace.

We know that it is essential for people to be able to discuss and receive care and support in their language of choice. We also know that this becomes even more important for people suffering from dementia-related conditions, because many people then revert back to their mother-tongue and struggle to communicate at all unless they are able to do so using their language of choice. One of the questions we include in our 'Have your say' questionnaires which we send to service users is: "During your assessment, re-assessment or review, were you able to discuss your problems in the language of your choice?" Of the people who responded to this question (130), 100% stated that they were able to discuss their problems in the language of their choice. Although based on a small number of responses, the results are very positive.

In addition to the above, we ask, "If you are a Welsh speaker, on first contacting Denbighshire Social Services, were you able to discuss your problems in the language of your choice?" Of the people who answered this question, 84% (69 out of 82) responded positively. Clearly

there is some room for improvement in this area, because we would expect everyone to have the opportunity to communicate with us in the language of their choice.

We also ask “If you are a Welsh speaker, did you receive the support in the language of your choice from the person(s) who provides support for you in your own home?”. 83% of people responded positively to this question during 2015/16. Although we would ideally like this proportion to be higher, this is a bit more difficult for us to control. Sometimes, a domiciliary care agency cannot guarantee that it will be the same person(s) who goes into someone’s home to provide care and support. In the case of unexpected absences (due to sickness for example), the provider may be forced with a choice between an non-welsh speaking carer, or no carer at all. Of course, each person will also interpret the question differently, with some answering “yes” if they usually receive support in the language of their choice, and others answering “yes” if they always receive support in the language of their choice.

In terms of people reporting that they live in the right home for them, we currently collect satisfaction data from residents within care homes, who continue to be very positive about the home they live in. 100% of the responses received during 2015/16 stated that they felt the home met some or all of their needs. We also ask a series of specific questions to service users at the point of re-assessment, and some of the comments received relate to the issue of suitable housing:

*“I am very pleased with the outcome of the service that I have received. I am in a new home which is more suitable to my needs and the needs of my family. I have been offered further items of equipment to help.” (Service User)*

We have a housing solutions team who work with people and families who are threatened with homelessness in order to prevent or relieve their situation. We are committed to improving the type and standard of emergency homelessness accommodation currently being used. People who present as being homeless have a range of different needs, and some are very vulnerable and present high risks. Often, there is involvement from Health and /or Social Services teams, and it is of vital importance that there are effective joint working arrangements in place.

Emergency accommodation for people who present themselves as homeless is largely provided in holiday, bed & breakfast and hotel accommodation, but we are keen to reduce dependence on this type of accommodation, particularly in relation to homeless 16 and 17 year olds. ‘Interim Accommodation’ is used as move on from ‘emergency’ accommodation for families to whom the Council owes a ‘full duty’, pending an offer of permanent re-housing. This type of accommodation is usually provided in self-contained properties (houses in the main), which are leased from private sector landlords. The household are able to remain in the interim accommodation until the Council’s duty to them is discharged through an offer of a tenancy of suitable accommodation.

We are currently preparing a homelessness strategy, in accordance with statutory requirements, and this will present us with an up to date analysis of the type and extent of needs in relation to homelessness and the range of provision that we need to address them.

Our priorities for the coming year include:

- Implementing a mixed tenure strategy, offering a range of solutions which enable the Council to safely meet the diverse needs of the people who present as homeless.
- Reducing the level of homelessness within the county through effective implementation of the statutory “prevention” duty.
- Improving the management of the existing interim accommodation provision to facilitate quicker “move on” into permanent housing, and thereby reducing the length of time spent in emergency accommodation.
- Implementing our Service Improvement Plan to improve performance in all areas, including homelessness prevention and the effective management of interim accommodation.
- Complete the Homelessness Strategy in partnership with key stakeholders.
- Developing and implementing a protocol for effective joint working between Housing Solutions and Planning and Public Protection.
- Developing a more joined up approach with Supporting People to consolidate our resources for addressing homelessness.

The Supported Independent Living (SIL) Service, the replacement for the previous Sheltered Housing Warden service, is fully funded by the Supporting People Grant, provided directly by Welsh Government and has been subject to a full Supporting People (SP) Service Review in September 2015, which resulted in 21 recommendations over 6 Outcome Areas. Supporting People have appointed a Generic Link Worker who will work with SIL one day per week. Their role is to ensure that SIL and other internal services funded via Supporting People, are in compliance with Supporting People Programme Guidance and are operating in non-bureaucratic and sustainable way. The Senior SIL Officer has been working with the SP Contract and Reviewing Officer and the Supporting People Link Worker, on the development and implementation of an action plan.

A new contract was issued to SIL commencing April 2016, and funding was confirmed for 2016/2017. The local government settlement had a direct bearing on the Supporting People (SP) Budget across Wales and the size of the SP Grant awarded to Denbighshire. The budget for SIL in 2016/2017 is therefore £500,000 which is a reduction of £47,962 from 2015/2016. The reduction of funding has been negated by the deletion of the Care and Support Manager post. Line management responsibility for SIL will sit with the Supporting People team manager for the next 12 months.

Supporting People is a Welsh Government funding stream that provides housing related support to vulnerable people at risk of homelessness including; young people, older people, people fleeing domestic violence, ex-offenders, people with drug or alcohol issues and people with physical, mental or learning disabilities. Housing related support aims to enable people to develop and maintain their confidence and skills to live as independently as possible. In 2015-16:

- Over 2000 people were supported (excluding the provision of alarms).
- We implemented a 10.4% budget cut through remodelling projects, including an 18% saving in the admin budget.
- We piloted new ways of supporting people through community-based projects and personal budgets.
- We developed a Service User Involvement Toolkit.
- We launched a new sustainable service for rough sleepers in Rhyl, and won the Cymorth Cymru Promoting Independence Award for Working in Partnership in December 2015.
- We commissioned research on barriers to engagement for rough sleepers, the range of homelessness services in operation, and the value of the Single Pathway & Complex Case Project.
- We received 2nd place award at TPAS Cymru Participation Awards 2015 for a Supported Housing DVD produced by service users with TAPE Community Music & Film.
- We received substance misuse funding for tenancy starter packs and Substance Misuse Recovery Project, and supported access to Dental provisions

As mentioned earlier in this report, we are committed to supporting people to access living accommodation that meets their needs and enables independent living. This is why we made the commitment in our Corporate Plan 2012-17 to facilitate the development of additional extra care housing developments. Care staff are on-site 24 hours a day in extra care housing, just as they are in a residential care home, and extra care housing can therefore support people who have the same level of social care needs as in a standard residential care home. However, research shows that there are many benefits to extra care housing over residential care. Extra care housing tends to be a more enabling environment, and people have better outcomes and are able to live more independent and fulfilling lives. As discussed earlier, our work to facilitate the development of additional extra care housing developments progressed well during 2015-16, with construction to begin shortly on the site we purchased in Denbigh.

In relation to supporting adults with complex disabilities, we have developed a housing needs spreadsheet which is updated and monitored each month. The information is used to identify suitable housing opportunities, including voids in community living as well as new properties. Last year, we also developed a supported housing guide for staff. This helps to ensure that staff can identify and support individuals to move into their own home, and we supported a number of people to move from a Care Home to their own home last year.

### **Children & Families**

The percentage of young people formerly looked after who are known to be engaged in education, training or employment at the age of 19 increased during 2015/16. The end of year figure for 2015/16 was 80% (8 out of 10 young people), which compared favourably with 55.6% (5 out of 9 young people) the previous year. However, it is important to note that the cohort for this measure is very small, so small changes to the numbers have a big impact on the overall percentages.

The percentage of young people formerly looked who are known to be in suitable, non-emergency accommodation at the age of 19 also increase last year. It is very encouraging that the figure for 2015/16 for this performance measure was 100% (10 out of 10 young people). Again, this compares favourably to 88.9% (8 out of 9 young people) during 2014/15.

As part of Regulation 42 of the Fostering Services (Wales) Regulations 2003, during December 2015 and January 2016 questionnaires were sent out Foster Carers and Fostering Panel Members to gain their views on the quality of care provided by the Fostering Service. The majority of Foster Carers reported that they were satisfied with the level of support they receive and found the training programme helpful to enable them to become more confident and informed. A number of Foster Carers recorded that their Supervising Social Worker was 'excellent'. Panel Members recorded that the quality of documentation was of a high standard as was the quality of care offered to children and young people. The level of knowledge and experience the Fostering Staff have of the Foster Carers is excellent.

We are working with the WGLA to develop a Youth Pathway in order to avoid the use of B&B accommodation for homeless 16/17 year olds, and indeed for care leavers and other vulnerable young people aged 18 – 21. The limiting, and ultimately ceasing, the use of B&B accommodation for 16/17's has been on our radar for some time. Colleagues in housing and in the Looked After Service have worked together to try to find alternatives but this has been a struggle as there are limited emergency placements for this group of individuals.

It is worth noting that the protocol that we have with housing to interview and support 16/17's who present as homeless works very well, with both agencies cooperating to ensure that this type of provision is a last resort and that the young people are moved on in the shortest possible timeframe.

## Structural arrangements, governance and accountability

The council has very robust internal governance arrangements in place to support the effective management of social services. Reports are taken to various Scrutiny Committees throughout the year to enable Elected Member to scrutinise policy and performance in relation to social services, including reports to monitor the progress of any actions required in response to the Director's annual report or the CSSIW's annual report. We also have a very well established service performance challenge process, where each head of service is challenged annually on areas such as service performance and leadership. The panel for each service challenge meeting includes the Chief Executive; Corporate Directors; Lead Members; Scrutiny Members and our external regulators (the Wales Audit Office and the Care & Social Services Inspectorate Wales).

In addition to the service challenge process, the council also has a very robust performance management framework, which includes regular performance reports being presented to the to the Senior Leadership Team (SLT); Scrutiny; and Cabinet, and various reports being presented to scrutiny periodically on service specific issues, such as the Protection of Vulnerable Adults.

At the end of 2015/16, the Head of Community Support Services (which includes adult social care) implemented a review of his senior management team in order to create some additional capacity at the strategic level. This means that there are now two Principal Managers (one for operational services and one for support services) who report to the Head of Service, with service managers reporting to the two Principal Managers. This will create more capacity for the Head of Service and two Principal Managers to focus on strategic issues.

The end of 2015/16 also saw the establishment of a new service called Education & Children's Services. This merger of Education and Children & Family Services has been planned throughout 2015/16, and as the Corporate Director for Communities (and also the Statutory Director of Social Services), I led on this work to ensure there was a smooth transition to the new service.

The establishment of the new service included a review of the management structure and new roles were established with a remit across both parts of the service. A new role of Principal Manager Children's services has been established to provide greater capacity to the Head of Service, in light of the broader remit. This is mirrored by two Principal Manager roles in Education. The Safeguarding and Reviewing Manager is now working closely with school management to develop the understanding of how best to safeguard children and young people in education. A new role of Early Intervention, Prevention and Support service manager has been established to draw together these elements from Education and Children's services and deliver a holistic service, including management of Flying Start and Families First grants. Overall these changes have created more capacity for the new Head of Service to deliver this broad and significant remit and sharpened our focus on working across the organisation and with schools to safeguard, protect and offer opportunities to children and young people.

The establishment of the new service was underpinned by a robust Test of Assurance, based on the model used in England in 2012 when it was compulsory to join Children’s services and Education and demonstrate legal compliance. The Test of Assurance, and resultant action plan, has been reviewed with Lead members for Education and Children’s services and through our corporate Governance Scrutiny process and will be repeated again after 12 months’ operation of the new service to assure the safety of Denbighshire children.

DRAFT



## Effective partnership working via Partnership Boards

Part 9 of the Social Services & Wellbeing (Wales) Act requires local authorities to make arrangements to promote co-operation with their relevant partners in relation to adults with needs for care and support, carers and children. The act also requires local authorities and local health boards to enter into partnership arrangements and to establish regional partnership boards with the purpose of improving outcomes for, and the wellbeing of, citizens. This means that there is a requirement to establish a Regional Partnership Board in each health board region in Wales. The Regional Partnership Board will be a statutory body with functions defined by the Act and in subsequent regulations with the force of law.

In North Wales, we have been working to implement this new board, building on the good partnership arrangements already in place in the region, for example the Integrated Services, Workforce Development; Commissioning and Safeguarding Boards. The North Wales region has operated a regional forum bringing together key partners in Social Care and Health (principally Councils and the Health Board) for many years. This regional body has worked with the Social Services Directors and Health Board Officials to manage grants made available on a regional basis by the Welsh Government to improve joint working between councils, the health service and independent care providers. The Act has transferred this activity to the new, statutory Regional Partnership Boards which will take an overview of the Intermediate Care Fund and other regional funding streams as directed by the Minister.

The new Regional Partnership Board will also take an overview of the promotion of integrated working. It is proposed that the delivery of integrated working and the implementation of pooled budgets are undertaken at the area level in partnership with the Area Directors of the BCUHB. A shadow Regional Partnership Board has now been established to enable work on the final terms of reference, priorities and work programme of the new Board in a two way dialogue with the constituent members of the Board.

In North Wales, it has been agreed that the existing Partnership Forum will act as the shadow Regional Partnership Board and will meet regularly over the next few months to work on the establishment of the Regional Partnership Board. The shadow Regional Partnership Board has the same membership as that proposed for the formal Board and required by statute. It has also been agreed that, in the interim, the current Chair of the Partnership Forum will be co-opted onto the Regional Partnership Board to provide continuity, leadership and the maintenance of pace around the establishment of the Regional Partnership Board.

We are also participating in a project with the 5 other local authorities in North Wales and the local health board to jointly undertake a population needs assessment to identify the needs for care and support, support for carers and preventative services and the range and level of services which are required to meet these needs.

The North Wales Adoption Service Board has been reconfigured and has representation from Service Managers from the 6 local authorities, and is chaired by a member of the North Wales Heads of Service. The Board is not only monitoring local performance but also benchmarking against the performance of other consortia across Wales. Members of the Board are active members of the groups developing the All Wales Adoption Service.

## Safeguarding arrangements

As discussed in the chapter on Quality Standard 3, in its 2014/15 annual report, CSSIW expressed some concerns about timeliness and a lack of consistency in the safeguarding process, specifically relating to the issue of dealing with Protection of Vulnerable Adults (PoVA) referrals. Since then, much has been done to improve our performance in this area. The introduction of a revised SPoA processes has enabled more effective and robust screening of POVA referrals, with SPoA operators ensuring that all the necessary information is available to enable a decision to be made about whether the case meets the threshold for an investigation. Additional safeguarding training has been delivered to Designated Lead Managers, and specific training has been commissioned to improve their confidence and competence in relation to managing strategy meetings. We have also create a new post of Safeguarding Team Manager to provide additional professional support to Designated Lead Managers and improve the whole process. The new Safeguarding Team will be based together in one office location to enable a more co-ordinated approach.

A Peer Review has been undertaken with Conwy to ensure that we have an external view of our processes and this is being monitored through the Local Safeguarding Adults Delivery group that includes all relevant partners including Health and the Police.

We also invited our Internal Audit Team to undertake a review of our PoVA processes to evaluate whether the changes were leading to improvements. Based on its review, the Internal Audit Team reported an overall assurance rating of 'Medium', meaning that some risks were identified, but these are containable at service level. The Audit opinion was that "The impact of recent staffing changes is not yet fully embedded but our testing of a sample of POVA referral cases was generally positive, suggesting that the actions already implemented are addressing issues raised in the CSSIW report".

As discussed in the chapter on Quality Standard 3, the establishment of the new service (called Education & Children's Services) has enabled closer working between the Safeguarding and Reviewing Manager and school management to develop the understanding of how best to safeguard children and young people in education. The service has also improved its performance in relation on holding child protection conferences and Looked After Children (LAC) reviews within appropriate timescales, and the Signs of Safety approach to risk analysis is helping to improve outcomes for families with children on the Child Protection Register.

## Handling and investigation of complaints and representations

Fewer social services complaints were received during 2015/16 compared to the previous year. A total of 21 complaints were received during 2015/16, compared with 37 during 2014/15. The 21 complaints resulted in 19 Stage 1 investigations and 2 Stage 2 investigations.

100% of the 21 complaints were dealt with and responded to within timescale during 2015/16. This is an improvement from 96% during 2014/15.

There was a slight increase in the number of complaints upheld or partly upheld last year, from 66% in 2014/15, to 75% in 2015/16.

There have been several instances during the past year of citizens or their families not accepting decisions made using our eligibility criteria. These have been dealt with by offering a re-assessment in the first instance. In all cases eligibility criteria had been applied correctly in the first instance, however the second assessment can still offer a different outcome or different options for the citizen or their family. Perhaps this is due to the differing perspective of the practitioners, or the presentation of the citizen differing during the second assessment.

### **Service Improvements/Lessons Learned following complaints:**

The Community Living Guide for Practitioners has been updated significantly following a complaint regarding the compatibility/matching process for existing and potential new tenants. Failures were identified, and the additions to the guidance should help prevent future occurrences.

There have been lessons learned in terms of improving practice around checking and recording citizen's legal documents, such as power of attorney statements. The case recording process is currently being reviewed to respond to this issue.

Processes for the joint Denbighshire and Conwy Community Equipment Service (CESI) have been improved to ensure staff illness does not affect specialist orders, following a complaint regarding a delay.

### **Complaints resolved within 24 Hours:**

Any complaints that are resolved by the close of the next working day, to the satisfaction of the complainant should not be recorded as a complaint. Such complaints are instead recorded as concerns. 9 out of 30 valid complaints were dealt with in this manner during 2015/16, which reduce the number of complaints needing to be managed according to the formal process by 30%.

## Inspections undertaken in relation to social services functions

A number of inspections were undertaken by CSSIW during 2015/16, all relating to Adult social care. A summary of the findings, and any actions subsequently taken to address any issues, is provided below.

- **Adult Placement:** A Focused inspection was carried out in February 2016 and the report was published in March. There were no compliance issues or recommendations and it was a very positive report.
- **Community Living:** A Focused inspection was carried out in February 2016 and the report was published in March. There were no compliance issues or recommendations and it was a very positive report.
- **Awelon Care Home:** A Focused inspection was carried out in July 2015 and was published in August 2015. No non-compliance issues were identified, and the report recognises that previous issues had been addressed. Health and Safety inspections of the kitchen were very good, resulting in a "Score on the Door" of 5 out of 5.
- **Cysgod y Gaer Care Home:** A focused inspection was carried out in March 2016, but the final report has not yet been agreed or published. In terms of health & safety, inspections of the kitchen were very positive, resulting in a "Score on the Door" of 5 out of 5.

DRAFT

## Appendix I – Performance data used to measure the Quality Standards

The set of performance measures have been established by the Welsh Government to help local authorities to evaluate their success in relation to the six Quality Standards. Some of these performance measures are new for 2016/17, so we cannot report our performance against them all for 2015/16. However, where this is the case, we often have similar measures that we have been collecting for several years, and we have made reference to those instead.

### Measuring Quality Standard 1:

| Measure                                                                                                                                                                                                                   | 2015/16 data | 2014/15 data           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------|
| % of service users responding positively to the question "If you have looked for information about support or services in the past year, have you found it easy or difficult to find? This may be from any organisation". | 80%          |                        |
| People reporting they were treated with dignity and respect                                                                                                                                                               | 98%          | 99%                    |
| % of service users responding positively to the question "During your assessment, did you have an opportunity to explain your problems and your views on your situation?".                                                | 95%          | 98%                    |
| % of service users responding positively to the question "Did you feel that the person who visited you listened to your concerns?"                                                                                        | 97%          | 97%                    |
| % of service users responding positively to the question "Overall, how satisfied are/were you with the care and support services you received?"                                                                           | 98%          | 98%                    |
| % of adults who receive a support package from social services who report that they are satisfied with the service they are receiving                                                                                     | 98%          | 98%                    |
| % of adults who receive a support package from social services who report that they are satisfied about how the services they received were meeting their needs                                                           | 98%          | 98%                    |
| The % of people not being referred to formal Health and Social Care Services by the SPoA (our information, advice and assistance service)                                                                                 | 35%          | N/A<br>New for 2015/16 |
| The % of total contacts to the SPoA (our information, advice and assistance service) which did not lead to a referral to formal Health and Social Care Services                                                           | 30.9%        | N/A<br>New for 2015/16 |

|                                                                                                                                    |           |           |
|------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| The number of initial assessments for children completed within 7 working days                                                     | 91.1%     | 93.6%     |
| The average time taken to complete initial assessments for children that took longer than 7 working days to complete               | 16.5 days | 13.4 days |
| The % of required core assessments for children completed within 35 working days                                                   | 97%       | 98.2%     |
| The average time taken to complete those required core assessments for children that took longer than 35 days, was during 2015/16. | 69.3 days | 57.3 days |

### Measuring Quality Standard 2:

| Measure                                                                                                | 2015/16 data | 2014/15 data |
|--------------------------------------------------------------------------------------------------------|--------------|--------------|
| The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over     | 2.62         | 1.27         |
| The % of the adult population who required residential care at some point during the year              | 0.9          | 0.93         |
| The number of adults who required residential care at some point during the year                       | 678          | 697          |
| The number of adults in residential care on 31 <sup>st</sup> March                                     | 473          | 499          |
| The % of looked after children who have had their teeth checked by a dentist                           | 50.4         | 59.7         |
| The percentage of health assessments for looked after children due during 2015/16 that were undertaken | 79.7         | 73.5         |

### Measuring Quality Standard 3:

| Measure                                                                                                                                                      | 2015/16 data | 2014/15 data |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| The % of adult service users responding positively to the question, "Has support set up by Social Services helped you to feel safe and secure in your home?" | 95%          | 97%          |
| The % of completed Protection of Vulnerable Adults (POVA) referrals completed during the year where the risk has been managed                                | 100%         | 98.7%        |
| The percentage of reviews of looked after children, children on the Child Protection Register and children in need carried out in line                       | 96.3%        | 89.8%        |

|                               |  |  |
|-------------------------------|--|--|
| with the statutory timetable. |  |  |
|-------------------------------|--|--|

#### Measuring Quality Standard 4:

| Measure                                                                                                                                                                                                                | 2015/16 data | 2014/15 data |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| The % of adult service users responding positively to the question, "do you feel that the support you receive from Social Services is improving the quality of your life?"                                             | 98%          | 98%          |
| The percentage of looked after children achieving the Core Subject Indicator at Key Stage 2                                                                                                                            | 87.5%        | 88.9%        |
| The percentage of looked after children achieving the Core Subject Indicator at Key Stage 4                                                                                                                            |              |              |
| The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting                                                                              | 184          | 439          |
| The percentage of looked after children who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March | 18.6%        | 21.8%        |
| The number of children experiencing one or more change of school in the year to 31 March                                                                                                                               | 19           | 22           |

#### Measuring Quality Standard 5:

| Measure                                                                                                                                                                                                                    | 2015/16 data | 2014/15 data |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| The % of looked after children on 31 March who have had three or more placements during the year                                                                                                                           | 8%           | 9.9%         |
| The % of adult carers who responded positively to the question "Overall, how satisfied or dissatisfied are you with the support you and the person you care for have received from Social Services in the last 12 months?" | 88%          |              |
| The % of adult carers who were assessed or reassessed during the year, who were subsequently provided with a service                                                                                                       | 97.9%        | 96.7%        |
| The % of adult carers who were offered an assessment or review of their needs in their own right                                                                                                                           | 90.4%        | 93.7%        |
| The % of adult carers who responded positively to the question "In the last 6 months, do you feel you have been involved or consulted                                                                                      | 83%          |              |

|                                                                                                     |  |  |
|-----------------------------------------------------------------------------------------------------|--|--|
| as much as you wanted to be, in discussions about the support provided to the person you care for?" |  |  |
|-----------------------------------------------------------------------------------------------------|--|--|

### Measuring Quality Standard 6:

| Measure                                                                                                                                                    | 2015/16 data | 2014/15 data |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| "During your assessment, re-assessment or review, were you able to discuss your problems in the language of your choice?"                                  | 100%         |              |
| "If you are a Welsh speaker, on first contacting Denbighshire Social Services, were you able to discuss your problems in the language of your choice?"     | 84%          |              |
| "If you are a Welsh speaker, did you receive the support in the language of your choice from the person(s) who provides support for you in your own home?" | 83%          |              |
| The % of residents within care homes who stated that they felt the home met some or all of their needs                                                     | 100%         |              |
| The % of young people formerly looked after who are known to be engaged in education, training or employment at the age of 19                              | 80%          | 55.6%        |
| The percentage of young people formerly looked who are known to be in suitable, non-emergency accommodation at the age of 19                               | 100%         | 88.9%        |



|                                 |                                                                                         |
|---------------------------------|-----------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>           | <b>Pwyllgor Archwilio Perfformiad</b>                                                   |
| <b>Dyddiad y Cyfarfod:</b>      | <b>9 Mehefin 2016</b>                                                                   |
| <b>Aelod/Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Cwsmeriaid a Llyfrgelloedd<br/>Prif Reolwr: Gwasanaethau Cefnogi</b> |
| <b>Awdur yr Adroddiad:</b>      | <b>Swyddog Cwynion Corfforaethol</b>                                                    |
| <b>Teitl:</b>                   | <b>Adroddiad Eich Llais – Chwarter 4 2015/16</b>                                        |

## 1. Am beth mae'r adroddiad yn sôn?

- 1.1 Mae'r adroddiad hwn yn darparu trosolwg o'r sylwadau da, awgrymiadau a chwynion y mae Cyngor Sir Ddinbych wedi eu derbyn dan bolisi adborth cwsmeriaid y cyngor 'Eich Llais' yn ystod Chwarter 4 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).

## 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 4 (gweler atodiad 1 am fanylion pellach):

- Derbyniodd y cyngor 121 o gwynion yn ystod Chwarter 4 (26% yn fwy na Chwarter 3). Cyfanswm y nifer cyffredinol ar gyfer y flwyddyn yw 418 cwyn cam 1, a 56 cwyn cam 2. Fel y trafodwyd yn y cyfarfod ar 17 Mawrth 2016, mae nifer y cwynion fesul chwarter yn tueddu i syrthio o fewn yr ystod rhwng 80 a 150, a chytunodd y swyddogion y byddai'n werth gwneud rhywfaint o waith dadansoddi ychwanegol os byddwn yn gweld niferoedd tu allan i'r ystod hwnnw (yn enwedig os yw'r niferoedd yn sylweddol uwch na 150).
- Derbyniodd y cyngor 120 o sylwadau da yn ystod Chwarter 4, gostyngiad o 13% ar Chwarter 3.
- Derbyniodd y cyngor 30 o awgrymiadau yn ystod Chwarter 4 (mwy na dwywaith cymaint na Chwarter 3).

### Perfformiad – Chwarter 4 2015/16

- Ymatebwyd i 87% (103/118) 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 un ar bymtheg chwarter a amlygwyd, dim ond pedair gwaith y bodlonwyd y targed. Fodd bynnag, fel y trafodwyd yn flaenorol gyda'r pwyllgor, mae'r targedau corfforaethol yn fwriadol uchelgeisiol iawn, a byddai cyrraedd y targedau yn cynrychioli sefyllfa o "ragoriaeth".
- Ymatebwyd i 100% (9/9) o gwynion cam 2 o fewn terfynau amser 'Eich Llais' (20 diwrnod gwaith). Mae hyn yn rhagori ar y targed corfforaethol o 95%, ac felly dylid ei ystyried fel perfformiad "rhagorol".
- Mae Siart 2 yn Atodiad 1 yn dangos tuedd pedair blynedd o berfformiad o safbwynt ymateb i gwynion cam 2. O'r un ar bymtheg chwarter a amlygwyd, dim ond chwe gwaith y bodlonwyd y targed.
- Ymdriniwyd â 97% (115/118) o'r cwynion yn llwyddiannus yn ystod cam 1 h.y. ni fu i'r cwynion ddatblygu i gam 2 o'r weithdrefn.
- Mae pum maes 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. Darperir rhagor o fanylion ynghylch y cwynion lle rhagorwyd ar amserlenni ar gyfer y gwasanaethau hynny isod:

### **Cynllunio a Gwarchod y Cyhoedd**

- Ni chafodd yr adran gynllunio llythyr o gŵyn am sawl diwrnod ar ôl i'r cyngor ei dderbyn. Nid oes sicrwydd ble neu pam fod y llythyr wedi cael ei oedi, ond mae hyn yn lleihau'r amser a roddir ar gyfer cynllunio i ymchwilio ac ymateb i'r gŵyn.
- Siaradodd y Swyddog Ymchwilio â'r achwynydd ar y ffôn ddwywaith i gadarnhau ac i gael eglurhad o'r honiad difrifol yn erbyn swyddog. Arweiniodd y diffyg tystiolaeth a gadarnhawyd i gefnogi'r honiadau at yr oedi, heb unrhyw fai ar y Swyddog Ymchwilio.
- Nid oes angen rheswm penodol dros yr oedi (1 diwrnod yn hwyr), ond mae angen llawer o waith i ymchwilio i gŵyn o'r fath a bydd ymdrechion yn cael eu gwneud yn y dyfodol i fodloni terfynau amser.
- Gwnaed ymgais i gwrdd â'r achwynydd, a oedd wedi oedi'r broses. Cysylltodd yr achwynydd dros y ffôn ar y dyddiad targed a chytunwyd i ddilyn y sgwrs ffôn i fyny yn ysgrifenedig yr wythnos ganlynol.
- Bu llawer o gyfathrebu (negeseuon e-bost a galwadau ffôn) rhwng y Swyddog Ymchwilio a'r achwynydd o amgylch yr achos hwn, er bod llythyr ymateb ffurfiol eto i'w hanfon.
- Cafwyd nifer fawr o gwynion ynghylch y cynnydd mewn taliadau meysydd parcio ac rydym yn ceisio ymateb i bob un ohonynt o fewn graddfa amser, ond y tro hwn rydym wedi methu ag ymateb o fewn y terfyn amser o 4 diwrnod.

### **Gwasanaethau Cyfreithiol, Adnoddau Dynol a Democraidd / Refeniw a Budd-daliadau**

- i. Roedd y gŵyn yn ymwneud â nifer o wahanol faterion a thimau. Darparwyd yr wybodaeth yn brydlon ond nid oedd yr ymateb llawn a oedd yn delio â'r holl faterion yn barod o fewn yr amserlen.

### **Addysg**

- i. Roedd yr oedi o ran gallu ymateb oherwydd cydlynu nifer o wasanaethau, gan gynnwys yr ysgol, i gwrdd â'r rhieni i fynd i'r afael â'r pryder.

### **Gwasanaeth Llyfrgell**

- i. Roedd un gŵyn yn hwyr o ganlyniad i salwch staff. Roedd tair cwyn arall yn hwyr oherwydd diffyg eglurder ynghylch y broses, rolau a chyfrifoldebau. Mae hyn bellach wedi cael ei ddatrys.

### **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 Asesiad o Effaith ar Gydraddoldeb (AEC) a gynhaliwyd ar y penderfyniad? Dylai'r templed AEC wedi'i lenwi gael ei atodi fel atodiad i'r adroddiad.**

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 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                        |

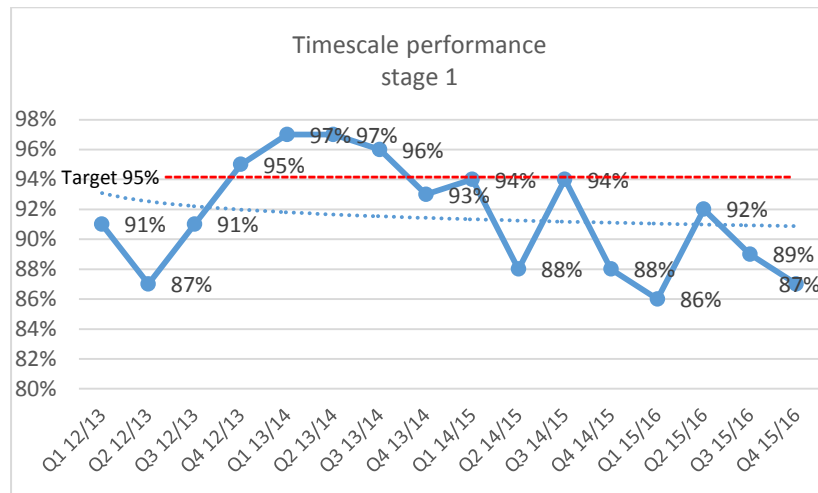
To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

|              |                                   |
|--------------|-----------------------------------|
| <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<sup>1</sup>**

| Service                              | Quarter 1 - Stage 1 |        |      | Quarter 2 - Stage 1 |        |      |            |        | Quarter 3 - Stage 1 |        |      |            |        | Quarter 4 - Stage 1 |        |      |            |        |
|--------------------------------------|---------------------|--------|------|---------------------|--------|------|------------|--------|---------------------|--------|------|------------|--------|---------------------|--------|------|------------|--------|
|                                      | Rec'd               | Within | %    | Rec'd               | Within | %    | Prev Qtr % | Change | Rec'd               | Within | %    | Prev Qtr % | Change | Rec'd               | Within | %    | Prev Qtr % | Change |
| Business Improvement & Modernisation | 0                   | 0      | -    | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      |
| Legal, HR and Democratic Services    | 3                   | 1      | 33%  | 0                   | 0      | -    | 33%        | -      | 0                   | 0      | -    | -          | -      | 1                   | 0      | 0%   | -          | -      |
| Customers and Education Support      | 6                   | 6      | 100% | 7                   | 7      | 100% | 100%       | 0%     | 8                   | 8      | 100% | 100%       | 0%     | 13                  | 9      | 69%  | 100%       | -31%   |
| Revenues and Benefits                | 7                   | 7      | 100% | 3                   | 3      | 100% | 100%       | 0%     | 3                   | 3      | 100% | 100%       | 0%     | 4                   | 3      | 75%  | 100%       | -25%   |
| CES Commissioned Service             | 0                   | 0      | -    | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      |
| Education                            | 3                   | 3      | 100% | 4                   | 3      | 75%  | 100%       | -25%   | 1                   | 0      | 0%   | 75%        | -75%   | 1                   | 0      | 0%   | 0%         | 0%     |
| Highways & Environmental Services    | 34                  | 26     | 76%  | 41                  | 36     | 88%  | 76%        | 11%    | 35                  | 32     | 91%  | 88%        | 4%     | 47                  | 45     | 96%  | 91%        | 4%     |
| Finance and Assets                   | 12                  | 10     | 83%  | 14                  | 11     | 79%  | 83%        | -5%    | 8                   | 8      | 100% | 79%        | 21%    | 18                  | 18     | 100% | 100%       | 0%     |
| Economic & Business Development      | 0                   | 0      | -    | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      |
| Planning and Public Protection       | 20                  | 20     | 100% | 31                  | 31     | 100% | 100%       | 0%     | 29                  | 23     | 79%  | 100%       | -21%   | 20                  | 14     | 70%  | 79%        | -9%    |
| Communication, Marketing and Leisure | 11                  | 11     | 100% | 9                   | 9      | 100% | 100%       | 0%     | 6                   | 6      | 100% | 100%       | 0%     | 13                  | 13     | 100% | 100%       | 0%     |
| Community Support Services           | 4                   | 2      | 50%  | 1                   | 1      | 100% | 50%        | 50%    | 0                   | 0      | -    | 100%       | -      | 1                   | 1      | 100% | -          | -      |
| Corporate Total                      | 100                 | 86     | 86%  | 110                 | 101    | 92%  | 86%        | 6%     | 90                  | 80     | 89%  | 92%        | -3%    | 118                 | 103    | 87%  | 89%        | -2%    |

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

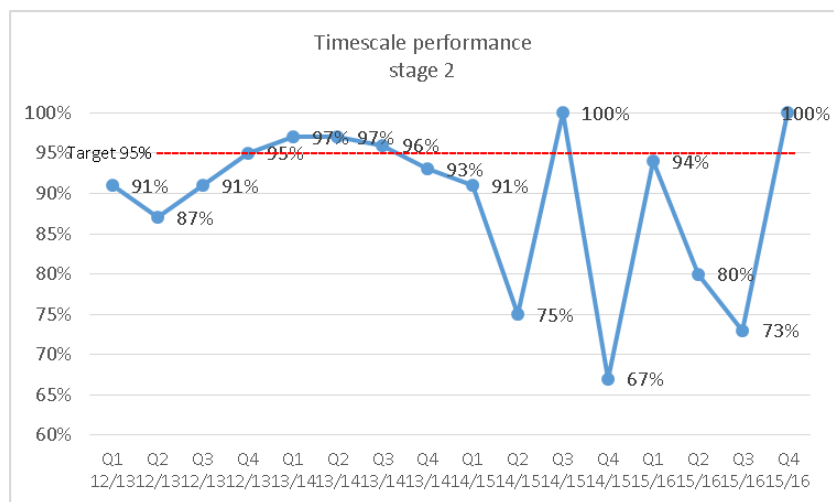


**Table 2: Overall complaint response times for stage 2 complaints<sup>2</sup>**

<sup>1</sup> 16/17 of the complaints logged against Revenues and Benefits concern services provided by Civica. 82/100 of the complaints logged against Planning and Public Protection concern services provided by Kingdom Security.

| Service                              | Quarter 1 - Stage 2 |        |      | Quarter 2 - Stage 2 |        |      |            |        | Quarter 3 - Stage 2 |        |      |            |        | Quarter 4 - Stage 2 |        |      |            |        |
|--------------------------------------|---------------------|--------|------|---------------------|--------|------|------------|--------|---------------------|--------|------|------------|--------|---------------------|--------|------|------------|--------|
|                                      | Rec'd               | Within | %    | Rec'd               | Within | %    | Prev Qtr % | Change | Rec'd               | Within | %    | Prev Qtr % | Change | Rec'd               | Within | %    | Prev Qtr % | Change |
| Business Improvement & Modernisation | 0                   | 0      | -    | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      |
| Legal, HR and Democratic Services    | 0                   | 0      | -    | 0                   | 0      | -    | -          | -      | 2                   | 2      | 100% | -          | -      | 0                   | 0      | -    | 100%       | -      |
| Customers and Education Support      | 1                   | 1      | 100% | 2                   | 2      | 100% | 100%       | 0%     | 4                   | 4      | 100% | 100%       | 0%     | 0                   | 0      | -    | 100%       | -      |
| Revenues and Benefits                | 3                   | 3      | 100% | 2                   | 2      | 100% | 100%       | 0%     | 1                   | 1      | 100% | 100%       | 0%     | 0                   | 0      | -    | 100%       | -      |
| CES Commissioned Service             | 0                   | 0      | -    | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      |
| Education                            | 4                   | 4      | 100% | 2                   | 1      | 50%  | 100%       | -50%   | 0                   | 0      | -    | 50%        | -      | 5                   | 5      | 100% | -          | -      |
| Highways & Environmental Services    | 3                   | 2      | 67%  | 1                   | 1      | 100% | 67%        | 33%    | 1                   | 1      | 100% | 100%       | 0%     | 2                   | 2      | 100% | 100%       | 0%     |
| Finance and Assets                   | 0                   | 0      | -    | 2                   | 2      | 100% | -          | -      | 0                   | 0      | -    | 100%       | -      | 1                   | 1      | 100% | -          | -      |
| Economic & Business Development      | 0                   | 0      | -    | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      | 0                   | 0      | -    | -          | -      |
| Planning and Public Protection       | 5                   | 5      | 100% | 5                   | 4      | 80%  | 100%       | -20%   | 6                   | 2      | 33%  | 80%        | -47%   | 1                   | 1      | 100% | 33%        | 67%    |
| Communication, Marketing and Leisure | 0                   | 0      | -    | 0                   | 0      | -    | -          | -      | 1                   | 1      | 100% | -          | -      | 0                   | 0      | -    | 100%       | -      |
| Community Support Services           | 1                   | 1      | 100% | 1                   | 0      | 0%   | 100%       | -100%  | 0                   | 0      | -    | 0%         | -      | 0                   | 0      | -    | -          | -      |
| Corporate Total                      | 17                  | 16     | 94%  | 15                  | 12     | 80%  | 94%        | -14%   | 15                  | 11     | 73%  | 80%        | -7%    | 9                   | 9      | 100% | 73%        | 27%    |

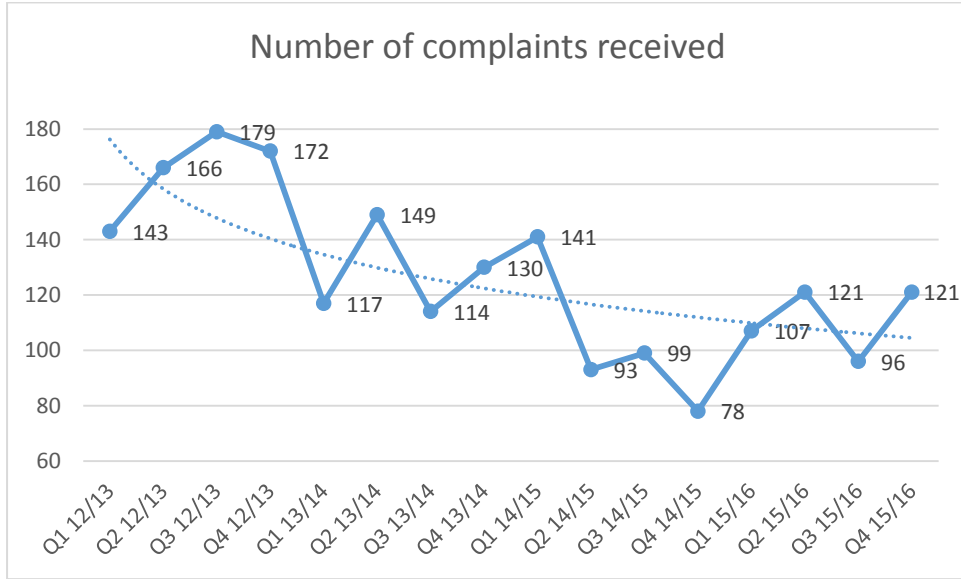
Chart 2: Stage 2 complaint response times – 4 year analysis



Tudalen 177

<sup>2</sup> 5/6 of the complaints logged against Revenues and Benefits concern services provided by Civica. 4/17 of the complaints logged against Planning and Public Protection concern services provided by Kingdom Security.

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



Tudalen 178

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: Overall complaint response times for stage 1 complaints during 2015/16

| Service                              | Total Stage 1 |        |      |
|--------------------------------------|---------------|--------|------|
|                                      | Rec'd         | Within | %    |
| Business Improvement & Modernisation | 0             | 0      | -    |
| Legal, HR and Democratic Services    | 4             | 1      | 25%  |
| Customers and Education Support      | 34            | 30     | 88%  |
| Revenues and Benefits                | 17            | 16     | 94%  |
| CES Commissioned Service             | 0             | 0      | -    |
| Education                            | 9             | 6      | 67%  |
| Highways & Environmental Services    | 157           | 139    | 89%  |
| Finance and Assets                   | 52            | 47     | 90%  |
| Economic & Business Development      | 0             | 0      | -    |
| Planning and Public Protection       | 100           | 88     | 88%  |
| Communication, Marketing and Leisure | 39            | 39     | 100% |
| Community Support Services           | 6             | 4      | 67%  |
| Corporate Total                      | 418           | 370    | 89%  |

Tudalen 179

Table 4: Overall complaint response times for stage 2 complaints during 2015/16

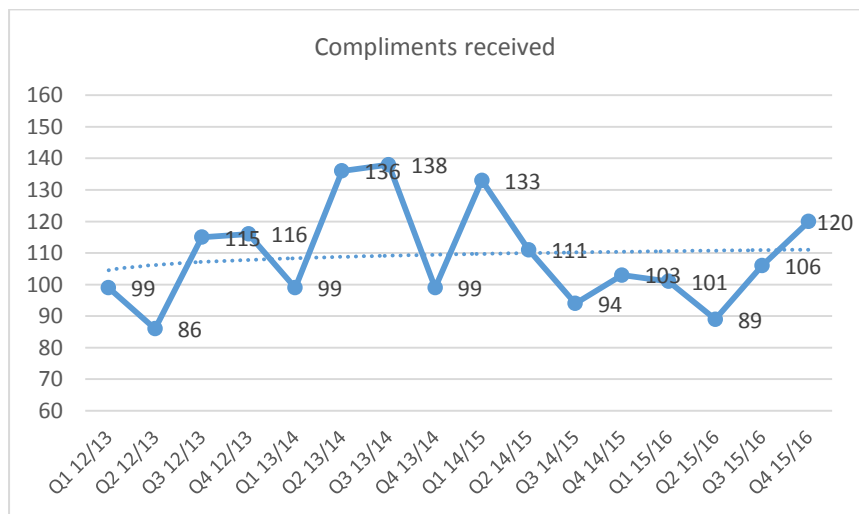
| Service                              | Total Stage 2 |        |      |
|--------------------------------------|---------------|--------|------|
|                                      | Rec'd         | Within | %    |
| Business Improvement & Modernisation | 0             | 0      | -    |
| Legal, HR and Democratic Services    | 2             | 2      | 100% |
| Customers and Education Support      | 7             | 7      | 100% |
| Revenues and Benefits                | 6             | 6      | 100% |
| CES Commissioned Service             | 0             | 0      | -    |
| Education                            | 11            | 10     | 91%  |
| Highways & Environmental Services    | 7             | 6      | 86%  |
| Finance and Assets                   | 3             | 3      | 100% |
| Economic & Business Development      | 0             | 0      | -    |
| Planning and Public Protection       | 17            | 12     | 71%  |
| Communication, Marketing and Leisure | 1             | 1      | 100% |
| Community Support Services           | 2             | 1      | 50%  |
| Corporate Total                      | 56            | 48     | 86%  |

Tudalen 180

**Table 5: Compliments received during 2015/16**

| Service Area                           | Q1         | Q2        | Q3         | Q4         |
|----------------------------------------|------------|-----------|------------|------------|
| Business Improvement and Modernisation | 0          | 1         | 0          | 0          |
| Legal and Democratic Services          | 0          | 1         | 1          | 0          |
| Customers and Education Support        | 11         | 11        | 11         | 8          |
| Revenues and Benefits                  | 3          | 0         | 0          | 0          |
| Education                              | 1          | 0         | 0          | 0          |
| Highways and Environmental Services    | 43         | 39        | 61         | 45         |
| Finance and Assets                     | 14         | 13        | 14         | 24         |
| Economic and Business Development      | 0          | 0         | 1          | 3          |
| Planning and Public Protection         | 3          | 9         | 0          | 10         |
| Communication, Marketing and Leisure   | 24         | 13        | 18         | 30         |
| Community Support Services             | 2          | 2         | 0          | 0          |
|                                        | <b>101</b> | <b>89</b> | <b>106</b> | <b>120</b> |

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

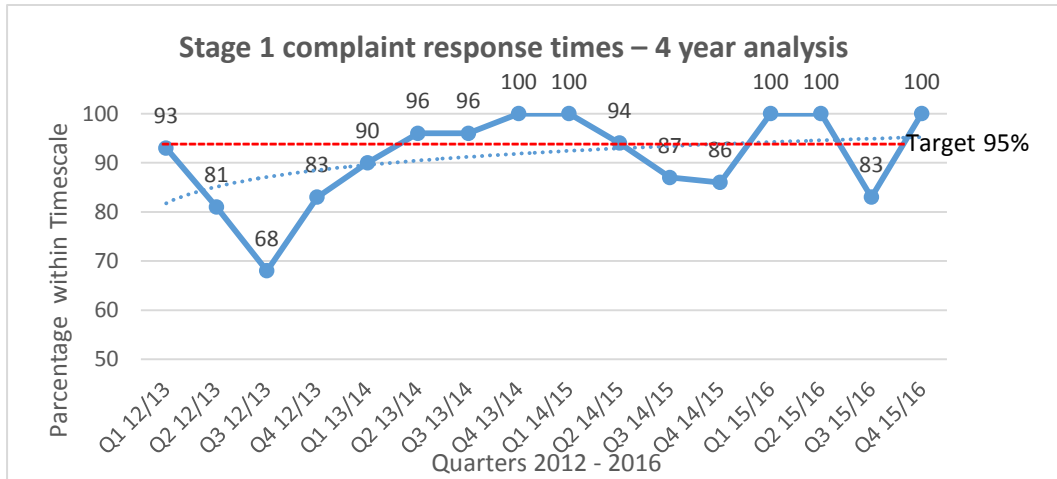


Social Services' data is reported separately as the process and timescales are different

Table 6: 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%)   | 10/10 (100%) |

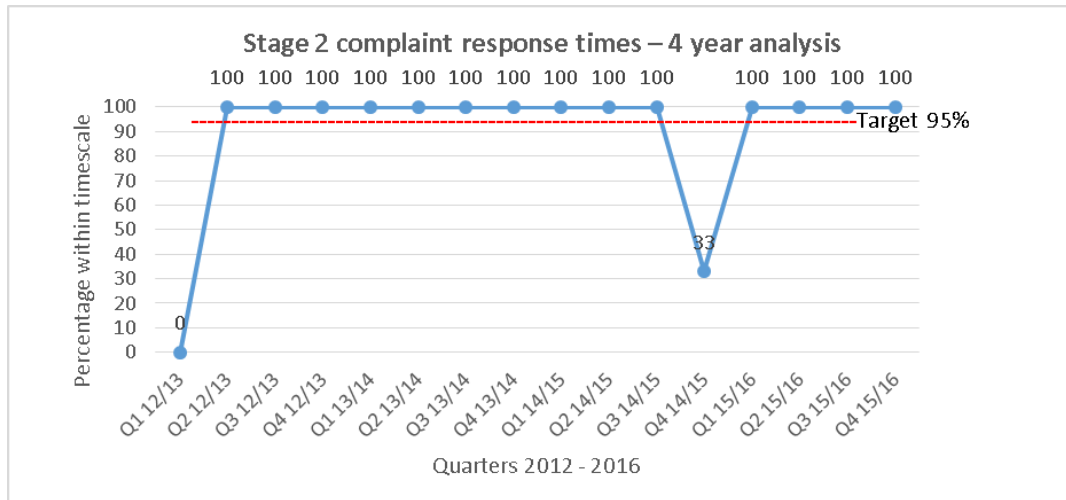
Chart 4: Social Services complaint response times for stage 1 complaints – 4 year analysis



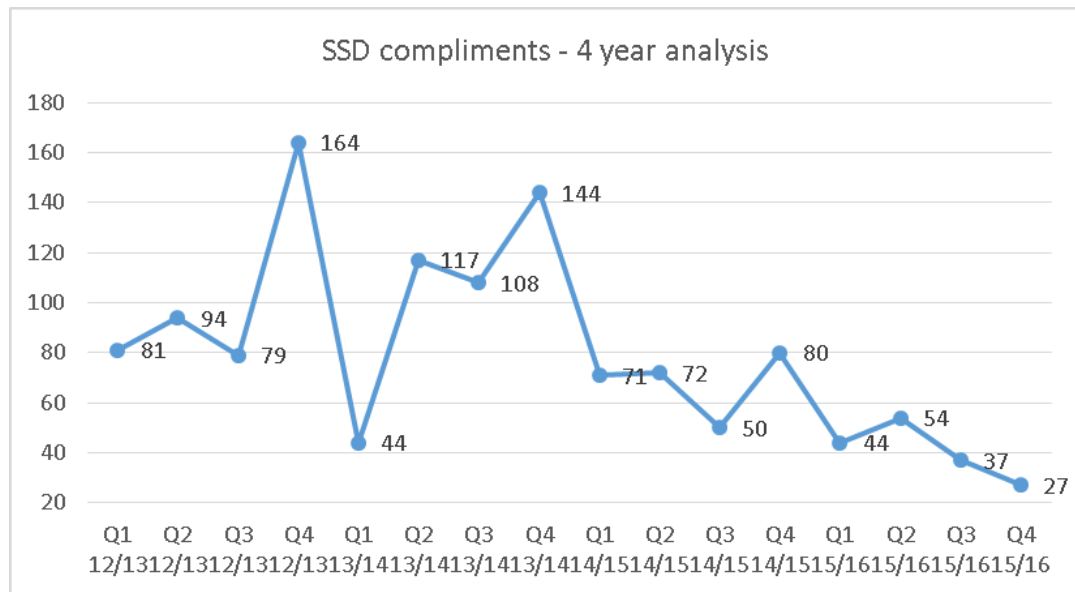
**Table 7: Social Services complaint response times for stage 2 complaints**

| 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%) | 1/1 (100%) |

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



**Table 8: Social Services compliments received – 4 year analysis**



Tudalen 184

**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.

|                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service: Leisure Services</b>                                                                                                                                                                                                                                                                                                                                    |
| <b>Customer feedback influencing service design and delivery:</b> <ol style="list-style-type: none"> <li>1. Timetable for public swimming sessions amended following feedback regarding availability of sessions.</li> <li>2. Duty Officers introduced further checks to cleaning schedule following complaints regarding cleanliness of changing rooms.</li> </ol> |

|                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service: Countryside Services</b>                                                                                                                                                                                                           |
| <b>Customer feedback influencing service design and delivery:</b> <ol style="list-style-type: none"> <li>1. Complaint following car being locked in Brickfield Pond overnight. Signs now erected showing opening and closing times.</li> </ol> |

|                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service: Customers and Education Support</b>                                                                                                                                                  |
| <b>Customer feedback influencing service design and delivery:</b> <ol style="list-style-type: none"> <li>1. PDF leaflets on DCC website not bilingual. Leaflets amended and uploaded.</li> </ol> |

Mae tudalen hwn yn fwiadol wag



|                            |                                       |
|----------------------------|---------------------------------------|
| <b>Adroddiad i'r:</b>      | <b>Pwyllgor Archwilio Perfformiad</b> |
| <b>Dyddiad y Cyfarfod:</b> | <b>9 Mehefin 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:

- 3.1 ystyried yr wybodaeth a ddarparwyd ac yn cymeradwyo, diwygio neu'n newid ei raglen gwaith i'r dyfodol fel y gwêl yn briodol; a
- 3.2 penodi/ailbenodi cynrychiolwyr i wasanaethu ar Grwpiau Herio Perfformiad y Cyngor.

## 4. Manylion am yr adroddiad.

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

- 4.4 Yn y blynyddoedd diweddar mae Llywodraeth Cymru a Swyddfa Archwilio Cymru wedi tynnu sylw at yr angen i gryfhau rôl archwilio ar draws llywodraeth leol a gwasanaethau cyhoeddus yng Nghymru, gan gynnwys defnyddio archwilio fel modd o ymgysylltu â phreswylwyr a defnyddwyr gwasanaeth. Wrth fynd ymlaen disgwylir i archwilio ymgysylltu'n well ac yn amlach â'r cyhoedd gyda golwg ar sicrhau penderfyniadau gwell a fydd yn y pen draw yn arwain at well canlyniadau i ddinasyddion. Yn y dyfodol, bydd Swyddfa Archwilio Cymru yn mesur effeithiolrwydd archwilio wrth gyflawni'r disgwyliadau hyn.
- 4.5 Gan ystyried y weledigaeth genedlaethol ar gyfer archwilio ac ar yr un pryd ganolbwyntio ar flaenoriaethau lleol, mae'r Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio (GCIGA) wedi argymhell y dylai pwyllgorau archwilio'r Cyngor, wrth benderfynu ar eu rhaglenni gwaith, ganolbwyntio ar y meysydd allweddol canlynol:
- arbedion ar y gyllideb;
  - cyflawni amcanion y Cynllun Corfforaethol (gyda phwyslais arbennig ar y modd o'u cyflawni yn ystod cyfnod o galedi ariannol);
  - unrhyw eitemau eraill a gytunwyd gan y Pwyllgor Archwilio (neu'r GCIGA) fel blaenoriaeth uchel (yn seiliedig ar y meini prawf profion 'PAPER' - gweler ochr gefn y 'ffurflen gynnis aelodau' yn Atodiad 2 ) a;
  - Materion brys, materion na ellir eu rhagweld neu faterion â blaenoriaeth uchel

#### Ffurflenni Cynnig ar gyfer Archwilio

- 4.6 Fel y crybwyllwyd ym mharagraff 4.2 uchod, mae Cyfansoddiad y Cyngor yn gofyn i bwyllgorau archwilio baratoi ac adolygu rhaglen ar gyfer eu gwaith i'r dyfodol. Er mwyn cynorthwyo'r broses o flaenoriaethu adroddiadau, os yw'r swyddogion o'r farn fod pwnc yn haeddu'r amser i gael ei drafod ar agenda fusnes y Pwyllgor, mae'n rhaid iddynt wneud cais ffurfiol i'r Pwyllgor i ystyried derbyn adroddiad ar y pwnc hwnnw. Gwneir hyn trwy gyflwyno 'ffurflen gynnis' sy'n egluro pwrpas, pwysigrwydd a chanlyniadau posibl y pynciau a awgrymir. Does dim un ffurflen gynnis wedi dod i law oddi wrth swyddog i'w ystyried yn y cyfarfod cyfredol.
- 4.7 Er mwyn gwneud gwell defnydd o amser archwilio drwy ganolbwyntio adnoddau pwyllgorau i archwilio testunau'n fanwl, gan ychwanegu gwerth drwy'r broses o wneud penderfyniadau a sicrhau gwell canlyniadau ar gyfer preswylwyr, penderfynodd y GCIGA y dylai'r aelodau, yn ogystal â swyddogion, gwblhau 'ffurflenni cynnis ar gyfer archwilio' yn amlinellu pam eu bod yn credu y byddai'r testun yn elwa o fewnbwn archwilio. Gellir gweld copi o 'ffurflen gynnis' yn Atodiad 2. Mae ochr gefn y ffurflen hon yn cynnwys siart lif sy'n rhestru'r cwestiynau y dylai aelodau eu hystyried wrth baratoi i gynnis eitem ar gyfer archwilio, ac y dylai pwyllgorau eu gofyn wrth benderfynu ar

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

#### Darparu cyflenwad o dai fforddiadwy

- 4.8 Roedd yr adroddiad uchod, fydd yn canolbwyntio ar Thema 2 y Strategaeth Dai Leol, i'w gyflwyno i'r Pwyllgor yn ei gyfarfod nesaf ar 14 Gorffennaf. Yn anffodus, gan fod y swyddog arweiniol yn gorfod mynychu cyfarfod yng Nghaerdydd ar yr un dyddiad mae'r Gwasanaeth wedi gofyn am i gyflwyniad yr adroddiad gael ei ohirio tan gyfarfod dilynol y Pwyllgor ar 29 Medi. Mae'r Cadeirydd wedi caniatáu'r gohiriad hwn.

#### Rhaglen Waith i'r Dyfodol y Cabinet

- 4.9 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

- 4.10 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 cydlynnydd. Cyfarfu'r Grŵp ar 21 Ebrill 2016. Gofynnodd y Grŵp i'r Pwyllgor ystyried adroddiad ar Bolisi Gosod Tai Cyngor yr Awdurdod yn ei gyfarfod ar 14 Gorffennaf, ac adroddiad cynnydd ar weithrediad ac effaith y Strategaeth Gaffael a'r Rheolau Gweithdrefn Contractau Diwygiedig yn ei gyfarfod ar 8 Rhagfyr (gweler Atodiad 1).

### **6. Grwpiau Herio Gwasanaethau**

Oherwydd y cynhaliwyd y Cyngor Blynnyddol ar 10 Mai gofynnir i'r pwyllgorau archwilio, yn unol â'r gweithdrefnau arferol, benodi/ailbenodi aelodau i wasanaethu ar Grwpiau Herio Gwasanaethau y Cyngor. Ynghlwm yn Atodiad 5, er gwybodaeth i'r aelodau, mae'r rhestr gyfredol o gynrychiolwyr y pwyllgor. Bydd Aelodau'n sylwi bod enwau rhai o'r gwasanaethau wedi newid yn ystod y flwyddyn ddiwethaf.

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

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

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

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

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

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

**10. Pa ymgynghori sydd wedi digwydd?**

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

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

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

**12. Grym i wneud Penderfyniad**

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

**Swyddog Cyswllt:**  
Cydlynnydd Archwilio

Rhif ffôn: (01824) 712554

e-bost: [rhian.evans@sirddinbych.gov.uk](mailto:rhian.evans@sirddinbych.gov.uk)

Mae tudalen hwn yn fwriadol wag

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

| Meeting                                             | Lead Member(s)                    | Item (description / title)                                                      | Purpose of report                                                                                                                                                                                                                                                                                                                                   | Expected Outcomes                                                                                                                                                        | Author                                | Date Entered        |
|-----------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------|
| 14 July                                             | <b>Cllr. Barbara Smith</b>        | 1. Council Housing Letting Policy                                               | To examine the Council's Housing Letting Policy to determine the reasons behind the Authority's performance in relation to the PI on the 'number of calendar days taken to let empty properties (council housing stock only)'<br><br>Figures on re-letting times from Registered Social Landlords (RSLs) are also requested for comparison purposes | To ensure that the reasons for delay are valid and robust and help support the delivery of the council's priority in relation to ensuring access to good quality housing | Jamie Groves/Geoff Davies             | By SCVCG April 2016 |
|                                                     | <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<br>(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    | To scrutinise Services' performance in complying with the Council's complaints. The report to include:                                                                                                                                                                                                                                              | Identification of areas of poor performance with a view to the development of recommendations to                                                                         | Tony Ward/Clare O'Gorman/Meinir Blunt | September 2015      |

Tudalen 194

| Meeting    | Lead Member(s)                                              | Item (description / title)               | Purpose of report                                                                                                                                                                                                                                                                                                                                                                 | Expected Outcomes                                                                                                                                                                                                                                                                            | Author                                  | Date Entered                                  |
|------------|-------------------------------------------------------------|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------|
|            |                                                             | complaints report                        | (i) a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe; and<br>(ii) how services encourage feedback and use it to redesign or change the way they deliver services | address weaknesses.                                                                                                                                                                                                                                                                          |                                         |                                               |
|            | <b>Cllr. Barbara Smith/David Smith/Julian Thompson-Hill</b> | 4. 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 (rescheduled May 2016) |
| 8 December | <b>Cllr. Julian Thompson-Hill</b>                           | 1. Corporate Plan (Q2) 2016/17           | To monitor the Council's progress in delivering the Corporate Plan 2012-17 (with particular emphasis on the delivery of the Outcome Agreements)                                                                                                                                                                                                                                   | Ensuring that the Council meets its targets, its Outcome Agreements, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements | Alan Smith                              | April 2016                                    |



Tudalen 195

| Meeting                                                           | Lead Member(s)                    | Item (description / title)                                                   | Purpose of report                                                                                                                                                                                                                                                                             | Expected Outcomes                                                                                                                                                                                                   | Author                    | Date Entered        |
|-------------------------------------------------------------------|-----------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|---------------------|
|                                                                   | <b>Cllr. Julian Thompson-Hill</b> | 2. Procurement Strategy and Revised CPRs                                     | To outline how the Strategy is being implemented, its impact on the Authority's finances and on the local economy, and an assessment on whether all services are consistently applying and adhering to the Strategy and CPRs                                                                  | Identification of whether the Strategy and CPRs are realising efficiencies for the Council, supporting the delivery of the corporate priority of developing the local economy and any areas for further improvement | Tom Booty                 | By SCVCG April 2016 |
| <i>26 January 2017</i><br><br>(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.<br><br>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      |
| <i>16 March</i>                                                   | <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//Nicola Kneale | December 2015       |
| <i>27 April</i>                                                   |                                   |                                                                              |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                     |                           |                     |
| <i>8 June</i>                                                     | <b>Cllr. Julian Thompson-Hill</b> | 1 Corporate Plan (Q4) 2016/17                                                | To monitor the Council's progress in delivering the                                                                                                                                                                                                                                           | Ensuring that the Council meets its                                                                                                                                                                                 | Alan Smith                | April 2016          |

Tudalen 196

| Meeting      | Lead Member(s) | Item (description / title) | Purpose of report                                                                           | Expected Outcomes                                                                                                                                                                                                                                        | Author | Date Entered |
|--------------|----------------|----------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------|
|              |                |                            | Corporate Plan 2012-17 (with particular emphasis on the delivery of the Outcome Agreements) | targets, its Outcome Agreements, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements |        |              |
| 13 July      |                |                            |                                                                                             |                                                                                                                                                                                                                                                          |        |              |
| 28 September |                |                            |                                                                                             |                                                                                                                                                                                                                                                          |        |              |
| 7 December   |                |                            |                                                                                             |                                                                                                                                                                                                                                                          |        |              |

**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)<br><br>[Task & Finish Group] | To detail the impact of present and projected budgetary cuts on the deliverability of the Corporate Plan 2012-17; and the Council's overall performance | An evaluation of the Plan's deliverability, the anticipated impact of the cuts on the Council's performance versus the actual outcome to inform the planning of a communication strategy to inform residents and stakeholders | Task and Finish Group | October 2014 |

|                                                                                                                                                                                                                  |                                                                                                                                      |                                                                    |             |            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|-------------|------------|
| Implementation of the Donaldson Report 'Successful Futures' – Independent Review of Curriculum and Assessment Arrangements in Wales<br><b>[Education]</b><br><br><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 |
|                                                                                                                                                                                                                  |                                                                                                                                      |                                                                    |             |            |

**Information/Consultation Reports**

| <b>Date</b>                                                                                                    | <b>Item (description / title)</b>                                          | <b>Purpose of report</b>                                                                                                                                                                                                                                                                     | <b>Author</b>                             | <b>Date Entered</b> |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------------|
| <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) 2016/17</b><br><br><b>September 2016 &amp; March 2017</b><br><br>[Information] | To monitor the Council’s progress in delivering the Corporate Plan 2012-17 | Ensuring that the Council meets its targets, its Outcome Agreements, delivers its Corporate Plan and the Council’s services in line with its aspirations and to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements | Alan Smith                                | April 2016          |

**Note for officers – Committee Report Deadlines**

| <b>Meeting</b> | <b>Deadline</b> | <b>Meeting</b> | <b>Deadline</b>     | <b>Meeting</b> | <b>Deadline</b>    |
|----------------|-----------------|----------------|---------------------|----------------|--------------------|
| 14 July        | <b>30 June</b>  | 29 September   | <b>15 September</b> | 8 December     | <b>25 November</b> |

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Updated 27/05/2016 RhE

Tudalen 198

| <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><br>(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><br>(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><br>(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><br>(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

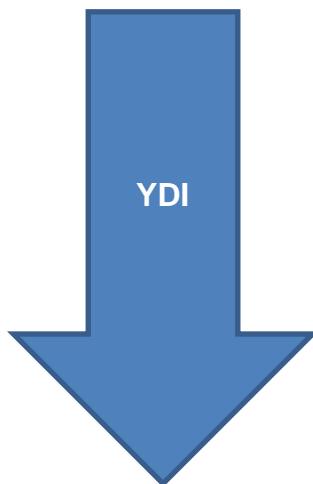
### Ffurflen Gynnig / Cais a dderbyniwyd

(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 201

| Meeting        | Item (description / title) |                                                                                                           | Purpose of report                                                  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer          |
|----------------|----------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------|---------------------------------------------------|
| <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                          | Reactive Maintenance Framework                                                                            | To approve the maintenance framework                               | Yes                                | Councillor Julian Thompson Hill / Elaine Rizzi    |
|                | 4                          | Final Revenue Outturn 2015/16                                                                             | To report the final revenue position.                              | Tbc                                | Councillor Julian Thompson Hill / Richard Weigh   |
|                | 5                          | Asset Management Scheme of Delegation & Update to Contract Procedure Rules in respect of Works' Contracts | To approve changes to delegated powers                             | Yes                                | Councillor Barbara Smith / Tom Booty / Lisa Jones |
|                | 6                          | Cabinet Member Scheme of Delegation                                                                       | To consider the responsibilities delegated to lead members         | Yes                                | Lisa Jones / Gary Williams                        |
|                | 7                          | Items from Scrutiny Committees                                                                            | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                              |
|                |                            |                                                                                                           |                                                                    |                                    |                                                   |

Cabinet Forward Work Plan

Tudalen 202

| Meeting        | Item (description / title) |                                              | Purpose of report                                                                                                 | Cabinet Decision required (yes/no) | Author – Lead member and contact officer        |
|----------------|----------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------|
| <b>26 July</b> | 1                          | Tyn y Celyn, Llanbedr Dyffryn Clwyd, Rhuthun | To declare surplus to the requirements of the Agricultural Estate and thereafter to dispose                       | Yes                                | Councillor Julian Thompson-Hill / Mair Jones    |
|                | 2                          | Lodge Farm, Denbigh                          | To declare surplus to the requirements of the Agricultural Estate and thereafter to dispose to the sitting Tenant | Yes                                | Councillor Julian Thompson-Hill / Mair Jones    |
|                | 3                          | Finance Report                               | To update Cabinet on the current financial position of the Council                                                | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|                | 4                          | Items from Scrutiny Committees               | To consider any issues raised by Scrutiny for Cabinet's attention                                                 | Tbc                                | Scrutiny Coordinator                            |
|                |                            |                                              |                                                                                                                   |                                    |                                                 |
| <b>27 Sept</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



Cabinet Forward Work Plan

| <i>Meeting</i> | <i><b>Deadline</b></i> | <i>Meeting</i> | <i><b>Deadline</b></i> | <i>Meeting</i>   | <i><b>Deadline</b></i>     |
|----------------|------------------------|----------------|------------------------|------------------|----------------------------|
|                |                        |                |                        |                  |                            |
| <i>June</i>    | <i><b>14 June</b></i>  | <i>July</i>    | <i><b>12 July</b></i>  | <i>September</i> | <i><b>13 September</b></i> |

Updated 24/05/16 - 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12 April 2016<br>(Special Meeting) | 4. IN-HOUSE CARE SERVICES REVIEW AND CONSULTATION | <p><b><u>Resolved:</u></b> - to recommend to Cabinet that it approves the following options with respect to each of the four establishments:</p> <p>(i) <i>Hafan Deg (Rhyl) – that the Council explores a potential partnership with an external organisation with a view to transferring the building to them, commissioning a day care service within the building and, in addition, enabling 3<sup>rd</sup> sector agencies to provide early intervention activities for older people that reduce social isolation, support independence and promote resilience. The work in relation to this option should include comparative cost, quality of care and Welsh language provision analysis between the current service and any potential future service;</i></p> <p>(ii) <i>Dolwen (Denbigh) – that the Council explores a potential partnership with an external organisation with a view to potentially transferring the building and the whole service to them, whilst ensuring that Dolwen</i></p> | <p>The Committee’s recommendations were considered by Cabinet at its meeting on 24 May 2016. It :</p> <p><b>RESOLVED</b> that Cabinet approve the following –</p> <p>(a) Hafan Deg (Rhyl) – the council explores a potential partnership with an external organisation with a view to transferring the building to them, commissioning a day care service within the building and, in addition, enabling 3<sup>rd</sup> sector agencies to provide early intervention activities for older people that reduce social isolation, support independence and promote resilience. The work in relation to this option should include comparative cost, quality of care and Welsh language provision analysis between the current provider and any potential future service</p> |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p><i>is registered to provide EMH day and residential care. The work in relation to this option should include comparative costs, quality of care and Welsh language provision analysis between the current service and any potential future service;</i></p> <p><b>(iii)</b> <i>Awelon (Ruthin) – that the Council explores in detail the three options put forward in relation to this establishment and that the work in relation to these options include comparative costs, quality of care and Welsh language provision analysis between the current service and each of the three options;</i></p> <p><b>(iv)</b> <i>Cysgod y Gaer (Corwen) – that the council explores entering into a partnership with relevant stakeholders (including BCU and the 3rd sector) to develop the site into a ‘support hub’ offering both residential and extra care type facilities as well as an outreach domiciliary care and support service to the tenants of local Sheltered Housing Schemes and the wider population of Corwen and the surrounding area; and</i></p> <p><b>(v)</b> <i>that upon completion of the above an analysis of each of the options in relation to each establishment is presented to Performance</i></p> | <p>(b) Dolwen (Denbigh) – the council explores a potential partnership with an external organisation with a view to transferring the building and the whole service to them, whilst ensuring that Dolwen is registered to provide EMH day and residential care. The work in relation to this option should include comparative cost, quality of care and Welsh language provision analysis between the current provider and any potential future service</p> <p>(c) Awelon (Ruthin) – that the Council explores in detail the three options put forward in relation to this establishment and that the work in relation to these options include comparative costs, quality of care and Welsh language provision analysis between the current service and each of the three options.</p> <p>The options are –</p> <p>Option 1 (Cabinet’s preferred option): The council will enter into a partnership with the owner of Llys Awelon to develop additional Extra Care apartments on the site, replacing the existing residential and community provision. However, it should</p> |
|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |  |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--|--|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p><i>Scrutiny Committee for examination.</i></p> | <p>be noted that Cabinet has agreed that no resident will be required to leave if they don't want to and their needs can still be met in the residential provision</p> <p>Option 2: To work in partnership with a registered social landlord, health services and the 3rd sector to develop a range of services, transferring half of the building to develop additional extra care flats, possibly as an extension to Llys Awelon, while using the remainder as a small residential unit which could be used to meet the need for respite care and to ensure that no existing resident would need to move unless they chose to</p> <p>Option 3: (Suggestion from some members) The council should engage with BCUHB to investigate the feasibility of developing additional nursing care capacity in Ruthin which would then enhance the offer for older people in the Ruthin area</p> <p>(d) Cysgod y Gaer (Corwen) – The council explores entering into a partnership with relevant stakeholders (including BCU and the 3rd sector) to develop the site into a 'support hub'</p> |
|--|--|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                      |                                                             |                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      |                                                             |                                                                                                                                     | <p>offering both residential and extra care type facilities as well as an outreach domiciliary care and support service to the tenants of local Sheltered Housing Schemes and the wider population of Corwen and the surrounding area, and</p> <p>(e) that upon completion of the above, an analysis of each of the options in relation to each establishment is presented to Performance Scrutiny Committee for examination prior to a decision by Cabinet, with each being presented as it is developed.</p> |
| <b>28 April 2016</b> | <b>5. SUPERFAST CYMRU BROADBAND ROLLOUT IN DENBIGHSHIRE</b> | <b>RESOLVED</b> – <i>subject to the above observations, and progression of the identified actions, to receive the presentation.</i> | <p>A request has been sent to the Welsh Government (WG) seeking them to share the latest roll-out map for Denbighshire with the Council.</p> <p>Information on the matters BT agreed to follow-up is contained within the 'Information Brief' document circulated to Committee members.</p>                                                                                                                                                                                                                    |

Scrutiny Representatives on Service Challenge Groups 2015/16

Appendix 5

| Service:                                          | Communities                                         | Partnerships                                                 | Performance                                           |
|---------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------|
| Education and Children’s Services                 | Cllr. Anton Sampson/Cllr. Huw Hilditch-Roberts      | Cllr. Jeanette Chamberlain-Jones (sub: Cllr. Martyn Holland) | Cllr. Arwel Roberts                                   |
| Community Support Services – Phil Gilroy          | Cllr Bob Murray                                     | Cllr. Ray Bartley                                            | <b>vacancy</b>                                        |
| Legal, HR & Democratic Services – Gary Williams   | Cllr. Brian Blakeley                                | Cllr. Meirick Lloyd Davies                                   | Cllr. Dewi Owens                                      |
| Business Improvement & Modernisation – Alan Smith | Cllr. Cheryl Williams                               | Cllr. Peter Prendergast                                      | Cllr. Dewi Owens                                      |
| Customers, Communications, & Marketing            | Cllr Huw Hilditch-Roberts                           | Cllr. Dewi Owens/ <i>Cllr. Martyn Holland (tbc)</i>          | Cllr. Geraint Lloyd Williams                          |
| Facilities, Assets & Housing                      | Cllr. Huw Hilditch-Roberts                          | Cllr. Dewi Owens                                             | Cllr. Colin Hughes                                    |
| Finance                                           | Cllr. Peter Evans                                   | Cllr. Dewi Owens/ <i>Cllr. Martyn Holland (tbc)</i>          | Cllr. Colin Hughes                                    |
| Highways & Environmental Services – Steve Parker  | Cllr. Rhys Hughes (sub: Cllr. Cefyn Williams)       | Cllr. Peter Prendergast                                      | Cllr. Meirick Lloyd Davies (sub: Cllr. Arwel Roberts) |
| Planning & Public Protection – Graham Boase       | Cllr. Cllr. Cefyn Williams (sub: Cllr. Bill Cowie ) | Cllr. Raymond Bartley                                        | Cllr. Meirick LI Davies                               |

Tudalen 209

27/05/16

Mae tudalen hwn yn fwiadol wag