

At: Aelodau'r Pwyllgor Archwilio
Partneriaethau

Dyddiad: Dydd Gwener, 16
Mehefin 2017

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Annwyl Gyngorydd

Fe'ch gwahoddir i fynychu cyfarfod y **PWYLLGOR ARCHWILIO PARTNERIAETHAU, DYDD IAU, 22 MEHEFIN 2017** 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 DATGAN CYSYLLTIAD (Tudalennau 5 - 6)

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

3 PENODI IS-GADEIRYDD (Tudalennau 7 - 8)

Penodi Is-gadeirydd y Pwyllgor Archwilio Partneriaethau ar gyfer blwyddyn 2017/18 y Cyngor (disgrifiad o'r rôl wedi'i atodi).

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 bryd yn unol ag Adran 100B(4) Deddf Llywodraeth Leol 1972.

5 COFNODION Y CYFARFOD DIWETHAF (Tudalennau 9 - 14)

Derbyn Cofnodion cyfarfod y Pwyllgor Archwilio Partneriaethau a gynhaliwyd ar 6 Ebrill 2017 (copi ynghlwm).

6 PARTNERIAETH TELEDU CYLCH CAEËDIG SIR DDINBYCH

(Tudalennau 15 - 18)

Ystyried adroddiad gan Bennaeth Cynllunio a Gwarchod y Cyhoedd (copi wedi'i amgáu) sy'n rhoi diweddariad i'r aelodau am y Bartneriaeth Teledu Cylch Caeëdig a cheisio cefnogaeth i'w chadw.

9.40 a.m. – 10.10 a.m.

7 STRATEGAETH GOFLAWYR SIR DDINBYCH 2016-19 (Tudalennau 19 - 86)

Ystyried adroddiad gan Swyddog Comisiynu Gwasanaethau Gofalwyr (copi wedi'i amgáu) sy'n rhoi diweddariad ar Strategaeth Gofalwyr Sir Ddinbych a cheisio barn a chefnogaeth yr aelodau arni ac ar ei chyfer.

10.10 a.m. – 10.40 a.m.

~~~~~ **EGWYL** ~~~~~

**8 ADRODDIAD BLYNYDDOL CYFARWYDDWR Y GWASANAETHAU CYMDEITHASOL 2016/17** (Tudalennau 87 - 166)

Ystyried adroddiad gan y Pen Reolwr: Gwasanaethau Cymorth (copi wedi'i amgáu) sy'n cyflwyno drafft o Adroddiad Blynyddol Cyfarwyddwr y Gwasanaethau Cymdeithasol 2016/17 er mwyn ei archwilio cyn ei gyflwyno i Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru.

**11.00 a.m. 11.30 a.m.**

**9 RHAGLEN WAITH ARCHWILIO** (Tudalennau 167 - 198)

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

**11.30 a.m.**

**RHAN 2 - MATERION CYFRINACHOL**

Dim.

## **AELODAETH**

### **Y Cynghorwyr**

Joan Butterfield  
Jeanette Chamberlain-Jones  
Gareth Davies  
Tony Flynn  
Huw Jones  
Pat Jones

Christine Marston  
Melvyn Mile  
Andrew Thomas  
Rhys Thomas  
Huw Williams

### **COPIAU I'R:**

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

Mae tudalen hwn yn fwriadol wag

DEDDF LLYWODRAETH LEOL 2000

Cod Ymddygiad Aelodau

## DATGELU A CHOFRESTRU BUDDIANNAU

Rwyf i,  
(enw)

\*Aelod /Aelod cyfetholedig o  
(\*dileuer un)

Cyngor Sir Ddinbych

**YN CADARNHAU** fy mod wedi datgan buddiant **\*personol / personol a sy'n rhagfarnu** nas datgelwyd eisoes yn ôl darpariaeth Rhan III cod ymddygiad y Cyngor Sir i Aelodau am y canlynol:-  
(\*dileuer un)

Dyddiad Datgelu:

Pwyllgor (nodwch):

Agenda eitem

Pwnc:

Natur y Buddiant:

(Gweler y nodyn isod)\*

Llofnod

Dyddiad

Noder: Rhowch ddigon o fanylion os gwelwch yn dda, e.e. 'Fi yw perchennog y tir sy'n gyfagos i'r cais ar gyfer caniatâd cynllunio a wnaed gan Mr Jones', neu 'Mae fy ngŵr / ngwraig yn un o weithwyr y cwmni sydd wedi gwneud cais am gymorth ariannol'.

Mae tudalen hwn yn fwriadol wag

- (vi) Rôl: **Aelod Pwyllgor Archwilio/Cadeirydd**  
Cyflog: **Band 3 (Cadeirydd yn unig)**

*Sylwch: Mae'r eitemau sydd wedi'u hamlygu'n benodol i rôl y Cadeirydd*

## 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.



## PWYLLGOR ARCHWILIO PARTNERIAETHAU

Cofnodion cyfarfod o'r Pwyllgor Archwilio Partneriaethau a gynhaliwyd yn Ystafell Bwllgor 1A, Neuadd Y Sir, Rhuthun, Dydd Iau, 6 Ebrill 2017 am 9.30 am.

### YN BRESENNOL

Y Cynghorwyr Jeanette Chamberlain-Jones (Cadeirydd), Pat Jones, Gwyneth Kensler, Arwel Roberts and Huw Williams.

Mynychodd yr Aelod Arweiniol, y Cyngorydd Bobby Feeley ar gais y Pwyllgor

Sylwedydd: Y Cyngorydd Meirick Lloyd Davies

### HEFYD YN BRESENNOL

Cyfarwyddwr Corfforaethol: Cymunedau (NS), Pennaeth Cyllid (RW), Cydlynnydd Archwilio (RE) a Gweinyddwr Pwyllgorau (SJ)

#### 1 YMDDIHEURIADAU

Derbyniwyd ymddiheuriadau am absenoldeb oddi wrth y Cynghorwr(wyr) Pete Prendergast a/ac Bill Tasker

#### 2 DATGAN CYSYLLTIAD

Ni ddatganwyd cysylltiad.

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

Dim.

#### 4 COFNODION Y CYFARFOD DIWETHAF

Cyflwynwyd cofnodion cyfarfod y Pwyllgor Archwilio Partneriaethau a gynhaliwyd ar 02 Mawrth 2017.

***PENDERFYNWYD** cymeradwyo a derbyn cofnodion y Pwyllgor Archwilio Partneriaethau a gynhaliwyd ar 02 Mawrth 2017 fel cofnod cywir.*

#### 5 DATBLYGU CYLLIDBAU CYFUN IECHYD A GOFAL CYMDEITHASOL.

Wrth gyflwyno'r adroddiad (a gylchredwyd eisoes) dywedodd y Cyfarwyddwr Corfforaethol: Cymunedau (Cyfarwyddwr Statudol y Gwasanaethau Cymdeithasol) wrth y Pwyllgor fod y gwaith o ddatblygu cyllidebau cyfun rhanbarthol ar gyfer Gogledd Cymru, o dan gyfarwyddyd Bwrdd Partneriaeth Rhanbarthol Gogledd Cymru (NWRPB), ond megis cychwyn. Er bod Adran 33 Deddf Y Gwasanaeth Iechyd Gwladol (Cymru) 2006 wedi creu fframwaith deddfwriaethol er mwyn

hwyluso'r dasg o greu cyllidebau iechyd a gofal cymdeithasol cyfun, nid oedd y darpariaethau hyn wedi eu defnyddio'n eang. O ganlyniad, roedd Llywodraeth Cymru wedi gwneud rheoliadau yn Adran 9 Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 yn ei gwneud yn ofynnol i sefydlu cyllidebau cyfun ar gyfer swyddogaethau penodol, sef:

- Llety cartref gofal
- Swyddogaethau cefnogi teuluoedd; a
- Swyddogaethau a arferir ar y cyd o ganlyniad i asesiad a gynhaliwyd o dan Adran 14 Ddeddf 2014, neu unrhyw gynllun a baratoir o dan adran 14A yr un Ddeddf.

Os yn addas gellid sefydlu cyllidebau cyfun hefyd er mwyn cwrdd costau darparu gwasanaethau iechyd a gofal cymdeithasol eraill ar y cyd.

Tra bo'r angen i sefydlu cyllidebau cyfun ar gyfer swyddogaethau cefnogi teuluoedd a swyddogaethau a arferir ar y cyd wedi dod i ryw o 6 Ebrill 2016, ni fyddai cyllidebau cyfun ar gyfer swyddogaethau llety cartref gofal yn dod yn orfodol tan 1 Ebrill 2018. Mae cytundebau eisoes yn eu lle er mwyn hwyluso darpariaeth gwasanaethau cyfun mewn meysydd fel Gwasanaethau Cefnogaeth Integredig I Deuluoedd, roedd gwasanaeth (Canolog) Gogledd Cymru yn cynnwys Conwy a Sir Ddinbych. Byddai angen ffurfioli'r arfer hwn mewn cytundeb cyfreithiol. Eglurodd y Cyfarwyddwr Corfforaethol fod gwaith yn mynd rhagddo ar hyn o bryd i sefydlu pa wasanaethau, y tu allan i'r gwasanaethau cyllidebau cyfun gorfodol, allai o bosib elwa o ddull gweithredu cyllidebau cyfun. Tra fo gofyn cyfreithiol ar y Bwrdd Iechyd ac awdurdodau lleol i ddatblygu cyllidebau cyfun ar gyfer meysydd gwasanaeth penodol, nid yw sefydliadau eraill yn cael eu heithrio rhag bod yn bartneriaid mewn cyllideb gyfun. Fodd bynnag, dylid nodi'r gyrrwr ar gyfer integreiddio a chyllidebau cyfun fel anghenion o fewn Asesiadau Anghenion Poblogaeth Lleol. Mae'r NWRPB wedi sefydlu Grŵp Prosiect Cyllidebau Cyfun Rhanbarthol i ddatblygu Cytundeb Integreiddio Gogledd Cymru ar gyfer cymeradwyo'r chwe awdurdod lleol yn y rhanbarth a'r Bwrdd Iechyd. Ar hyn o bryd, mae'r Grŵp Prosiect a gadeirir gan Gyfarwyddwr Gwasanaethau Cymdeithasol Sir Ddinbych ac a gefnogir gan swyddog Adran 151 y Cyngor a'r Dirprwy Swyddog Monitro, yn archwilio nifer o feysydd am eu haddasrwydd ar gyfer trefniadau cyllidebau cyfun, yn ogystal â hyfywedd cynnwys cyllidebau cyfun cyfredol o fewn trefniadau ffurfiol yn y dyfodol h.y. storfeydd offer ayb.

Roedd opsiynau ar y ffordd orau i gyflawni a llywodraethu 'cyllidebau cyfun' yn cael eu profi ar hyn o bryd a'u sicrhau o ran safon drwy eu defnyddio gyda meysydd ymrwymo cyllideb llai. Byddai canlyniad yr arfarniad opsiynau hwn yn cael ei gyflwyno i'r NWRPB yn ei gyfarfod ym Mehefin 2017, er mwyn iddo benderfynu ar y ffordd orau i frwr ymlaen. Byddai angen asesu anghenion iechyd a gofal cymdeithasol unigolion drwy'r un prosesau â'r hyn sy'n digwydd ar hyn o bryd at ddiben cyllidebau cyfun llety cartref gofal. Roedd prosiect peilot ar fin cael ei gynnal yng Ngwynedd er mwyn profi agweddau cyfreithiol trefniadau cyllidebau cyfun llety cartref gofal. Byddai agweddau cyfreithiol yn cael eu profi'n drwyadl er mwyn sicrhau nad oedd un neu fwy o bartneriaid yn gallu gor-ddefnyddio'r gyllideb gyfun er mwyn lliniaru eu pwysau cyllidol eu hunain. Byddai angen sefydlu a rhoi trefniadau llywodraethu cadarn ar waith er mwyn diogelu rhag arferion o'r fath os

oedd cyllidebau cyfun i gwrdd eu llawn botensial. Er bod angen sicrhau fod yr holl drefniadau diogelu yn gryf cyn sefydlu'r cyllidebau cyfun roedd y cysyniad y tu nol i'w sefydlu yn ganmoladwy, gan y byddai eu creu yn sicrhau mwy o rym gwario ar gyfer cyrff comisiynu wrth ganolbwyntio ar anghenion dinasyddion ar yr un pryd.

Eglurodd yr Aelod Arweiniol dros Ofal Cymdeithasol (Gwasanaethau Oedolion a Phlant) i'r Pwyllgor fod Papur Gwyn diweddar Llywodraeth Cymru 'Diwygio llywodraeth leol: Cadernid ac Adnewyddiad' yn pwysleisio'r angen i weithio'n effeithiol ar sail ranbarthol er mwyn darparu gwasanaethau o ansawdd gyda mwy o ffocws ar atal yn hytrach nac ymyrraeth. Ar hyn o bryd mae Pwyllgor Iechyd Senedd y DU yn archwilio effeithiolrwydd Cynlluniau Cynaliadwyedd a Thrawsnewid GIG Lloegr, a'u llwyddiant o ran cadw pobl yn iach yn hirach a gwella'u gofal. Tra bo Sir Ddinbych yn croesawu'r dull gweithredu newydd hwn gydag agwedd bositif, nid yw'r daith drawsnewid drosodd eto.

Wrth ymateb i gwestiynau aelodau dywedodd swyddogion:

- Y byddai'n rhaid i bob gwasanaeth a ddarperir drwy'r cyllidebau cyfun gydymffurfio â Safonau newydd yr Iaith Gymraeg
- O safbwynt caffael, byddai 'cyllideb gyfun' rhanbarthol yn gwella grym gwario ac yn ehangu'r sail caffael ar gyfer gwasanaethau arbenigol yn newis iaith y defnyddiwr gwasanaeth; byddai monitro safon a rheoli darpariaeth gwasanaeth yn dal yn berthnasol fel y mae ar hyn o bryd;
- Ni fydden yn cytuno i gytundeb 'cyllideb gyfun' a fyddai'n peryglu safon gwasanaeth cyfredol. Lle bynnag bo'n bosib, y nod fyddai gwella gwasanaethau'n barhaol a darparu canlyniadau gwell ar gyfer yr unigolion perthnasol; ac
- Un o'r meysydd allweddol y byddai angen eglurder yn ei gylch fel rhan o unrhyw drefniant cyllideb gyfun fyddai cael trefniadau clir yn eu lle ar gyfer arian dros ben ar ddiwedd blwyddyn / cyllidebau â diffyg, eu defnydd/dull cyllido.

Diolchodd aelodau i swyddogion am egluro cysyniad cyllidebau cyfun a'i risg cysylltiol i'r Pwyllgor. Ar ddiwedd y drafodaeth yn y Pwyllgor:

**Penderfynwyd:**

- (i) cadarnhau eu bod wedi darllen, deall a chymryd i ystyriaeth yr Asesiad o Effaith Ar Les (atodiad 1), fel rhan o'i ystyriaethau**
- (ii) nodi maint yr adnodd ar draws y rhanbarth ar wasanaethau i bobl hŷn, y gallai rhai ohonynt fod yn sail i drefniadau cyllidebau cyfun yn y dyfodol;**
- (iii) nodi'r materion a'r risgiau a amlygwyd o bersbectif llywodraethiant ariannol a fyddai angen ei werthuso;**
- (iv) ei fod wedi ystyried y gofyniad am adnoddau angenrheidiol ar gyfer cwblhau'r uchod o fewn yr amserlen a nodwyd yn y Ddeddf a'r arian a'r ffynonellau cyllido posib er mwyn ei gyflawni;**
- (v) cyflwyno adroddiad i aelodau ym mis Medi 2017 yn amlinellu trefniadau lleol sydd eisoes yn lle ar gyfer gosod, llywodraethu a**

- defnyddio cyllidebau cyfun o ran darparu offer gofal cymdeithasol;*  
*a*
- (vi) chyflwyno adroddiad pellach i aelodau ym mis Tachwedd 2017 ar y cynnydd a wnaed o safbwynt datblygu cyllidebau iechyd a gofal cymdeithasol cyfun, gan gynnwys modelau cyllidebau cyfun arfaethedig.**

## **6 BYRDDAU DIOGELU GOGLEDD CYMRU**

Yn dilyn ymholiad y Pwyllgor wedi ystyried Adroddiad Blynyddol cyntaf y Bwrdd Diogelu Rhanbarthol yng nghanol 2016, rhoddodd y Cyfarwyddwr Corfforaethol: Cymunedau adroddiad cynnydd ar lafar ar nifer o faterion a godwyd gan y Pwyllgor bryd hynny. Dywedodd fod yr adroddiad blynyddol cyntaf, ers i ddiogelu oedolion gael ei roi ar yr un sail statudol â diogelu plant, wedi ei gynhyrchu ar y cyd rhwng Bwrdd Diogelu Plant Gogledd Cymru (NWSCB) a Bwrdd Diogelu Oedolion Gogledd Cymru (NWSAB) a'u gyhoeddi fel un adroddiad. Fodd bynnag, yn y dyfodol bydd gofyn ar y ddau fwrdd i gyhoeddi adroddiadau ar wahân.

Yn ystod ei chyflwyniad dywedodd y Cyfarwyddwr Corfforaethol wrth y Pwyllgor:

- mai Sir Ddinbych yw'r awdurdod cynnal bellach ar gyfer swyddogaethau busnes y ddau Fwrdd Diogelu yn ogystal â chyd brosiectau rhanbarthol gwasanaethau cymdeithasol eraill.
- Roedd ymgyrch recriwtio wedi bod ar gyfer pob swydd wag. Fodd bynnag, byddai swyddi gwag wastad yn bodoli ar ryw adeg oherwydd bod staff yn symud ymlaen. Roedd y casgliad o ymgeiswyr posib yn llai gan fod swyddi Diogelu yn swyddi arbenigol rhanbarthol a bod angen sgiliau iaith Gymraeg yn ogystal â sgiliau arbenigol eraill ar eu cyfer. Gallai recriwtio ar gyfer un swydd arwain o bosib at swydd wag yn rhywle arall. Ar hyn o bryd, wedi i'r Rheolwr Busnes adael i swydd arall, mae Rheolwr Busnes dros dro mewn lle nes i ddeiliad swydd barhaol gael ei benodi; roedd cyllid ar gyfer gwaith y ddau Fwrdd ar gyfer 2016/17 a 2017/18 wedi ei gytuno arno. Fodd bynnag, mae peth ansicrwydd o safbwynt ariannu yn y dyfodol gan fod gan y Bwrdd beth arian wrth gefn er mwyn gofalu am unrhyw ddiffygion posib. O 2018 ymlaen bydd cyfraniadau ariannol sefydliadau partner tuag at gyllid y Byrddau yn cael eu gosod yn unol â fformiwla a nodir yn y Rheoliadau;
- Mae gan yr holl grwpiau rhanbarthol ac isranbarthol ayb a sefydlwyd gan y Byrddau Diogelu gylch gorchwyl penodol. Roedd aelodaeth y grwpiau hynny yn ddarostyngedig i newid yn seiliedig ar natur y gwaith yr oeddynt i'w wneud ar unrhyw amser penodol;
- Gweithiwr gwirfoddol o'r trydydd sector oedd cadeirydd annibynnol y Grŵp Adolygiad Ymarfer Plant. Gan bod yr unigolyn hwnnw wedi ymddeol yn ddiweddar byddai rôl y cadeirydd yn cael ei hadolygu;
- O safbwynt safoni polisïau, gweithdrefnau a phrotocolau o ran dewis addysgu yn y cartref roedd y Bwrdd Diogelu Plant Rhanbarthol o'r farn nad oedd Llywodraeth Cymru wedi rhoi digon o gefnogaeth i awdurdodau lleol ac i'r Byrddau yn y maes penodol hwn o waith. Nid oedd gan y NWSCB bryderon am y plant hynny oedd wedi eu cofrestru fel 'disgyblion y dewisir eu haddysgu gartref', roeddynt yn pryderu am y rheiny nad oedd yn hysbys i'r awdurdodau. Gan sôn am achos trasig diweddar yn Sir Benfro, gofynnwyd i

aelodau adrodd i'r Gwasanaethau Cymdeithasol am unrhyw achosion yr oeddynt yn pryderu amdanynt, fel rhan o'u rôl cyfrifoldebau Diogelu Corfforaethol;

- Roedd Prif Weithredwr Sir Ddinbych wedi ei benodi fel Cadeirydd Grŵp Gweithredol Camfanteisio'n Rhywiol Ar Blant;
- Nid oedd gan NWSAB bwerau i adrodd ar faterion diffyg cydymffurfio mewn cartrefi gofal i Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (CSSIW)
- Darparwyd hyfforddiant rheolaidd ar ymwybyddiaeth gwarchod plant ac oedolion i'r holl staff sy'n dod i gyswllt â chleifion/cleientiaid, boed yn staff gofal, iechyd, Heddlu neu staff eraill. Darparwyd hyfforddiant penodol i'r rheiny oedd angen sgiliau penodol mewn maes arbennig;
- Nid oedd aelodau Bwrdd yn derbyn cydnabyddiaeth ariannol am eu rôl ar y Bwrdd, roeddynt yn cael cyflog am eu dyletswyddau cyflogaeth arferol. Dim ond staff Uned Fusnes y Byrddau oedd yn derbyn cyflog. Roedd rhai Aelodau o'r Bwrdd yn eistedd ar NWSCB a NWASB, diben hyn yw sicrhau fod pob un o'r meysydd pryder yn cael eu trafod ac nad oedd unrhyw faes yn cael ei adael allan;
- Roedd presenoldeb aelodau'r Bwrdd yn y cyfarfodydd ac ymrwymiad eu sefydliadau i waith y Bwrdd yn cael ei fonitro'n agos; ac
- Mae caethwasiaeth fodern yn broblem yng Ngogledd Cymru fel mewn ardaloedd eraill yn y DU, er ei fod yn broblem gudd fel yr amlygodd digwyddiad diweddar yn Sir y Fflint. Mae gwybodaeth a chudd-wybodaeth leol yn hanfodol wrth adnabod digwyddiadau o'r fath.

Wrth ymateb i gwestiynau aelodau dywedodd y Cyfarwyddwr Corfforaethol:

- mai polisi cyfredol y Cyngor o safbwynt gwiriadau'r Gwasanaeth Datgelu a Gwahardd yw eu bod yn angenrheidiol ar gyfer cynghorwyr sirol sy'n gweithio fel llywodraethwyr ysgol a rhai dyletswyddau penodol eraill.
- Nid oeddynt yn orfodol ar gyfer pob cynghorydd sir; gwelwyd sgiliau iaith Gymraeg yn fanteisiol ar gyfer swyddi gofal cymdeithasol yn Sir Ddinbych ac yn rhanbarthol; ar gyfer rhai swyddi roeddynt yn hanfodol.
- Cyfarwyddwr Gwasanaethau Cymdeithasol sy'n trin â'r holl gwynion o safbwynt gwarchod plant neu oedolion. Byddai AD yn atgyfeirio unrhyw achosion yr adroddir amdanynt drwy Bolisi Rhannu Pryderon y Cyngor er mwyn iddynt gael eu hymchwilio gan y weithdrefn gwarchod plant neu oedolion addas; ac
- Roedd yn annhebygol y byddai rhieni yn dewis addysgu eu plant gartref er mwyn gallu mynd a nhw ar wyliau teuluol yn ystod cyfnod 'tymor' ac er mwyn osgoi Rhybudd Cosb Benodedig. Fel arfer roedd rhesymau dilys pam fod rhieni am addysgu plentyn gartref.

Diolchodd Aelodau i'r Cyfarwyddwr Corfforaethol am ei diweddariad ac am ateb eu cwestiynau. Felly:

***Penderfynwyd: - derbyn yr adroddiad ar y cynnydd a wnaed hyd yma a datblygiad y Byrddau Diogelu rhanbarthol a'u gwaith i ddiogelu plant ac oedolion agored i niwed yn Sir Ddinbych.***

**Ar y pwynt hwn (10.50 a.m.) cafwyd egwyl o 15 munud.**

**Ailddechreuodd y cyfarfod am 11.05 a.m.**

## **7 RHAGLEN WAITH ARCHWILIO**

Roedd copi o adroddiad gan y Cydlynnydd Archwilio, oedd yn gofyn i'r Pwyllgor adolygu a chytuno ar Raglen Gwaith i'r Dyfodol ac yn darparu diweddariad ar y materion perthnasol, wedi ei gylchredeg gyda phapurau'r cyfarfod.

Roedd copi o demplad "ffurflen cynnig Aelodau" wedi ei chynnwys yn Atodiad 2, roedd Rhaglen Gwaith I'r Dyfodol y Cabinet wedi ei gynnwys fel Atodiad 3, a thabl yn crynhoi penderfyniadau diweddar y Pwyllgor ac yn cynghori ar gynnydd o safbwynt eu rhoi ar waith wedi ei atodi yn Atodiad 4.

Cadarnhaodd y Pwyllgor ddrafft ei Raglen Gwaith I'r Dyfodol ar gyfer cyfarfodydd y dyfodol a chytunwyd ar yr ychwanegiadau canlynol:-

14 Medi 2017-

Trefniadau lleol ar gyfer Cyllidebau Cyfun cyfredol.

02 Tachwedd 2017-

Cyllidebau Cyfun Rhanbarthol

**PENDERFYNWYD** – yn amodol ar yr uchod, y dylid cymeradwyo'r Rhaglen Gwaith i'r Dyfodol.

## **8 ADBORTH GAN GYNRYCHIOLWYR PWYLLGOR**

Dim adborth

Gan law'r cyfarfod hwn oedd cyfarfod olaf y Pwyllgor cyn yr etholiadau llywodraeth leol, diolchodd y Cadeirydd i'r aelodau am eu cyfraniad at waith y Pwyllgor yn ystod ei chyfnod yn y rôl. Dymunodd yn dda i'r holl aelodau oedd yn ceisio cael eu hail-ethol yn yr etholiadau nesaf a diolchodd ar ran y Pwyllgor i swyddogion oedd wedi cefnogi gwaith y Pwyllgor drwy gydol y cyfnod uchod.

**Daeth y cyfarfod i ben am 11.25 a.m.**

|                            |                                                                                                        |
|----------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>      | <b>Pwyllgor Archwilio Partneriaethau</b>                                                               |
| <b>Dyddiad y Cyfarfod:</b> | <b>22 Mehefin 2017</b>                                                                                 |
| <b>Awdur yr Adroddiad:</b> | <b>Graham Boase Pennaeth Cynllunio a Gwarchod y Cyhoedd<br/>Emlyn Jones Rheolwr Gwarchod y Cyhoedd</b> |
| <b>Teitl:</b>              | <b>Partneriaeth Teledu Cylch Caeëdig Sir Ddinbych</b>                                                  |

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

- 1.1 Mae'r adroddiad hwn yn ymwneud â Phartneriaeth Teledu Cylch Caeëdig Sir Ddinbych a ddechreuodd ar 1 Ebrill 2016.

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

- 2.1 Lluniwyd yr adroddiad hwn i ddarparu diweddariad i Aelodau ar y Bartneriaeth Teledu Cylch Caeëdig, y trefniadau llywodraethu sydd ar waith ar gyfer y Bartneriaeth, ei heffeithiolrwydd o ran darparu gwasanaeth a'r gwaith sy'n cael ei wneud gan y Bartneriaeth i ddatblygu dyfodol mwy cynaliadwy.

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

- 3.1 Argymhellir bod yr Aelodau'n trafod cynnwys yr adroddiad, cefnogi rôl y Cyngor o fewn y Bartneriaeth a pharhau i gefnogi i gadw'r Bartneriaeth.

## **4. Manylion yr adroddiad**

- 4.1 Dechreuodd Partneriaeth Teledu Cylch Caeëdig Sir Ddinbych ar 1 Ebrill 2016 am gyfnod prawf o 12 mis. Mae'r bartneriaeth yn cynnwys Cyngor Tref y Rhyl, Cyngor Tref Rhuddlan, Cyngor Tref Prestatyn, Heddlu Gogledd Cymru a Chyngor Sir Ddinbych yn bartner arweiniol. Mae'r bartneriaeth bellach wedi cwblhau ei 12 mis cyntaf ac mae pob partner wedi ymrwymo i gwblhau isafswm pellach o 12 mis.
- 4.2 Ffurfiwyd y Bartneriaeth yn dilyn penderfyniad y Cyngor i ddileu cyllid y Gwasanaeth Teledu Cylch Caeëdig fel rhan o broses y gyllideb Ryddid a Hyblygrwydd. Gweithiodd Swyddogion gyda'r Cynghorau Tref perthnasol a Heddlu Gogledd Cymru i archwilio'r opsiynau er mwyn cadw'r gwasanaeth Teledu Cylch Caeëdig yn y dair tref serch bod cyllid craidd y Cyngor Sir wedi'i dynnu'n ôl. Ariennir y Bartneriaeth Teledu Cylch Caeëdig newydd gan gyfraniadau ariannol gan y tri Chyngor Tref, Heddlu Gogledd Cymru ac incwm gan rai gwasanaethau CSDd sydd eisoes â chamerau Teledu Cylch Caeëdig ar waith oherwydd rhesymau diogelwch a hefyd gan drydydd parti allanol.
- 4.3 Mae cytundeb cyfreithiol ar waith ar gyfer y Bartneriaeth, wedi'i lofnodi gan yr holl bartneriaid.

- 4.4 Sefydlwyd Bwrdd Partneriaeth Teledu Cylch Caeëdig a chadeiriwyd y Bwrdd gan Aelod Arweiniol y Parth Cyhoeddus y Cyngor. Mae'r Bwrdd yn cyfarfod bob chwarter.
- 4.5 Penodwyd Cydlynnydd Teledu Cylch Caeëdig. Mae'r swydd hon yn llawn amser, fe'i hariennir gan y Bartneriaeth, ond cyflogir deiliad y swydd gan GSDd, fel "Partner Arweiniol". Mae deiliad y swydd yn gyfrifol am gydlynu'r gwasanaeth, ymdrin â cheisiadau dyddiol gan bartneriaid / asiantaethau, cynnal a chadw'r systemau a gweithio gyda chontractwyr i atgyweirio a chynnal offer ac ati, felly'n gweithio'n agos gyda'r holl Bartneriaid.
- 4.6 Cadwyd yr holl gamerâu Teledu Cylch Caeëdig yn y dair tref ac maent yn parhau i recordio 24 awr o'r dydd, 7 niwrnod yr wythnos, hynny yw nid yw'r camerâu'n cael eu monitro 24/7.
- 4.7 Mae'r Bartneriaeth newydd yn darparu gwasanaeth gwerthfawr a phwysig yn y trefi. Mae'r adborth hyd yma wedi bod yn gadarnhaol iawn gan yr holl Bartneriaid. Nodwyd gan Heddlu Gogledd Cymru nad oedd cynnydd gweladwy wedi bod o ran troseddu ac anhrefn yn y dair tref ers dechrau'r bartneriaeth a'r dull newydd o ddarparu gwasanaeth Teledu Cylch Caeëdig. Mae troseddau'n ymwneud â thai trwyddedig a chyfraddau lladrata o siopau wedi aros yn debyg i gyfraddau'r blynyddoedd blaenorol. Credir Heddlu Gogledd Cymru bod Teledu Cylch Caeëdig yn bwysig er mwyn atal a chanfod troseddau yn yr ardal.
- 4.8 Er bod yr adborth wedi bod yn gadarnhaol hyd yma, gwerthfawroga'r Bwrdd nad yw'r trefniadau cyfredol yn gynaliadwy. Cyfnod prawf o 12 mis yn unig oedd hwn a derbyniwyd a deallwyd gan y partneriaid y byddai gwaith pellach yn angenrheidiol er mwyn datblygu opsiwn darpariaeth gwasanaeth mwy cynaliadwy dros dymor canolig. Fe ddaeth hefyd yn amlwg bod yr orddibyniaeth ar y Partner Arweiniol yn parhau (CSDd).
- 4.9 Ystyriwyd dwy agwedd gan y Bwrdd mewn perthynas â dyfodol Teledu Cylch Caeëdig yn Sir Ddinbych. Ystyriwyd gweithrediad y gwasanaeth Teledu Cylch Caeëdig o ddydd i ddydd a hefyd TGCh y System Teledu Cylch Caeëdig.

#### Gweithrediad y gwasanaeth o ddydd i ddydd

- 4.10 Roedd y Bwrdd yn awyddus i sicrhau dyfodol mwy cynaliadwy a chryf i Deledu Cylch Caeëdig. Ar ôl ystyried sawl opsiwn gwahanol, cytunwyd dechrau gweithio gyda Chyngor Gorllewin Sir Gaer a Chaer er mwyn ymgymryd â gwaith rheoli'r gwasanaeth o ddydd i ddydd ar gyfer y Bartneriaeth. Golyga hyn bod lluniau o'r holl gamerâu Teledu Cylch Caeëdig yn Rhuddlan, y Rhyl a Phrestatyn yn cael eu darlledu yng Nghaer. Mae gan Gyngor Gorllewin Sir Gaer a Chaer wasanaeth Teledu Cylch Caeëdig 24/7 a bydd yn darparu gwasanaeth monitro adweithiol ar ran y Bartneriaeth, bydd yn ymateb i unrhyw sefyllfa 24/7, fe fydd a llwybrau cyfathrebu uniongyrchol â Heddlu Gogledd Cymru ac fe fydd hefyd yn darparu monitro cyfyngedig. Mae hyn yn welliant o gymharu â'r gwasanaeth presennol a ddarperir.



- 4.11 Ar hyn o bryd mae'r Bwrdd yn gweithio'n agos â Chyngor Gorllewin Sir Gaer a Chaer i gynllunio'r gwasanaeth ar gyfer y dyfodol gan gynnwys datblygu cytundeb lefel gwasanaeth a gweithdrefnau gwaith. Gwneir hyn mewn ymgynghoriad llawn â Heddlu Gogledd Cymru sydd yn aelod o'r Bwrdd Partneriaeth.
- 4.12 Unwaith y bydd y gwasanaeth wedi'i sefydlu gyda Gorllewin Sir Gaer a Chaer, byddwn yn cysylltu â Chynghorau Tref a Dinas i weld os ydynt yn dymuno ymuno â'r Bartneriaeth. Golyga hyn y byddai'n rhaid i'r Cynghorau Tref a Dinas dalu unrhyw gostau cychwynnol a chyfraniad blynyddol i'r Bartneriaeth.

#### TGCh / Gweinydd

- 4.13 Mae'r gweinydd presennol, sydd wedi'i leoli yn yr ystafell reoli yng Ngorsaf yr Heddlu y Rhyl, yn hen ac nid yw'n gweithio fel ag yr oedd yn y gorffennol. Fe ddaeth yn amlwg i'r Bwrdd y byddai gosod gweinydd newydd yn angenrheidiol er mwyn sicrhau system Teledu Cylch Caeëdig a oedd yn fwy cynaliadwy a chryf. Byddai hyn yn lleihau'r risg o'r gweinydd yn methu a fyddai'n atal unrhyw wasanaeth Teledu Cylch Caeëdig pellach. Bydd gweinydd newydd yn costio oddeutu £80,000. Mae'r Bwrdd wedi ymchwilio i sawl opsiwn cyllido gan gynnwys ceisiadau grant, rydym yn parhau i aros am benderfyniad ar un cais.
- 4.14 Cytunwyd gan y Bwrdd yn ddiweddar ar raglen rhesymoli/ blaenoriaethu camerâu. Cyflwynwyd adroddiad yn ddiweddar i'r Bwrdd (gweler Atodiad 1) yn ceisio cytundeb ar gyfer rhaglen atgyweirio camerâu yn y dyfodol. Y rheswm dros yr adroddiad hwn oedd i geisio sicrhau cytundeb y Bwrdd i weithredu rhaglen flaenoriaeth a chynnal a chadw camerâu newydd sy'n adlewyrchu'r cyfraniadau ariannol gan y tri Chyngor Tref a blaenoriaethu pwysigrwydd y camerâu hynny o ran atal a lleihau troseddu ac anhrefn.
- 4.15 Bu'r adroddiad o gymorth i flaenoriaethu 32 o gamerâu yn y Rhyl, Prestatyn a Rhuddlan yn seiliedig ar eu blaenoriaeth troseddu ac anhrefn a phwysigrwydd cymunedol. Bydd y 48 camera sy'n weddill yn cael eu categorio fel blaenoriaeth is ac os ydynt yn torri ni fyddant yn cael eu hatgyweirio neu newid. Bydd hyn o gymorth i flaenoriaethu adnoddau ariannol cyfyngedig y Bwrdd.

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

- 5.1 Mae gweithredu gwasanaeth Teledu Cylch Caeëdig yn cyfrannu'n uniongyrchol tuag at y blaenoriaethau corfforaethol o amddiffyn pobl ddi-amddiffyn yn ein cymunedau, cadw ein strydoedd yn lân a thaclus a datblygiad economaidd.

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

- 6.1 Telir yr holl gostau sydd ynghlwm â'r Bartneriaeth Teledu Cylch Caeëdig gan y Partneriaid. Nid oes unrhyw oblygiad sylweddol ar gyfer gwasanaethau eraill CSDd.

## **7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Les?**

7.1 Nid yw asesiad o effaith yn angenrheidiol oherwydd nid oes angen gwneud penderfyniad neu newid.

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

8.1 Nid oes ymgynghoriadau penodol y tu hwnt i'r Partneriaid. Cyflwynwyd adroddiadau i'r Pwyllgor Archwilio Partneriaethau yn y gorffennol. Ceisiwyd yr adroddiad diweddar hwn gan Aelodau Archwilio.

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

9.1 Yn 2014, cytunodd y Cyngor i dynnu cyllideb sylfaenol y Gwasanaeth Teledu Cylch Caeëdig yn ôl ar gyfer 2016/17. Fodd bynnag, o ganlyniad i ddatrasiad partneriaeth creadigol, mae'r gwasanaeth wedi parhau mewn ffurf wahanol. Dylid adolygu'r risgiau a amlygwyd mewn perthynas â'r offer TGCh.

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

10.1 Mae risgiau'n ymwneud â'r Bartneriaeth Teledu Cylch Caeëdig, yn bennaf y gweinydd a'r offer TG. Fel y manylwyd yn yr adroddiad, mae'r Bwrdd Teledu Cylch Caeëdig yn gweithio er mwyn mynd i'r afael â'r risgiau hyn.

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

Mae Adran 7.4.2 (b) yn amlinellu pwerau'r Pwyllgor Archwilio mewn perthynas ag adolygu perfformiad o ran amcanion polisi a meysydd gwasanaeth penodol.

### **Swyddog Cyswllt:**

Rheolwr Gwarchod y Cyhoedd

Rhif ffôn: 01824 706350

|                                 |                                                                                         |
|---------------------------------|-----------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>           | <b>Pwyllgor Archwilio Partneriaethau</b>                                                |
| <b>Dyddiad y Cyfarfod:</b>      | <b>22 Mehefin 2017</b>                                                                  |
| <b>Aelod/Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Lles ac Annibyniaeth<br/>Pennaeth Gwasanaethau Cymorth Cymunedol</b> |
| <b>Awdur yr Adroddiad:</b>      | <b>Swyddog Comisiynu ar gyfer y Gwasanaethau i<br/>Ofalwyr</b>                          |
| <b>Teitl:</b>                   | <b>Adroddiad Cynnydd – Strategaeth Gofalwyr Sir<br/>Ddinbych 2016-19</b>                |

## 1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad yn darparu diweddariad i aelodau ar weithrediad Strategaeth Gofalwyr Sir Ddinbych [Atodiad 1] a dderbyniwyd er gwybodaeth gan y Pwyllgor Archwilio ym mis Ionawr 2017. Datblygwyd y Strategaeth yn ystod 2016 gan Grŵp Aml-asiantaeth Strategaeth Gofalwyr Sir Ddinbych. Mae'r Strategaeth yn nodi sut y bydd Grŵp Strategaeth Gofalwyr Sir Ddinbych yn parhau i weithio gyda'i gilydd i ddatblygu ymhellach y gefnogaeth i Ofalwyr yn Sir Ddinbych mewn ffordd sy'n mynd i'r afael ag anghenion lleol Gofalwyr, o fewn cyd-destun deddfwriaeth newydd a newidiadau demograffig.

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

Darparu gwybodaeth ynglŷn â chynnydd datblygiad y Strategaeth. Mae'r Strategaeth yn cael ei thanategu gan ddeddfwriaeth newydd, Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 a Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 yn benodol.

Mae deddf newydd y Gwasanaethau Cymdeithasol a Llesiant yn gofyn am newid mewn diwylliant sy'n darparu mwy o ffocws ar hybu gwytnwch, annibyniaeth, hunanofal a chymorth yn y gymuned. Mae'n cydnabod bod gan ofalwyr rôl ataliol, ac yn rhoi hawliau cyfwerth â rhai dinasyddion eraill er mwyn cefnogi a chynnal y rôl hon mewn perthynas â gofal a chefnogaeth i eraill. Wrth ddatblygu gofynion y Ddeddf, roedd yn bwysig cynnwys anghenion cefnogaeth y Gofalwyr yn natblygiad ymagwedd newydd Sir Ddinbych sy'n seiliedig ar asedau er mwyn asesu a diwallu anghenion, yn hytrach na gwneud hyn ar ei ben ei hun.

Mae cynnydd yn erbyn y Strategaeth yn cael ei ddogfennu yng Nghynllun Gweithredu'r Strategaeth [Atodiad 2] sy'n nodi'r camau gweithredu er mwyn i bartneriaid strategol a thrydydd sector ddatblygu cefnogaeth i Ofalwyr yn Sir Ddinbych, a sicrhau cydymffurfiaeth gyda'r ddeddfwriaeth statudol newydd.

## 3. Beth yw'r Argymhellion?

- 3.1 Bod aelodau archwilio yn ystyried yr adroddiad ac yn darparu sylwadau fel y bo'n briodol mewn perthynas â sut y mae partneriaid yn Sir Ddinbych yn parhau i weithio

gyda'i gilydd i ddatblygu cefnogaeth i Ofalwyr yn Sir Ddinbych, mewn cyd-destun o gynnydd mewn galw, deddfwriaeth newydd a newidiadau demograffig.

- 3.2 Bod aelodau archwilio yn parhau i gefnogi a hyrwyddo cyflawniadau'r Strategaeth er mwyn i Wasanaeth Cymorth Cymunedol Sir Ddinbych ddiwallu ei oblygiadau statudol ar gyfer Gofalwyr, mewn partneriaeth â phartneriaid statudol a thrydydd sector.
- 3.3 Bod y Pwyllgor yn cadarnhau ei fod wedi darllen, deall ac ystyried yr Asesiad o Effaith ar Les (Atodiad 3) fel rhan o'i ystyriaethau

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

- 4.1 Mae Cynllun Gweithredu'r Strategaeth yn cael ei lunio yn erbyn y canlyniadau ar gyfer dinasyddion yn Neddf Gwasanaethau Cymdeithasol a Llesiant ac yn canolbwyntio ar gydymffurfiaeth gyda'r Ddeddf. Mae hefyd yn cael ei fapio yn erbyn Blaenoriaethau Allweddol Bwrdd Iechyd Prifysgol Betsi Cadwaladr (BIPBC) ar gyfer y rhanbarth canolog. Mae'r Cynllun Gweithredu wedi'i ddiweddarau (gweler Atodiad 2), fodd bynnag, mae'r canlynol yn darparu mwy o fanylion ynglŷn â'r ardaloedd datblygu ehangach:
  - 4.2 Mae 'Pwyntiau Siarad' Sir Ddinbych, yn fenter Gwasanaeth Cymorth Cymunedol Sir Ddinbych mewn ymateb i'r Ddeddf, sy'n gymorth i sicrhau bod cymunedau Sir Ddinbych yn 'ymwybodol o ofalwyr'. Maent wedi'u lleoli mewn wyth cymuned ar draws y Sir, ac yn darparu gwybodaeth a chynghor i ddinasyddion yn amrywio o gefnogaeth leol /yn y gymuned i gymorth arbenigol a statudol. Mae Pwyntiau Siarad yn cael eu cefnogi gan staff gofal cymdeithasol a sefydliadau'r trydydd sector - yn bennaf Llyw-wyr Cymunedol a gomisiynwyd gan yr awdurdod, Gwasanaeth Gwybodaeth Gofalwyr Gogledd-Ddwyrain Cymru, Alzheimer's a Hafal. Mae tystiolaeth dda o waith ar y cyd yn y Pwyntiau Siarad i nodi Gofalwyr a'u hymgysylltu â'r sgysiau Beth sy'n Bwysig. Gall Gofalwyr wneud apwyntiad yn y Pwyntiau Siarad i gael asesiad manwl o'u hanghenion.
  - 4.3 Mae datblygiad Porth Gwybodaeth DEWIS hefyd wedi bod yn allweddol i ddarparu mwy o fynediad i wybodaeth ar gyfer dinasyddion, gan gynnwys Gofalwyr, ac mae'n cynnwys parth penodol a elwir yn "Gofalu am Rywun". Yn lleol, mae gwaith wedi'i wneud gyda phartneriaid y trydydd sector, yn enwedig rhai a ariennir gan yr awdurdod lleol, i sicrhau bod manylion eu gwasanaethau yn cael eu cofnodi ar y wefan.
  - 4.4 Bydd Wythnos Gofalwyr 12-18 Mehefin 2017 yn cael ei hyrwyddo ar draws yr holl Bwyntiau Siarad yn Sir Ddinbych i godi ymwybyddiaeth o Ofalwyr yn ein cymunedau ac i ddarparu gwybodaeth, cynghor a chymorth priodol.
  - 4.5 Mae ymagwedd newydd Gwasanaethau Cymorth Cymunedol Sir Ddinbych sy'n seiliedig ar asedau yn cael ei gymhwyso'n gyfartal i Ofalwyr yr un fath â dinasyddion eraill, a darperir Gwybodaeth, Cynghor a Chymorth beth bynnag fo'r lefel o ofal sy'n cael ei ddarparu. Mae gofalwyr yn awr yn ymgysylltu â sgysiau ynglŷn â Beth Sy'n Bwysig iddynt a sut y gellir eu cefnogi i gyflawni eu canlyniadau lles.

- 4.6 Mae'r Pwynt Mynediad Sengl wedi bod yn ddatblygiad allweddol i ddarparu Gwybodaeth, Cyngor a Chymorth i ddinasyddion, gan gynnwys Gofalwyr. Mae staff y Pwynt Mynediad Sengl wedi'u hyfforddi i nodi Gofalwyr gyda chefnogaeth Cefnogwr Gofalwyr yn y Pwynt Mynediad Sengl, a datblygwyd system brysbenno i sicrhau bod ymagwedd gymesur yn cael ei darparu er mwyn i Ofalwyr dderbyn y lefel briodol o gefnogaeth. Mae gwaith yn parhau ar draws y gwasanaeth i sicrhau bod lefel y sgwrs yn gymesur ag anghenion cefnogaeth yr unigolyn.
- 4.7 Mae staff gweithredol wedi derbyn hyfforddiant ar y Ddeddf newydd sy'n cynnwys canolbwyntio ar hawliau gwell i Ofalwyr.
- 4.8 Mae'r Ddeddf yn canolbwyntio'n sylweddol ar y defnydd o gyllidebau cefnogi (taliadau uniongyrchol) i roi mwy o ddewis a rheolaeth i unigolion dros y gefnogaeth y maent ei hangen. Mae grantiau 'un tro' (math o gyllideb gefnogi) wedi bod ar gael i Ofalwyr yn Sir Ddinbych ers sawl blwyddyn, fodd bynnag, mae gwaith yn parhau i ystyried sut y gellir datblygu darpariaeth cyllidebau cefnogi ymhellach i alluogi cyflawni canlyniadau lles drwy wahanol ffyrdd o weithio. Mae Tîm Prosiect Cyllideb Cefnogi a nifer o Grwpiau Tasg a Gorffen wedi'u sefydlu i alluogi staff i deimlo'n hyderus wrth ymgorffori cyllidebau cefnogi yn y prosesau o gynllunio cefnogaeth. (Mae'r gwaith hwn yn gysylltiedig â gwaith Taliadau Uniongyrchol Rhanbarthol a Grant Cyfleusterau i'r Anabl). Un maes o ddatblygiad yw gwasanaeth seibiant byr sy'n fwy hyblyg sy'n cael ei ddarparu gan Crossroads North Wales sy'n galluogi Gofalwyr i fancio oriau dros gyfnod o ddeufis os ydynt yn dymuno gwneud hynny.
- 4.9 Mae Sir Ddinbych wedi ymrwymo i weithio mewn partneriaeth gyda'r trydydd sector i gefnogi Gofalwyr (gan gynnwys NEWCIS, Alzheimers, Hafal a Mind) a darparu grantiau i ariannu eu gwasanaethau. Ar hyn o bryd rydym yn adolygu ein prosesau ar gyfer cyllido'r trydydd sector i sicrhau bod yr holl wasanaethau yn diwallu gofynion Deddf Gwasanaethau Cymdeithasol a Llesiant.
- 4.10 Penodwyd Rheolwr Busnes Gofalwyr Rhanbarthol Gogledd Cymru ym mis Mawrth eleni. Mae hon yn swydd ddeuddeg mis a gynhelir gan Sir Ddinbych ac sydd wedi'i lleoli yn y tîm Cydweithredu Rhanbarthol. Mae Gofalwyr yn un o'r grwpiau blaenoriaeth ar gyfer Bwrdd Partneriaeth Rhanbarthol Gogledd Cymru, a bydd cylch gwaith y swydd yn cynnwys datblygu yr Aseiad Poblogaeth ymhellach mewn perthynas â Gofalwyr. Bydd cynllun busnes rhanbarthol yn cael ei lunio ar ddechrau mis Hydref 2017 a fydd yn canolbwyntio ar:
- Fapio gwasanaethau gofalwyr ar draws Gogledd Cymru
  - Casglu straeon Gofalwyr ar draws y rhanbarth
  - Gwella gwaith partneriaeth.
  - Gwell cydlynid o wasanaethau a gostyngiad mewn gwariant dyblyg
  - Ystyried cyfleoedd cyllido rhanbarthol
  - Nodi strategaethau rhanbarthol ar gyfer y dyfodol
  - Alinio buddsoddiadau gyda'r hyn y mae Gofalwyr yn ei ddweud
- Mae Swyddog Comisiynu Gwasanaethau Gofalwyr Sir Ddinbych ac aelodau o'r Grŵp Strategaeth Gofalwyr yn gweithio mewn partneriaeth gyda Rheolwr Busnes Gofalwyr Rhanbarthol i hysbysu'r gwaith hwn.
- 4.11 Mae Gwasanaethau Gwybodaeth i Ofalwyr Gogledd Ddwyrain Cymru (GOGDDC) wedi derbyn Cyllid y Loteri Fawr i ddatblygu gwasanaethau i Ofalwyr yn Sir y Fflint a

Sir Ddinbych yn ddiweddar. Bydd y prif ddatblygiadau yn cynnwys cyngor hawliau lles, eiriolaeth, a chynllun seibiant i Ofalwyr gan ddefnyddio cyfleusterau mewn Cynlluniau Tai Gofal Ychwanegol yn y ddwy sir. Mae trafodaethau ar y gweill ar hyn o bryd i gyflwyno cynllun peilot y gwasanaeth hwn yn Llys Awelon, Rhuthun, i ddarparu 3-4 noson o seibiant i Ofalwyr, naill ai gyda neu heb yr unigolyn y gofelir amdanynt.

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

Mae'r Strategaeth Gofalwyr yn benodol yn cyfrannu at flaenoriaeth gorfforaethol mewn perthynas â sicrhau bod "pobl ddi-amddiffyn yn cael eu diogelu ac yn gallu byw mor annibynnol â phosibl". Mae Gofalwyr yn gwneud cyfraniad gwerthfawr i'n cymunedau i gefnogi'r unigolion y maent yn gofalu amdanynt i barhau i fod yn annibynnol. Bydd datblygiad parhaus y Strategaeth yn ceisio sicrhau nad yw Gofalwyr eu hunain yn ddi-amddiffyn oherwydd eu rôl o ofalu, a'u bod yn derbyn cefnogaeth i barhau'n annibynnol.

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

Bydd yn rhaid rheoli unrhyw gynnydd mewn galw ar y gwasanaethau o fewn y cyllidebau presennol. Mae'n debyg mai mesurydd llwyddiant y Ddeddf newydd fydd gostyngiad yn nifer y Gofalwyr sydd angen asesiad manylach os ydynt yn cael eu cefnogi'n effeithiol ar ddechrau eu rôl o ofalu. Mae'n bwysig bod yr effaith ar wasanaethau ataliol megis y rhai sy'n cael eu darparu gan y trydydd sector yn cael ei fonitro, a bod y gwasanaethau yn cael eu hail-alinio i ddiwallu'r galw.

#### **7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Les?**

Prif gasgliadau'r asesiad o effaith ar les a gwblhawyd ym mis Ionawr 2017 (Atodiad 3) oedd y byddai'r strategaeth yn cael effaith gadarnhaol ar draws yr holl nodau lles, ac adlewyrchir hyn yn y sgôr datblygu cynaliadwy. Mae'r Strategaeth wedi'i halinio gyda Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014, a gofynion y ddeddf Newydd mewn perthynas â Gofalwyr, sydd â hawliau sy'n gyfartal â rhai'r unigolyn y maent yn gofalu amdanynt. Mae'r Strategaeth yn ceisio sicrhau bod Sir Ddinbych yn diwallu ei oblygiadau cyfreithiol newydd i Ofalwyr, ac yn cyflawni hyn drwy ddull partneriaeth ystyrlon. Mae'r ymagwedd hon, ynghyd ag ymagwedd Sir Ddinbych sy'n seiliedig ar asedau, i ddiwallu gofynion y Ddeddf newydd, yn sicrhau y bydd yr holl Ofalwyr yn derbyn gwybodaeth, cyngor a chymorth i'w cynorthwyo i gyflawni eu canlyniadau lles eu hunain. Bydd hyn yn ei dro yn cael effaith gadarnhaol ar y rhai y maent yn gofalu amdanynt, a'r gymuned ehangach o bosib. Ni chynhaliwyd asesiad wedi'i ddiweddarau ar gyfer yr adroddiad cynnydd hwn.

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

Ni chynhaliwyd proses ymgynghori at ddibenion yr adroddiad cynnydd hwn.

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

Nid oes angen datganiad gan y Prif Swyddog Cyllid ar gyfer yr adroddiad diweddarau hwn.

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

Mae cyflawniadau'r Strategaeth yn dibynnu'n helaeth ar waith partneriaeth sy'n cael ei oruchwylio gan Grŵp Strategaeth Gofalwyr i sicrhau bod cynnydd yn parhau.

**11. Grym i wneud y Penderfyniad**

Mae pwerau'r Pwyllgor Archwilio mewn perthynas â'r mater hwn wedi'u pennu yn Adran 21 o Ddeddf Llywodraeth Leol 2000 ac Adran 7.4.2(b) o Gyfansoddiad y Cyngor.

**Swyddog Cyswllt:**

Swyddog Comisiynu – Gofalwyr

Rhif ffôn: 01824 706658

Mae tudalen hwn yn fwriadol wag



# Strategaeth Gofalwyr Sir Ddinbych

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## *Mehefin 2016 – Mehefin 2019*

**Mae'r Strategaeth hon wedi cael ei datblygu mewn partneriaeth rhwng**

Gwasanaethau Cefnogi Cymunedol Sir Ddinbych  
Gwasanaethau Addysg a Phlant Sir Ddinbych  
Bwrdd Iechyd Prifysgol Betsi Cadwaladr  
Pencampwr Gofalwyr Cyngor Sir Ddinbych  
NEWCIS  
Cymdeithas Alzheimers  
Ymddiriedolaeth Gofalwyr Gogledd Cymru - Gwasanaethau Gofal Crossroads  
Gofalwyr Ifanc WCD  
Teuluoedd yn Gyntaf yn Sir Ddinbych  
Age Connects Gogledd Ddwyrain Cymru  
Mary Dei  
Fforwm Anabledau Dysgu Sir Ddinbych  
MIND Dyffryn Clwyd  
Canolfan Therapi Niwro  
Hafal  
Y Groes Goch Brydeinig

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## *ATODIAD 1: Cynllun Gweithredu*

# 1. Diffiniad o Ofalwr

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1.1 Mae **gofalwyr** yn chwarae rôl ganolog wrth gefnogi pobl ddiamddiffyn i fyw yn eu cartrefi. Maent yn aml yn cefnogi pobl sydd ag anghenion gofal cymhleth a thymor hir, a gall fod yn rôl heriol ac sy'n gofyn llawer.

1.2 Mae'r Ddeddf Gwasanaethau Cymdeithasol a Lles (Cymru) 2014 newydd yn diffinio Gofalwr fel "person sy'n darparu neu'n bwriadu darparu gofal i oedolyn neu blentyn".

1.3 Mae'r Ddeddf yn mynd ymlaen i nodi "yn gyffredinol, ni ddylai gofalwyr proffesiynol sy'n derbyn taliad gael eu hystyried fel Gofalwyr at ddibenion y Ddeddf, nac ychwaith pobl sy'n darparu gofal fel gwaith gwirfoddol. Ond, gall awdurdod lleol drin rhywun fel Gofalwr hyd yn oed os na fyddent yn cael eu hystyried fel Gofalwr fel arall os ydynt yn credu y byddai, yng nghyd-destun y berthynas ofalgar, yn briodol i wneud hynny. Gall awdurdod lleol drin rhywun fel Gofalwr mewn achosion lle nad yw'r berthynas ofalgar yn bennaf yn un masnachol."

# 1. Pwrpas y Strategaeth

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2.1 Diben y ddogfen Strategaeth yw nodi sut y bydd Grŵp Strategaeth Gofalwyr Sir Ddinbych yn parhau i weithio gyda'i gilydd i ddatblygu ymhellach y gefnogaeth i Ofalwyr yn Sir Ddinbych mewn ffordd sy'n mynd i'r afael ag anghenion lleol Gofalwyr, o fewn cyd-destun y galw cynyddol, deddfwriaeth newydd a newidiadau demograffig.

# 3. Beth sy'n dylanwadu ar y ffordd rydym yn cefnogi Gofalwyr yn Sir Ddinbych?

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3.1 Daeth y **Ddeddf Gwasanaethau Cymdeithasol a Lles (Cymru) 2014 (y Ddeddf) newydd** i rym ar 1 Ebrill 2016. Mae'r Ddeddf yn ail-diffinio cyfrifoldeb unigolion a theuluoedd i gynnal eu hiechyd a'u lles eu hunain, ac mae'n gofyn am newid mewn diwylliant sy'n rhoi mwy o ffocws ar hybu gwytnwch, annibyniaeth, hunan-ofal a chymorth cymunedol. Bydd y Ddeddf yn trawsnewid y ffordd y caiff gwasanaethau cymdeithasol eu darparu, gan hyrwyddo annibyniaeth pobl er mwyn rhoi llais a rheolaeth gryfach iddynt.

3.2 Mae hefyd yn cyflwyno dyletswydd ar awdurdodau lleol i hyrwyddo datblygiad sefydliadau dielw preifat, yn eu hardal, i ddarparu gofal a chymorth, a chefnogaeth i ofalwyr, a gwasanaethau ataliol. Mae'r modelau hyn yn cynnwys mentrau cymdeithasol, sefydliadau cydweithredol, trefniadau cydweithredol, gwasanaethau dan arweiniad y defnyddwyr a'r trydydd sector.

**3.3** Mae'r Ddeddf yn cydnabod bod gan Ofalwyr ran allweddol yn y dull gwasanaeth ataliol mewn ardal awdurdod lleol, a bod y Gofalwyr eu hunain yn darparu math o wasanaethau ataliol. Dylai awdurdodau lleol felly helpu i sicrhau bod gofalwyr yn gallu byw eu bywydau eu hunain mor annibynnol ag y bo modd. Mae hyn yn cynnwys bod yn ymwybodol o anghenion a chanlyniadau iechyd a lles gofalwyr a'r gwasanaethau sydd ar gael yn lleol i gefnogi'r anghenion a chanlyniadau hynny, er mwyn cefnogi a chynnal swyddogaeth ataliol y gofalwyr mewn perthynas â gofal a chymorth i bobl eraill.

**3.4** Yn fwy penodol, bydd y Ddeddf newydd yn:

- Symleiddio a chyfuno'r gyfraith mewn perthynas â Gofalwyr, ac, am y tro cyntaf, yn rhoi hawliau sy'n cyfateb i'r person y maent yn gofalu amdanynt.
- Sicrhau y gall gofalwyr gael mynediad i ystod ehangach o wasanaethau priodol mewn ffordd mwy hyblyg, gan gynnwys mynediad at wybodaeth gynhwysfawr mewn perthynas â phob math o gefnogaeth a gwasanaethau y gellir cael mynediad iddynt heb fod angen asesiad ffurfiol.
- Creu dyletswydd ar awdurdodau lleol i gynnal asesiadau anghenion Gofalwyr pan ymddengys bod gan Ofalwr anghenion cymorth.
- Ei gwneud yn ofynnol i asesiadau fod yn gymesur er mwyn sicrhau bod mwy o ynni yn canolbwyntio ar ddarparu cymorth yn y gymuned, a chefnogaeth gan sefydliadau yn y trydydd sector.
- Ei gwneud yn ofynnol i awdurdodau lleol ddarparu cefnogaeth eirioli i unigolion gan gynnwys Gofalwyr. Bydd y ddarpariaeth hon yn cynnwys eiriolaeth broffesiynol annibynnol yn ogystal ag eiriolaeth anffurfiol.

**3.5** Bydd '**fframwaith cymhwyster' cenedlaethol** newydd yn penderfynu a yw gofalwyr a aseswyd ag anghenion cymorth uwch yn bodloni'r meini prawf ar gyfer gwasanaethau fel y nodir yn y fframwaith newydd. Bydd gofalwyr ag anghenion cymwys yn cael cynllun cymorth sy'n canolbwyntio ar ganlyniadau y maent wedi'u nodi eu hunain. Bydd hefyd yn nodi'r cymorth i'w helpu i gyflawni'r canlyniadau a nodwyd. Bydd cynlluniau cymorth yn destun adolygiadau rheolaidd gan awdurdodau lleol, ac ail-asesiad o anghenion os bydd eu hamgylchiadau yn newid.

**3.6 Strategaeth Newydd Gofalwyr Cymru 2013** – Mae'r strategaeth hon yn gosod y themâu allweddol a chamau gweithredu ar gyfer Llywodraeth Cymru, a fframwaith y gall asiantaethau yng Nghymru ei ddefnyddio i ddarparu gwasanaethau a chefnogaeth i Ofalwyr. Er bod awdurdodau lleol wedi'u hannog i fabwysiadu themâu allweddol y strategaeth, mae hyn bellach wedi cael ei ddisodli gan ofynion y Ddeddf newydd. Bydd Llywodraeth Cymru yn ail-ddrafftio Strategaeth Cymru Gyfan yn ystod 2016, yn unol â'r Ddeddf newydd.

**3.7** Mae **Law yn Llaw at Iechyd Meddwl** yn Strategaeth gan Lywodraeth Cymru sy'n cydnabod pwysigrwydd iechyd meddwl a lles i bawb.

**3.8 Deddf Lles Cenedlaethau'r Dyfodol (Cymru) 2015** - Dibenion allweddol y Ddeddf yw pennu fframwaith y bydd yn ofynnol i awdurdodau cyhoeddus penodol yng Nghymru sicrhau bod anghenion y presennol yn cael eu bodloni oddi mewn iddo heb amharu ar allu cenedlaethau'r dyfodol i ddiwallu eu hanghenion eu hunain. Mae'r Ddeddf yn nodi nodau lles y mae'n rhaid i awdurdodau eu ceisio er mwyn

gwella lles pobl yn awr ac yn y dyfodol. Bydd Comisiynydd Cenedlaethau'r Dyfodol Cymru yn eirioli ar gyfer cenedlaethau'r dyfodol a bydd yn cynghori ac yn cefnogi awdurdodau cyhoeddus yng Nghymru i gyflawni eu dyletswyddau o dan y Ddeddf newydd. Bydd gofynion y Ddeddf yn arbennig o berthnasol i Ofalwyr i sicrhau y bydd pob awdurdod yn ymateb i anghenion Gofalwyr i wella eu lles eu hunain.

### 3.9 Mesur y Gymraeg (Cymru) 2011

Mae gan sefydliadau ar draws y sector cyhoeddus gyfrifoldeb i gydymffurfio â Mesur y Gymraeg (Cymru) 2011 sy'n caniatáu creu Safonau newydd i sicrhau y gall siaradwyr Cymraeg dderbyn gwasanaethau Cymraeg. Felly mae gan Adrannau Gwasanaethau Cymdeithasol Awdurdodau Lleol gyfrifoldeb statudol i sicrhau bod canlyniadau lles pobl yn cael eu cefnogi, a bod eu hanghenion gofal a chymorth, gan gynnwys eu hanghenion iaith, yn cael eu hasesu a'u diwallu'n briodol. Mae gofynion y Mesur yn cysylltu â gofynion y Ddeddf Gwasanaethau Cymdeithasol a Lles.

Mae diffiniad Deddf Gwasanaethau Cymdeithasol a Lles o les yn cynnwys 'sicrhau hawliau'. Ar gyfer siaradwyr Cymraeg, bydd sicrhau hawliau yn golygu gallu defnyddio eu iaith eu hunain i gyfathrebu a chymryd rhan mewn gofal fel partneriaid cyfartal. Mae'r Codau Ymarfer o dan y Ddeddf yn ei gwneud yn ofynnol i awdurdodau lleol sicrhau bod Gwasanaethau Cymraeg yn cael eu cynnwys wrth gynllunio a darparu gwasanaethau a bod gwasanaethau'n cael eu cynnig yn Gymraeg i siaradwyr Cymraeg heb iddynt orfod gofyn amdanynt fel sy'n ofynnol o dan y "Cynnig Gweithredol".

### 3.10 Yn Lleol (o fewn Sir Ddinbych):

3.10.1 Mae awdurdod lleol Sir Ddinbych yn gweld cynnydd yn y galw am wasanaethau yn erbyn cefndir o gyfyngiadau ariannol. Felly, mae angen iddo newid y ffordd y darperir gwasanaethau os yw i ymateb yn llwyddiannus i anghenion pobl ddiamddiffyn, yn ogystal â diwallu gofynion y Ddeddf Gwasanaethau Cymdeithasol a Lles (Cymru) newydd.

Mae'r angen ar gyfer newid wedi ei adnabod yng Nghynllun Corfforaethol 2012/17 y Cyngor, sy'n cynnwys y blaenoriaethau canlynol:

- *Sicrhau bod pobl ddiamddiffyn yn cael eu hamddiffyn ac yn gallu byw mor annibynnol ag y bo modd; a*
- *Moderneiddio'r Cyngor i gyflawni arbedion effeithlonrwydd a gwella gwasanaethau ar gyfer ein cwsmeriaid.*

3.10.2 Mae **Cynllun Lles Sir Ddinbych** (Cynllun Integredig Sengl) yn canolbwyntio'n gryf ar les a galluogi pobl i fod yn wydn ac annibynnol. Mae'r cynllun hwn yn ddogfen strategol allweddol a fydd yn dangos ymrwymiad ein holl bartneriaid yn y sector cyhoeddus a'r trydydd sector i gydweithio i gyflawni canlyniadau cadarnhaol i ddinasyddion Sir Ddinbych.

3.10.3 Mae **Datganiad Sefyllfa'r Farchnad** Gwasanaethau Cefnogi Cymunedol Sir Ddinbych yn darparu dadansoddiad o wasanaethau sy'n canolbwyntio'n benodol ar wybodaeth y mae darparwyr gwasanaethau eu hangen. Bydd yn eu cynorthwyo i

benderfynu sut i ymateb a datblygu fel sefydliad. Y bwriad yw rhoi gwybodaeth fanwl i ddarparwyr (a darparwyr posibl) i'w helpu nhw i lunio'r ffordd y maent yn darparu cymorth i oedolion a'u gofalwyr. Mae hon yn ddogfen a gaiff ei diweddarau'n rheolaidd i adlewyrchu newidiadau, e.e. ystadegau, polisiau lleol a chenedlaethol a deddfwriaeth.

**3.10.4 Agwedd Sir Ddinbych at y Ddeddf Gwasanaethau Cymdeithasol a Lles - Dull Seiliedig ar Asedau.** Fel y nodwyd eisoes, bydd y Ddeddf newydd yn newid y modd y bydd cynghorau a gwasanaethau gofal yn gweithio. Yn Sir Ddinbych, bydd staff y Gwasanaethau Cefnogi Cymunedol yn gweithio gyda dinasyddion, yng nghalon y cymunedau, i hyrwyddo lles a dewis trwy:

- Sgyrsiau ystyrion
- Gweithio gyda dinasyddion i'w cefnogi i gymryd rheolaeth o'u bywydau
- Cefnogi dinasyddion a chymunedau i adeiladu ar eu cryfderau a'u gallu i nodi atebion unigol
- Cysylltu dinasyddion efo'r hyn sy'n bwysig iddyn nhw

Bydd yr ymagwedd hon yn sicrhau bod y cyngor yn cofleidio ethos y Ddeddf newydd ac yn sicrhau ei fod yn bodloni gofynion y Ddeddf

**3.10.5 Gwasanaethau Addysg a Phlant Sir Ddinbych** - Sefydlwyd 'Grŵp Addysg, Iechyd a Lles' newydd ym mis Mai 2015 ac mae'n disodli'r Grŵp Llywio Iechyd Emosiynol, Grŵp Llywio Ysgolion Iach a'r Grŵp Iechyd Rhywiol.

Prif bwrpas y Grŵp yw:

- Gweithio mewn partneriaeth i ddarparu dull cydlynol a chyson o wella canlyniadau iechyd a lles plant a phobl ifanc yn Sir Ddinbych.
- Cael trosolwg o'r gweithgareddau iechyd a lles ac ymyraethau ar draws addysg yn Sir Ddinbych i osgoi dyblygu.
- Gwneud defnydd o wybodaeth iechyd ac ymarfer yn seiliedig ar dystiolaeth i lywio darpariaeth gwasanaeth, hyfforddiant a datblygu adnoddau.
- Rhaglen hyfforddiant cydlynol.
- Datblygu strategaethau a pholisiau newydd.
- Monitro iechyd a lles e.e. bwlio.
- Iechyd a lles gofalwyr ifanc Sir Ddinbych.
- Llywodraethu ar gyfer y Cynllun Ysgolion Iach.

Ceir cynrychiolaeth ar y Grŵp o'r tîm Derbyn ac Ymyrraeth, ynghyd â Theuluoedd yn Gyntaf / Gwasanaethau Addysg a Phlant.

### 3.10.6 Y Trydydd Sector yn Sir Ddinbych

Yn lleol, mae'r trydydd sector mewn sefyllfa dda i helpu i drawsnewid y ffordd y mae gwasanaethau cyhoeddus yn Sir Ddinbych yn diwallu'r galw presennol a'r dyfodol yn

unol â'r Ddeddf newydd, a chefnogi'r sector statudol o ran cyflawni amcanion busnes a pholisi.

Yn hanesyddol mae'r trydydd sector wedi darparu gwasanaethau cyffredinol ac arbenigol i gefnogi Gofalwyr yn Sir Ddinbych. Yn lleol, mae arian grant oddi wrth yr awdurdod lleol a'r bwrdd iechyd wedi caniatáu i'r sector ddatblygu gwasanaethau a all gefnogi Gofalwyr drwy gydol eu taith ofalu. Mae Gofalwyr yn gwerthfawrogi ac yn ymddiried yn y gwasanaethau sydd ar gael ac yn eu gweld fel llai o stigma na gwasanaethau statudol. Mae gallu'r trydydd sector i ddenu arian o ffynonellau allanol i ddatblygu gwasanaethau ychwanegol yn werth ychwanegol sydd o fudd i Ofalwyr a chyllidwyr statudol.

Mae Gwasanaethau Cefnogi Cymunedol Sir Ddinbych (Oedolion) yn ddiweddar wedi datblygu Strategaeth Trydydd Sector a fydd yn nodi sut y mae'n bwriadu gweithio gyda'r sector dros y pum mlynedd nesaf, ac mae'n cynnwys amlinelliad o'r fframwaith deddfwriaethol cyfredol, yr egwyddorion, y blaenoriaethau, a'r cyllid mewn perthynas â gwasanaethau trydydd sector. Mae hefyd yn cynnwys esboniad o'r fframwaith y bydd GCC Sir Ddinbych yn ei ddefnyddio i ariannu neu gaffael gwasanaethau ar gyfer oedolion a/neu ofalwyr o'r trydydd sector.

### **3.11 Yn rhanbarthol - Bwrdd Iechyd Prifysgol Betsi Cadwaladr (y Bwrdd Iechyd)**

#### **3.11.1 Cynllun Gweithredol 2016-2019 BIPBC Canol Gogledd Cymru (Conwy a Sir Ddinbych)**

O dan ymbarél y Bwrdd Iechyd, mae Cynllun Canolog ar gyfer ardal Conwy a Sir Ddinbych yn cael ei ddatblygu drwy ymgysylltu â phartneriaid a staff, a gwrando ar y boblogaeth ynglŷn â'u safbwyntiau mewn perthynas â "Byw yn Iachach a Cadw'n Iach". Bydd y Cynllun yn cymhwyso Blaenoriaethau Corfforaethol y Bwrdd Iechyd ar lefel lleol, a bydd yn gosod y cyfeiriad a'r blaenoriaethau strategol ar gyfer y 3 blynedd nesaf. Pob blwyddyn bydd cynllun gweithredu manwl yn nodi beth y byddwn yn ei wneud i gyflawni'r Cynllun hwn a bydd cyfeiriad strategol y Bwrdd Iechyd yn cael ei adolygu ar ddechrau Blwyddyn 3. Bob blwyddyn bydd y Bwrdd Iechyd yn adrodd ar berfformiad yn erbyn y cynllun hwn.

Yn dilyn ymgynghoriad lleol ac ymgysylltu â'r cyhoedd, mae'r themâu allweddol canlynol wedi'u nodi ar gyfer yr ardal canolog:

1. Gwella Iechyd a Lles ac anghydraddoldeb iechyd.
2. Gweithio mewn partneriaeth
3. Gwella Canlyniadau Gofal
4. Parchu unigolion a pharchu urddas.
5. Gwrando a Dysgu o brofiadau yr unigolyn.
6. Sut rydym yn defnyddio ein hadnoddau.
7. Sut rydym yn cefnogi, hyfforddi a datblygu ein staff

Mae datblygu ysbyty cymunedol newydd ar gyfer Gogledd Sir Ddinbych, ar hyn o bryd yn flaenoriaeth allweddol ar gyfer yr ardal Ganolog. Bydd dyluniad a datblygiad yr ysbyty newydd yn heriol ac yn werth chweil gan ei fod yn rhoi cyfle i sefydlu adnodd cymunedol yng nghanol un o ardaloedd mwyaf difreintiedig y wlad. Wrth wraidd y gwaith mae'r weledigaeth o ganolfan iechyd a lles, lle gall timau o lechyd, Gwasanaethau Cymdeithasol a'r Sector Gwirfoddol weithio gyda'i gilydd mewn modd effeithiol, integredig i wasanaethu'r gymuned. Bydd y datblygiad hwn yn gweithredu fel ffocws iechyd a lles ar gyfer yr ardal am genedlaethau i ddod. Mae BIPBC eisiau annog gwelliant yn lles cyffredinol y trigolion lleol ar gyfer y tymor hir.

Yn ganolog i'r cynllun fydd nifer o gyfleoedd ar gyfer gofalwyr:

- Ymgysylltu â sefydliadau trydydd sector a chynllunio a datblygu achos busnes a sicrhau bod anghenion gofalwyr yn cael eu hadlewyrchu
- Sicrhau bod lle ar gyfer gweithwyr trydydd sector yn y safle adeiladau
- Un Pwynt Mynediad Integredig, gan gynnwys Pencampwyr Gofalwyr, yn gweithio ar y safle ac yn gweithio gyda thimau eraill er mwyn sicrhau mewnbyn gofalwyr i adsefydlu.
- Cynnwys anghenion gofalwyr yn nyluniad Ward newydd, fel y gall gofalwyr dreulio amser gyda'r rhai y maent yn gofalu amdanynt,
- Canolbwyntio ar lechyd Meddwl Pobl Hŷn o ran darparu Gwasanaethau Dydd a Chymunedol, yn ogystal â dyluniad y Ward.
- Athroniaeth BIPBC fydd annog mewnbyn gofalwyr i ofalu ac adsefydlu.

**3.11.2 Mesur Gofalwyr (Cymru) 2010.** Am y tro cyntaf, mae'r ddeddfwriaeth hon yn gosod gofynion statudol ar y Gwasanaeth lechyd i adnabod gofalwyr, rhoi gwybodaeth iddynt am eu hawliau, gwasanaethau cymorth a hyfforddiant, ac ymgynghori â nhw yn enwedig o ran gofal a thriniaeth y person y maent yn gofalu amdano. Cafodd y gwaith o weithredu'r Mesur ei arwain gan y Byrddau lechyd yng Nghymru. Cafodd y Mesur, fodd bynnag, ei ddiddymu pan ddaeth y Ddeddf Gwasanaethau Cymdeithasol a Lles (Cymru) newydd i rym ym mis Ebrill 2016.

Er mwyn sicrhau trosglwyddiad llyfn o ofynion y Mesur Gofalwyr i weithredu'r Ddeddf newydd, mae Llywodraeth Cymru wedi dyrannu cyllid trosiannol ar gyfer y ddwy flynedd nesaf (2016/17 a 2017/18). Mae'r cyllid wedi cael ei ddyrannu ar y ddealltwriaeth bod cynigion yn cael eu datblygu, gan nodi sut y bydd iechyd, awdurdodau lleol a'r trydydd sector yn gweithio mewn partneriaeth i gefnogi Gofalwyr o dan y Ddeddf drwy:

- Gryfhau'r dull partneriaeth ar lefel lleol.
- Creu cyfleoedd i alluogi'r trydydd sector i gymryd rhan lawn wrth ddarparu.
- Nodi sut y bydd partneriaid yn cynllunio ac yn cyflawni'r cyfrifoldebau cynyddol ar gyfer iechyd a chyfrifoldebau newydd ar gyfer awdurdodau lleol.
- Sicrhau bod cyllid trosiannol yn cael ei ddefnyddio fel dull o ymgorffori'r arfer o brif ffrydio anghenion Gofalwyr, fel ei fod yn dod yn arfer cyffredin

**3.11.3 Bwrdd Iechyd Prifysgol Betsi Cadwaladr - Strategaeth y Trydydd Sector**  
Cytunwyd ar y strategaeth hon yn 2015 ac mae'n nodi uchelgais a bwriad y Bwrdd Iechyd, i ddatblygu a chryfhau ei berthynas â'r trydydd sector ac nodi'r trefniadau



gweithredol angenrheidiol ar gyfer gweithio ar y cyd yn effeithiol, er mwyn gwella bywydau a gwella canlyniadau i unigolion, cymunedau a phoblogaeth Gogledd Cymru. Mae datblygu'r strategaeth hon yn gyson â, ac yn bwriadu cefnogi gweithrediad cynllun tair blynedd y Bwrdd Iechyd.

I'r perwyl hwn, mae'r amcanion yn berthnasol i bob sefydliad trydydd sector y mae eu pwrpas, nodau ac amcanion yn cefnogi'r Bwrdd Iechyd i gyflawni'r diben a nodwyd. Mae hyn yn cynnwys yr holl sefydliadau trydydd sector dim ots a ydynt yn cael arian gan y Bwrdd Iechyd neu beidio.

## 4. Sut y dylai partneriaid yn Sir Ddinbych weithio gyda'i gilydd i ddiwallu gofynion y ddeddfwriaeth newydd a gofynion newidiol?

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4.1 Mae'r Grŵp Strategaeth Gofalwyr wedi ymrwmo i adeiladu ar waith partneriaeth presennol er mwyn ymateb i'r galw, diwallu gofynion y ddeddfwriaeth newydd, a chyflawni canlyniadau i Ofalwyr.

4.2 Mae un o ddarpariaethau mwyaf amlwg y Ddeddf yng Nghymru yn ymwneud â hyrwyddo sefydliadau'r trydydd sector i ddarparu gofal, cefnogaeth a gwasanaethau ataliol. Yn lleol, mae'r trydydd sector mewn sefyllfa dda i helpu i drawsnewid y ffordd y mae gwasanaethau cyhoeddus yn Sir Ddinbych yn diwallu'r galw presennol a'r dyfodol yn unol â'r Ddeddf newydd, a chefnogi gwasanaethau statudol o ran cyflawni amcanion busnes a pholisi.

4.3 Bydd rheoliadau o dan y Ddeddf newydd yn cael eu defnyddio i wella effeithlonrwydd ac effeithiolrwydd cyflwyno gwasanaeth. Bydd yn ofynnol i awdurdodau lleol a byrddau iechyd lleol gynnal asesiad ar y cyd o anghenion poblogaeth ar gyfer anghenion gofal a chymorth. Gan gynnwys cymorth ar gyfer Gofalwyr a gwasanaethau ataliol, ac ystod a lefel o wasanaethau ar waith i ddiwallu'r anghenion hyn. Bydd Byrddau Partneriaeth Rhanbarthol yn cael eu sefydlu i ddatblygu hyn. Bydd aelodaeth y byrddau yn cynnwys y trydydd sector, defnyddwyr a chynrychiolaeth Gofalwyr. Bydd canllawiau statudol yn nodi'r angen i Fyrddau Partneriaeth Rhanbarthol roi blaenoriaeth i integreiddio gwasanaethau ar gyfer grwpiau defnyddwyr penodol. Bydd hyn yn cynnwys Gofalwyr.

4.4 Mae angen i Wasanaethau Cefnogi Cymunedol Cyngor Sir Ddinbych ariannu gwasanaethau fydd yn hyrwyddo lles Gofalwyr a'u cefnogi i barhau i ofalu. Bydd hyn yn cael ei osod yn erbyn yr angen i ymateb i bwysau cyllidebol sy'n cael eu hwynebu gan awdurdodau lleol yn genedlaethol, ac felly bydd buddsoddi mewn gwasanaethau cynaliadwy yn allweddol i ateb y galw hwn.

4.5 Drwy weithio mewn partneriaeth, mae angen i Gyngor Sir Ddinbych, Bwrdd Iechyd Prifysgol Betsi Cadwaladr a'r Trydydd Sector yn Sir Ddinbych ddefnyddio adnoddau cyfunol i wneud y gorau o gyfleoedd i ddatblygu a chynnal gwasanaethau o safon:

- sy'n hyblyg ac yn hygyrch ar draws y sir, ac yn diwallu anghenion unigol Gofalwyr
- sydd, cyn belled ag y bo modd, yn gynaliadwy yn y tymor hir
- sy'n annog ymgysylltu â, a mynediad i, weithgareddau cymunedol sy'n cefnogi'r Gofalwr a'r person sy'n derbyn gofal
- sy'n gwella iechyd a lles Gofalwyr
- sy'n galluogi Gofalwyr i barhau i ofalu, gan gynnwys darparu gwybodaeth, cyngor, cefnogaeth cyfoedion, hyfforddiant, mynediad i eirioli unigol (os oes angen) a seibiannau byr o'u rôl o ofalu.

## 5. Faint o Ofalwyr sydd yn Sir Ddinbych?

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5.1 Mae'r nifer o Ofalwyr yn cynyddu. Yn ôl Cyfrifiad 2011, cyfanswm y boblogaeth Gofalwyr yn Sir Ddinbych oedd 11,630.

5.2 Bu cynnydd yn y nifer o Ofalwyr sy'n darparu 50 awr neu fwy o ofal yr wythnos i 3,392, ac mae oddeutu dwy ran o dair o'r gofalwyr hyn dros 50 oed <sup>Cyfrifiad 2011</sup>. Y Gofalwyr hyn sy'n debygol o fod â swyddogaethau gofalu mwy dwys ac a all fod ag anghenion cymorth uwch oherwydd eu hanghenion iechyd a gofal cymdeithasol eu hunain. Yn Sir Ddinbych, mae'r gofrestr mwyaf sylweddol o ofalwyr gan NEWCIS a oedd â 2801 o Ofalwyr cofrestredig ar ddiwedd mis Mawrth 2016. <sup>Adroddiad Blynyddol NEWCIS 2015/16</sup>.

5.3 Mae 896 o'r boblogaeth Gofalwyr yn Ofalwyr iau, dan 24 mlwydd oed. O'r rhain, mae 125 yn darparu dros 50 awr o ofal yr wythnos. <sup>Cyfrifiad 2011</sup>. Ar hyn o bryd mae 229 o Ofalwyr Ifanc 18 oed neu iau yn Sir Ddinbych sydd wedi cofrestru gyda Gofalwyr Ifanc WCD. Yn ôl Ymchwil y BBC, mae 8% o blant o dan 18 oed yn ofalwyr ifanc, gan roi poblogaeth gofalwr ifanc o tua 1560 i Sir Ddinbych, sy'n sylweddol uwch na'r ystadegau yn y Cyfrifiad. Hefyd, canfu Cyfrifiad 2011 bod bron i 10,000 o ofalwyr ifanc 5-7 oed yng Nghymru a Lloegr. Ar ben hynny, dangosodd y ffigurau gynnydd o 83% ers 2001 yn nifer y plant 5-7 oed sy'n darparu gofal di-dâl (Cyfrifiad y DU, 2011). Ym mis Mehefin 2016, roedd 26 o ofalwyr ifanc rhwng 5 - 7 oed yn hysbys i Ofalwyr Ifanc WCD.

5.4 Mae'r tueddiadau demograffig yn cael eu hadlewyrchu yn y nifer cynyddol o bobl sy'n byw gyda chyflyrau tymor hir, gan gynnwys anabledau dysgu, dementia a chyflyrau iechyd meddwl, a thwf cyffredinol yn y boblogaeth hyn.

5.5 Mae tua 5,754 o Ofalwyr yn byw yn Y Rhyl a Phrestatyn. Yn Ne'r Sir, mae'r niferoedd uchaf o Ofalwyr yn byw yn ardaloedd Dinbych, Rhuthun a Llangollen. <sup>Cyfrifiad 2011</sup>

## 6. Sut mae Gofalwyr yn Sir Ddinbych wedi'u cefnogi hyd yma?

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### 6.1 Gwasanaethau Cefnogi Cymunedol Sir Ddinbych (Oedolion):

6.1.1 Gall llawer o'r cymorth y mae Gofalwyr ei angen gael ei ddarparu trwy gyfrwng asesiad statudol o'r person sy'n derbyn gofal a darparu gwybodaeth, cyngor a chymorth neu wasanaethau ataliol ac adferol. Bydd yr asesiad hwn, a chynllun gofal a cymorth yn canolbwyntio ar ganlyniadau i'w cyflawni a ffyrdd arloesol i'w cyflawni, fel presenoldeb mewn grwpiau lleol sy'n darparu cyfleoedd yn ystod y dydd - ond, os nad oes unrhyw ffordd arall, yna bydd gwasanaethau fel gofal yn y cartref yn cael eu darparu gan y gwasanaethau cymdeithasol. Yn ogystal, gellir darparu gwasanaethau seibiant ar ffurf gofal tymor byr mewn lleoliad preswyl, a gwasanaethau eistedd i'r person sy'n derbyn gofal i roi egwyl i ofalwyr o'u rôl ofalu.

6.1.2 Mae ystod eang o gefnogaeth i Ofalwyr yn Sir Ddinbych yn cael ei ariannu gan grant i sefydliadau trydydd sector sydd â hanes hir a gwerthfawr o gefnogi Gofalwyr. Maent yn darparu gwasanaethau ataliol a all gefnogi Gofalwyr drwy gydol eu taith ofalu. Mae'r gwasanaethau a gyllidir yn cynnwys:

- Swydd Lles Gofalwyr NEWCIS - gwasanaeth cefnogi cyffredinol ar gyfer Gofalwyr sy'n oedolion gan gynnwys gwybodaeth, cyfeirio, cefnogaeth un i un, grwpiau cymorth, cefnogaeth cymheiriaid, hyfforddiant a digwyddiadau cymdeithasol.
- Gweithiwr Cymorth i Ofalwyr Alzheimers - cefnogaeth i Ofalwyr oedolion sydd â diagnosis o ddementia gan gynnwys cymorth un i un, gwybodaeth a hyfforddiant.
- Sesiynau 'Canu ar gyfer yr Ymennydd' Alzheimers - therapi cerddoriaeth ar gyfer oedolion sydd â dementia
- Cynllun Cyfleoedd Cymdeithasol MIND - ar gyfer oedolion sydd â chyflwr iechyd meddwl sy'n cael eu cefnogi gan Ofalwr teuluol.
- Canolfan Therapi Niwro - cefnogaeth ac ystod o wasanaethau arbenigol ar gyfer unigolion â chyflyrau niwrolegol a'u Gofalwyr.
- Gwasanaeth Cymorth i Deuluoedd Hafal - cefnogaeth i Ofalwyr oedolion gyda chyflyrau iechyd meddwl gan gynnwys cefnogaeth un i un, gwybodaeth a grwpiau cefnogi.

Mae pob sefydliad lleol hefyd yn rhoi llais i Ofalwyr wrth gynllunio a datblygu gwasanaethau. Mae gan bob gwasanaeth broses atgyfeirio agored ac maent ar gael i'r holl Ofalwyr sy'n byw yn Sir Ddinbych neu sy'n gofalu am bobl sy'n byw yn Sir Ddinbych.

6.1.3 Yn ogystal â helpu i ddiwallu anghenion Gofalwyr ac amcanion a blaenoriaethau polisi yr awdurdod lleol, mae'r dull hwn yn cefnogi'r trydydd sector i gyflawni ei amcanion a'i flaenoriaethau ei hun.

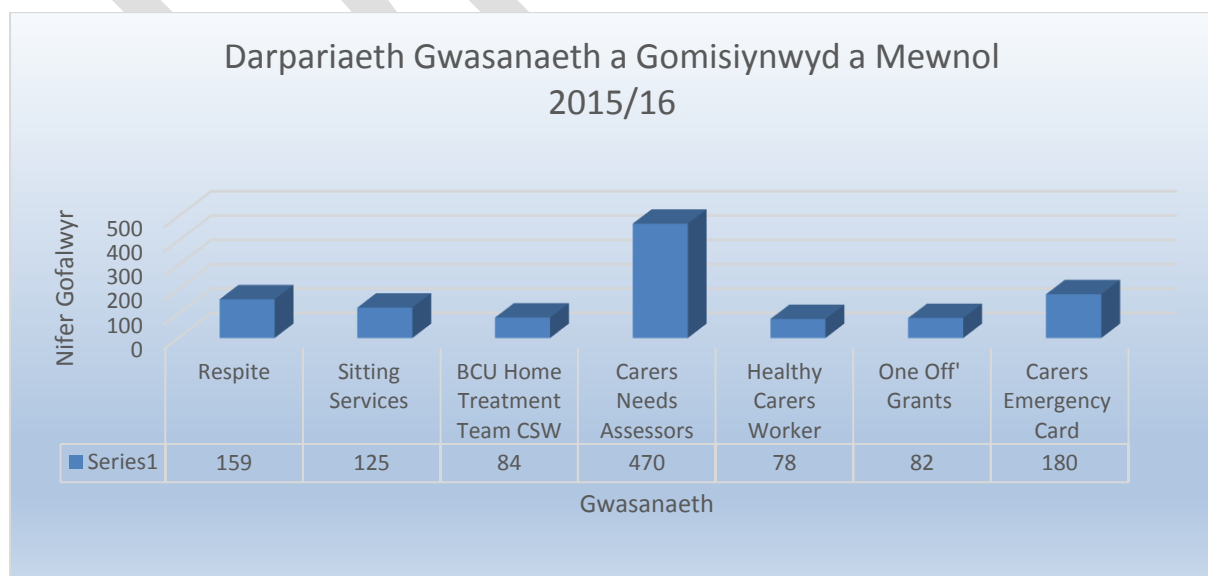
6.1.4 Yn ystod 2015/16, cafodd 3,229 o Ofalwyr wasanaethau Gofalwyr sy'n cael eu hariannu gyda grantiau trydydd sector. Dylid nodi, fodd bynnag, y gall rhai Gofalwyr fod yn cael mynediad at fwy nag un gwasanaeth ac y gallwn fod yn eu cyfrif ddwywaith yn y ffigur hwn.

6.1.5 Hefyd, dros y pum mlynedd diwethaf mae'r gwasanaethau gofalwyr canlynol wedi'u datblygu yn Sir Ddinbych:

- ✓ Gwasanaeth Asesiad o Anghenion Gofalwyr ymroddedig wedi'i gomisiynu gan y trydydd sector.
- ✓ Cynllun Cerdyn Argyfwng Gofalwyr
- ✓ Cynllun grant unigol i ofalwyr am eitem neu wasanaeth sy'n diwallu angen a aseswyd i'r Gofalwr.
- ✓ Swydd Gweithiwr Gofalwyr Iach yn y Gwasanaethau Cefnogi Cymunedol (oedolion)
- ✓ Gwasanaethau Iechyd Meddwl i Oedolion – Gweithiwr Cefnogi Gofalwyr gyda'r Tîm Triniaeth Gartref wedi'u lleoli yn Uned yr Ablett, Ysbyty Glan Clwyd.

Datblygwyd y gwasanaethau hyn i ddechrau gyda chyllid grant gan Lywodraeth Cymru, a gafodd ei neilltuo'n benodol yn lleol ar gyfer gwasanaethau Gofalwyr ar ôl iddo gael ei gynnwys yng nghyllideb yr awdurdod lleol ar gyfer gwasanaethau cymdeithasol.

6.1.6 Mae gwasanaethau eistedd sy'n darparu egwyl fer rheolaidd i Ofalwyr o'u rôl ofalu yn cael eu comisiynu gyda'r trydydd sector a'r sector annibynnol ar sail unigol drwy broses broceriaeth ofal yr awdurdod. Mae'n wasanaeth na chodir tâl amdano i'r Gofalwr ar hyn o bryd. Darperir cyfnodau hwy o seibiant mewn lleoliadau preswyl hefyd er mwyn rhoi seibiant i Ofalwyr. Mae hwn yn wasanaeth y codir tâl amdano i'r person sy'n derbyn gofal.



6.1.7 Yn ystod y ddwy flynedd ddiwethaf, mae arian tymor byr wedi bod ar gael i ddatblygu gwasanaethau a gweithgareddau cymunedol newydd ac arloesol i gefnogi Gofalwyr, a fydd yn gynaliadwy yn y tymor hir, neu a fydd yn sicrhau manteision tymor hir i Ofalwyr, i'w galluogi i barhau i ofalu am gyfnod hirach. Mae'r rhain yn cynnwys:

- Prosiect Cefnogi Gofalwyr Cymunedol – wedi'i gomisiynu gyda'r trydydd sector i godi ymwybyddiaeth o Ofalwyr gyda grwpiau cymunedol / busnesau / colegau lleol, ac annog cynhwysiant Gofalwyr mewn gweithgareddau a mentrau cymunedol a lleol.
- Gweithwyr Cefnogi Cynnydd – wedi'u comisiynu gyda menter gymdeithasol leol i ddarparu cefnogaeth ar gyfer oedolion gydag anableddau dysgu i fyw yn fwy annibynnol yn y gymuned. Rhaid i unigolion fod yn byw yn y cartref teuluol i fod yn gymwys ar gyfer y gwasanaeth.
- Cefnogwyr Gofalwyr – wedi'u comisiynu gyda'r trydydd sector i gefnogi datblygu clystyrau gwasanaethau cymdeithasol ac iechyd integredig newydd, a sicrhau bod staff yn fwy ymwybodol o Ofalwyr, a datblygu eu gwybodaeth o wasanaethau gofalwyr lleol. Mae un o'r Hyrwyddwyr wedi ei leoli gyda'r Pwynt Mynediad Sengl.

6.1.8 Mae **Pwynt Mynediad Sengl Sir Ddinbych** yn darparu mynediad i wybodaeth, cyngor a chymorth i hyrwyddo iechyd, lles ac annibyniaeth oedolion. Mae hwn yn wasanaeth allweddol a fydd hefyd yn galluogi pobl, gan gynnwys Gofalwyr, i gael mynediad at amrywiaeth eang o gymorth sydd ar gael gan y trydydd sector ac yn eu cymunedau eu hunain. Mae Hyrwyddwr Gofalwyr a leolir yn y Pwynt Mynediad Sengl i ddarparu gwybodaeth ac arbenigedd o fewn SPoA ar gyfer staff a Gofalwyr sy'n cysylltu â'r gwasanaeth.

**6.2 Gwasanaethau Plant a Theuluoedd** - Tan fis Ebrill 2014, comisiynodd chwe Awdurdod Lleol Gogledd Cymru brosiectau Gofalwyr Ifanc yn unigol.

6.2.1 Cafodd darpariaeth ar gyfer Gofalwyr Ifanc yn Sir Ddinbych trwy gytundeb tair blynedd a gomisiynwyd yn is-ranbarthol (2014-2017) ei ddyfarnu i "Gwasanaethau Gofalwyr Powys" T/A WCD Gofalwyr Ifanc gan Sir Ddinbych, Conwy a Wrecsam mewn partneriaeth â Bwrdd Iechyd Prifysgol Betsi Cadwaladr.

6.2.2 Mae cyllid ar gyfer y gwasanaeth hwn ar gyfer Sir Ddinbych yn cael ei ddarparu trwy gyfrwng Gwasanaethau Plant a Theuluoedd, ynghyd â Theuluoedd yn Gyntaf. Mae manteision allweddol yn cynnwys: effeithlonrwydd ariannol, cysondeb ac effeithlonrwydd wrth ddarparu gwasanaeth, Comisiynydd Arweiniol (Conwy), un broses dendro, gwell cyfathrebu a rhannu gwybodaeth rhwng asiantaethau, llai o ofynion adrodd ar y darparwr gwasanaeth, efallai y bydd gwasanaeth mwy o faint gael llais cryfach wrth newid gwasanaethau a chyflenwi.

6.2.3 Mae gan bob Awdurdod Lleol ddyletswydd statudol i nodi ac asesu gofalwyr ifanc o dan Ddeddf Plant 2004 Cymru a Deddf Plant 1989. Mae'n rhaid i ystyriaethau eraill sicrhau bod gwybodaeth ar gael i Ofalwyr Ifanc a'u bod yn ymwybodol o'u hawliau o dan ddeddfwriaeth perthnasol a chanllawiau sydd hefyd yn cynnwys: Deddf Gofalwyr a Phlant Anabl 2000 a'r Mesur Gofalwyr 2010.

6.2.4 Mae'r gwasanaeth presennol yn fwy na gofynion statudol drwy ddarparu gwybodaeth a chyingor i ofalwyr ifanc, ymwybyddiaeth a gwybodaeth mewn gwasanaethau statudol, rheoli atgyfeirio, mynediad i Asesiad Anghenion Gofalwyr Ifanc, darparu gwasanaethau seibiant byr hyblyg sy'n ymateb i anghenion ac amgylchiadau gofalwyr, cymorth unigol a gwaith eiriolaeth, cynlluniau gweithgareddau yn ystod gwyliau ysgol, rhaglenni codi ymwybyddiaeth mewn ysgolion ac ar draws asiantaethau statudol a gwirfoddol i hybu'r Gwasanaeth, hyrwyddo cyfranogiad gofalwyr ifanc yn y gwaith o ddatblygu gwasanaethau, sesiynau unigol a grŵp.

6.2.5 Arhosodd y model gwasanaeth blaenorol ar waith am 5 mis cyntaf 2014, ac yn ystod y cyfnod hwn, cynhaliwyd ymarfer ailstrwythuro i ail-gyflunio'r gwasanaeth i fodel Gweithiwr Allgymorth. Newid sylweddol yn y model newydd yw cynnig sesiynau cefnogaeth unigol fel rhan o gynllun cefnogaeth penodol. Mae'r sesiynau hyn yn galluogi Gweithwyr Allgymorth i ddarparu cefnogaeth emosiynol ac ymarferol wedi'i deilwra i Ofalwyr Ifanc.

6.2.6 Mae'r model Gweithiwr Allgymorth yn galluogi Gweithwyr Allgymorth i gefnogi Gofalwyr Ifanc drwy'r gweithgareddau canlynol:

- Asesiadau Gofalwyr Ifanc
- Grwpiau Cefnogi Cymheiriaid
- Cefnogaeth unigol i ofalwyr ifanc
- Cyfrannu at gyfarfodydd teulu a chyfarfodydd amlasiantaeth
- Cyswllt gyda gwasanaethau ieuencid, addysg, tai, gwasanaethau plant, gwasanaethau iechyd meddwl, gwasanaethau camddefnyddio sylweddau a gofal iechyd sylfaenol ac eilaidd
- Cyfeirio at asiantaethau a gweithgareddau priodol

### **6.3 Bwrdd Iechyd Prifysgol Betsi Cadwaladr:**

6.3.1 Yn hanesyddol, mae'r trydydd sector hefyd wedi derbyn cyllid gan iechyd i gefnogi Gofalwyr drwy eu cyllideb sector gwirfoddol. Dros y tair blynedd diwethaf, mae cyfleoedd wedi codi drwy'r arian Mesur Gofalwyr gan Lywodraeth Cymru i gefnogi datblygiad Strategaeth Ymgynghori a Gwybodaeth Gofalwyr Gogledd Cymru.

6.3.2 Mae'r gwasanaethau canlynol a ariennir gan iechyd ar gael i gefnogi Gofalwyr yn Sir Ddinbych:

Cyllideb y Sector Gwirfoddol:

- Gwasanaeth Seibiant i Ofalwyr Crossroads - darparu gofal seibiant i Ofalwyr sydd â'u problemau iechyd eu hunain - cael triniaeth neu'n gwella ar ôl triniaeth neu salwch, neu fynyachu apwyntiadau iechyd.
- Swyddi Hwyluswyr Gofal Sylfaenol - gweithio i godi ymwybyddiaeth o Ofalwyr gyda meddygfeydd Meddyg Teulu a chefnogi'r llwybr atgyfeirio i Ofalwyr o fewn gofal sylfaenol.
- Gwybodaeth a chefnogaeth i Ofalwyr oedolion â chyflyrau iechyd meddwl.
- Trefniant comisiynu ar y cyd ar gyfer y Gwasanaeth Gofalwyr Ifanc WCD

#### Cyllid Mesur Gofalwyr:

- Swydd swyddog Gofalwyr Penodedig gyda BIPBC i reoli gweithredu'r Mesur Gofalwyr
- Capasiti ychwanegol ar gyfer swyddi hwyluswyr gofal sylfaenol gyda'r trydydd sector
- Hyfforddiant ar gyfer staff iechyd, gan gynnwys datblygu modiwlau dysgu a fideo hyfforddi a gynhyrchwyd gyda Gofalwyr lleol.
- Taflen wybodaeth i Ofalwyr mewn lleoliadau iechyd
- Gweithgareddau ychwanegol, grwpiau gofalwyr a chyfleoedd seibiant, a hyfforddiant i Ofalwyr Ifanc.
- Cyllid ar gyfer MaryDei, menter cymdeithasol yn Ninbych a'r ardaloedd cyfagos, er mwyn parhau ag ymagwedd datblygu cymunedol wrth ddod o hyd i ofalwyr cudd a chefnogi Gofalwyr yn gyffredinol.
- Digwyddiadau ymgynghori i ganfod anghenion Gofalwyr o safbwynt iechyd.

#### Cyllid Dementia:

- Gwasanaeth Cefnogi Dementia gyda Crossroads i ddarparu gwybodaeth, cyngor, hyfforddiant, cymorth gan gymheiriaid, cymorth 1:1 a chymorth i bobl sydd â dementia, eu gofalwyr a'u teuluoedd.

6.3.3 Ar adeg ysgrifennu'r strategaeth hon, mae Llywodraeth Cymru wedi cyhoeddi cyllid ychwanegol ar draws Cymru i gefnogi Gofalwyr o ran y trawsnewid o diddymu'r Mesur Gofalwyr i weithredu'r Ddeddf SSWB newydd. Disgwylir am arweiniad pellach ar ddyrannu'r cronfeydd hyn fydd yn cael eu rheoli gan y byrddau iechyd, ond mae'n bwysig bod partneriaid yn gweithio ar y cyd gyda BIPBC a gyda Gofalwyr i sefydlu blaenoriaethau ar gyfer defnyddio'r arian ychwanegol hyn.

#### 6.4 Y Trydydd Sector:

6.4.1 Fel y nodwyd eisoes, mae gan y trydydd sector y gallu i wneud cais i ffynonellau cyllid allanol i ddatblygu gwasanaethau newydd ac arloesol sy'n ategu eu swyddogaethau craidd a mynd i'r afael ag anghenion lleol. Mae enghreifftiau o'r rhain yn y blynyddoedd diwethaf yn cynnwys:

- Prosiect Sgiliau Bywyd NEWCIS i gefnogi Gofalwyr yn ôl i gyfleoedd cyflogaeth a gwirfoddoli a ariennir gan y Loteri Fawr
- Menter ar y cyd gan yr Ymddiriedolaeth Gofalwyr a Fferyllfeydd Gogledd Cymru i ddarparu gwybodaeth gynhwysfawr i Ofalwyr ar reoli meddyginiaeth.
- Gofalwyr Ifanc WCD - grantiau Ymddiriedolaeth Gofalwyr / Openwork Foundation i ariannu cefnogaeth a gweithgareddau a grwpiau ar ôl ysgol ar gyfer gofalwyr ifanc dan 8 oed.
- WCD Gofalwyr Ifanc - Ymddiriedolaeth Gofalwyr TAS grant Rownd 4 i weithio mewn partneriaeth â'r Ymddiriedolaeth Outward Bound i gynnal cwrs preswyl 5 diwrnod wedi'i anelu at ofalwyr sy'n oedolion ifanc sy'n NEET neu sydd mewn perygl o fod yn NEET. Mae 7 ofalwyr ifanc Sir Ddinbych wedi cael cynnig lle.

- Gofalwyr Ifanc WCD - Grantiau o hyd at £150 ar gyfer Gofalwyr ifanc unigol drwy gronfa Cymorth Argyfwng Gofalwyr a Chronfa Gefnogaeth 'Pears Explore More!' .
- Gofalwyr Ifanc WCD - cyllid Clwb Rotari Dinbych am seibiant preswyl 2 ddiwrnod i 12 o ofalwyr ifanc o ardal Dinbych.
- Dechreuodd y Rhaglen 'Help Llaw' yn 2015 ac mae'n gydweithrediad o fudiadau trydydd sector sy'n cefnogi pobl gydag afiechyd meddwl difrifol yng Nghymru, a'u Gofalwyr. Ariennir y rhaglen tan 2018 ac mae'n canolbwyntio ar anghenion cefnogaeth y grŵp hwn o Ofalwyr.
- Menter gymdeithasol Mary Dei dan arweiniad gofalwyr i gefnogi gofalwyr sy'n oedolion o bob oed. Eu canolbwynt cymunedol yw siop ddillad Vintage yn Ninbych. Maent yn trefnu pob math o ddigwyddiadau cymunedol i godi ymwybyddiaeth o anghenion a hawliau gofalwyr ac i godi arian. Mae eu gweithgareddau yn ddeniadol i bobl ifanc gan eu galluogi i gael mynediad at a chyfeirio gofalwyr ifanc i wasanaethau priodol. Sicrhawyd cyllid yn ddiweddar gan Ymddiriedolaeth Freeman Evans, i sefydlu Gofod Gofalwyr uwchben y Siop yn Ninbych. Bydd hyn yn eu galluogi i ddatblygu gweithgareddau a chymorth a arweinir fwy gan ofalwyr.

## 7. Datblygiadau Cenedlaethol

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7.1 Lanswyd y wefan newydd **DEWIS Cymru** ym mis Mehefin 2016. Ei nod yw darparu gwybodaeth o ansawdd am ofal cymdeithasol a lles ar gyfer dinasyddion Cymru. Mae'r wefan yn cynnwys cronfa ddata chwiliadwy o dros 850 o adnoddau o bob rhan o Ogledd Cymru, a all gynorthwyo pobl gyda'u hanghenion lles. Felly, bydd yn chwarae rhan hanfodol o ran helpu dinasyddion i gael mynediad at wybodaeth am adnoddau a gwasanaethau sydd ar gael yn eu cymuned, a bydd yn arf allweddol i ymarferwyr wrth helpu pobl i ystyried pa adnoddau sydd ar gael iddynt fel rhan o'r sgysiau "hyn sydd o bwys".

7.2 Mae **Family Point Cymru** yn wefan i gysylltu rhieni ac unrhyw un sy'n gyfrifol am blentyn neu berson ifanc â gwasanaethau allweddol yng Nghymru. Gallwch ddod o hyd i gefnogaeth a gwybodaeth leol a chenedlaethol a'r newyddion diweddaraf ar gyfer eich teulu.

Ar ôl blwyddyn o gwmpasu a datblygu, mae Family Point Cymru yn awr ar gael ar draws Cymru, gan gynnig ffordd syml i deuluoedd ddod o hyd i wybodaeth a mynediad i wasanaethau drwy'r wefan, ffôn, testun a negeseuon gwib.

Mae gan gynghorwyr profiadol y llinell wybodaeth gyfoeth o wybodaeth am y gwasanaethau yng Nghymru ar gyfer teuluoedd a phobl ifanc, ac mae ganddynt y sgiliau i ddarparu cefnogaeth eiriolaeth os oes angen.



## 8. Cydnabyddiaeth - Grŵp Strategaeth Gofalwyr Sir Ddinbych

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8.1 Mae'r Strategaeth wedi cael ei ddatblygu mewn partneriaeth â Grŵp Strategaeth Gofalwyr Sir Ddinbych. Mae'r grŵp hwn yn fforwm o gynrychiolwyr o ystod eang o sefydliadau gofalwyr. Mae ganddo rôl allweddol wrth helpu i lunio strategaethau lleol a rhanbarthol perthnasol, a dogfennau allweddol eraill mewn perthynas â Gofalwyr, yn ogystal â datblygiad strategol gwasanaethau i Ofalwyr.

8.2 Mae'r grŵp yn gynrychioliadol o brynwyr a darparwyr gwasanaethau Gofalwyr ar draws yr holl grwpiau Gofalwyr, ac mae aelodau yn sicrhau bod anghenion a barn Gofalwyr yn Sir Ddinbych yn cael eu cymryd i ystyriaeth gan y rhai sy'n gwneud penderfyniadau ar lefel leol a rhanbarthol. Mae aelodau yn ymgynghori ac yn cyfathrebu gyda'u grwpiau/fforymau Gofalwyr priodol er mwyn cynrychioli barn Gofalwyr ar y grŵp, rhannu gwybodaeth a phrofiadau mewn perthynas â gwasanaethau i Ofalwyr, a dylanwadu ar ddatblygu polisi mewn perthynas â Gofalwyr drwy ymateb i weithdrefnau ymgynghori ar lefel leol a chenedlaethol.

8.3 Mae aelodau'r grŵp hefyd yn gweithio mewn partneriaeth â'r sector statudol a gwirfoddol ar sail ranbarthol (Gogledd Cymru) ac is-ranbarthol, i ddatblygu dull rhanbarthol o gefnogi Gofalwyr, gan sicrhau bod lles Gofalwyr Sir Ddinbych yn cael eu hystyried.

8.4 Sefydlwyd y Grŵp Strategaeth bron i 18 mlynedd yn ôl, ac mae'n darparu fforwm da ar gyfer gwaith partneriaeth rhwng y sectorau ac ar draws gwahanol grwpiau cleientiaid.

## 9. Sut ydym ni'n cynnwys Gofalwyr wrth ddatblygu cefnogaeth a gwasanaethau?

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9.1 Mae'r Ddeddf SSWB newydd yn nodi y dylai bod cyfranogiad unigolion ym mhob cam o'r cynllunio a gweithredu gwasanaethau. Yn hanfodol i gyflawni'r ddyletswydd hon fydd ymagwedd sy'n seiliedig ar egwyddorion cyd-gynhyrchu. Mae hyn yn golygu dull gweithredu sy'n:

- Adnabod pobl fel asedau, ac sydd â chyfraniad pwysig i'w wneud i gynllun a gweithrediad gwasanaethau
- Cefnogi a rhoi grym i bobl i gymryd rhan gyda chynllun a gweithrediad gwasanaethau
- Rhoi grym i bobl gymryd cyfrifoldeb am, a chyfrannu at eu lles eu hunain
- Sicrhau bod ymarferwyr yn gweithio mewn partneriaeth â phobl i gyflawni canlyniadau personol ar lefel unigolion a gwasanaeth
- Cynnwys pobl wrth gynllunio canlyniadau ar gyfer gwasanaethau.

9.2 Mewn partneriaeth â Bwrdd Iechyd Prifysgol Betsi Cadwaladr, mae'n ofynnol i bob awdurdod lleol yng Ngogledd Cymru gynnal asesiad anghenion poblogaeth erbyn diwedd mis Mawrth 2017. Mae'n **rhaidd** i ystod eang o unigolion, grwpiau a sefydliadau gael eu cynnwys yn y broses hon, ac mae ganddynt gyfle i fynegi yr hyn y maent yn ei gredu yw'r anghenion mewn ardal, gan gynnwys anghenion gofalwyr, a pha wasanaethau sydd eu hangen i ddiwallu'r anghenion hynny, gan gynnwys o ran gwasanaethau ataliol.

9.3 Ar hyn o bryd, mae nifer o ffyrdd y gall Gofalwyr gyfrannu at ddatblygiad y gefnogaeth a'r gwasanaethau. Mae hyn yn amrywio o gasglu tystiolaeth a gwybodaeth trwy drefniadau monitro contractau gyda darparwyr gwasanaethau, holiaduron adborth gwasanaethau cymdeithasol, ac ymgynghori â Gofalwyr. Gall y cyfleoedd i ymgynghori â Gofalwyr ddigwydd mewn sawl ffordd:

- Grŵp Strategaeth Gofalwyr Sir Ddinbych - yn cynnwys swyddogion o fudiadau gwirfoddol sy'n cefnogi ac yn cynrychioli Gofalwyr, ac mae'n darparu dull effeithiol o ymgynghori â'r grwpiau a fforymau Gofalwyr ar draws sbectwm eang o rolau gofalu.
- Caniad - Gwasanaeth cyfranogiad defnyddwyr gwasanaeth a gofalwyr Gogledd Cymru ar gyfer camddefnyddio sylweddau ac iechyd meddwl. Mae'r gwasanaeth hwn yn cael ei reoli ar y cyd gan Cais a Hafal ac mae'n darparu cyfleoedd i ddefnyddwyr gwasanaeth a gofalwyr gymryd rhan yn natblygiad a chynllunio gwasanaethau.
- Mae Grŵp Cyfeirio Gofalwyr y Gogledd Bwrdd Iechyd Prifysgol Betsi Cadwaladr yn fforwm a sefydlwyd yn ddiweddar gyda chynrychiolaeth Gofalwyr o bob rhan o'r rhanbarth. Nod y grŵp yw cynnig cyngor ac adborth i'r Bwrdd Iechyd ar effaith y gwasanaethau ar Ofalwyr a helpu i greu diwylliant o gynnwys gofalwyr ar bob lefel o fewn y Bwrdd Iechyd.

9.4 Mae'n bwysig bod y trefniadau a'r cyfleoedd cyfredol ar gyfer ymgysylltu yn cael eu defnyddio'n llawn a'u datblygu ymhellach er mwyn diwallu gofynion y Ddeddf newydd.

## 10.Sut y byddwn yn gwybod bod y Strategaeth yn gwneud gwahaniaeth i fywydau Gofalwyr yn Sir Ddinbych?

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### *Canlyniadau Lles*

#### BETH YW LLES?

“Rwy’n gwybod ac yn deall pa ofal, cefnogaeth a chyfleoedd sydd ar gael i mi ac rwy’n cael y cymorth rwyf ei angen, pan rwyf ei angen, yn y ffordd rwyf ei eisiau”

10.1 Bydd y Ddeddf Gwasanaethau Cymdeithasol a Lles (Cymru) newydd yn gwella lles ar gyfer pobl sydd angen gofal a chymorth, a gofalwyr sydd angen cymorth. Mae “Lles” yn berthnasol i bob rhan o fywyd unigolyn ac yn cael ei ddiffinio mewn perthynas â pherson ynglŷn ag unrhyw un o'r canlynol:

#### **Canlyniad 1: IECHYD CORFFOROL A MEDDWL A LLES EMOSIYNOL**

“Rwy'n hapus ac rwy'n iach”

#### **Canlyniad 2: DIOGELU RHAG CAMDRINIAETH AC ESGEULUSTOD**

“Rwy'n ddiogel ac wedi fy niogelu rhag camdriniaeth ac esgeulustod”

#### **Canlyniad 3: ADDYSG, HYFFORDDIANT A HAMDDEN**

“Gallaf ddysgu a datblygu i'm potensial llawn a gallaf wneud y pethau sy'n bwysig i mi”

#### **Canlyniad 4: CYFRANIAD I GYMDEITHAS**

“Rwy'n gallu ymgysylltu a chymryd rhan, ac rwy'n teimlo'n werthfawr yn y gymdeithas”

#### **Deilliant 5: PERTHNASAU DOMESTIG, TEULU A PHERSONOL**

“Yr wyf yn perthyn ac mae gen i berthynas ddiogel ac iach”

#### **Canlyniad 6: SICRHAU HAWLIAU**

“Mae fy hawliau yn cael eu parhau, mae gen i lais a rheolaeth, yr wyf yn cymryd rhan mewn gwneud penderfyniadau sy'n effeithio ar fy mywyd, mae fy amgylchiadau unigol yn cael eu

hystyried. Gallaf siarad drosof fy hun neu mae gen i rywun sy'n gallu gwneud hyn i mi, ac rwy'n cael gofal drwy gyfrwng y Gymraeg os bydd arnaf ei angen.

#### **Canlyniad 7: ADDASRWYDD LLETY**

“Mae gen i lety addas sy'n diwallu fy anghenion”

#### **Canlyniad 8: LLES CYMDEITHASOL AC ECONOMAIDD**

“Rwy'n cael fy nghefnogi i weithio, mae gen i fywyd cymdeithasol a gallaf fod gyda'r bobl yr wyf yn ei ddewis, nid wyf yn byw mewn tloidi ac rwy'n cael yr help y mae arnaf ei angen i dyfu i fyny a bod yn annibynnol”

10.2 Bydd y Ddeddf newydd yn rhoi llawer mwy o ffocws ar y canlyniadau a gyflawnwyd ar gyfer unigolion sydd angen gofal a chymorth, a Gofalwyr sydd angen cefnogaeth. Bydd y broses adolygu asesu yn dal y cynnydd a wneir gan unigolyn o ran cyflawni ei nodau a chanlyniadau. Mae boddhad cwsmeriaid a phrofiad y cwsmer yn elfennau pwysig iawn o sicrhau bod gwasanaethau o ansawdd yn cael eu darparu, a bydd yr awdurdod lleol yn Sir Ddinbych yn parhau i ddefnyddio ei holiadur 'Dweud eich dweud' sy'n gofyn i gwsmeriaid (defnyddwyr gwasanaeth a gofalwyr) am eu profiadau o'r cymorth a gânt.

10.3 Bydd y dull hwn yn cael ei adlewyrchu yn y gofynion cytundebol a monitro gyda darparwyr gwasanaethau yn Sir Ddinbych gan gynnwys sefydliadau darparwr trydydd sector sy'n darparu gwasanaethau i Ofalwyr - bydd pob contract yn cynnwys canlyniadau ar gyfer Gofalwyr.

## **11. Cynllun Gweithredu [Atodiad 1]**

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11.1 Mae hwn yn nodi meysydd datblygu a fydd yn parhau i wella'r cymorth sydd ar gael i Ofalwyr yn Sir Ddinbych. Bydd Grŵp Strategaeth Gofalwyr Sir Ddinbych yn goruchwylio datblygiad Cynllun Gweithredu'r Strategaeth, a bydd yn monitro cynnydd yn erbyn y Cynllun yn rheolaidd.

11.2 Bydd y camau a amlinellwyd yn sicrhau bod cefnogaeth i Ofalwyr yn Sir Ddinbych:

- yn bodloni gofynion deddfwriaeth newydd
- yn cefnogi'r ymagwedd newydd tuag at gefnogi annibyniaeth
- yn gyson ag awdurdodau lleol eraill yng Nghymru
- yn gyson â blaenoriaethau Llywodraeth Cymru

Ac yn bwysicaf oll, yn diwallu anghenion y Gofalwyr sy'n byw yn Sir Ddinbych.

## Atodiad 1

### Strategaeth Gofalwyr Sir Ddinbych

Mehefin 2016 – Mehefin 2019

## CYNLLUN GWEITHREDU

Mae'r cynllun gweithredu hwn yn rhan annatod o Strategaeth Gofalwyr Sir Ddinbych a gafodd ei datblygu ar y cyd rhwng Awdurdod Lleol Sir Ddinbych, Bwrdd Iechyd Prifysgol Betsi Cadwaladr a phartneriaid trydydd sector sydd â diddordeb mewn cefnogi Gofalwyr yn Sir Ddinbych. Mae'r cynllun gweithredu yn ddogfen fyw ac felly bydd yn newid yn ôl yr angen.

Mae'r camau gweithredu wedi cael eu nodi gan aelodau'r Grŵp Strategaeth Gofalwyr, ac wedi'i dystio gan anghenion y Gofalwyr y maent yn eu cefnogi.

Mae'r camau gweithredu wedi'u mapio yn erbyn canlyniadau i ddinasyddion yn Neddf Gwasanaethau Cymdeithasol a Lles (Cymru) newydd 2014, a hefyd themâu allweddol Cynllun Bwrdd Iechyd Prifysgol Betsi Cadwaladr ar gyfer y Rhanbarth Canolog (Conwy a Sir Ddinbych).

| <b>Canlyniadau Deddf Gwasanaethau Cymdeithasol a Lles (Cymru):</b>                                                                                                                                                          | <b>Blaenoriaethau BIPBC ar gyfer Rhanbarth Canol Gogledd Cymru (Conwy a Sir Ddinbych):</b>                                                                                                                                 |
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| <ol style="list-style-type: none"><li>1. Iechyd Corfforol a Meddwl a Lles Emosiynol</li><li>2. Addysg, Hyfforddiant a Hamdden</li><li>3. Cyfraniad at gymdeithas</li><li>4. Perthynas Domestig, Teulu a Phersonol</li></ol> | <ol style="list-style-type: none"><li>1. Gwella Iechyd a Lles ac anghydraddoldeb iechyd.</li><li>2. Gweithio mewn partneriaeth</li><li>3. Gwella Canlyniadau Gofal</li><li>4. Parchu unigolion a pharchu urddas.</li></ol> |

|                                                                                                                              |                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5. Amddiffyn rhag cam-drin ac esgeulustod<br>6. Sicrhau Hawliau<br>7. Lles Cymdeithasol ac Economaidd<br>8. Addasrwydd Llety | 5. Gwrando a Dysgu o brofiadau yr unigolyn.<br>6. Sut rydym yn defnyddio ein hadnoddau.<br>7. Sut yr ydym yn cefnogi, hyfforddi a datblygu ein staff |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|

### Rhestr o dalfyriadau:

|                 |                                                        |               |                                                              |
|-----------------|--------------------------------------------------------|---------------|--------------------------------------------------------------|
| <b>GSGSDd</b>   | Grŵp Strategaeth Gofalwyr Sir Ddinbych                 | <b>WCD</b>    | Gwasanaeth Gofalwyr Ifanc Wrecsam, Conwy a Sir Ddinbych      |
| <b>NEWCIS</b>   | Gwasanaeth Gwybodaeth i Ofalwyr Gogledd Ddwyrain Cymru | <b>SSWBA</b>  | Deddf Gwasanaethau Cymdeithasol a Lles (Cymru)               |
| <b>DCSS</b>     | Gwasanaethau Cefnogi Cymunedol Sir Ddinbych            | <b>CAB</b>    | Cyngor ar Bopeth                                             |
| <b>SCG</b>      | Swyddog Comisiynu Gofalwyr - Sir Ddinbych              | <b>MIS</b>    | Systemau Gwybodaeth Rheoli                                   |
| <b>A&amp;GP</b> | Addysg a Gwasanaethau Plant                            | <b>NWSSIC</b> | Cydweithredfa Gwella Gwasanaethau Cymdeithasol Gogledd Cymru |
| <b>BIPBC</b>    | Bwrdd Iechyd Prifysgol Betsi Cadwaladr                 |               |                                                              |

| <b>Ardal Ddatblygu</b>                        | <b>Cam gweithredu</b>                                                                                                                                                                                 | <b>Canlyniadau SSWB</b> | <b>Blaenoriaethau BIPBC</b> | <b>Gan bwy</b>                                          | <b>Erbyn pryd</b>      | <b>Cynnydd</b>                   |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------------|---------------------------------------------------------|------------------------|----------------------------------|
| 1. Asesiad Anghenion Poblogaeth Gogledd Cymru | Sefydlu cysylltiadau gyda swyddogion â chyfrifoldeb i sicrhau bod sefydliadau yn Sir Ddinbych yn cymryd rhan yn y broses, ac mae'r AAP yn cynnwys ac yn adlewyrchu anghenion Gofalwyr yn Sir Ddinbych | Pawb                    | Pawb                        | Pawb / Sarah Bartlett, Rheolwr Prosiect AAP Rhanbarthol | Gorffennaf / Awst 2016 | Mapio rhanddeiliaid ar y gweill. |

| Ardal Ddatblygu                                                                                               | Cam gweithredu                                                                                                                                                                                                                                                                                                                                                                        | Canlyniadau SSWB                    | Blaenoriaethau BIPBC | Gan bwy                                                                          | Erbyn pryd                                                   | Cynnydd |
|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------------|----------------------------------------------------------------------------------|--------------------------------------------------------------|---------|
| 2.Sicrhau bod gofalwyr yn deall ethos a darpariaethau'r SSWBA newydd                                          | <p>Adolygu gwybodaeth gyfredol ar gael i Ofalwyr, (ar draws pob sector) gan sicrhau bod y negeseuon yn cyd-fynd â'r Ddeddf newydd ac agwedd Sir Ddinbych</p> <p>Hyfforddiant ar gyfer Staff y Trydydd Sector ar y Ddeddf newydd.</p> <p>Trefnu sesiynau gwybodaeth a chodi ymwybyddiaeth i Ofalwyr trwy grwpiau a fforymau - defnydd posibl deunydd hyfforddi Cyngor Gofal Cymru.</p> | <p>Pawb</p> <p>Pawb</p> <p>Pawb</p> | 1, 2, 4              | <p>Pawb</p> <p>GSGSDd</p> <p>Pawb</p>                                            | <p>Gorffennaf 2016</p> <p>Medi ymlaen</p> <p>Medi ymlaen</p> |         |
| 3.Sicrhau bod staff iechyd a gofal cymdeithasol yn deall goblygiadau'r SSWBA newydd mewn perthynas â Gofalwyr | <p>Adolygu modiwlau hyfforddiant presennol a datblygu hyfforddiant integredig ar gyfer yr Awdurdod Lleol a staff clwstwr iechyd a'r tîm anableddau cymhleth.</p> <p>Datblygu hyfforddiant i staff iechyd ymhellach</p>                                                                                                                                                                | Pawb                                | Pawb                 | <p>Datblygu Gweithlu SCG/CSDd</p> <p>BIPBC - Rheolwr Prosiect Mesur Gofalwyr</p> | Medi 2016                                                    |         |

| Ardal Ddatblygu                                                                                                                                           | Cam gweithredu                                                                                                                                                                                                                               | Canlyniadau SSWB | Blaenoriaethau BIPBC | Gan bwy                                                                | Erbyn pryd            | Cynnydd |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|------------------------------------------------------------------------|-----------------------|---------|
| 4. Sicrhau bod staff yn y gwasanaethau addysg yn deall goblygiadau'r SSWB newydd mewn perthynas â Gofalwyr, ac yn benodol mewn perthynas â Gofalwyr Ifanc | <p>Cynnwys Gofalwyr a Gofalwyr Ifanc mewn polisiau a gweithdrefnau perthnasol.</p> <p>Codi ymwybyddiaeth gyda staff perthnasol.</p> <p>Targedu Grwpiau Iechyd a Lles mewn ysgolion i adnabod Gofalwyr Ifanc a chyfeirio ar gyfer cymorth</p> | 1,2,3            | 1                    | <p>WCD / Swyddogion Arweiniol A&amp;GP / SCG</p> <p>WCD</p> <p>WCD</p> | Hydref i Rhagfyr 2016 |         |
| 5. Sicrhau bod staff DCSS gyfer gwasanaethau oedolion yn ymgorffori anghenion gofalwyr ifanc mewn arferion gwaith                                         | Datblygu canllawiau arfer da a phroses weithredol ar gyfer staff gwasanaethau oedolion DCSS                                                                                                                                                  | Pawb             | 1,2,4,5              | SCG / Swyddog Arweiniol A&GP / Rheolwr SPOA                            | Hydref i Rhagfyr 2016 |         |
| 6. Sicrhau bod Gofalwyr yn gwybod sut i gael gwybodaeth a chymorth i'w hunain a'r person y maent yn gofalu amdano.                                        | <p>Hyrwyddo mynediad at Pwyntiau Siarad, Clinigau (anableddau cymhleth), DEWIS, sefydliadau Trydydd Sector a SPOA.</p> <p>Cais Loteri NEWCIS –yn cynnwys capasiti cynyddol ar gyfer Swyddogion Lles i</p>                                    | Pawb             | 1, 2, 4              | Pawb                                                                   | Ar y gweill           |         |
|                                                                                                                                                           |                                                                                                                                                                                                                                              | Pawb             | 1, 2, 4              | NEWCIS                                                                 | 2015 – 2018           |         |



| Ardal Ddatblygu                                                   | Cam gweithredu                                                                                                                                                                                                                                                                                                       | Canlyniadau SSWB        | Blaenoriaethau BIPBC                       | Gan bwy                                                                         | Erbyn pryd                                            | Cynnydd |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------------------|---------------------------------------------------------------------------------|-------------------------------------------------------|---------|
|                                                                   | <p>ddarparu cymorth un i un i Ofalwyr</p> <p>Cyflwyno Rhaglen 'Estyn Allan' ar gyfer Gofalwyr oedolion â phroblemau iechyd meddwl difrifol. (Cymru Gyfan)</p> <p>Mary Dei - datblygiad pellach y dull sy'n seiliedig ar y gymuned i nodi, hysbysu, eirioli a chynnwys Gofalwyr yn Ninbych a'r ardaloedd cyfagos.</p> | <p>Pawb</p> <p>Pawb</p> | <p>1, 2, 4</p> <p>1, 2, 4</p>              | <p>Hafal a Caniad</p> <p>Mary Dei</p>                                           | <p>Ymgyrch 2016</p> <p>Ar y gweill</p>                |         |
| 7. Sicrhau bod cymunedau yn Sir Ddinbych yn 'Ymwybodol o ofalwyr' | <p>Cytuno ar flaenoriaethau ar gyfer Prosiect Cymorth Cymunedol NEWCIS</p> <p>Hyrwyddo Pwyntiau Siarad yn Sir Ddinbych</p> <p>Mary Dei - datblygiad pellach y dull sy'n seiliedig ar y gymuned i nodi, hysbysu, eirioli a</p>                                                                                        | <p>Pawb</p>             | <p>1, 2, 4</p> <p>1, 2, 4</p> <p>1,2,4</p> | <p>NEWCIS/SCG</p> <p>Cydlynnydd Pwyntiau Siarad DCSS / Pawb</p> <p>Mary Dei</p> | <p>Mai 2016</p> <p>Ar y gweill</p> <p>Ar y gweill</p> |         |

| Ardal Ddatblygu                                                                      | Cam gweithredu                                                                                                             | Canlyniadau SSWB | Blaenoriaethau BIPBC | Gan bwy                                                     | Erbyn pryd             | Cynnydd |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|-------------------------------------------------------------|------------------------|---------|
|                                                                                      | chynnwys Gofalwyr yn Ninbych a'r ardaloedd cyfagos.                                                                        |                  |                      |                                                             |                        |         |
| 8. Aseu anghenion Gofalwyr sy'n oedolion yn unol ag ethos a gofynion y Ddeddf newydd | Adolygu polisi a gweithdrefnau Cyngor Sir Ddinbych yn unol â gofynion y Ddeddf newydd.                                     | Pawb             | 1, 2, 4, 5           | Uwch Swyddogion a Swyddogion Polisi SCG/DCSS                | Medi 2016              |         |
|                                                                                      | Treialu'r defnydd o Beth sy'n Bwysig 2 i nodi canlyniadau ac anghenion cefnogaeth Gofalwyr.                                | Pawb             | 1,2,4,5              | Swyddogion / Cefnogwyr Gofalwyr SCG /MIS                    | Gorffennaf - Medi 2016 |         |
|                                                                                      | Cytuno ar broses ar gyfer Gofalwyr sy'n gymwys am gynllun cefnogaeth ffurfiol, gan gynnwys y broses adolygu.               | Pawb             | 1,2,4,5              | Uwch Reolwyr a Swyddogion Polisi SCG /DCSS / Swyddogion MIS | Diwedd Medi 2016       |         |
|                                                                                      | Gwerthuso effeithiolrwydd y cynllun peilot Pencampwyr Gofalwyr a chytuno ar fanyleb model / gwasanaeth ar gyfer y dyfodol. | Pawb             | 1, 2, 4, 5, 6, 7     | SCG / NEWCIS                                                | Mehefin-Awst 2016      |         |
|                                                                                      |                                                                                                                            | Pawb             | 1, 2, 4, 5, 7        | SCG/CMHT / Hafal / Caniad                                   | Ionawr 2017            |         |

| Ardal Ddatblygu                                                                                                                    | Cam gweithredu                                                                                                                                                                                                                         | Canlyniadau SSWB | Blaenoriaethau BIPBC | Gan bwy                                                       | Erbyn pryd                   | Cynnydd |
|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|---------------------------------------------------------------|------------------------------|---------|
|                                                                                                                                    | Adolygu offer a phrosesau Asesu Gofalwyr sydd ar hyn o bryd yn cael eu defnyddio gan Dimau Iechyd Meddwl Cymunedol, yn unol â gofynion y Ddeddf newydd.                                                                                |                  |                      |                                                               |                              |         |
| 9. Asesu anghenion Gofalwyr Ifanc yn unol ag ethos a gofynion y Ddeddf newydd                                                      | Gweithio ar y cyd gyda darparwyr presennol i sicrhau bod prosesau ar waith yn unol â'r Ddeddf newydd.                                                                                                                                  | Pawb             | 1, 2, 4, 5           | Swyddog Arweiniol A&GP/ WCD                                   | Gorffennaf 2016              |         |
| 10. Sicrhau cyfranogiad y gofalwr yn asesiad y person sydd ag anghenion gofal, ac yn ystyried pa mor briodol yw asesiadau ar y cyd | Adolygu polisi a gweithdrefnau Cyngor Sir Ddinbych yn unol â gofynion y Ddeddf newydd.<br><br>Archwilio manteision ac ymarferoldeb mabwysiadu model cynhadledd teulu i sefyllfaoedd o fewn gwasanaethau i oedolion lle y bo'n briodol. | Pawb             | 1, 2, 3, 4, 6, 7     | Swyddogion Polisi SCG / DCSS<br><br>Uwch Swyddogion DCSG/DCSS | Medi 2016<br><br>Hydref 2016 |         |
| 11. Asesu anghenion Gofalwyr Ifanc yn unol ag                                                                                      | Adolygu polisi a gweithdrefnau Cyngor Sir Ddinbych yn unol â                                                                                                                                                                           | Pawb             | 1, 2, 3, 4, 6, 7     | Swyddogion Arweiniol A&GP/ WCD/SCG                            | Gorffennaf-Medi 2016         |         |

| Ardal Ddatblygu                                                | Cam gweithredu                                                                                                                            | Canlyniadau SSWB    | Blaenoriaethau BIPBC | Gan bwy                                             | Erbyn pryd             | Cynnydd |
|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------|-----------------------------------------------------|------------------------|---------|
| ethos a gofynion y Ddeddf newydd                               | gofynion y Ddeddf newydd.<br><br>Mapio proses ar gyfer cyfeirio Gofalwyr ifanc ar gyfer asesu a chefnogi                                  |                     |                      | Swyddogion Arweiniol A&GP/ WCD/SCG                  | Gorffennaf-Medi 2016   |         |
| 12.Cefnogaeth i Ofalwyr mewn Gofal Sylfaenol                   | Cyllid parhaus ar gyfer swyddi hwylusydd gofal sylfaenol trydydd sector. Cytuno ar flaenoriaethau ar gyfer swyddi ar gyfer cyfnod cyllido | 1, 2, 3, 4, 5, 6, 7 | 1, 2, 3, 4, 7        | BIPBC / meddygfeydd meddyg teulu / y Trydydd Sector | Gorffennaf - Medi 2016 |         |
| 13. Prosiect Ysbyty Cymunedol Brenhinol Alex                   | Cynnwys Gofalwyr a sefydliadau'r Trydydd Sector wrth gynllunio a datblygu gwasanaethau                                                    | 1, 3, 4, 5, 6, 7    | Pawb                 | BIPBC                                               | Haf 2016 ymlaen        |         |
| 14. Datblygu Prosiect Gofal Sylfaenol Tŷ Nant (LACH Prestatyn) | Cynnwys Gofalwyr a'r Trydydd Sector wrth gynllunio a datblygu gwasanaethau                                                                | 1, 3, 4, 5, 6, 7    | Pawb                 | BIPBC                                               | Haf 2016 ymlaen        |         |
| 15.Mynediad i eiriolaeth broffesiynol annibynnol i Ofalwyr     | Sicrhau bod trefniadau comisiynu ar gyfer oedolion yn cynnwys darpariaeth ar gyfer Gofalwyr.                                              | 1,4,5,6,7           | 1, 2, 4,             | Swyddog Comisiynu – oedolion SCG/CSDd               | Mehefin 2016           |         |

| Ardal Ddatblygu                                                                                  | Cam gweithredu                                                                                                                                                                                                  | Canlyniadau SSWB | Blaenoriaethau BIPBC | Gan bwy                     | Erbyn pryd                             | Cynnydd |
|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|-----------------------------|----------------------------------------|---------|
|                                                                                                  | <p>NEWCIS - Cyflwyno Cais Loteri i gynnwys gwasanaeth eiriolaeth ffurfiol / wedi'i reoleiddio</p> <p>Archwilio bwllch mewn gwasanaeth ar gyfer gofalwyr ifanc nad ydynt yn ymwneud â gwasanaethau statudol.</p> |                  |                      | <p>NEWCIS</p> <p>GSGSDd</p> | Hydref 2016                            |         |
| 16.Gwasanaethau Cwmsela i Ofalwyr                                                                | <p>NEWCIS - Cyflwyno Cais Loteri gan gynnwys gwasanaeth cwmsela ar gyfer Gofalwyr</p> <p>Archwilio darpariaeth statudol o wasanaethau cwmsela i Ofalwyr</p>                                                     | 1,4,5            | 1, 2, 4              | <p>NEWCIS</p> <p>GSGSDd</p> | <p>Mehefin 2015</p> <p>Hydref 2016</p> |         |
| 17.Sicrhau bod Gofalwyr yn cael mynediad i ystod o gyfleoedd hyfforddiant i gefnogi eu rôl ofalu | Cytuno ar ymagwedd ar y cyd gyda datblygu'r gweithlu, lechyd, Ganolfan Gyrfaedd a Chyfleoedd a 3ydd Sector.                                                                                                     | 2                | 1, 3, 5              | Pawb/Datblygu Gweithlu CSDd | Hydref i Rhagfyr 2016                  |         |
| 18.Gwybodaeth a chymorth Hawliau Lles                                                            | NEWCIS - Cyflwyno Cais Loteri i gynnwys gwybodaeth a                                                                                                                                                            | 1,6              | 1                    | NEWCIS                      |                                        |         |

| Ardal Ddatblygu                                                  | Cam gweithredu                                                                                                                                                                                                             | Canlyniadau SSWB | Blaenoriaethau BIPBC | Gan bwy                                   | Erbyn pryd                                                                         | Cynnydd |
|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|-------------------------------------------|------------------------------------------------------------------------------------|---------|
|                                                                  | chefnogaeth ar faterion hawliau lles                                                                                                                                                                                       |                  |                      |                                           |                                                                                    |         |
| 19. Cynyddu gallu i gefnogi Gofalwyr Ifanc (1:1 a Sesiynau grŵp) | Cyflwyno cais am arian tair blynedd i Blant mewn Angen                                                                                                                                                                     | Pawb             | 1                    | WCD                                       | Mehefin 2015                                                                       |         |
| 20. Cefnogaeth i Ofalwyr unigolion sy'n camdefnyddio sylweddau   | Mapio'r gefnogaeth sydd ar gael ar hyn o bryd a nodi unrhyw fylchau yn y gefnogaeth                                                                                                                                        | Pawb             | 1, 2, 5              | SCG / Caniad / tîm Camdefnyddio Sylweddau |                                                                                    |         |
| 21. Diwallu anghenion asesedig y Gofalwyr                        | Datblygu cyllidebau cymorth i Ofalwyr.<br><br>Datblygu darpariaeth gwasanaethau eistedd hyblyg gan y sector annibynnol ymhellach.<br><br>Adolygu Polisiâu a Gweithdrefnau Cyngor Sir Ddinbych ar Asesu a Diwallu Anghenion | 1,2,3,4,7        | 1                    | SCG/CSDd Comisiynu – oedolion             | Gorffennaf 2016 ymlaen<br><br>Gorffennaf 2016 ymlaen<br><br>Gorffennaf-Hydref 2016 |         |
| 22. Cymorth i Ofalwyr wrth i ofal ddod i ben                     | Gwerthuso'r model 'cefnogaeth profedigaeth' a gomisiynwyd gyda NEWCIS                                                                                                                                                      | 1,2,3,4,6        | 1, 5                 | NEWCIS/SCG                                | Diwedd Mehefin 2016                                                                |         |

| Ardal Ddatblygu                                                                           | Cam gweithredu                                                   | Canlyniadau SSWB | Blaenoriaethau BIPBC | Gan bwy                         | Erbyn pryd                    | Cynnydd |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------|------------------|----------------------|---------------------------------|-------------------------------|---------|
| 23. Cefnogaeth i Ofalwyr sydd am gael gwaith, ail-hyfforddi neu ail-fynd i mewn gweithlu. | Datblygu Prosiect Opus Gogledd Cymru                             | 1,2,3,6,7        | 1, 4                 | Ann Weir, Swyddog Datblygu CSDd | I gychwyn Ebrill-Mehefin 2016 |         |
| 24. Cyfleoedd Gwirfoddoli i Ofalwyr                                                       | Cefnogi datblygu Swydd Cydlynnydd Gwirfoddoli                    | 1,2,3,7          | 1, 2, 5, 6, 7        | NEWCIS                          | Mai 2016 ymlaen               |         |
| 25. Rhaglen 'Mynd i'r Afael â Thlodi'                                                     | Sicrhau cefnogaeth i Ofalwyr gan gynnwys cyngor ar gyllid a thai | 1,4,5,6,7,8      | 1                    | SCG, WCD, CAB                   | Hydref 2016                   |         |

Mae tudalen hwn yn fwiadol wag



**Denbighshire Carers Strategy**

**June 2016 – June 2019**

**ACTION PLAN**

**Update May 2017**

This action plan is integral to the Denbighshire Carers Strategy which was developed jointly between Denbighshire Local Authority, Betsi Cadwaladr University Health Board and third sector partners who have an interest in supporting Carers in Denbighshire. The action plan is a living document and as such will be subject to change as and when required.

The actions have been identified by members of the Carers Strategy Group, and evidenced by the needs of Carers they support.

The actions are mapped against the outcomes for citizens in the new Social Services and Well Being (Wales) Act 2014, and also the key themes of the Betsi Cadwaladr University Health Board’s Plan for the Central Region (Conwy & Denbighshire).

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| <b>Social Services and Well Being (Wales) Act Outcomes:</b>                                                                                                                                                                                                                                                                                                                                                                                            | <b>BCUHB Priorities for North Wales Central Region (Conwy and Denbighshire) :</b>                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> <li>1. Physical &amp; Mental Health &amp; Emotional Well-Being</li> <li>2. Education, Training &amp; Recreation</li> <li>3. Contribution to Society</li> <li>4. Domestic Family &amp; Personal Relationships</li> <li>5. Protection from Abuse &amp; Neglect</li> <li>6. Securing Rights &amp; Entitlements</li> <li>7. Social &amp; Economic Well-Being</li> <li>8. Suitability of Living Accommodation</li> </ol> | <ol style="list-style-type: none"> <li>1. Improving Health &amp; Wellbeing and health inequality.</li> <li>2. Working in Partnership</li> <li>3. Improving Outcomes of Care</li> <li>4. Respecting the individual and respect dignity.</li> <li>5. Listening and Learning from the experiences of the individual.</li> <li>6. How we use our resources.</li> <li>7. How we support, train and develop our staff</li> </ol> |

**List of abbreviations:**

|                 |                                                    |               |                                                        |
|-----------------|----------------------------------------------------|---------------|--------------------------------------------------------|
| <b>DCSG</b>     | Denbighshire Carers Strategy Group                 | <b>WCD</b>    | Wrexham, Conwy & Denbighshire Young Carers Service     |
| <b>NEWCIS</b>   | North East Wales Carers Information Service        | <b>SSWBA</b>  | Social Services & Well Being (Wales) Act               |
| <b>DCSS</b>     | Denbighshire Community Support Services            | <b>CAB</b>    | Citizens Advice Bureau                                 |
| <b>CCO</b>      | Carers Commissioning Officer – Denbighshire        | <b>MIS</b>    | Management Information System                          |
| <b>E&amp;CS</b> | Education & Children’s Services                    | <b>NWSSIC</b> | North Wales Social Services Improvement Collaborative  |
| <b>BCUHB</b>    | Betsi Cadwaladr University Health Board            | <b>SCiP</b>   | Social Care in Partnership [NW Training Collaborative] |
| <b>WCD</b>      | Wrexham, Denbighshire & Conwy Young Carers Service |               |                                                        |

| Development Area                                                     | Action                                                                                                                                                                                   | SSWB Outcomes | BCUHB Priorities | By Whom                                                     | By When                                  | Progress                                                                                                                                                             |
|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|-------------------------------------------------------------|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.North Wales Population Needs Assessment                            | Establish links with responsible officers to ensure that organisations in Denbighshire are engaged in the process, and the PNA includes and reflects the needs of Carers in Denbighshire | All           | All              | All /<br>Sarah Bartlett,<br>Regional PNA<br>Project Manager | July/August 2016<br><br>March 17 onwards | Needs assessment completed & submitted to WG by March 17.<br><br>Working in partnership with new regional Carers Business Manager to develop Regional Business Plan. |
| 2.Ensure Carers understand the ethos and provisions of the new SSWBA | Review current information available to Carers, (across all sectors) ensuring that the messages fit with the new Act and Denbighshire's approach                                         | All           | 1, 2, 4          | All                                                         | June 2017                                | DCC leaflets & website revised<br><br>New module for Carers on DEWIS complete & live.<br><br>Carers Wales booklet Carers & New Act used locally                      |

| Development Area | Action                                                                                                                                          | SSWB Outcomes | BCUHB Priorities | By Whom    | By When                                        | Progress                                                                                                                                                                                                                                     |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | Training for Third Sector Staff on the new Act.                                                                                                 | All           |                  | All / SCiP | September 16 onwards<br><br>January 17 onwards | Third Sector partners & BCUHB working on updating information<br><br>Training delivered by SCiP and well attended by Third Sector staff. Some organisations eg NEWCIS, Crossroads have arranged own training. Monitor further training needs |
|                  | Arrange information and awareness raising sessions for Carers via groups and forums – possible use of Care Council for Wales training material. | All           |                  | All        |                                                | Third Sector Partners to arrange via forums/groups. Development of Regional Leaflet for citizens – awaiting completion                                                                                                                       |

| Development Area                                                                                       | Action                                                                                                                                           | SSWB Outcomes | BCUHB Priorities | By Whom                       | By When        | Progress                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|-------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.Ensure health and social care staff understand the implications of the new SSWBA in regard to Carers | Review current training modules and develop integrated training for LA and health cluster staff, reablement team, and complex disabilities team. | All           | All              | CCO/DCC Workforce Development | Nov/Dec 16     | Training module for reablement staff completed & training delivered.                                                                                        |
|                                                                                                        |                                                                                                                                                  |               |                  |                               | May 17         | Training module for cluster staff & complex needs deferred to pending decisions on use of current What Matters forms to enable more proportionate assessing |
|                                                                                                        | Further development of training for health staff                                                                                                 |               |                  | BCUHB – Carers Lead Officer   | Nov 16 onwards | New BCUHB Carers Project Officer came into post Nov 16, & progressing work with training for health staff.                                                  |
| 4. Ensure staff in education services understand the                                                   | Carers and Young Carers to be included in relevant policies and procedures.                                                                      | 1,2,3         | 1                | WCD/E&CS Lead officers/CCO    | Dec 2016       | Agreed associate membership of Families First Officer and WCD                                                                                               |

| Development Area                                                                               | Action                                                                                                                                               | SSWB Outcomes | BCUHB Priorities | By Whom                                | By When      | Progress                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|----------------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| implications of the new SSWBA in regard to Carers, and in particular in regard to Young Carers | <p>Awareness raising with relevant staff.</p> <p>Target Health &amp; Well Being Groups in schools to identify Young Carers and refer for support</p> |               |                  | <p>WCD</p> <p>WCD</p>                  |              | <p>representation on the once per half term "Health and Well Being Group (School Settings 3 – 18)".</p> <p>Linking work on the Carers Strategy Action Plan, particularly around Young Carers, with the work of the above group (now included in Terms of Reference for the Group.</p> <p>Draft Young Carers Pathway for Support going to above Group for consideration 17 May</p> |
| 5. Ensure DCSS staff for adult services incorporate the                                        | Develop good practice guidance and operational                                                                                                       | All           | 1,2,4,5          | CCO / E&CS Lead Officer / SPoA Manager | Jan – Mar 17 | Young Carers Pathway for Support – draft developed. To be                                                                                                                                                                                                                                                                                                                         |

| Development Area                                                                                         | Action                                                                                                                                                                               | SSWB Outcomes | BCUHB Priorities | By Whom | By When              | Progress                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|---------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| needs of young carers in working practice                                                                | process for DCSS adult services staff                                                                                                                                                |               |                  |         |                      | included in guidance for DCSS staff.                                                                                                                                                                                                                                                                                                            |
| 6. Ensure Carers know how to access information and support for themselves and the person they care for. | Promoting access to Talking Points, [Clinics for complex disabilities*], DEWIS, Third Sector organisations and SPoA.<br><br>[*Complex disabilities clinics have now merged with TPs] | All           | 1, 2, 4          | All     | Oct 16<br><br>Oct 16 | Carers are offered appointment for assessment at Talking Points.<br><br>Increase in number of Comm Navigators. All inducted in process for Carers assessments, third sector support & services for Carers<br><br>Range of Carer information available in Talking Points.<br><br>Carers Week in June will be promoted across all Talking Points. |

| Development Area | Action                                                                                                             | SSWB Outcomes | BCUHB Priorities | By Whom        | By When       | Progress                                                                                                                                                                               |
|------------------|--------------------------------------------------------------------------------------------------------------------|---------------|------------------|----------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | NEWCIS Lottery Bid –to include increased capacity for Well Being Officers to provide one to one support for Carers | All           | 1, 2, 4          | NEWCIS         | Apr 17        | <p>Joint working with NEWCIS to improve pathway for Carers between Talking Points, NEWCIS and Single Point of Access.</p> <p>Bid successful. Additional services commenced 1/4/17.</p> |
|                  | Delivery of 'Reaching Out' Programme for Carers of adults with serious mental health. (All Wales)                  | All           | 1, 2, 4          | Hafal & Caniad | 2016 Campaign | Hafal, Denbighshire piloting amended resource pack for Carers based on SSWBA.                                                                                                          |



| Development Area                                        | Action                                                                                                                                      | SSWB Outcomes | BCUHB Priorities | By Whom    | By When | Progress                                                                                                                                                                                                                                |
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|                                                         | Mary Dei – further development of community based approach to identify, inform, advocate and involve Carers in Denbigh & surrounding areas. | All           | 1, 2, 4          | Mary Dei   |         | Currently considering delivery of future services.                                                                                                                                                                                      |
| 7. Ensure communities in Denbighshire are 'Carer aware' | Agree priorities for NEWCIS Community Support Project                                                                                       | All           | 1, 2, 4          | NEWCIS/CCO | Mar 17  | NEWCIS Community Project ended 31 March 17. Evaluation completed. Agreement reached on sustainable elements of project inc. links with community based Carer links, Carers Leisure Card & Carer awareness training module for colleges. |

| Development Area                                                                              | Action                                                                                                                                      | SSWB Outcomes | BCUHB Priorities | By Whom                                | By When        | Progress                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|----------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                               | Promotion of Talking Points in Denbighshire                                                                                                 |               | 1, 2, 4          | DCSS Talking Points Co-ordinator / All | Ongoing        | Progress as highlighted in Action 6                                                                                                                                                                                     |
|                                                                                               | Mary Dei – further development of community based approach to identify, inform, advocate and involve Carers in Denbigh & surrounding areas. |               | 1,2,4            | Mary Dei                               |                | Currently considering future delivery of their services.                                                                                                                                                                |
| 8. Assessing the needs of adult Carers in line with the ethos and requirements of the new Act | Review DCC policy and procedures in line with requirements of new Act.                                                                      | All           | 1, 2, 4, 5       | CCO/DCSS Senior Man & Policy Officers  | September 2016 | North Wales Regional Policy in relation to Assessment & Eligibility for Managed Care & Support for adults, children & carers - developed jointly by all 6 LAs & BCU. Completed Sep 16. No separate policy for Carers as |

| Development Area | Action                                                                               | SSWB Outcomes | BCUHB Priorities | By Whom                                            | By When                 | Progress                                                                                                                                                                                                                              |
|------------------|--------------------------------------------------------------------------------------|---------------|------------------|----------------------------------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | Piloting the use of What Matters 2 to identify outcomes and support needs of Carers. | All           | 1,2,4,5          | CCO/MIS Officers/<br>Carers Champions              | July – September 2016   | previously. Policy will be available on DCC website.<br><br>WM2 now being used by all practitioners to assess Carers. Working well to identify outcomes for Carers.                                                                   |
|                  | Agree process for Carers eligible for formal support plan, including review process. | All           | 1,2,4,5          | CCO/DCSS Senior Man & Policy Officers/MIS Officers | July 2017<br><br>Apr 17 | Current guidance being reviewed. Guidance will link to regional policy on Assessment & Eligibility for Managed Care & Support.<br><br>Scrutiny at Carers Panel in line with asset based approach resulting in innovative solutions in |

| Development Area | Action                                                                                                           | SSWB Outcomes | BCUHB Priorities | By Whom    | By When            | Progress                                                                                                                                                                                                                                                                                                    |
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|                  | Evaluate the effectiveness of the Carers Champions pilot and agree a model/service specification for the future. | All           | 1, 2, 4, 5, 6, 7 | CCO/NEWCIS | June – August 2016 | <p>partnership with Carers.</p> <p>Further work ongoing across the service to ensure more proportionate levels of assessment.</p> <p>Evaluation of Carers Champions pilot, and service specification completed. Tender process also complete for new 3 year contract. New service will commence 1/7/17.</p> |

| Development Area                                                                              | Action                                                                                                       | SSWB Outcomes | BCUHB Priorities | By Whom                         | By When  | Progress                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------------|------------------|---------------------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                               | Review Carer Assessment tools and processes currently in use by CMHTs, in line with requirements of new Act. | All           | 1, 2, 4, 5, 7    | DCSS/CCO/CMHTs/<br>Hafal/Caniad | Mar 17   | Work will be incorporated into modernisation of MH services (3 workshops held in Apr & May), and linked with Hafal 'Reaching Out' programme. WG guidance on interface between SSWBA & Mental Measure is also currently awaited. |
| 9. Assessing the needs of Young Carers in line with the ethos and requirements of the new Act | Joint working with current provider to ensure processes are in place in line with the new Act.               | All           | 1, 2, 4, 5       | E&CS Lead Officer /<br>WCD      | Jan 2017 | Work has been ongoing between the Commissioning Group and the current provider since May/June 2016 to implement processes to gather information required by LAs for reporting in line with the New Act. This                    |

| Development Area                                                                                                                           | Action                                                                                                                            | SSWB Outcomes | BCUHB Priorities | By Whom                   | By When | Progress                                                                  |
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|                                                                                                                                            |                                                                                                                                   |               |                  |                           |         | information is now available.                                             |
| 10. Ensure involvement of the carer in the assessment of the person with care needs, and consider the appropriateness of joint assessments | Review DCC policy and procedures in line with requirements of new Act                                                             | All           | 1, 2, 3, 4, 6, 7 | CCO/DCSS Policy Officers  | Jun 17  | NW Regional Policy developed (see 8 above) for adults, children & carers. |
|                                                                                                                                            | Explore the benefits and feasibility of adopting a family conference model to situations within adult services where appropriate. |               |                  | DCSG/DCSS Senior Officers | Jan 18  | Delayed due to demands and priorities on implementation of new Act.       |

| Development Area                          | Action                                                                                                                  | SSWB Outcomes       | BCUHB Priorities | By Whom                         | By When             | Progress                                                                                                                                                                                                                 |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|---------------------|------------------|---------------------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11.Support for Carers in Primary Care     | Continued funding for third sector primary care facilitator posts.<br><br>Agree priorities for posts for funding period | 1, 2, 3, 4, 5, 6, 7 | 1, 2, 3, 4, 7    | BCUHB/GP practices/Third Sector | Sep 2017            | BCUHB leading on review of posts. Funding agreed to Oct 17 pending completion of review. Possible shift to new Community support model (Primary Care & Community Hospitals)                                              |
| 12. Royal Alex Community Hospital Project | Involvement of Carers and Third Sector organisations in the design and development of services                          | 1, 3, 4, 5, 6, 7    | All              | BCUHB                           | Summer 2016 onwards | BCU Senior Project Officers attended Carer Strat Group x 2 meetings to inform outline business case. Now progressing to full business case.<br><br>BCU will maintain contact with group for input as project progresses. |
| 13. Development of Ty Nant (Prestatyn     | Involvement of Carers and Third Sector in the                                                                           | 1, 3, 4, 5, 6, 7    | All              | BCUHB                           | Summer 2016 onwards | Some peripheral involvement of third sector partners.                                                                                                                                                                    |

| Development Area                                           | Action                                                                                                                                                                         | SSWB Outcomes | BCUHB Priorities | By Whom                                                     | By When                                   | Progress                                                                                                                                                                                                                                                |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|-------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IACH) Primary Care Project                                 | planning and development of services                                                                                                                                           |               |                  |                                                             |                                           | Seeking steer via Denbighshire Partnership Thursday.                                                                                                                                                                                                    |
| 14. Access to independent professional advocacy for Carers | <p>Ensure commissioning arrangements for adults will include provision for Carers.</p> <p>NEWCIS – Submission of Lottery Bid to include formal /regulated advocacy service</p> | 1,4,5,6,7     | 1, 2, 4,         | <p>CCO/DCC Commissioning Officer – adults</p> <p>NEWCIS</p> | <p>Apr 16</p> <p>Aug 17</p> <p>Jun 17</p> | <p>Commissioning of service for over 65 complete &amp; operational.</p> <p>Commissioning options for service for under 65's under discussion. Option to refer Carers to new NEWCIS service.</p> <p>NEWCIS bid successful. Service commenced 1/4/17.</p> |



| Development Area                   | Action                                                                       | SSWB Outcomes | BCUHB Priorities | By Whom | By When     | Progress                                                                                                                                                                                                    |
|------------------------------------|------------------------------------------------------------------------------|---------------|------------------|---------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | Explore gap in service for young carers not involved in statutory services.  |               |                  | DCSG    | Autumn 2016 | Young Carers eligible to access services of Young Advocate Officer (CADMAS – Conwy and Denbighshire Mental Health Advocacy Service) who are part of the Youth Support Consortium - link via Families First. |
| 15.Counselling services for Carers | NEWCIS – Submission of Lottery Bid to include counselling service for Carers | 1,4,5         | 1, 2, 4          | NEWCIS  | Jun 2016    | NEWCIS bid successful but will not include provision of counselling.                                                                                                                                        |
|                                    | Explore statutory provision of counselling services for Carers               |               |                  | DCSG    | July 2017   | CCO currently mapping service provision. Highlighted                                                                                                                                                        |

| Development Area                                                                         | Action                                                                                         | SSWB Outcomes | BCUHB Priorities | By Whom                       | By When   | Progress                                                                                                                               |
|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|---------------|------------------|-------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                          |                                                                                                |               |                  |                               |           | as a gap for Carers in Regional Population Assessment.                                                                                 |
| 16.Ensure Carers have access to a range of training opportunities to support caring role | Agree joint approach Joint with workforce development, Health, CCO and 3 <sup>rd</sup> Sector. | 2             | 1, 3, 5          | All/DCC Workforce Development | July 17   | CCO currently mapping service provision.<br><br>Carers are able to access relevant DCC training courses.                               |
| 17.Welfare Rights Information and Support                                                | NEWCIS – Submission of Lottery Bid to include information and support on Welfare rights issues | 1,6           | 1                | NEWCIS                        | Jun 16    | NEWCIS lottery bid successful. Service commenced 1/4/17.<br><br>Carers are accessing newly contracted CAB services with good feedback. |
| 18. Increase capacity to support Young Carers (1:1 and group sessions)                   | Submit three year funding bid to Children in Need                                              | All           | 1                | WCD                           | June 2016 | Bid successful.<br>Funding for additional groups & outreach workers including                                                          |

| Development Area                                         | Action                                                           | SSWB Outcomes | BCUHB Priorities | By Whom                                          | By When           | Progress                                                                                                                                                                                                                    |
|----------------------------------------------------------|------------------------------------------------------------------|---------------|------------------|--------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                          |                                                                  |               |                  |                                                  |                   | additional works for Rhyl & Prestatyn – commenced Nov 16                                                                                                                                                                    |
| 19.Support for Carers of individuals of substance misuse | Map support currently available and identify any gaps in support | All           | 1, 2, 5          | CCO / Caniad/ Denbighshire Substance Misuse Team | Oct 2017          | Links made with Denbighshire SMAT team. Carers Consultation event held. Questionnaire being drawn up to gain further evidence of support needs. Support model will then be agreed with Carers & funding sources identified. |
| 20.Meeting the assessed needs of Carers                  | Development of support budgets for Carers.                       | 1,2,3,4,7     | 1                | CCO/DCC Commissioning – adults                   | July 2016 onwards | Gradual progress with encouraging use of support budgets for Carers to allow greater choice & control to meet eligible needs. Support Budget Project team established to support                                            |

| Development Area | Action                                                                                | SSWB Outcomes | BCUHB Priorities | By Whom | By When           | Progress                                                                                                                                                                                                                                    |
|------------------|---------------------------------------------------------------------------------------|---------------|------------------|---------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | Further develop the provision of flexible sitting services by the independent sector. |               |                  |         | July 2016 onwards | <p>staff to be more confident in incorporating support budgets into support planning.</p> <p>Links with newly established DCSS Commissioning Cycle Group. Work Plan will consider support for providers to work to individual outcomes.</p> |
|                  | Review of DCC Policy and Procedure on Assessment and Meeting Needs                    |               |                  |         | July – Oct 2016   | NW Regional Policy & Procedure for adults, children & Carers completed (see Action 8 above) .                                                                                                                                               |

| Development Area                                                                   | Action                                                             | SSWB Outcomes | BCUHB Priorities | By Whom                                | By When          | Progress                                                                                                                 |
|------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------|------------------|----------------------------------------|------------------|--------------------------------------------------------------------------------------------------------------------------|
|                                                                                    |                                                                    |               |                  |                                        | Sep 2017         | Current guidance being reviewed, including provision of support when cared for is funded by CHC.                         |
| 21.Support for Carers when caring ends                                             | Evaluation of 'bereavement support' model commissioned with NEWCIS | 1,2,3,4,6     | 1, 5             | NEWCIS / CCO /WFD                      | End June 2017    | Evaluation provided to DCC Workforce Development.<br>Sustainability of service being considered.                         |
| 22. Support for Carers wanting to gain employment, re-train or re-enter workforce. | Development of North Wales Opus Project                            | 1,2,3,6,7     | 1, 4             | Ann Weir, DCC Comm Development Officer | Jan 17           | Project officers recruited. Referral process commenced Feb 2017. Training on Carer awareness & services support offered. |
| 23.Volunteering Opportunities for Carers                                           | Support development of Volunteering Co-ordinator Post              | 1,2,3,7       | 1, 2, 5, 6, 7    | NEWCIS                                 | May 2016 onwards | NEWCIS Volunteer Co-ordinator now in post and actively recruiting                                                        |

| Development Area              | Action                                                            | SSWB Outcomes | BCUHB Priorities | By Whom       | By When     | Progress                                                                         |
|-------------------------------|-------------------------------------------------------------------|---------------|------------------|---------------|-------------|----------------------------------------------------------------------------------|
|                               |                                                                   |               |                  |               |             | Carers who wish to access volunteering opportunities.                            |
| 24. 'Tackling Poverty' Agenda | Ensure support for Carers including advice on finance and housing | 1,4,5,6,7,8   | 1                | CCO, WCD, CAB | Autumn 2017 | Meeting arranged with Paul Barnes, DCC Corporate Officer to discuss way forward. |



# Carers Strategy

## Wellbeing Impact Assessment Report

This report summarises the likely impact of a proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

|                                      |                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assessment Number:                   | 91                                                                                                                                                                                                                                                                                                                                                          |
| Brief description:                   | Denbighshire Carers Strategy 2016-19 - this is a strategic approach to ensure that the authority is meeting its new statutory requirements in relation to Carers who provide or intend to provide care for an adult or child particularly in relation to the enhanced rights of Carers as set out in the new Social Services & Well Being (Wales) Act 2014. |
| Date Completed:                      | 29/12/2016 14:34:22 Version: 1                                                                                                                                                                                                                                                                                                                              |
| Completed by:                        | Carys Williams                                                                                                                                                                                                                                                                                                                                              |
| Responsible Service:                 | Community Support Services                                                                                                                                                                                                                                                                                                                                  |
| Localities affected by the proposal: | Whole County,                                                                                                                                                                                                                                                                                                                                               |

## IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

### Score for the sustainability of the approach

Could some small changes in your thinking produce a better result?



(3 out of 4 stars)

Actual score : 19 / 24.

### Summary of impact

#### Wellbeing Goals



|                                                               |          |
|---------------------------------------------------------------|----------|
| A prosperous Denbighshire                                     | Positive |
| A resilient Denbighshire                                      | Positive |
| A healthier Denbighshire                                      | Positive |
| A more equal Denbighshire                                     | Positive |
| A Denbighshire of cohesive communities                        | Positive |
| A Denbighshire of vibrant culture and thriving Welsh language | Positive |
| A globally responsible Denbighshire                           | Positive |

### Main conclusions

The main conclusions are that the Strategy will have a positive impact across all of the well being goals, and this is reflected by the sustainable development score. The Strategy is particularly aligned with the new Social Services & Well Being (Wales) Act 2014, and the requirements of the new Act in relation to Carers who now have equal rights to the person they care for. The Strategy seeks to ensure that Denbighshire meets its new legal obligations to Carers, and achieves this by a meaningful partnership approach. This approach, together with Denbighshire's own asset based approach to meeting the requirements of the new Act, will ensure that all Carers will receive information, advice and assistance to help them achieve their own well being outcomes, and this in turn will have a positive impact on those for whom they care, and potentially the wider community.



## THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

### A prosperous Denbighshire

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Justification for impact | The Strategy reflects Denbighshire's approach in response to the new Acts, and focuses on the enhanced rights of Carers contained therein. It sets out actions in response to our statutory duties to Carers, and captures areas of service development by partners in both the statutory and third sectors. This will ensure that alongside meeting our statutory obligations to Carers, they will be supported to maintain their own health and well being and live fulfilled lives despite their caring role. This includes support to continue working or to re-enter the workforce with opportunities to re-train or take up volunteering opportunities. Effective support for Carers can also have a positive impact on the need for statutory assistance for the cared for person. |

#### Positive consequences identified:

Strategic approach to: Support for Carers to continue in employment Support for Carers to pursue life long learning opportunities Opportunities for further development of third sector organisations and social enterprises

Strategic approach to: Training for practitioners in supporting Carers Training for Carers to support and maintain their caring role Promoting life long learning opportunities for citizens who have a caring role, or support for citizens whose caring role has ended and they wish to re-train and re-enter the workforce.

Strategic approach to: Ensuring Carers are aware of, and understand their rights under new legislation Provision of information, advice & assistance via Denbighshire's new approach in response to the new Acts. Promotion of new initiatives including Single Point of Access, Talking Points, DEWIS All Wales Information Portal. Review of Denbighshire's Health & Social Care pages - Carers section

#### Unintended negative consequences identified:

#### Mitigating actions:

### A resilient Denbighshire

|                          |                                                                                                                                                                                                                            |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                                                   |
| Justification for impact | The Strategy underpins the need to support Carers in their local communities which is likely to have a positive impact if Carers can access support close to home without the need to travel across county to access same. |

#### Positive consequences identified:

Tudalen 81

Strategic approach to: Ensuring that as far as possible support is available to Carers in their own area without the need to travel across the county to access support, eg Talking Points, training opportunities, and support groups

**Unintended negative consequences identified:**

**Mitigating actions:**

Denbighshire's asset based approach to the requirements of the new Social Services & Well Being (Wales) Act 2014 will ensure that community based assets are considered as part of the solution to achieving outcomes for Carers.

**A healthier Denbighshire**

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Justification for impact | <p>The Strategy and the action plan contained within it, will have a very positive impact, first and foremost on the Carer population of Denbighshire as it seeks to promote the services that exist to support Carers to maintain their own health and well being and live fulfilled lives despite their caring role which, in turn, will have a positive impact on the person for whom they provide care. Denbighshire Community Support Services outreach locations 'Talking Points' are being developed further for locality staff to have conversations with people in their own community, including Carers, about their own needs and desired outcomes, providing an opportunity to 'drop-in' to ask for information about social care/support in the widest sense i.e. including from 3rd Sector Organisations. The project is linked closely to the Asset Based Community Development (ABCD), People to People project as the Outreach work provides an opportunity for wider community conversations about what is needed in the community and what can be offered by the community to improve individual and community well-being.</p> |

**Positive consequences identified:**

Ensuring that Carers have access to information advice and assistance to support their own health and well being, including access to a range of preventative services. Promote use of Talking Points for Carers Assessments of Carers that identify well being outcomes and provision of support to achieve those outcomes.

Provision of information, advice and assistance to access services that provide dietary and nutritional advice, and information on food banks.

Provision of information on Denbighshire discount leisure card for Carers. Clear process for provision of support budgets for eligible Carers to enable them to take short term breaks to access leisure opportunities.

Promote use of Talking Points for Carers. Provision of information to Carers on preventative services that promote their emotional & mental well-being. Clear process for provision of support budgets to Carers to provide regular breaks from caring role. Explore provision of counselling services for Carers.

Promotion of services to support Carers to ensure that their own health is not compromised, including alternative care provision. Ensure that Carers who have their own identified health conditions are encouraged to manage their own health needs.

**Unintended negative consequences identified:**

**Mitigating actions:**

Progress against the Strategy action plan will be monitored by the Denbighshire Carers Strategy group which is a multi-agency group comprising representatives from third sector organisations that support Carers. The action plan will be a moving document that will be constantly reviewed and added to as any gaps or new opportunities are identified to support Carers. Monitor the activities of Talking Points in Denbighshire to ensure that Carers are making use of these facilities, and consider any actions to improve and develop the uptake.

**A more equal Denbighshire**

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Justification for impact | Community Support Services staff have an existing duty to ensure that all citizens are treated equitably; removing or minimising disadvantage, meeting the needs of different groups and encouraging participation. This duty is extended to contractual arrangements with organisations who are commissioned to provide services that support the authority's priorities or meet the authority's business requirements. |

**Positive consequences identified:**

The Strategy is intended to improve the well being of all Carers in Denbighshire irrespective of whether or not they have protected characteristics. There is a specific action to improve the level of support for Young Carers aged 8 years and under. Ensure that Carers encouraged to manage their own health needs. Joint working with partners in health to ensure that Carers are able to access health care and treatment despite their caring roles. Increased numbers of Carers accessing benefits advice, and information on local and national grant funding streams.

**Unintended negative consequences identified:**

**Mitigating actions:**

Monitor progress against the Strategy Plan on a regular basis and include any new actions necessary to meet well-being outcomes for Carers. Work proactively with partners in health to develop actions identified in the Regional Population Assessment in relation to Carers.

**A Denbighshire of cohesive communities**

|  |          |
|--|----------|
|  | Positive |
|--|----------|

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Justification for impact | Denbighshire's new asset based approach in response to the requirements of the new Social Services & Well Being (Wales) Act 2014 will ensure that Carers will be supported to achieve their outcomes by considering what support is available to them within their own communities and how they can support each other. Individuals for whom the caring role has ended can provide invaluable support, knowledge and expertise to other Carers and this will be encouraged via third sector partners and the new Talking Points. |

#### **Positive consequences identified:**

Ensure that Carers receive appropriate training to manage the conditions of those they care for. Ensure that Carers are supported to cope with the emotional and physical strains of caring. Ensure that young Carers are supported, and that the adults they care for are well supported.

On going engagement with Carers via Denbighshire Carers Strategy, Talking Points. Asset based approach to achieving outcomes for Carers. Volunteering opportunities for Carers by third sector partners. Peer support opportunities via Carer groups and Talking Points.

#### **Unintended negative consequences identified:**

#### **Mitigating actions:**

Regular monitoring of Strategy Action Plan by Carers Strategy Group and identify any new gaps or opportunities to further develop support for Carers within communities. Monitor activities in the Talking Points including uptake by Carers and consider any actions necessary to improve uptake.

### **A Denbighshire of vibrant culture and thriving Welsh language**

|                          |                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                                                                                                                                                                                      |
| Justification for impact | Denbighshire's asset based approach to meeting the requirements of the new Social Services & Well Being (Wales) Act 2014 focuses on 'What Matters' to individuals and how they can be supported to maintain and achieve 'What Matters' to them. This approach provides a focus on an individual's cultural needs and how these can be maintained or enhanced. |

#### **Positive consequences identified:**

Ensure that DCC is compliant with the requirements of the new Social Services & Well Being (Wales) Act 2014 and the Welsh Language (Wales) Measure by making an active offer of an assessment in Welsh.

Ensure that commissioned services are compliant with the procurement rules in relation to promotion of the Welsh language.

Denbighshire's asset based approach will ensure that Carers will have meaningful conversations about 'What Matters' to them and how they can be supported to achieve identified outcomes. This will include a focus on their cultural needs and strengths.

**Unintended negative consequences identified:**

**Mitigating actions:**

Monitor progress against the Strategy Action Plan and identify any gaps and/or opportunities that arise to improve support for Carer to maintain their well being. Ensure that Denbighshire practitioners have effective 'What Matters' conversations with Carers to identify their assets and support them to achieve their well being outcomes.

**A globally responsible Denbighshire**

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Justification for impact | The Strategy has been developed by Denbighshire Carers Strategy Group which is a multi-agency group with representatives from organisations whose main remit is to support Carers. The Strategy takes into account all the current national and local drivers, and the legislative requirements to supporting Carers. The Strategy Action Plan sets out what needs to be done in Denbighshire to ensure that we are meeting our statutory obligations and also captures how our third sector and health partners are planning to develop their own services. The Strategy therefore reflects a cohesive approach to supporting Carers in Denbighshire. |

**Positive consequences identified:**

Strategic approach to ensuring the Carers have equal rights including their rights to an assessment of their caring role, and access to services that will support their caring role. The Strategy supports a partnership approach to supporting Carers in Denbighshire. It recognises the strengths of the third sector to develop their own services and will guide and support these developments.

**Unintended negative consequences identified:**

**Mitigating actions:**

The Strategy Action Plan will be monitored by the Carers Strategy Group on a regular basis. The Action Plan is a moving document and any gaps and opportunities identified by the Group will be included during the three year life span of the Strategy.

Mae tudalen hwn yn fwriadol wag

|                                 |                                                                                                                           |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>           | <b>Pwyllgor Archwilio Partneriaethau</b>                                                                                  |
| <b>Dyddiad y Cyfarfod:</b>      | <b>22 Mehefin 2017</b>                                                                                                    |
| <b>Aelod/Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Lles ac Annibyniaeth ac Aelod Arweiniol Plant a Phobl Ifanc / Cyfarwyddwr Corfforaethol: Cymunedau</b> |
| <b>Awdur yr Adroddiad:</b>      | <b>Prif Reolwr: Gwasanaethau Cefnogi</b>                                                                                  |
| <b>Teitl:</b>                   | <b>Adroddiad Blynyddol Cyfarwyddwr y Gwasanaethau Cymdeithasol 2016-2017</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 2016-17 ynghlwm yn Atodiad I. 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?**

- 3.1 Bod yr Aelodau yn ystyried a yw'r adroddiad yn rhoi disgrifiad clir o berfformiad yn 2016-2017;
- 3.2 Bod yr Aelodau yn ystyried a 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 bod Cyngor Sir Ddinbych yn parhau i ddarparu gwasanaethau cymdeithasol o ansawdd da ar gyfer plant, oedolion a gofawyr, a'n bod wedi perfformio'n rhagorol mewn meysydd sy'n bwysig i'n cymunedau. Rydym hefyd yn parhau i drawsnewid ein gwasanaethau cymdeithasol mewn ymateb i'r heriau a gyflwynwyd oherwydd gostyngiadau mewn cyllid yn y sector cyhoeddus ar adeg lle bo mwy o bwysau o ran costau, a gofynion Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) a Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol (Cymru) 2016.

4.2 Fodd bynnag, mae'r adroddiad yn nodi sawl maes lle'r ydym yn ceisio gwella perfformiad ymhellach a'r cynlluniau sydd gennym ar waith i fynd i'r afael â'r materion hyn.

## **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 ddiamddiffyn yn cael eu diogelu ac yn gallu byw mor annibynnol â phosibl; a
- Moderneiddio'r Cyngor i gyflawni arbedion effeithlonrwydd a gwella gwasanaethau ar gyfer ein cwsmeriaid.

## **6. Faint fydd yn ei gostio a sut fydd 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 yn 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 Les?**

7.1 Nid oes angen Asesiad o Effaith ar Les ar gyfer yr adroddiad blynyddol ei hunan gan ei fod yn darparu gwerthusiad ôl-weithredol o berfformiad yn ystod 2016-17, ac nid yw cyhoeddi'r adroddiad yn cael unrhyw effaith bosibl ar genedlaethau'r dyfodol. Fodd bynnag, bydd Asesiadau o Effaith ar Les yn cael eu cynnal mewn perthynas ag unrhyw gynlluniau ar gyfer y dyfodol neu ddatblygiad gwasanaethau a nodwyd yn yr adroddiad blynyddol hwn, pan fo'r angen.

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

8.1 Mae adborth gan ddefnyddwyr gwasanaeth a gofalgwyr ynglŷn â'n gwasanaethau yn ffurfio rhan o'n system sicrwydd ansawdd presennol ac wedi cyfrannu'n sylweddol at ddatblygiad yr adroddiad hwn.

8.2 Fel yr arfer, bydd 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 faterion sy'n dod i'r amlwg yn yr adroddiad gael eu hystyried yng nghyd-destun sefyllfa gyllidebol ehangach y cyngor.

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



10.1 Mae cofrestr risg manwl ar gyfer y Gwasanaeth Cymorth Cymunedol 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 chatau gweithredu i'w lliniaru a'u rheoli) eu cynnwys yn y cofrestr risg gwasanaeth.

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

11.1 Mae Canllawiau Statudol (gan gynnwys y gofyniad i gyhoeddi adroddiad blynyddol) yn cael eu cyhoeddi 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 7.4.2(b) o Gyfansoddiad y Cyngor yn amlinellu pwerau'r Pwyllgor Archwilio mewn perthynas â monitro perfformiad ac amcanion polisi.

### **Swyddog Cyswllt:**

Cyfarwyddwr y Gwasanaethau Cymdeithasol  
Rhif ffôn: 01824 706149

Mae tudalen hwn yn fwriadol wag



**DENBIGHSHIRE COUNTY COUNCIL  
DIRECTOR OF SOCIAL SERVICES  
ANNUAL REPORT  
2016 - 2017  
DRAFT**

This document is also available in Welsh, and may be available in other formats on request.

## Language Signpost

Os oes angen mwy o wybodaeth arnoch, gofynnwch i rywun yr ydych yn eu hadnabod sydd yn siarad Cymraeg neu Saesneg ffonio 01824 706291. Rydym yn croesawu galwadau ffôn yn Gymraeg.

If you need further information, please ask someone you know who speaks English or Welsh to telephone 01824 706291. We welcome telephone calls in Welsh.

Jeżeli potrzebują państwo dalszych informacji, proszę poprosić kogoś, kto mówi po angielsku lub walijsku żeby zadzwonił pod numer 01824 706291

اگر آپ کو مزید معلومات درکار ہوں تو برائے مہربانی انگریزی یا ویلش زبان جاننے والے اپنے کسی واقف کار سے کہیں کہ وہ آپ کی جانب سے فون نمبر 01824 70 6291 سے رابطہ کریں۔

আপনার যদি আরো তথ্যের প্রয়োজন হয়, তাহলে আপনার জানা ইংরেজী অথবা ওয়েলশ ভাষা বলতে পারেন এমন কাউকে অনুগ্রহ করে 01824 706291 নম্বরে টেলিফোন করতে বলুন

Se você precisar de nova informação, por favor pergunte alguém você sabe quem diz o galês o'r inglês para telefonar 01824 706291

إذا كنت بحاجة إلى مزيد من المعلومات ، يرجى الطلب من شخص ما تعرف من يتحدث الإنجليزية أو الويلزية الهاتف 01824706291

如果您需要更多信息，请向你认识的人谁讲英语或威尔士电话：01824706291

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## 1. Introduction

The purpose of this annual report is to set out the local authority's improvement journey in providing services to people in Denbighshire. Some people will access information, advice and assistance and will be able to manage their own needs and some individuals and carers will receive care and support under the requirements of the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016. The report also demonstrates how Denbighshire has promoted well-being and accounted for the delivery of the Welsh Government's six quality standards of well-being outcomes, which are:

- 1) Working with people to define and co-produce personal well-being outcomes that people wish to achieve.
- 2) Working with people and partners to protect and promote people's physical and mental health and emotional well-being.
- 3) Protecting and safeguarding people from abuse, neglect or harm.
- 4) Encouraging and supporting people to learn, develop and participate in society.
- 5) Supporting people to develop safely and to maintain healthy domestic, family and personal relationships.
- 6) Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

The report will be of interest to:-

- Elected members and others involved in scrutiny processes
- People who are supported by Social Services
- The local authority's partners including both formal partners and others in the public, private and Third Sector who need to understand the local authority's programme and priority objectives
- Regulators (including the Wales Audit Office, CSSIW, Social Care Wales and the Statutory Commissioners)
- Welsh Government.

The report will also be of interest to the general public and people who have an interest in what their local authority is doing, how it is performing and how the money is being spent.

## 2. Director's Summary of Performance

I am pleased to present my Annual Report 2016-2017 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 2017-2018. The report provides a detailed assessment of how effective social services are for adults, children and families, and carers in Denbighshire. The Social Services and Well-being (Wales) Act and the Regulation and Inspection of Social Care (Wales) Act is shaping everything we are doing and this has continued through 2016-2017 and our key driver for this year has been to embed the requirements of these Acts.

I believe that we provide good quality social care services and this is demonstrated by evidence that we are improving outcomes for our citizens and communities.

We have continued to build upon our positive relationships working with partners in the statutory, independent and third sector on our journey to greater collaboration and integration.

Finally, I would like to thank all our staff and our partners for their continued hard-work, dedication and professionalism, and for the continued support from the political administration. Together I am confident that we are well placed to meet the challenges of 2017-2018 and the years ahead.

### **A summary of our priorities for next year:**

- Review SPOA and Talking Points and further develop them with existing and new partners
- Design and implement a project to ensure the consideration of Support Budgets is integral to the assessment and support planning process
- Develop an intervention and prevention strategy
- Continue to improve the quality of and range of Information, Advice and Assistance
- Continue to develop our project 'capturing the voices of children, young people and families' through the innovative use of digital and social media
- Develop integrated Community Resource Teams
- Further integrate service provision for children and young people with complex needs
- Continue to support the emotional wellbeing needs of looked after children and ensure looked after children have positive placement experiences
- Implement revised processes and structures to support safeguarding arrangements for adults at risk of, or experiencing harm and undertake a further test of change in relation to adult safeguarding process and structure
- Focus on those children and young people who are identified as having adverse childhood experiences
- Restructure the Intake and Intervention Service

- Implement a review and reassessment project for all people who receive long term managed care and support
- Review information that is available to Carers and ensure Carers have access to a range of training opportunities
- Improve the co-ordination of commissioning and evaluation of Parenting Programmes
- Work with partners to further develop and adopt a national recognition process for 'Dementia Friendly' community and commercial businesses and organisations
- Finalise our Homelessness Strategy



Nicola Stubbins  
Corporate Director Communities and Statutory Director of Social Services



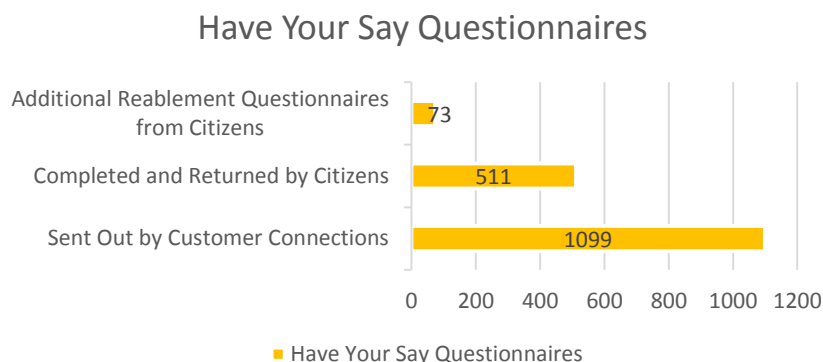
# Denbighshire County Council Social Services Annual Report



### 3. How Are People Shaping our Services?

#### Community Support Services

People are shaping our services through participation in our Have Your Say – Citizen Satisfaction Survey.



**1099** Have your Say questionnaires were sent out from the Customer Connection Team last year with **511** responses received. A return rate of **46%**.

The Reablement Service sent the same questionnaire out to people who received reablement support and this prompted a further **73** responses. Please see section 4a for examples of good practice, areas for improvement and examples from the feedback we received:

The Social Services Complaints process includes recording of compliments and praise and feedback from citizens is incorporated through the complaints process and applied to a lessons learnt action plan. The Social Services Complaints Officer produces a quarterly report for the management team and highlighting the views of service users and their families. Action plans are drawn up to address areas of concern with an identified officer tasked to ensure the specific actions are put in place. Please refer to section 5c for detail on our performance in the handling and investigation of complaints and representations.

We have planning forums which have service user and carer representation such as the:-

- Mental Health Planning Forum
- Learning Disability Strategic Planning Group
- Carers Strategy Group
- Older Person’s Reference Group

We also provide funding to a wide range of Third Sector organisations who consult with citizens on our behalf on a range of issues and provide feedback. These include:

- Age Connects – Forums / Hubbubs / Speak-Up project
- British Red Cross
- North Wales Deaf Association
- Vision Support
- Denbighshire County Forum for People with Learning Disabilities

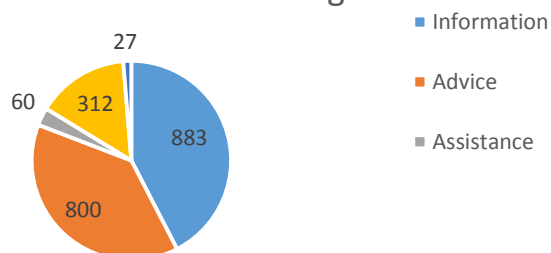
Citizens supported by Supporting People projects are invited to be interviewed as part of each strategic review. Citizens are additionally involved in the consultation on Supporting People’s plans for the coming year as captured in the Local Commissioning Plan.

Supporting People’s Service User Involvement Officer has undertaken numerous pieces of work to ensure that involvement is key to the decisions and directions the services takes. This has included developing a Service User Involvement Toolkit, which has been delivered bilingually to all providers for review, along with a feedback survey to allow for comments or suggestions.

In addition, **Talking Points** have been set up by staff to offer people a different way to find out what help and support might be available in their local community to improve their health and well-being. At Talking Points citizens have an opportunity to meet with someone who is knowledgeable about social care and well-being issues. They can also meet the new Community Navigators and find out what is going on in their area in a convenient, appropriate and welcoming venue. They can talk about the well-being outcomes they desire for themselves or others. The focus is to find out what is important to them so that they can live the life they choose in a safe and secure environment. Talking Points are also a place where people can volunteer to help their own communities. As a result of such engagement one citizen came to a meeting of Occupational Therapists, to give a personal account of their positive experience of using the service in Denbighshire and what a difference it has made to their lives.

Last year we reported that Talking Points were being established in our larger towns and communities and that we were working with people face to face to establish “what matters to them” as opposed to “what is the matter with them”. There are now nine established Talking Points which are going from strength to strength. Monthly Talking Points Performance Report Cards capture all activity.

No. of People Helped Through Talking Points Across Denbighshire



Over the last nine months we helped **1,011** citizens through **167** Talking Points across the county. We made **376** appointments with Social Services Staff. We received **634** drop-ins – people just calling in for some information or advice. We have prevented 699 citizens being referred into Social Services.

Citizens are involved in the early stage of commissioning services, in developing our **Commissioning Strategy** for Older People Services. We are actively seeking the views of Older People, to help us understand need, gaps and quality of our current service provision. We are also keen to hear what ideas citizens have.

## Education & Children's Services

We continue to be committed to involving citizens in shaping the services we provide. Our ongoing project 'capturing the voices of children, young people and families' has continued to improve the engagement of children, young people and families in our service delivery and our processes for capturing and responding to their feedback.

Children, young people and families are actively involved in this project and have driven the 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 looking at strengthening the voices of children and young people in safeguarding processes and activities. The project has led to the creation of the Kids in Care Club (KiC) young people's forum and a closed Facebook group for Foster Carers. The Facebook site currently has 16 members and has provided another avenue to obtain feedback and improved accessibility to key information such as training, notification of events and access to form templates.

The KiC Club has been instrumental in improving the type and quality of information we provide to children and families that we work with. The content of our Website contains new Fact Sheets for children and their families' as well new methods of providing feedback. They have contributed to the creation of profiles of each of our Independent Reviewing Officers (IROs) given to children when they come into care.

The Kids in Care Club also contributed to a session on ***What makes a good Foster Carer*** to gather their views and wishes about Foster Care Placements and defining the information that Foster Carers need to know about the children and young people who come to their homes. As part of this event the Group worked with a beat boxer to create a rap song emphasising what the children see as the essential characteristics of a good Foster Carers. This song is now used as part of our training and recruitment package for Foster Carers.

In October 2016 Denbighshire's Looked After Children Team were awarded a Certificate of Achievement at the British Association of Social Work Cymru (BASW) National Conference in recognition of their work with the KiC Club. The BASW Committee recognised that this enabled the Looked After Practice Group to hear the voice of the child and use this knowledge to influence practice. Councillor Bobby Feeley, Cabinet Lead Member for Social Care said *"Our Looked After Children's Team carry out some great work that has been recognised at a national level. We are proud of the Team's achievements and would like to wholeheartedly congratulate them on their success."*

The input from these children, young people and Foster Carers has changed our approach, resulting in an increase in feedback received from children, young people and their families. Our consultation documents for Looked After Children have become more focused on personal wellbeing outcomes which has strengthened relationships with the children, young people and families the Service works with.

The Service actively collects feedback from people who received support from Education & Children's Services through the use of several planned surveys; our 'Have Your Say' surveys, the Quality of Care survey and the annual Welsh Government qualitative survey. Feedback from the Have Your Say survey is collated and analysed every quarter in our Quality Assessment Framework Progress Report which is discussed at the Joint Management Team Meeting.

The Quality of Care survey is sent out in a number of different formats to Children, Young People, Parents, Foster Carers and Fostering Panel Members to gain their views on the quality of care provided by the Fostering Service. 34 surveys were completed and returned with the following feedback;

- The children and young people who responded were happy with the quality of care they receive, feel listened to and safe,
- Most of the Foster Carers are satisfied with the level of support they receive and find the training programme helpful to enable them to become more confident and informed, but some highlighted that they would like to see more emphasis on their development as Foster Carers and a review of the payment process,
- Panel Members recorded that of the quality of care offered to children and young people was of a high standard and that the level of knowledge and experience the Fostering Staff have of the Foster Carers is excellent.

In response to the feedback from Foster Carers an on-line training resource has been introduced for Foster Carers and the service has carried out an audit regarding the late recording on movement forms and how this impacts on the payment process. We are continuing to explore ways to further improve engagement with Foster Carers and adapt the bi-monthly Foster Care Forum to enable them make the most of development opportunities.

Last September we also circulated a new Welsh Government survey to those people who have received support from social services to ask for their views on how the services they received have helped them. We send surveys out to any child or young person aged 7 to 17 years old with a care and support plan, their parents and/or carers. A total number of 97 surveys were returned by parents/carers and 60 by children and young people. Some of the feedback from these surveys will be referenced later in this report under the relevant sections.

Over that last year we have been reviewing the support and activities available to children and young people with a disability. Our aim has been to engage with people using or contacting our services to identify barriers and develop solutions to overcoming them. Our Head of Service has engaged with parent support groups to improve the offer for children with Autism. Led by consultation we have enabled services for children with very complex

needs to be delivered from familiar school premises during the holidays, established SEN surgeries for parents of children with additional learning needs and created a specialist point of contact to help children and parents navigate the types of support available across Denbighshire. At the end of 2016 we commissioned a team of consultants to carry out engagement work with children and young people with complex needs, their parents and carers, relevant and interested community groups and our special schools to shape existing and new services to best benefit the outcomes of our community. One notable result of this consultation has been the creation of a group of engaged parents who can work closely with us to improve and develop new services in the community.

As with Community Support Services, the Social Services Complaints Process enables people to help shape Education & Children's Services. See the paragraph on Page 5 for details.

## 4. Promoting and Improving the Well –being of Those We Help

### a) Working with people to define and co-produce personal well-being outcomes that people wish to achieve

#### **Community Support Services**

Denbighshire's Single Point of Access (SPOA), is the first point of contact for information, advice and assistance. SPOA provides information about community based resources that support citizens to maintain independence and promote well-being. When access to Health and Social care services is needed SPOA ensures any referrals are directed for further assessment. It offers a coordinated response and has continued to deliver a solid 'first contact right response' service during 2016-2017.

20.78% of people were appropriately not referred to formal Health and Social Care Services by SPOA for 2016-2017 because of their information, advice and assistance. Talking Points will have made a significant contribution to this, directing citizens to community based organisations who can meet their current needs.

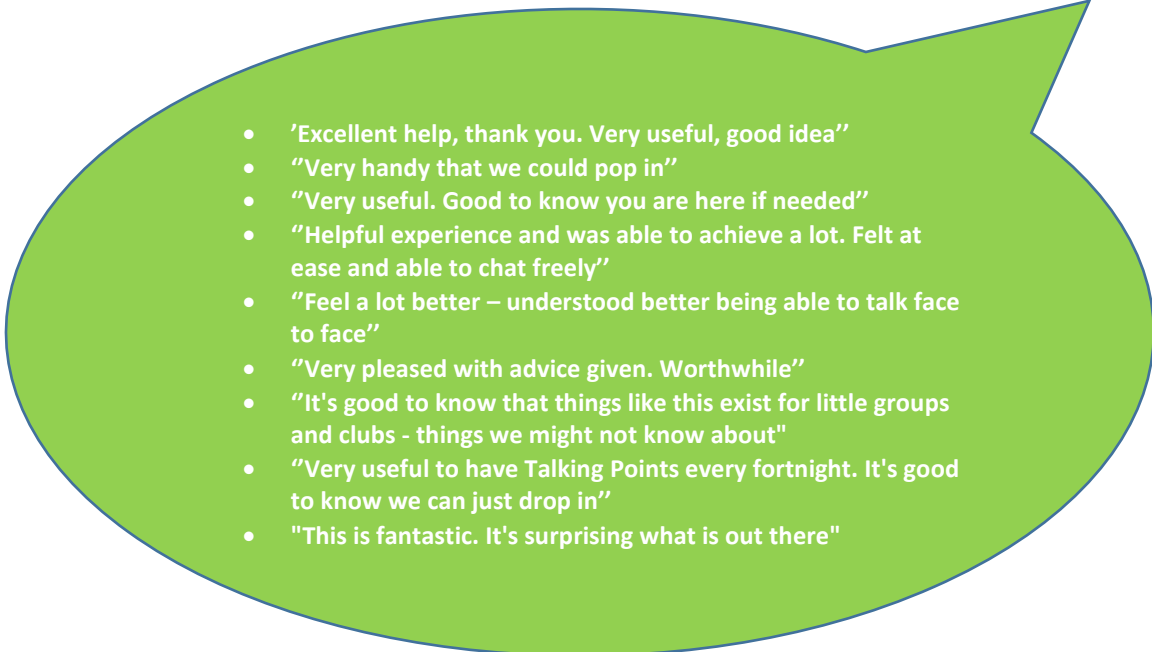
To see what difference our SPOA is making – please read about Doris' & Glenys' experiences in Section 6 - Key Documents at the end of this report.

The newly formed 'Step Down' cluster of social workers and occupational therapists proactively supports people to leave hospital as soon as they are able. The staff work closely with colleagues in hospital and the community and the team is already making a significant difference, as evidenced by 'delayed transfer of care for social care' (DTOC) data. There were 25 delayed transfers during the course of the year but monthly audit indicates this dropped to zero during 2 of the last 3 months of 2016-2017.

We are also changing our processes about how we arrange care. Anyone now who is eligible for care and support from adult social services will be offered a “Support Budget” which will enable them to have control over the planning and delivery of their care.

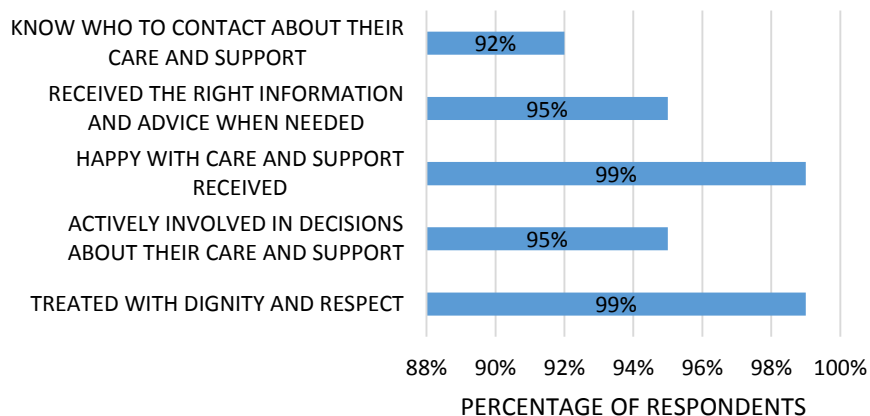
In the 2015-2016 report we talked about our work to progress Support Budgets in Denbighshire. Our promotional activity in this area has been increased and we now intend to organise our efforts into a project as this continues to be a key priority. 60 staff have undertaken training during this last year and with this greater awareness has come greater promotion to eligible citizens. As of 31<sup>st</sup> December 2016 (census day) we had 115 people across Adults & Children’s Social Services receiving continuous support budget / direct payment support. In addition, between the periods April 2016 to the end of December 2016, 53 one off payments were made which supported individuals and carers to meet their needs.

Feedback is also captured as part of the ongoing review of the Talking Points and the following feedback was received from citizens during the year:

- 
- ‘Excellent help, thank you. Very useful, good idea’
  - “Very handy that we could pop in”
  - “Very useful. Good to know you are here if needed”
  - “Helpful experience and was able to achieve a lot. Felt at ease and able to chat freely”
  - “Feel a lot better – understood better being able to talk face to face”
  - “Very pleased with advice given. Worthwhile”
  - “It's good to know that things like this exist for little groups and clubs - things we might not know about”
  - “Very useful to have Talking Points every fortnight. It's good to know we can just drop in”
  - "This is fantastic. It's surprising what is out there"

We have a well-established process of collecting feedback from adult citizens in line with Welsh Governments performance measures, which we use to improve services and inform our quality assurance processes. Several of the questions asked in our existing citizen questionnaires are relevant to Outcome 1, and the responses we received to these questions remained very positive during 2016-2017.

**CITIZEN FEEDBACK 2016/17**



**Our priorities for next year:**

- To review SPOA and Talking Points and further develop them with existing and new partners so they are effective, efficient and fit for purpose in a modernized world
- To design and implement a project to ensure the consideration of Support Budgets is integral to the assessment and support planning process which in turn promotes the well-being of the people we aim to help.

**Education & Children’s Services**

**What did we plan to do last year?**

Our main objective over 2016-2017 has been to ensure that the merger of Education and Education Support, together with Children and Family Services was successfully implemented and consolidated. The merger was a major change in a sensitive and high-risk area so was carefully planned and the rationale for merging the service areas very clearly communicated. The new service has focused on capitalising on opportunities through the modernisation agenda and on restructuring to ensure the delivery of cohesive, effective and efficient services. The purpose of the merger was not simply to bring together two services under the management of one Head of Service, but to fully integrate the two services to ensure a cohesive and unified approach, to provide better services to children, young people and families.

The service merger has also helped us implement the Social Services and Wellbeing Act to deliver services that promote people’s health and well-being and encourage more involvement from citizens in decisions about their personal care. Our focus on early intervention and prevention of escalating need will support people to maintain their own personal wellbeing and resilience and ensure that vulnerable people are protected by minimising the risk of them experiencing abuse or exploitation.



Over that last year we have continued to develop and improve our Children and Families Support Gateway service for children, young people, families and professionals. In May 2016 we launched a new set of processes to provide an information, advice and assistance service across both statutory and early intervention services within Denbighshire providing a range of advice and support in one place. The team has been developed and received training to hold effective conversations which enable us to have strengths-based, outcome focused conversations with those who contact our service.

People contact our service for a variety of reasons and while the majority of enquiries still relate to referrals to social services, regarding a concern for a child, more people are now contacting us with requests for information or help accessing support for wider issues impacting on their children's or families' well-being. During the first 11 months of operation, the information, advice and assistance team have responded to 2,175 requests for information and over 4,749 requests for advice and/or assistance.

Where families are sign-posted or referred to our Families First early intervention service we use the Joint Assessment Framework for Families (JAFF) which encourages the family and agencies to work together to assess the needs of the whole family and to consider the most effective way of addressing those needs. The benefit of this model is that it puts the whole family at the centre of our approach. It ensures a holistic assessment of the family's strengths and needs and promotes a greater sense of ownership and empowerment of families. The joint assessment forms the basis for Team Around the Family (TAF) model which delivers a co-ordinated multi-agency approach to addressing each family's assessed needs. The family are the core members of the Team Around the Family, their action plan is their own, they are actively involved in every multi-agency meeting, and each family member completes a distance travelled tool (measured at the beginning and end of involvement under a variety of domains e.g. emotional health and well-being, relationships and social lives, parenting skills, home environment).

In the last year, 249 families have engaged in a Joint Assessment for Families (JAF). During the same period 121 families left the service with a successful outcome in relation to their TAF Action Plan. As part of those action plans family members have accessed over 3,910 support interventions, for example; group work, parenting, and youth support.

The 'New Approaches to Practice' Project has engaged with each Welsh Region to develop new outcomes-focused assessment templates and policies which support the changes required by the Social Services and Wellbeing Act. These will build upon and embed our approach to recording personal wellbeing outcomes begun last year in our National Outcomes Framework pilot. A significant training programme has been delivered regionally to support the workforce in embedding these new approaches.

In our annual survey of children and young people receiving care and support from social services, 83% of children and young people who responded said that they are happy with the care and support they had received and 73% said that their views about their care and

support have been listened to. Also 63% of parents and carers said that they had been actively involved in all decisions about how their child or children's care and support was provided.

### Our priorities for next year:

- We will restructure front-line services to ensure integrated operational delivery of the intervention and prevention strategy is in line with the principles of the Social Services and Wellbeing Act
- We will continue to improve the quality of and range of Information, Advice and Assistance by working in conjunction with the Family Information Service, Community Support Service and Corporate Customer Services to gain accreditation with the National Advice Network for Denbighshire County Council
- We will integrate the new assessment templates and guidance within our existing case management systems to help embed the New Approaches of Practice culture and ensure that assessments are proportional, strongly informed by the child or young person's views and reflect the personal wellbeing outcomes of those assessed
- We will continue to take advantage of opportunities to develop the scope of our project 'capturing the voices of children, young people and families through the innovative use of digital and social media

## b) Working with people and partners to protect and promote people's physical and mental health and emotional well-being

### Community Support Services

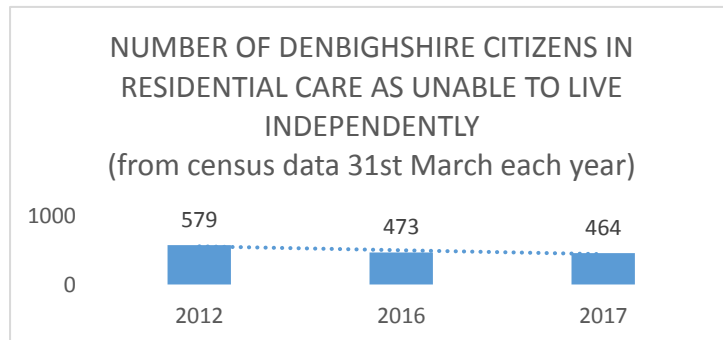
We know that we are stronger when working together to achieving the desired health and well-being outcomes for the people of Denbighshire, that is why, with BCU Health Board, during 2016-2017 we embarked on an ambitious plan to establish integrated **Community Resource Teams** across Denbighshire that will work closely with G.P practices.

Our joint vision is to provide comprehensive, flexible and responsive community services, available 24 hours a day. The expectation is that integrated teams, made up of District Nurses, Community Nurses, Specialist Nurses, Social Workers, Occupational Therapists, Physiotherapists, Social Care Practitioners, Health and Social Care Support Workers and Community Navigators will deliver services together to designated populations from shared bases. This will enable more care and support that is delivered in the community that promotes well-being and builds community resilience. Early intervention, the prevention or delay of dependency and timely and effective reablement will be key objectives of the teams, as will the provision of timely and quality end of life care in the setting of the person's choice.

We hope that the difference these integrated community resource teams will make is that citizens will only have to tell their story once and there will be fewer staff from the different agencies visiting people's homes with their different assessments processes. It is hoped that

the integrated service will be more flexible and responsive based on ‘what matters’ to individuals as communication between the different professionals involved gets better. The focus will be on promoting and maintaining independence and where possible people will be connected to a range of health and well-being advice services in their local community, supported by third sector and others. This should enable people to be better able to cope with crises and other situations which cause stress or anxiety.

Last year we reported on the progress being made in our plans to reduce the number of



older people in Denbighshire who need to live in residential care. This is being achieved by providing timely and appropriate support which enables people to continue living independent and fulfilled lives, whilst remaining within their own homes and communities.

One of the key factors in keeping people as independent as possible is the development of Extra Care Housing Schemes. Denbighshire has three and work began last year to progress the development of additional schemes including construction of a new 51-apartment scheme in Denbigh. In March 2017 Members of Denbighshire County Council’s Planning Committee approved the build of 70 extra care apartments.

The application was submitted by Grwp Cynefin, the housing association chosen by Denbighshire to draw up proposals for an extra care scheme in the town. The creation of 70 accommodation units will consist of 42 two bedroom and 28 one bedroom apartments for people with extra care and supported living needs and a community living space for four individuals who need more formal care and support. Communal facilities will also be provided in the main extra care building, including catering facilities in a café to assist those less able to prepare meals and to offer residents the chance to eat together.

It is 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 citizens, we ask whether they feel safe. The proportion of adult citizens responding positively to this question during 2016-2017 was 92% (401 out of 437). This is down slightly from 95% (396 out of 416) the previous year. It was noted that many responses highlight a fear of falling as the problem. This has been fed back to Welsh Government. We will continue to operate a Falls Prevention Service within Denbighshire.

### Our priorities for next year:

- The first Community Resource Team in Denbighshire will cover the Rhyl area and will be a ‘spring board,’ to deliver the best possible service together. In April 2017 staff will be co-located in the Royal Alexandra Hospital. It will be important to consider the best way

to work together and our priority for 2017/2018 will be to establish integrated working practices and one team identity. In other parts of the County where co-location is not immediately possible, we will look to improve integrated working practices.

- We will continue with the externalisation of our in-house provision and progress the formal tendering processes in the respect of services to be provided the Hafan Deg, Awelon, and Dolwen sites; whilst further exploring and developing the possibilities of an extension build to create some supported living apartments at Cysgod Y Gaer.

### Education & Children's Services

In response to a significant number of enquiries received by the Children and Families Support Gateway relating to support for children with additional needs we have created a specialist post, the **Disability Wellbeing Co-ordinator**, to work across statutory and early intervention services providing bespoke advice and assistance to children, young people, parents and carers to help them meet their personal wellbeing outcomes.

The Disability Wellbeing Co-ordinator has spent time visiting local community groups, clubs and charities able to provide support to children with disabilities and used that information to advise and assist people to access the things that matter to them. She has also engaged with groups of parents to create the beginnings of an advisory network so we can continue to work collaboratively to develop services within the community.

The feedback from parents and children during the first three months of the Disability Wellbeing Coordinator being in post have been very positive. Following our first Parent Advisory Group meeting a parent of one child commented; *"It is good to know that Denbighshire want to find ways to support children with additional learning needs to participate in activities... I want to thank you for starting a process. I think it is the beginning of a journey."*

The Health and Wellbeing in Schools Group is a multi-agency partnership providing a coordinated and consistent approach in schools to improve the health and well-being outcomes of children and young people in Denbighshire; in particular focusing on independence and resilience. The group is a forum for discussing new health and well-being interventions and reviewing their effectiveness and values. It makes use of health and well-being intelligence and evidence-based practice to inform service delivery, including; resource provision, training, practice and policy development. The group has addressed and contributed to the development of policy and processes across a number of health and well-being themes including; mental and emotional health, self-harm, bullying, e-safety, sexual exploitation, tobacco, substance misuse, obesity, nutrition, physical activity, sexual health and support for young carers.

A joint agency self-harm pathway has been developed and implemented between Betsi Cadwaladr University Health Board (BCUHB) specialist CAMHS and Denbighshire Local Authority Education Services to provide a safe and supported response to helping young people who self-harm. The pathway clearly defines what needs to be done and when, who

should do it and who is responsible for what, at each step. It ensures that on first disclosure of self-harm, a trained Self-Harm Link Officer will listen to the young person with compassion, gather initial information about what has happened, how the young person is feeling and contact a CAMHS specialist to discuss and agree an initial risk management plan. Organisational managers more widely are meeting to develop a multi agency training programme for all professionals to respond to children and young people's disclosures of self-harm.

Support provided to Young Carers has continued to grow over the past year. We have been working closely with Wrexham Conwy Denbighshire Young Carers/Credu Service (our sub-regionally commissioned provision for young carers) to deliver support, including; information and advice, social activities and events, support with personal resilience and well-being, transport, counselling, advocacy and liaison with education services, community services, and health professionals. The main aims of the service are to mitigate the impact of the caring role on the child/young person. The most common needs of young carers identified are the need for respite and opportunities to socialise (giving them time to be a child); building resilience, emotional wellbeing and self-esteem; need for peer support networks with other young carers who understand; support with education and learning; and, advocacy support to have their voices heard.

At the end of November 2016, the Young Carers service was supporting 174 children and young people in Denbighshire. The identified number of young carers has grown in the last few years due to an increase in referrals through successful awareness raising with partner agencies and following a pilot project aiming to improve the health and emotional wellbeing of young carers. 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 health of the importance of this work and the collation and recording of information. The specialist nurse undertakes some assessment work with the cohort of young people who are non-attenders for scheduled appointments, including offering information about sexual health, both individually or in agreed groups.

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.

### **Our priorities for next year:**

- We will create a service-wide Intervention and Prevention Strategy to cover primary school low-level mental health agenda and working in partnership with BCUHB, Third Sector and Police

- We will further integrate service provision for children and young people with complex needs to deliver services that are co-ordinated and working together throughout the year
- We will develop our processes and services to better support the emotional wellbeing needs of looked after children
- We will build on our offer to ensure children with complex additional needs are provided with a range of opportunities to maximise their potential and meet their social needs

### c) Taking steps to protect and safeguard people from abuse, neglect or harm

A corporate safeguarding programme has been established, with lead designated safeguarding managers for all council departments, and a rolling programme of awareness raising for front-line council staff about their responsibilities to report concerns about children and adults at risk and safeguarding concerns. On-line training for all staff on safeguarding is planned and being implemented. Robust monitoring of compliance with safer recruitment is in place, and levels of safe recruitment are increasing across all departments.

#### **Community Support Services**

Last year we reviewed the operation of our Protection of Vulnerable Adults (PoVA) processes and the composition of the Adult Safeguarding Team to ensure that the revised processes had been fully implemented to address concerns raised by CSSIW and also to comply with the Social Services and Wellbeing (Wales) Act.

In June 2016, a Test of Change project was established to focus on the enquiry stage of the safeguarding process, with a senior practitioner seconded from a locality team to undertake the task. This proved to be very successful as the process for the enquiry stage was much clearer and performance against the 7 working day response timescale was good – 75% of enquiries were completed within this timescale. This change of practice meant more efficient working in the other Teams. 67% of the enquiries related to cases that would have previously been dealt with by locality and other teams. There was also positive feedback from partner organisations mainly health and police. This process has now been adopted within the mainstream safeguarding process.

Other activity has included:

- Actions from Internal audit action plan were completed.
- A detailed action plan in response to CSSIW concerns was created and implemented
- A Senior Practitioner post relocated permanently to the Safeguarding Team as a result of the success of the Test of Change project
- A reporting framework has been developed which will be monitored by the Senior Management Team as well as the Conwy and Denbighshire Safeguarding Adults Delivery Group. This will be finalised when the new Welsh Government reporting framework (data set) has been agreed.

- Workshop held with Gwynedd Local Authority and CSSIW which assisted in understanding elements of best practice in relation to managing processes.

### **Our priorities for next year:**

- Our Adult Safeguarding priorities for next year are to implement revised processes and structures to support the safeguarding arrangements for adults at risk of, or experiencing harm. This will include an additional Social Work post and a new audit form.
- We will further develop confident and competent practitioners in safeguarding practice by undertaking a further training needs analysis and implementing a coaching and mentoring development plan for safeguarding practices. We will also undertake a further test of change in relation to safeguarding process and structure.
- We will do this in order to co-ordinate and facilitate the process of safeguarding adults at risk, as described by the Social Services and Wellbeing (Wales) Act 2014 and in achieving this aim to promote the wellbeing of adults in Denbighshire through multi-agency working.

### **Education & Children's Services**

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 part of the Joint Senior Management Team and contributes to the overall safeguarding agenda across the wholeService.

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. In addition to this, the use of feedback forms after Conference is continuing to be used to collate information from families and partner agencies on how we can improve Conferences.

We continue to use the Signs of Safety approach to risk 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. A review of this audit programme is set for the end of the year and will assist in strengthening good practice across the service.

The Extended Child Practice Review agenda is now well established within the authority and the action plan further to the most recent review ECPR 2 is being implemented across the Service. An update of this action plan will be shared at the North Wales Safeguarding CPR Group in December.

The service successfully introduced an **outcomes focused** pilot in working with vulnerable families who needed care and support 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 all families in future.

The Safeguarding Unit continue to actively encourage young people (where appropriate) to attend LAC reviews and conferences and talk first-hand about their experiences and be really involved in shaping their care and protection plans. In the circumstances giving rise to a Child Practice Review under the Regional Safeguarding Children Board, parents are active participants in providing their perspective on what happened and what we can learn for the future. The Manager of the Safeguarding Unit attends and contributes to North Wales Safeguarding Children Board Groups including Policy and Procedures Group as well as Child Practice Reviews Group and the focus of this work is to ensure that Denbighshire are active members of the work of the Board and information is passed down to practitioners.

The effectiveness of our early intervention activity in preventing the escalation of cases to statutory services may be seen in the low number of cases that are referred to Children’s Social Services from the Team Around the Family. In the last year only 18 of the 249 cases (7%) closed by the Team Around the Family were escalated to social services.

This year all members of staff in the Team Around the Family service have received *Signs of Safety* training organised by our Safeguarding Unit. This has strengthened their ability to recognise both issues of concern and protective factors present within a family to provide a much more rounded approach to how we manage and address identified concerns.

### **Our priorities for next year:**

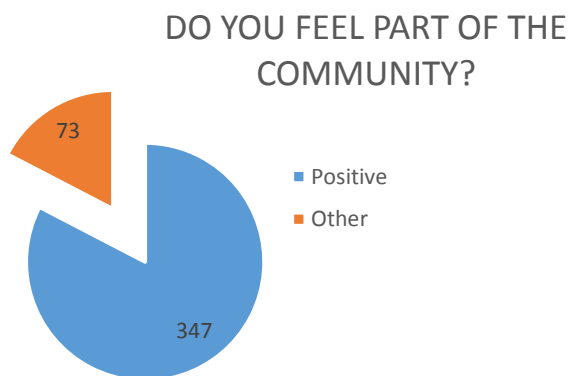
- We will focus care, support and protection for those children and young people who are vulnerable and are identified as having adverse childhood experiences
- Restructure the Intake and Intervention Service to strengthen the interface between early intervention and statutory social services
- Ensure that all Child Protection Plans are child focussed and have achievable outcomes
- We will conduct an audit of all Child Protection Plans across the Service
- Ensure that Looked After Children’s Care and Support Plans are appropriate to meet their individual needs and continue to be reviewed in a timely manner. We will audit of the LAC Plans will take place to ensure that there is compliance.
- Manager of Safeguarding Unit to continue to Chair monthly CSE Panel and contribute towards the CSE Action Plan as set out by NWSCB.



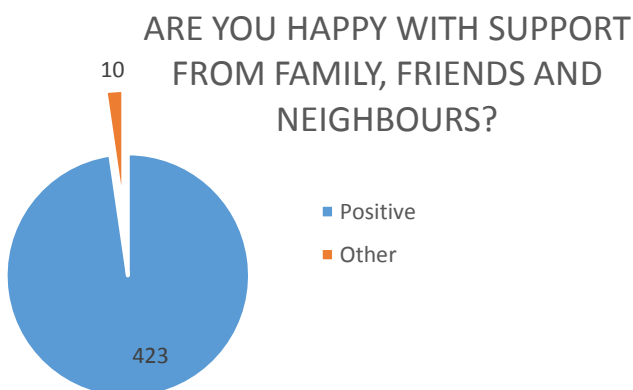
d) Encouraging and supporting people to learn, develop and participate in society

**Community Support Services**

A number of new performance measures have been established by Welsh Government to help local authorities evaluate their success in relation to this Quality Standard. For example, as part of our current satisfaction surveys of adult citizens, we ask:



Comments in relation to this question highlighted that some citizens have friends and neighbours within their local community which they share their time with and seek support from when needed. Others stated they did not want to be part of their community as they chose to socialise with family or keep to themselves.



However, one of the things we recognised in last year’s report was that social isolation can often be a big problem for older people. We were therefore looking for ways to promote and encourage people to be more socially active.

The North Wales VISION for Information, Advice and Assistance (IAA) is that “*citizens and staff across North Wales will have access to easily accessible, quality information about wellbeing topics and resources that citizens and staff can use to support the maintenance and improvement of wellbeing*”.

Denbighshire County Council recognises the importance of ensuring that people have access to the information they need to support their well-being, and they have demonstrated their commitment to Dewis Cymru as the place to get it from.

Denbighshire Senior Leadership Team has supported corporate engagement and leadership of Dewis Cymru and a Denbighshire Information Network (DIN) has been established to bring together and share well-being information, advice and assistance from across a wide range of providers, including community groups, third sector organisations, independent organisations and health and social care organisations.

- 
- "With meeting Alex I feel that I have someone to go to for support and I feel safe as I know the team here have good links within the community"
  - "I didn't realise there was quite so many organisations out there to help"

In parallel to this we developed a successful Community Navigator Service with our Third Sector Partners offering a different way for people to find out what help might be available or what they can contribute in their community to support their health and wellbeing.

#### Citizens have told us:

***"The community navigator service is a fundamental link between the practice and the community, the navigators not only have the knowledge but have the expertise to tailor the referral to the individual making it a more personal and engaging experience. We have a number of projects and research that we are keen to do with the community navigators this year around patient experience and community working" Gwyn Hughes, Patient Services Manager, Clarence Medical Centre, Rhyl.***

Recorded outcomes tell us that people feel happier, better informed, they feel they belong, have a social life, are more independent and feel safe and secure.

#### Our priorities for next year:

- To implement a review and reassessment project which applies an asset based and reablement approach to meeting wellbeing outcomes for all people who receive long term managed care and support.
- We will be working with our partners to ensure the principles of the Denbighshire Well-being Plan impact on the way we deliver our services. By focusing on a main theme Independence and Resilience we will strive to ensure that people:
  - are active, connected and contribute to their community
  - take notice of what is going on around them, and in doing so, keep learning about their world
  - prioritise their wellbeing and actively plan to maintain their independence

## Education & Children's Services

Looked after children often struggle with academic attainment, and this puts them at a disadvantage to other children in terms of future life chances. We complete Personal Education Plans (PEP) for every Looked After Child to ensure that everyone involved with the care and support of the child is actively prioritising the education of the Young Person. Our performance in this area continues to be high with 100% of PEPs completed within the statutory timescale.

Our Education Liaison Officer for Looked After Children hosts a forum for LAC Designated Teachers designed to both share good practice across the school and provide training and support to teachers on issues that affect Looked After Children. Over the past year the designated teachers' forum has provided training on Person Centred Planning techniques, social services referral pathways, health promotion, homelessness prevention and personal resilience. The forum has also conducted learning events involving key stakeholders from across the service on topics such as; Theraplay, a child and family therapy for building and enhancing attachment, self-esteem, and trust in others and charities, such as The Letterbox Club who provide enjoyable educational support for looked after children.

Educational stability for Looked After Children continues to be high. The number of children experiencing one or more changes of school, which were not due to transitional arrangements, stood at 24, with 16 of these being for positive reasons such as children moving to permanent foster placements, adoption, placement with family outside our area, or a return to parents.

Education and Children's Services also use the **Family Link Worker** model within our early intervention response. The Family Link Worker works with families with pre-school and primary age children to create the foundation of a relationship for continuing engagement with education. The workers build mini-communities around primary schools, through the provision of baby and toddler groups which promotes attendance and engagement with the overall outcome of higher educational attainment for children. This model is held up as good practice.

The Tackling Poverty Leads Group is a cross programme group including the leads of Communities First, Supporting People, Families First and Flying Start. This year the group have pooled resources to increase training for front line staff in areas of Employability and compiled a Training and Employment Matrix of Services for frontline staff to use to provide higher quality consistent information, signposting and advice to support individuals working with any of the four Tackling Poverty programmes.

### **Our priorities for next year:**

- We aim to build capacity to deliver efficient and effective support for schools in order to ensure that the offer we make to children and young people will enable them to lead happy, successful and healthy lives

e) Supporting people to safely develop and maintain healthy domestic, family and personal relationships

**Community Support Services**

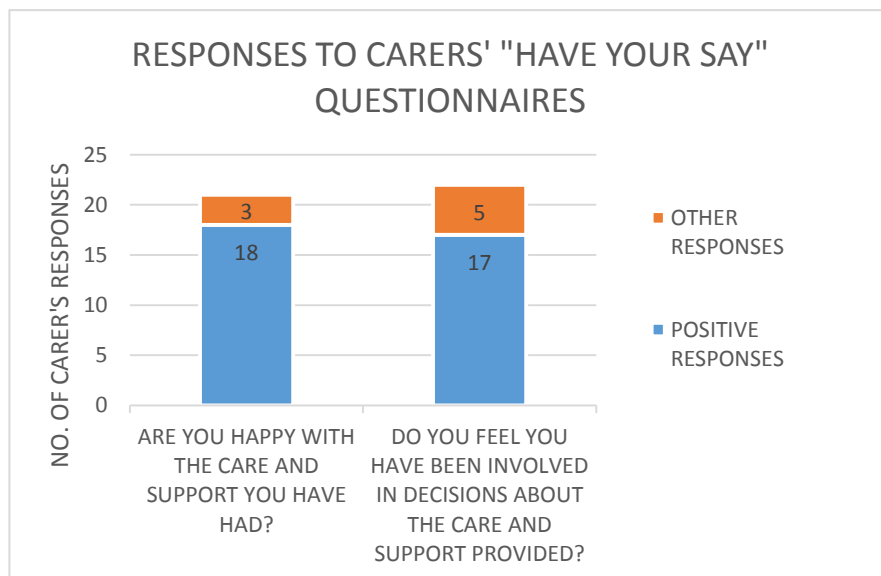
With the introduction of the new Act, performance measures in relation to outcomes for Carers have changed. Work is still ongoing to develop reports based on these changes, subject to further guidance expected from Welsh Government, therefore we are unable to report confidently and accurately on the new performance indicators.

However, in response to the Act, Denbighshire has applied an asset based approach equally to Carers as to all other citizens, and provides Information, Advice and Assistance to Carers irrespective of the level of care they provide. Again, through our Talking Points and the Single Point of Access, Carers are engaged in conversations about what matters to them, and how they can be supported to achieve their own individual well-being outcomes. During 2016-17 **535** Carers accessed information and advice via the Talking Points and Single Point of Access, and **406** were referred on and offered a fuller assessment of their support needs. The provision of statutory assistance from the local authority can be in the form of short breaks and/or 'one off' grants to meet identified well-being outcomes.

During 2016-2017 a new Denbighshire Carers Strategy was developed in partnership with health, the third sector and Carers. The Strategy focuses on the requirements of the new Social Services & Well Being (Wales) Act 2014, and sets out actions to ensure that we are meeting our statutory duty in regard to the enhanced rights of Carers under the Act.

During the year, we have introduced a process to offer Carers an assessment appointment and this has worked well for Carers who are able to get out and have a conversation about their needs in a more neutral setting. Throughout the last year we have worked in partnership with Third Sector organisations who support Carers, such as NEWCIS and Alzheimer’s Society, to ensure that their officers are on hand to provide more specialist information and advice to Carers at the Talking Points.

We currently send our ‘Have your say’ carers questionnaire to those people who have received a carer’s assessment.



We contacted carers who gave any negative 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 the Carers Commissioning Officer for appropriate individual actions, including the offer of a re-assessment.

### **Our priorities for next year:**

- Ensure Carers understand the ethos and provisions of the new SSWBA. We need to review our current information that is available to Carers to ensure it fits with the principles of the Act and Denbighshire's approach.
- Ensure involvement of the carer in the assessment of the person with care needs, and consider the appropriateness of joint assessments. We will review our policy and procedures in line with this requirement from the Act.
- Ensure Carers have access to a range of training opportunities to support the caring role by agreeing a more joined up approach with workforce development, Health, Carers Commissioning Officer and the Third Sector.
- Explore the benefits and feasibility of adopting a family conference model to situations within adult services where appropriate.

### **Education & Children's Services**

Placement stability is important for looked after children, and we do everything we can to minimise the number of changes. Last year, we saw an increase in the percentage and number of looked after children who had three or more placements during the year, from 8% (14 children) during 2015-2016 to 11% (26 children) during 2016-2017. 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. 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 we have high quality resources and matching processes. We have engaged in a regional advertising campaign and continue to work with our corporate marketing team to ensure that Fostering remains a high profile issue through the county. Recently this has included the Fostering Team and a Foster Carer appearing on a local television programme to promote the benefits of fostering.

We continue to strive to recruit a variety of foster carers to meet the demands of our Looked After Children population, and have engaged in local recruitment drives alongside working with our partner authorities in North Wales on joint recruitment activities. It is important to recognise that the opportunity to remain within wider family is also important and as such we also currently support 21 Friends and Family Foster Carers, who are caring for 30 children. These foster carers have a unique role, being both Local Authority approved Foster Carers and family members and we recognise the additional support and training needs that this will bring. The Fostering Service have two Supervising Social workers that

predominantly concentrate on support to Friends and Family Foster Carers, this is in addition to offering access to all training opportunities that are offered to our general Foster Carers.

In our annual survey of children and young people receiving care and support from social services, 78% said that they were happy with the people that they live with and 75% said that they are happy with their family, friends and neighbours.

Our Families First and Flying Start early intervention and prevention programmes continue to provide a range of support to families experiencing issues around parenting, the management of children's behaviour or parental relationships. Our support includes the delivery of 1-2-1 support, parenting programmes including some issue specific programmes, for example; autism spectrum and parenting teenagers, as well as support in the home from Family Support Workers, who can provide bespoke support to help parents use evidence-based methods to set routines and boundaries to help manage children's behaviour and limit the strain on parent relationships. In the last year across both programmes 267 parents have attended our parenting programmes and 329 families have received support from our Family Support Service.

### **Our priorities for next year:**

- We will develop and deliver an effective training programme for 'all staff' around providing stability for vulnerable families and reduce the risk of family breakdown
- We will improve the co-ordination of commissioning and evaluation of Parenting Programmes across programmes to avoiding duplication and ensuring qualitative services which are value for money

f) Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

### **Community Support Services**

A lot of work has been undertaken in this area over the last year. We started work on implementing a mixed tenure strategy which would offer a range of solutions to enable the Council to safely meet the diverse needs of the people who present as homeless. An 'in principle' agreement has now been reached between the Housing Solutions Team (HST) and Community Housing, whereby the HST will have access to 5 properties per year to accommodate people who present as homeless.

Reducing the level of homelessness within the county through effective implementation of the statutory "prevention" duty was a key priority. During 2015-2016 there were a total of 147 outcomes in the prevention duty, compared to 287 in 2016-2017 which shows there has been a 95% increase in the number of prevention duty outcomes.

This was the second year that the legislation introduced by the Housing Act (Wales) 2014 has been implemented and we can see the effectiveness of the prevention duty by doing a comparison of the first 2 years that we have data. Below shows the percentage of outcomes for the prevention duty that were successful and unsuccessful.

|           | Successful Prevention | Unsuccessful Prevention | Other outcomes   |
|-----------|-----------------------|-------------------------|------------------|
| 2015-2016 | 55% (81 people)       | 19% (28 people)         | 26% (38 people)  |
| 2016-2017 | 54% (155 people)      | 9% (27 people)          | 37% (105 people) |

Other outcomes recorded to make up the 100% are; application withdrawn, application withdrawn due to loss of contact, non-cooperation by the service user, assistance refused and mistake of fact.

With unsuccessful prevention duty outcomes this means that the applicant becomes homeless and moves into the homeless relief duty. In 2015-2016 there were 28 unsuccessful prevention duties compared to 27 in 2016-2017. Although this is only a reduction of one case there is in fact just under 10% reduction in unsuccessful cases in 2016-2017.

Improvements were required in the management of existing interim accommodation provision to facilitate quicker “move on” into permanent housing reducing the length of time spent in emergency accommodation. A new management structure has been implemented within the homelessness prevention team and a new manager appointed to manage the temporary and emergency accommodation provision. We have also appointed a new temporary accommodation officer.

Working with key partners, a Homelessness Review has been completed and is out for consultation. Once the consultation closes, the draft homelessness strategy will be developed and implemented along with a comprehensive action plan. A protocol for effective joint working between Housing Solutions and Planning and Public Protection has been established and is working well. In addition we have developed a more joined up approach with Supporting People to consolidate and make best use of our resources for addressing homelessness. As a result the Supporting People and Housing Solutions Team have been merged and collocated, with one management structure for the two teams. Moving forward this will be called the Homelessness Prevention Team.

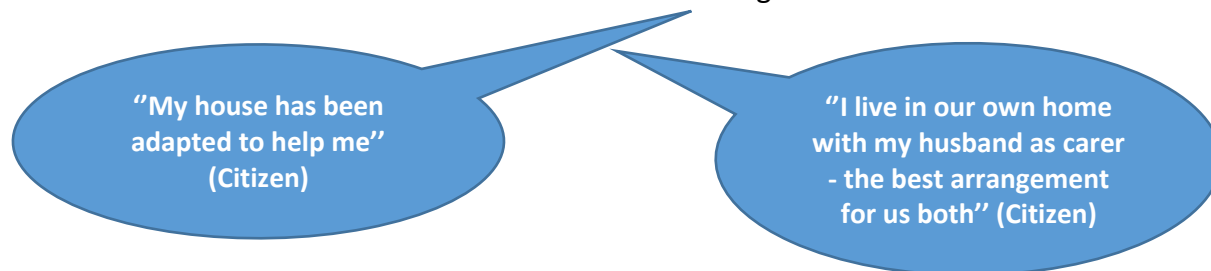
Community Support Services are part of a regional project, OPUS, to increase the employability of Economically Inactive and Long Term Unemployed people aged 25 years and over, who have complex barriers to employment. The specific outcomes of the project;

- Enter employment including self-employment upon leaving the project
- Engage in job search upon leaving the project
- Gain a qualification or work relevant certification upon leaving the project
- Increase employability through completing work experience placement or volunteering

During 2016, we merged the Supported Independent Living Service with the Reablement Service and Health and Social Care Support Workers which means easier access for people to a continuum of support from health care to personal care and ultimately to opportunities for learning, developing and participating in society.

During 2016-2017, we trialled changing the pathway for access to adaptations to people's homes for 4 months, by moving the responsibility for assessment for adaptations to a preventative service, coordinated within our SPOA by an experience occupational therapist and moving two Social Care Practitioners from Localities to focus on this work. This was in line with recommendations attached to the Enable Grant. Amongst the aims of the enhanced system were the simplification and standardisation of approval mechanisms and the process for delivering adaptations as quickly as possible and to significantly raise awareness amongst public, professionals and practitioners of the help available and how to access it. Waiting lists were reduced by 38 and in total 71 citizens were assessed in this way. The resulting outcomes were positive with most citizens having their goals or outcomes met with simple preventative measures.

In terms of people reporting that they live in a home that best supports their wellbeing, 96% of the responses received during 2016-2017 stated that they felt their home best supported their wellbeing. Although this has seen a slight decline from the previous year, many of the responses highlighted that the current living situation wasn't suitable due to mobility issues. However, options were being explored with citizens to ensure their wellbeing was being maintained. Comment below relate to the suitable housing:



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 citizens is whether they were 'able to communicate in their preferred language'. Of the people who responded to this question (421), 99% stated that they were able to communicate in the language of their choice.

### **Our priorities for next year:**

- With a particular emphasis of having the importance of Age-Friendly Communities and Dementia friendly communities being recognised at all levels throughout Denbighshire,



we will work with partners to further develop and adopt a national recognition process for 'Dementia Friendly' community and commercial businesses and organisations.

- We will also aim to ensure that the experiences of older people in Denbighshire are optimised through continued learning and employment for example maximising the opportunities for participation in volunteering, helping to increase the number of older people continuing their learning and skill development before and after retirement and identifying and developing successful community models for older people's participation
- To reduce levels of loneliness and isolation and their negative impact on health and wellbeing as experienced by older people, we will support raising loneliness and isolation as a public health issue and we will aim to ensure that health and social care information and advice services address the impact of loneliness and isolation on older people's wellbeing. We will aim to empower older people to be aware of the risks of loneliness and isolation to their wellbeing and arrange a Learning Exchange on Loneliness between older people, front line staff and other professionals to identify the key causes of loneliness and isolation amongst older people
- We will finalise our Homelessness Strategy and commence work on the action plan whilst developing the newly created Homelessness Prevention Team into a holistic preventative service. We aim to reducing the length of time people spend in emergency accommodation and facilitate quicker "move on" into permanent housing. Thereby, implementing a mixed tenure strategy which offers a range of solutions that will safely meet the diverse needs of people who present as homeless.

### Education & Children's Services

Our survey of children and young people receiving care and support from social services in September asked for feedback on their feelings about their home life and belonging. 75% of children and young people said that they were living in a home where they are happy and 72% said that they feel they belong in the area where they live.

We commission Barnardos Cymru to deliver our Personal Advisor Service for care leavers. Personal Advisors work with the young people to prepare them for independence, offering practical advice and support, as a parent would, to make a smooth transition to adulthood.

At the end of March 2017 the service was supporting 73 care leavers. In the last year the focus of the service has been to improve their engagement and empowering them to participate more in creating their Pathway plans and in statutory reviews. The majority of the young people accessing the services have achieved improvements or maintained stability in a number of areas. The primary focus of the Personal Advisors continues to be on supporting young people enter and sustain education, training or employment and ensuring that young people have safe and secure accommodation.

We recognise the importance of supporting families to build and create financial resilience and self-reliance. Interventions which support these principles are more likely to lead to improved longer-term outcomes for and children. Denbighshire's Families First programme works with vulnerable families often facing; financial difficulties, housing disruption, have

mental or physical health problems and experience social isolation. Under the Families First banner we have commissioned several consortia to work in partnership to deliver services to address these needs.

The Family Resilience Consortium has supported 540 individual in the last year providing services that focus on supporting the emotional health of families. The services forming the consortium provide support regarding relationships, bereavement, post-natal depression, self-confidence and emotional health and wellbeing. They also provide family group conferencing, mediation for families, that empowers families to make decisions and put plans in place themselves to safeguard and protect children.

In addition to this 784 individuals have received support from our Income Maximisation Consortium as part of a co-ordinated response to reducing financial pressures on the whole family. The Income Maximisation Consortium provides information and support to access state benefits and tax credits, advice on managing money and reducing debt and also information and support on housing and employment rights, financial inclusion and affordable energy schemes.

### **Young Person Homelessness Positive Pathway Model**

Welsh Government commissioned a review of young people being placed in Bed and Breakfast accommodation and this review highlighted Denbighshire as one of the highest users of B&B accommodation for young people. Denbighshire invited the independent review author, Anna Whelan, to work with us with a view to introducing the Positive Pathway Model. We responded readily and positively with senior managers and elected members taking lead roles in ensuring the model was implemented in Denbighshire.

The project places a specific emphasis on support for young people at the point of homeless presentation to the Local Authority, with close joint working with the Housing Solutions Team, Children's Services, and the Youth Justice Service, and other relevant agencies (e.g.

Child & Adolescent Mental Health Service). Dedicated Support Workers from this project complete a comprehensive assessment with any young person between the age of 16 and 25 presenting to the Local Authority as homeless or at risk of becoming homeless. As part of the assessment, the Support Worker will identify the support needs of the young person, and the steps needed to be taken to prevent/address homelessness.

### Young Person Homelessness Positive Pathway Model

- Aims to address housing need BEFORE homelessness
- Whole systems approach – no one agency/public sector body has the solution
- Outcome-based - what is the desired impact of all the investment?
- Linkage between housing and employment
- Concept of 'progression' for many young people
- Other agencies – Third Sector, public sector, housing associations play key roles locally
- Based on what works well – what do young people say?

Our pilot which commenced in 2016 has evidenced that it leads to significant improvements to strategic and collaborative approaches to youth homelessness and financial saving, dramatic reduction in use of B&B. It has been a catalyst for better collaborative working between housing authorities, children's social care and young people, and has impacted on prevention success rates. However we still face challenges such as housing options/supply, and young people with very complex/multiple needs

Outcomes between November 2016 & March 2017:

- 28 young people avoided temporary accommodation
- 7 young people returned home following mediation
- 11 young people placed in supported housing
- 10 young people provided with floating support

### **Our priorities for next year:**

- Ensure 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
- We will re-commissioning Denbighshire's Families First and Flying Start programmes for 2018/19 onwards using available needs assessments, stakeholder engagement and supplier development to ensure we have a robust early intervention and prevention service that delivers effective outcomes for vulnerable children, young people and families

## 5. How We Do What We Do

### a) Our Workforce and How We Support their Professional Roles

In preparing our workforce to meet the expectations of the SSWB (Wales) Act and to achieve an appropriate skill mix to ensure the Service is financially viable and sustainable, a review of social work roles and responsibilities was completed in July 2016. The opportunity was also taken to modernise social work career progression in line with the Care Council for Wales' - Continued Professional Education & Learning (CPEL) Career Framework. New job descriptions were drawn up and aligned with pay grades, removing bars that had been historically in place that restricted social workers reaching the top of scale. The framework is premised upon the principle of professional progression and social workers are able to develop their careers and engage with the CPEL appropriate programmes, thereby enhancing and extending their professional knowledge, skills and expertise. This review also gave us the opportunity to agree a desired establishment of posts at each social work level to ensure the Service can operate safely and effectively within financial constraints; whilst establishing clear roles and responsibilities in relation to social work grades.

Each Social Work practitioner was supported through an individual training plan to map out and undertake the necessary post qualifying qualifications relevant to their grade over a 3 – 5 years training plan. This incorporated the Consolidation of Social Work Practice, Experienced Practitioner, Senior Practitioner, Team Manager, Practice Teacher Award, Approved Mental Health Practitioner and Best Interest Assessor qualifications or programmes.

The Royal College of Occupational Therapist in conjunction with Welsh Government have proposed a post registration framework for Occupational Therapists in Social Services which has been designed to align with all the other existing frameworks, including the new NHS AHP framework (Modernising Allied Health Professional Careers in Wales) the CPEL framework for social workers and the forthcoming college of occupational therapists career framework.

Intended outcomes of the framework are to enable occupational therapists in social care services to access support and development opportunities that enable them to provide the highest possible quality of services for the people of Denbighshire (and Wales); meet their registration requirements and to continue to improve service delivery and strategic development of high quality professional services whilst also being able to follow a national social care career pathway in Denbighshire.

It will also create a career framework which supports multi-professional team working alongside other social care worker colleagues within social care employment and across employing agencies to facilitate integrated services.

All of the occupational therapist working for Denbighshire contributed to a Royal College of Occupational Therapist consultation regarding the implementation of the framework and returned a joint response wholeheartedly in favour of the proposals. By the end of 2017, progression of Occupational Therapists within Denbighshire County Council will be linked to the CPEL framework, which is premised upon the principle of professional progression. Occupational therapists will be able to develop their careers and engage with the appropriate programme, thereby enhancing and extending professional knowledge, skills and expertise. This means the competencies of the current occupational therapists will be assessed and a Training Needs Analysis undertaken in readiness for implementation.

In 2016-2017 Denbighshire successfully delivered it's element of the North Wales SSWB (Wales) Act Training Plan. 37 courses, totalling 828 places, were made available to staff, and a very positive 99% attendance rate was achieved. Whole sector regional training events co-ordinated by the Care Council for Wales were delivered for Independent and Third Sector providers including 'Training my Organisation' and 'SSWB Act Awareness Training' with attracted 110 whole sector provider attendances for Denbighshire.

In the latter half of 2017 the focus has been to deliver 'Expert Class' training, targeted at appropriate managers and practitioners to enable them to incorporate and embed the principles and requirements of the Act into their daily work. Expert classes were arranged for Service Managers, Team Managers, Practice Leaders & Senior Practitioners by way of 2 'Organisational Development' workshops - Changing Cultures and Measuring Performance and 'Child Care Law – The Social Services and Well-being (Wales) Act 2014 and the Children Act 1989'.

Throughout 2016 and into early 2017 we invested in a management and leadership development programme for Team Managers / Practice Leaders and (Adult) Senior Practitioners which focused on enabling this group of staff to manage more proactively and effectively during turbulent times, develop a more emotionally intelligent approach to managing people and outcomes, and maximising their personal impact in a wide range of workplace situations..

All staff are encouraged and reminded of the need to comply with the requirements of 'Mwy na geiriau / More than just words' and the new corporate Welsh Language Standards. This includes up-dates about compliance with different aspects of the Council's work such as correspondence, telephone greetings, out of office messages, meetings etc. In addition there have been corporate drop in surgeries held for Community Support Services and Education & Children's Services staff, regular updates on the intranet and Welsh language grammar / spell checkers installed on the laptops of all Welsh speakers and learners within the Service. There is also a nominated individuals from both Community Support Services and Education & Children's' Services who are **Welsh Language Champions**.

In the coming months our priority will be to prepare the domiciliary care workforce in Denbighshire for the implementation of registration under the Regulation & Inspection of Social Care (Wales) Act in respect of mandatory registration and the possible regulation of qualifications.

b) Our Financial Resources and How We Plan For the Future

**Financial Planning and Budget Monitoring**

Monthly financial outturn reports are presented to the executive forecasting the year-end position. Exceptions or pressures are referenced in the reports, with mitigating actions. The annual budget is set following a lengthy process of reviewing of pressures and savings across all services and engaging with elected members and others as part of that process. In the medium term, the council has a rolling three-year Medium term Financial Plan which sets out the council's estimated funding position over the period and, working with services, builds in estimates of required savings or additional funding requirements. As part of this process, analysis of historic and forecast client and cost data is used.

Main stream financial internal planning takes place on a monthly basis at Service leadership / management team meetings. There is a focus on performance and financial monitoring areas of the areas under greatest pressure. The Service finance officer also meets regularly with Heads of Service and the Management Executive Team.

c) Our Partnership Working, Political and Corporate Leadership, 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.

**North Wales Regional Partnership Board Annual Report March 2017**

Denbighshire is fully committed to participating in and actively contributing to the work of the new Regional Partnership Board and is represented by the Lead Member for Social Care and the Corporate Director Communities. The Corporate Director communities is the

Regional Lead for the Integrated Care Fund and chairs the newly formed Pooled Budget Group. The council's Chief Finance Officer is also a co-opted member supporting the Pooled Budget Group.

The Regional Partnership Board's priorities are to:

- 1 Move services towards a preventative model that promotes good health and well-being. Prevention is better than cure.
- 2 Deliver 'joined-up' services centred around people's needs, preferences and social assets.
- 3 Help people use their skills and confidence to live independently, backed-up by high-quality, community-based services and facilities.
- 4 Make sure people and communities are involved in shaping local services.
- 5 Recognise and understand the broad range of factors that influence health and well-being, including education, housing, welfare, homelessness, economic growth, regeneration, leisure and the environment.

### **Performance in the handling and investigation of complaints and representations.**

A larger number of social services complaints were received during 2016-2017 compared to the previous year. A total of 62 valid social services complaints were dealt with in the year, compared with 37 during 2015-2016. The 62 complaints resulted in 54 Stage 1 investigations and 8 Stage 2 investigations.

- 90% of complaints were dealt with and responded to within timescale. This is a drop from 97% the previous year.
- There was a marked decrease in the number of complaints upheld or partly upheld this year, from 62% in 2015-2016, to 50% in 2016-2017.

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. 13 out of 75 valid complaints were dealt with in this manner, which reduce the number of complaints needing to be managed according to the formal process by 17%.

Many of the complaints received this year were regarding involvement, possibly due to our continuing changing practice. Practitioners are now fully adopting practice as per the Social Services and Well-being (Wales) Act, however complaints received would suggest that our citizens are still getting used to how services are now being delivered in partnership.

Here are some examples of Service Improvements/Lessons Learned following complaints:

- Improvements have been made within our Reablement service. Keyworkers are now allocated to cover individual citizens. The keyworkers are to work on opposite shifts

to each other (dependent on how many calls per day), and this has allowed us to limit the number of different staff visiting a citizen and to ensure consistency.

- A new Community Support Services case recording procedure is now in place. Complaints around case recording greatly helped shape and improve our policy in this area.
- There has been a new protocol produced for the paediatric equipment board following a complaint regarding delays in ordering specialist equipment.
- A full suite of informative literature has been produced to provide advice and guidance to parents, carers and young people about Children's Services. This has been achieved in response to feedback from parents about not fully understanding the services and the processes involved.

### **The Welsh language skills of the workforce and Denbighshire's Welsh language Community Profile**

The Council has already responding positively to the Welsh Language Standards and has already implemented many of the agreed actions. It has also responded positively to the Mwy na geiriau / More than just words framework, specifically the need for the 'Active Offer'. Making an 'Active Offer' means not making assumptions that all Welsh speakers speak English anyway. It's also about creating a change in culture that takes the responsibility off the individual to have to ask for a service through the medium of Welsh.

The Welsh Language Standards have been created by the Welsh Government to ensure that the Welsh Language is treated no less favourably than the English language. The set of standards have been created to ensure that people across Wales can access services provided by the public sector in the language of their choice. The Standards relate to a wide range of issues, including correspondence, advertising, publicity, meetings, telephone greetings, creation of policies and recruitment. It also looks at the linguistic skills level of the workforce

### **End of Year Performance Data Summary**

As a result of the implementation of the Social Services and Well Being Act (2014), we have been required to collate a new performance dataset for the Welsh Government for the 2016/17 year. Given the scale of the changes required in terms of recording and reporting tools, we were unable to report on all the revised indicators at the end of the year, which is consistent with most other Local Authorities in Wales.

## **6. Accessing Further Information and Key Documents**

a) SPOA Case Studies – The difference we are making – (Section 4a)

b) Support Budgets Case Study (Section 4)



- c) Occupational Therapy Case Study (Section 4)
- d) Community Navigator Case Study (Section 4b or 4d)
- e) Denbighshire Young Homelessness Positive Pathway - Presentation (Section 4f)
- f) Performance in the handling and investigation of complaints and representations - Annual Report 2016 /2017 (Section5)
- g) Denbighshire Welsh Language Community Profile (Section 5)
- h) End of Year Performance Data (Section 5)

## 7. Glossary

### Community Equipment Service Integration

The Community Equipment Service Integration incorporates certain Health and Social Care Services secured for people through the Health Board's NHS Health Care Functions and the Council's Health Related Social Care Functions. It is provided and arranged for by the Council. The service integration is achieved by having a pooled budget arrangement as defined under the Health Flexibilities Act (Section 33).

### Commissioning Strategy

A commissioning strategy is a long-term plan which outlines the services and the range of support that currently exists, considers current and future need, and reaches conclusions about how those needs can be met effectively. It gives direction for the future.

### Extra Care Housing

Extra Care Housing is a specialist type of housing designed primarily with older people in mind. People who live in Extra Care Housing have their own self-contained homes but with access to care and support available on site. It allows people to live independently while getting the care and support they need. Denbighshire County Council regards Extra Care Housing as an enabling alternative to residential care.

### Safeguarding

Everybody has the right to be safe, no matter who they are or what their circumstances are. Safeguarding is about protecting children, young people and vulnerable adults from abuse or neglect. We are all responsible for the safety of the most vulnerable members of our society.

### Single Point of Access

Denbighshire's first point of contact for information, advice and assistance about services that support citizens to maintain independence and promote well-being, and when access to health and Social care services is needed.

## Supporting People

Supporting People is a Welsh Government programme which provides housing related support services to vulnerable people over the age of 16. It enables them to live independently in the community and avoid the risk of becoming homeless. Housing related support is provided to help vulnerable people develop or maintain the skills and confidence necessary to live as independently as possible.

## Talking Points

The main purpose of a Talking Point is to enable individuals who either have difficulties themselves or who are caring for /concerned about somebody else to have an opportunity to have a person centred conversation about what matters to them to improve their health and well-being with someone face to face.

Talking Points are a joint venture with health and 3<sup>rd</sup> Sector colleagues, with the focus on supporting people to manage their wellbeing; remain independent; and prevent or delay their need for care and support.

## Test of Change

Small-scale tests of change help determine whether an idea could result in sustainable improvement. Changes should be tested under multiple conditions and with a variety of staff before being implemented. Similar to a pilot study.

## 1. CASE STUDY – Doris

### What Matters to Doris

- I would like support with showering.
- I live alone.
- I had a stroke 17 years ago, left sided weakness.
- I have heard yesterday that my cancer has spread

Doris is 67- years of age with a diagnosis of cancer. Lives alone, but stated that her younger son has “almost” moved in. The North Wales Cancer Treatment Centre made a referral to SPoA for a package of care to help with showering. SPoA allocated Doris’s case to a Lead Practitioner who contacted Doris and arranged a day and time to visit.

After visiting Doris the Lead Practitioner contacted the District Nurse team after Doris had told her that her cancer was serious, she was struggling to eat and her pressure areas were becoming sore.

The District Nurse arranged for Health & Social Care Support Workers (H&SCSWs) to support Doris with all aspects of personal care which included taking a shower and applying prescribed cream to sore areas.

The H&SCSWs visited daily but the level of support and times varied depending on how Doris was feeling. They encouraged Doris to eat and drink often preparing food and drinks of choice. As Doris became more poorly they adjusted their support and were in frequent contact with the Lead Practitioner and the District Nurse for advice and guidance, as how to best to support Doris’ deteriorating health and well-being. Input from an Occupational Therapist was arranged to see if any equipment could assist with her deteriorating mobility. Throughout this difficult time the Health & Social Care Support Workers provided advice and support to Doris’s family.

Doris was stepped up to the Enhanced Care Service when her health needs became worse.

### The benefits of SPOA & Health & Social Care Support Workers

#### For Doris

- Her wishes & needs were central – with an outcome-focused approach
- One Support worker who could attend to both her health and social care needs
- Her family were supported
- Doris got to stay at home

#### For Health & Social Care Services

- A coordinated & efficient response and seamless services
- Support was facilitated without delay and reduced the need for a hospital admission
- Effective use of partner resources

## **2. CASE STUDY – Glenys**

### **What Matters to Glenys**

- Mobility
- I worry about not being able to shop and cook like I used to
- I want to be independent and carry on caring for my husband
- I have help from my friend but I don't want to put her out too much
- I like the house to be clean

### **Glenys' decision to phone SPOA was because she had broken her ankle and leg, now in plaster and was worried how she could manage caring for her husband, Roy.**

Glenys is 78 years and cares for her husband Roy who is 84. Roy is blind, has cancer and heart problems. Roy had recently been discharged from hospital but he and Glenys had refused a package of care. They have a good social network, in particular a caring neighbor Beryl. They have managed in the past with 'help' from Beryl. Glenys asked the SPOA Operator about having a wheel chair so "at least" she "could be mobile". Roy can manage his personal care with prompting, Beryl helps with some shopping and cooking. Glenys states that her friend is willing to help out but does have "her own health problems" and Glenys does not want to "put on her".

SPOA Operator advised Glenys to contact the GP regarding the wheelchair, as they would have to refer for this. The Operator also searched DEWIS for other support while she remains in plaster. With her permission her details were passed onto a Carers Support Organisation who agreed to contact her directly to arrange a Carers Assessment.

SPOA Operator also sought advice from the Well-Being Coordinator, who contacted Glenys and with her permission made a referral to a Home from Hospital Service. This was to ask if they would take the referral and visit her to see what shopping she needed, then go and do the shopping. The service offers support and assistance for citizens when discharged from hospital for a period of up to two weeks. This took pressure off Beryl who was able to continue with meal preparation.

Information was also provided about a range of cleaning agencies. Glenys took the details of local agencies as she and Roy were able to pay for this themselves.

### **Benefits of SPOA**

#### **For Glenys**

- To remain caring for Roy at home with minimum support and intrusion from formal care services
- A coordinated, first contact and right response
- Her desired outcomes (what really matters) were met.

#### **For Health & Social Care Services**

- Information & Advice was proportionate, by connecting Glenys and Roy with third sector services that could meet their needs.
- Glenys was able to continue caring for Roy at home preventing the need for a more formal package of care/ or placement
- Efficient and effective use of partner's resources

### **CASE STUDY – Daisy**

Daisy who is 88 years old fell at home, this led to a hospital admission.

Whilst in hospital Derek, Daisy's husband was advised that to be able to go home Daisy would need a package of care that would require 4 calls a day.

When the Social Worker spoke with Derek, although he appreciated that Daisy needed support to enable her to return home safely what mattered to him and his family most was their privacy. Derek struggled with the thought of strangers coming into their home four times a day.

Derek declined the offer of a carer's assessment as he sees it as his duty to care for his wife.

The Social Worker explored at length with Derek how best Daisy's needs could be met in the least intrusive manner whilst balancing the risks and rights of all concerned.

It was agreed that to enable Daisy to return home a package of care was put in place for two calls a day for personal care and Derek would prepare meals. It was clear to the Social Worker that Derek had a strong desire to be the one who looked after Daisy, his wife of 68 years.

After a short time Derek was admitted to hospital with heart problems. The rest of the family did step in but quickly became worn out with the driving back and to and caring for Daisy. As a result the package of support was increased to 4 calls a day to enable Daisy to remain at home and prevent any further stress on the family.

When Derek returned home the amount of care he could provide was sporadic, very much dependent on the amount of rest he got the day before and how he was feeling. The Social Worker thought that a Support Budget would be the answer and the agency providing Daisy's care was receptive, as they had already been working in a flexible way to be responsive to the changing needs of the family. The most important thing to Daisy was to be at home with Derek and her dogs.

The value of a Support Budget for Daisy and her family was that they had more choice and control over when and for how long they had support workers coming in to help them.

For Community Support Services it has meant that the social worker does not have to be called in for all the changes to the level of a carepackage because Daisy and Derek are completely in control of when and how support is delivered.

Mae tudalen hwn yn fwriadol wag

### **CASE STUDY –Mrs B**

Mrs B originally contacted the Single Point of Access with a request for help from an Occupational Therapist to assess and provide advice on adapting her bathroom.

#### Functional Difficulties:

Mrs B is 46years old and has secondary progressive Multiple Sclerosis, originally diagnosed around fourteen years ago.

Her mobility varies from day to day - some days she is able to walk indoors around the flat, holding onto furniture and walls for support, but on a bad day she has severe muscular spasms and is so limited she has to crawl or simply remains in bed.

Mrs B is also prone to falls and her balance is very unpredictable. Mrs B has a wheelchair and a glide about chair but space was so restricted and cramped that she chooses not to use the items, compounding the risk of falls.

Mrs B struggles with all daily living tasks but she strives to be as independent as she can be and always tries to manage self-care activities on her own. Mrs B has felt a spiral of decline because of her situation and she has been unable to maintain her wellbeing outcomes and what is important to her

#### Social Situation:

At the beginning of the assessment, Mrs B was living with her husband in a general needs flat, rented from a local housing association. They have no children or close family. Mrs B was previously employed within a Local Authority, but she had finished due to ill health. Mr B is a Carer for his wife, but works full time for a Local Authority. Mrs B had been able to care for herself with support from her husband, but this was becoming more difficult, particularly as Mr B has to work away for six separate days in every month, including overnight stays.

During these periods of absence, Mrs B is totally alone and has no support from family or friends. Mrs B's Parents and Mr B's Father have all passed away and Mr B's Mother is unsupportive.

#### Environmental Difficulties:

At the beginning of the assessment, Mrs B was struggling to manage the six steps up to the front entrance door of the building and the narrow ginnel at the rear. None of the entrances were wheelchair accessible and she was virtually housebound.

Internally, Mrs B's Flat was small and had very limited space in all the rooms, so space for storage of any necessary equipment was severely restricted and cramped. The turning areas were very restricted and all rooms limited in space for circulation and storage of essential disability equipment.

There was a small garden terrace just outside Mrs B's window. In the past, this had been a source of immense pleasure, purpose and relaxation for Mrs B, but sadly, in recent years she had found it increasingly difficult to access the steps that led up to this.

#### What Matters:

On assessment, Mrs B originally advised that being able to safely access her bath was her main outcome, however on further assessment and discussion, it was very clear that Mrs B was struggling to cope in her existing accommodation and she wanted to be able to enjoy the outdoor air and a small section of garden. Wheelchair access was very limited and significant adaptations were required in the home, including level entry, wider doorways and bathroom adaptations.

After exploring the feasibility of altering the existing accommodation it was felt that the accommodation was unsuitable with the likely progression of her disability and Mrs B was in agreement that she would be unable to remain in her existing accommodation in the longer term. Mrs B was keen to remain in the same town she lived and we discussed a referral to the Denbighshire Specialist Housing Group for a more suitable property. We discussed what was important and Mrs B was clear that she would like to move to a ground floor flat where she could have access to a small section of garden and some raised planters.

After a few unsuitable offers of accommodation, Mr and Mrs B were eventually considered for a newly built complex of six flats in the town she lived. The suggested property was part built and in the process of going up. It hadn't been built to a wheelchair standard, but it was on the ground floor and had a level entry. We looked at the property to determine suitability and we were able to influence a programme of small adaptations, including further widening to some doors, creating an additional opening between bedroom and lounge, bathroom adaptations and specialist toilet. Most importantly though, we were able to request a paved access to a small section of private garden with raised borders and a dropped kerb to the car park. This was an essential outcome for Mrs B's continued good health and wellbeing.

#### Final Outcome

Prior to moving, Mrs B was really struggling both physically and mentally with her condition. We were at the stage of considering care options and the possibility of a direct payment to fund support, particularly during the day and overnight when her husband is away with his work.

Since moving however, Mrs. B has found a newfound energy. She is able to access all areas of her new flat, internally and externally, using a small powered scooter (purchased privately).

She even hangs the washing out on a lowered washing line and most importantly she is able to do some gardening in the raised planters, whilst sat on her scooter

There is ample space to get around and do the things that matter most. At the present time she no longer needs to consider care support as she has more energy to manage independently.

Mrs B. states that "Help comes when you need it most!" and says that "we have changed her life in ways that she had given up on" .....



### **Case Study 1**

I met a lady and recognised that she would benefit from support services in the community. I recommended the Women's Centre and said I would meet her for a cuppa as it's her first time attending a group. I also recommended that she go on Dewis website to see if there were any other community groups she liked the look of and left the web address for her.

I phoned her the next morning and she was made up. She said she had been on Dewis website and started reeling off all these clubs she was interested in attending. She said it was a brilliant resource. Afterwards I met her in the Women's Centre and talked through the information that she had found and she said she is going to start making enquiries to access the activities.

She also said the whole service is brilliant and thanked me for being so supportive and helping her access different activities. She said she really enjoyed speaking to me. She said there wasn't a service like this where she lived before, she can't believe something like this exists and it's exactly what she needs.

### **Case Study 2**

An elderly lady and her son visited me at Talking Point and wanted help finding transport, community groups etc. in her local, rural area. At 87 years old the lady and her husband still live independently but are now beginning to struggle with mobility. This is causing the couple to feel isolated and unable to cope independently.

By attending the Talking Point the lady was able to chat to social care practitioner present who was able to advise and refer the couple for suitable mobility aids and guide them through a Blue badge application. The lady also had the opportunity to discuss her wellbeing with her community navigator.

As a result of this informal discussion the community navigator was able to gain an understanding of what mattered to the couple. The community navigator explored community transport options with the couple and put the lady in contact with her local Women's Institute. The community navigator also explained that the lady's husband (as a veteran) could be referred to The Royal British Legion if he wanted. The couple were unaware of this and were grateful for a referral to be made. The couple were also able to gain information on local gardeners, handymen and cleaners.

The couple felt that the service provided via the Talking Point attended was "wonderful and amazing".

### Case Study 3

Met Mr X at a Social Mixer group for older people with all forms of Dementia. I had been invited there to chat to everyone about my role. Mr X took my card away with him. The following week at a Talking Point Mr and Mrs X along with their son and daughter in law arrived to see me. Mr X told me he had Parkinson's Disease with Lewy Bodies (Dementia element) and wanted to have help to get out more and give his wife a rest (she had been in hospital with Anaemia the week before . Mr X is 86 as is his wife.

I discovered he had been in the Navy so we agreed I would refer him to Change Step for support for veterans. He also agreed to help from the Alzheimer's Society whose help also cover Lewy Bodies.

We talked at length about home life and what he would like to do. It was agreed I would call out the following week to chat at home with all the family as to how Mr X moves forward. I attended Mr X's home the following week, we discussed groups in the area and Mr and Mrs X agreed to meet me at the monthly coffee morning the following week normally held in the church around the corner from their home once a month. I gave them details of a craft group held on a Monday every week at a venue near their home (Mr X liked to paint and draw when he was younger). Mrs X agreed to a referral to NEWCIS carer support. I also suggested a visit from my colleague in the Coldbusters team to check their fuel tariffs which they agreed to and a referral was made that day.

The following week I met the couple at the coffee morning which was a lovely place, most of the attendees knew Mr and Mrs X as both had done a lot of community /charity work when they were younger. The ladies and gentlemen there welcomed them and I quietly left to let them enjoy the company. Before doing so Mr X informed me he had gone along to the Monday craft group and thoroughly enjoyed himself, he intended to go every week. Mrs X also said they had had a visit from a lovely gentleman from the Alzheimer's Society and he was helping them with all sorts of things. Finally, I had chatted with one of the council's volunteer drivers who has offered to pick up Mr X to attend another social group on a Wednesday each week.

I am in regular contact with Mr X's son via email and he tells me they are so grateful for the service I have provided, "one person to organise everything is amazing" he said. His wife is a retired Social Worker and told me the service from the Community Navigation Service was fantastic and had made a real difference to all their lives

# DENBIGHSHIRE YOUNG PERSON'S POSITIVE PATHWAY

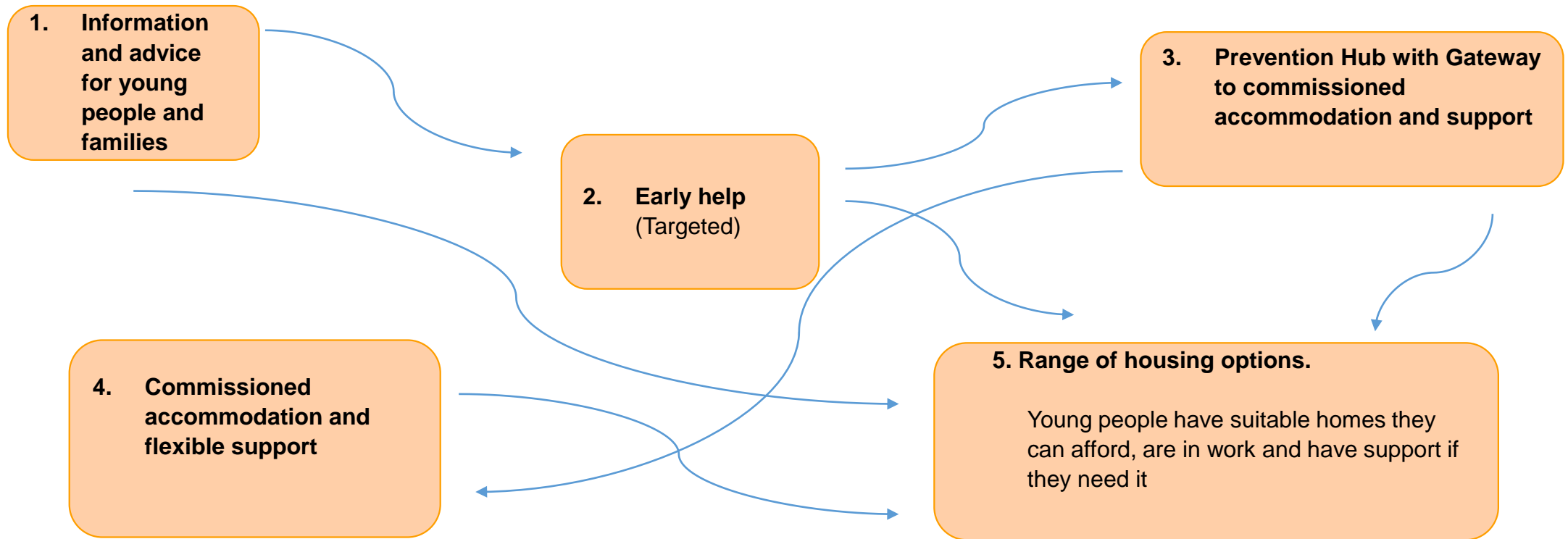
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# What we did

- We invited CS, HST, YOT, CAMHS, Education, Health, Public Health, Community Housing to look at what we currently have and how we can improve on it to fit the aims of YPPP
- Steering Group developed made up of the above.
- Important factor was corporate leadership, direction and support
- Aligned steering group with the remodel of a young person supported housing project.
- Funded YP consultation on what they wanted from supported housing, this is informing the remodel and YPPP
- Visited St Basils

# Positive Pathway – Five Service Aims

Tudalen 141



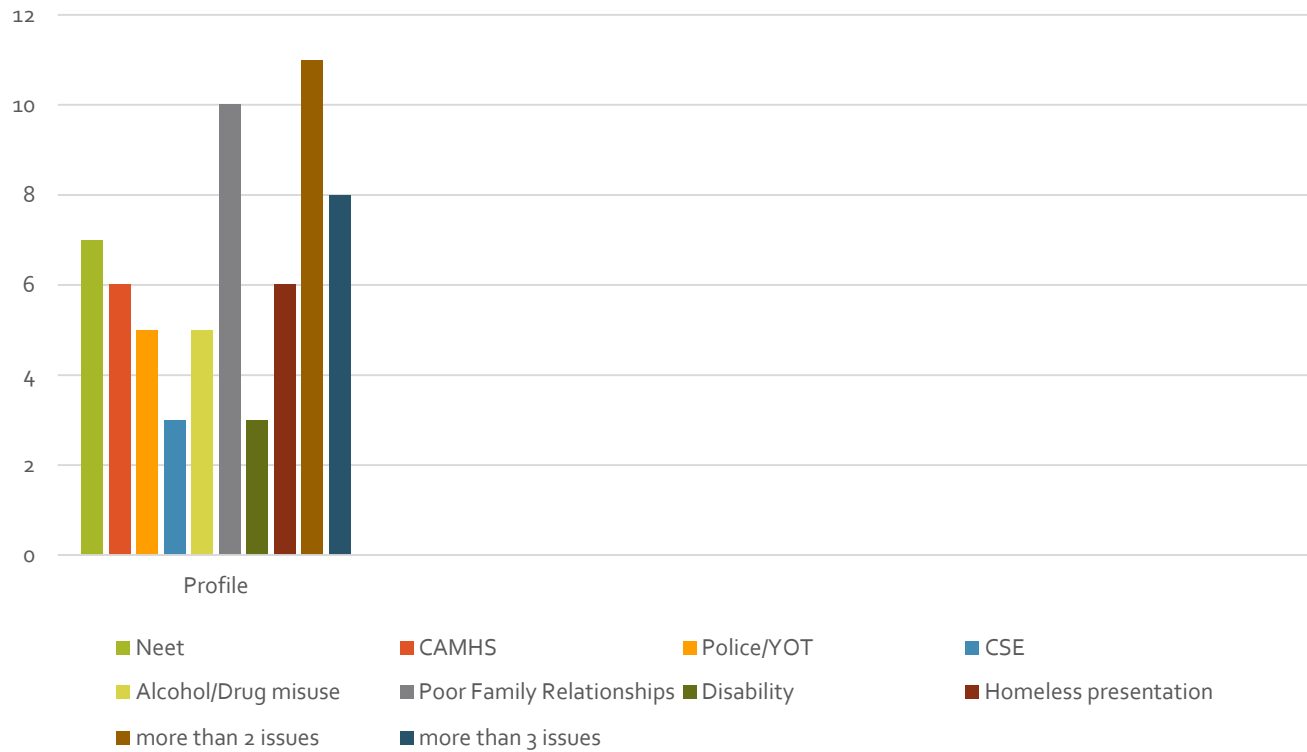
# Principles and Rationale

- A focus on successful outcomes for young people - many of whom have multiple and complex needs across a range of areas of their lives
- Organising services around young people's journeys and what they say makes the difference
- An integrated approach from planning and commissioning through to service delivery
- What already works well – and recognising the challenges ahead
- Systems thinking - how to prevent homelessness and plan more effectively together
- Sharing of data and better use of technology

# Scoping Dyfodol August 2016

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Profile of 11 young people



NEET = 7

CAMHS = 6

Police/YOT involvement = 5

CSE = 3

Alcohol and Drug issues = 5

Poor Family relationships = 10

Homeless Presentation = 6

Disability = 3

More than two issues = 11

More than three issues = 8

# Young Persons Positive Pathway Project in Denbighshire.

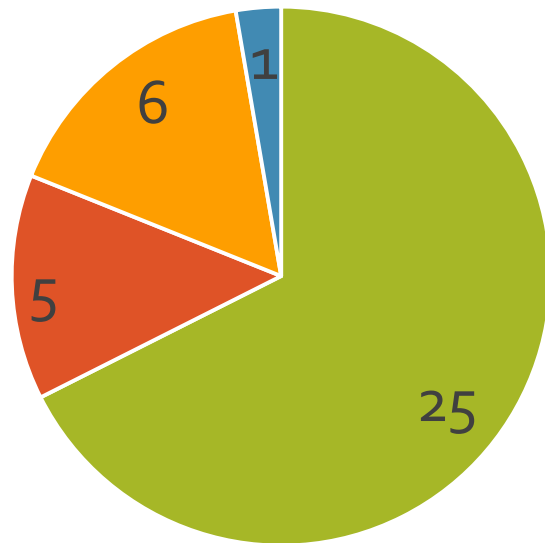
- Partnership: Housing Solutions, Children's Services Youth Offending Team and Supporting People. Joint funding a six month pilot project which started In Oct 2016. From April 2017 they will be 3.5 staff.
- They will carry out a Housing Needs Assessment for any young person between the age of 16 and 25 presenting to the Local Authority as homeless or at risk of becoming homeless.
- If it is found that the young person has a duty, housing solutions, social services will take lead and direct pathway workers.
- Prevention, mediation services and other housing options will be at the heart of the assessment.



# Stats from 1<sup>st</sup> November 16 to 15<sup>th</sup> March

17

37 young people seen



■ NEET ■ Employment ■ Education ■ Volunteering

**28 Avoided temporary accommodation .**

- 11 placed in supported housing
- 10 provided with floating support
- 7 Referred for mediation

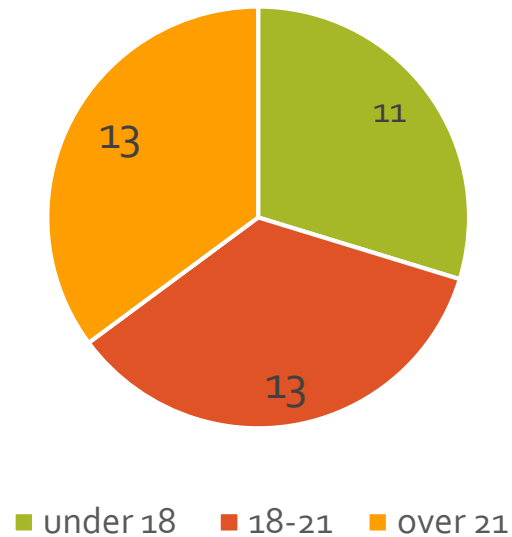
# Stats from 1<sup>st</sup> November 16 to 15<sup>th</sup> March 17

Of the 37 young people seen

- 22 Male
- 15 Female

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Ages



Areas

- 25 Rhyl
- 10 Surrounding areas
- 2 Reconnections

# Remodelling Current Services

- Developing a smaller project that recognises the emotional and psychological needs of homeless young people. The core elements of a psychologically informed environment are:
  - Psychological framework
  - The physical environment and social spaces
  - Staff training and support
  - Managing relationships
  - Evaluation of outcomes

Mae tudalen hwn yn fwriadol wag

**Report To:** CCSLT/CFMT

**Report Author:** Ben Chandler, Complaints Officer

**Date of Report:** 22/05/2017

**Title:** Customer Feedback Annual Report 2016/2017

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## **1. Introduction**

Each year, Social Services' Departments are required to produce an annual report which provides an overview of customer feedback alongside a review of the effectiveness of the complaints process.

The current complaints procedure was launched by Welsh Government on 1st August 2014. The figures presented in this report show our performance during the financial year 2016/17 within the complaints procedure.

The Social Services Customer Connections Team is responsible for dealing with customer feedback i.e. complaints, waiver applications and praise across both Community Support Services (CSS) and Education and Children's Services (children's).

This annual report is divided into sections. Each section will provide an overview as follows:

- Section 2 – summary of activity and core standards
- Section 3 – complaints
- Section 4 – waiver
- Section 5 – praise activity
- Section 6 – Concerns
- Section 7 – Complaint resolved within 24 hours
- Section 8 – Lessons Learned and action taken
- Section 9 – Evaluation of procedure
- Section 10 – Extensions due to exceptional circumstances

The data provided in the annual report will cover three years; this will provide some context in terms of activity and trends.

## **2. Summary of activity and core standards**

Chart 1 summarises the activity over the last three years for complaints, waiver applications and praise. Praise has slightly increased this year, and the number of complaints and waiver applications have increased markedly from last year.

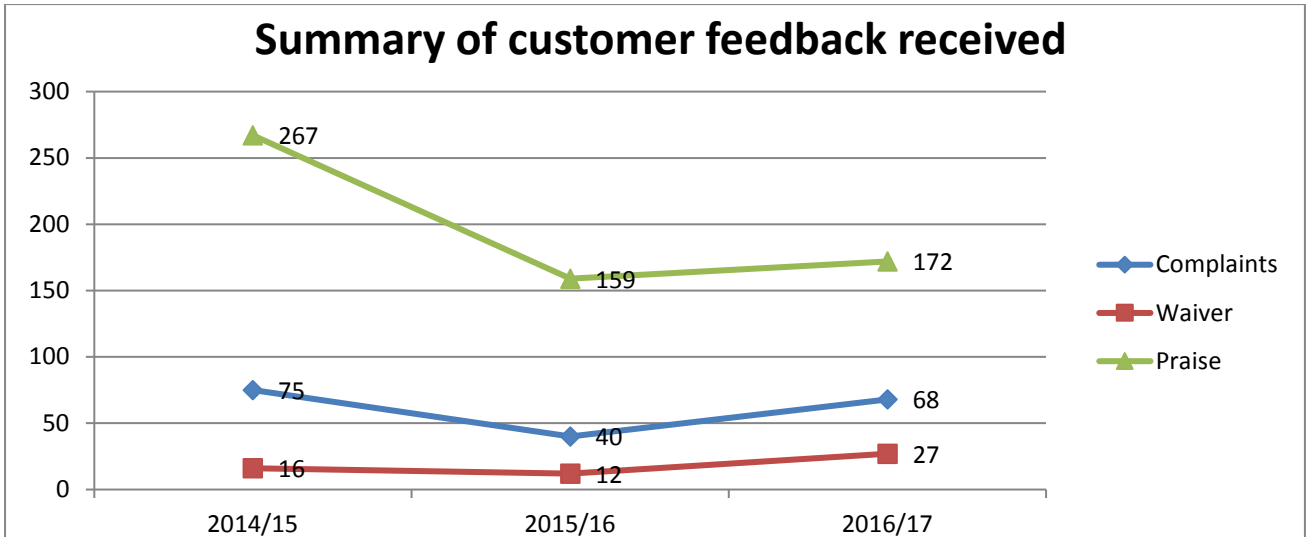


Chart 1: Summary of customer feedback received over three years

All complaints and praise are recorded against one of the Department’s seven core standards listed in table 1.

| Standard                    | This means that:                                                                                                                                                                                                        |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Courtesy & Respect          | You can expect to be treated with courtesy and respect. For example, you should be given the name of the person you are talking to, and you should be called by your title unless you ask us not to.                    |
| Confidentiality & Privacy   | Information about you will be treated as confidential. For example, staff will only discuss your needs with people who need to know, if you do make a complaint only the staff directly involved will know the details. |
| Information                 | You should expect to receive leaflets which explain the services you are receiving, or might receive. For example, “Your Voice” and “Moving into a Care Home - A guide for people in Denbighshire”.                     |
| Communication               | You should expect full communication with staff in the Social Services Department. For example, speaking to the person responsible for your case.                                                                       |
| Involvement & Participation | You should expect to be fully involved in discussing the services you are receiving. If you have a carer, he/she will be asked their views and offered a separate assessment.                                           |
| Staff                       | Staff assessing needs will produce an identity card, have a relevant qualification and/or experience, and have regular support and training                                                                             |

|                |                                                                                                                                                       |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Response Times | These are times in which responses should be made. For example, services should start at the time agreed, you should receive a copy of the Care Plan. |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|

Table 1: Social Services Core Standards

The majority of both complaints and praise fall into the ‘*involvement and participation*’ and ‘*staff*’ core standards and in reality very few complaints or praise are received about ‘*response times*’. This would suggest that these are the important standards to service users and carers.

### 3. Complaints

Overall, the number of complaints received during 2016/17 has increased by 70%. Chart 2 illustrates the number of complaints received by each service:

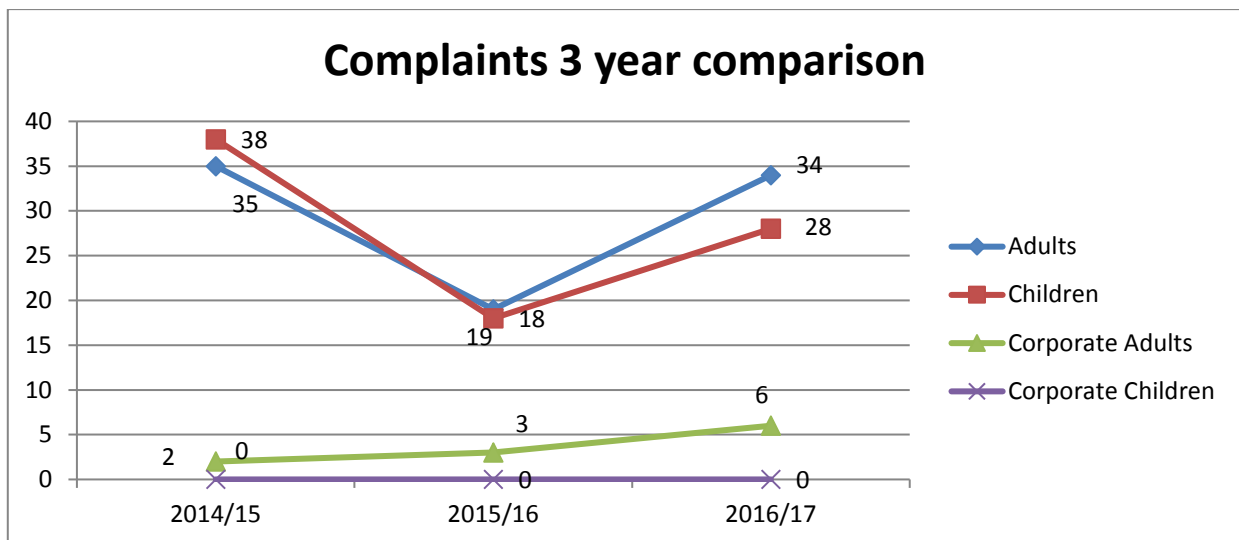


Chart 2: Complaints – 3 year comparison

Corporate complaints are complaints raised about Social Services which fall outside of the statutory guidance, but were dealt with as a complaint.

The number of corporate complaints has remained low in the last 3 years. The number of complaints made against both CSS and Children’s has increased this year back to levels we have seen over previous years.

#### 3.1 What were the complaints about?

The reason for making complaints (measured against the core standard – see table 1) for each year is illustrated in chart 3.

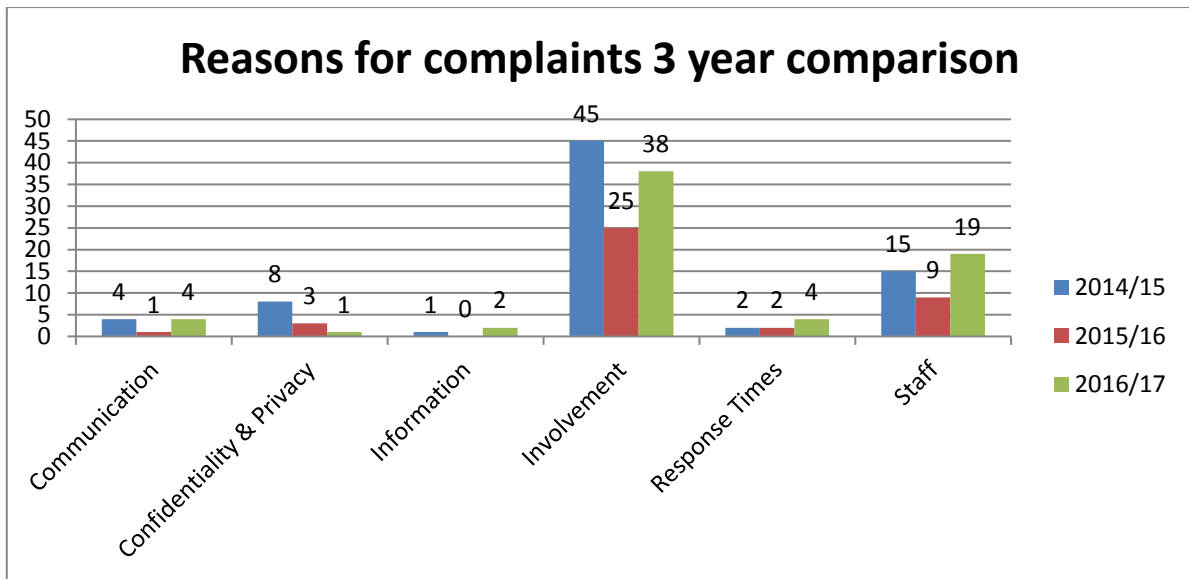


Chart 3: Reason for making complaints – 3 year comparison

Involvement, staff and communication continue to be the 3 main areas of complaint; this is consistent with previous years.

When looking at the nature of complaints by service, chart 4 shows that CSS and Children’s services are receiving complaints in the same areas, involvement being the majority. This is possibly due to our continuing changing practice. Practitioners are now fully adopting practice as per the social services and wellbeing (wales) act, however complaints received would suggest that our citizens are still getting used to how services are now being delivered in partnership. There was also one confidentiality breach this year in community mental health services that was avoidable.

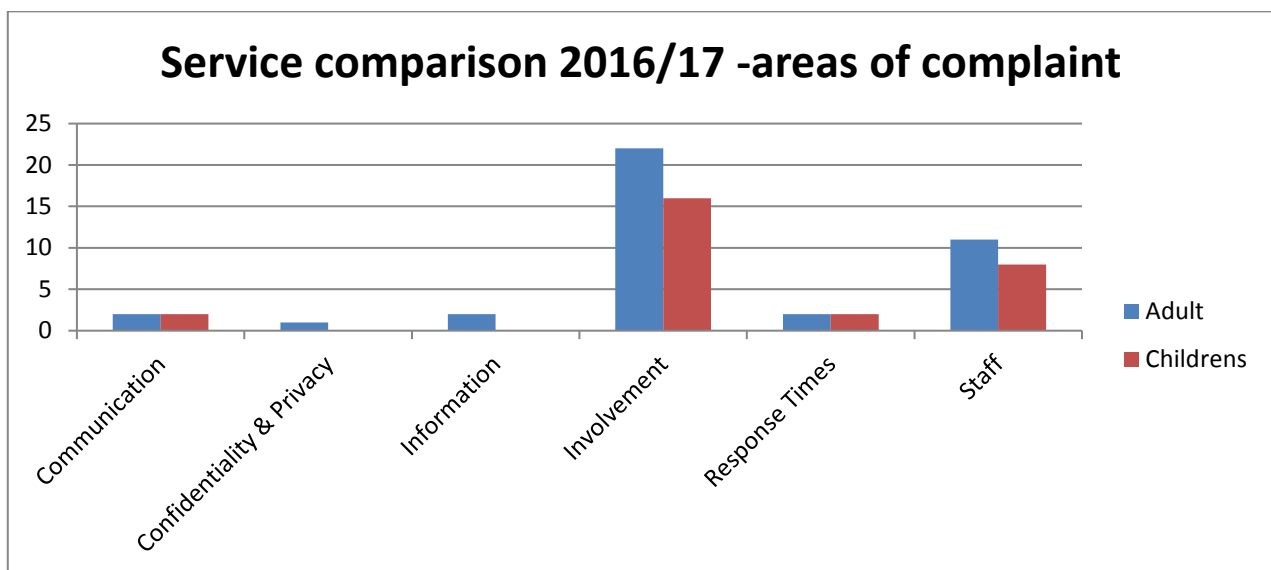


Chart 4: Reason for making complaints by service 2016/17



## 3.2 Acknowledgment of complaints

All complaints were acknowledged within the statutory timescale of 2 working days, unless the complaint was resolved prior to acknowledgement.

## 3.3 Stage 1 complaints

### 3.3.1 Outcomes

Chart 5 illustrates the outcome of complaints. Over the last three years, the outcomes of complaints have varied. This year has seen the number of upheld and partially upheld complaints decrease to 41% of complaints (56% last year). This is perhaps due to our citizens finding it difficult to adjust to our new ways of working under the SSWB act and retaining unrealistic expectations of services.

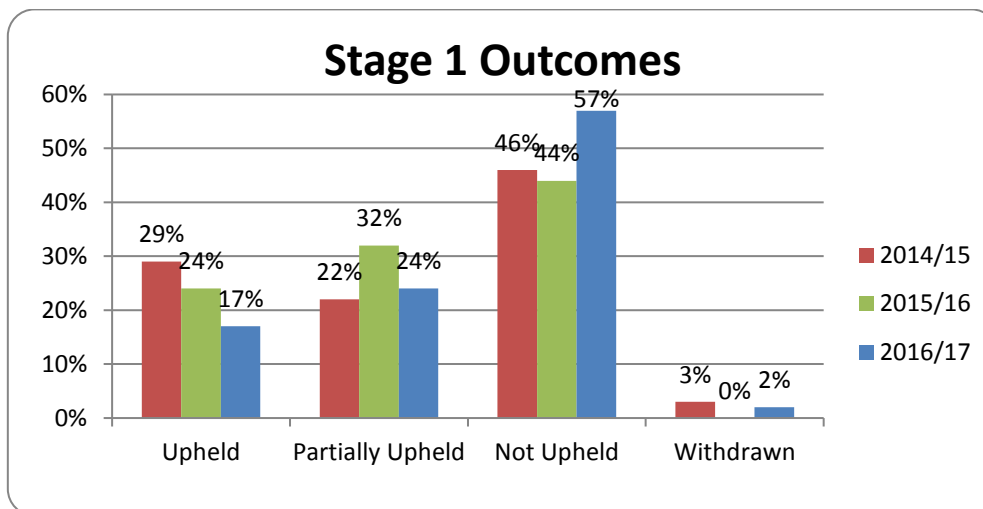


Chart 5 Outcome of stage 1 complaints

### 3.3.2 Timescales

We have seen performance in dealing with complaints within timescale worsen over the last year to 88%; with CSS achieving 100% within timescale and Children's having 7 complaints beyond timescale. The difficulty Children's services found in dealing with these complaints is some part due to the character of very difficult complainants, and citizens using the complaints procedure to attempt to deflect/obstruct our safeguarding duties.

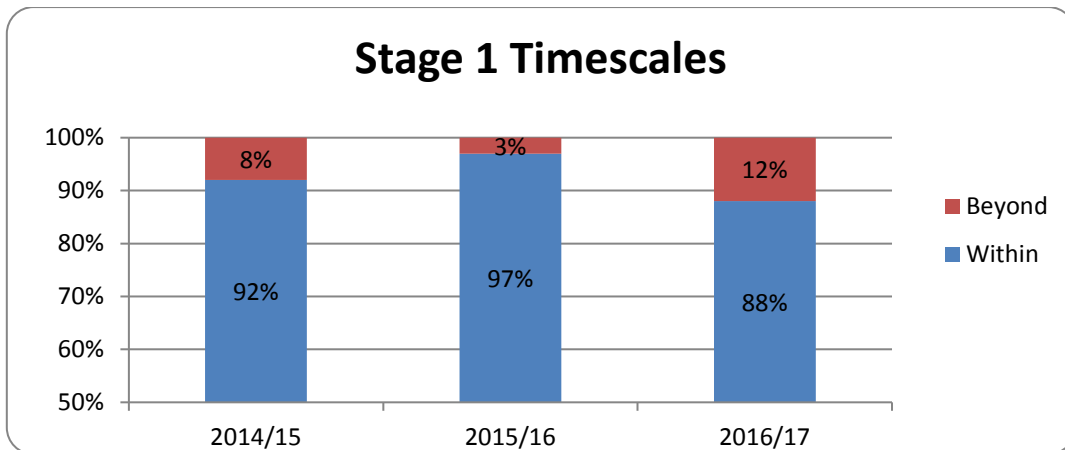


Chart 6 Stage 1 complaints – adherence to timescales

### 3.4 Stage 2 complaints

Chart 7 shows a breakdown of stage 2 complaints by service for the last three years. This year we have also seen a slight increase in stage 2 complaints. This could be due to the managers responsible struggling to find sufficient time to discuss and agree resolutions at stage 1, this is particularly difficult with more complex cases.

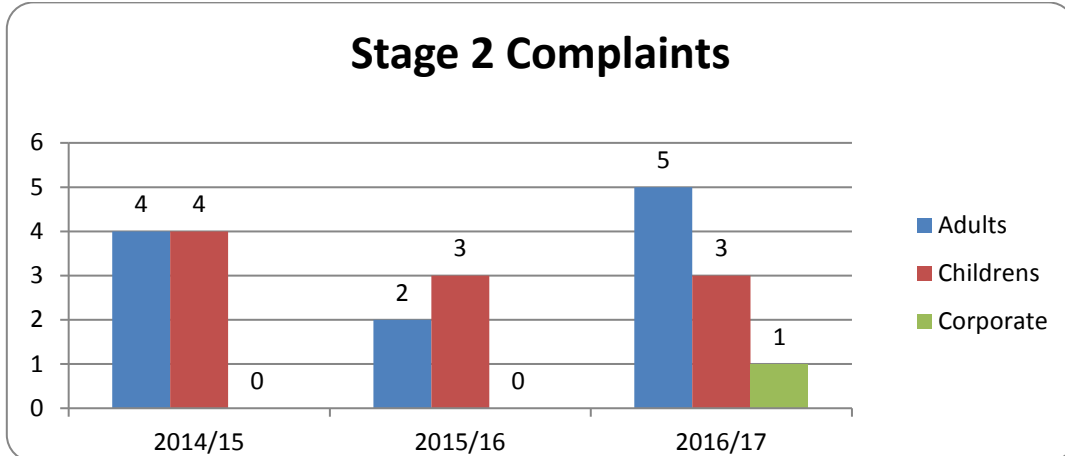


Chart 7 Complaints progressed to stage 2

#### 3.4.1 Outcomes

Chart 8 details stage 2 complaints by outcome. Only 50% of the stage 2 complaints have been upheld or partially upheld. This is because our citizens are still getting used to how services are now being delivered in partnership and do not agree with the changes in practice.

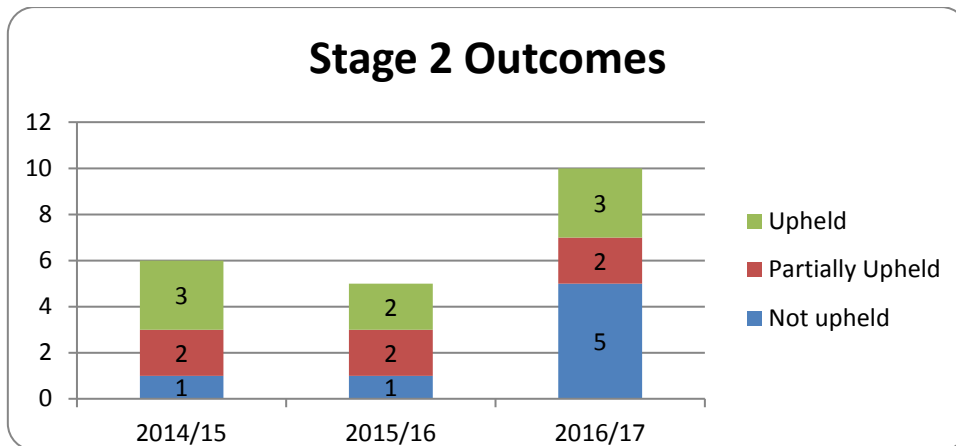


Chart 8 Stage 2 complaints by outcome

### 3.4.2 Timescales

This year, 100% of stage 2 complaints that have been completed, were dealt with within agreed timescale. One stage 2 investigations was extended due to circumstances beyond our control (see section 10 for more details).

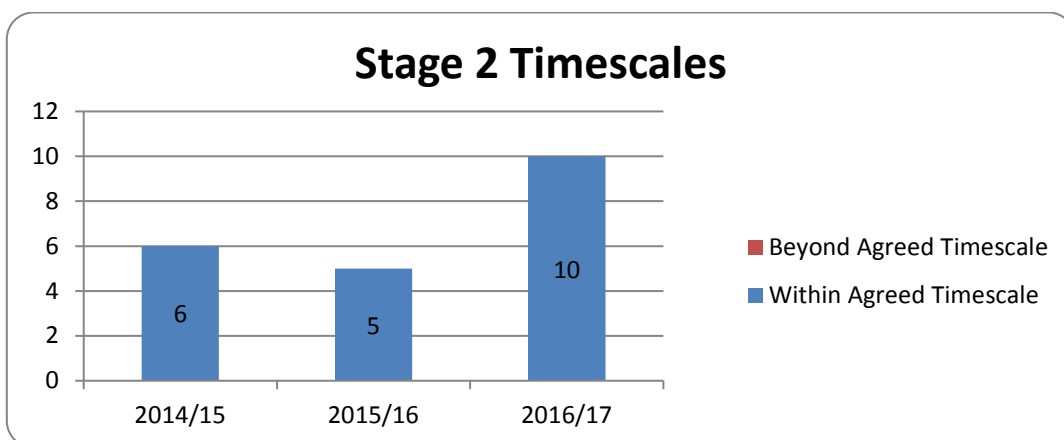


Chart 9 – Stage 2 complaint timescales

### 3.4.3 Stage 1 and 2 outcomes

Chart 10 below shows the difference in outcomes between the last 3 years. It is apparent that much more complaints are going through the procedure and resulting in being not upheld. This further suggests that citizens are struggling to get used to our changing practice as per the social services and wellbeing (wales) act.

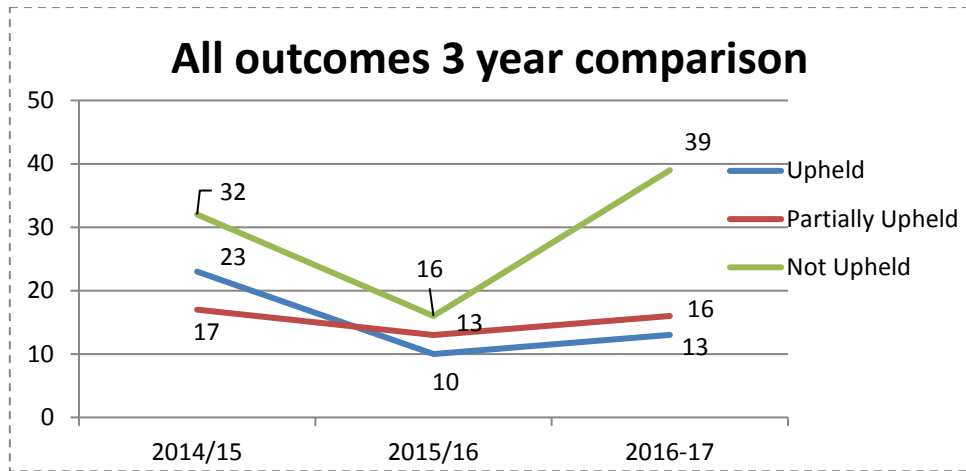


Chart 10 – All outcomes 3 year comparison

### 3.4.4 All Timescales

As shown in chart 11 below, there has been an increase in complaints dealt with beyond the statutory timescale. The complaints officer and responsible managers have worked hard to ensure that complaints are dealt with as soon as possible, however it is a struggle for managers to find sufficient time to discuss and agree resolutions, especially when the complainant is difficult and does not engage with the complaints process.

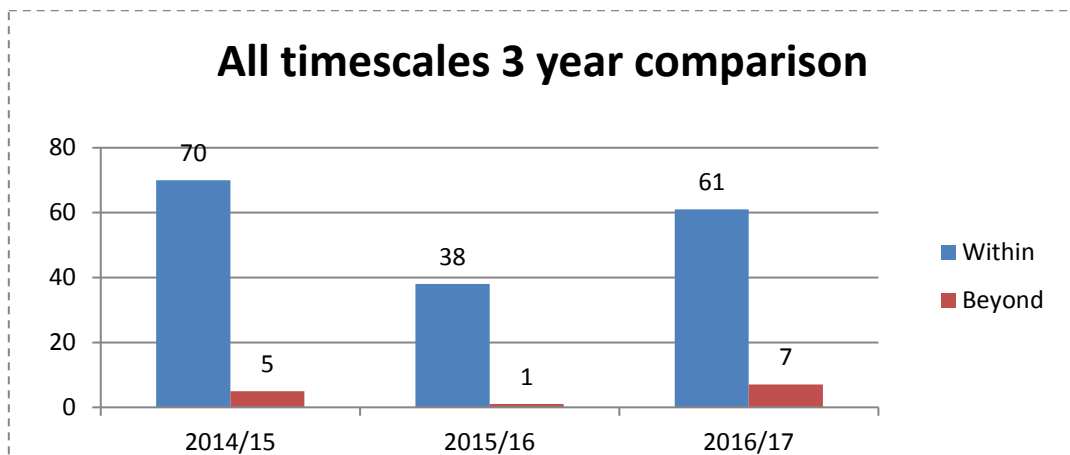


Chart 11 – All timescales 3 year comparison

## 4. Concerns

Concerns are issues raised that did not meet the criteria for the statutory complaints procedure or valid verbal complaints that were dealt with within 24 hours. These issues were generally resolved informally.

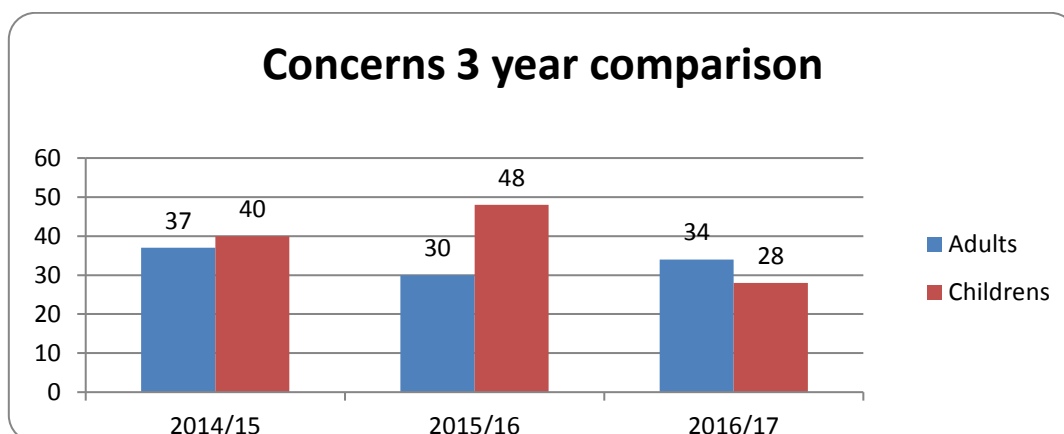


Chart 7 Concerns 2016/17

## 5. Complaints resolved within 24 Hours

Within the complaint legislation, any verbal 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 recorded as concerns.

|          | 2014/15 | 2015/16 | 2016/17 |
|----------|---------|---------|---------|
| Adults   | 6       | 9       | 7       |
| Children | 6       | 18      | 6       |

CSS dealt with 7 out of 41 valid complaints within 24 hours = a reduction in complaints of 17%.

Children's dealt with 6 out of 34 valid complaints within 24 hours = a reduction in complaints of 18%.

## 6. Waiver applications

The table below shows the number of waiver applications received over the last year has increased significantly.

| Year    | Waiver |
|---------|--------|
| 2014/15 | 16     |
| 2015/16 | 12     |
| 2016/17 | 27     |

## 7. Praise

The table below shows the number of items of praise received over the last three years. Praise has increased slightly this year.

| Year    | Praise received |
|---------|-----------------|
| 2014/15 | 267             |
| 2015/16 | 159             |
| 2016/17 | 172             |

Like complaints, praise is measured against the core standards (see table 1). The number of items of praise received has increased slightly this year, with a significant number of staff being individually praised. Chart 12 shows the praise received.

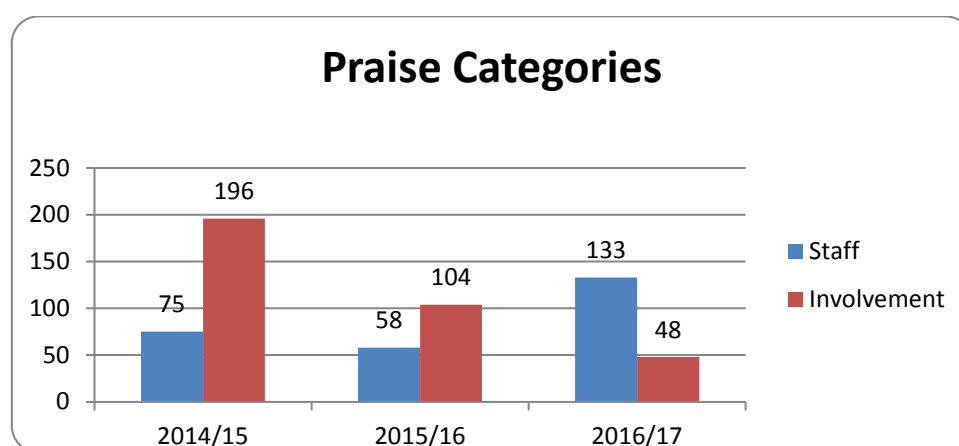


Chart 12 Items of praise received

## 8. Lessons learned and action taken

When complaints are upheld, partially upheld or potential improvements are identified, action plans are drawn up of the changes need to be made. Action plans are monitored until all the actions have been completed.

### 8.1 Areas of improvement

For the majority of complaints, the improvements made can be very specific to the service users involved. There are however examples of changes implemented that will improve practice or processes across the service, some examples are:

- Following a complaint, improvements were made within our Reablement service. Keyworkers are now allocated to cover individual citizens, the keyworkers are to work on opposite shifts to each other [dependent on how many calls per day], and this has allowed us to limited the amount of different staff visiting a citizen and ensure consistency of care.
- A new Community Support Services case recording procedure is now in place, complaints around case recording greatly helped shape and improve our policy in this area.
- There has been a new protocol produced for the paediatric equipment board following a complaint regarding delays in ordering specialist equipment.
- A full suite of informative literature has been produced to provide advice and guidance to parents, carers and young people about Children's Services. This has been achieved in response to feedback from parents about not fully understanding the services and the processes involved.

### 8.2 Areas of weakness

- **Staff Attitude:** A difficult area in complaints, due to the nature of Children's service's involvement, parents often use the procedure to attempt to deflect safeguarding investigations. Phone calls and explanations from practice leaders have resolved many of these issues.
- **Communication:** Communication remains the largest common factor in complaints, some communication issues have occurred in many of the complaints received this year.

- **Changing Practice:** Many of the complaints received this year are regarding our involvement/assessment, due to our continuing changing practice. Practitioners are now fully adopting practice as per the social services and wellbeing (wales) act, however complaints received would suggest that our citizens are still getting used to how services are now being delivered in partnership.
- **Lack of domiciliary care provision:** This has been recognised as a national problem, this has been the main issue within several complaints for us this year.

## 9. Evaluation of procedure

Feedback received has indicated that staff are very pleased with the discussion element at stage 1 of the procedure; people feel that this has helped to resolve matters more quickly.

Feedback has shown that staff involved have found it difficult to deal with unreasonable or obstructive complainants within the procedure. If complainants do not make themselves available for discussions, moving the complaint forward has proved difficult. Staff have also raised concerns that complainants always have the right to a stage 2 investigation. This causes concern in circumstances when a complainant has unrealistic expectations of the service. This results in costing the service money and scarce resources by having to arrange an independent investigation for a complaint, even if further investigation has no chance of resolving the issue.

Overall feedback has shown that responsible managers are struggling to find sufficient time to discuss and agree resolutions at stage 1 and then also produce a written response.

## 10. Extensions due to exceptional circumstances

There have been 1 extension required due to exceptional circumstances. The extension has been agreed by the Director of Social Services and the complainant was also kept fully informed and agreed to the extension.

1. We were unable to appoint a suitable investigator straight away, the first four most suitable choices were unavailable. The decision was taken to appoint the investigator that was available soonest, which caused a delay of 2 weeks, rather than use a less suitable investigator.



## Appendix H – 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. We have also been establishing new systems to

### Measuring Quality Standard 1:

| Measure                                                                                                                                                                                                                   | 2016/17 data | 2015/16 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". | 95%          | 80%                       |
| People reporting they were treated with dignity and respect                                                                                                                                                               | 99%          | 98%                       |
| % 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%                       |
| % of service users responding positively to the question "Did you feel that the person who visited you listened to your concerns?"                                                                                        |              | 97%                       |
| % of service users responding positively to the question "Overall, how satisfied are/were you with the care and support services you received?"                                                                           |              | 98%                       |
| % of adults who receive a support package from social services who report that they are satisfied with the service they are receiving                                                                                     |              | 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%                       |
| % of adults stating they are happy with the support from their family, friends and neighbours                                                                                                                             | 98%          | New indicator for 2016/17 |
| % of people stating they feel part of their community                                                                                                                                                                     | 83%          | New indicator for 2016/17 |
| The % of people not being referred to formal Health and Social Care Services by the SPoA (our information, advice and assistance service)                                                                                 | 21%          | 35%                       |

|                                                                                                                                                                 |                                                                                     |                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------|
| 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 | 27%                                                                                 | 31%                       |
| The % of required children's assessments for children completed within 42 working days                                                                          | Data not available as changes are still being made in relation to recording systems | New indicator for 2016/17 |
| The average time taken to complete those required assessments for children that took longer than 42 days                                                        | Data not available as changes are still being made in relation to recording systems | New indicator for 2016/17 |

### Measuring Quality Standard 2:

| Measure                                                                                              | 2016/17 data | 2015/16 data              |
|------------------------------------------------------------------------------------------------------|--------------|---------------------------|
| The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over   | 2.61         | 2.62                      |
| The % of the adult population who required residential care at some point during the year            | 0.87%        | 0.9%                      |
| The number of adults who required residential care at some point during the year                     | 655          | 678                       |
| The number of adults in residential care on 31 <sup>st</sup> March                                   | 464          | 473                       |
| The % of adults in residential placements who said it was their choice to live in a residential home | 72%          | New indicator for 2016/17 |

### Measuring Quality Standard 3:

| Measure | 2016/17 data | 2015/16 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?"         | 92%                    | 95%                       |
| The % of completed Protection of Vulnerable Adults (POVA) referrals completed during the year where the risk has been managed                                        | Discontinued indicator | 100%                      |
| The % of adult protection enquiries completed within 7 days                                                                                                          | 73%                    | New indicator for 2016/17 |
| 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. | Discontinued indicator | 96.3%                     |
| The percentage of reviews of children on the Child Protection Register carried out in line with the statutory timetable                                              | 97.2%                  | 100%                      |

#### Measuring Quality Standard 4:

| Measure                                                                                                                                                                    | 2016/17 data                 | 2015/16 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?" | Discontinued indicator       | 98%                       |
| The % of adult service users stating they are able to do the things that are important to them                                                                             | 89%                          | New indicator for 2016/17 |
| The percentage of looked after children achieving the Core Subject Indicator at Key Stage 2                                                                                | 81.8%                        | 87.5%                     |
| The percentage of looked after children achieving the Core Subject Indicator at Key Stage 3                                                                                | Discontinued indicator       | 42.9%                     |
| The percentage of looked after children achieving the Core Subject Indicator at Key Stage 3                                                                                | 5%                           | New indicator for 2016/17 |
| The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting                                  | Awaiting post populated data | 184                       |
| The number of children experiencing one or more change of school in the year to 31 March                                                                                   | 17                           | 19                        |

### Measuring Quality Standard 5:

| Measure                                                                                                                                                                                                                                   | 2016/17 data           | 2015/16 data |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------|
| The % of looked after children on 31 March who have had three or more placements during the year                                                                                                                                          | 11.6%                  | 8%           |
| 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                                                                                                                      | Discontinued indicator | 97.9%        |
| The % of adult carers who responded positively to the question "In the last 6 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support provided to the person you care for?" | 95%                    | 83%          |

### Measuring Quality Standard 6:

| Measure                                                                                                                                                    | 2016/17 data           | 2015/16 data              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------|
| % of adults who know who to contact about their care and support                                                                                           | 92%                    | New indicator for 2016/17 |
| "During your assessment, re-assessment or review, were you able to discuss your problems in the language of your choice?"                                  | 99%                    | 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                                                     | Discontinued indicator | 100%                      |
| The % of citizens who stated they were living in a home that best supports their well-being                                                                | 96%                    | New indicator for 2016/17 |

|                                                                                                                               |                        |      |
|-------------------------------------------------------------------------------------------------------------------------------|------------------------|------|
| The % of young people formerly looked after who are known to be engaged in education, training or employment at the age of 19 | Discontinued indicator | 80%  |
| The percentage of young people formerly looked who are known to be in suitable, non-emergency accommodation at the age of 19  | Discontinued indicator | 100% |

Mae tudalen hwn yn fwriadol wag

|                            |                                          |
|----------------------------|------------------------------------------|
| <b>Adroddiad i'r:</b>      | <b>Pwyllgor Archwilio Partneriaethau</b> |
| <b>Dyddiad y Cyfarfod:</b> | <b>22 Mehefin 2017</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 Partneriaethau 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; ac
- 3.2 yn penodi cynrychiolwyr i wasanaethu ar y naw Grŵp Herio Gwasanaeth, Grŵp Buddsoddiad Strategol a'r Grŵp Atal Tlodi.

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

- 4.1 Mae Adran 7 o Gyfansoddiad Cyngor Sir Ddinbych yn nodi cylch gorchwyl, swyddogaethau ac aelodaeth pob Pwyllgor Archwilio. Mae'r Adran hon hefyd yn cynnwys rheolau gweithdrefnau a thrafodaeth ar gyfer cyfarfodydd pwyllgorau.
- 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. O hyn 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. 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, argymhellodd y Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio (GCIGA) 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 gynnig 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 gynnig' sy'n egluro pwrpas, pwysigrwydd a chanlyniadau posibl y pynciau a awgrymir. Does dim un ffurflen gynnig 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 cynnig ar gyfer archwilio' yn amlinellu pam eu bod yn credu y byddai'r testun yn elwa o fewnbwn archwilio. Gellir gweld copi o 'ffurflen gynnig' 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 gynnig 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. Ni ddylai unrhyw eitemau gael eu cynnwys ar raglen gwaith i'r dyfodol heb i 'ffurflen gynnis ar gyfer archwilio' gael ei chwblhau, ac i'r testun gael ei gymeradwyo i'w gynnwys ar y rhaglen gan un ai'r Pwyllgor neu'r GCIGA. Mae cymorth ar gael i lenwi'r ffurflenni gan y Cydlynnydd Archwilio.

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

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

### **5. Penodiadau ar Fyrddau a Grwpiau'r Cyngor**

- 5.1 Mae'r Cyngor yn gweithredu amrywiol Fyrddau a Grwpiau i oruchwylio meysydd gwaith neu berfformiad gwasanaeth penodol. Mae Aelodaeth y byrddau/grwpiau hyn yn cynnwys cynghorwyr a swyddogion. Mae Cynghorwyr sy'n gynrychiolwyr arnynt naill ai yn rhinwedd eu swydd ar y Cabinet neu trwy benodiad gan y pwyllgorau maent yn gwasanaethu arnynt. Nawr ein bod yn nhymor Cyngor newydd mae angen penodi ar nifer o fyrddau/grwpiau.

- 5.2 Gofynnir i'r Pwyllgor Archwilio Partneriaethau benodi cynrychiolwyr i wasanaethu ar y:

- **Grwpiau Herio Gwasanaeth:** Mae gan y Cyngor naw gwasanaeth, felly gofynnir i'r Pwyllgor benodi cynrychiolydd i wasanaethu ar y Grŵp Herio Gwasanaeth ar gyfer pob un o'r gwasanaethau hyn. Gellir dod o hyd i wybodaeth am broses y Grŵp Herio Gwasanaeth ynghyd â rhestr o ddyddiadau cyfarfodydd Grwpiau yn Atodiad 4a gyda'r adroddiad hwn.
- **Grŵp Buddsoddi Strategol:** Mae'r grŵp hwn yn archwilio ceisiadau am adnoddau ariannol ar gyfer prosiectau buddsoddi cyfalaf mawr. Mae'n cyfarfod yn fisol, yn ystod y prynhawn ar ddyddiau cyfarfod y Cabinet fel rheol. Gellir dod o hyd i fwy o wybodaeth am Gylch Gorchwyl y Grŵp hwn yn Atodiad 4b gyda'r adroddiad hwn. Gofynnir i'r Pwyllgor benodi un cynrychiolydd i wasanaethu ar y Grŵp Buddsoddi Strategol.
- **Grŵp Atal Tlodi:** mae'r Grŵp yma yn goruchwylio'r gwaith sydd yn mynd rhagddo ar draws y sir i geisio mynd i'r afael a'r broblem o dlodi, gyda'r bwriad o leihau'r nifer o bobl sy'n byw mewn tlodi mewn modd cynaliadwy. Ceir mwy o wybodaeth am ei gylch gwaith a'i aelodaeth

yn Atodiad 4c. Gofynnir i'r Pwyllgor benodi un cynrychiolydd i wasanaethu ar y Grŵp Atal Tlodi.

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

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

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

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

**8. Beth yw prif gasgliadau'r Asesiad o Effaith ar Les? Gellir lawrlwytho'r adroddiad Asesiad o Effaith ar Les o'r [wefan](#) a dylai gael ei gynnwys fel atodiad i'r adroddiad hwn**

Nid oes Asesiad o Effaith ar Les wedi ei wneud mewn perthynas â phwrpas neu gynnwys yr adroddiad hwn. Ond bydd y Pwyllgor Archwilio, drwy ei waith yn archwilio darpariaeth gwasanaethau, polisïau, gweithdrefnau ac argymhellion, yn ystyried eu heffaith neu eu heffaith posib ar yr egwyddor o ddatblygu cynaliadwy a'r amcanion o ran lles a nodir yn Neddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015.

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

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

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

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

## 11. **Grym i wneud Penderfyniad**

Mae Adran 7.11 o Gyfansoddiad y Cyngor yn amodi fod y pwyllgorau Archwilio a/neu Grŵp Cadeiryddion ac Is-Gadeiryddion Archwilio yn gyfrifol am osod eu rhaglenni gwaith ac y dylent, pan yn penderfynu ar eu rhaglenni roi ystyriaeth i ddymuniadau yr Aelodau hynny o'r Pwyllgor nad ydynt yn aelodau o'r grŵp gwleidyddol mwyaf ar y Cyngor.

### **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: Items entered in italics have not been approved for submission 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 September | <b>Cllr. Bobby Feeley</b> | 1. Protection of Vulnerable Adults Annual Report 2016/17                       | To consider the POVA annual report, and information in place to meet the statutory requirements of the Social Services and Well-being Act 2014 and an evaluation of the financial and resource impact of the Supreme Court's 2014 Judgement on deprivation of liberty on the Service and its work | An evaluation of whether the Authority is meeting its statutory duty with respect to adult safeguarding and has sufficient resources to undertake this work along with the additional work in the wake of the Supreme Court's judgement | Phil Gilroy/Alaw Pierce/Nerys Tompsett              | September 2016 |
|              | <b>Cllr. Tony Thomas</b>  | 2. Community Safety Partnership <b>[Crime and Disorder Scrutiny Committee]</b> | To detail the Partnership's achievement in delivering its 2016/17 action plan and its progress to date in delivering its action plan for 2017/18. The report to include financial sources and the progress made in spending the allocated funding.                                                | Effective monitoring of the CSP's delivery of its action plan for 2016/17 and its progress to date in delivering its plan for 2017/18 will ensure that the CSP delivers the services which the Council and local residents require      | Alan Smith/Vicki Roberts/Sian Taylor                | October 2016   |
|              | <b>Cllr. Bobby Feeley</b> | 3. Timely Hospital Discharge                                                   | To review the progress to date in developing community arrangements to                                                                                                                                                                                                                            | Improved quality of life and outcomes for vulnerable residents                                                                                                                                                                          | Phil Gilroy/Cathy Curtis-Nelson/Alison Kemp (BCUHB) | January 2017   |

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| Meeting    | Lead Member(s)            | Item (description / title) |                                             | Purpose of report                                                                                                                                                                                                                         | Expected Outcomes                                                                                                                                                                                                                      | Author                          | Date Entered                        |
|------------|---------------------------|----------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------------|
|            |                           |                            |                                             | support timely discharges from hospital                                                                                                                                                                                                   | by supporting them to be independents whilst reducing pressure on inpatient hospital services                                                                                                                                          |                                 |                                     |
|            | <b>Cllr. Bobby Feeley</b> | 4.                         | Equipment Stores Pooled Budget Arrangements | To outline the local arrangements in place for the setting, governance and utilisation of pooled budgets in relation to the health and social care equipment (along with any other local health & social care pooled budget arrangements) | An increased understanding of the arrangements, benefits and complexities of pooled budget arrangements prior to the introduction of statutory pooled budgets in April 2018, and their success in improving outcomes for service-users | Phil Gilroy                     | April 2017                          |
|            |                           |                            |                                             |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |                                 |                                     |
| 2 November | <b>Cllr. Bobby Feeley</b> | 1.                         | Single Point of Access (SPoA)               | To detail progress to date in developing the service, the findings of a recent review, identifying any areas of concern and funding streams                                                                                               | Supporting seamless joint working with a view to increasing prevention activities to protect and support vulnerable people to live independently and safely within their communities and enhance their quality of life                 | Phil Gilroy/Cathy Curtis-Nelson | April 2016 (rescheduled March 2017) |

| Meeting     | Lead Member(s)            | Item (description / title)               | Purpose of report                                                                                                                                                                                                                                         | Expected Outcomes                                                                                                                                                                                                                                            | Author                        | Date Entered |
|-------------|---------------------------|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------------|
|             | <b>Cllr. Bobby Feeley</b> | 2. Health and Social Care Pooled Budgets | An update on the development of pooled health and social care pooled budgets along with information on proposed models under consideration and their budget setting/governance/utilisation arrangements and initial findings of pilot projects undertaken | Input into their development and governance arrangements to ensure that pooled budgets benefit service –users through the delivery of the right services at the right time to improve life outcomes whilst realising value for money from economies of scale | Nicola Stubbins/Richard Weigh | April 2017   |
| 14 December |                           |                                          |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                              |                               |              |

**Future Issues**

| Item (description / title)                                                                                                                | Purpose of report                                                                                                                                                                                                             | Expected Outcomes                                                                                                                                                     | Author                       | Date Entered             |
|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|--------------------------|
| HASCAS Report on Tawelfan (Summer 2017 date tbc dependent upon the report's publication)                                                  | To consider HASCAS' findings with respect to the failings in care and treatment of patients on the ward                                                                                                                       | The identification of lessons learnt from what happened at Tawelfan for the purpose of safeguarding the Council and residents against such failings in care in future | HASCAS/BCUHB/Nicola Stubbins | By SCVCG<br>October 2015 |
| Update following conclusion of inquiry undertaken by the National Crime Agency in to historic abuse in North Wales Children's' Care Homes | To update the Committee of the outcome of the National Crime Agency (NCA) investigation in to the abuse of children in the care of the former Clwyd County Council, and to determine whether any procedures require revision. | Determination of whether any of the Council's safeguarding policies and procedures need to be revised in light of the NCA's findings                                  | Nicola Stubbins              | November<br>2012         |

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**For future years**

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

**Information/Consultation Reports**

| Information / Consultation | Item (description / title) | Purpose of report | Author | Date Entered |
|----------------------------|----------------------------|-------------------|--------|--------------|
|                            |                            |                   |        |              |

12/06/17 - RhE



**Note for officers – Committee Report Deadlines**

| Meeting      | Deadline         | Meeting    | Deadline          | Meeting     | Deadline           |
|--------------|------------------|------------|-------------------|-------------|--------------------|
| 14 September | <b>31 August</b> | 2 November | <b>19 October</b> | 14 December | <b>30 November</b> |

Partnerships Scrutiny Work Programme.doc

Mae tudalen hwn yn fwiadol wag

| <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>                                                                                                                           |                    |

Dyddiad

## Ystyried addasrwydd pwnc ar gyfer craffu

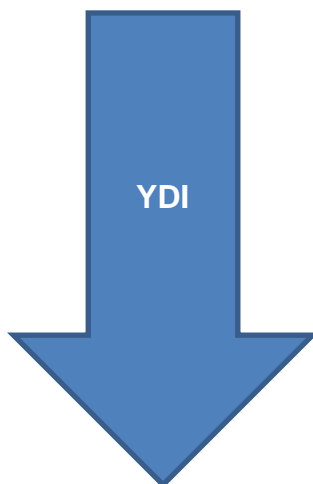
### Ffurflen Gynnig / Cais a dderbyniwyd

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



### Ydi o'n bodloni'r gofynion canlynol?

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



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

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

## Cabinet Forward Work Plan

| Meeting        | Item (description / title) |                                                   | Purpose of report                                                                                                                                      | Cabinet Decision required (yes/no) | Author – Lead member and contact officer        |
|----------------|----------------------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------|
| <b>18 July</b> | 1                          | Finance Report                                    | To update Cabinet on the current financial position of the Council                                                                                     | Tbc                                | Richard Weigh                                   |
|                | 2                          | Bodelwyddan Castle                                | To consider the future of Bodelwyddan Castle                                                                                                           | Tbc                                | Jamie Groves / Rebecca Williams / Gerald Thomas |
|                | 3                          | 21st Century Schools Programme – Band B Proposals | To seek approval of Denbighshire’s Strategic Outline Programme for Band B of the 21st Century Schools Programme for submission to the Welsh Government | Yes                                | Karen Evans                                     |
|                | 4                          | Items from Scrutiny Committees                    | To consider any issues raised by Scrutiny for Cabinet’s attention                                                                                      | Tbc                                | Scrutiny Coordinator                            |
|                |                            |                                                   |                                                                                                                                                        |                                    |                                                 |
| <b>26 Sept</b> | 1                          | Finance Report                                    | To update Cabinet on the current financial position of the Council                                                                                     | Tbc                                | Richard Weigh                                   |
|                | 2                          | Items from Scrutiny Committees                    | To consider any issues raised by Scrutiny for Cabinet’s attention                                                                                      | Tbc                                | Scrutiny Coordinator                            |
|                |                            |                                                   |                                                                                                                                                        |                                    |                                                 |

## Cabinet Forward Work Plan

| Meeting       | Item (description / title) |                                | Purpose of report                                                  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer |
|---------------|----------------------------|--------------------------------|--------------------------------------------------------------------|------------------------------------|------------------------------------------|
| <b>24 Oct</b> | 1                          | Finance Report                 | To update Cabinet on the current financial position of the Council | Tbc                                | Richard Weigh                            |
|               | 2                          | Items from Scrutiny Committees | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                     |
|               |                            |                                |                                                                    |                                    |                                          |
| <b>21 Nov</b> | 1                          | Finance Report                 | To update Cabinet on the current financial position of the Council | Tbc                                | Richard Weigh                            |
|               | 2                          | Items from Scrutiny Committees | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                     |
|               |                            |                                |                                                                    |                                    |                                          |
| <b>12 Dec</b> | 1                          | Finance Report                 | To update Cabinet on the current financial position of the Council | Tbc                                | Richard Weigh                            |
|               | 2                          | Items from Scrutiny Committees | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                     |
|               |                            |                                |                                                                    |                                    |                                          |

## Cabinet Forward Work Plan

Note for officers – Cabinet Report Deadlines

| <i>Meeting</i> | <i>Deadline</i> | <i>Meeting</i> | <i>Deadline</i> | <i>Meeting</i>   | <i>Deadline</i>     |
|----------------|-----------------|----------------|-----------------|------------------|---------------------|
|                |                 |                |                 |                  |                     |
| <i>June</i>    | <b>22 May</b>   | <i>July</i>    | <b>4 July</b>   | <i>September</i> | <b>12 September</b> |

Updated 12/05/17 - KEJ

Cabinet Forward Work Programme.doc

Mae tudalen hwn yn fwiadol wag



## Herio Gwasanaethau

Pob blwyddyn rydym ni'n herio gwasanaethau o ran eu perfformiad. I gefnogi'r drafodaeth hon gofynnwn i wasanaethau ddechrau paratoi eu gwaith papur tri mis cyn y cyfarfod. I sicrhau ein bod ni'n canolbwyntio ar y pethau pwysicaf, mae yna gyfyngiadau o ran beth y dylid ei gyflwyno. Fel rheol bydd gwasanaeth yn cynnal hunanasesiad ac yn diweddarau eu cofrestr risg. Yn gorfforaethol fe gynhyrchir adroddiad perfformiad ar gynllun y gwasanaeth, adroddiad perfformiad cymharol, adroddiad ar yr anghenion a'r galw ac adroddiad perfformiad busnes. Mae cynnydd camau gweithredu'r broses herio ddiwethaf hefyd wedi'u cynnwys ond, os ydynt yn gamau gweithredu tymor hir, byddant fel rheol yn cael eu hadrodd yn Adroddiad Perfformiad Cynllun y Gwasanaeth.

Fis cyn yr herio ei hun bydd y gwaith papur yn cael ei gyflwyno a'i gylchredeg. Yn fuan wedi hynny, bydd panel herio yn cyfarfod am awr i gytuno ar drywydd ymholi – y prif feysydd trafod a fydd yn destun y cwestiynau a fydd yn cael eu gofyn. Fel rheol bydd y panel yn cynnwys Aelodau Cyswllt Gwasanaeth pob pwyllgor archwilio (Cymunedau, Partneriaethau a Pherfformiad), Aelodau Arweiniol perthnasol ac Aelod Arweiniol y Cabinet dros Berfformiad, Swyddog Perfformiad Arweiniol Swyddfa Archwilio Cymru (a chynrychiolwyr rheoleiddio eraill lle bo'n briodol), yr holl Gyfarwyddwyr Corfforaethol a'r Prif Weithredwr (a fydd yn cadeirio'r panel). Gwahoddir yr Arweinydd a'r Swyddog Adran 151 i'r cyfarfod hwn hefyd. Nid yw'r Pennaeth Gwasanaeth yn mynychu'r cyfarfod hwn.

Unwaith y cytunir ar y trywydd ymholi bydd y Pennaeth Gwasanaeth yn cael gwybod am y trywyddau (ynghyd ag ychydig o wybodaeth am y cwestiynau a fydd yn cael eu gofyn). Bydd y gwaith papur yn cael ei ddiweddarau am y tro olaf ac yn cael ei gylchredeg eto. Oddeutu pythefnos wedi hynny bydd yr herio ei hun yn cael ei gynnal (bydd y Pennaeth Gwasanaeth yn bresennol y tro hwn). Dim ond y camau gweithredu a fydd yn cael eu cofnodi. Caiff y rhain eu rhannu â'r Pennaeth Gwasanaeth a'r Prif Weithredwr ar gyfer

cymeradwyaeth, yna byddant yn cael eu cadw yn Verto gyda'r papurau ac yn cael eu hychwanegu at y Cynllun Gwasanaeth er mwyn adrodd arnynt pob chwarter.

## Rhaglen Herio Gwasanaethau 2017-18

Tudalen 187

| Gwasanaeth / Swyddogaeth                                | Cyflwyno Gwaith Papur (mis cynt) | Cyfarfod "Trywydd Ymholi" (pythefnos cynt) | Cyhoeddi Papurau'r Cyfarfod (wythnos gynt) | Cyfarfod Herio                |
|---------------------------------------------------------|----------------------------------|--------------------------------------------|--------------------------------------------|-------------------------------|
| Cwsmeriaid, Cyfathrebu a Marchnata                      | 17 Awst                          | 13 Medi<br>12pm-1pm                        | 18 Medi                                    | 25 Medi<br>1pm-4pm            |
| Gwella Busnes a Moderneiddio                            | 29 Medi                          | 17 Hydref<br>3pm-4pm                       | 19 Hydref                                  | 26 Hydref<br>2pm-5pm          |
| Cynllunio a Gwarchod y Cyhoedd                          | 20 Hydref                        | 14 Tachwedd<br>11am-12pm                   | 16 Tachwedd                                | 23 Tachwedd<br>9.30am-12.30pm |
| Gwasanaethau Cymorth Cymunedol                          | 13 Tachwedd                      | 28 Tachwedd<br>3pm-4pm                     | 6 Rhagfyr                                  | 13 Rhagfyr<br>2pm-5pm         |
| Cyfleusterau, Asedau a Thai                             | 15 Rhagfyr                       | 11 Ionawr<br>2pm-3pm                       | 16 Ionawr                                  | 25 Ionawr<br>2pm-5pm          |
| Addysg a Gwasanaethau Plant                             | 26 Ionawr                        | 13 Chwefror<br>2pm-3pm                     | 20 Chwefror                                | 27 Chwefror<br>2pm-5pm        |
| Cyllid                                                  | 22 Chwefror                      | 8 Mawrth<br>2pm-3pm                        | 15 Mawrth                                  | 22 Mawrth<br>2pm-5pm          |
| Gwasanaethau Cyfreithiol, Adnoddau Dynol a Democrataidd | 22 Mawrth                        | 10 Ebrill<br>2pm-3pm                       | 17 Ebrill                                  | 24 Ebrill<br>2pm-5pm          |
| Gwasanaethau Priffyrdd ac Amgylcheddol                  | 27 Ebrill                        | 15 Mai                                     | 17 Mai                                     | 24 Mai                        |

2pm-3pm

2pm-5pm

I dderbyn mwy o wybodaeth am y rhaglen, cysylltwch â'r tîm Cynllunio Strategol a Pherfformiad ar est. 6591.

Diweddarwyd 20/03/2017

## Rhaglen Herio Gwasanaethau 2017-18

| Gwasanaeth / Swyddogaeth                                | Cyflwyno Gwaith Papur (mis cynt) | Cyfarfod "Trywydd Ymholi" (pythefnos cynt) | Cyhoeddi Papurau'r Cyfarfod (wythnos gynt) | Cyfarfod Herio                |
|---------------------------------------------------------|----------------------------------|--------------------------------------------|--------------------------------------------|-------------------------------|
| Cwsmeriaid, Cyfathrebu a Marchnata                      | 17 Awst                          | 13 Medi<br>12pm-1pm                        | 18 Medi                                    | 25 Medi<br>1pm-4pm            |
| Gwella Busnes a Moderneiddio                            | 29 Medi                          | 17 Hydref<br>3pm-4pm                       | 19 Hydref                                  | 26 Hydref<br>2pm-5pm          |
| Cynllunio a Gwarchod y Cyhoedd                          | 20 Hydref                        | 14 Tachwedd<br>11am-12pm                   | 16 Tachwedd                                | 23 Tachwedd<br>9.30am-12.30pm |
| Gwasanaethau Cymorth Cymunedol                          | 13 Tachwedd                      | 28 Tachwedd<br>3pm-4pm                     | 6 Rhagfyr                                  | 13 Rhagfyr<br>2pm-5pm         |
| Cyfleusterau, Asedau a Thai                             | 15 Rhagfyr                       | 11 Ionawr<br>2pm-3pm                       | 16 Ionawr                                  | 25 Ionawr<br>2pm-5pm          |
| Addysg a Gwasanaethau Plant                             | 26 Ionawr                        | 13 Chwefror<br>2pm-3pm                     | 20 Chwefror                                | 27 Chwefror<br>2pm-5pm        |
| Cyllid                                                  | 22 Chwefror                      | 8 Mawrth<br>2pm-3pm                        | 15 Mawrth                                  | 22 Mawrth<br>2pm-5pm          |
| Gwasanaethau Cyfreithiol, Adnoddau Dynol a Democrataidd | 22 Mawrth                        | 10 Ebrill<br>2pm-3pm                       | 17 Ebrill                                  | 24 Ebrill<br>2pm-5pm          |
| Gwasanaethau Priffyrdd ac Amgylcheddol                  | 27 Ebrill                        | 15 Mai<br>2pm-3pm                          | 17 Mai                                     | 24 Mai<br>2pm-5pm             |

I dderbyn mwy o wybodaeth am y rhaglen, cysylltwch â'r tîm Cynllunio Strategol a Pherfformiad ar est. 6591.

Diweddarwyd 20/03/2017

Mae tudalen hwn yn fwiadol wag

**STRATEGIC INVESTMENT GROUP**

**27 MAY 2014**

**TERMS OF REFERENCE.**

The Strategic Investment Group will provide an independent review of a Business Case and will have delegated authority to approve to the value of £1 million. They will appraise all Capital bids regardless of value, and significant Revenue and Grant Funding applications, review and approve, or make appropriate recommendation to Cabinet or Full Council those applications made above £1m.

1. To review and approve (within agreed delegation authority) the capital and significant revenue requirements; and to appraise current projects against investment as submitted by Heads of Service and/or Project and Programme Boards and in light of possible future funding available.
2. Recommend a medium to long term strategy for;
  - Prioritising schemes for support
  - Identifying options for increasing funding available
3. Ensure bids for resources are in line with;
  - Statutory requirements
  - Have a Full Business Case (in Verto)
  - Council's agreed priorities,
4. To review all bids for external revenue and capital funds.

Mae tudalen hwn yn fwriadol wag



Denbighshire County Council

Tackling Poverty Group

**1. Purpose**

This Group has been created by the Council's Corporate Executive Team (CET) to enable Denbighshire County Council to achieve strategic oversight of the tackling poverty programmes and council-led services that contribute to the tackling poverty agenda.

The group is charged with understanding the key issues in Denbighshire and addressing areas of concern, including maximising efficiency and efficacy of services and initiatives so to achieve greatest impact and best outcomes for people in Denbighshire who are in poverty or at risk of falling into poverty.

**2. 4. Aims, Objectives and Outcomes**

To ensure tackling poverty activity within the county is successful and sustainable, so that fewer people in Denbighshire are living in poverty and are suffering the negative effects that living in poverty causes.

**3. 5. Partnership Principles**

The members agree to work together actively to achieve the aims of the Group. This may include:

- Visible commitment and shared 'ownership' by members
- Mutual trust and respect, openness and transparency
- Effective communication and accountability
- Combined expertise
- Creative and innovative solutions to problems
- Identification and sharing of best practice
- Removal of barriers to equal access and opportunity
- Addressing sustainability issues
- Clear purpose, clarity of expectations and agreed targets for action

- Effective decision-making and clear governance arrangements

## **8. Membership**

- i. Leader of the Council – Cllr Hugh Evans
- ii. Anti-Poverty Lead for the Council – Cllr Hugh Irving
- iii. Corporate Director – Nicola Stubbins
- iv. Head of Service in which Families First programme sits – Leighton Rees
- v. Head of Service in which Flying Start programme sits – Karen Evans
- vi. Head of Service in which Supporting People programme sits – Phil Gilroy
- vii. Head of Service with responsibility for managing the Welfare Rights contract – Jackie Walley
- viii. Partnership Scrutiny Committee representative – Cllr Martyn Holland
- ix. Corporate Governance Committee representative – Cllr Jason McLellan
- x. Cooperative Group Communities First Lead (external) – Rhys Burton
- xi. Revenues and Benefits service manager (external) – Rod Urquhart
- xii. Citizen’s Advice Bureau Denbighshire (external) – Lesley Powell

Support Officer: Lead Officer, Strategic Planning & Performance – Liz Grieve

### **Meeting arrangements**

Meetings will initially take place on a six-weekly basis during the Group’s establishment. This frequency will be reviewed after a period of four months.

Meetings will take place in Denbighshire County Council buildings, initially at Ruthin, but at other locations if attendees agree. These meetings will not be public.

The chair will be the Corporate Director for Communities, Nicola Stubbins, who will take responsibility for reporting to CET.

Meetings must have four attendees to be quorate, including two Elected Members, one Head of Service, and one external representative. It is acceptable for membership to delegate to a colleague from the same service/organisation.

Notes will take the form of an Actions list, and the Strategic Planning & Performance Lead Officer will organise their production. The Strategic Planning & Performance Lead Officer will also liaise with the Chair to set agendas, work plans, etc.

Agendas and notes will be circulated a minimum of five working days before each meeting, via email. Hard copies of papers will not normally be made available, except by prior arrangement.

## **12. Performance Management**

The Strategic Planning & Performance Lead Officer will devise a performance management framework for approval by the Group, and produce reports on the minimum of a twice-yearly basis. The framework will follow Denbighshire County Council's methodology.

## **13. Risk Management which includes Indemnity and Insurance**

The Strategic Planning & Performance Lead Officer will draft a risk register for approval by the Group, and: i) arrange for management of the mitigating actions, and ii) facilitate discussion on a twice-yearly basis to enable any necessary mitigating actions to be planned for and delivered.

## **14. Resource Management/Pooled Funds / Unpooled funds**

Resources to support the Group's operation will be absorbed within existing budgets. No extra budget will exist, but the Group might be able to access grant funding.

## **15. Group Assessment and Variation of the Group Agreement**

The Group will undertake a regular 'healthcheck' to ensure its remit and membership remain fit for purpose. Any recommendations for amendments can be suggested in the meantime.

## **16. Exiting of Involvement with the Group**

Any members that wish to exit the Group should notify the Chair and Strategic Planning & Performance Officer in writing, and expect to attend the following two meetings in order to provide sufficient time for handover procedures.

## **17. Termination of the Group**

If the group decides to terminate, a clear exit strategy should address how to deal with on-going commitments and liabilities, as well as informing all stakeholders, reviewing the risk register, and providing appropriate final reports. A termination review should also be conducted.

## **19. Community Involvement, Equality and Sustainability**

The Group will promote the above principles. Any activity plans should specify systems and procedures that exist to involve the community in the delivery of services, and ensure consideration is given to equality and diversity and sustainability.

## **20. Information Sharing and Communication Methods**

The Group will create a communication plan, covering:

- How will the Group share information?
- How will communication take place within this Group?
- How will communication take place from this Group to stakeholders?
- How the Group is applied to the Wales Accord on the Sharing of Personal Information (WASPI).
- Whether all Group should be signed up to WASPI.
- Whether an information sharing protocol needs to be developed.

## **21. Decision Making Process and Governance**

The Group will make decisions by trying to achieve consensus, led by the Chair. In the absence of consensus, a voting system can be used, with the Chair having the casting vote.

The Strategic Planning & Performance Officer will be responsible for ensuring non-attendees are kept informed about decisions.

If a decision is of major significance (beyond the remit of delegated authority) then the Group will submit a report to gain each organisation's authorisation.

The group is formally accountable to the Council's Corporate Executive Team in the first instance.

## **22. Conflict of Interest**

Any conflicts of interest should be declared prior to the start of discussion of the pertinent item.

## **27. Confidentiality**

Any programme details including budgets, pressures, performance issues, etc. should be treated confidentially by all parties, where it is requested.

Mae tudalen hwn yn fwriadol wag