

At: Gadeirydd ac Aelodau'r Pwyllgor  
Archwilio Perfformiad

Dyddiad: 10 Mawrth 2017

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Annwyl Gyngorydd

Fe'ch gwahoddir i fynychu cyfarfod y **PWYLLGOR ARCHWILIO PERFFORMIAD, DYDD IAU, 16 MAWRTH 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 FYNYCHU RHAN HON Y CYFARFOD**

#### **1 YMDDIHEURIADAU**

#### **2 DATGAN CYSYLLTIAD**

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

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

#### **4 COFNODION Y CYFARFOD DIWETHAF** (Tudalennau 5 - 26)

Derbyn cofnodion cyfarfod y Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 6 Ionawr 2017 a 26 Ionawr 2017 (copïau ynghlwm).

**5 SAFONAU A PHERFFORMIAD Y GWASANAETH LLYFRGELL**

(Tudalennau 27 - 44)

Ystyried adroddiad (copi ynghlwm) i roi gwybodaeth i Aelodau am y Fframwaith Safonau Llyfrgell (2017-2020) newydd, gan amlygu perfformiad mwyaf diweddar Sir Ddinbych lle bo hynny'n berthnasol.

**9.40 a.m. – 10.30 a.m.**

**6 ADRODDIAD EICH LLAIS– CHWARTER 3 2016/2017** (Tudalennau 45 - 66)

Ystyried adroddiad (copi ynghlwm) ar berfformiad y Cyngor o ran delio gyda chwynion o dan ei broses cwynion corfforaethol. Mae'r adroddiad hefyd yn cynnwys gwybodaeth ar y dull a ddefnyddir i gasglu adborth cwsmeriaid, ei goladu i Ddangosfwrdd Ymdrech Cwsmeriaid, a ddefnyddir i hysbysu gwelliannau gwasanaeth yn y dyfodol.

**10.30 a.m. – 11.15 a.m.**

~~~~~ **EGWYL 11.15 a.m. – 11.30 a.m.** ~~~~~

**7 CYNNYDD AR GYFLAWNI STRATEGAETH DAI SIR DDINBYCH**  
(Tudalennau 67 - 88)

Ystyried adroddiad (copi ynghlwm) ar y cynnydd a wnaed hyd yma wrth gyflawni canlyniadau allweddol a'r camau gweithredu a nodwyd yn Strategaeth Dai Sir Ddinbych.

**11.30 a.m. – 12.15 p.m.**

**8 RHAGLEN WAITH ARCHWILIO** (Tudalennau 89 - 136)

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

**12.15 p.m. – 12.30 p.m.**

**9 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR**

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

**12.30 p.m. – 12.35 p.m.**

**AELODAETH**

**Y Cynghorwyr**

Y Cynghorydd Barry Mellor  
(Cadeirydd)

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

Dewi Owens  
Arwel Roberts  
Gareth Sandilands  
Joe Welch

**COPIAU I'R:**

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

Mae tudalen hwn yn fwriadol wag

## PWYLLGOR ARCHWILIO PERFFORMIAD

Cofnodion cyfarfod o'r Pwyllgor Archwilio Perfformiad a gynhaliwyd yn Ystafell Bwyllgor 1a, Neuadd y sir, Ffordd Wynnstay, RHUTHUN, LL15 1YN, Dydd Gwener, 6 Ionawr 2017 am 9.30 am.

### YN BRESENNOL

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

Aelodau'r Cabinet – Roedd y Cynghorwyr Hugh Irving a Bobby Feeley yn bresennol ar wahoddiad y Pwyllgor ar gyfer eitemau a oedd yn ymwneud â'u portffolio.

Roedd y Cynghorydd Win Mullen-James yn bresennol ar gyfer eitem 5 ar y Rhaglen, yn rhinwedd ei swydd fel Cadeirydd Grŵp Tasg a Gorffen Gofal Cymdeithasol Mewnol i Oedolion.

Arsyllwyr – y Cynghorydd Gwyneth Kensler, y Cynghorydd Martyn Holland a'r Cynghorydd David Smith.

### HEFYD YN BRESENNOL

Y Prif Weithredwr (MM), Cyfarwyddwr Corfforaethol: Cymunedau (NS), Pennaeth y Gwasanaethau Cymorth Cymunedol (PG), Pennaeth Cyfleusterau, Asedau a Thai (JG), Rheolwr Rhaglen – Newid Busnes (TB), Rheolwr y Tîm Cynllunio Strategol (NK), Rheolwr Cwsmeriaid ac Ansawdd (MB), Cydlynnydd Archwilio (RE) a Gweinyddwr y Pwyllgor (SJ).

Hefyd yn bresennol – Rhys Dafis, Cyfarwyddwr Gwasanaethau Adfywio ar gyfer Grŵp Cynefin.

## Y CYNGHORYDD RAYMOND BARTLEY - TEYRNGED

Talodd y Cadeirydd deyrnged i'r diweddar Gynghorydd Raymond Bartley, aelod o'r Pwyllgor a'r grŵp tasg a gorffen, a fu farw'n ddiweddar. Cydymdeimlwyd â'i deulu ac, yn arwydd o barch, fe safodd pawb a oedd yn bresennol mewn tawelwch yn deyrnged iddo.

### 1 YMDDIHEURIADAU

Derbyniwyd ymddiheuriadau am absenoldeb gan y Cynghorwyr Colin Hughes a Geraint Lloyd-Williams

Y Cynghorydd Julian Thompson-Hill (Aelod Arweiniol Cyllid, Cynllun Corfforaethol a Pherfformiad) ar gyfer eitemau busnes 6 ac 8.

## 2 DATGANIADAU O FUDDIANT

Datganodd y Cynghorydd Bobby Feeley gysylltiad personol ag eitem 5 ar y Rhaglen.

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

Ni chodwyd unrhyw fater bryn.

## 4 COFNODION Y CYFARFOD DIWETHAF

Cyflwynwyd cofnodion y Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 29 Medi 2016:-

***PENDERFYNWYD** y dylid derbyn a chymeradwyo cofnodion y cyfarfod a gynhaliwyd ar 29 Medi 2016 fel cofnod cywir.*

## 5 DIWEDDARIAD AR WERTHUSIADAU OPSIYNAU AR GYFER GWASANAETHAU GOFAL MEWNOL

Bu i'r Cynghorydd Win Mullen-James, Cadeirydd y Grŵp Tasg a Gorffen a gafodd y dasg o adolygu darpariaeth gofal cymdeithasol fewnol y Cyngor, wrth gyflwyno canfyddiadau'r Grŵp mewn perthynas â defnyddio Awelon yn y dyfodol, dalu teyrnged i'r diweddar Gynghorydd Raymond Bartley, a fu'n aelod ymroddgar o'r Grŵp Tasg a Gorffen a'r Pwyllgor. Roedd y Cynghorydd Bartley wedi gweithio'n ddiflino i ddiogelu hawliau a lles yr henoed a'r diamddiffyn yn y Sir trwy gydol ei yrfa, a byddai colled fawr ar ei ôl.

Yn ei chyflwyniad, rhoddodd Cadeirydd y Grŵp Tasg a Gorffen wybod i'r Pwyllgor bod y Grŵp o'r farn y byddai'r argymhelliad a oedd wedi'i gynnwys yn yr adroddiad (a ddisbarthwyd ymlaen llaw) yn ateb y galw am ofal a chymorth yn y trefniadau Gofal Ychwanegol a ffeirir, yn ogystal â chefnogi gweithgareddau cymunedol ar gyfer trigolion a'r gymuned ehangach o fewn y cyfleusterau cymunedol newydd. Roedd y Grŵp Tasg a Gorffen hefyd o'r farn y byddai'r prosiect cyfan yn elwa o gael ei reoli gan 3 defnyddiwr presennol y safle – y Cyngor, Grŵp Cynefin a Phwyllgor Canolfan Awelon – gan ddod i gytundeb er lles pawb. O achos hynny roedd y Grŵp yn argymhell y dylent gydweithio i weithredu'r trefniadau gorau ar gyfer y safle ar sail Opsiynau 2a, 2b, a 3a yn yr adroddiad. Trwy fabwysiadu'r dull hwn, byddai unigolion sy'n byw yn rhan breswyl y safle ar hyn o bryd yn gallu aros yno tra bod eu hanghenion yn cael eu bodloni.

Croesawodd y Cadeirydd Rhys Dafis, Cyfarwyddwr Gwasanaethau Adfywio Grŵp Cynefin, i'r cyfarfod er mwyn trafod y cynigion a'r astudiaeth ddichonoldeb.

Rhoddodd y Cyfarwyddwr Corfforaethol: Cymunedau a Phennaeth y Gwasanaethau Cymorth Cymunedol fanylion yr astudiaeth ddichonoldeb a gynhaliwyd gan Grŵp Cynefin, a oedd yn parchu ysbryd penderfyniad y Cabinet ym mis Mai 2016, ac a oedd yn amlinellu'r casgliadau ar ddiwedd yr astudiaeth.

Gan ymateb i gwestiynau'r Pwyllgor, bu i'r Cyfarwyddwr Corfforaethol: Cymunedau, Pennaeth y Gwasanaethau Cymorth Cymunedol, Aelod Arweiniol Gofal

Cymdeithasol (Oedolion a Gwasanaethau i Blant), Cadeirydd y Grŵp Tasg a Gorffen a Chyfarwyddwr Gwasanaethau Adfywio Grŵp Cynefin:

- gadarnhau bod Opsiwn 3 a gyflwynwyd gan y Cabinet fis Mai 2016, mewn perthynas ag ymgysylltu â Bwrdd Iechyd Prifysgol Betsi Cadwaladr (BCUHB) i ymchwilio i ddichonoldeb datblygu gofal nyrsio ychwanegol yn Rhuthun, yn parhau i gael ei ddilyn. Fodd bynnag, ni fyddai safle'r ysgol, sydd gyferbyn â'r ysbyty presennol yn y dref, yn dod yn wag am beth amser. Roedd y cynigion i'w hystyried yn y cyfarfod presennol yn ymwneud â safle Awelon, a oedd yn endid ar wahân. Gallai unrhyw gynigion y gallent gael eu cyflwyno yn y dyfodol, unai ar wahân neu ar y cyd â BIPBC ar gyfer hen safle'r ysgol, o bosibl, wella'r ddarpariaeth iechyd a gofal cymdeithasol yn ardal Rhuthun ymhellach;
- eglurwyd swyddogaethau'r Cyngor a'r Rheoleiddwyr wrth archwilio a monitro gofal a chymorth mewn lleoliadau gofal ac yng nghartrefi pobl. Roedd hwn yn ddull gweithredu â sawl lefel. Roedd ansawdd y gofal a'r cymorth a ddarparwyd yn cael ei fonitro'n ofalus, fel a oedd yn wir am y trefniadau diogelu. Roedd contractau ar gyfer darparu gofal yn cael eu monitro'n rheolaidd i sicrhau bod holl fanylion y contractau'n cael eu cyflawni. Darparwyd adroddiad chwarterol ar fonitro ansawdd gwasanaethau gofal allanol i Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio (GCIGA);
- dywedwyd, â'r bwriad o wella gallu'r Cyngor i fonitro contractau, y byddai ymarfer recriwtio'n cael ei wneud yn y flwyddyn ariannol newydd am swydd rheoli contractau ychwanegol o fewn Tîm Rheoli ac Adolygu Contractau'r Cyngor;
- cadarnhawyd bod mwyafrif y lleoliadau gofal cymdeithasol a drefnwyd gan y Cyngor o fewn y sector annibynnol yn y Sir;
- pwysleisiwyd nad oedd y cynigion a oedd yn cael eu cyflwyno ar gyfer darparu gwasanaethau gofal cymdeithasol yn Sir Ddinbych yn y dyfodol yn cael eu gyrru gan yr angen i arbed arian i'r gyllideb. Y prif sbardun oedd bodloni gofynion deddfwriaethol a darparu gwasanaethau a oedd yn unol ag anghenion a dewisiadau preswylwyr ac a oedd yn gwella canlyniadau ar gyfer yr unigolyn dan sylw. Er bod pwysau cyllidebol wedi dod yn fwy o ffactor mewn blynyddoedd diweddar, roedd cefnogi annibyniaeth a chefnogi pobl yn eu cartrefi eu hunain yn nod hirdymor i'r Cyngor. Roedd dull cymhleth Gofal Ychwanegol yn galluogi i unigolion fod yn rhannol annibynnol ac i barau aros gyda'i gilydd pan fo un neu'r ddau angen gofal neu lefel wahanol o ofal, mewn amgylchedd y maen nhw'n ei ystyried yn gartref iddyn nhw, gan wella ansawdd eu bywyd trwy hynny;
- cynghorwyd bod dyletswydd ar y Cyngor i ddefnyddio arian cyhoeddus yn effeithiol ac yn effeithlon. Bwriad y cynigion a gynhwyswyd yn yr adroddiad oedd gwella canlyniadau ar gyfer unigolion gan fodloni eu hanghenion dynodedig. Roedd y cynigion sy'n cael eu hystyried ar gyfer Awelon yn datgan yn benodol na fyddai disgwyl i unrhyw breswyllydd presennol symud i leoliad arall cyhyd ag y byddai modd diwallu eu hanghenion yn ddiogel yn Awelon;
- cadarnhawyd bod y buddsoddiad £7m arfaethedig a gynigiwyd ar gyfer Awelon yn fuddsoddiad gan Grŵp Cynefin ac mai cyfraniad y Cyngor fyddai trosglwyddo'r safle i Grŵp Cynefin, a oedd eisoes yn gweithredu cyfadeilad o dai Gofal Ychwanegol Llys Awelon ar y safle;
- eglurwyd, mewn perthynas ag Opsiynau 2a, 2b a 3a, bod yr wyth ystafell wely gofal preswyl dros dro yn ganllaw i faint y byddai eu hangen tra roedd y gwaith

aifodolu ac ailwampio'n digwydd. Pan fyddai gwaith ar gychwyn, gellid cynyddu neu ostwng y nifer hon i fodloni'r galw ar yr adeg honno gan breswylwyr a oedd yn dymuno aros yn Awelon. Byddai unedau 'dros dro' yn parhau i fod ar gael cyhyd ag y byddai eu hangen. Ni fyddent yn destun cyfyngiadau amser. I sicrhau y gall y datblygiad barhau mor amserol a diffwdan â phosibl, ni fyddai unrhyw drigolion 'preswyl' newydd yn cael eu derbyn i Awelon;

- cadarnhawyd y gellid diwallu anghenion sydd wedi'u diffinio fel 'anghenion preswyl' ar hyn o bryd mewn cyfleusterau gofal ychwanegol, a'u bod mewn gwirionedd yn cael eu diwallu mewn cyfleusterau gofal ychwanegol a oedd yn bod eisoes. Mantais y cyfleusterau gofal ychwanegol oedd nad oedd angen i breswylwyr symud oddi yno pan oedd angen mwy o gymorth arnynt, ond byddai eu pecynnau gofal yn cael eu newid i ddiwallu eu hanghenion mwy dwys. Er nad oedd gan y Cyngor ganiatâd cyfreithiol i ddarparu gofal nyrsio yn ei leoliadau, byddai datblygu cyfleusterau gofal ychwanegol yn golygu llai o amharu â tharfu ar fywydau pobl ddiameddiffyn pan fyddent angen mwy o ofal;
- cadarnhawyd bod y Cyngor a Grŵp Cynefin am weithio'n agos gyda Phwyllgor Canolfan Awelon a cheisio pennu eu gofynion nhw a'u cynnwys yn y cynlluniau terfynol ar gyfer y cyfadeilad. Y nod yn y pen draw fyddai gwella'r cynnig sydd ar gael yn y ganolfan gymunedol ar gyfer y gymuned leol;
- cynghorwyd, o safbwynt Grŵp Cynefin, y byddent am ddatblygu cyfleuster integredig er budd preswylwyr a'r gymuned ehangach a fyddai'n cyflawni gweledigaeth greiddiol y Grŵp i wella ansawdd bywyd y preswylwyr. Roedd hyn yn debyg i'w dull ar gyfer datblygu tai gofal ychwanegol yn Ninbych. Roedd ymgynghoriad ar y cynlluniau hynny ar hyn o bryd;
- cynghorwyd, ar gyfer Grŵp Cynefin o safbwynt gwerth am arian, mai Opsiwn 2a fyddai fwyaf cost effeithiol. Fodd bynnag, roeddent yn fodlon gweithio gyda'r ddau bartner arall i ddatblygu unrhyw un o'r tri opsiwn a ffeirir. Efallai, ar ddiwedd yr ymarfer hwn, y bydd yr opsiwn terfynol yn cynnwys elfen o'r tri opsiwn a ffeirir;
- eglurwyd pam y pennwyd Opsiwn 1 yn anymarferol. Roedd hyn oherwydd y risg a oedd yn gysylltiedig ag addasu hen adeilad a oedd yn aneffeithlon o ran ynni ac na fyddai yn ateb cynaliadwy yn y tymor hir ar gyfer darparu gwasanaethau gofal cymdeithasol modern. Byddai'r cyfleuster gofal ychwanegol newydd arfaethedig yn darparu o leiaf yr un lefel o ofal preswyl ag ar hyn o bryd, ond yn ceisio darparu pecyn byw a gofal mwy cyfannol o lawer a fyddai'n gwella lles pob preswilydd unigol;
- cynghorwyd, pe bai Opsiwn 1 yn cael ei argymhell, y byddai angen i'r Cyngor ddod o hyd i bartner newydd i ddarparu'r datblygiad a byddai angen buddsoddi tua £2m i adnewyddu'r adeilad presennol;
- Pwysleisiwyd mai'r brif ystyriaeth mewn perthynas â'r cynigion oedd y model gofal y dylid ei ddarparu yn y dyfodol. Roedd disgwyl i'r Cyngor gomisiynu/darparu gwasanaethau a oedd yn gwella canlyniadau ar gyfer preswylwyr ac a oedd yn gynaliadwy yn y tymor hir gan ystyried y newidiadau demograffig a allai fod yn y dyfodol. Trwy ddatblygu cyfleusterau gofal ychwanegol unigryw, yn debyg i'r rhai a gynigir ar gyfer safle Awelon, gellid cynnig canlyniadau gwell i breswylwyr gan y byddai ystod ehangach o ddewisiadau ar gael iddyn nhw yn y dyfodol;
- sicrhawyd yr aelodau y byddai iechyd, diogelwch a lles preswylwyr yn ystod y gwaith aifodolu o'r pwys mwyaf i'r holl bartneriaid a byddai ymdrechion parhaus



i'w cefnogi a'u sicrhau nhw a'u teuluoedd/gofalwyr cyn dechrau'r gwaith, yn ogystal ag ar ôl ei gwblhau;

- cynghorwyd y byddai Grŵp Cynefin yn ffurfio Grŵp Partneriaeth pe bai cymeradwyaeth i ddatblygu'r cynnig, fel yr oedd wedi'i wneud â datblygiadau tebyg mewn mannau eraill, i ymgysylltu â phreswylwyr, teuluoedd, gofalwyr a budd-ddeiliaid gan geisio lleihau ofnau a chamsyniadau a dod o hyd i atebion i broblemau hysbys, ac ati. Roedd Grŵp Cynefin hefyd yn y gorffennol wedi ailymweld â phreswylwyr, budd-ddeiliaid ac aelodau Grwpiau Partneriaeth ddeuddeng mis ar ôl cwblhau'r prosiect i werthuso'r prosiect a'i effaith ar eu bywydau. Roedd yr un camau gweithredu'n debygol o gael eu mabwysiadu ar gyfer y prosiect hwn;
- byddai cynllun y cyfleuster gofal ychwanegol ar safle Awelon yn 'gyfeillgar i Dementia' drwyddo, yn debyg i'r cynllun sy'n cael ei gynnig ar gyfer cyfleuster gofal ychwanegol Grŵp Cynefin yn Ninbych;
- byddai fflat yn y cyfleuster hefyd, at ddefnydd teuluoedd/frindiau a fyddai'n dod i ymweld;
- roedd y cynigion i'r rhan fwyaf o fflatiau fod yn unedau â dwy ystafell wely wedi'u seilio ar ddewisiadau defnyddwyr gwasanaeth, ac roedd y rhain hefyd yn ymarferol ar gyfer preswylwyr a fyddai angen gofalwyr dros nos;
- cynghorwyd na fyddai Grŵp Cynefin yn gyfrifol am ddarparu gwasanaethau gofal yn y cyfleuster newydd, byddai darparwr annibynnol yn cael ei gomisiynu i'r diben hwnnw, yn dilyn tendr. O ganlyniad, ni fyddai holl staff presennol Awelon yn cael eu trosglwyddo. Roedd rhai o'r staff yn debygol o dderbyn cynnig i gael eu trosglwyddo i Grŵp Cynefin h.y. staff y ffretur. Er hynny, roedd swyddogion y Cyngor eisoes wedi trafod â staff ynglŷn â goblygiadau posibl y cynigion sy'n cael eu hystyried iddyn nhw. Roedd yr holl staff gofal yn fedrus iawn ac felly fe fyddai galw mawr am eu sgiliau mewn lleoliadau iechyd a gofal cymdeithasol. Byddai'r Cyngor, drwy ei Adran AD, yn gwneud pob ymdrech i gefnogi staff i ddod o hyd i swyddi eraill.

Darllenodd yr Aelod Arweiniol neges yr oedd wedi'i derbyn yn ddiweddar gan berthnasau cyn-breswlydd y cyfleuster gofal ychwanegol yn y Rhyl. Ynddi roeddent yn diolch i staff y cyfleuster am eu gofal diwyd am eu perthynas trwy gydol ei chyfnod yno, gan bwysleisio'r gofal urddasol roeddent wedi'i roi iddi hi ac iddyn nhw yn ystod ei dyddiau olaf. Ym marn yr Aelod Arweiniol, roedd hyn yn crynhoi holl gysyniad gofal ychwanegol. Cafwyd hefyd enghraifft gan Gadeirydd y Grŵp Tasg a Gorffen o'r modd yr oedd y cyfleuster gofal ychwanegol wedi cyfoethogi bywyd un preswlydd ac wedi gwella ei iechyd/hiechyd cyffredinol gan nad oedd bellach yn profi arwahanrwydd cymdeithasol.

Dyweddodd Cyfarwyddwr Gwasanaethau Adfywio Grŵp Cynefin bod croeso i gynghorwyr ymweld ag unrhyw un o'u mentrau gofal ychwanegol i weld y cyfleusterau a oedd ar gael ac i siarad â phreswylwyr.

Cyn gorffen y drafodaeth, caniatodd Cadeirydd y Pwyllgor i aelod o'r cyhoedd a oedd yn bresennol siarad o flaen y Pwyllgor. Wrth siarad, gofynnodd i'r Pwyllgor ystyried maint arwynebedd llawr Canolfan newydd arfaethedig Awelon yn fanwl. Roedd hi o'r farn na ddylai fod ag arwynebedd llawr sy'n llai na'r cyfleuster presennol. Gofynnodd i'r Pwyllgor hefyd ystyried pwy a ddylai gael y cyfrifoldeb o reoli'r cyfleuster cymunedol yn y dyfodol. Yn ei barn hi, byddai wastad angen rhyw

lefel o 'ofal preswyl' wrth symud tua'r dyfodol, neu fel arall fe fyddai ysbytai lleol yn parhau i fod yn llawn.

Pwysleisiodd aelodau'r Pwyllgor yr angen i Ganolfan newydd Awelon gael ei chynllunio mewn modd a oedd yn bodloni anghenion y preswylwyr a'r gymuned ehangach. Roedd Canolfan bresennol Awelon yn cael ei defnyddio'n aml gan y gymuned leol, fel y dangosodd yr aelodau yn y cyfarfod. Felly, byddai'n bwysig bod unrhyw gynllun yn y dyfodol yn addas ar gyfer ystod eang o ddefnyddwyr ac yn bodloni anghenion y preswylwyr ar yr un pryd, ac na fyddai defnydd y cyhoedd o'r ganolfan gymunedol yn tarfu ar breifatrwydd y preswylwyr. Gofynnodd yr aelodau hefyd am i'r Cyngor wneud pob ymdrech i gefnogi grwpiau cymunedol i ddod o hyd i fannau addas eraill i gynnal eu digwyddiadau dros gyfnod y gwaith ailfodelu.

Diolchodd y Cadeirydd i bawb a oedd ynghlwm â llunio astudiaeth ddichonoldeb fanwl iawn ac am eu gwaith wrth ddod â'r cynigion gerbron y Pwyllgor i'w hystyried. Diolchodd hefyd i bawb a oedd yn bresennol am archwilio'r cynigion yn ddyfal.

Cynigiwyd ac eiliwyd mân ddiwygiad i'r argymhelliad a dderbyniwyd gan y Grŵp Tasg a Gorffen (fel y'i nodir yn yr adroddiad). Wrth bleidleisio, roedd mwyafrif y Pwyllgor yn gytŷn, felly:

**PENDERFYNWYD:** o ystyried y sylwadau a wnaed yn ystod y cyfarfod a chasgliadau'r Asesiad Lles, argymell i'r Cabinet:

- a) y dylai ystyried yr Asesiad o Effaith ar Les yn rhan o'i ystyriaethau;
- b) ei fod yn cytuno â'r Pwyllgor nad yw Opsiynau 1 a 3b yn Astudiaeth Ddichonoldeb Grŵp Cynefin yn ddewisiadau ymarferol am y rhesymau a nodir yn atodiadau 1 a 5 yn y drefn honno; ac
- c) ei fod yn awdurdodi i drafodaethau gael eu cynnal rhwng Aelodau Lleol, swyddogion, Grŵp Cynefin a phwyllgor Canolfan Awelon i weithio drwy Opsiynau 2a, 2b a 3a i barhau â'r cynllun gorau ar gyfer y safle sy'n diwallu anghenion pawb ac sy'n amharu leiaf ar drigolion/tenantiaid presennol, a bod y trafodaethau hyn yn cynnwys gofynion gofod llawr ar gyfer Canolfan Gymunedol Awelon.

(Ar bwynt addas, byddai hyn yn galluogi clirio Safle Awelon a dechrau ar y gwaith ar yr estyniad. Roedd y grŵp tasg a gorffen yn credu y byddai cynyddu nifer yr unedau Gofal Ychwanegol a ddatblygir (fel y nodir yn Opsiwn 2a) yn darparu'r trefniadau gorau ar gyfer darparu Tai Gofal Ychwanegol gyda Chyfleusterau Cymunedol ar safle Awelon. Fodd bynnag, cydnabuwyd bod angen cynnal trafodaethau pellach gyda phwyllgor Canolfan Awelon i sicrhau y gall y cynllun terfynol ddarparu'r gweithgareddau cymunedol y maent eisoes yn eu darparu.

Mae hyn yn bodloni'r dewis a ffefrir gan y Cabinet yn dilyn trafod ym mis Mai 2016 a bydd yn sicrhau hyd at 35 o fflatiau Gofal Ychwanegol eraill ar y safle a galluogi'r preswylwyr sydd eisoes yn derbyn gwasanaethau gofal preswyl i barhau i aros ar y safle drwy gydol y cyfnod datblygu os ydynt yn dymuno hynny, ynghyd â pharhau i ddarparu cyfleusterau cymunedol i hyrwyddo annibyniaeth a lleihau arwahanrwydd cymdeithasol.)

Yna, cynigiwyd, eiliwyd a phleidleisiwyd ar yr argymhelliad gwreiddiol, fel y'i nodir yn yr adroddiad. Gan fod mwyafrif y Pwyllgor wedi ymatal rhag pleidleisio ar yr argymhelliad gwreiddiol, bydd yr argymhelliad diwygiedig fel y'i nodir uchod yn cael ei gyflwyno i'r Cabinet i'w gymeradwyo. Gofynnodd yr Aelodau hefyd am i'r adroddiad i'r Cabinet ddatgan yn eglur pam nad yw Opsiwn 1 yn cael ei ystyried yn ddewis ymarferol.

## **6 STRATEGAETH GAFFAEL A'R RHEOLAU GWEITHDREFN CYTUNDEBAU DIWYGIEDIG**

Yn absenoldeb Aelod Arweiniol Cyllid, Cynllun Corfforaethol a Pherfformiad, cyflwynodd Rheolwr Cyfleusterau, Asedau a'r Cynllun Tai – Newid Busnes yr adroddiad (a ddosbarthwyd ymlaen llaw) a oedd yn amlinellu'r cynnydd hyd yma o ran y Rhaglen Trawsnewid Caffael; yn benodol, effaith gweithredu'r Strategaeth Gaffael a Rheolau diwygiedig y Weithdrefn Gontractau. Yn ei gyflwyniad, manylodd ar gynnwys yr adroddiad a dywedodd bod effaith wirioneddol y strategaeth ar yr economi leol wedi bod yn fwy araf na'r disgwyl. Er hynny, roedd y Gwasanaeth yn cydweithio'n agos â Thîm Datblygu'r Economi a Busnes gan geisio cydlynu presenoldeb mewn digwyddiadau i hyrwyddo manteision masnachu gyda'r Cyngor i fusnesau, ac i geisio cynorthwyo busnesau bach a chanolig i ystyried tendro am gontractau neu i gyflenwi nwyddau i'r Cyngor, drwy eu helpu i gofrestru â'r Awdurdod fel cyflenwyr posibl ar gyfer mathau penodol o gontractau neu ddarpariaethau.

Cynghorwyd yr Aelodau bod y 'Ffurflen Gomisiynu' wedi bod yn hynod o ddefnyddiol wrth ddod o hyd i broblemau yn fuan yn y broses ar gyfer contractau sydd werth dros £25,000. Roedd copi o'r ffurflen wedi'i atodi i'r adroddiad. Bellach, roedd gofyn i bob contract sydd werth dros £10,000 gael ei osod ar y system Proactis. Roedd manteision i'r Cyngor wrth ddefnyddio'r system hon i gaffael gan na allai'r prynwr barhau i ddyfarnu contract oni bai fod yr holl gamau a'r gwiriadau gofynnol wedi'u cwblhau. Roedd hyn yn sicrhau y cydymffurfid â'r Strategaeth a chyda Rheolau'r Weithdrefn Gontractau.

Un maes penodol o drefniadau caffael a oedd wedi'i nodi i wella arno oedd cofnodi'r ganran a wariwyd â busnesau lleol. Roedd ffigyrau 2015/16 yn ymddangos yn isel er bod y Sir yn gwario swm sylweddol o'r gwariant cyfalaf ar brosiect newydd Ysgol Uwchradd y Rhyl. Y rheswm dros hynny oedd bod cyfeiriad anfonebu'r prif gontractwr, Willmott Dixon, y tu allan i'r ardal. Er hynny, roedd y Cyngor yn gwybod bod cyfaint sylweddol o'r gwaith ar y safle wedi cael ei is-gontractio i grefftwyr lleol a bod nwyddau wedi cael eu prynu'n lleol. Roedd gwaith ar hyn o bryd o edrych ar atebion posibl ar gyfer dyrannu gwariant y Cyngor ar gontractau'n benodol yn ddaearyddol. Ymddengys fod gan Gyngor Gwynedd ddull effeithiol o sicrhau gwariant lleol, ond roedd llai o gontractwyr mawr o Ogledd-orllewin Lloegr neu Orllewin Canolbarth Lloegr yn tueddu i dendro am gontractau yng Ngogledd-orllewin Cymru oherwydd y pellter a oedd ynghlwm â'r gwaith.

Gan ymateb i gwestiynau gan yr Aelodau, dywedodd y swyddogion:

- bod y Tîm Caffael yn cyflogi deg o bobl a oedd yn gwneud gwaith caffael i Gynghorau Sir Ddinbych a Sir y Fflint. Roedd y tîm yn cael ei ailstrwythuro ar hyn o bryd. Fodd bynnag, byddai nifer yr aelodau sydd yn y tîm yn aros fel ag y mae ar hyn o bryd;

- roedd y Tîm Caffael yn gweithio'n agos gyda Thîm Datblygu'r Economi a Busnes gan geisio sefydlu sail o wybodaeth gadarn ar fusnesau bach sydd yn yr ardal a'u hannog i dendro am gontractau llai, neu gydweithio i gynnig am gontractau mwy;
- gwnaed pob ymdrech i symleiddio geiriad dogfennau tendro a'u gwneud yn hygyrch ac yn gynt i'w trin i fusnesau bach a chanolig nad oeddent yn cyflogi swyddogion arbennig i geisio am gontractau gan fod y Cyngor yn awyddus i weithio gyda busnesau lleol a'u hannog i wneud cais am gontractau, ac ati, yn rhan o'i flaenoriaeth gorfforaethol;
- roedd y Tîm Caffael yn cynllunio i ddarparu hyfforddiant i gynghorwyr newydd yn dilyn etholiadau lleol mis Mai ar sut y gallent helpu busnesau lleol i ryngweithio ac i drafod busnes gyda'r Cyngor;
- nid oedd y Cyngor wedi gosod targed 'canran gwariant â busnesau lleol' benodol wrth ddatblygu ei Strategaeth Gaffael. Yn hytrach, roedd wedi penderfynu y byddai'n fwy buddiol monitro'r elfen gwario'n lleol yn rheolaidd, gan geisio parhau i gynyddu'r gyfran sy'n cael ei gwario'n lleol dros amser;
- roedd aelodau'r Tîm Caffael wastad yn barod i gynorthwyo rheolwyr ag ymholiadau mewn perthynas ag arferion caffael. Roedd yn hynod galonogol gweld mewn arolwg diweddar bod nifer y rheolwyr canol a oedd bellach yn ystyried eu gwybodaeth ynglŷn â gweithdrefnau caffael yn dda neu'n dda iawn wedi cynyddu'n sylweddol;
- roedd gwaith ar hyn o bryd ar draws Sir Ddinbych a Sir y Fflint mewn perthynas â chontractau cludiant cyhoeddus ar ôl i GHA Coaches fynd drwyddi;
- yn unol â gofynion Safonau newydd yr Iaith Gymraeg, bydd pob hysbyseb gyhoeddus mewn perthynas â chyfleoedd am gontractau'n cael eu cyhoeddi yn Gymraeg ac yn Saesneg. Nid oedd y Safonau'n gofyn bod dogfennau ategol ar gael yn Gymraeg;
- unwaith yr oedd contractau wedi'u rhoi, byddai'r Gwasanaeth a gafodd afael ar y gwaith/nwyddau yn gyfrifol am fonitro ei ansawdd a sicrhau bod pob agwedd yn cael ei chyflawni yn unol â manyleb y contract;
- roedd fframweithiau, a oedd yn cynnwys y Dangosyddion Perfformiad Allweddol, ar waith ar gyfer gwaith sy'n cael ei gontractio'n rheolaidd. Ar gyfer y mathau hyn o gontractau, byddai disgwyl i reolwyr gwblhau holiaduron gwerthuso;
- roedd swyddogion ar hyn o bryd yn edrych ar y posibilrwydd o gael un dull i sicrhau ansawdd holl gontractau'r Cyngor;
- roedd angen rhoi gofynion manteision cymunedol ar bob contract a oedd dros £1m – roedd y dogfennau sy'n ymwneud â'r contractau gwerthfawr hyn yn gofyn bod y cynigydd buddugol yn rhoi tystiolaeth o'r manteision a gyflawnwyd ar gyfer y gymuned;
- roedd y Cyngor o'r farn bod cael cynrychiolydd o Ffederasiwn Busnesau Bach yn gwasanaethau ar y Bwrdd Trawsnewid Caffael yn ddewis mwy tryloyw na chael un person busnes lleol ar y Bwrdd. Roedd hyn yn sicrhau bod y sawl a benodwyd yn annibynnol; ac
- roedd y Cyngor dan rwymedigaethau rheoliadau contractau cyhoeddus wrth hysbysebu am dendrau neu gontractau. Er hynny, roedd bob tro'n awyddus i gefnogi busnesau lleol, cyhyd ag y bo'r gyfraith yn caniatáu iddo wneud hynny, i gofrestru ar gofrestr busnesau'r Cyngor ar gyfer tendrau, ac ati.

Awgrymodd yr aelodau y gallai casglu data ar nifer y bobl leol a gyflogir dan bob contract a roddir gan y Cyngor fod yn ystadegyn defnyddiol i fesur effaith leol y Strategaeth a'i heffaith ddilynol ar ddatblygu'r economi leol.

Cyn cloi'r trafodaethau, cynghorwyd y Pwyllgor y byddai'r Fframweithiau Mân Waith a gyflwynwyd yn ddiweddar yn cael eu gwerthuso'n annibynnol ar ôl chwe mis o fod ar waith. Bu i swyddogion hefyd holi Tîm Datblygu'r Economi a Busnes ar nifer wirioneddol y busnesau lleol a oedd yn perthyn i Ffederasiwn Busnesau Bach. Felly:

**PENDERFYNWYD** – yn amodol ar y sylwadau uchod, bod y Strategaeth Gaffael newydd a Rheolau diwygiedig y Weithdrefn Gontractau wedi golygu bod perfformiad y sefydliad wedi gwella mewn perthynas â gweithgarwch caffael.

Gan y bu raid i nifer o'r aelodau adael y cyfarfod ar y pwynt hwn, cytunodd yr aelodau a oedd ar ôl i drafod y materion yn anffurfiol am weddill y cyfarfod.

Gyda chydysyniad yr aelodau, fe amrywiwyd y drefn ar y pwynt hwn.

## **7 ADRODDIAD AR Y PERFFORMIAD O RAN DELIO Â CHWYNION YN UNOL Â'R WEITHREFN 'EICH LLAIS' (CH2)**

Cyflwynodd Aelod Arweiniol Cwsmeriaid a Llyfrgelloedd yr adroddiad (a ddosbarthwyd ymlaen llaw) a oedd yn rhoi trosolwg ar berfformiad y Cyngor wrth ymdrin â chwynion, canmoliaeth ac awgrymiadau y mae wedi eu derbyn dan bolisi adborth cwsmeriaid corfforaethol 'Eich Llais' yn ystod Chwarter 2 blwyddyn 2016/17. Roedd yr adroddiad yn manylu ar berfformiad o ran cwynion a dderbyniwyd mewn perthynas â gwasanaethau a ddarperir gan y Cyngor a gwasanaethau a gomisiynwyd gan ddarparwyr allanol.

Trafododd Rheolwr Cwsmeriaid ac Ansawdd, a oedd yn dirprwyo ar gyfer y Prif Reolwr Dros Dro (Gwasanaethau Cymorth), fanylion cynnwys yr adroddiad a dywedodd bod y Cyngor yn bwriadu gwneud mwy o waith mewn perthynas â dysgu yn sgil cwynion, gan geisio gwella gwasanaethau, yn ystod y flwyddyn sydd i ddod. Roedd yn braf dweud bod llai o gwynion a mwy o ganmoliaethau yn ystod chwarter 2 nag yn y chwarter cyntaf. Bu ymdrech ar y cyd o fewn gwasanaethau i ymdrin â chwynion ar amser. Bu gwelliant cyson wrth ymdrin â chwynion o fewn yr amserlen ddisgwyliedig fel a nodir yn y graff ar dudalen 223 o bapurau'r pwyllgor.

Gan ymateb i gwestiynau'r aelodau, bu i'r Aelod Arweiniol a Rheolwr Cwsmeriaid ac Ansawdd weithio i sefydlu natur benodol y 'pwysau llwyth gwaith' a brofwyd yn y Gwasanaeth Plant a Gwasanaeth Prifffyrdd a'r Amgylchedd a oedd wedi golygu nad oedd cwynion yn cael eu hateb o fewn y terfynau amser penodol. Pwysleisiwyd bod Adran y Gwasanaethau Cymdeithasol yn cydnabod derbyn unrhyw gwyn o fewn 48 awr i'w derbyn. Datganodd yr Aelodau eu pryder bod pwysau llwyth gwaith yn cael ei amlygu fel ffactor ac roeddent am gael sicrwydd nad oedd llwythau gwaith yr unigolion yn ormod ac yn effeithio ar ddarparu'r gwasanaeth na lles y staff o ganlyniad i hynny. Felly:

**PENDERFYNWYD** – derbyn perfformiad y Cyngor wrth ymdrin ag Adborth Cwsmeriaid, yn amodol ar ddarparu'r wybodaeth y gofynnwyd amdani.

## 8 CYNLLUN CORFFORAETHOL (CH2) 2016/17

Yn absenoldeb Aelod Arweiniol Cyllid, Cynllun Corfforaethol a Pherfformiad, cyflwynodd Rheolwr y Tîm Cynllunio Strategol yr adroddiad (a ddsbarthwyd ymlaen llaw) a oedd yn manylu ar berfformiad y Cyngor wrth gyflawni ei Gynllun Corfforaethol 2012-17 yn chwarter 2 yn ystod blwyddyn 2016-17. Tynnodd sylw'r aelodau tuag at nifer o feysydd yn y Crynodeb Gweithredol (Atodiad 1), sef:

- effeithiolrwydd y dull newydd o drin ymholiadau buddsoddi a oedd wedi sicrhau buddsoddiad gan Wagg Foods ym Modelwyddan;
- y diffyg capasiti a ddaeth i'r amlwg ar gyfer busnesau a oedd am ehangu a thyfu yn y Sir;
- mai unwaith yn unig y byddai angen cynnal gwiriadau asbestos yn stoc dai'r Cyngor; a'r
- cynnydd yn nifer y gwaharddiadau o ysgolion y Sir ac absenoldeb o'r ysgol.

Roedd yr Aelodau'n gweld y cynnydd yn nifer y gwaharddiadau o'r ysgol ac absenoldeb o'r ysgol yn achos pryder. Dywedodd y Cydlynnydd Archwilio wrth y Pwyllgor bod y Pwyllgor Archwilio Cymunedau wedi edrych ar absenoldeb ysgolion mewn cyfarfod yn hydref 2016 a'u bod wedi dosbarthu'r adroddiad a gyflwynwyd i'r Pwyllgor hwnnw a chofnodion cysylltiedig y drafodaeth er mwyn i'r aelodau allu penderfynu a ddylent edrych ar yr ystadegau a'r rhesymau sydd y tu ôl iddyn nhw yn fwy manwl. Felly:

**PENDERFYNWYD** – *derbyn yr adroddiad ar berfformiad cyffredinol y Cyngor wrth wella canlyniadau i drigolion a chyflawni ei Gynllun Corfforaethol, yn amodol ar y sylwadau uchod ac ar ddarparu'r wybodaeth y gofynnwyd amdani.*

## 9 RHAGLEN WAITH ARCHWILIO

Roedd copi o adroddiad gan y Cydlynnydd Archwilio (CA), a oedd yn gofyn i'r Pwyllgor adolygu a chytuno ar ei raglen gwaith i'r dyfodol ac a oedd yn rhoi diweddariad ar faterion perthnasol, wedi ei ddsbarthu gyda'r papurau ar gyfer y cyfarfod.

Roedd copi o 'ffurflen gynnig Aelodau' wedi'i chynnwys yn Atodiad 2. Gofynnodd y CA i unrhyw gynigion gael eu cyflwyno iddi hi. Roedd Rhaglen Gwaith i'r Dyfodol y Cabinet wedi'i chynnwys yn Atodiad 3 ac roedd tabl yn rhoi crynodeb o benderfyniadau diweddar y Pwyllgor ac a oedd yn rhoi gwybod am gynnydd wrth eu rhoi ar waith, wedi'i gynnwys yn Atodiad 4.

Bu i'r Pwyllgor ystyried ei raglen Gwaith i'r Dyfodol ddrafft ar gyfer cyfarfodydd y dyfodol, Atodiad 1, gan drafod a fyddai modd cyfuno'r cyfarfod a oedd wedi'i drefnu ar gyfer 27 Ebrill gyda'r un ar 16 Mawrth, os byddai hynny'n ymarferol, a chanslo'r cyfarfod ar 27 Ebrill wedyn. Awgrymwyd hyn oherwydd bod Etholiadau'r Cyngor Sir, y byddent yn cael eu cynnal ddechrau mis Mai, yn agos at gyfarfod mis Ebrill.

Cytunodd y Cydlynnydd Archwilio i holi a fyddai'r eitemau a fwriedid ar gyfer rhaglen cyfarfod 27 Ebrill ar gael ar gyfer cyfarfod mis Mawrth a byddai'n cysylltu â'r Pwyllgor ar ôl ei hymholiadau.

Felly:

***PENDERFYNWYD*** – *cadarnhau ei Raglen Gwaith i'r Dyfodol yn amodol ar wneud yr ymholiadau uchod.*

## **10 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR**

Dywedodd y Cynghorydd Gareth Sandilands ei fod wedi bod yng nghyfarfod Grŵp Buddsoddi Strategol y Cyngor yn ddiweddar, lle trafodwyd nifer o gynigion buddsoddi cyllid hirdymor.

**Daeth y cyfarfod i ben am 13:00pm.**

Mae tudalen hwn yn fwriadol wag



## **PWYLLGOR ARCHWILIO PERFFORMIAD**

Cofnodion cyfarfod o'r Pwyllgor Archwilio Perfformiad a gynhaliwyd yn Ystafell Bwyllgora 1a, Neuadd y Sir, Rhuthun, Dydd Iau, 26 Ionawr 2017 am 9.30 am.

### **YN BRESENNOL**

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

### **HEFYD YN BRESENNOL**

Prif Weithredwr (MM), Pennaeth Addysg (KIE), Swyddog Perfformiad Effeithiolrwydd Ysgolion: Uwchradd (JM), Pennaeth Gwella a Moderneiddio Busnes (AS), Uwch Beiriannydd: Pontydd (JH), Rheolwr Adran: Rheoli Rhwydwaith (TT), Pennaeth Priffyrdd a'r Gwasanaethau Amgylcheddol (TW), Cydlynnydd Craffu (RE) a Gweinyddwr y Pwyllgor (SJ).

Hefyd yn Bresennol - Marc Berw Hughes, Uwch Ymgynghorydd Her GwE

Aelodau Cyfetholedig – roedd Kathleen Jones a Gareth Williams yn bresennol ar gyfer eitem 4 ar yr agenda.

#### **1 YMDDIHEURIADAU**

Ni chafwyd unrhyw ymddiheuriadau.

#### **2 DATGAN CYSYLLTIAD**

Datganodd y Cynghorwyr Huw Hilditch-Roberts, Geraint Lloyd-Williams, Barri Mellor, Gareth Sandilands a Martyn Holland gysylltiad personol yn eitem 4 ar yr Agenda - Canlyniadau arholiadau Cyfnod allweddol 4, am eu bod i gyd yn Lywodraethwyr Ysgol mewn ysgolion lleol.

Datganodd y Cynghorydd Colin Hughes gysylltiad personol yn eitem 6 ar yr Agenda – y Strategaeth Cynnal a Chadw Pontydd am y rheswm y trafodwyd Cadw, a'i fod yn cael ei gyflogi ar hyn o bryd gan Cadw.

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

Dim.

#### **4 CANLYNIADAU ARHOLIADAU CYFNOD ALLWEDDOL 4**

Cyflwynodd y Pennaeth Addysg yr adroddiad (a ddosbarthwyd yn flaenorol) a ddarparodd y data perfformiad i'r Pwyllgor ar ganlyniadau arholiadau allanol

ysgolion Sir Ddinbych yng Nghyfnod Allweddol 4 (CA4) ac ôl-16. Cafodd gwybodaeth meincnodi hefyd ei chynnwys yn yr adroddiad ar berfformiad yr Awdurdod o gymharu ag awdurdodau lleol eraill. Croesawyd Uwch Gynghorydd Her GwE i'r cyfarfod ac eglurodd y data a gynhwysir yn yr adroddiad, gan gynghori bod y sir wedi gwella ei pherfformiad cyffredinol mewn perthynas â phrif ddangosydd canlyniadau CA4 ac yn bodloni'r targed a osodwyd. Oherwydd y newidiadau cenedlaethol i'r cwricwlwm, roedd ysgolion ac awdurdodau lleol ar hyn o bryd yn profi cyfnod o rywfaint o ansicrwydd, a oedd yn debygol o barhau am hyd at ddwy flynedd. Yn ogystal, roedd rhai ysgolion wedi cyflwyno disgyblion ar gyfer y cymhwyster newydd flwyddyn o flaen llaw ysgolion eraill, roedd hyn wedi effeithio ar berfformiad cyffredinol yn enwedig canlyniadau Trothwy Lefel 2.

Yn dilyn ei sefydlu, ffocws cychwynol GwE oedd cefnogi'r sector addysg gynradd i wella. O ganlyniad, arweiniodd hyn at lithriant mewn perfformiad ysgolion uwchradd ar draws y rhanbarth. Mewn ymgais i unioni'r sefyllfa hon, roedd GwE a'r awdurdod addysg lleol wedi llunio cynllun gweithredu cyflym, a oedd yn cynnwys cyflwyno ffyrdd gwell o weithio gydag ysgolion uwchradd er mwyn eu cefnogi drwy'r newidiadau i'r cwricwlwm.

Hysbyswyd yr aelodau bod gofynion adrodd Llywodraeth Cymru (LIC) mewn perthynas â data addysgol wedi newid ar gyfer y flwyddyn 2015/16, gydag awdurdodau lleol bellach yn gorfod cynnwys gwybodaeth ystadegol yn eu data ar gyflawniad disgyblion sy'n cael Addysg Heblaw yn yr Ysgol (EOTAS). Fodd bynnag, nid oedd gan awdurdodau addysg lleol ddull unffurf ar gyfer mesur, casglu neu gofnodi gwybodaeth am gyflawniadau disgyblion EOTAS, ac o ganlyniad arweiniodd hyn at beth gwahaniaeth sylweddol yn y perfformiad cyffredinol a'r data meincnodi. Roedd holl awdurdodau Gogledd Cymru yn bryderus ar y dull anghyson o gofnodi gwybodaeth EOTAS ar draws Cymru ac, o ganlyniad, cawson nhw a GwE drafodaethau gyda'r LIC ar sut y gellid gwella'r dull adrodd.

Gan ymateb i gwestiynau'r aelodau, dyma'r pwyntiau a gafwyd gan yr Aelod Arweiniol dros Addysg, y Pennaeth Addysg, Prif Reolwr Addysg ac Uwch Ymgynghorydd Her Gwe:

- dywedant y bu rhai newidiadau arwyddocaol o fewn GwE yn ddiweddar, gan gynnwys newid arweinyddiaeth.
- Arweiniodd hyn at werthusiad o'r sefydliad a arweiniodd at ail-alinio rolau a ffocws ar gyfer y gwasanaeth; Cadarnhawyd bod y proffil addysg gynradd yn Sir Ddinbych bellach yn dda. Roedd y ffocws bellach wedi troi tuag at y sector uwchradd lle byddai timau'n cael eu sefydlu i weithio o amgylch ysgolion unigol i'w cefnogi ar eu taith i welliant;
- cadarnhawyd bod perthynas waith gref yn bodoli rhwng GwE a Swyddogion Gwasanaeth Addysg Sir Ddinbych. Roedd y ddau bartner yn gweithio'n effeithiol gyda'i gilydd fel un tîm tra hefyd yn herio'i gilydd;
- cadarnhawyd bod yr awdurdod addysg lleol yn olrhain cyrhaeddiad pob disgybl unigol yn y sir drwy gydol eu taith addysgol. Rŵan bod Addysg a'r Gwasanaethau Plant wedi cael eu huno yn un gwasanaeth, byddai'n haws i swyddogion wirio a oes unrhyw broblemau cymdeithasol yn gweithredu fel rhwystr i gyflawniad disgybl. Cydnabuwyd bod amgylchiadau unigol yn allweddol i berfformiad disgyblion;

- cynghorwyd bod LIC wedi newid ei ofynion adrodd yn hwyr yn y flwyddyn academaidd, yn rhy hwyr i alluogi i'r Cyngor ddiwygio ei gynllun darparu addysg ar gyfer y flwyddyn. Bellach, byddai'n rhaid i'r awdurdod lleol ail-alinio ei dargedau i fod yn unol â LIC;
- cynghorwyd bod proffil Prydau Ysgol am Ddim Sir Ddinbych yn 14eg, roedd hyn yn seiliedig ar y ffaith mai dyma'r 9fed ardal o amddifadedd mwyaf yng Nghymru;
- cadarnhawyd bod data'n cael ei gadw gan y Cyngor ar ddisgyblion sy'n cyflawni graddau uchel, yn enwedig y rhai a enillodd graddau A\*;
- hysbyswyd yr aelodau bod yna tua 50 o ddisgyblion yn Sir Ddinbych sy'n EOTAS. Roedd y Sir wedi adeiladu proffil o bob un o'r disgyblion unigol hyn, y mae rhai ohonynt wedi trosglwyddo o'r tu allan i'r ardal, ac mae angen ymyrraeth sylweddol ar nifer ohonynt;
- cynghorwyd, er bod rhai o'r ysgolion a oedd ar hyn o bryd yn achos pryder ac y byddai angen cefnogaeth ddwys wedi'i thargedu ar y rhai mewn ardaloedd Cymunedau'n Gyntaf, nid adnoddau ariannol ychwanegol oedd yr ateb i'w problemau bob amser. Roedd rhai wedi dioddef o ddiffyg arweinyddiaeth effeithiol, ar lefel personél a llywodraethwr, roedd gan eraill bwysau a osodwyd arnynt oherwydd niferoedd carfan y disgyblion;
- cafodd Byrddau Gwella cyflym eu sefydlu yn nhair ysgol uwchradd y sir a oedd yn achos pryder ar hyn o bryd, gan y cydnabuwyd yn eang bod arweinyddiaeth gref ar bob lefel yn allweddol er mwyn i ysgol fod yn llwyddiannus. roedd Ysgol Brynhyfryd yn enghraifft ddiweddar o sut y gall arweinyddiaeth gref wella canlyniadau;
- dywedwyd fod y Cabinet yn ei gyfarfod yn gynharach yn yr wythnos wedi cymeradwyo symud ymlaen i ymgynghori'n ffurfiol ar gynigion i gau'r ysgol gynradd ac uwchradd Gatholig yn y Rhyl a'u disodli gydag Ysgol Gatholig 3-16 ar yr un safle, a chymeradwyo cyllid ar gyfer dylunio ysgol newydd maes o law;
- cadarnhawyd bod Penaethiaid yn y sir yn awyddus i ymgymryd â darn o waith ar sut i wella canlyniadau addysgol ar gyfer cyflawnwyr cyffredin yn y sir, gan fod ganddynt rai pryderon y gallai'r disgyblion hyn fod yn colli allan oherwydd bod adnoddau ac ymdrechion yn cael eu targedu at gyflawnwyr uchel a/neu ddisgyblion heriol. Roedd y penaethiaid hefyd yn awyddus i ystyried a fyddai'n fuddiol cyflwyno mwy o gyrsiau o fath galwedigaethol 'arall' ar gyfer y disgyblion hyn er mwyn eu cynorthwyo i wireddu eu potensial llawn. Roedd yr aelodau o'r farn y byddai hyn yn ddarn defnyddiol o waith i'w gynnal ac y byddai hefyd yn fuddiol i gymharu data ar ddewisiadau disgyblion ar ddechrau Blwyddyn 10 gyda data CA4, i weld faint o ddisgyblion a 'ollyngodd' eu dewis bynciau yn ystod y cyfnod o ddwy flynedd gyda'r bwriad o ddeall yr hyn a arweiniodd at eu penderfyniad. Argymhellodd y Pwyllgor bod yr astudiaethau hyn yn cael eu gwneud a bod y casgliadau'n cael eu hadrodd yn ôl iddynt maes o law;
- cytunwyd â'r aelodau bod angen i ysgolion fod yn onest gyda disgyblion wrth dderbyn eu cais i'r 6ed dosbarth. Roedd angen iddynt fod yn sicr bod Safon Uwch ac addysg yn y Brifysgol er eu lles gorau ac nad oeddent yn mynd i fethu. Mewn rhai achosion, gallai prentisiaethau weddu'n well iddyn nhw a'u helpu i wireddu eu potensial llawn;
- cadarnhawyd bod Sir Ddinbych yn perfformio uwchlaw disgwyl ei safle o ran nifer y disgyblion nad ydynt mewn Addysg, Cyflogaeth neu Hyfforddiant (NEET);
- Eglurwyd y gallai 'mesurau' gwahanol a ddefnyddir ar gyfer meincodi perfformiad ysgolion fod yn dwyllodrus weithiau, h.y. Prydau Ysgol am Ddim. Roedd Ysgol Glan Clwyd yn enghraifft wych o hyn gan fod nifer isel o

ddisgyblion yn derbyn prydau ysgol am ddim. Golygai hyn y cai ei rhoi yn yr un grŵp meincnodi Cymru gyfan ag ysgolion mewn rhai ardaloedd cyfoethog a breintiedig iawn;

- er bod absenoldeb o'r ysgol yn gyffredinol yn dilyn patrwm wedi'i ddiffinio'n dda o fod yn fwy cyffredin ymhlith bechgyn hŷn, dywedwyd fod y duedd yn Ysgol Gatholig y Bendigaidd Edward Jones yn wahanol gan fod absenoliaeth yn broblem ymhlith merched. Roedd yr awdurdod addysg lleol yn monitro'r sefyllfa hon yn ofalus ac mewn cysylltiad rheolaidd â'r ysgol mewn perthynas â'r mater. Ymgwymerodd cynrychiolydd cyfetholedig yr Eglwys Gatholig ar gyfer craffu addysg i drafod y mater hwn a materion eraill sy'n ymwneud â'r ysgolion Catholig gyda'r Esgobaeth.

Cyn diwedd y drafodaeth sicrhaodd yr Aelod Arweiniol dros Addysg y Pwyllgor fod Adran Addysg y Sir yn drylwyr iawn, ac roedd ganddo broffil manwl o bob disgybl a addysgir yn y sir, boed yn ysgolion yr Awdurdod neu yn rhywle arall. Yna, penderfynodd y Pwyllgor:

#### **Yn amodol ar y sylwadau uchod -**

- (i) derbyn y wybodaeth am berfformiad ysgolion y Sir a disgyblion yn erbyn perfformiad blaenorol a meincnodau allanol a oedd ar gael ar hyn o bryd;***
- (ii) bod adroddiad yn rhoi manylion am strwythur newydd GwE, yr effaith a ragwelir a'r amserlen ar gyfer gwireddu'r canlyniadau disgwylledig (gan gynnwys y targedau a fydd yn cael eu rhoi ar waith i fesur yr effeithiau) yn cael ei gyflwyno i'r Pwyllgor ar y cyfle cyntaf yn nhymor y Cyngor newydd;***  
***a***
- (iii) bod adroddiad ar ganfyddiadau'r gwaith sydd i'w wneud yn mesur cynnydd disgyblion rhag dewis eu pynciau ym Mlwyddyn 10 i gyflawni eu canlyniadau ar ddiwedd blwyddyn 11 (gan gynnwys graddau a ragwelir, ymyrraeth / cefnogaeth a roddir a graddau terfynol canlyniadol) yn cael ei gyflwyno i'r Pwyllgor pan fydd ar gael.***

## **5 COFRESTR RISG CORFFORAETHOL**

Wrth gyflwyno'r adroddiad (a ddisbarthwyd yn flaenorol), a oedd yn ceisio sylwadau'r Pwyllgor ar y dileadau, ychwanegiadau a newidiadau i'r Gofrestr Risg Gorfforaethol, bu i'r Aelod Arweiniol dros Gyllid, y Cynllun Corfforaethol a Pherfformiad fanylu ar y prif newidiadau i'r Gofrestr yn dilyn yr adolygiad diweddar. Dywedodd wrth yr aelodau fod y Gofrestr yn ddogfen 'hylif' ac roedd swyddogion yn cadw llygad ar y risgiau ac ar risgiau newydd posibl. Roedd risgiau newydd posibl ar y gweill yn cynnwys Brexit, Ariannu rhaglenni gwrthdlodi a lleihau amddifadedd penodol, a diwygio'r sector cyhoeddus. Doedd dim digon o wybodaeth ar gael ar y meysydd hyn eto er mwyn galluogi i'r Cyngor benderfynu ar y risgiau roeddent yn eu peri ac unrhyw fesurau y gellid eu rhoi ar waith i liniaru unrhyw risgiau.

Gan ymateb i gwestiynau'r Aelodau, dywedodd yr Aelod Arweiniol a swyddogion:

- roedd y Pwyllgor Llywodraethu Corfforaethol, a oedd wedi astudio proses y Gofrestr Risg yn ei gyfarfod y diwrnod blaenorol, wedi bod yn fodlon bod y broses yn un drylwyr;
- Byddai'r Grŵp Tasg a Gorffen Dyfodol Gofal Cymdeithasol i Oedolion Mewnol yn parhau i gyfarfod unwaith y bydd y Cyngor newydd wedi ei ffurfio, gan fod y gwaith sy'n ymwneud â gweddnwedd darpariaeth gwasanaeth gofal mewnol yn cymryd cryn dipyn o amser i'w gyflawni yn ei gyfanrwydd;
- Byddai risg rhif DCC014 sy'n ymwneud â materion lechyd a Diogelwch bob amser yn cael ei ystyried yn un 'effaith uchel' er gwaethaf rhoi pob cam angenrheidiol ar waith, oherwydd y canlyniadau bygwth bywyd a berir gan fesurau iechyd a diogelwch annigonol;
- roedd y risg a nodwyd mewn perthynas â Bwrdd Iechyd Prifysgol Betsi Cadwaladr (BIPBC) (DCC021) yn ymwneud â rhyngwynebau rhwng y Cyngor a'r Bwrdd Iechyd. Rŵan bod Bwrdd Partneriaeth Rhanbarthol wedi cael ei sefydlu, roedd y risg o gyfathrebu a rhyngweithio gwael, a allai arwain at gamleoli blaenoriaethau, wedi'i leihau, a dyna pam y penderfyniad i leihau'r sgôr risg;
- disgwyliwyd am benderfyniad ar 'ddull newydd' posibl i weinyddu'r gronfa 'Cymunedau'n Gyntaf' bresennol gan Ysgrifennydd y Cabinet dros Gymunedau a Phlant ar 14 Chwefror 2017. Roedd y Cyngor yn y broses o gyflwyno sylwadau i Lywodraeth Cymru ar bwysigrwydd y ffynhonnell ariannu hwn ar gyfer wardiau mwyaf difreintiedig Sir Ddinbych, gan bwysleisio y gallai'r Awdurdod ddefnyddio'r arian a gwneud y mwyaf o'i ddefnydd er budd trigolion diamddiffyn yn y cymunedau difreintiedig hynny, gan sicrhau ei fod yn cael ei ddefnyddio i'w galluogi i wella eu gwydnwch a dod yn gynaliadwy.

Amlygodd aelodau'r Pwyllgor nifer o feysydd a allai, yn eu barn hwy, beri risg sylweddol i'r Cyngor yn y dyfodol. Roedd y rhain yn cynnwys:

- yr oes ddigidol - byddai gan hyn y potensial i drawsnewid y ffordd y mae'r Cyngor yn trafod ei holl fusnes.
- Byddai angen i'r Awdurdod fod yn barod ar gyfer y newid hwn ac yn uchelgeisiol yn y ffordd y mae'n mynd ati i sicrhau na chaiff ei adael ar ôl; disgwylir i gost gofal cymdeithasol fod yn fwy na'r adnoddau sydd ar gael yn y dyfodol. Felly, byddai'n rhaid i'r Cyngor reoli'r risg hon yn ofalus. dylai Llywodraeth Ganolog hefyd wneud ymdrech gydunol i geisio mynd i'r afael â phrinder adnoddau yn y maes hwn; a
- risgiau sy'n ymwneud â gofal ôl-lawfeddygol cleifion unwaith y penderfynir na fyddai angen gofal mewn lleoliad ysbyty aciwt arnynt.

Ar ddiwedd y drafodaeth, bu i'r Pwyllgor

**Benderfynu: - yn amodol ar y sylwadau uchod i nodi'r dileadau, yr ychwanegiadau a'r newidiadau i'r Gofrestr Risg Gorfforaethol.**

## 6 STRATEGAETH CYNNAL A CHADW PONTYDD

Cyflwynodd Aelod Arweiniol y Parth Cyhoeddus yr adroddiad (a ddosbarthwyd yn flaenorol) yn amlinellu'r dull y mae'r Cyngor yn rheoli asedau ei strwythur priffyrdd ac eglurodd sut y bwriedir rheoli ei ôl-groniad presennol o waith mewn perthynas â'r asedau strwythurol hynny. Drwy gyflwyniad PowerPoint, rhoddodd Uwch Beiriannydd – o adran Priffyrdd a Gwasanaethau Amgylcheddol, drosolwg o ddull y Sir i reoli ei Strwythurau Priffyrdd. Amlinellodd y diffiniadau ar gyfer y gwahanol adeileddau priffyrdd a oedd yn ffurfio ystâd Strwythurau Priffyrdd y Cyngor, ynghyd â nifer o strwythurau ym mhob categori:

- 150 o bontydd priffyrdd (53 ohonynt yn rhestredig a 6 arall yn gofrestredig);
- 258 o gylfatiau;
- mwy na 300 o waliau cynnal; a
- mwy na 300 yn bontydd o Hawl Dramwy Gyhoeddus

Pe bai'n rhaid i'r Cyngor newid pob un o'r uchod, byddai'n costio tua £313m. Yn ogystal â Ddeddf Priffyrdd 1980, roedd gan y Cyngor ddyletswydd hefyd i gynnal a chadw'r holl henebion cofrestredig neu restredig (gan gynnwys pontydd).

Bu i'r Uwch Beiriannydd:

- amlinellu'r Broses Rheoli Asedau ar ôl y Cyngor a'r myrdd o Nodiadau Cyngor a safonau diogelwch BSEN yr oedd yn rhaid cydymffurfio â hwy;
- Cynllun Rheoli Asedau Priffyrdd manwl Sir Ddinbych sy'n nodi'r safonau lleol a'r dull sy'n seiliedig ar risg a fabwysiadwyd i amllder arolygu – roedd y dull hwn, a fabwysiadwyd hefyd gan Awdurdodau Priffyrdd y Sir eraill ac Asiantaeth Cefnffyrdd Gogledd a Chanolbarth Cymru, wedi arbed swm sylweddol o arian i'r awdurdod o gymharu â chydymffurfio â'r Safonau Cenedlaethol heb gyfaddawdu diogelwch defnyddwyr asedau;
- amlinellu'r symiau o arian a ddyrannwyd o fewn Refeniw a Chyllideb Cyfalaf bloc yr adran Priffyrdd a Gwasanaethau Amgylcheddol ar gyfer 2016/17 ar gyfer rheoli strwythur priffyrdd, a dywedodd fod hyn yn cyfateb i £445k;
- darparu data ar y nifer o strwythurau a oedd wedi cael eu hasesu fel strwythurau gwan, rhai ohonynt eisoes wedi cael eu rhoi dan orchmynion cyfyngiad pwysau. Manylwyd ar yr amrywiol gyfyngiadau pwysau a gymhwysir fel arfer ar strwythurau, a'r mathau o gerbydau a fyddai'n cael eu heffeithio gan wahanol gyfyngiadau. Er bod cyfyngiadau pwysau yn cael eu cymhwyso ar sail diogelwch, gallent o bosibl gael effaith andwyol ar drigolion, busnes, bywyd cymunedol a mynediad cerbydau brys i ardaloedd ac eiddo;
- arddangos tystiolaeth ffotograffig o wahanol strwythurau priffyrdd a'r gwahanol fathau o erydiad / dirywiad deunydd a gafwyd, a gwaith atgyweirio a wnaed neu sy'n ofynnol ar y nifer o strwythurau ar draws y sir;
- cynghori bod yr atodiad i'r adroddiad yn rhoi manylion y costau refeniw a chyfalaf sy'n gysylltiedig â'r strwythurau yn y Prosiect Ôl-groniad Strwythurau Priffyrdd arfaethedig. Cost amcangyfrifedig y prosiect hwn fyddai tua £6m dros gyfnod o 10 mlynedd a byddai'n cael ei ariannu ar y cyd gan y Gyllideb Cyfalaf Bloc y Briffordd, a oedd wedi cynyddu tua £320K y flwyddyn. Ymgymryd â'r prosiect dros gyfnod o 10 mlynedd a fyddai'n sicrhau na fyddai prosiectau eraill

a ariennir o fewn Cyllideb Gyfalaf y Bloc Priffyrdd yn cael ei effeithio'n andwyol o achos dargyfeirio cyllid oddi wrthynt i'r prosiect strwythurau. Yn ystod y gwaith hwn, byddai pontydd a waliau cynnal yn cael eu cyfyngu er mwyn lleihau cyfradd y dirywiad a sicrhau nad fyddant yn disgyn. Cynigiwyd hefyd i gynyddu'r gyllideb refeniw i gefnogi'r rhaglen ôl-groniad ac i gynnal rhaglen cynnal a chadw ataliol wedi'i chynllunio. Mae nifer o fesurau effeithlonrwydd, gan gynnwys cyflogi staff arbenigol yn hytrach na phrynu gwasanaethau gan arbenigwyr allanol, yn cael eu harchwilio er mwyn gwireddu gwerth am arian yn ystod cwrs y prosiect. Byddai gweddill y gofyniad cyllideb arfaethedig yn destun cais cyfalaf ychwanegol maes o law;

Wrth ymateb i gwestiynau'r aelodau, cynghorodd yr Aelod Arweiniol, yr Uwch Beiriannydd a Rheolwyr y Gwasanaeth Priffyrdd y canlynol:

- bod y rhestr flaenoriaethu ar gyfer gwaith cynnal a chadw ar strwythurau yn hyblyg ac yn amodol i newid yn rheolaidd o ganlyniad i newidiadau sydyn yn eu cyflyrau materol, h.y. difrod tywydd / llifogydd difrifol; difrod strwythurol a achosir gan gerbydau ac ati;
- mae angen gweithio drwy faterion megis perchnogaeth trydydd parti a mynediad i strwythurau ar gyfer gwaith cynnal a chadw;
- cynhaliwyd asesiadau strwythurol ar y cyfan gan ddefnyddio dulliau modelu mathemategol;
- dim ond wrth asesu strwythurau y gellid cadarnhau maint gwirioneddol y difrod/erydiad. Yn ystod asesiadau o'r fath y bu modd i beirianwyr hefyd sefydlu p'un a gafodd strwythurau eu hadeiladu mewn gwirionedd ar strwythurau llawer cynharach ar draws afon ac ati;
- ychydig iawn o gynghorau a gyrhaeddodd y Safonau Cenedlaethol ar gyfer Strwythurau Priffyrdd, cynhaliodd y mwyafrif ddull yn seiliedig ar risg tuag at reoli asedau;
- roedd sgwrio yn broblem fawr gan ei fod yn tansellio sylfaen nifer o strwythurau;
- cafodd fformat llwytho cerbydau amaethyddol ei 'rannu' yn fwy cyfartal o gymharu â Cherbydau Nwyddau Trwm (HGVs) ac, o ganlyniad, priodolwyd llai o ddifrod strwythur priffyrdd iddynt;
- cynhaliwyd rhaglen reolaidd o gynnal a chadw ar bont fwyaf y sir, y bont sy'n croesi afon Clwyd ar y ffordd osgoi i Ruddlan. Cafodd pontydd modern fel yr un yma eu cynllunio i bara 120 o flynyddoedd, er hynny byddai'n rhaid eu cynnal a'u cadw'n rheolaidd yn ystod eu hoes;
- Roedd Cadw wedi darparu cyfraniad ariannol tuag at y gwaith a wnaed ar bont yr afon Elwy ar waelod y Stryd Fawr yn Llanelwy;
- ni ystyrir bod yr hen bont dros yr afon Clwyd yn Rhuddlan mewn perygl uniongyrchol rwan ei bod wedi ei chyfyngu i draffig un lôn, gan mai lledu'r dur 19eg ganrif allanol oedd yn achosi pryder, nid y strwythur cerrig cynharach a gafodd ei restru;
- roedd yn rhaid asesu manteision carthu afonydd o dan bontydd ar sail pont wrth bont, oherwydd mewn rhai achosion gallai hyn achosi mwy o broblemau yn yr hirdymor;
- mae lefel uchel o ymddiriedaeth rhwng swyddogion priffyrdd y Cyngor, swyddogion treftadaeth a Cadw, sy'n helpu i wneud gwaith trwsio ac ati yn gyflym pan fo angen, fel y digwyddodd pan ddiodeffodd Pont Nantglyn ddifrod

gan gerbyd. Sicrhaodd y lefel o ymddiriedaeth cydfuddiannol rhwng pob parti y cafodd y bont ei thrwsio o fewn cyfnod byr o amser, gan leihau'r aflonyddwch i drigolion a defnyddwyr lleol;

- cynhaliwyd nifer o gyfarfodydd rhwng swyddogion Cyllid a Phriffyrdd, gyda golwg ar lunio cynllun gwaith ôl-groniad, yn seiliedig ar effeithlonrwydd y gwasanaeth a strategaeth gwario i arbed hirdymor heb yr angen i wneud cais ar gyfer benthyca darbodus;
- roedd swyddogion wedi ystyried cynllun gwaith ôl-groniad o 5 mlynedd, ond byddai hyn wedi mynd i gostau sylweddol uwch;
- roedd swyddogion mewn cysylltiad rheolaidd â siroedd cyfagos ynghylch amodau strwythurau sy'n rychwantu afonydd ar ffiniau'r sir ac a oedd yn gwasanaethu fel llwybrau mynediad i'r sir ac oddi yno, e.e. Pont y Ddôl, yn ward Trefnant;
- fe wnaeth y Cyngor hysbysu sawl darparwr rhaglenni llywio lloeren unwaith y rhoddydwyd cyfyngiadau pwysau ar strwythurau neu pan gafodd unrhyw hysbysiadau cyfreithiol yn ymwneud â'r system briffyrdd eu cyhoeddi. Cyfrifoldeb y darparwr yw diweddarau ei raglenni 'sat nav';
- Mae gan berchnogion pontydd trydydd parti yr un cyfrifoldebau â'r Cyngor i gynnal eu hasedau. Fodd bynnag, mae Deddf Trafnidiaeth 1968 yn gosod rhai rhwymedigaethau ariannol ar gynghorau i gryfhau rhai pontydd sy'n eiddo i drydydd parti; ac
- mae'r Cyngor wedi codi arwyddion cynghorol lle cafodd cyfyngiadau ac ati eu gosod.

Cadarnhaodd cynrychiolydd y Pwyllgor ar y Grŵp Buddsoddi Strategol (SIG) fod SIG wedi cefnogi'r cynigion a gyflwynwyd ar gyfer y Prosiect Ôl-groniad Strwythurau Priffyrdd, gan argymhell y dylai'r Cyngor Sir eu cymeradwyo.

Diolchodd yr Aelodau i'r swyddogion am gyflwyniad llawn gwybodaeth a chydabod y byddai angen swm syfrdanol o fuddsoddiad i godi'r holl strwythurau i Safonau Cenedlaethol. Roeddent o'r farn felly mai'r dull rheoli a awgrymwyd yn yr adroddiad oedd ffordd resymegol o fynd i'r afael â'r ôl-groniad a'r risgiau a nodwyd.

**Penderfynodd** y Pwyllgor:-

***Gefnogi ymagwedd y Gwasanaeth i reoli ôl-groniad y gwaith mewn perthynas ag asedau strwythurau'r priffyrdd yn unol â'r Prosiect Ôl-groniad Strwythurau Priffyrdd a awgrymir.***

## **7 RHAGLEN WAITH ARCHWILIO**

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

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



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

- 16 Mawrth, 2017: Cytunodd y Pwyllgor y dylid gwahodd Aelodau Arweiniol i fynychu'r cyfarfod.
- Dwyn ymlaen yr adroddiad ar y Strategaeth Tai Lleol o 27 Ebrill i'r cyfarfod ar 16 Mawrth 2017.
- Ymgorffori adroddiad ar Safonau a pherfformiad Gwasanaeth Llyfrgell yn y cyfarfod ar 16 Mawrth 2017 fel y cynigiwyd yn Atodiad 2(a).
- Canslo'r cyfarfod a drefnwyd ar gyfer 27 Ebrill 2017.

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

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

Hysbysodd y Cynghorydd Barry Mellor (Cadeirydd) y Pwyllgor ei fod wedi dod yn Llywodraethwr Ysgol Uwchradd Gatholig y Bendigaid Edward Jones yn ddiweddar ac roedd yn obeithiol iawn y bydd Cadeirydd newydd y Llywodraethwyr yn yr ysgol yn cael effaith gadarnhaol.

**Daeth y cyfarfod i ben am 12:50**

Mae tudalen hwn yn fwriadol wag

|                                   |                                                                                                    |
|-----------------------------------|----------------------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>             | <b>Pwyllgor Archwilio Perfformiad</b>                                                              |
| <b>Dyddiad y Cyfarfod:</b>        | <b>16 Mawrth 2017</b>                                                                              |
| <b>Aelod / Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Cwsmeriaid a Llyfrgelloedd/<br/>Pennaeth Cyfathrebu, Cwsmeriaid a Marchnata</b> |
| <b>Awdur yr Adroddiad:</b>        | <b>Y Prif Lyfrgellydd</b>                                                                          |
| <b>Teitl:</b>                     | <b>Safonau a Pherfformiad y Gwasanaeth Llyfrgell</b>                                               |

## 1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad hwn yn amlygu perfformiad y Gwasanaeth Llyfrgell yn erbyn Safonau Cenedlaethol.

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

Darparu gwybodaeth i Aelodau am y Fframwaith o Safonau Llyfrgell (2017-2020) newydd, gan amlygu perfformiad mwyaf diweddar Sir Ddinbych lle bo hynny'n berthnasol.

## 3. Beth yw'r Argymhellion?

Dylai'r Pwyllgor nodi a chynnig sylwadau ar ofynion y chweched fframwaith perfformiad o Safonau Llyfrgell ac ystyried gwneud cais am adroddiad cynnydd yn y dyfodol.

## 4. Manylion yr adroddiad

- 4.1 Mae dyletswydd statudol ar bob awdurdod llyfrgell yng Nghymru dan Ddeddf Llyfrgelloedd Cyhoeddus ac Amgueddfeydd 1964 i ddarparu gwasanaeth 'cynhwysfawr ac effeithlon' i'w breswylwyr. Mae'r Fframwaith o Safonau Llyfrgelloedd Cyhoeddus Cymru yn galluogi i MALD (Adran Amgueddfeydd, Archifau a Llyfrgelloedd Llywodraeth Cymru, CyMAL gynt) fesur ac asesu sut y mae awdurdodau yn cyflawni eu dyletswyddau statudol. Bydd y chweched Fframwaith yn weithredol o fis Ebrill 2017 hyd at fis Mawrth 2020.
- 4.2 Mae'r Gwasanaethau Llyfrgell yn cyflwyno Adroddiad Blynyddol bob mis Gorffennaf, sy'n nodi eu perfformiad yn erbyn 18 Hawl Craidd ac 16 Dangosydd Ansawdd ar gyfer y flwyddyn ariannol flaenorol. Yn dilyn hyn bydd MALD yn ymateb ag asesiad ffurfiol ym mis Medi/ Hydref.
- 4.3 Mae'r fframwaith perfformiad cyfredol (Fframwaith 5) yn cwmpasu'r cyfnod 2014-2017, ac mae'n cynnwys 18 Hawl Craidd a 7 Dangosydd Ansawdd gyda thargedau penodol.

- 4.4 Dros gyfnod y pumed Fframwaith (2014-2017), mae Cyngor Sir Ddinbych wedi llwyddo i gyflawni 17 o 18 Hawl Craidd, yr unig hawl a oedd yn weddill oedd datganiad i'r cyhoedd am strategaeth a gweledigaeth y Gwasanaeth Llyfrgell ar gyfer y dyfodol. Gan fod y gwasanaeth wedi cael ei ailstrwythuro sawl tro yn ystod y cyfnod hwn, yn ogystal â gorfod bod yn atebol i dri Phennaeth Gwasanaeth gwahanol, nid yw diffinio strategaeth gydlynol na gweledigaeth ar gyfer y dyfodol wedi bod yn bosib tan rŵan. Fodd bynnag, byddwn yn mynd i'r afael â'r hawl benodol hon yn 2017/18 yn unol â datblygiad y Cynllun Busnes Gwasanaeth ar gyfer Cwsmeriaid, Cyfathrebu a Marchnata.
- 4.5 O'r 16 Dangosydd Ansawdd sydd wedi'u cynnwys yn y Fframwaith Cyfredol, mae MALD wedi gosod targedau penodol ar gyfer 7 ohonynt. Mae'r dangosyddion eraill i gyd yn gymharol â pherfformiad awdurdodau eraill ledled Cymru. Y 7 dangosydd gyda thargedau eisoes wedi'u gosod yw:

|   |                                                                                                                                                        |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Cefnogaeth ar gyfer datblygiad defnyddiwr unigol (i gael mynediad at seilwaith TGCh, cynnwys digidol, gwybodaeth a gweithgareddau datblygu darllenwr). |
| 2 | Lleoliad y manau gwasanaeth                                                                                                                            |
| 3 | Gwariant ar lyfrau ac adnoddau ar gyfer y cyhoedd.                                                                                                     |
| 4 | Darpariaeth o ddeunydd darllen addas (% o'r gronfa lyfrau sy'n cael ei gwario ar yr Iaith Gymraeg ac adnoddau i blant).                                |
| 5 | Darpariaeth o gyfrifiaduron a wifi cyhoeddus ar gyfer y cyhoedd.                                                                                       |
| 6 | Lefelau staffio a chymwysterau                                                                                                                         |
| 7 | Oriau agor                                                                                                                                             |

Mae'r mwyafrif o'r rhain wedi'u cynnwys yn y fframwaith newydd ar gyfer 2017-2020, gweler Atodiad A am fanylion pellach.

- 4.6 O ran y 7 Dangosydd Ansawdd sydd â thargedau wedi'u gosod arnynt, mae MALD yn asesu'n flynyddol i weld os yw'r awdurdod wedi llwyddo i gyflawni'r targedau hyn, wedi eu cyflawni'n rhannol neu heb eu cyflawni:

| Dangosyddion Ansawdd CSDd (allan o 7) | Wedi eu Cyflawni | Cyflawni'n rhannol | Heb eu cyflawni |
|---------------------------------------|------------------|--------------------|-----------------|
| 2014/15                               | 3                | 4                  | 0               |
| 2015/16                               | 3                | 3                  | 1               |
| 2016/17 (amcangyfrifiad CSDd)         | 4                | 2                  | 1               |

- 4.7 Roedd yr unig darged heb ei gyflawni yn 2015/16 yn ymwneud â gwariant ar lyfrau ac adnoddau ar gyfer y cyhoedd.
- 4.8 Yn 2016/17 rydym yn amcangyfrif y bydd 4 o'r 7 targed yn cael eu cyflawni, y dangosydd ychwanegol i'r 3 a gyflawnwyd eisoes yn 15/16 yw darpariaeth wifi cyhoeddus ym mhob llyfrgell. (Dim ond 6 o'r 8 llyfrgell a ddarparodd y cyfleuster hwn yn 15/16). Fodd bynnag ni fyddwn yn cyflawni'r dangosydd sy'n ymwneud â gwariant ar lyfrau (rhif.3) ond byddwn yn parhau i gwrdd yn rhannol â'r dangosydd staffio (rhif.6) a darpariaeth deunyddiau darllen addas (rhif.4). Mae buddsoddiad Sir Ddinbych yn fwy o ran ein cefnogaeth o sgiliau darllen plant (un o'n meysydd blaenoriaeth) na'r targed a osodwyd gan MALD, felly ymddengys fel nad ydym yn cwrdd â'r lefel gwariant gofynnol ar lyfrau i blant. Mae Sir Ddinbych wedi herio'r dehongliad hwn ar sawl achlysur ac mae'r diffiniad a'r dehongliad wedi newid ar gyfer y fframwaith newydd.
- 4.9 Bydd y fframwaith newydd ar gyfer 2017-2020 (sy'n dwyn y teitl Llyfrgelloedd uchelgeisiol a chysylltiedig), yn dod i rym ym mis Ebrill 2017. Mae'n seiliedig ar y pumed fframwaith yn bennaf, ac yn parhau i gynnig cyfleoedd i lyfrgelloedd ddarparu gwasanaethau mewn ffyrdd arloesol ac i wneud y gorau o'r adnoddau sydd ar gael iddynt. Gweler y 12 Hawl Craidd a'r 16 Dangosydd Ansawdd diwygiedig yn Atodiad A, yn ogystal â sylwadau esboniadol a, lle bo'n bosib, data perfformiad ar safle presennol Sir Ddinbych.
- 4.10 Bydd y fframwaith newydd hefyd yn cynnwys dangosydd (Dangosydd Ansawdd 4) a fydd yn cydnabod y rhan y mae llyfrgelloedd yn ei chwarae wrth gefnogi iechyd a lles. Mae manylion pellach i'w gweld yn Atodiad A.

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

Mae gan yr Awdurdod gyfrifoldeb statudol i'r Gwasanaeth Llyfrgell, ac mae ei ddarpariaeth gwasanaeth yn cyfrannu at sawl blaenoriaeth gorfforaethol megis maethu cydnerth cymunedol, moderneiddio gwasanaeth, cynhwysiant digidol, llythrennedd, dysgu gydol oes ac ymgysylltu â'r gymuned. Mae Adroddiad Blynyddol y Gwasanaeth Llyfrgell i MALD yn cynnwys datganiad ar sut mae'r gwasanaeth yn cyfrannu at flaenoriaethau ac amcanion strategol ehangach Llywodraeth Cymru ac mae'r datganiad hwn wedi'i gynnwys yn Atodiad B.

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

Bydd trawsnewid llyfrgelloedd i ganolbwyntiau cymuned yn galluogi i ystod eang o wasanaethau a phartneriaid y cyngor gysylltu â chymunedau lleol drwy'r rhwydwaith o safleoedd a chyfleusterau presennol. Nid oes unrhyw gynig ariannol ynghlwm â'r adroddiad gwybodaeth hwn.

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

- 7.1 Nid ydym wedi cynnal Asesiad o Effaith ar Les, ond mae'r chweched Fframwaith o Safonau Llyfrgell wedi'i osod i arddangos bod gan lyfrgelloedd gyfraniad amlwg i'w wneud at saith amcan Deddf Lles Cenedlaethau'r Dyfodol.

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

Ym mis Rhagfyr 2015, ystyriodd y pwyllgor archwilio perfformiad yr Asesiad o berfformiad Gwasanaeth Llyfrgell yn 2014/15 gan Lywodraeth Cymru. Nid oes unrhyw ymgynghoriad pellach wedi bod o ran yr adroddiad penodol hwn.

**9. Datganiad y Prif Swyddog Cyllid**

Amherthnasol.

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

Amherthnasol

**11. Pŵer i wneud y Penderfyniad**

Mae Adran 7.4.2 (b) o Gyfansoddiad y Cyngor yn amlinellu pwerau archwilio mewn perthynas ag amcanion polisi, targedau perfformiad a meysydd gwasanaeth penodol.

**Swyddog Cyswllt:**

Prif Lyfrgellydd

Ffôn: 01824 708203

## Connected and ambitious libraries:

### The 6th Quality Framework of Welsh Public Library Standards: 2017 - 2020

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1. The 6<sup>th</sup> Framework of Welsh Public Library Standards will become effective from 2017 to 2020, and comprises of 12 Core Entitlements (CE) and 16 Quality Indicators (QI).
2. Denbighshire's position in relation to the 12 Core Entitlements are outlined in the following table:

| <b>CE</b> | <b>Libraries in Wales will:</b>                                                                                                                                                                   | <b>Denbighshire's position</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CE 1      | be free to join, and open to all members of their communities                                                                                                                                     | As this is a legal requirement of the 1964 Public Libraries Act, the service has always been free to join and is open to all members of the community. All libraries have dedicated spaces for children and young people, and resources are purchased for all ages, from baby board-books to adult fiction and large print.                                                                                                                                                                                                                                           |
| CE 2      | ensure friendly, knowledgeable and qualified staff are on hand to help                                                                                                                            | Since Nov 2015, most front-line staff have been re-designated as Customer Service Assistants, and as such have undertaken an extensive training programme which enables them to respond to a range of One Stop Shop council enquiries, transactions and cash handling in addition to their library duties and responsibilities.                                                                                                                                                                                                                                       |
| CE 3      | provide access to a range of services, activities and high quality resources in a range of formats to support lifelong learning, personal wellbeing and development, and community participation. | A range of activities are delivered directly by the Library Service and in partnership with other organisations in support of the learning and well-being needs of local communities. These include Bookstart and Rhymetime sessions, ICT courses delivered by Coleg Llandrillo, Talking Points (Health and Well-being advice), Reading Groups, CAB surgeries, Welsh classes, Community Policing, Age Connect, Family Information Service, Macmillan Information Service, Children's Book Week, Summer Reading Challenge, DoFE and work experience opportunities etc. |

|         |                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CE<br>4 | provide appropriate services, facilities and information resources for individuals and groups with special needs.          | Assistive technology is available on public access pcs, and all library entrances are DDA compliant with automatic doors and ramps. Resources include large print and audio books, Boardmaker, subscription to the RNIB Talking Book Service and access to a range of e-books and e-zines. The Housebound Library Service delivers a personalised service to those unable to visit their local library due to illness or disability.                                                                                                                      |
| CE<br>5 | provide a safe, attractive and accessible physical space within suitable opening hours with suitable staffed opening hours | All service points are DDA compliant. Recent refurbishments have been undertaken at Prestatyn and St.Asaph (2013), Rhyl (2015) and Rhuddlan (2017) to provide a greater range of services and an attractive and accessible space for local communities. Opening hours were reduced by 7% in Nov 2015 in line with Denbighshire's Freedom and Flexibilities outcomes, but are still above the minimum requirement outlined in Quality Indicator 16. (see next table).                                                                                      |
| CE<br>6 | lend books for free, and deliver free access to information, including online information resources                        | Book borrowing is free, and requests/reservations for stock available from any library in Wales can be placed free of charge. (Items borrowed from libraries outside Wales incur a charge of £10 per item.) To encourage use by young people and children, there are no overdue charges for under 18s, and books lost or damaged when on loan to a child under 5 will not incur any replacement costs.<br><br>Free access to information is available at all libraries, and online information resources are available to library members 24 hours a day. |
| CE<br>7 | provide free use of the internet and computers, including Wifi                                                             | Access to the internet and computer facilities is free, and public Wifi is available at all libraries. Corporate Wifi is available at Rhyl, Prestatyn and Rhuddlan, enabling Denbighshire employees to work flexibly from three library locations.                                                                                                                                                                                                                                                                                                        |
| CE<br>8 | provide access to services, cultural activities and high quality resources in the                                          | 44% of front-line staff provide access to services through the medium of Welsh, ranging from 12% in Rhyl to 100% in Corwen. In line with the Welsh Language Standards, the linguistic profile of front-                                                                                                                                                                                                                                                                                                                                                   |



|       |                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | Welsh Language                                                                                                                                  | line staff will be considered when future vacancies arise. Bilingual and Welsh language activities and events form a regular part of the service, eg: Bookstart, Rhymetime, Reading Groups, Summer Reading Challenge activities, author sessions and Children's Book Week.                                                                                                                                                                                                                                                                                                                                                                                                    |
| CE 9  | will work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries                                      | The implementation of the new Library Management System across the 6 North Wales Authorities in August 2016 provides for greater sharing of resources across the region, with most of the combined North Wales stock available for the public to borrow from Holyhead to Llangollen and Wrexham.                                                                                                                                                                                                                                                                                                                                                                              |
| CE 10 | work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from those services | Since November 2015, all front-line staff have been redesignated Customer Service Assistants, and have undergone an extensive training schedule to deliver a range of council wide functions and information services, including the processing of payments (Council tax, rents, parking fines, etc) and responding to a range of council related enquiries. Full-time Housing Benefit and Council Tax officers are now available Monday to Friday at Rhyl Library for public consultation and advice sessions, and other Council Departments and external partners, eg CAB, Glantraeth Memory Clinic, Careers Wales and others also deliver information and advice sessions. |
| CE 11 | regularly consult with users to gather their views on the service and information about their changing needs                                    | The Customer Surveys (Adults and Children) will be conducted in March 2017. In the meantime, specific consultations have been undertaken to determine the needs and views of Bookstart parents, the views of Rhyl Library users on the November 2016 refurbishment, and the feedback on the new opening hours at St Asaph resulted in a revised pattern which reinstated the Saturday hours. Regular feedback from users inform the stock management team about trends and future purchasing requirements. The service also responded to 25,540 customer requests and reservations during 2015-16, successfully meeting 86% within 7 calendar days.                           |

|       |                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CE 12 | provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community | This is the only Core Entitlement not currently met, due to the service having reported to 3 Heads of Service during the last 3 years, in addition to having undergone a number of restructures. However, the current Head of Service recently presented a discussion paper to CET outlining a strategic direction for libraries in Denbighshire, and this will form the basis of a future public document which will meet the requirements of Welsh Government in 2017-18. |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

3. The 6<sup>th</sup> Framework of Library Standards consists of the following 16 Quality Indicators, most of which were included in the 2014-2017 Framework. Where appropriate, Denbighshire's performance for 2015-16 (the last full financial year with available data) is noted in the comments column on the right.

| WPLS QI | Indicator                                                                                                                                                                                                                                                                                                                                                                                     | Comments                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| QI 1    | <p><b>Making a difference</b><br/>% of adults who think that using the library has helped them to:</p> <ul style="list-style-type: none"> <li>- Develop new skills</li> <li>- Learn and find things out</li> <li>- Find health &amp; wellbeing information</li> <li>- Experience the library as an enjoyable, safe and inclusive place</li> <li>- make a difference in their lives</li> </ul> | <p>This particular indicator assesses the impact of library use on people's lives in a variety of ways.</p> <p>These indicators will be included for the first time in the March 2017 Customer Survey, and will provide us with valuable performance data and feedback for future service developments and improvements. This survey will be conducted annually from now on.</p>                                      |
| QI 2    | <p><b>Customer satisfaction with:</b></p> <ul style="list-style-type: none"> <li>- Choice of books</li> <li>- Standard of customer care</li> <li>- Standard of IT facilities</li> <li>- Overall standard</li> </ul>                                                                                                                                                                           | <p>The Framework 5 Customer Satisfaction Survey will be undertaken in March 2017, and responses will be compared with the following "Very good" and "good" responses (from 2,229 respondents) from the 2012 Survey:</p> <ul style="list-style-type: none"> <li>- Choice of books: 84%</li> <li>- Standard of Customer Care: 98%</li> <li>- Standard of IT facilities: 86%</li> <li>- Overall Standard: 95%</li> </ul> |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>QI 3</p> | <p><b>Support for individual development through:</b></p> <ul style="list-style-type: none"> <li>(a) Ict support to access digital information</li> <li>(b) Training to improve literacy, numeracy, information and digital skills etc</li> <li>(c) Support to access local and national e-gov resources</li> <li>(d) Reader development programmes for children and adults</li> </ul>                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>(a) All staff support and assist customers to use the ICT infrastructure and to access digital information.</li> <li>(b) Bookstart and Rhymetime sessions support the development of literacy and reading skills, whilst Coleg Llandrillo Menai deliver a range of numeracy, literacy and ICT skills based courses at a number of libraries.</li> <li>(c) All staff support customers to accessing local and national e-gov resources, from Universal Credit applications to registering for Green Waste collections.</li> <li>(d) Reader Development activities include the Summer Reading Challenge, Children’s Book Week, author events and book launches.</li> </ul> |
| <p>QI 4</p> | <p><b>Support for health and wellbeing by:</b></p> <ul style="list-style-type: none"> <li>(a) offering the following services: <ul style="list-style-type: none"> <li>- Books Prescription Wales scheme</li> <li>- Designated health and wellbeing collection</li> <li>- Information about healthy lifestyles</li> <li>- Signposting to health and wellbeing services</li> </ul> </li> <li>(b) regularly delivering the following services: <ul style="list-style-type: none"> <li>- shared reading groups</li> <li>- book clubs / reading groups</li> <li>- Macmillan or other health information partnerships</li> <li>- Dementia friendly champions and services</li> </ul> </li> </ul> | <p>Physical and mental well-being is a key offer of public libraries, not only through the provision of books and information, but also through referral schemes, specialist advice and signposting services.</p> <p>Denbighshire currently provides the following:</p> <ul style="list-style-type: none"> <li>- Book Prescription Wales Scheme</li> <li>- Information about healthy lifestyles</li> <li>- Shared reading groups</li> <li>- Reading groups</li> <li>- Macmillan health partnership</li> <li>- Talking Points</li> <li>- CAB</li> <li>- Age Connect</li> </ul> <p>An audit of Health and Well-being support services will be undertaken in 2017 to identify further service</p>                  |

|      |                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                                                                                                                                                                                                                                                                                                                                          | improvements and support in this key area.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| QI 5 | <p><b>User training:</b></p> <ul style="list-style-type: none"> <li>(a) Attendances at pre-arranged training sessions organised and/or hosted by library service</li> <li>(b) % of attendees who said that attendance helped them achieve their goals (sample)</li> <li>(c) No. of customers helped through informal training</li> </ul> | This is a requirement of the current Framework, but to date, this data has not been collected. We will consider how best to capture, record and monitor our performance against this indicator for the new Standards Framework.                                                                                                                                                                                                                                       |
| QI 6 | <p><b>User attendances</b></p> <ul style="list-style-type: none"> <li>(a) at library events &amp; activities organised by the library</li> <li>(b) events &amp; activities for those with special requirements or promoted for intended group / audience</li> </ul>                                                                      | <p>This indicator measures the attraction and relevance of library events and activities (informational, educational or cultural) for the resident population.</p> <p>(a) Denbighshire had the 2<sup>nd</sup> highest number of attendances per capita (37,267 attendances - 393 per capita) in 2015/16. (The Median was 223 per capita).</p> <p>(b) This element of the indicator is new for 2017 onwards, and will be reported for the first time in June 2018.</p> |
| QI 7 | <p><b>Location of service points</b><br/>75% of households within 2.5 miles of a library.</p>                                                                                                                                                                                                                                            | 88% of Denbighshire's households are within 2.5 miles of a static library.                                                                                                                                                                                                                                                                                                                                                                                            |
| QI 8 | <p><b>Library use:</b></p> <ul style="list-style-type: none"> <li>- Physical visits</li> <li>- Virtual visits to the website</li> <li>- Number of active borrowers</li> <li>- Total members</li> <li>- Book issues (adults &amp; children)</li> <li>- Audio-visual issues</li> <li>- Electronic downloads</li> </ul>                     | Physical visits saw an overall reduction of 9.9% in 15/16 due to a 7% reduction in opening hours and a 6 month postponement of the Housebound Library Service following a resignation. Confidence in the electronic people counters is low due to error readings and loss of data across two service points for a number of months, and a more effective solution is currently being considered. Actual data for 15/16 is reported here with Denbighshire's           |

|       |                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|       |                                                                                                                                                                                                                          | <p>ranking out of 22 authorities). Some indicators were not included in the previous Frameworks, which is why the ranking is not available (n/a)</p> <ul style="list-style-type: none"> <li>- Physical visits: 434,043 (8<sup>th</sup>)</li> <li>- Virtual website visits: 37,665 (21<sup>st</sup>)</li> <li>- No of active borrowers: 15,083 (11<sup>th</sup>)</li> <li>- Total members: 79,274 (n/a)</li> <li>- Total book issues: 395,739 (n/a)</li> <li>- Audio-visual issues: 27,303 (n/a)</li> <li>- E downloads: 4,112 (n/a)</li> </ul> |
| QI 9  | <p><b>Up-to-date and appropriate reading materials:</b></p> <p>(a) Minimum 243 items acquired per 1,000 pop or</p> <p>Minimum spend of £2,180 per 1,000 pop</p> <p>(b) % of bookfund spent on resources for children</p> | <p>Denbighshire's F&amp;F programme resulted in a 26% reduction (£44,490) in the 15/16 public Bookfund, and as a result, this particular Quality Indicator was not met in Framework 5.</p> <p>(a) 141 items per 1,000 pop were acquired in 15/16.</p> <p>The spend per 1,000 pop was £1,367.</p> <p>(b) 29% of the 15/16 Bookfund was prioritized on resources for children to support early literacy development and reading for pleasure.</p>                                                                                                |
| QI 10 | <p><b>Welsh Language resources:</b></p> <p>(a) Minimum 4% of bookfund spent on resources in Welsh</p> <p>(b) Total issues of Welsh Language resources</p>                                                                | <p>In 2011, 24.6% of the population said they could speak Welsh.</p> <p>(a) 9.9% (£12,840) of the 15/16 Bookfund was spent on resources in Welsh, from picture books to adult fiction, non-fiction and large print.</p> <p>(b) Total number of Welsh Language resources issued in 15/16 was 35,436</p>                                                                                                                                                                                                                                         |
| QI 11 | <b>Online access:</b>                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <p>(a) No of public access devices with access to internet and digital content</p> <p>(b) Wifi access for users</p> <p>(c) % take up of public access pcs</p>                                                                                                                                                                                                                                        | <p>(a) 99 computers were available for public access in 15/16</p> <p>(b) Public Wifi is available at all 8 libraries</p> <p>(c) The take up of public access computers in 15/16 was 27%</p>                                                                                                                                                                                                                                                                                                    |
| QI 12 | <p><b>Supply of requests:</b></p> <p>(a) Minimum 64% available within 7 calendar days</p> <p>(b) Minimum 79% available within 15 calendar days</p>                                                                                                                                                                                                                                                   | <p>Denbighshire's 15/16 performance:</p> <p>(a) 86%</p> <p>(b) 95%</p>                                                                                                                                                                                                                                                                                                                                                                                                                         |
| QI 13 | <p><b>Staffing levels &amp; qualifications:</b></p> <p>(a) 3.6 FTE per 10,000 pop</p> <p>(b) 0.65 qualified staff per 10,000 pop</p> <p>(c) Qualified operational manager</p> <p>(d) Minimum 1% of staff hour spent on training</p> <p>(e) Volunteering opportunities</p> <p>(f) Total no. of volunteers</p> <p>(g) Total no. of volunteer hours</p> <p>(h) Volunteers with accreditation status</p> | <p>Denbighshire's 15/16 performance:</p> <p>(a) 3.58 (3.4 by March 2017)</p> <p>(b) 0.68 (0.5 by March 2017)*<br/>*Workforce development plan 2017-2020 will focus on addressing this.)</p> <p>(c) The operational manager is a Chartered Librarian with over 35 years' experience.</p> <p>(d) Approx 24% in 15/16 due to extensive OSS training from Nov 2015.</p> <p>(e) Yes</p> <p>(f) 38 (Mostly Young Volunteers with the Summer Reading Challenge)</p> <p>(g) 793 hours</p> <p>(h) 0</p> |
| QI 14 | <p><b>Operational expenditure:</b></p> <p>(a) Total revenue per 1,000 pop.</p>                                                                                                                                                                                                                                                                                                                       | <p>(a) £13,934 per 1,000 pop or £13.94 per capita. (Welsh highest was £18,760, and the median was £12,749).</p>                                                                                                                                                                                                                                                                                                                                                                                |
| QI 15 | <p><b>Cost per visit</b></p>                                                                                                                                                                                                                                                                                                                                                                         | <p>Denbighshire's cost per visit in 15/16 was £2.53 (The Welsh highest was £3.53, and the Welsh lowest £1.83, the Median being £2.53). However, Denbighshire's restructure has meant that most front-line staff have been re-designated as</p>                                                                                                                                                                                                                                                 |

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|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                                                                                                                                                                                  | Customer Services Assistants, rather than Library Assistants, and their higher pay grades reflect their multi-skilled and corporate Customer Services / One Stop Shop job description. |
| QI 16 | <b>Opening hours:</b><br>(a) Minimum 120 aggregate hours per 1,000 pop<br>(b) Total no. of unstaffed opening hours<br>(c) Total hours lost through unplanned/emergency/ staff unavailability etc | Denbighshire 15/16:<br>- 144 aggregate hours<br>- zero unstaffed opening hours<br>- zero emergency closures                                                                            |

Mae tudalen hwn yn fwriadol wag



## Denbighshire Library Service 2015-2016

### 1. CONTRIBUTING TOWARDS WIDER WELSH GOVERNMENT PRIORITIES 2015-16

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Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

#### 1.1 Improving public services

In 2014, Denbighshire's Senior Leadership Team consulted on the possibilities of developing the Authority's libraries as community based assets. Hand in hand with the corporate efficiency agenda, this led to a **Library Modernisation Programme** which considered the future of the service in the context of the Council's financial pressures. In consequence, a Council restructure, commencing in March 2015, saw the merger of the Library Service and One Stop Shops with the Customer Services and Cashiers team, with the specific aim of meeting the increasing expectations of customers and of transforming both services to deliver the digital agenda, whilst also reducing overall costs.

By November 2015 the **service-wide restructure** had resulted in a significant change in staff numbers, staff responsibilities and staff expenditure. All front-line posts transformed from Grade 3 Library Assistants to Grade 5 Customer Service Assistants with responsibilities for dealing with a range of Council enquiries, promoting digital self-service and channel shift, and the handling of cash and financial transactions, in addition to delivering a statutory Library Service. Despite some voluntary redundancies and reductions to staff contract hours, and a 7% reduction to opening hours, the principal focus was to ensure the continued presence and development of all libraries as **Community Hubs**.

Coinciding with the restructure was the refurbishment and transformation of Rhyl Library as a Community Hub. The model brings a number of council services together under one roof, and is an example of services working together for the benefit of the community. The Deputy Minister (Ken Skates) visited the new One Stop Shop in early November, and subsequently released the following Written Statement

"I am committed to our public libraries being welcoming community hubs which deliver a range of digital, literacy and cultural services, as well as providing access to other services."

The new range of services delivered from Rhyl includes:

- Dedicated council tax and housing benefit officers working from the library
- Regular advice surgeries, eg Talking Points, CAB, North Wales Police
- New payment kiosks replacing the previous Cash Office facility (previously at the Town Hall)

- Dedicated Council Information points
- 1-2-1 Consultation rooms
- Hot-desking facilities for Council staff, and corporate Wifi
- Meet and greet / reception desk to direct customers to the most appropriate area of the building

## **1.2 Digital inclusion**

Staff across all 8 libraries support and enable users of all ages to become digitally connected, whether by accessing online digital resources, searching for information, setting up email addresses, downloading e-books and e-zines, or logging on to a range of Government information and web portals such as Universal Credit and Job Seeker's Allowance. Denbighshire provides 99 free public access computers across its 8 libraries, with 6 locations also providing free Wifi to allow ease of access by a range of digital devices. Staff also guide and encourage users to self-serve facilities at appropriate libraries, whether it be council payments, such as parking fines or the collection of green bins, or whether it be book issues, returns or renewals.

## **1.3 Community health and well being**

A recent example of the Library Service working in partnership to address the health and well being of its communities is the regular Talking Point sessions which takes place at numerous library locations across the county. A Talking Point session is an opportunity for Denbighshire residents to meet health and social care staff from various partner organisations – for information and advice - and to talk face to face about the well-being outcomes they want for themselves or for others. Talking Points provide a pathway between adult social care services offered over the telephone and the more formal social care assessments that happen in a person's own home. Residents are encouraged to come along and explain what they feel is missing in their local community that could make a difference to their health and well-being and they can also get involved and share their knowledge, skills and experiences to improve the well-being of others in their community.

## **1.4 Tackling poverty / Education and Literacy**

Flying Start is the Welsh Government's targeted Early Years programme for families with children under 4 years of age in some of the most deprived areas of Wales, and is one of the Welsh Government's top priorities. Bookstart in Denbighshire operates two strands:

- Firstly, the universal Wales-wide book gifting scheme in which all children receive book packs at 18 months and 2 years old (funded by Welsh Government via Booktrust Cymru)
- And secondly - a programme of rhymetimes to develop children's language and cognitive skills and parents' confidence as their child's first educators (funded in Denbighshire by Flying Start)

Rhymetimes focus on giving parents confidence to support their child's early language and learning development. Songs, rhymes and stories in Welsh and English are introduced in a shared group environment where children also learn key socialisation skills. Cultural

diversity is celebrated and children with disabilities or behavioural issues are included. Parents build up a social network and discover the range of services available to support them.

Mae tudalen hwn yn fwriadol wag

|                                 |                                                                                                     |
|---------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>           | <b>Pwyllgor Archwilio Perfformiad</b>                                                               |
| <b>Dyddiad y Cyfarfod:</b>      | <b>16 Mawrth 2017</b>                                                                               |
| <b>Aelod/Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Cwsmeriaid a Llyfrgelloedd<br/>Prif Reolwr Dros Dro, Gwasanaethau Cefnogaeth</b> |
| <b>Awdur yr Adroddiad:</b>      | <b>Swyddog Cwynion Corfforaethol a Statudol</b>                                                     |
| <b>Teitl:</b>                   | <b>Adroddiad Eich Llais – Chwarter 3 2016/17</b>                                                    |

## 1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad yn darparu trosolwg o'r canmoliaethau, awgrymiadau a chwynion y mae Cyngor Sir Ddinbych wedi eu derbyn dan bolisi adborth cwsmeriaid y cyngor 'Eich Llais' yn ystod Chwarter 3 2016/17. Mae'r adroddiad hefyd yn cynnwys cwynion Gwasanaethau Cymdeithasol a gafwyd o dan y weithdrefn gwyno statudol.

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

I alluogi'r Pwyllgor i gyflawni ei rôl archwilio mewn perthynas â pherfformiad y Cyngor wrth ddelio ag adborth cwsmeriaid.

I ddarparu gwybodaeth i'r Pwyllgor ynghylch enghreifftiau penodol lle mae gwasanaethau Cyngor wedi bod yn dysgu o gwynion.

## 3. Beth yw'r Argymhellion?

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

## 4. Manylion yr adroddiad

### Penawdau ar gyfer Chwarter 3 (gweler atodiad 1 am fanylion pellach):

- Derbyniodd y cyngor 115 o gwynion yn ystod Chwarter 3 (5% [6] yn llai na'r chwarter blaenorol).
- Derbyniodd y cyngor 132 o ganmoliaethau yn ystod Chwarter 3 (18% [29] yn llai na'r chwarter blaenorol).
- Derbyniodd y cyngor 16 o awgrymiadau yn ystod Chwarter 3 (24% [5] yn llai na'r chwarter blaenorol).

### 4.2 Cwynion ynglŷn â gwasanaethau a gomisiynwyd (gweler atodiad 1 i gael manylion pellach):

Yn ystod Chwarter 3:

- Derbyniwyd 4 cwyn *cam un* ynglŷn â gwasanaethau sy'n cael eu darparu gan Civica (o gymharu â 10 yn Chwarter 1).

- Derbyniwyd 14 cwyn *cam un* mewn perthynas â gwasanaethau sy'n cael eu darparu gan Kingdom Security (o gymharu â 25 yn Chwarter 1). Mae hyn yn cyfrif am 50% o'r cwynion a dderbyniwyd ar gyfer Cynllunio a Gwarchod y Cyhoedd yn ystod Chwarter 3.
- Ni dderbyniwyd unrhyw gwyn *cam dau* ynglŷn â gwasanaethau sy'n cael eu darparu gan Civica (o gymharu ag 1 yn Chwarter 2).
- Ni dderbyniwyd unrhyw gwyn *cam dau* ynglŷn â gwasanaethau sy'n cael eu darparu gan Kingdom Security (o gymharu â 2 yn Chwarter 2).

### Perfformiad – Chwarter 3 2016/17

- Ymatebwyd i 90% (99/110) o gwynion cam 1 o fewn terfynau amser. Nid yw hyn yn cyrraedd y targed corfforaethol o 95%.
- Mae Siart 1 yn Atodiad 1 yn dangos tuedd pedair blynedd o berfformiad o safbwynt ymateb i gwynion cam 1. Mewn pedair blynedd, atebwyd y targed corfforaethol mewn pedwar chwarter yn unig. Fodd bynnag, fel y trafodwyd yn flaenorol gyda'r pwyllgor, mae'r targedau corfforaethol yn fwriadol uchelgeisiol iawn, a byddai cyrraedd y targedau yn cynrychioli sefyllfa o "ragoriaeth".
- Ymatebwyd i 60% (3/5) o gwynion cam 2 o fewn terfynau amser. Nid yw hyn yn cyrraedd y targed corfforaethol o 95%.
- Mae Siart 2 yn atodiad 1 yn dangos tuedd pedair blynedd o berfformiad o safbwynt ymateb i gwynion cam 2. O'r deunaw chwarter a amlygwyd, bodlonwyd y targed saith gwaith.

### Cwynion Cam 1

Mae pedwar maes gwasanaeth wedi cael statws COCH ar gyfer cwynion cam 1 (tabl 1, atodiad 1). Mae statws COCH yn golygu bod llai na 90% o gwynion cam 1 wedi cael eu trin o fewn y terfyn amser o 10 diwrnod gwaith. Darperir rhagor o fanylion ynghylch y cwynion lle'r aethpwyd y tu hwnt i'r terfynau amser ar gyfer y gwasanaethau hynny isod:

### Gwasanaethau Cyfreithiol, AD a Democrataidd

#### 1. Canlyniad y gwyn: Heb ei chadarnhau

**Crynodeb o'r gwyn:** Honnwyd nad oedd Cynghorydd wedi dod i unrhyw gyfarfod o'r cyngor am dros 6 mis, felly o dan Ddeddf Llywodraeth Leol 1972, ni ddylent gael eu hystyried yn gynghorydd gweithredol mwyach.

**Rheswm dros fod yn hwyr:** Roedd y mater hwn wedi cael sylw gyda'r gwyn flaenorol yn cael ei hail-gyfeirio gan yr ombwdsmon. Rhoddwyd rhagor o ystyriaeth i'r her ac ail-ymwelwyd â darpariaethau statudol i sicrhau y gellid rhoi sylw cynhwysfawr i'r gwyn. Yn anffodus, nid oeddem yn gallu ymateb cyn y dyddiad dyledus o 19 Rhagfyr ac fe wnaeth gwyliau'r Nadolig a'r Flwyddyn Newydd arwain at oedi gyda'r gwyn.

### Cwsmeriaid

#### 1. Canlyniad y gwyn: Cadarnhawyd yn rhannol

**Crynodeb o'r gwyn:** Agwedd y Gweithredwr yn wael/ddim o gymorth.

**Rheswm dros fod yn hwyr:** Oedi gyda Galw Gofal (gwasanaeth tu allan i oriau) yn rhoi canlyniadau eu hymchwiliad

#### 2. Canlyniad y gwyn: Cadarnhawyd

**Crynodeb o'r gwyn:** Agwedd y Gweithredwr yn wael/ddim o gymorth, gwybodaeth anghywir wedi dod i law.

**Rheswm dros fod yn hwyr:** Galw Gofal yw ein gwasanaeth tu allan i oriau sydd wedi'i gomisiynu. Fe wnaeth rheolwyr Galw Gofal gynnal ymchwiliad sylweddol a chynhyrchwyd cynllun gweithredu i'w gywiro, er eu bod yn drylwyr, fe aeth hyn dros yr amserlenni corfforaethol. Caiff yr wybodaeth hon ei defnyddio yn ein hadolygiadau perfformiad ansawdd gyda Galw Gofal.

## Cynllunio a Gwarchod y Cyhoedd

- 1. Canlyniad y gŵyn:** Heb ei chadarnhau – 1 diwrnod yn hwyr  
**Crynodeb o'r gŵyn:** Gwybodaeth anghywir wedi'i rhoi i fusnes  
**Rheswm dros fod yn hwyr:** Roedd Swyddogion wedi ceisio cysylltu â'r achwynydd i gadarnhau'r materion, ac fe wnaeth hyn oedi'r broses
- 2. Canlyniad y gŵyn:** Heb ei chadarnhau – 4 diwrnod yn hwyr  
**Crynodeb o'r gŵyn:** Taliadau parcio a therfynau amser parcio  
**Rheswm dros fod yn hwyr:** Nifer fawr o negeseuon e-bost / gohebiaeth angen ateb
- 3. Canlyniad y gŵyn:** Cadarnhawyd – 1 diwrnod yn hwyr (yn dilyn estyniad)  
**Crynodeb o'r gŵyn:** Methu cydymffurfio â'r Safonau Iaith Gymraeg yn ystod rhoi Hysbysiad Cosb Benodedig am daflu sbwriel  
**Rheswm dros fod yn hwyr:** Roedd y Swyddog Ymchwilio ar wyliau dros y Nadolig ac roedd angen cysylltu â'r achwynydd i gael rhagor o eglurhad / gwybodaeth, a oeddod y broses.
- 4. Canlyniad y gŵyn:** Cadarnhawyd – 10 diwrnod yn hwyr  
**Crynodeb o'r gŵyn:** Anhapus gyda'r ffordd roedd 'gwaith wedi'i wneud yn ddiodyn' wedi'i drin am ardd oedd wedi gordyfu  
**Rheswm dros fod yn hwyr:** Achos cymhleth iawn gyda sawl swyddog/gwasanaeth yn gysylltiedig. Roedd yr ymchwiliad yn cymryd llawer o amser, ac roedd angen ymchwilio i lawer o ymholiadau'n llawn cyn ymateb

## Gwasanaethau Plant a Theuluoedd

- 1. Canlyniad y gŵyn:** Heb ei chadarnhau  
**Crynodeb o'r gŵyn:** Cyfathrebu gan weithiwr cymdeithasol, materion cysylltu.  
**Rheswm dros fod yn hwyr:** Nid oedd yr achwynydd ar gael, pan geisiwyd nifer o weithiau i wneud cysylltiad.
- 2. Canlyniad y gŵyn:** Heb ei chadarnhau  
**Crynodeb o'r gŵyn:** Nid oedd y gwasanaeth yn ystyried hwn yn gŵyn gyfreithlon, roedd yr un a gwynodd yn amlwg wedi drysu oherwydd rhai materion iechyd, ond hefyd roedd y mater o gydymffurfiaid cudd. Mam a phlentyn wedi symud o'r ardal, trefniadau trosglwyddo addas wedi'u gwneud gan arweinydd yr ymarfer, gan fod y plentyn ar y Gofrestr Amddiffyn Plant.  
**Rheswm dros fod yn hwyr:** Siaradodd arweinydd yr ymarfer â'r achwynydd ddiwrnod ar ôl i'r gŵyn gael ei gwneud, ac esboniodd y broses o drosglwyddo'r cofrestriad. Yn anffodus, nid oedd hyn wedi'i gadarnhau'n ysgrifenedig. Cyn trosglwyddo mewn cynhadledd, ymwelodd pob aelod o staff i sicrhau bod parhad mewn gofal.
- 3. Canlyniad y gŵyn:** Heb ei chadarnhau  
**Crynodeb o'r gŵyn:** Achwynydd yn anhapus gyda'r gweithiwr cymdeithasol, gan ei fod yn credu ei bod yn trafod ei gefnogaeth gyda'i gyn-bartner.  
**Rheswm dros fod yn hwyr:** Roedd yr ymateb yn hwyr gan fod angen gwneud yr ymholiadau i ymateb i'r achwynydd ac fe gymerodd yn hwy na'r disgwyl, roedd hyn yn cynnwys aelod o staff ddim ar gael oherwydd absenoldeb salwch.

**Dysgu o gwynion – enghreifftiau o adborth cwsmeriaid yn dylanwadu ar ddyluniad a darpariaeth gwasanaeth:**

**Cwsmeriaid:** Adolygu hyfforddiant staff yn gyffredinol, mae angen hyfforddiant ar safonau gofal cwsmeriaid, a gwneud mwy o fonitro ansawdd galwadau.

**Cyfleusterau, Asedau a Thai:** **1.** Hyfforddiant staff i sicrhau y gall yr holl staff esbonio'r rhesymau dros gostiadau i gwsmeriaid. **2.** Pob aelod o staff yn mynd ar gwrs gwasanaeth cwsmeriaid.

**Gwasanaethau Priffyrdd ac Amgylcheddol:** Ymrwymiad i gynnal adolygiad o ddeunydd darllen presennol y Cyngor ynghylch y weithdrefn ar gyfer delio â biniau wedi'u halogi.

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

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

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

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

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

Adroddiad perfformiad yw hwn ac ni cheisir unrhyw benderfyniad er mwyn gwneud unrhyw newidiadau a fyddai'n effeithio ar y staff nag ar y gymuned. Felly nid oes angen Asesiad Effaith ar Les ar gyfer yr adroddiad hwn.

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

Adrodd yn fisol i'r Uwch Dîm Arweinyddiaeth.

**9. Datganiad y Prif Swyddog Cyllid**

Nid oes goblygiadau ariannol amlwg yn sgil yr adroddiad hwn.

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

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

**11. Pŵer i wneud y Penderfyniad**

Mae erthyglau 7.3 a 7.4.2(b) o Gyfansoddiad y Cyngor yn amlinellu cylch gwaith a phwerau'r Pwyllgor mewn perthynas â pherfformiad Gwasanaethau.

**Swyddog Cyswllt:**

Swyddog Cwynion Corfforaethol a Statudol  
Ffôn: 01824 706597.



## Your Voice information

### 1 Your Voice reporting periods

The following periods are used for reporting data:

Quarter 1: 1-Apr to 30-Jun

Quarter 2: 1-Jul to 30-Sep

Quarter 3: 1-Oct to 31-Dec

Quarter 4: 1-Jan to 31-Mar

### 2 Complaint response timescales

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

Stage 1: **10** working days

Stage 2: **20** working days

Please note: Community Support Services and Children and Family Services adhere to statutory timescales, which differ slightly from corporate.

### 3 Your Voice performance measures

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

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

Table 1: Overall complaint response times for stage 1 complaints – Q3

| Service                                                 | Quarter 1 - Stage 1 |        |      | Quarter 2 - Stage 1 |        |      | Quarter 3 - Stage 1 |        |      |
|---------------------------------------------------------|---------------------|--------|------|---------------------|--------|------|---------------------|--------|------|
|                                                         | Rec'd               | Within | %    | Rec'd               | Within | %    | Rec'd               | Within | %    |
| Business Improvement & Modernisation                    | 0                   | 0      | -    | 0                   | 0      | -    | 0                   | 0      | -    |
| Legal, HR and Democratic Services                       | 0                   | 0      | -    | 0                   | 0      | -    | 2                   | 1      | 50%  |
| Customers                                               | 8                   | 7      | 88%  | 5                   | 5      | 100% | 5                   | 3      | 60%  |
| Revenues and Benefits (ALL SERVICES PROVIDED BY CIVICA) | 6                   | 3      | 50%  | 10                  | 10     | 100% | 4                   | 4      | 100% |
| Education                                               | 2                   | 2      | 100% | 1                   | 1      | 100% | 2                   | 2      | 100% |
| Highways & Environmental Services                       | 36                  | 34     | 94%  | 27                  | 23     | 85%  | 35                  | 34     | 97%  |
| Facilities, Assets and Housing                          | 24                  | 24     | 100% | 19                  | 19     | 100% | 19                  | 19     | 100% |
| Planning and Public Protection                          | 42                  | 34     | 81%  | 35                  | 34     | 97%  | 28                  | 24     | 86%  |
| Community Support Services                              | 3                   | 3      | 100% | 2                   | 2      | 100% | 0                   | 0      | -    |
| COMMUNITY SUPPORT SERVICES                              | 10                  | 10     | 100% | 9                   | 9      | 100% | 10                  | 10     | 100% |
| CHILDREN AND FAMILY SERVICES                            | 6                   | 4      | 67%  | 6                   | 4      | 67%  | 5                   | 2      | 40%  |
| Corporate Total                                         | 137                 | 121    | 88%  | 114                 | 107    | 94%  | 110                 | 99     | 90%  |

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

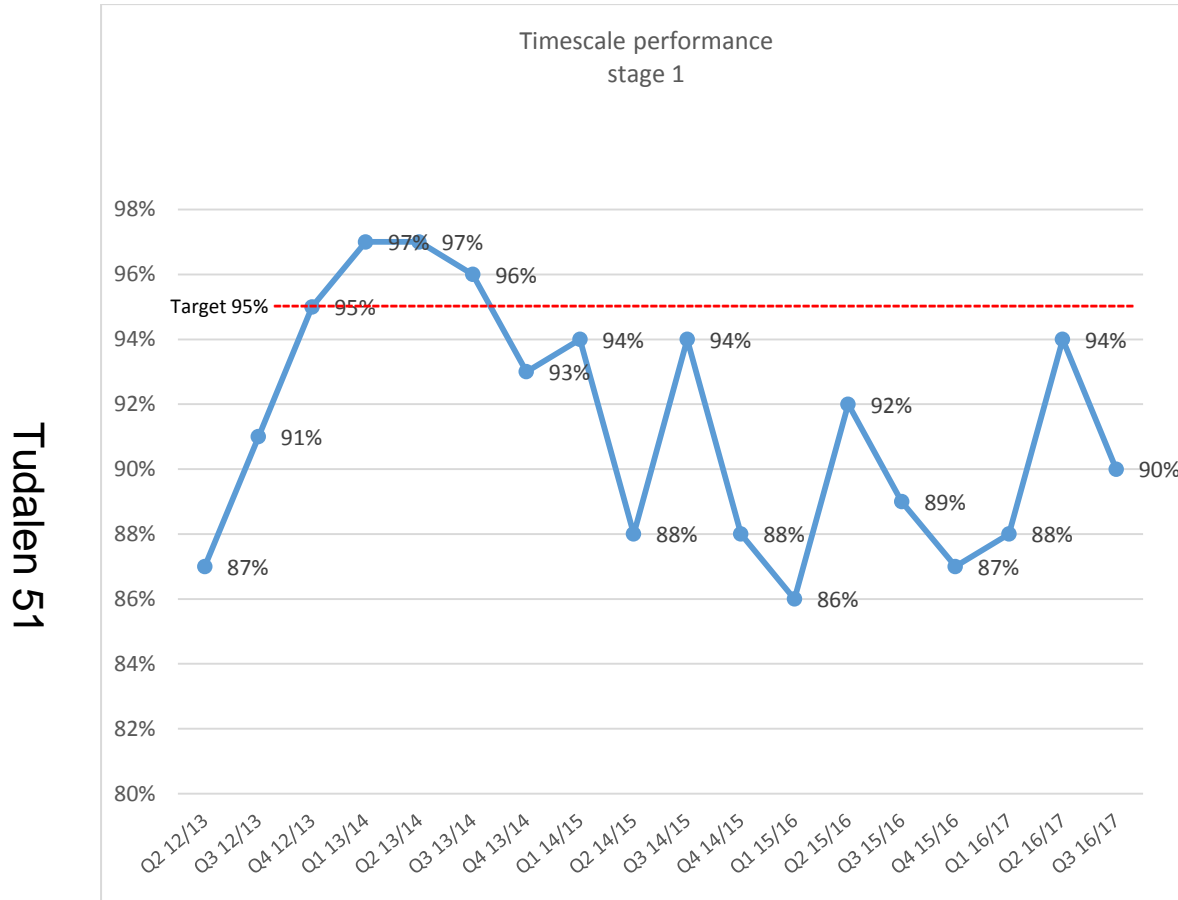


Table 2: Overall complaint response times for stage 2 complaints – Q3

| Service                                                 | Quarter 1 - Stage 2 |        |      | Quarter 2 - Stage 2 |        |      | Quarter 3 - Stage 2 |        |      |
|---------------------------------------------------------|---------------------|--------|------|---------------------|--------|------|---------------------|--------|------|
|                                                         | Rec'd               | Within | %    | Rec'd               | Within | %    | Rec'd               | Within | %    |
| Business Improvement & Modernisation                    | 0                   | 0      | -    | 0                   | 0      | -    | 0                   | 0      | -    |
| Legal, HR and Democratic Services                       | 0                   | 0      | -    | 0                   | 0      | -    | 0                   | 0      | -    |
| Customers                                               | 0                   | 0      | -    | 0                   | 0      | -    | 0                   | 0      | -    |
| Revenues and Benefits (ALL SERVICES PROVIDED BY CIVICA) | 2                   | 2      | 100% | 1                   | 1      | 100% | 0                   | 0      | -    |
| Education                                               | 2                   | 2      | 100% | 1                   | 1      | 100% | 2                   | 2      | 100% |
| Highways & Environmental Services                       | 0                   | 0      | -    | 1                   | 1      | 100% | 1                   | 0      | 0%   |
| Facilities, Assets and Housing                          | 0                   | 0      | -    | 2                   | 2      | 100% | 0                   | 0      | -    |
| Planning and Public Protection                          | 8                   | 7      | 88%  | 5                   | 5      | 100% | 1                   | 0      | 0%   |
| Community Support Services                              | 2                   | 2      | 100% | 1                   | 1      | 100% | 0                   | 0      | -    |
| COMMUNITY SUPPORT SERVICES                              | 1                   | 1      | 100% | 0                   | 0      | -    | 1                   | 1      | 100% |
| CHILDREN AND FAMILY SERVICES                            | 0                   | 0      | -    | 0                   | 0      | -    | 0                   | 0      | -    |
| Corporate Total                                         | 15                  | 14     | 93%  | 11                  | 11     | 100% | 5                   | 3      | 60%  |

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

Tudalen 53

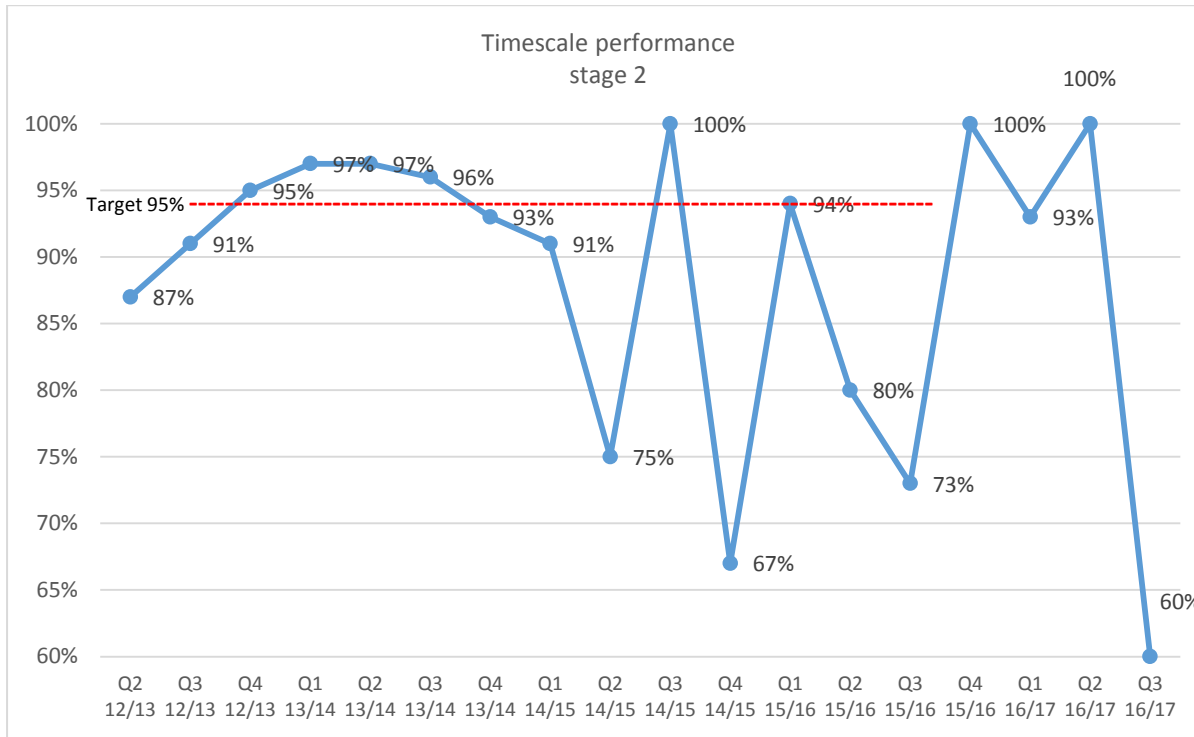
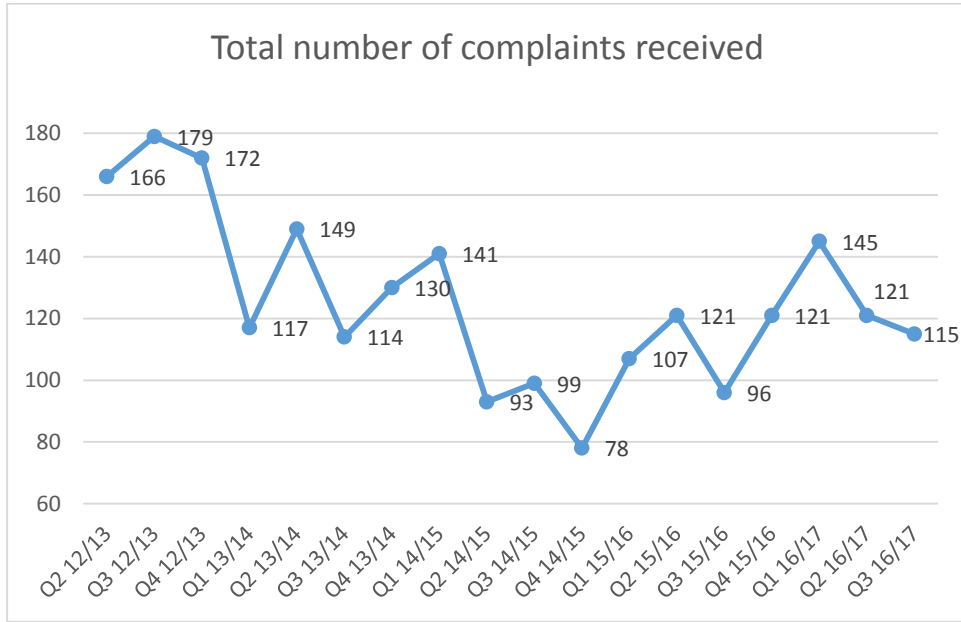


Chart 3: Total number of complaints received – 4 year analysis



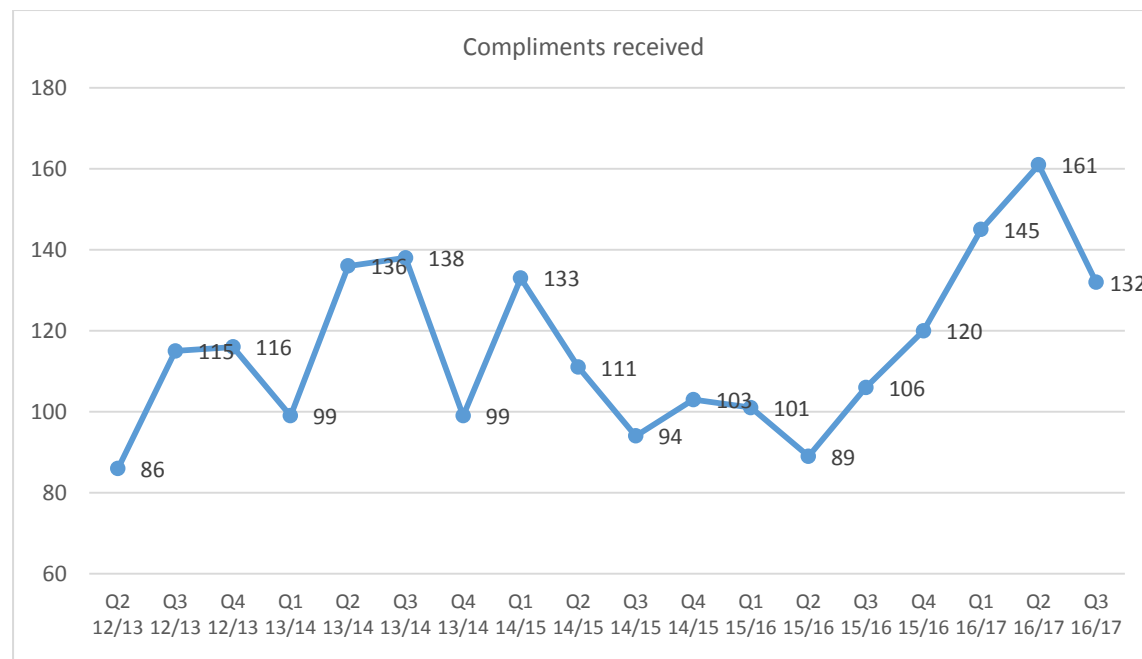
Tudalen 54

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

**Table 5: Compliments received during Q3**

| Service Area                           | Q1         | Q2         | Q3         | Q4 |
|----------------------------------------|------------|------------|------------|----|
| Business Improvement and Modernisation | 0          | 1          | 0          |    |
| Legal, HR and Democratic Services      | 1          | 0          | 0          |    |
| Customers                              | 16         | 39         | 12         |    |
| Revenues and Benefits                  | 0          | 0          | 0          |    |
| Education and Children's Services      | 2          | 1          | 14         |    |
| Highways and Environmental Services    | 50         | 42         | 39         |    |
| Facilities, Assets and Housing         | 55         | 22         | 39         |    |
| Planning and Public Protection         | 7          | 16         | 10         |    |
| Community Support Services             | 14         | 40         | 18         |    |
|                                        | <b>145</b> | <b>161</b> | <b>132</b> |    |

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



Mae tudalen hwn yn fwiadol wag



|                             |                                                                                     |
|-----------------------------|-------------------------------------------------------------------------------------|
| <b>Report to:</b>           | <b>Performance Scrutiny Committee</b>                                               |
| <b>Date of Meeting:</b>     | <b>16<sup>th</sup> March 2017</b>                                                   |
| <b>Lead Member/Officer:</b> | <b>Lead Member, Customers/<br/>Head of Customers Communications &amp; Marketing</b> |
| <b>Report Author:</b>       | <b>Service Improvement Manager</b>                                                  |
| <b>Title:</b>               | <b>Customer Effort Dashboard</b>                                                    |

### **1. What is the report about?**

Provides information about a method by which customer feedback is currently being collected on behalf of Denbighshire, and collated into a Customer Effort Dashboard, providing the council with real time information about the customer experience and expectations which can be used to inform future service improvements.

### **2. What is the reason for making this report?**

To provide background information to explain the need for the survey, how it works, what information it provides and how this will help improve service delivery.

### **3. What are the Recommendations?**

For Scrutiny to be aware of the Customer Effort Dashboard and to regularly scrutinise the results and actions taken either as an appendix to the Your Voice agenda item, or as a standalone report.

### **4. Report details** **Background**

The Customer contact centre has over 200,000 conversations with citizens a year and is therefore the largest touch-point the Council has with end users of Council services. By seeking their views immediately after they have contacted the Council we are able to gain more timely feedback on their experience, and intelligence gathered can more effectively fed back to services to identify potential improvements.

In order to assess whether we are delivering against our key values and vision as a Council, the Customers, Communications & Marketing Service has commissioned a 12 month contract for an external supplier, Ember Services Ltd, to undertake an independent analysis of our customers' satisfaction through the use of a survey.

The survey is text based and is sent to a random sample of citizens' mobile phones within 24 hours of them having called the Contact Centre in their preferred language. Frequent callers will only receive one request every 6 weeks. Within the text

message is a link to a website (optimised for mobile use) that asks the following questions:

|                                                                         |                    |
|-------------------------------------------------------------------------|--------------------|
| What was the reason for your phone call?                                | Drop down list     |
| Did you try and use our website to resolve your query before calling? - | Yes/No             |
| Is this the first time you have contacted the Council about this query? | Yes / No           |
| If No, how many times?                                                  | 1 to 5, 5+         |
| How easy was it to get through to talk to someone about your query?     | Score 1 to 10      |
| How would you rate our Advisor's willingness to help?                   | Score 1 to 10      |
| How easy was it to get your query resolved?                             | Score 1 to 10      |
| How satisfied are you with your overall experience of speaking with us? | Score 1 to 10      |
| Please tell us why you have scored us this way?                         | Optional free text |
| What outcome did you expect when you contacted us about this service?   | Optional free text |

The survey results are benchmarked against other organisations and councils that are using the same survey method and against the Institute of Customer Service Satisfaction Index (CSI) – a comprehensive UK wide survey. This provides a high level understanding of how Denbighshire compares to other Local Authorities and how well we meet the expectations of our customers.

The practical actions required to improve our services, come from the analysis of customer comments. The sentiment of each comment and any reason for dissatisfaction will be established – this will highlight those areas that need improvement and what is required to be done to improve.

Over time, the trends will be monitored to ensure any improvements in customer services or in end service delivery are having a positive effect for our customer base. Please refer to *appendix 1* for results to date.

We are working with Ember to create a public-facing dashboard so that our performance will be publicly available.

We are also developing sophisticated analysis alongside our website statistics to identify which webpages require enhancement or development and to measure the potential for customers to want to self-serve.

*Appendix 2* provides information regarding our monthly Contact Centre call handling results (demonstrating an improvement in all areas over the last 12 months)

## 5. How does the decision contribute to the Corporate Priorities?

It contributes towards 'Modernising the council to deliver efficiencies and improve services for our customers' by using customer feedback to improve service delivery and reduce customer effort in contacting the council.

**6. What will it cost and how will it affect other services?**

It costs £1,950 per month (paid to an external supplier); the first 12 months has been funded through the Modernisation Board.

Involves some staff intervention in terms of data analysis, customer call-backs and completing identified actions to improve customer service and delivery.

**7. What are the main conclusions of the Well-being Impact Assessment?**

*n/a*

**8. What consultations have been carried out with Scrutiny and others?**

Modernisation Board and CCM.

**9. Chief Finance Officer Statement**

*n/a*

**10. What risks are there and is there anything we can do to reduce them?**

*n/a*

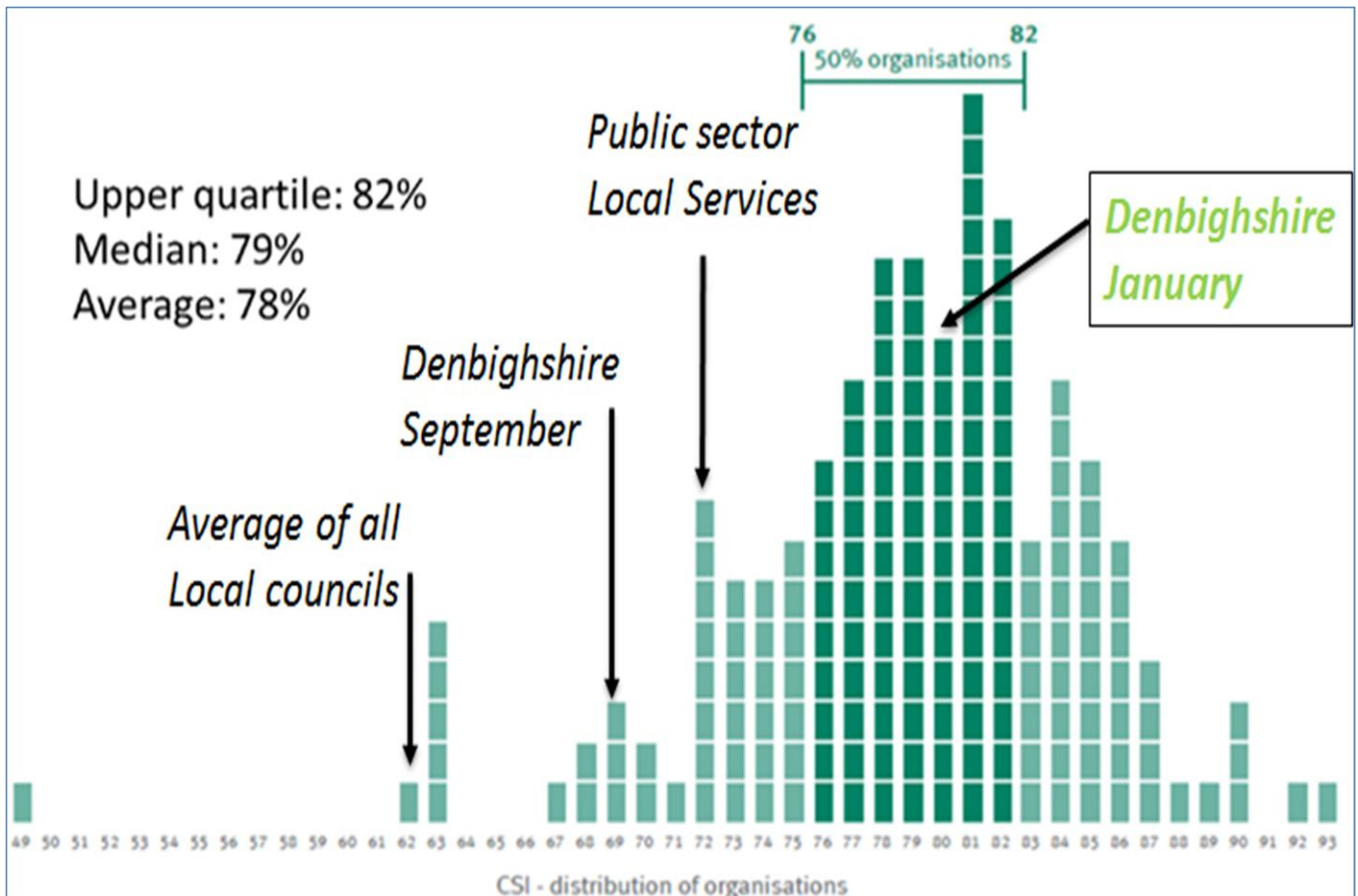
**11. Power to make the Decision**

*n/a*

Appendix 1

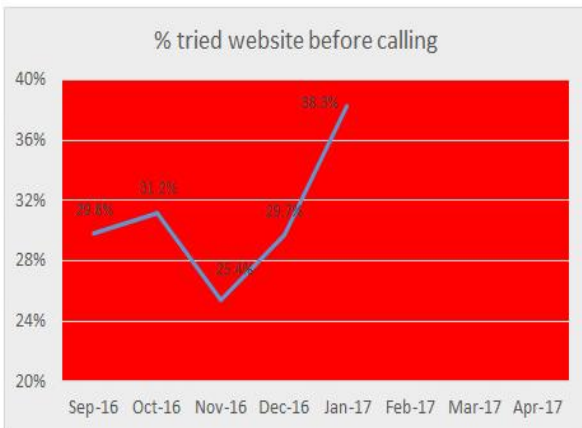
Results to date (September 2016 – January 2017):

|                                                          |                          |                                             |
|----------------------------------------------------------|--------------------------|---------------------------------------------|
| <b>Total surveys sent</b>                                | <b>8750</b>              |                                             |
| <b>Total surveys returned</b>                            | <b>831</b>               | <b>= 9% this is a very high return rate</b> |
| <b>Total verbatim received</b>                           | <b>671</b>               | <b>= 81% this is exceptionally high</b>     |
| <b>(where customers add narrative to their feedback)</b> |                          |                                             |
| <b>No. of calls/transactions to date</b>                 | <b>1.73 per customer</b> |                                             |



| <i>Customer Perception</i>     | <i>Positive Comments</i> | <i>Lowest/highest</i> |
|--------------------------------|--------------------------|-----------------------|
| <b>Overall</b>                 | <b>63%</b>               | <b>58%/70%</b>        |
| <b>Agent Behaviour</b>         | <b>82%</b>               | <b>77%/86%</b>        |
| <b>Service Area Resolution</b> | <b>46%</b>               | <b>42%/56%</b>        |
| <b>Met Expectations</b>        | <b>56%</b>               | <b>52%/58%</b>        |

# Survey Results



## DCC Analysis

(1<sup>st</sup> quarter September - November 2016)

557 survey responses received between 1 September and 25 November 2016.

133 respondents (24%) of respondents had unmet expectations (the rest had them met or did not comment).

| No of respondents | Reason for unmet expectations                          |
|-------------------|--------------------------------------------------------|
| 44                | Wanted some advice or better advice than they received |
| 39                | Wanted their problem resolved and it wasn't            |
| 21                | Wanted immediate resolution                            |
| 18                | Wanted more empathy                                    |
| 8                 | Wanted a straight-forward answer                       |
| 2                 | Wanted a specific date/appointment/timeframe           |
| 1                 | Wanted DCC to keep to time                             |

We identified 143 respondents who would benefit more a call-back from DCC, in the following groups :

| No of respondents | Reason for call-back    |
|-------------------|-------------------------|
| 76                | Need information        |
| 37                | Political               |
| 15                | Long running issue      |
| 7                 | Health & Safety         |
| 6                 | Tried the website first |
| 2                 | Urgent                  |

These two highest scores suggest a correlation.

Off the 557 respondents, scores were as follows

| No of respondents | How satisfied with experience? (1 - 10) |
|-------------------|-----------------------------------------|
| 256               | 10                                      |
| 78                | 1                                       |
| 59                | 9                                       |
| 40                | 8                                       |
| 28                | 5                                       |
| 27                | 7                                       |
| 18                | 2                                       |
| 18                | 6                                       |
| 17                | 4                                       |

| No of respondents | How easy was it to get query resolved (1 - 10) |
|-------------------|------------------------------------------------|
| 262               | 10                                             |
| 89                | 1                                              |
| 41                | 8                                              |
| 38                | 9                                              |
| 31                | 5                                              |
| 30                | 7                                              |
| 24                | 6                                              |
| 13                | 2                                              |
| 12                | 4                                              |

| No of respondents | Advisors willingness to help (1 - 10) |
|-------------------|---------------------------------------|
| 302               | 10                                    |
| 55                | 9                                     |
| 45                | 8                                     |
| 41                | 1                                     |
| 31                | 7                                     |
| 20                | 5                                     |
| 17                | 6                                     |
| 14                | 2                                     |
| 14                | 3                                     |

|    |   |
|----|---|
| 12 | 3 |
| 4  | 0 |

|    |   |
|----|---|
| 10 | 3 |
| 7  | 0 |

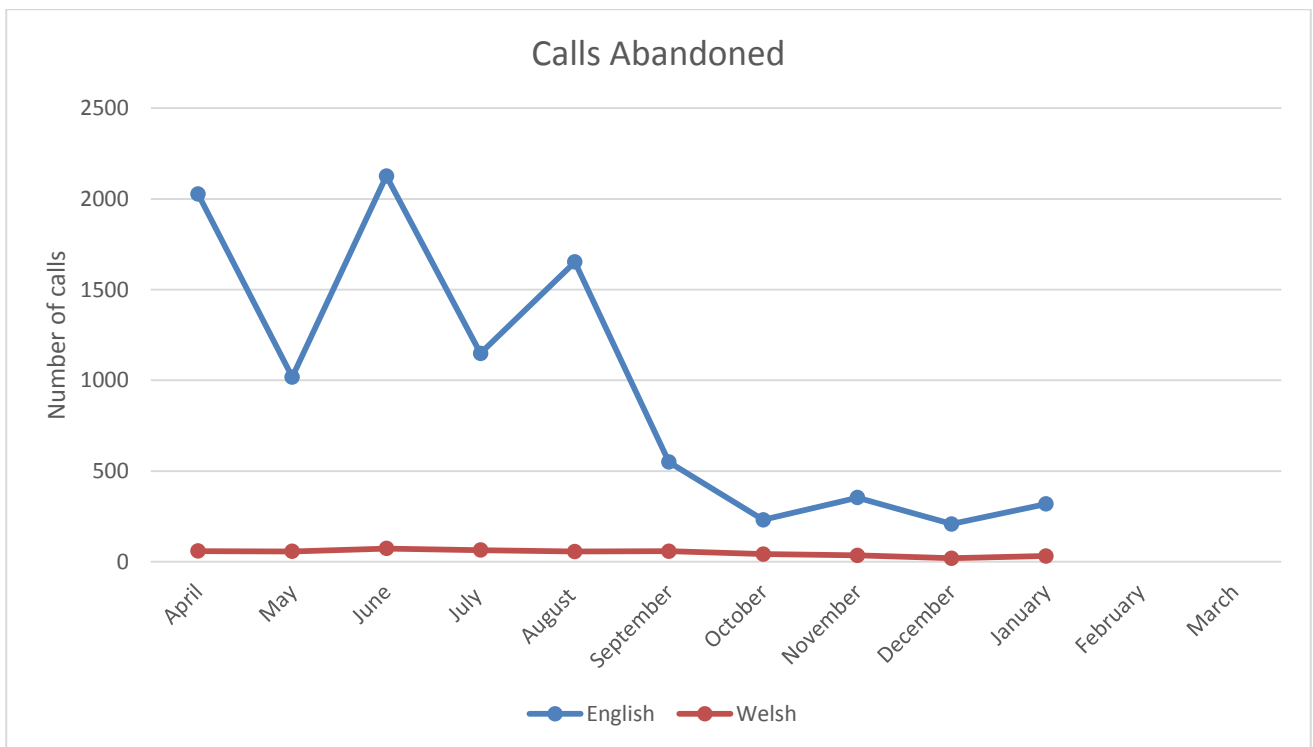
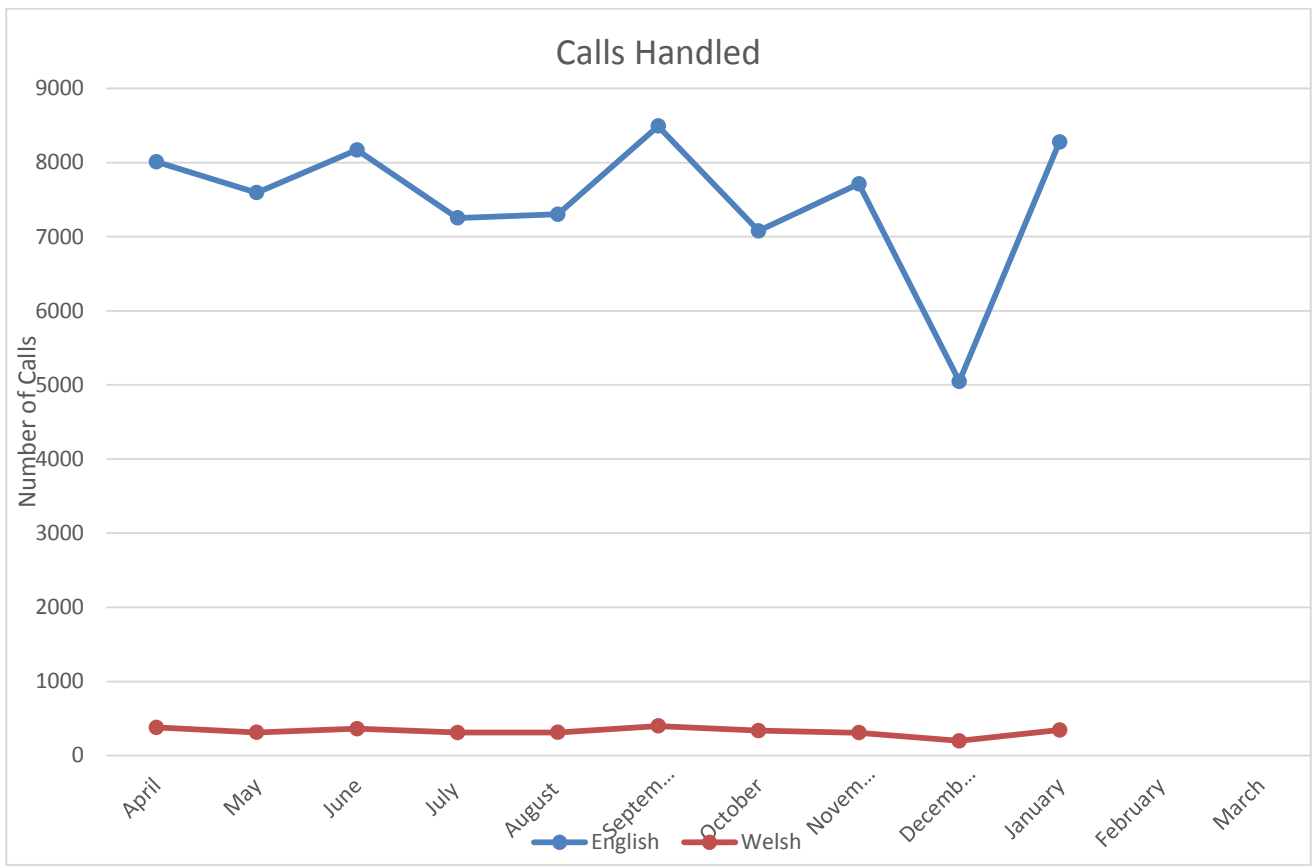
|    |   |
|----|---|
| 12 | 4 |
| 6  | 0 |

94 of the verbatim rated experience and ease of resolve at equal to 3 or under.

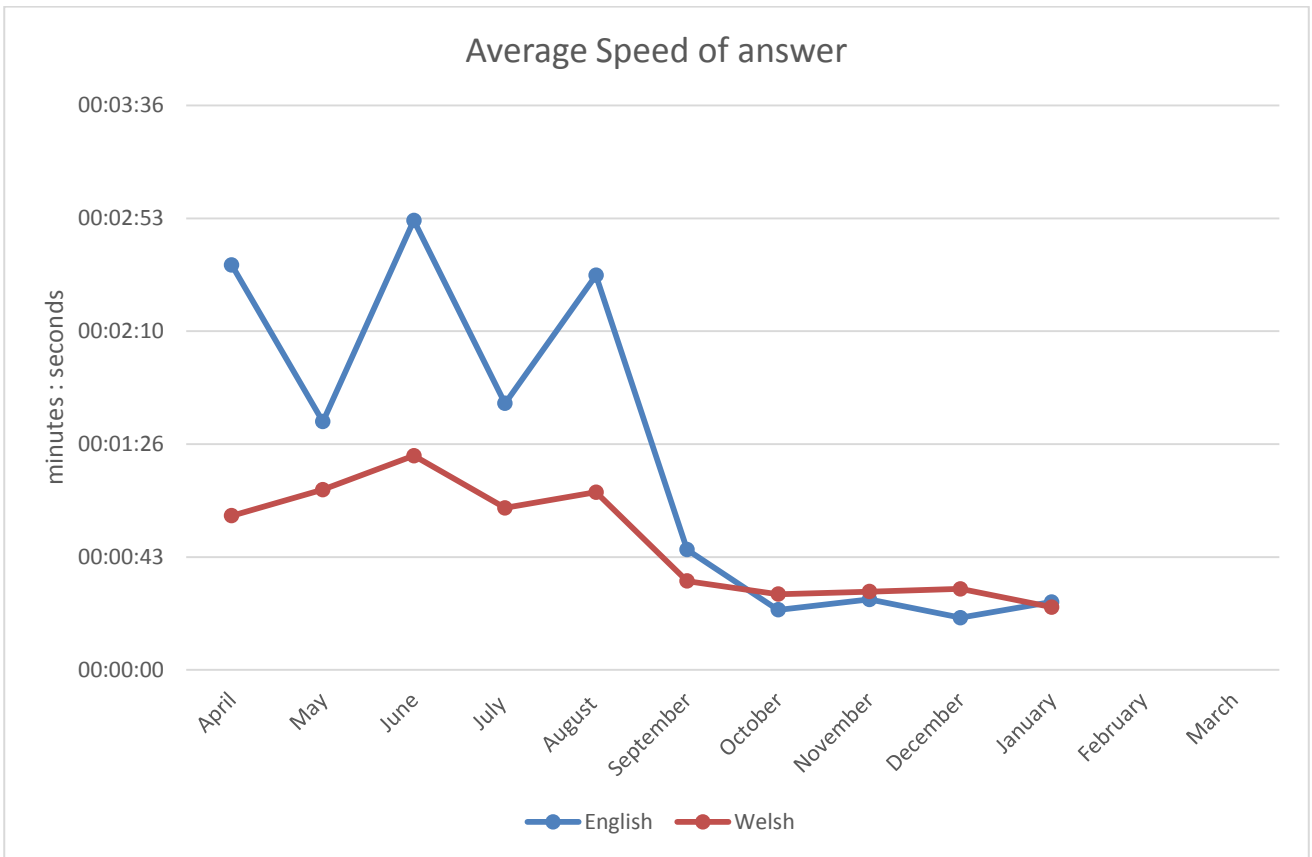
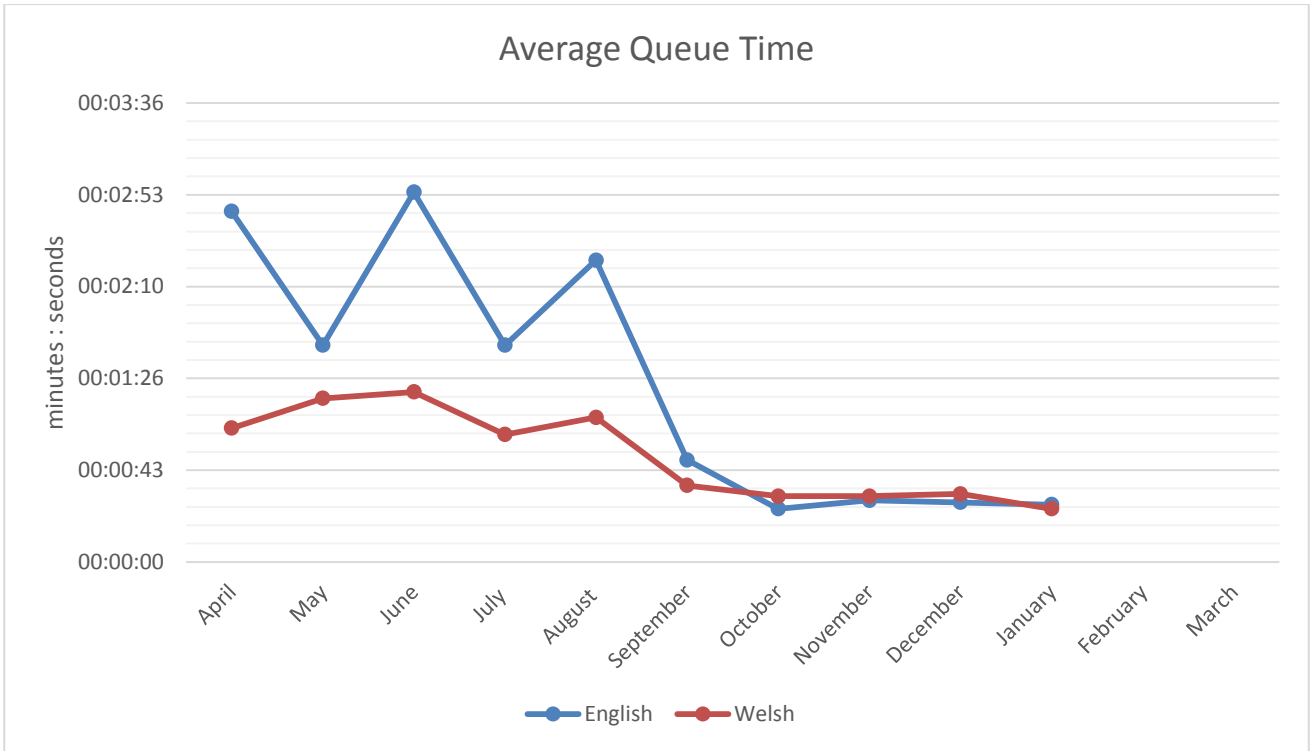
82 of these had useful text feedback which was analysed as follows :

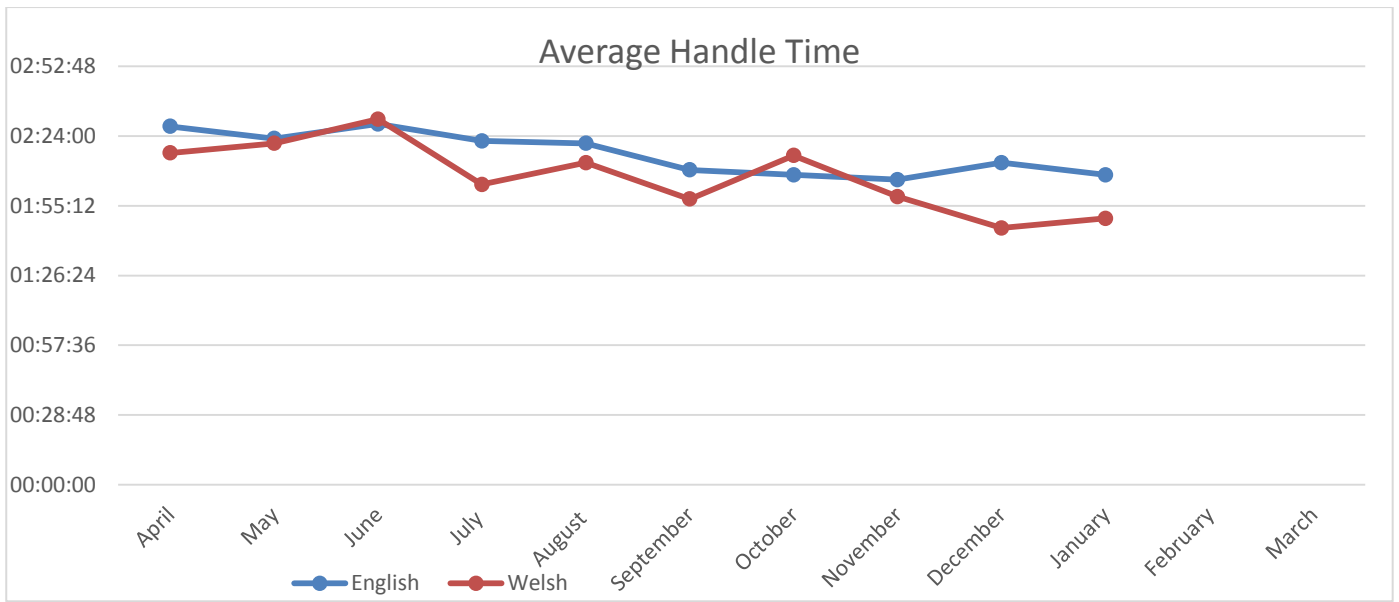
| No of respondents | Area of dissatisfaction |
|-------------------|-------------------------|
| 31                | Lack of contact         |
| 28                | Lack of help            |
| 9                 | Fleet & Waste           |
| 6                 | Highways                |
| 3                 | Education               |
| 2                 | Misc                    |
| 1                 | Benefits                |
| 1                 | Parking                 |
| 1                 | Payments                |

This supports the earlier supposition that there is an issue around advice and information.









- Vertical axis measured in minutes : seconds

|                                 |                                                                                    |
|---------------------------------|------------------------------------------------------------------------------------|
| <b>Adroddiad i'r:</b>           | <b>Pwyllgor Archwilio Perfformiad</b>                                              |
| <b>Dyddiad y Cyfarfod:</b>      | <b>16 Mawrth 2017</b>                                                              |
| <b>Aelod/Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Moderneiddio a Thai/<br/>Rheolwr Cynllunio Strategol a Thai</b> |
| <b>Awdur yr Adroddiad:</b>      | <b>Swyddog Strategaeth Tai Lleol a Datblygu</b>                                    |
| <b>Teitl:</b>                   | <b>Cynnydd ar gyflawni Strategaeth Dai Sir Ddinbych:</b>                           |

## 1. Am beth mae'r adroddiad yn sôn?

- 1.1 Pwrpas yr adroddiad yw diweddarau Archwilio ar y cynnydd a wnaed hyd yma o ran cyflawni'r canlyniadau a'r camau gweithredu allweddol mewn perthynas â Strategaeth Dai Sir Ddinbych. Mabwysiadwyd Strategaeth Dai Sir Ddinbych gan y Cyngor 1 Rhagfyr 2015. Mae tabl yn nodi'r cynnydd ar y Cynllun Gweithredu'n amgaeedig fel Atodiad 1.

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

- 2.1 Mae'r adroddiad hwn wedi cael ei baratoi o ganlyniad i gais gan y Pwyllgor Archwilio Perfformiad i adolygu'r cynnydd o ran darparu Strategaeth Dai'r Cyngor.

## 3. Beth yw'r Argymhellion?

- 3.1 Bod Archwilio'n rhoi sylw ar gynnwys yr adroddiad ac yn parhau i fonitro cyflawniad o'r Cynllun Gweithredu Strategaeth Dai.

## 4. Manylion yr adroddiad

- 4.1 Mae Strategaeth Dai Sir Ddinbych yn nodi gweledigaeth ac amcanion y Cyngor ar gyfer tai yn y Sir am y cyfnod 2016-2021. Mae'n ddogfen gorfforaethol bwysig i'r Cyngor ac yn rhoi'r fframwaith ar gyfer pob swyddogaeth sy'n gysylltiedig â thai'r Cyngor (preifat a chyhoeddus). Mae'r Strategaeth wedi'i gosod o fewn fframwaith y Cynllun Corfforaethol fel y manylir yn 5.1 ac yn eistedd ochr yn ochr â'r Cynllun Datblygu Lleol. Mae'r Strategaeth yn nodi 5 "Thema" sydd yn feysydd blaenoriaeth i'w targedu ac i'w rhoi ar waith:

- Mwy o gartrefi i ddiwallu'r angen a'r galw lleol;
- Creu cyflenwad o dai fforddiadwy;
- Sicrhau cartrefi diogel ac iach;
- Cartrefi a chefnogaeth i bobl ddiamddiffyn;
- Hyrwyddo a chefnogi cymunedau.

- 4.2 Mae'r Grŵp Darparu Strategaeth Dai'n goruchwyllo'r Cynllun Gweithredu, sy'n cael ei gadeirio gan yr Aelod Arweiniol sydd â chyfrifoldeb am ddarparu'r Strategaeth Dai, y Cynghorydd Barbara Smith. Mae Aelodau o'r Grŵp yn cynnwys yr Aelodau Arweiniol

hynny â chyfrifoldeb am ardal o dai o fewn eu portffolios, Penaethiaid Gwasanaeth perthnasol a'r Rheolwr Cynllunio Strategol a Thai.

- 4.3 Mae'r Grŵp yn cyfarfod bob dau fis ac yn monitro ac yn adolygu cynnydd, gyda mewnbwn gan y Penaethiaid Gwasanaethau amrywiol a'r swyddogion sy'n gysylltiedig â darparu camau gweithredu unigol. Mae unrhyw faterion posibl o ran diwallu targedau'n cael eu nodi cyn gynted â phosibl. Mae'r Grŵp hefyd yn goruchwyllo dyraniad y Grant Tai Cymdeithasol (GTC) a ddyfernir yn flynyddol gan Lywodraeth Cymru i helpu Cymdeithasau Tai fynd ati i greu datblygiadau tai, ac mae hwn oddeutu £1 miliwn y flwyddyn. Rheolir y cyllid hwn yn lleol gan y Cyngor.
- 4.4 Daw'r Strategaeth gyda Chynllun Gweithredu 61 pwynt, gyda 119 carreg filltir wedi'u nodi i'w cyflawni. Mae'n nodi mewn mwy o fanylder gyfrifoldebau'r timau perthnasol amrywiol o fewn y Cyngor, a sut rydym yn gweithio gyda phartneriaid i helpu i wireddu gweledigaeth y Cyngor ar gyfer tai. Mae'r Strategaeth yn ddogfen fyw a bydd mwy o gamau gweithredu'n cael eu hychwanegu wrth i waith symud yn ei flaen ac wrth i eraill gael eu cwblhau. Trefnir adolygu'r cynllun gweithredu yn hydref 2017 pan fydd y blaenoriaethau corfforaethol newydd wedi'u sefydlu a bod Aelodau newydd y Cyngor wedi'u sefydlu'n llawn, i sicrhau fod y Strategaeth yn parhau i gefnogi gweledigaeth Sir Ddinbych. Mae'r Strategaeth ei hun am gyfnod o bum mlynedd (2016 - 2021) a bydd angen ei hadolygu erbyn 2021.
- 4.5 Cafodd pedwar canlyniad allweddol eu nodi ar ddechrau mabwysiadu'r Strategaeth Dai, i'w cyflawni yn y flwyddyn gyntaf. Mae'r tabl yn nodi'r manylion a'r cynnydd a wnaed yn erbyn y rhain:

| <b>Canlyniad allweddol y Strategaeth Dai ym mlwyddyn 1</b>                                    | <b>Cynnydd a wnaed gyda chanlyniadau allweddol erbyn Rhagfyr 2016 (1) a hyd yma (2)</b>                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cynyddu tai cymdeithasol o 7 uned ar y lleiaf                                                 | (1) 30 o dai cymdeithasol wedi'u cyflwyno rhwng Rhagfyr 2015 a Rhagfyr 2016; mae 1 un o'r rhain bellach yn dŷ Cyngor a gollwyd yn flaenorol drwy Hawl i Brynu<br><br>(2) 39 o dai cymdeithasol o Ragfyr 2015 hyd at Chwefror 2017 ac 13 arall yn disgwyl cael eu cwblhau'r flwyddyn ariannol hon, yn cynnwys 1 hen dŷ Cyngor yn cael ei adnewyddu gan y Cyngor |
| Safon well o atebion llety digartrefedd dros dro o fewn stoc tai CSDd a /neu opsiynau preifat | (1) Gweithdrefnau newydd i sicrhau bod atebion llety dros dro'n cael eu gwirio gan Orfodaeth Tai cyn meddiannaeth                                                                                                                                                                                                                                              |
| O leiaf 5 eiddo gwag yn ôl i ddefnydd fel tai fforddiadwy                                     | (1) Mae 18 o dai gwag wedi'u defnyddio unwaith eto drwy fenthyciadau Troi Tai'n Gartrefi ac mewn partneriaeth â Thai Gogledd Cymru (Rhagfyr 2015 – Rhagfyr 2016)                                                                                                                                                                                               |

|                                                                                                         |                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                         | (2) Mae 4 o dai gwag eraill yn y broses o gael eu prynu a'u hadnewyddu                                                                                                       |
| Cynlluniau cymdogaeth gydag adnoddau yn cael eu datblygu gyda'n tenantiaid Cyngor i wella eu hardaloedd | (1) Mae cynlluniau cymdogaeth wedi'u datblygu ac yn hysbysu ein cynlluniau cymdogaethau Tai Cyngor yn y dyfodol. 4 swydd Datblygiad Cymunedol wedi dechrau yn Nhachwedd 2016 |

### **Meysydd allweddol o gynnydd**

- 4.6 O'r 61 o gamau gweithredu a nodwyd, mae 27 wedi'u darparu, gyda nifer nawr wedi'u hymgorffori yn narpariaeth weithredol 'busnes fel yr arfer', mae yna ychydig o lithriad ar 5 cam gweithredu gyda'r dyddiadau cau gwreiddiol, ond mae pob un nawr â dyddiadau cau diwygiedig ac mae cynlluniau ar waith i'w cwblhau, mae'r gweddill i gyd ar y trywydd cywir i'w darparu o fewn y dyddiadau cau y cytunwyd arnynt.
- 4.7 Roedd llawer o gamau gweithredu cychwynnol y strategaeth yn ymwneud â datblygu fframweithiau i alluogi darpariaeth tai. Mae hyn wedi cynnwys cyfarfodydd rheolaidd gyda swyddogion strategol o Landlordiaid Cymdeithasol Cofrestredig partner, yn ogystal â chyfarfodydd gweithredol a oedd eisoes wedi'u cynnal. Mae Prosbectws Tir Tai wedi'i ddatblygu ac yn cael ei ddiweddarau'n rheolaidd i hyrwyddo'r dyraniadau tai yn y sir i ysgogi datblygiad.
- 4.8 Mae Cynllun Darparu Tai Gwag a Chynllun Darparu Effeithlonrwydd Ynni'n cael eu datblygu a'u goruchwylio gan y grŵp monitro. Mae adolygiad o'r polisi symiau gohiriedig tai fforddiadwy hefyd wedi digwydd, yn unol ag argymhellion y grŵp tasg a gorffen tai fforddiadwy. Bydd y cynlluniau hyn a'r polisi diwygiedig yn cael eu harchwilio o dan y broses gwneud penderfyniadau dirprwyedig.
- 4.9 Mae Cartrefi Conwy wedi'i rannu'n barthau i gael mynediad at y Grant Tai Cymdeithasol yn Sir Ddinbych, ar ôl i achos busnes llwyddiannus gael ei gyflwyno i Lywodraeth Cymru. O ganlyniad uniongyrchol i hyn, mae 3 tŷ gwag wedi'u prynu gan y Landlord Cymdeithasol Cofrestredig yn 2016 (dan ddefnyddio arian Grant Tai Cymdeithasol), a byddant yn cael eu hadnewyddu yn ystod 2017 a'u gosod yn 2017/18. Maent hefyd yn edrych ar amrywiaeth o gyfleoedd adeiladau newydd ar draws y Sir. Mae yna hefyd botensial i'r broses rhannu parhau yn Sir Ddinbych gael ei hymestyn ar gyfer Landlordiaid Cymdeithasol Cofrestredig ychwanegol. Drwy ehangu ar y parthau hyn ar gyfer Landlordiaid Cymdeithasol Cofrestredig eraill, bydd yn cynyddu'r gystadleuaeth ac yn gwella cyfleoedd ar gyfer gwaith partneriaeth, i gyflwyno tai yn y sir.
- 4.10 Mae Cyfleusterau, Asedau a Thai wedi cynnal adolygiad llawn o ddaliadau Cyngor a thir HRA, gyda'r bwriad o alluogi datblygiad o dai cyngor. Mewn partneriaeth â'r adolygiad hwn, mae cynlluniau Ardaloedd Tai Cymdeithasol yn cael eu datblygu, ar draws pob ardal MAG. Mae'r rhain yn asesu'r angen cynllunio cyfredol a'r dyfodol ar gyfer tai cymdeithasol yn fanwl, ym mhob ardal. Bydd hyn yn hwyluso datblygiad y dyfodol a gwelliannau tai Cyngor wedi'u cynllunio.

- 4.11 Mae Cyngor Sir Ddinbych ynghyd ag awdurdodau lleol eraill a darparwyr tai cymdeithasol, wedi cofrestru ar gyfer y Cytundeb Tai gyda Llywodraeth Cymru. Mae'n Gytundeb i gyflwyno o leiaf 20,000 o dai fforddiadwy ar draws Cymru yn ystod y cyfnod 2016 - 2021. Gosodwyd targed tebyg gan Lywodraeth Cymru yn nhymor diwethaf y Cynulliad, 2011 – 2015, o 10,000. Rhagorwyd ar hyn, gyda chyfanswm o 11,508 o eiddo fforddiadwy ar gael ar draws Cymru, cyfrannodd Sir Ddinbych 266 eiddo at y cyfanswm hwn (2.3%).
- 4.12 Ers Ebrill 2016, mae cyfanswm o 35 o gartrefi fforddiadwy wedi'u cyflwyno (y targed yw 40 ar gyfer Ebrill 2016 – Ebrill 2017), gan ragweld y bydd 12 eiddo wedi'u hadeiladu o'r newydd ar gael yn Llangollen, ac eiddo digartrefedd ychwanegol wedi'u prydlesu ar gael cyn diwedd y flwyddyn ariannol. Darparwyd cyfanswm o 55 cartref fforddiadwy yn 2015/16.
- 4.13 Cynhaliwyd adolygiad digartrefedd llawn, yn cynnwys darpariaeth gyfredol a'r dyfodol o lety digartrefedd brys a thymor hwy. Bydd hyn yn hwyluso'r Strategaeth Ddigartrefedd sy'n cael ei datblygu ar hyn o bryd ac yn ofyniad statudol ar gyfer yr awdurdod.
- 4.14 Mae cwrs 'Renting Ready' wedi'i gyflwyno ac yn cael ei redeg ar y cyd â Crisis. Mae'n bwriadu rhoi sgiliau i bobl archwilio eu dewisiadau tai a'u helpu i gynnal tenantiaeth. Mae hyn yn hanfodol i helpu atal unrhyw ddigartrefedd yn y dyfodol.

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

- 5.1 Mae themâu'r Strategaeth Dai'n strwythuredig i gyd-fynd â blaenoriaethau corfforaethol ac i gefnogi'r meysydd canlynol yn bennaf:
- Sicrhau mynediad at dai o ansawdd da;
  - Mae pobl ddi-amddiffyn yn cael eu diogelu ac yn gallu byw mor annibynnol â phosibl;
  - Datblygu'r economi leol – bydd datblygu o fewn y Sir yn cyfrannu tuag at sicrhau cyfleoedd cyflogaeth lleol yn y sector adeiladu.

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

- 6.1 Mae'r camau gweithredu yng Nghynllun Gweithredu'r Strategaeth Dai wedi'u cynnwys o fewn cyllidebau gan dimau yn y Cyngor a sefydliadau allanol, fel Llywodraeth Cymru a Chymdeithasau Tai. Mae'r rhain yn cael eu monitro'n rheolaidd a'u hadrodd drwy'r dulliau priodol.

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

Mae'r adroddiad yn amlinellu'r wybodaeth am y cynnydd gyda'r Cynllun Gweithredu Strategaeth Dai, ac nid yw'n ceisio penderfyniad, gan hynny nid oes angen Asesiad o Effaith ar Gydraddoldeb.

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

Cynhaliwyd proses ymgynghori lawn ag amrediad eang o bartneriaid i ddatblygu'r Strategaeth Dai. Roedd y rhain yn cynnwys Iechyd, Cymdeithasau Tai, Cynghorau

Dinas, Cymuned a Thref a Chynghorwyr. Mae'r Cynllun Gweithredu Strategaeth Dai'n cael ei fonitro'n rheolaidd a'i drafod gan y Grŵp Darparu Strategaeth Dai.

**9. Datganiad y Prif Swyddog Cyllid**

Bydd angen ystyried unrhyw oblygiadau cost mewnol sy'n codi o'r Strategaeth Dai, wrth i gynlluniau'r dyfodol ddatblygu. Fodd bynnag, gyda hyn mewn cof, mae Cynllun Busnes Stoc Tai cyfredol y Cyngor yn cynnwys tybiaeth y bydd elfen o'r cyllid HRA yn cael ei rhoi o'r neilltu, i helpu darparu tai cymdeithasol mwy fforddiadwy yn y Sir.

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

Mae cyflawni'r Strategaeth Dai yn flaenoriaeth allweddol i'r Cyngor. Mae amrywiaeth o ddulliau yn eu lle i fonitro cynnydd, yn cynnwys yr adroddiad hwn.

**11. Pŵer i wneud y Penderfyniad**

Deddf Llywodraeth Leol 2000. Mae'r Deddfau Tai Canlynol yn nodi rôl y Cyngor o ran gweithrediad y farchnad dai a darparu strategaeth dai: Deddf Tai 1985 (A8), Deddf Tai 2004 (A8), Ddeddf Llywodraeth Leol 2003 (A87); Deddf Tai (Cymru) 2014

Mae Erthygl 7.4.2(b) o Gyfansoddiad y Cyngor yn amlinellu pwerau'r Pwyllgor Archwilio mewn perthynas â monitro'r ddarpariaeth o amcanion y polisi.

**Swyddog Cyswllt:**

Swyddog Strategaeth Tai Lleol a Datblygu

Ffôn: 01824 706844

Mae tudalen hwn yn fwriadol wag





Denbighshire County Council

# Denbighshire's Housing Strategy

**Action Plan Update March 2017**

## Introduction

The Housing Strategy and accompanying Action Plan were adopted by the Council on 1<sup>st</sup> December 2015 and are an amalgamation of all of our actions concerned with housing and housing related support. As a result the implementation of the Strategy is being undertaken by several different departments, in many instances working with partner organisations.

The relevant actions have been included in each service business plan as appropriate and are monitored by the relevant Lead Members and Heads of Service through the Housing Strategy Delivery Group, chaired by the Lead Member for Housing, Cllr Barbara Smith. The Housing Strategy is based around 5 key themes, and the Action Plan is structured around these themes, setting out the key actions required to deliver the desired outcomes for each key theme:

1. More homes to meet local need and demand
2. Creating a supply of affordable homes
3. Ensuring safe and healthy homes
4. Homes and support for vulnerable people
5. Promoting and supporting communities

The Action Plan identified 4 key outcomes to be delivered in Year 1. The table below sets out progress on these outcomes.

| Year 1 - Key outcomes                                                                                                    | Progress on key outcomes December 2016                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Increase social housing by a minimum of 7 units                                                                          | 30 social homes brought forward between December 2015 – December 2016; 1 of these is now a Council home previously lost through the Right to Buy |
| Improved standard of temporary homelessness accommodation solutions from within DCC housing stock and/or private options | New procedures to ensure temporary accommodation solutions are checked by Public Protection prior to occupation                                  |
| A minimum of 5 Empty properties back into use as affordable housing                                                      | 18 empty homes have been brought back into use through Houses to Homes loans and in partnership with North Wales Housing                         |
| Resourced neighbourhood plans developed with our Council tenants to improve their areas                                  | Neighbourhood plans have been developed and are informing future planning of our Council Housing neighbourhoods                                  |

The tables on the following pages set out progress updates on all the actions in the Action Plan, with the status illustrated as below.

| Key: Action status                                                   |  |
|----------------------------------------------------------------------|--|
| Action delivery on course                                            |  |
| Action delivery has minor slippage                                   |  |
| Action delivery has major issues - unlikely to be met in target date |  |
| Action completed                                                     |  |
| Action completed and embedded as 'Business as usual' activity        |  |

| Ref                                                      | Action                                                                                                                                                                | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Lead Member / Head of Service                    |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| <b>THEME 1: More homes to meet local need and demand</b> |                                                                                                                                                                       |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                  |
| 1.01                                                     | Develop site development briefs for key development sites allocated for housing in the LDP                                                                            |               | Site Development brief programme is on track for completion April 2017                                                                                                                                                                                                                                                                                                                                                                                                                                                | David Smith /Graham Boase                        |
| 1.02                                                     | Develop appropriate Supplementary Planning Guidance                                                                                                                   |               | SPG programme is on track for completion June 2017                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | David Smith/ Graham Boase                        |
| 1.03                                                     | To develop and publicise a sites prospectus to promote allocated housing sites across the county.                                                                     |               | Sites prospectus completed and published on website. Subsequently updated with additional 'stalled' sites. Document launched and cited as good practice. Developers & RSL's emailed with a link, letter and questionnaire. Prospectus to be updated on a quarterly basis.                                                                                                                                                                                                                                             | David Smith/ Julian Thompson-Hill / Graham Boase |
| 1.04                                                     | Update Local Housing Market Assessment incorporating housing need and demand data. Current assessment was completed in 2015.                                          |               | Working with Corporate Research & Intelligence on updating the LHMA and the work will be tied into the LDP review.                                                                                                                                                                                                                                                                                                                                                                                                    | David Smith /Graham Boase                        |
| 1.05                                                     | Review LDP housing allocations and policies as part of statutory LDP Review                                                                                           |               | Work plan is currently being drafted to ensure this work begins timeously. Work on LDP Review to start in Autumn 2017.                                                                                                                                                                                                                                                                                                                                                                                                | David Smith /Graham Boase                        |
| 1.06                                                     | Investigate use of reduced commencement period conditions on planning permissions (i.e. shorter than current standard requiring development to start within 5 years). |               | This is being implemented on sites where there have been issues previously, and for any applications for residential development which are not in line with LDP policy (ie on sites which are not allocated or outside development boundaries). Planning conditions have to be reasonable, so can't set a reduced commencement period for every application. In future there is scope to link with the Joint Housing Land Availability Study. All sites to be reviewed and landowners contacted as part of LDP Review | David Smith/ Graham Boase                        |
| 1.07                                                     | Bring forward development on sites with unimplemented planning permission through a                                                                                   |               | Large sites (10 + units) with unimplemented planning permissions have been included in the Sites Prospectus. Further assessment to be undertaken after the completion of this year's Joint Housing Land Availability Study, (JHLAS). All sites to                                                                                                                                                                                                                                                                     | David Smith /Graham Boase                        |

| Ref                | Action                                                                                                                                                                       | Action status | Update                                                                                                                                                                                                                                                                                                                                                                         | Lead Member / Head of Service |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
|                    | clear programme of action                                                                                                                                                    |               | be reviewed and landowners contacted as part of LDP Review.                                                                                                                                                                                                                                                                                                                    |                               |
| 1.08               | To develop an Infrastructure Plan for Denbighshire                                                                                                                           |               | Initial Infrastructure Plan drafted. Updated Infrastructure Plan will be developed as part of the LDP Review work programme and will inform LDP Review and site assessments.                                                                                                                                                                                                   | David Smith/ Graham Boase     |
| 1.09               | Develop the Council's Empty Homes Delivery Plan, investigate innovative mechanisms for bringing empty homes back into use and work with partners to develop new initiatives. |               | Initial draft Delivery Plan produced and discussed at February 17 Lead Members Housing Strategy Delivery Group meeting. Approval to be sought via delegated decision by 31 <sup>st</sup> March 2017.                                                                                                                                                                           | David Smith/ Graham Boase     |
| 1.10<br>Tudalen 76 | Undertake a gypsy & traveller accommodation needs assessment. Support delivery of appropriate accommodation if a need is identified.                                         |               | Accommodation assessment completed and presented to Cabinet 16/2/16. Report approved and sent to WG 25/2/16. Assessment queries and new information from additional interviews undertaken resulted in a change in the assessment report advising of a need for a residential site and a transit site. Report taken to Cabinet 23/1/17 and agreed. Report resubmitted to WG.    | Hugh Irving/ Graham Boase     |
| 1.11               | Remove the requirement for rural buildings to be converted to affordable housing (after economic use is proved unfeasible), in preference for market housing.                |               | SPG amended to require economic & affordable uses to be explored, if there is no interest/feasibility following this, the unit may be sold on the open market for residential use. LDP policy will be reviewed as part of the LDP Review.                                                                                                                                      | David Smith /Graham Boase     |
| 1.12               | Increase access to training opportunities and employment for local people in the construction / housebuilding sector, through developing                                     |               | IN2 Construction project has trained 4 candidates in construction skills. 1 employed on site and 2 others were offered work. SPG Planning Obligations adopted by Planning Committee 16.11.16 includes requirements for training & employment on development sites through the planning process. On-going work with Job Centre Plus to ensure these requirements are delivered. | David Smith /Graham Boase     |

| Ref                                                   | Action                                                                                                                                                                                         | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Lead Member / Head of Service                          |
|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
|                                                       | planning policy to encourage this through development                                                                                                                                          |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                        |
| 1.13                                                  | Ensuring mix of appropriate housing to meet local needs, including development of good quality intermediate and market rented homes. Implement regular case conferences for housing proposals. |               | Input on all relevant planning applications with regards to housing mix. Also case conferences are regularly held to discuss applications prior to being determined to ensure consistency and adherence to policies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | David Smith/<br>Julian Thompson-Hill /<br>Graham Boase |
| <b>THEME 2: Creating a supply of affordable homes</b> |                                                                                                                                                                                                |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                        |
| 2.01<br>Tudalen 77                                    | Establish and implement an affordable housing delivery / investment programme to enable resources to be targeted to priority sites and actions                                                 |               | Denbigh & Rhyl prioritised, all land in the area evaluated and discussions held with MAGs. Development Programme Executive Group established & meet on a regular basis to steer Council development. Linked to 2.02 - All potential affordable housing sites with planning permission have been mapped & programme has been developed pulling together Planning Application data, affordable housing and Council schemes. Housing Development Officer & Planning are analysing the information, to see if there is anything DCC can contribute to enable the sites to come forward more quickly.                                                                                                                   | David Smith /Graham Boase/Jamie Groves                 |
| 2.02                                                  | Review both Council and HRA landholdings to determine suitability and availability for affordable housing development and establish a clear programme for delivery                             |               | Analysis of need and options for the development of new homes in the Prestatyn & Meliden, Rhyl, Denbigh and Elwy areas discussed at the MAG meetings and reports will be taken to remaining MAGs before the end of March 2017. Strategic direction outlined in the Service Asset Management Plan and the Corporate Asset Management plan – the latter presented to Cabinet in Feb 2017. Full condition surveys have been commissioned. Denbigh area complete and Rhyl area ongoing. The response to the Corporate Assessment in terms of changes to the Service Asset Management planning process has impacted on the development of the Corporate Asset Management Plan. Updates are being delivered to all MAG's | Julian Thompson-Hill /Jamie Groves                     |
| 2.03                                                  | Following a review of HRA                                                                                                                                                                      |               | Progress is dependent on the review in 2.02 and the locality plans currently being                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Julian Thompson-Hill/                                  |

| Ref  | Action                                                                                                                                                                                                                                                                                                                                               | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Lead Member / Head of Service                                  |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
|      | landholdings, investigate selling HRA assets in areas where there is little or no housing need. Capital receipts to be used to contribute to the delivery of affordable housing in areas of identified need.                                                                                                                                         |               | developed will identify needs and opportunities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Jamie Groves                                                   |
| 2.04 | Investigate developing a council protocol for the disposal of Council land and property assets to ensure they are first offered to HRA , then if not required by the HRA to sell at below market value to maximise affordable housing delivery, only if not required for affordable housing it should be offered to open market at full market value |               | Strategic direction outlined in the Service Asset Management Plan and the Corporate Asset Management plan. The proposal for a protocol was discussed at Asset Management Group and with Legal. The Asset Management Process ensures that any surplus sites are offered to Housing for development of social/affordable housing based on identified needs prior to being considered for disposal on the open market. Should the sites brought forward not be required, then market forces linked to existing planning obligations to provide affordable homes will dictate reduced market value, in which case further undervalue would be difficult to justify in line with the General Disposals Consent Order (Wales) 2003 (based on needs and outcome). The process is now embedded in the disposal process via the Asset Management Group. | Julian Thompson-Hill /Jamie Groves                             |
| 2.05 | Work with other public sector agencies (including BCUHB, WG, police etc) to review other public landholdings, to determine suitability and availability for affordable housing development                                                                                                                                                           |               | Working with partners to establish suitability for housing development on sites, is established in principle. Each development is assessed on its own merits, with partners being chosen accordingly. This action is now being progressed through the Social Housing Locality Plans project.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | David Smith/ Julian Thompson-Hill/ Jamie Groves                |
| 2.06 | To maximise Housing Revenue Account (HRA) funding to deliver more affordable housing and establish a development fund within the HRA                                                                                                                                                                                                                 |               | Development options for initial tranche of sites and premises underway. Development options for 43-61 Queen Street and 2-16 Aquarium Street in Rhyl endorsed by Housing Programme Executive Group Nov 2016.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | David Smith/ Julian Thompson-Hill/ Jamie Groves/ Barbara Smith |
| 2.07 | Establish a targeted programme                                                                                                                                                                                                                                                                                                                       |               | Draft Affordable Homes Commuted Sums Policy developed and discussed at                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | David Smith/ Graham                                            |

| Ref  | Action                                                                                                                                                                         | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Lead Member / Head of Service                   |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
|      | for spending affordable housing commuted sums , including the possibility of pooling to form a central fund                                                                    |               | February 17 Lead Members Housing Strategy Delivery Group meeting. Approval to be sought via delegated decision by 31 <sup>st</sup> March 2017.                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Boase                                           |
| 2.08 | To maximise use of Social Housing Grant, Housing Finance Grant and other funding available to deliver additional affordable housing.                                           |               | <p>Programme Delivery Plan (PDP) full spend of just over £1m achieved with an additional £1.1m awarded from WG at year end to existing schemes in the programme (2015/16) Additional 55 affordable homes delivered 2015/16</p> <p>PDP Programme in place for 2016/17. Discussions with WG and RSLs in terms of our contribution to delivering WG target of 20,000 affordable homes in Wales (2016-21). Expecting additional funding (March 2017) and new funding such as HFG2 are available from April. More specific funding is expected in the next financial year. On-going objective for DCC</p> | David Smith/ Graham Boase                       |
| 2.09 | To fully investigate utilising a wider range of affordable housing funding & delivery mechanisms, e.g. joint venture, establishing a housing delivery company                  |               | Strategic Planning & Housing Team work closely with the Housing Development Manager to develop a delivery & investment programme using a wider range of funding and delivery mechanisms. Research has been undertaken into potential alternative options. Linked to action 2.02. Encouraging more joint projects with the Council and RSLs in terms of land and the purchase of existing properties. Specific Denbigh sites meetings are looking at options for a number of schemes                                                                                                                  | David Smith /Julian Thompson-Hill /Graham Boase |
| 2.10 | Practical completion of first new homes through Housing Development Programme                                                                                                  |               | <b>Key Outcome 1:</b> Business plan approved by Lead Member & submitted to WG. Includes options of buying former council stock. Planning application submitted for development in Queen Street, Rhyl during December 2016. Proposals to be amended due to the requirement for more extensive demolition than initially envisaged.                                                                                                                                                                                                                                                                    | Barbara Smith/ Jamie Groves                     |
| 2.11 | Develop a standard Section 106 legal agreement / clauses for securing affordable housing through planning applications. Ensure that this meets mortgage providers requirements |               | S106 agreements have been looked into extensively in conjunction with the legal department & standard clauses for inclusion in S106 agreements have been drafted. These will be published on the website once finalised. More affordable housing development is being secured currently through using the Unilateral Undertaking route. This can help progress development more quickly.                                                                                                                                                                                                             | David Smith/ Graham Boase                       |

| Ref  | Action                                                                                                                                                                                                         | Action status | Update                                                                                                                                                  | Lead Member / Head of Service |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
|      |                                                                                                                                                                                                                |               |                                                                                                                                                         |                               |
| 2.12 | Test a range of methods for calculating financial contributions towards affordable housing, with the aim of reducing the number of calculations currently used.                                                |               | No work undertaken as yet - would link into LDP Review. Work plan for LDP review currently being developed. Work on the Review to start in Autumn 2017. | David Smith /Graham Boase     |
| 2.13 | Involvement of the Council's Finance, Assets & Housing Service in assessing viability of planning proposals and involvement in negotiations with developer and applicants                                      |               | Finance, Housing & Assets Service are involved with assessment of viability of planning proposals on an ad hoc basis.                                   | David Smith/ Graham Boase     |
| 2.14 | Introduce a mechanism to secure financial contributions for affordable housing following scheme completion, where viability has improved beyond that originally projected ('clawback').                        |               | Legal opinion obtained on this matter have advised that this is not possible                                                                            | David Smith/ Graham Boase     |
| 2.15 | Test a range of approaches to calculating the value of affordable properties, to ensure this is set at an appropriate level.                                                                                   |               | No work undertaken as yet - would link to LDP Review. Work plan for LDP review currently being developed. Work on the Review to start in Autumn 2017.   | David Smith /Graham Boase     |
| 2.16 | Review the current approach and thresholds for affordable housing requirements in LDP policies relating to affordable housing through the statutory LDP Review process (currently 10% requirement but could be |               | No work undertaken as yet - would link to LDP Review. Work plan for LDP review currently being developed. Work on the Review to start in Autumn 2017.   | David Smith /Graham Boase     |



| Ref                                             | Action                                                                                                                       | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Lead Member / Head of Service |
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|                                                 | increased if viability justified a higher affordable housing contribution)                                                   |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                               |
| 2.17                                            | To ensure good partnership working with Registered Social Landlords                                                          |               | Programme Delivery Plan meetings (for the strategic allocation of Social Housing Grant -SHG) arranged in accordance with PDP submission timescales quarterly. These meetings involve development officers from all our partner RSLs. Bi-annual update meetings have been held with RSL's individually in May 2016 & Nov 2016 and will continue to be held every 6 months. Ad hoc meetings arranged with RSLs as necessary.                                                                                                                                                                                                                                                                                                                                       | David Smith/ Graham Boase     |
| 2.18                                            | To identify a wider range of development partners to assist in increasing the supply of affordable housing                   |               | Cartrefi Conwy is now an RSL partner for DCC - approved by WG in May 2016. Officers have worked with North Wales Housing to help them build a business case to extend their remit from Empty Homes only to include new build development, however the business case is currently on hold.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | David Smith /Graham Boase     |
| 2.19                                            | To increase applicants registered on the affordable housing register or equivalent. Review current process for registration. |               | DCC Communications campaign drafted for housing delivery to include the promotion of successful affordable housing schemes. Grŵp Cynefin administer the affordable housing register and are taking a fresh approach to simplify the process, together with developing a Marketing Strategy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | David Smith/ Graham Boase     |
| Tudalen 81                                      | To develop a communications campaign to ensure successful affordable home schemes are fully promoted                         |               | Communications strategy drafted & discussions ongoing with communications team.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | David Smith/ Graham Boase     |
| <b>THEME 3: Ensuring safe and healthy homes</b> |                                                                                                                              |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                               |
| 3.01                                            | To ensure Council accommodation is maintained to meet the Welsh Housing Quality Standard                                     |               | Since we met the standard, we have renewed approximately 400 boilers as part of a planned works programme and intend to upgrade a further 250 this year. We have also renewed a number of roofs, roofline components, external doors and completed an envelope improvement and external wall insulation scheme in Denbigh with phase 2 funding applied for. Also there is a 4 year external enveloping project to replace roofs, rendering, pathways and fencing etc. Anticipated £1.5 M investment this year. Caradoc Rd external envelope scheme complete. Enveloping scheme in Corwen complete. Enveloping scheme in Ruthin commenced. 2017/18 external programme tender exercise imminent. Internal works to approx. 30 homes in Rhyl scheduled for 2017/18. | Barbara Smith /Jamie Groves   |
| 3.02                                            | Private rented sector stock                                                                                                  |               | WG have plans for a Wales -wide Stock Condition Survey, no details as yet but this                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | David Smith/ Graham           |

| Ref  | Action                                                                                                                                                                                                            | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Lead Member / Head of Service |
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|      | condition/issue survey                                                                                                                                                                                            |               | may achieve DCC's aims. More information sought from WG.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Boase                         |
| 3.03 | Support implementation & enforcement of Welsh Governments "Rent Smart" scheme (Landlord Licensing Scheme), including a comprehensive database of all private landlords.                                           |               | Rent Smart Wales has been promoted by Public Protection Team through County Voice, landlord/tenant surgeries, landlord roadshow, local newspapers & radio. Recent training has taken place for DCC officers on Rent Smart Wales Enforcement with additional training due to be carried out this month. So far 92% of known private rented properties in Denbighshire have been registered making us the 2 <sup>nd</sup> most compliant county in Wales.                                                                                                                                                                                                                       | David Smith/ Graham Boase     |
| 3.04 | To develop an Energy Conservation delivery plan and establish a database to prioritise those in fuel poverty                                                                                                      |               | Draft Energy Conservation Delivery Plan agreed by Housing Strategy Delivery Group (July 16) and approval to be sought through delegated decision. Energy Conservation project carried out in Upper Denbigh is now being cited as 'Best Practice'. Energise Wales will be holding a training event in Caledfryn (probably March 2017) to publicise the benefits of energy conservation programmes.                                                                                                                                                                                                                                                                             | David Smith /Graham Boase     |
| 3.05 | To develop a multi-agency private rented sector action plan & toolkit working with partners such as the Health Board to help to improve the standard of the poorest quality housing in the private rented sector. |               | Links to Rhyl Town Centre Plan & Vibrant & Viable Town Centres Plan. Meeting arranged for 27/3/17 to discuss scope and leadership of the project. High profile enforcement continuing for West End of Rhyl with overall conditions improving. Landlord Roadshow has resulted in several new Landlords renting their properties out using the DCC private rented scheme. Any properties on this scheme are subject to Housing Hazards and Safety Rating Scheme (HHSRS) assessment prior to being used by DCC and any hazards found are resolved before renting is permitted. Upper Denbigh Warm Homes project has been completed and cited as good practice.                   | David Smith/ Graham Boase     |
| 3.06 | Continue to implement mandatory HMO licensing & explore potential for future expansion of additional licensing schemes and introduction of selective licensing schemes                                            |               | The mandatory and additional licensing scheme continues in Rhyl. 39 HMO's taken through additional licensing during last year 15/16. Further work being done with other services to identify other HMO's potentially requiring licensing, ie working with Housing Benefit. A further 39 HMO Mandatory and Additional HMO licences have been issued since 1st April 2016 and we currently have 82% of the eligible properties licenced in Denbighshire. The remaining 18% of unlicensed properties are either going through the licencing process (which also includes renewals), have been referred to Planning for investigation, or are being considered for formal action. | David Smith/ Graham Boase     |

| Ref                                                     | Action                                                                                                                                         | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Lead Member / Head of Service |
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| 3.07                                                    | Use of planning and housing powers, including enforcement regarding new build and unauthorised HMOs & conversion to flats                      |               | Process revised to ensure a more effective, co-ordinated approach. Any HMOs that are identified as potentially being in breach of Planning because they are operating as a HMO are referred to Planning to investigate before they are sent an application for either Additional or Mandatory HMO licensing.                                                                                                                                                                                                                                              | David Smith /Graham Boase     |
| 3.08                                                    | Establish the extent to which holiday caravans are being used as permanent residences. Develop a regulatory procedure to take targeted action. |               | Caravan site information is now being shared and monitored across the authority. A conference was organised in March 2016 by DCC inviting the site owners, so best practice and policy could be explained and discussed and next conference will be arranged in May 2017. Following the conference bi-annual meetings have been arranged. Communities Scrutiny Committee (May 2016) approved the principles of the draft Regulatory Procedure. Details of the procedures have been finalised and full audits of targeted sites began in August/Sept 2016. | David Smith/ Graham Boase     |
| 3.09                                                    | Develop & engage with private rented sector landlords & tenants through alternative methods and routes.                                        |               | Landlord Roadshows have replaced previously held Landlord Forum. More interactive - stalls & information, and will be held throughout the County. Recent Landlord Roadshow was held in Llangollen for the first time. This was a mixture of exhibitors (approx. 20) and 6 presentations given by various external organisations and DCC. Engaged with many new landlords and overall was a very successful event. Next Roadshow to be held in the North of the County in May 2017.                                                                        | David Smith/ Graham Boase     |
| <b>THEME 4: Homes and support for vulnerable people</b> |                                                                                                                                                |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                               |
| 4.01                                                    | To ensure additional extra care facilities are provided in Denbighshire & to maximise potential for specialist housing for vulnerable adults   |               | Grwp Cynefin was selected as the Council's partner to deliver to deliver an extra care scheme at Middle Lane site Denbigh. The proposal is for approximately 50 apartments, including provision for people with dementia; 8 Independent Living Units for people with disabilities; and 19 separate general needs apartments for older people. Scheme submitted for planning permission and to be determined at March Planning Committee. Work underway on progressing proposals for Awelon, Ruthin.                                                       | Bobby Feeley/ Phil Gilroy     |
| 4.02                                                    | Review Supported Independent Living provision and demand                                                                                       |               | A new Supporting People Contract for SIL in place since April 2016 and with approval from Scrutiny the merger of SIL and reablement is underway. The aim is to: <ul style="list-style-type: none"> <li>- Streamline existing management structures</li> <li>- Reduce overhead management costs</li> <li>- Provide an integrated continuum of support, maximising opportunity to deliver high quality services and potential to deliver/facilitate optimum levels of independence and well-being</li> </ul>                                                | Bobby Feeley/ Phil Gilroy     |

| Ref  | Action                                                                                                              | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Lead Member / Head of Service |
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|      |                                                                                                                     |               | <p>- Deliver a clear career structure, promoting staff motivation, satisfaction and retention.</p> <p>On course to fully implement changes to management structure by 1st April. Work is underway looking at merging operational practice with a view to delivering a continuum of support for citizens, in addition to agreeing measures of success of merging the two services.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                               |
| 4.03 | To finalise a homelessness strategy by December 2017, including ensuring that RSLs also provide for homeless people |               | <p>An extremely comprehensive Homelessness Review has been completed and this was based on consultation with individuals who have sought advice and support from Housing Solutions and a range of key stakeholders. A version of the Review will soon be available on the DCC website so that further consultation can take place. We have identified the key themes which will have to be included in the Homelessness Strategy. A Steering Group has met twice and a framework for the Strategy, which complies with Welsh Government requirements, is currently being prepared. In addition, specific work is underway regarding the needs of young people leaving custody and a major event was held regarding the needs of homeless 16 and 17 year olds. We should be in a position to consult on the draft Homelessness Strategy later this year – ahead of schedule (the statutory requirement is to complete the strategy by 2018) and it is expected that the final version will be approved and adopted by December 2017.</p>                                                                                                                                                                                                        | Hugh Irving / Phil Gilroy     |
| 4.04 | To provide better quality emergency accommodation for those who have been made homeless in the County.              |               | <p><b>Key Outcome 2:</b> Strategic review of accommodation &amp; future needs planned Apr 17- Sep 17. Consultants have been engaged for this. The intention is for the County Council to purchase various properties and eventually some of these will be available to replace the use of B+B. A specific piece of work called 'Positive Pathway for Young People' is also under way in response to the Anna Whalen report, which requires us to identify a better range of accommodation for young people. In the meantime, the use of B+B is monitored in weekly team meetings and we are ensuring that move-on plans are in place. In addition, profiles are being prepared of people who are currently placed in B+B/temporary accommodation so that more suitable provision can be identified for them in future. Detailed information regarding temporary accommodation is included in the Homelessness Review and this will inform our future strategy for addressing accommodation needs. In the meantime, Housing Solutions and Public Protection have much better joint working arrangements in place. For example, Public Protection is consulted before placements are arranged and this ensures that the use of poor standard</p> | Hugh Irving /Phil Gilroy      |

| Ref                | Action                                                                                                                                                                                                                                                          | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Lead Member / Head of Service |
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|                    |                                                                                                                                                                                                                                                                 |               | accommodation is prevented. Feb 2017: Housing Solutions and Public Protection have developed and implemented a working protocol which has been created through a Partnership approach and looks practically at property standards. .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                               |
| 4.05               | Provide good quality, well managed temporary accommodation solutions whilst housing needs are being assessed prior to permanent accommodation solutions being found. This includes options such as the Council providing it directly from its own housing stock |               | <b>Key Outcome 2:</b> A comprehensive Homelessness Review has been completed and the key outcomes from this will be addressed in the Homelessness Strategy. The Strategy will identify a range of options for addressing future needs. In the meantime, Housing Solutions Team meetings are taking place weekly and team members are given every encouragement to move people on to permanent accommodation solutions. The team are also liaising with Community Housing with regard to properties that may become available. There has been a corporate multi-disciplinary working group set up specifically looking at needs of homeless young people. Aim to have an integrated service to flexibly meet a range of needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Hugh Irving / Phil Gilroy     |
| 4.06<br>Tudalen 85 | Develop and implement a Private Rented Sector (PRS) tenants accreditation scheme                                                                                                                                                                                |               | <p>We have established a PRS Tenant Accreditation Scheme. This is currently reliant upon SP providers doing the work with prospective tenants and results are patchy. The "Product" is fine - but how it is implemented and verified needs reviewing. In addition to PRS accreditation scheme Housing Solutions are now delivering "Renting Ready" training. This is an accredited course that is recognised across the UK which has been developed by the Homeless Charity CRISIS. Why have two schemes? The Tenant Accreditation Scheme is largely targeted at occupants of Supported Housing - and is a means of us both justifying paying a rent deposit and reassuring prospective landlord that person has necessary skills to manage a tenancy. The Renting Ready Course has similar aims - but its target audience is much wider including households in emergency / temporary homeless accommodation. It is aimed at citizens who have had or may have difficulty maintaining their own tenancy. We work in partnership with Crisis the Homeless Charity to deliver this course. This is a 4 day classroom based course. A series of topics is delivered designed to build confidence and knowledge in renting a home. Some of the things we look at:</p> <ul style="list-style-type: none"> <li>• Exploring housing options</li> <li>• Rights in a tenancy</li> <li>• Landlord responsibilities</li> <li>• Skills to manage money</li> <li>• What to look for in a new place</li> </ul> | Hugh Irving / Phil Gilroy     |

| Ref                    | Action                                                                                                                                                                                                                                                                                                                                                                     | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                             | Lead Member / Head of Service |
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|                        |                                                                                                                                                                                                                                                                                                                                                                            |               | <ul style="list-style-type: none"> <li>Addressing issues with flatmates or neighbours.</li> </ul> <p>By attending the full series of workshops students can work towards a tenancy qualification to show prospective landlords that they have the required skills and knowledge to manage a successful tenancy. At the present time we offer this course to Supporting People Providers and citizens who access the Housing Solutions service.</p> |                               |
| 4.07                   | Investigate options on the formation of a Social Lettings Agency                                                                                                                                                                                                                                                                                                           |               | Research carried out and report produced. Its purpose is to provide a broad review of the contribution a Social Lettings Agency could make to meeting housing need in Denbighshire.                                                                                                                                                                                                                                                                | Hugh Irving /Phil Gilroy      |
| 4.08<br>Tudalen<br>199 | Promote and develop the 'Denbighshire Housing' website & 'Let's Help You' online accommodation finder                                                                                                                                                                                                                                                                      |               | This was launched and a complete overhaul of all Housing Options advice available through DCC websites was undertaken. Denbighshire Housing Website has been upgraded and linked with Community Support Services website which is being overhauled.                                                                                                                                                                                                | Hugh Irving / Phil Gilroy     |
| 4.09                   | Develop a portfolio of private rented sector landlords with good quality accommodation to assist people with private rented sector accommodation. Working with Public Protection to ensure that the accommodation meets at least the minimum standards set in Housing Hazards and Safety Rating Scheme (HHSRS) legislation & that landlords meet the "fit and proper" test |               | Public Protection officers now check each property sourced by Housing Solutions for Homelessness Prevention or Lease to ensure it is suitable, safe and healthy. Landlords are also checked. Protocol has been developed and adopted and is being applied.                                                                                                                                                                                         | Hugh Irving / Phil Gilroy     |
| 4.10                   | To develop a pre-move programme for adults with complex disabilities to maximise successful placements                                                                                                                                                                                                                                                                     |               | New operational procedures drafted and signed off 10th March 2016 at the Operational Housing Group.                                                                                                                                                                                                                                                                                                                                                | Bobby Feeley / Phil Gilroy    |

| Ref                                                  | Action                                                                               | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Lead Member / Head of Service |
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|                                                      |                                                                                      |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                               |
| 4.11                                                 | Implement the single access route to housing (SARTH)                                 |               | Full implementation to be effective from April 2017 for allocation of homes but re-assessing applications started in Autumn 2016. Implementation in progress and on track.                                                                                                                                                                                                                                                                                                                                                                             | Barbara Smith/ Jamie Groves   |
| 4.12                                                 | To monitor and respond to accommodation and support requirements for refugees        |               | First family accommodated in County in September 2016. An Action Plan was put in place to ensure that all their support needs are addressed effectively. The family has settled down well and there continues to be an interagency response to meeting their needs which is overseen by a strategic group. The second family were due to arrive in Denbighshire on 31st January and all arrangements for meeting their needs put in place. We are in the process of identifying further properties so that we can meet the target agreed with Cabinet. | Hugh Irving / Phil Gilroy     |
| <b>THEME 5: Promoting and supporting communities</b> |                                                                                      |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                               |
| 5.01<br>Tudalen 8/7                                  | To develop a Tenant Engagement Strategy for Council tenants                          |               | Draft strategy complete and to be used to base consultation. Full implementation delayed due to recruitment of Community Development team in September 2016. The delay to allow for recruitment and induction will enable the team to significantly support the consultation and implementation of an effective strategy. Residents workshop held in February 2017 to consult on draft plan and develop local engagement framework.                                                                                                                    | Barbara Smith/ Jamie Groves   |
| 5.02                                                 | Develop a strategic asset management plan for the Council's housing stock            |               | This is being undertaken on an area basis based on emerging development potential – Rhyl & Denbigh initially. Condition surveys in Denbigh area have been completed and surveys have commenced in Rhyl.                                                                                                                                                                                                                                                                                                                                                | Barbara Smith / Jamie Groves  |
| 5.03                                                 | Implement environment toolkit to assist in improving the environment for our tenants |               | This action is complete as tool kit principles are used for developing and prioritising improvement programmes within the Environmental framework.                                                                                                                                                                                                                                                                                                                                                                                                     | Barbara Smith / Jamie Groves  |
| 5.04                                                 | Develop a schedule to enhance open space/ play assets within Council stock           |               | 9 priority areas initially identified & proposed works in identified areas have been completed including play equipment and landscape works. 2 additional play areas have been identified for refurbishment. Specifications and tender documents are being produced in order to commence works in the new financial year and work programmed for 2017/18. Action now complete as the programme is in progress                                                                                                                                          | Barbara Smith/ Jamie Groves   |

| Ref  | Action                                                                                                                      | Action status | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Lead Member / Head of Service |
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|      |                                                                                                                             |               | and group established to monitor progress and develop future schedule of work.                                                                                                                                                                                                                                                                                                                                                                                                        |                               |
| 5.05 | To develop an apprenticeship scheme for property maintenance service                                                        |               | 3 apprentices employed 2015/16 and an additional 7 in 2016/17.                                                                                                                                                                                                                                                                                                                                                                                                                        | Barbara Smith/ Jamie Groves   |
| 5.06 | Continue working with police, registered social landlords & other partners on focused neighbourhood management in West Rhyl |               | Project on-going with Public Protection, Planning, RSLs, NW Police, Streetscene and Waste Teams, Kingdom to ensure refuse, litter etc removed quickly, with enforcement action taken if necessary. Good working arrangements in place with Environmental Services. On-going work educating tenants on fly tipping & anti-social behaviour. Weekly audits / inspections being carried out in hotspots areas of Rhyl and any necessary enforcement action is being taken when required. | David Smith /Graham Boase     |
| 5.07 | Develop individual locality based neighbourhood plans for areas of Council stock                                            |               | <b>Key Outcome 4:</b> Work on neighbourhood plans is complete. Housing Delivery plans are in progress for 3 areas and template agreed for the work continuing on further areas in consultation with MAG's. Local neighbourhood plans are being delivered by Community Development Co-ordinators. Communication on these activities will be developed in Spring 2017.                                                                                                                  | Barbara Smith /Jamie Groves   |

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| <b>Adroddiad i'r:</b>      | <b>Pwyllgor Archwilio Perfformiad</b> |
| <b>Dyddiad y Cyfarfod:</b> | <b>16 Mawrth 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 Perfformiad i'r aelodau ei hystyried.

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

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

## 3. Beth yw'r Argymhellion?

Bod y Pwyllgor:

- 3.1 yn ystyried yr wybodaeth a ddarparwyd ac yn cymeradwyo, diwygio neu'n newid ei raglen gwaith i'r dyfodol fel y gwêl yn briodol; ac
- 3.2 yn derbyn canfyddiadau ac adroddiad terfynol y Grŵp Tasg a Gorchwyl Torri'r Brethyn (Atodiad 5) gan ofyn i'r Grŵp Cadeiryddion ac Is-Gadeiryddion Archwilio benderfynu os oes angen archwilio effeithiau unrhyw arbedion cyllidebol eraill oedd yn rhan o'r broses Rhyddid a Hyblygrwydd ar drigolion y sir, ac iddynt hwy benodi pwyllgor(au) archwilio i ymgymryd â'r gwaith hwnnw.

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

#### Ffurflenni Cynnig ar gyfer Archwilio

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

fewnbwn archwilio. Gellir gweld copi o 'ffurflen 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. Yn y dyfodol ni fydd unrhyw eitemau'n cael eu cynnwys ar raglen gwaith i'r dyfodol heb i 'ffurflen gynnig ar gyfer archwilio' gael ei chwblhau, ac i'r testun gael ei gymeradwyo i'w gynnwys ar y rhaglen gan un ai'r Pwyllgor neu'r GCIGA. Mae cymorth ar gael i lenwi'r ffurflenni gan y Cydlynnydd Archwilio.

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

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

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

Dan drefniadau archwilio'r Cyngor mae'r Grŵp Cadeiryddion ac Is-Gadeiryddion Archwilio (GCIGA) yn gweithredu fel pwyllgor cydlynu. Cyfarfu'r Grŵp ar 28 Chwefror 2017. Ni chyfeiriwyd unrhyw eitemau ar gyfer ystyriaeth y pwyllgor.

### **6. Grŵp Tasg a Gorchwyl Torri'r Brethyn**

- 6.1 Penderfynodd y Pwyllgor Archwilio Perfformiad ym mis Hydref 2014 i sefydlu grŵp tasg a gorchwyl i werthuso effaith yr arbedion i gyllideb y Cyngor ar yr awdurdod ac ar gymunedau Sir Ddinbych. Roedd y Pwyllgor yn eiddgar i ddeall gwir effaith yr arbedion ar drigolion, ac asesu os oedd yr effaith arnynt fel a ragwelwyd, yn well neu'n waeth nag a ragdybiwyd yn wreiddiol. Roedd hefyd yn awyddus i weld os y bu i ffactorau eraill, neu ddarparwyr gwasanaethau eraill, ddod i'r fei i ddarparu gwasanaethau nad oedd y Cyngor bellach yn gallu eu darparu.
- 6.2 Roedd Cylch Gwaith y Grŵp Tasg a Gorchwyl yn dynodi y dylai'r Grŵp yn y man adrodd ei ganfyddiadau i'r Pwyllgor Archwilio Perfformiad. Cynhaliodd y Grŵp ei gyfarfod olaf ar 28 Chwefror 2017. Yn y cyfarfod hwnnw cytunodd ar ei adroddiad terfynol (mae copi ohono ynghlwm yn Atodiad 5). Argymhellodd hefyd y dylai unrhyw arbedion cyllideb, oedd yn rhan o'r broses gyllidebol Rhyddid a Hyblygrwydd, nad oedd eu heffaith eto wedi ei asesu ac a fyddai yn nhŷb y swyddogaeth archwilio yn elwa o gael craffu arnynt, yn cael eu hystyried gan y

GCIGA ar gyfer eu dosbarthu i'r pwyllgorau archwilio ar gyfer archwiliad manwl.

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

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

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

| Meeting | Lead Member(s)        | Item (description / title)                                     | Purpose of report                                                                                                                                                      | Expected Outcomes                                                                                                                                                                                                                                                                            | Author                              | Date Entered   |
|---------|-----------------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------|
| 8 June  | <b>TBA</b>            | 1 Corporate Plan (Q4) 2016/17                                  | To monitor the Council's progress in delivering the Corporate Plan 2012-17                                                                                             | Ensuring that the Council meets its targets, its Outcome Agreements, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements | Alan Smith/Nicola Kneale            | April 2016     |
|         | <b>TBA</b>            | 2. Corporate Health and Safety Annual Report                   | To consider the Council's management of general health and safety and fire safety matters                                                                              | Assurances that the Authority is abiding and conforming with all relevant H&S legislation and therefore mitigate the risk of litigation                                                                                                                                                      | Gerry Lapington                     | June 2016      |
|         | <b>TBA (required)</b> | 3. Draft Director of Social Services Annual Report for 2016/17 | To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2016/17 and clearly articulates future plans. | Identification of any specific performance issues which require further scrutiny by the committee in future                                                                                                                                                                                  | Nicola Stubbins/Mark Southworth     | June 2016      |
|         | <b>TBA</b>            | 4 Your Voice' complaints performance (Q 4)                     | To scrutinise Services' performance in complying with the Council's                                                                                                    | Identification of areas of poor performance with a view to the                                                                                                                                                                                                                               | Mark Southworth/Ben Chandler/Meinir | September 2016 |

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| Meeting      | Lead Member(s) | Item (description / title) |                                       | Purpose of report                                                                                                                                                                                                                                                                                                                                                                                                       | Expected Outcomes                                                                                                                                                               | Author                        | Date Entered  |
|--------------|----------------|----------------------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|---------------|
|              |                |                            |                                       | complaints. The report to include:<br>(i) a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe; and<br>(ii) how services encourage feedback and use it to redesign or change the way they deliver services | development of recommendations to address weaknesses.                                                                                                                           | Blunt                         |               |
| 13 July      | TBA            | 1.                         | Corporate Risk Register               | To consider the latest version of the Council's Corporate Risk Register                                                                                                                                                                                                                                                                                                                                                 | Effective monitoring and management of identified risk to reduce risks to residents and the Authority                                                                           | Alan Smith/Nicola Kneale      | December 2015 |
|              | TBA            | 2.                         | GwE [Education]                       | <i>To inform the Committee on GwE's new structure, aims and objectives, and the associated timelines for realising those objectives</i>                                                                                                                                                                                                                                                                                 | <i>To ensure that GwE's new objectives and focus are aligned to those of the county and will contribute towards educational attainment and realising pupils' full potential</i> | Karen Evans/Julian Molloy/GwE | January 2017  |
| 28 September | TBA            | 1.                         | Provisional External Examinations and | To review the performance of schools and that of                                                                                                                                                                                                                                                                                                                                                                        | Scrutiny of performance leading                                                                                                                                                 | Karen Evans/Julian            | July 2016     |



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| Meeting                                             | Lead Member(s) | Item (description / title)                                                                    | Purpose of report                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Expected Outcomes                                                                                                    | Author                                    | Date Entered   |
|-----------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------|----------------|
| [GwE representatives to be invited]                 |                | Teacher Assessments<br><b>[Education]</b>                                                     | looked after children                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | to recommendations for improvement                                                                                   | Molloy                                    |                |
|                                                     | <b>TBA</b>     | 2 Your Voice' complaints performance (Q 1) including social services annual complaints report | To scrutinise Services' performance in complying with the Council's complaints. The report to include:<br>(i) a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe; and<br>(ii) how services encourage feedback and use it to redesign or change the way they deliver services | Identification of areas of poor performance with a view to the development of recommendations to address weaknesses. | Mark Southworth/Ben Chandler/Meinir Blunt | September 2015 |
|                                                     |                |                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                      |                                           |                |
| 7 December                                          |                |                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                      |                                           |                |
|                                                     |                |                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                      |                                           |                |
| January 2018<br>(GwE representatives to be invited) | <b>TBA</b>     | 1. Verified External Examinations and Teacher Assessments<br><b>[Education]</b>               | To review the performance of schools and that of looked after children; and GwE's impact on the educational attainment of the County's pupils.<br><br>The report to incorporate GwE's Annual report and information on the 5 year                                                                                                                                                                                                                                                           | Scrutiny of performance leading to recommendations for improvement                                                   | Karen Evans/Julian Molloy                 | July 2016      |

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| Meeting | Lead Member(s) | Item (description / title)                                                                    | Purpose of report                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Expected Outcomes                                                                                                    | Author                                    | Date Entered   |
|---------|----------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------|----------------|
|         |                |                                                                                               | trend in relation to educational attainment in Denbighshire                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                      |                                           |                |
|         | TBA            | 2. Corporate Risk Register                                                                    | To consider the latest version of the Council's Corporate Risk Register                                                                                                                                                                                                                                                                                                                                                                                                                       | Effective monitoring and management of identified risk to reduce risks to residents and the Authority                | Alan Smith/Nicola Kneale                  | December 2015  |
|         | TBA            | 3 Your Voice' complaints performance (Q 2) including social services annual complaints report | To scrutinise Services' performance in complying with the Council's complaints. The report to include:<br>(iii) a comprehensive explanation on why targets have not been met when dealing with specific complaints, reasons for non-compliance, and measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe; and<br>(iv) how services encourage feedback and use it to redesign or change the way they deliver services | Identification of areas of poor performance with a view to the development of recommendations to address weaknesses. | Mark Southworth/Ben Chandler/Meinir Blunt | September 2015 |
|         |                |                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                      |                                           |                |

**Future Issues**

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

|                                                                                                                                                                                                                          |                                                                                                                                                                                                         |                                                                                                                      |                                             |                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------|
| <p>Implementation of the Donaldson Report 'Successful Futures' – Independent Review of Curriculum and Assessment Arrangements in Wales<br/><b>[Education]</b></p> <p><b>Dependent upon the legislative timetable</b></p> | <p>To consider and monitor the plans to implement the agreed measures adopted by WG following the consultation on the review's findings</p>                                                             | <p>Better outcomes for learners to equip them with jobs market skills</p>                                            | <p>Karen Evans</p>                          | <p>April 2015</p>          |
| <p><b>(Following local authority elections – summer/autumn 2017)</b><br/>Update on options appraisals for In-house care services. (Dolwen &amp; Hafan Dê g)<br/><b>[WIA required]</b></p>                                | <p>To consider the results of the analysis undertaken with respect to potential options for future provision of the services</p>                                                                        | <p>Formulation of recommendations with respect to the future provision of the services for submission to Cabinet</p> | <p>Phil Gilroy</p>                          | <p>June 2016</p>           |
| <p><i>Pupil progress from Year 10 to KS4</i><br/><i>(Scheduling tbc)</i><br/><b>[Education]</b></p>                                                                                                                      | <p><i>To consider the findings of the study undertaken on Year 10 pupils from choice of subjects to attainment (including projected grades, intervention/support provided and final attainment)</i></p> | <p><i>Ensure that all pupils are supported to achieve their full potential</i></p>                                   | <p><i>Julian Molloy/Karen Evans/GwE</i></p> | <p><i>January 2017</i></p> |

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**Information/Consultation Reports**

| <b>Date</b>                                                 | <b>Item (description / title)</b>                                                                                  | <b>Purpose of report</b>                                                                                                                                                                                                                                                                     | <b>Author</b>                             | <b>Date Entered</b> |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------------|
| <b>Monthly Information Bulletin</b>                         | Your Voice Complaints Procedure                                                                                    | Details of number of complaints received and dealt with for each Service via the 'Your Voice' procedure to inform the information required in the quarterly reports to the Committee                                                                                                         | Mark Southworth/Ben Chandler/Meinir Blunt | June 2014           |
| <b>September 2016 &amp; March 2017</b><br><br>[Information] | Corporate Plan (Q1 & Q3) 2016/17<br><br>To monitor the Council's progress in delivering the Corporate Plan 2012-17 | Ensuring that the Council meets its targets, its Outcome Agreements, delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents, and maximises the financial incentives available through meeting its Outcome Agreements | Alan Smith/Nicola Kneale                  | April 2016          |

**Note for officers – Committee Report Deadlines**

| <b>Meeting</b> | <b>Deadline</b> | <b>Meeting</b> | <b>Deadline</b> | <b>Meeting</b> | <b>Deadline</b>     |
|----------------|-----------------|----------------|-----------------|----------------|---------------------|
|                |                 |                |                 |                |                     |
| 8 June         | <b>25 May</b>   | 13 July        | <b>29 June</b>  | 28 September   | <b>14 September</b> |

Performance Scrutiny Work Programme.doc

Updated 08/03/2017 RhE

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

## Ystyried addasrwydd pwnc ar gyfer craffu

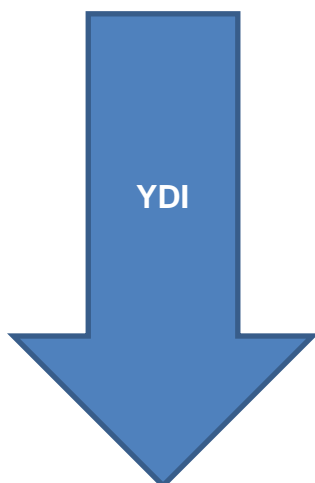
### Ffurflen Gynnig / Cais a dderbyniwyd

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



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

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



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

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

## Cabinet Forward Work Plan

| Meeting         | Item (description / title) |                                                | Purpose of report                                                                                          | Cabinet Decision required (yes/no) | Author – Lead member and contact officer          |
|-----------------|----------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------|
| <b>28 March</b> | 1                          | Finance Report                                 | To update Cabinet on the current financial position of the Council                                         | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh   |
|                 | 2                          | Non-Domestic Rates (Business Rates) Write-Offs | To seek approval to write off irrecoverable business rates debts                                           | Yes                                | Councillor Julian Thompson-Hill / Richard Weigh   |
|                 | 3                          | Welsh in Education Strategic Plan 2017 – 20    | To seek approval of Cabinet of Denbighshire County Council's Welsh in Education Strategic plan 2017 – 2020 | Yes                                | Cllr Eryl Williams / Karen Evans / Geraint Davies |
|                 | 4                          | Corporate Plan Performance Report 2016/17 Q3   | To consider progress against the Corporate Plan                                                            | Tbc                                | Cllr Julian Thompson-Hill / Alan Smith            |
|                 | 5                          | Items from Scrutiny Committees                 | To consider any issues raised by Scrutiny for Cabinet's attention                                          | Tbc                                | Scrutiny Coordinator                              |
| <b>25 April</b> | 1                          | Finance Report                                 | To update Cabinet on the current financial position of the Council                                         | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh   |
|                 | 2                          | Items from Scrutiny Committees                 | To consider any issues raised by Scrutiny for Cabinet's attention                                          | Tbc                                | Scrutiny Coordinator                              |
|                 |                            |                                                |                                                                                                            |                                    |                                                   |
| <b>6 June</b>   | 1                          | Finance Report                                 | To update Cabinet on the                                                                                   | Tbc                                | Lead Member for Finance,                          |

## Cabinet Forward Work Plan

| Meeting        | Item (description / title) |                                              | Purpose of report                                                  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer                                |
|----------------|----------------------------|----------------------------------------------|--------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------|
|                |                            |                                              | current financial position of the Council                          |                                    | Corporate Plan and Performance / Richard Weigh                          |
|                | 2                          | Corporate Plan Performance Report 2016/17 Q4 | To consider progress against the Corporate Plan                    | Tbc                                | Lead Member for Finance, Corporate Plan and Performance / Alan Smith    |
|                | 3                          | Items from Scrutiny Committees               | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                                                    |
|                |                            |                                              |                                                                    |                                    |                                                                         |
| <b>18 July</b> | 1                          | Finance Report                               | To update Cabinet on the current financial position of the Council | Tbc                                | Lead Member for Finance, Corporate Plan and Performance / Richard Weigh |
|                | 2                          | Items from Scrutiny Committees               | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                                                    |
|                |                            |                                              |                                                                    |                                    |                                                                         |

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Note for officers – Cabinet Report Deadlines

| Meeting | Deadline        | Meeting | Deadline       | Meeting | Deadline      |
|---------|-----------------|---------|----------------|---------|---------------|
|         |                 |         |                |         |               |
| March   | <b>14 March</b> | April   | <b>7 April</b> | June    | <b>22 May</b> |



## Cabinet Forward Work Plan

Updated 02/03/17 - KEJ

Cabinet Forward Work Programme.doc

Mae tudalen hwn yn fwiadol wag

## Progress with Committee Resolutions

| Date of Meeting      | Item number and title                                             | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Progress                                                                                                                                                                                                                                                                                                                                                                                             |
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| 6<br>January<br>2017 | <b>5. UPDATE ON OPTIONS APPRAISALS FOR IN-HOUSE CARE SERVICES</b> | <p><b>RESOLVED:</b> <i>having had regard to the observations made at the meeting and the conclusions of the Well-being Assessment, to recommend to Cabinet that it:</i></p> <p>a) <i>should take account of the Well-being Impact Assessment as part of its considerations;</i></p> <p>b) <i>agrees with the Committee that Options 1 and 3b of Grŵp Cynefin's Feasibility Study are not viable options for the reasons stated in appendices 1 and 5 of the report respectively; and</i></p> <p>c) <i>authorises discussions to commence between local Members, officers, Grŵp Cynefin and the committee of Canolfan Awelon to work through Options 2a, 2b &amp; 3a to take forward the best configuration for the site that meets all parties' needs and provides least disruption for existing residents/tenants, and that these discussions include floor space requirements for the Canolfan Awelon Community Centre</i></p> <p><i>(At a suitable point, this would enable the remaining Awelon Site to be cleared and for work</i></p> | <p>The Committee's recommendations were reported to Cabinet when it discussed the proposals on 24 January 2017. Cabinet approved the recommendations. The minutes of the Cabinet discussion can be found by following the link below:</p> <p><a href="https://moderngov.denbighshire.gov.uk/mqAi.aspx?ID=10640&amp;LLL=0">https://moderngov.denbighshire.gov.uk/mqAi.aspx?ID=10640&amp;LLL=0</a></p> |

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|  |                                                                            | <p><i>to begin on the extension. The task and finish group were of the view that maximising the number of Extra Care units developed (as set out in Option 2a) would deliver the optimum arrangements for providing Extra Care Housing with Community Facilities on the Awelon site. However, it was acknowledged that further discussions need to take place with the committee for Canolfan Awelon to ensure the final scheme can deliver the community activities they already provide.</i></p> <p><i>This meets the preferred option of Cabinet following discussion in May 2016 and will secure up to 35 additional Extra Care apartments on the site whilst enabling those residents who are currently receiving residential care services to remain on site through the development if that is their wish, as well as continuing to provide community facilities to promote independence and reduce social isolation.)</i></p> |                                                                         |
|  | <p><b>6. PROCUREMENT STRATEGY AND REVISED CONTRACT PROCEDURE RULES</b></p> | <p><b>RESOLVED</b> - <i>subject to the above observations that the new Procurement Strategy and revised Contract Procedure Rules (CPRs) had resulted in improved performance of the organisation in relation to procurement activity.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>Lead Member and officers advised of the Committee's observations</p> |

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|                        | <b>7. 'YOUR VOICE' COMPLAINTS PERFORMANCE (Q2)</b> | <b>RESOLVED-</b> <i>subject to the provision of the requested information that the Council's performance in dealing with Customer Feedback be received.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Lead Member and officers informed of the Committee's comments                                                                                                                                                                                                                                                                                                                                          |
|                        | <b>8. CORPORATE PLAN (Q2) 2016/17</b>              | <b>RESOLVED-</b> <i>that subject to the above observations and the provision of the requested information, to receive the report on the Council's overall performance in improving outcomes for citizens and delivering its Corporate Plan.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Lead Member and officers advised of the Committee's observations (e-mail including an information report on school absenteeism rates circulated to all Committee members on 6 January 2017 as per the Committee's request)                                                                                                                                                                             |
| <b>26 January 2017</b> | <b>4. KEY STAGE 4 EXAMINATION RESULTS</b>          | <b>Resolved:</b> <i>subject to the above observations –</i><br><i>(i) to receive the information on the performance of the County's schools and pupils against previous performance and external benchmarks which were currently available;</i><br><i>(ii) that a report detailing GwE's new structure, the anticipated impact and timelines for the realisation of the expected outcomes (including the targets that will be put in place to measure the impacts) be presented to the Committee at the earliest opportunity in the term of the new Council; and</i><br><i>(iii) that a report on the findings of the work to be undertaken measuring pupils progress from choosing their subjects in Year 10 to achieving their results at end of year 11 (including projected grades, intervention/support given and consequential final grades) be presented to</i> | Lead Member, Council and GwE officers advised of the Committee's comments and requests.<br><br>The two requested reports have provisionally been scheduled into the Committee's forward work programme (Appendix 1) as follows:<br><br>(a) GwE – 13 July 2017<br>(b) Pupil Progress from Year 10 to KS4 – as a 'Future Issue' pending confirmation of when the findings of the study will be available |

|  |                                       |                                                                                                                                                                                                                           |                                                                                                                         |
|--|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
|  |                                       | <i>the Committee when available).</i>                                                                                                                                                                                     |                                                                                                                         |
|  | <b>5. CORPORATE RISK REGISTER</b>     | <b><u>Resolved:</u></b> - <i>subject to the above observations to note the deletions, additions and amendments to the Corporate Risk Register.</i>                                                                        | Lead Member and officers informed of the Committee's observations                                                       |
|  | <b>6. BRIDGE MAINTENANCE STRATEGY</b> | <b><u>Resolved:</u></b> - <i>to support the approach being taken by the Service to manage the backlog of works in relation to highway structures assets as per the suggested Highway Structure Backlog Works Project.</i> | Lead Member and officers advised of the Committee's support for the proposed approach for managing the backlog of works |

# Cutting Our Cloth Task and Finish Group



## Final Report

28 February 2017

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## Executive Summary

The effects of the global financial crisis of 2007-08 eventually filtered through to local government funding. Between 2011 and 2015 Denbighshire reduced its spending by approximately £20m, mainly through administrative efficiencies without affecting frontline service delivery. Despite this a further £17m worth of savings, had to be made for the period between 2015 and 2017. Inevitably, as administrative costs had already been realised the majority of the £17m worth of additional savings could only be achieved through redesigning services or transferring the delivery of some non-statutory services to other organisations. To facilitate this a comprehensive budget setting process was undertaken, which included the holding of regular budget workshops for all councillors at which non-statutory service areas were examined to see if they could be delivered in an alternative way. This budget process, called 'Freedoms and Flexibilities', was followed by a public consultation called 'Cutting Our Cloth', the purpose of which was to inform residents of the Council's proposals for delivering services in future and seek their views on the proposals.

Soon after the savings proposals were agreed and the budget had been set a decision was taken to commence an evaluation of the impact of achieving those savings on communities in Denbighshire. A Scrutiny Task and Finish Group was established whose objective it was to determine whether the impact of achieving the savings on communities in the county had been as originally assessed during the budget setting process, whether it had been worse than anticipated, or whether any other unforeseen factors had come into play to plug any voids caused by reduced Council funding. Over a 20 month period the 'Cutting Our Cloth' Task and Finish Group held several meetings and examined various pieces of evidence, including residents and service users' views on a range of services which had either seen their funding from the Council reduced or withdrawn. Its detailed report, including its findings in relation to each budget saving examined and final conclusions, is attached.

At the conclusion of its work the Group acknowledges that whilst not all aspects of implementing the savings to services went as planned from outset, it is satisfied that any initial problems experienced were addressed as soon as reasonably possible. Having regard to the scale of the savings which had to be achieved the Group is of the view that in the budget savings it reviewed it could not find evidence of the actual impact on communities being worse than originally anticipated. However, there were a number of examples where the change in service delivery model had actually produced better outcomes for service-users whilst also securing better value for money for the Council.

Based on the evidence reviewed the Group concludes that the thorough process followed for setting the budget for 2015 -16 and 2016 -17 financial years, and the holding of a series of dedicated budget workshops for members, was a prudent and effective method and one it recommends should be used for future budget setting processes.

## **Full report of the Cutting Our Cloth Task and Finish Group**

### **Background**

During 2007 - 08 a global financial crisis unfolded which overtime affected the lives of many individuals in the developed world one way or another.

A consequence of this crisis was a reduction in public service funding from central to local government. This reduction meant that local authorities across Wales had to make sure that maximum benefit was achieved from each pound spent. At the same time as local government was expected to realise savings in service delivery costs additional duties were being placed on local authorities by central government, with an increased emphasis on improving outcomes for residents.

Between 2011 and 2015 Denbighshire County Council cut £20m from its expenditure by removing inefficiencies, bureaucracy and management costs. Throughout this time frontline services were protected wherever possible. Despite achieving these savings the austere global economic climate meant that public spending would be subject to severe cuts for the foreseeable future. As a result Denbighshire County Council had to plan for a further £17m worth of savings for the period between April 2015 and March 2017. Therefore, with the 'easy' less controversial efficiencies already realised, unpopular decisions had to be taken if the Council was to make the additional savings and live within its means.

With a view to achieving this the Council needed to review its activities and focus on what was really important. To do this it had to take the decision that it could no longer deliver the full range of services it had delivered in recent years. Whilst Denbighshire, like other councils, was obliged by law to deliver some services, called 'statutory' services i.e. aspects of social care and education services, there were other services, classed as 'discretionary' services, which authorities could choose whether or not they delivered them and to what extent i.e. music services to schools, benefits advice services.

When the new Council was formed in 2012 it agreed a very ambitious Corporate Plan for its term of office, from 2012 to 2017, comprising of seven corporate priorities. The extent of the financial savings which the Council had to make had the potential to seriously jeopardise its ambition to deliver this Plan. Acknowledging this risk, councillors and officers adopted an approach to ensure that the majority of the Plan could be delivered within the original timeline, with the timescale for only a few elements of the Plan being revised. In order to achieve this the Council decided that it would focus on delivering what it had to deliver as efficiently as possible and to enter into agreements with partners to deliver high quality services on its behalf in areas where it was not able to continue to deliver services itself.

With a view to achieving this a two year budget setting process for the 2015/16 and 2016/17 financial years, called 'Freedom and Flexibilities', was established. As part of this process councillors reviewed all service provision and were asked which discretionary or above statutory-minimum services they thought were important for the Council to deliver itself and which ones it should consider withdrawing from delivering. These decisions were not easy decisions to take as these services were

valued by residents and by the Council. Part of the decision-making process for considering whether to withdraw from delivering some services included exploring potential alternative service delivery methods.

As part of the 'Freedom and Flexibilities' process a communication and engagement exercise with residents was undertaken, this exercise was called 'Cutting Our Cloth'. The objective of the 'Cutting Our Cloth' exercise was to explain to residents why unpopular decisions had to be made, from which areas the Council was proposing to reduce funding or withdraw services, and what the Council could do to support organisations who might be able to take over the provision of some services.

Comprehensive impact assessments had been undertaken on all projects included in phases 1 and 2 of the 'Freedom and Flexibilities' exercise to aid elected members to make informed decisions. The extent of these impact assessments ranged from assessing the impact of each saving or withdrawal of service on communities, partner organisations, staffing skills and levels, health and safety, performance, the Council's reputation, poverty, biodiversity, carbon footprint, and equalities etc. Whilst the impact assessments were an attempt to anticipate and plan for all eventualities it was accepted that there would be unforeseen problems and unintended consequences which would come to light as the budget savings were implemented. For that reason Performance Scrutiny Committee, in October 2014, decided to establish a task and finish group to evaluate the actual impact of the Council's budget savings on the authority and on communities in Denbighshire. The Committee was keen to understand whether the impact on residents had been as anticipated or if it had been better or worse than originally thought. It was also keen to know if other factors or providers had come into play as a result of the reducing availability of Council funds.

### **Membership**

The task and finish group was named the 'Cutting Our Cloth Task and Finish Group'. To ensure that it adopted a holistic approach to assessing the impact of budget decisions on the county's residents its membership was drawn from each of the Council's three scrutiny committees, two representatives from each Committee. Each committee was also asked to appoint substitute representatives to serve on the task and finish group and to ensure when appointing that the Group's membership was as politically and geographically representative of the Council as possible.

As the task and finish group would meet periodically for approximately two years it was inevitable that committees' representatives would change during that period. Listed below are the names of those councillors who served on the Group as members or substitute members at some point during the two year period:

Councillors Huw Hilditch-Roberts (Chair), Joan Butterfield, Jeanette Chamberlain-Jones, Martyn Holland, Rhys Hughes, Win Mullen-James, Dewi Owens, Arwel Roberts, David Simmons, Joe Welch and the late Richard Davies.

The task and finish group was supported in its work by the Corporate Executive Team (CET), the Senior Leadership Team (SLT) and other officers relevant to each inquiry the Group was undertaking. Administrative support was provided by officers from Democratic Services.



## **Terms of Reference**

The sphere of the Group's work was to examine any budget savings included in the Freedoms and Flexibilities/Cutting Our Cloth process, having particular regard to those identified as having either a high or a very high reputational risk associated with them. Its terms of reference permitted the Group to call before it any Lead Cabinet Members, Heads of Services and other relevant officers it required for its review. The main objectives of the Group's work was to:

- examine the impact of the budget cuts on residents and communities;
- identify key messages from its work to feed into the 'Cutting Our Cloth' communication strategy to inform residents and stakeholders of the actual impact of the cuts; and
- identify lessons learnt from the 2015 to 2017 budget setting process and make recommendations for future budget setting processes.

The terms of reference also stipulated that the Group should report its findings to Performance Scrutiny Committee in due course.

## **Number of meetings held**

Between June 2015 and February 2017 the Group held five meetings. Whilst savings from services came into effect on 1 April 2015 the Group could not start assessing any impact immediately as there would not be a sufficient evidence base to substantiate the actual impact of the cuts for a number of months.

## **Selection criteria and methodology for undertaking each review**

When selecting savings or service withdrawals for examination the Group considered the extent of the proposed impact of the saving i.e. geographically; whether it impacted differently on different groups i.e. residents or businesses, staff etc.; whether initially the Council or a service's performance was deteriorating, or whether the number of complaints were increasing substantially.

The way evidence was gathered was tailored to the issue being reviewed (see details of individual reviews which follow).

## **Topics/savings examined**

The first review undertaken by the Group related to **the Transfer of the Services provided the by Council's former Welfare Rights Unit to the Citizens Advice Bureau**. The transfer of this service had drawn considerable negative media interest, particularly in the north of the county. Hence the Group's reason for selecting it as one of the first detailed examinations it would undertake in October 2015, six months following the initial transfer of the service.

This initial examination of the transfer of the services previously provided by the Council's former Welfare Rights Unit (WRU) to the Citizens Advice Bureau (CAB) included reviewing the draft Service Level Agreement (SLA) between the Council and the CAB, the targets set for the delivery of the new service and the quarterly monitoring arrangements for delivering services covered by the SLA. Amongst the evidence provided to the Group was feedback from customer satisfaction surveys.

At the conclusion of this initial review, whilst acknowledging that it was still early on in the transfer process and not all services had yet been transferred to the CAB (but also noting that no formal complaints had been received since the CAB had started providing the advice service) the Group was generally satisfied that there was a robust system in place to monitor the contract with the CAB. It was also content that all performance indicators were demonstrating that the service experience for the customer was a positive one. Assurances were given that the Council would act promptly if any concerns were raised with respect to the quality of the service provision, and that it would within the following six months be analysing which other services over and above the SLA requirements the CAB would be able to deliver.

Targets set within the SLA were monitored and reviewed regularly within the terms of the agreement to ensure that the service was continually improving and adapting to deliver the services users wanted, services aimed at moving people on to better outcomes. To ensure that the new service model continued to deliver a quality service, which adapted to new requirements, the Task and Finish Group decided to undertake a further review of the delivery of the SLA during the summer of 2016.

This review took place in July 2016 when the Group examined a number of documents, including the Contract Service Specification, details of the contract value, Service performance information and a list of all projects the CAB was supporting/facilitating in Denbighshire. Evidence was provided that regular contract and performance monitoring had taken place since the CAB had assumed responsibility for delivering financial advice services to Denbighshire residents. All performance indicators were demonstrating that the service experience for all customers was a positive one. It was also pleasing to understand that no formal complaints had been received in relation to the advice service since it had been provided by the CAB.

Whilst the Council's own Welfare Rights Unit had continued to operate for part of the 2015/16 year, prior to the CAB assuming full responsibility for delivering the financial advice service, the CAB's performance in delivering against the SLA was very positive and was continuing to improve. As an organisation the CAB was attuned to changes to the benefit system and was consequently continuously 'horizon-scanning' with respect to forthcoming welfare changes.

The Group commended the CAB's flexible approach to delivering services for the Council. It was evident that its approach towards delivering its business was to try and ensure the best outcome possible for the resident. Whilst its main office for Denbighshire was in Denbigh it also had offices in Rhyl and Ruthin and offered outreach services in Corwen, Llangollen and Prestatyn, as well as visiting people in their own homes. In Rhyl the CAB had established an outreach service at the One Stop Shop (OSS) in the town's library and contracted some work to the Rhyl Benefits Advice Shop to undertake on its behalf. It was also willing to offer advice during evenings and weekends if necessary. The organisation could also make provision to undertake interviews in private within their own offices, in the county's libraries or in people's own homes.

As an organisation the CAB was continuously exploring opportunities to expand its services to include different kinds of services i.e. at that time they were due to start

offering financial planning information and advice to Denbighshire County Council staff during work time.

The Authority itself had realised unanticipated benefits through having the CAB undertake financial advice services on its behalf, which had assisted it with its work and helped it deliver more holistic services to residents. An example of this was the CAB's expertise in establishing the root of individuals' financial problems, this in turn helped the Council to signpost those individuals to the most appropriate support and benefits available to them to assist them and their families out of adversity.

At the conclusion of this review the Task and Finish Group formed the view that the partnership between Denbighshire County Council and the CAB for the provision of financial advice services was exceeding the original expectations. There had been a positive impact on the community as a more holistic service was now available to residents across the county than had previously been available through the former WRU. In reaching this conclusion the Group acknowledged the contribution of Denbighshire CAB's Chief Executive in ensuring the success of the new service and in making sure that both the CAB and the Council was working effectively together to improve outcomes for residents.

Another service delivery model change which was examined by the Group early on during its deliberations was the partnership agreement between the Council and CIVICA for delivering the **Revenues and Benefits Service**. The Council had chosen this option as its preferred model for delivering revenues and benefits services for the future in a bid to reduce costs whilst safeguarding the employment of staff working in the Service.

During its examination of the impact of the partnership, established in April 2015, evidence was received of the monthly performance monitoring undertaken by the partnership's Operations Board. Since the Service had been transferred over to CIVICA there had not been an increase in the number of complaints received in relation to the Service provided. For the customer, the journey when making a claim remained the same as it had previously when the Council provided the service.

Plans were in the pipeline for significant reconstruction work to be undertaken at Russell House, Rhyl to accommodate CIVICA's plans to deliver an efficient service and to eventually grow its business in the county. Evidence was available at that point in time, in October 2015, that the partnership was already looking after other local authority accounts without any adverse impact on services to Denbighshire residents or the authority itself.

Whilst there had been minor issues with the new telephony system not being fully operational from the beginning, which had impacted on the Service's ability to offer an advanced self-help menu to callers, this had not adversely affected the services it delivered. In future, it was anticipated that more of the Service's facilities would be delivered digitally, at home or in self service centres at One Stop Shops.

Having had regard to all the evidence presented to it the Task and Finish Group was satisfied that the impact of the change in the service delivery model on residents and communities in Denbighshire had been negligible, as the majority of residents would probably have been unaware that the service model had changed - as the services

provided to them remained the same as when they had been delivered by the Council. The impact on staff on the whole had been positive as redundancies had been avoided and their terms and conditions of employment had been maintained. For the Council there had been a positive impact as it had achieved a revenue saving of £220K per annum by entering into a partnership agreement with CIVICA to deliver revenues and benefits services.

Further consideration of the effectiveness of the Council's partnership with CIVICA for delivering Revenues and Benefits Services to residents was considered by Partnerships Scrutiny Committee at its meeting in January 2017. The report for that meeting can be viewed by following the link below:

<https://moderngov.denbighshire.gov.uk/ieListDocuments.aspx?CId=268&MId=5365&LLL=0>

Service areas where residents are more likely to notice changes in performance or service delivery methods and consequently have a higher element of reputational risks associated with them are those which are visible to all residents and people who visit the county, such as services delivered by the Public Realm team. Hence the Task and Finish Group's decision to examine the **Impact of Streetscene Savings on Communities**.

Streetscene services play an important role in supporting the delivery of a number of the Council's corporate priorities, as improving the physical environment of the county by maintaining clean and tidy streets enhances residents' well-being, helps develop the economy and entices visitors to the county. The impacts of the savings in this Service was examined by the Group in December 2015.

For this particular review the Group contacted all councillors to ask them to bring to their attention any adverse comments reported to them with respect to the Streetscene Service since the £100K savings to its budget had been implemented. They also asked that they inform them if they were aware of any residents or community groups which had started to work together in a bid to keep their neighbourhoods neat and tidy. A similar request for evidence was issued to the public via social media.

A handful of responses were received to both the above requests for evidence

As part of its evidence gathering the Group was advised that the majority of the savings had been achieved by reviewing the Service's Sweeping Fleet and devising alternative ways of delivering the service on the ground. Previously the Sweeping Fleet had operated 9 mechanical street sweepers, a number of which were aging and costly to repair. Sweeper work schedules were set rigidly regardless really of a need for the work to be undertaken, sometimes this led to re-sweeping occurring unnecessarily.

With a view to modernising the Service and making it a more flexible and adaptable, one that could support the delivery of the Council's vision, two of the older sweepers were kept whilst the remaining 7 were replaced with 3 new machines. The charge hands and drivers of these vehicles were empowered to take decisions, based on



their knowledge of their local area on where needed sweeping etc. Councillors had received favourable reports about how this approach was working in their wards.

The Streetscene Service had also adopted more flexible working practices. Some of its staff had been trained to operate different types of equipment across the Service. As a result more staff were now able to drive the sweepers and the machines were working out on the streets for longer periods. This had resulted in a reduction in overtime spending and on the use of agency employees.

No compulsory redundancies had been made, although some individuals had opted for voluntary redundancies, part time working or seasonal contracts rather than work full-time. Staff were happy with the new working pattern and with the new flexible working practices which meant they had time off during the week. All changes had been implemented following discussions and agreement with the trade unions.

The Group acknowledges that there will always be complaints or problems raised in relation to Streetscene services, due to the types of services it delivers. It was therefore pleasing to learn that more joint working with other services was taking place with a view to delivering co-ordinated services. Examples of this include Environmental Enforcement staff highlighting dog fouling hotspot areas to aid prompt cleansing, and the Streetscene's work with the Planning and Public Protection Service to challenge landlords whose tenants are responsible for tipping in alleyways etc.

It was pleasing to understand that there were around 14 groups of volunteers who worked with the Council on litter picking duties in order to keep the county clean and tidy. This form of partnership working was particularly effective as the volunteers know and understand their local areas. The Council's contribution was to provide training, health and safety advice, equipment etc. and collect the litter bags at the end of the litter-pick day.

It was anticipated that regular review of outsourced contracts, working practices and future technological developments would aid the Streetscene Service to deliver further efficiencies and an even more effective service to the public in future.

Having reviewed all the evidence presented to it the Group felt that whilst there was some evidence of occasional delays in service provision this was to be expected as a result of the loss of funding. Nevertheless the service was not failing as there were clear and open communication between residents and the Streetscene Service, and the Service was responding to residents' requests.

Another budget saving that attracted some considerable amount of unfavourable media attention was the decision to withdraw the funding to Gwasanaeth Ysgolion William Mathias Music Service (GYWMMS) who provided a **School Music Service** for the county. On this basis the Task and Finish Group thought that the impact of this particular saving on the county's pupils merited detailed examination. The funding for GYWMMS was withdrawn from April 2015, therefore during the summer of 2016 the Group assessed its consequences.

In late 2014 school music services across Wales were being reviewed as part of local authorities' budget setting processes. In the majority of cases funding for music in schools was cut and therefore a reduced level of provision was available for pupils

interested in extra curricula music tuition. Controversially at the time Denbighshire took a decision to terminate its service level agreement with the GYWMMS, with an undertaking that it would explore potentially viable options for delivering a school music service.

Following the Council's decision a tutor working with the GYWMMS took the opportunity to work with the Council to explore the potential of establishing a new co-operative school music service in Denbighshire. As a result of some detailed financial work, visits to co-operative school music services elsewhere in the UK, and negotiations with individual tutors the new Denbighshire Music Co-operative (DMC) was established. As the Council owned all of the stock of instruments in the County's schools (apart from those owned by individual pupils) it came to an agreement with the DMC to loan the instruments to the co-operative in exchange for it to maintain them for the authority.

During its consideration of the evidence, which included comparative costs details between the previous and the new service, the Task and Finish Group was informed that the agreement was working well. There had been an increase in the number of hours of tuition ordered by schools, this had made it possible for the loan, repair and maintenance of all Denbighshire County Council instruments to be made at no cost to individual pupils. The new Service had received favourable feedback from schools and there were, in July 2016, 46 tutors providing around 400 hours per week of music tuition to pupils in 56 Denbighshire schools, compared to 28 tutors delivering circa 200 hours per week of music tuition in 39 Denbighshire schools in April 2015.

Schools were now liaising directly with DMC to 'buy' in their services and as the majority of transactions were undertaken electronically administrative costs were kept to a minimum. As DMC's tuition charges for schools were now lower than those levied by GYWMMS, even though the tutors were being paid a higher hourly rate than previously, schools were realising better value for their money.

The success of the DMC model was attracting a lot of interest from other local authorities who were looking at alternative cost effective models for delivering school music services.

Confirmation was received that pupils who attend schools in the county's areas of high deprivation should have the same opportunities afforded to them as to those in more affluent areas to access school music services, as schools were able to utilise their Pupil Deprivation Grant (PDG) monies to buy in music tuition services.

DMC's services were available to all schools in the county. The decision on how many services to purchase would be up to each individual school i.e. some schools may have staff members who could provide the required support for eisteddfodau, school productions etc. whilst others would purchase them from DMC.

The co-operative also provided ensemble services. Since DMC had been established the number of ensembles in the county had actually increased. In addition, it provided opportunities for 16 and 17 year old students to receive paid work in supporting ensembles. Another individual had been given an opportunity to use his designer skills to promote the Service and launch a website. The Group was also pleased to understand that since the co-operative's establishment more pupils

than before were receiving music tuition in the county. There was also a wider choice of music tuition opportunities available to the County's pupils.

Following consideration of all the evidence the Task and Finish Group being aware that the savings required in relation to the school music service had been widely reported in the local press as being detrimental and one which would deprive the county's pupils of opportunities in field of music, concluded that the new model for providing music services to schools had actually resulted in a superior service which offered a wider range of opportunities and experiences to pupils at no extra cost. The Group paid tribute to Council officers, the Manager of DMC and her team of tutors and staff for their vision, diligence and determination in establishing a thriving service model.

### **Public engagement/feedback**

While attempts were made to try and engage with the public as part of the Task and Finish Group's examination of the impact of the budget savings on communities, particularly in relation to the Streetscene service savings, very few residents actually engaged with the process. In total three residents forwarded evidence to the Group for its evaluation of the impact of this saving. The only other examples provided were those submitted by county councillors. Nevertheless, the Group acknowledge that the majority of residents with concerns would contact their local councillor in the first instance.

With respect of feedback from residents or service-users on the effectiveness of new or remodelled services, those were confined to evidence given by services of responses to their own feedback/evaluation requests. County councillors also reported verbally to Group members on their and their constituents' experience of the effectiveness or shortcomings of services.

### **Press statements/correspondence issued**

Early on during the review the Task and Finish Group recognised that its work would take some considerable length of time to undertake, as the effects of savings to service budgets or the establishment of new service models would need a period of time to embed before an accurate appraisal of their long term impact on the community could take place. Due the length of time it would take the Task and Finish Group to undertake its work it decided that it would periodically issue press statements etc. on its findings to date. During the course of its inquiries the following communications were issued at the Group's request:

10 November 2015: Financial Advice Service Deemed a Success (**Appendix 1**)

25 November 2015: e-mail to Senior Leadership Team (SLT) and all councillors (**Appendix 2**)

6 October 2016: Denbighshire Co-operative Success Music to the Ears (**Appendix 3**)

The Group also felt that as well as highlighting to residents examples of how potentially detrimental budget savings had resulted in positive outcomes for communities that it would be only right for it to recognise the efforts of those involved

for their work in securing success. Consequently it wrote to certain individuals and organisations to formally record its gratitude to them.

29 September 2016: Letter to Chief Executive, Denbighshire Citizens Advice Bureau (CAB) (**Appendix 4**)

29 September 2016: Letter to the Director of Denbighshire Music Co-operative (DMC) (**Appendix 5**)

### **Findings/conclusions and the benefits of the process**

This was the first time that a Scrutiny task and finish group had been established in Denbighshire to retrospectively evaluate the impact of significant reductions in Council spending on services to residents. However, due to the severity of the cuts to local government funding in recent years, and for the foreseeable future, Scrutiny was of the view that undertaking a review of the actual impact of selected savings would assist the Council to plan for future budget setting processes.

During the 2015 - 16 and 2016 -17 financial years the Council has successfully achieved the majority of the savings and efficiencies it agreed as part of the Freedoms and Flexibilities/Cutting Our Cloth process. Only a few of the originally agreed budget savings are yet to be fully realised. In the main this is down to additional detailed work being undertaken to mitigate against any significant impact on residents and with a view to securing positive outcomes for service users, for example the on-going work of the separate task and finish group reviewing future delivery of adult in-house social care. This work will continue during the term of the new Council.

The Cutting Our Cloth Task and Finish Group selected a variety of budget savings or new service delivery models to review. Some of these savings or proposed new arrangements had attracted either negative media or member attention when approved, were controversial, entailed new ways of delivering services and working, or had the potential due to their public facing nature of reflecting poorly on the Council if the original assessments of their impact on a wide range of stakeholders had been misjudged.

Now that its work is concluded the Group acknowledges that not all aspects of savings to service budgets went as planned from outset, but any initial problems or pressures on communities were rectified as soon as was reasonably possible. Nevertheless, due to the scale of budget savings involved the Group concludes that in the case of the majority of the budget savings it reviewed the impact on communities has not been as detrimental as originally anticipated. In a number of cases, such as the transfer of the financial advice service to the CAB and the establishment of the cooperative for school music service, the actual outcomes for the service-users have been better than under the previous service. In both these examples residents have benefited from more holistic services which deliver enhanced outcomes for users and at a reduced cost to the Council.

The Group is firmly of the view that the thorough process followed for setting the budget for both above financial years, and the holding of a series of dedicated budget workshops for members, was a prudent and effective method and one which

should be used for future budget setting processes. It is also of the view that future budget savings or service delivery reconfigurations should be reviewed post their implementation through the Scrutiny process.

The Group believes that any future post implementation reviews would benefit from assessing the impact of savings etc. on residents and communities in line with the well-being goals of the Well-being of Future Generations (Wales) Act 2015.

**Press Release 10 November 2015**

**Financial advice service deemed a success**

Denbighshire County Council says it is delighted with the financial advice service delivered by the Citizens Advice Bureau and the Benefits Advice Shop.

Since April, a number of compliments have been received by both the Council and the CAB, with no formal complaints received.

The CAB carries out a user satisfaction survey to assess how they are performing in relation to their financial advice service, with 100% of respondents stating they were satisfied in the way they were contacted and their case dealt with.

Key headlines:

- 44% were very satisfied with the way they were contacted, 31% extremely satisfied, 25% satisfied.
- 50% were extremely satisfied about the service they received, 43% very satisfied
- 25% said it improved their independence, 6% greatly improved.
- 62% said the service improved their quality of life.

Some examples of feedback:

- “Adviser is one in a million. Could not have done more for me. Much appreciated.
- “I don’t think you could have helped me any more than you did and would definitely come to see you again if I have any problems.
- “We were impressed by the speed of the service we received and by the lady who implemented this for us.
- “The two ladies who visited us to full out the long forms were wonderful. They made the procedure much easier for us and took away the stress of understanding some of the questions. Dad really enjoyed their visit as a social event too. He couldn’t believe that people were willing to give him so much help”.

Councillor Bobby Feeley, Cabinet Lead Member for Health and Well-being, said: “We have been delighted to see compliments coming in about financial advice services.

“Tackling poverty in Denbighshire continues to be important to us and we will continue to monitor the provision of financial advice services, to make sure that the impressive level of service received to date continues.

“The fact that the CAB is providing a quality service is no surprise to us in Denbighshire, as the CAB has been one of the Council’s key partners in assisting people to access the benefits available to them. We will continue to monitor the

success of the scheme, to make sure it delivers the best possible service for the people of Denbighshire”.

**Note to editors:** For further information, please contact the Destination, Marketing and Communications team, on 01824 706222

**e-mail to SLT and all councillors 25 November 2015**

Annwyl Gynghorydd/Dear Councillor,

Fel y gwyddoch mae'r Grŵp Tasg a Gorchwyl 'Torri'r Brethyn' ar hyn o bryd yn adolygu effeithiau'r toriadau cyllidebol ar breswylwyr y Sir ac ar ein cymunedau i weld os yw'r effeithiau fel a ragwelwyd, yn waeth neu efallai hyd yn oed yn well na ddisgwylwyd.

Yng nghyfarfod diwethaf y Grŵp craffwyd ar y trefniadau newydd o ran darparu y gwasanaeth cynghori ariannol (yr hen Uned Hawliau Lles) o dan adain Cyngor ar Bopeth (CAB). Yn dilyn ystyried y dystiolaeth, oedd yn cynnwys canlyniadau holiadur defnyddwyr, roedd y Grŵp:

- Yn hyderus fod system gadarn mewn lle i fonitro'r contract gyda CAB;
- Hyd yn hyn doedd yr un gŵyn wedi ei derbyn ers i'r CAB ddechrau darparu'r gwasanaeth cynghori;
- Hyd yn hyn roedd y dangosyddion perfformiad yn dangos fod y profiad o ddefnyddio'r gwasanaeth yn un cadarnhaol i'r defnyddiwr;
- Wedi derbyn sicrwydd y byddai'r Cyngor yn gweithredu'n ddi-oed pan y cyfyd unrhyw amheuon am safon y gwasanaeth a ddarperid;
- Wedi derbyn cadarnhad y byddai'r Cyngor yn dadansoddi beth y tu hwnt i ofynion y cytundeb gyda CAB roedd y gwasanaeth newydd yn ei gynnig dros y chwe mis nesaf;
- Wedi derbyn cadarnhad y byddai'r targedau o fewn y Cytundeb yn cael eu monitro a'u hadolygu'n rheolaidd trwy gydol oes y cytundeb er mwyn addasu'r gwasanaeth i ddarparu yn ôl gofynion y defnyddwyr;
- Byddai'r Grŵp 'Taclo Tlodi' yn ymchwilio i ffyrdd o addysgu pobl ifanc ar sut i drin a rheoli arian a chyllidebau yn y cartref.

Er mwyn sicrhau fod y gwasanaeth newydd hwn yn dal i ddarparu gwasanaeth safonol ac yn addasu i ofynion newydd mae'r Grŵp Tasg a Gorchwyl wedi penderfynu cynnal adolygiad pellach o'r Gytundeb yn ystod haf 2016.

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As you are aware the 'Cutting Our Cloth' Task and Finish Group is currently reviewing the impact of the budget cuts on the County's residents and its communities, to assess whether the cuts' impact have been as predicted or whether they are actually worse or even not as bad as anticipated.

At its last meeting the Group reviewed the new arrangements with the Citizens Advice Bureau (CAB) for providing financial advice service (previously delivered by the Welfare Rights Unit). Having reviewed the evidence, which included feedback from a customer satisfaction questionnaire, the Group was:

- satisfied that there was a robust system in place to monitor the contract with the CAB;
- advised that to date no formal complaints had been received since the CAB had started providing the advice service;
- satisfied that, to date all performance indicators were indicating that the service experience for the customer was a positive one;



- assured that the Council would act promptly if any concerns were raised with respect of the quality of the service provision;
- assured that the Council would be within the next six months analysing what over and above the Service Level Agreement (SLA) requirements with the CAB the new service has been delivering;
- assured that the targets within the SLA would be monitored and reviewed regularly within the term of the agreement to ensure that the service was adapting to deliver what users wanted;
- advised that the 'Tackling Poverty' Working Group would be exploring ways of educating children on money/household management matters.

With a view to making sure that this new service is delivering a quality service which adapts to new requirements the Task and Finish Group also decided to undertake a further review of the SLA during the summer of 2016.

Cofion/Regards,

Rhian

Rhian Evans

Cydlynnydd Archwilio/Scrutiny Coordinator

Gwasanaethau Cyfreithiol, AD a Democrataidd/Legal, HR and Democratic Services

Ffôn/Tel: 01824 712554

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## Denbighshire Co-operative success music to the ears

A music co-operative set up to provide an alternative service for schools has been praised by Denbighshire County Council for actually increasing participation and providing a wide choice of tuition for the county's pupils.

The Council announced in late 2014 that it would be cutting the funding provided to Gwasanaeth Ysgolion William Mathias School Music Service, as part of wider cuts introduced to the budget. Following this decision, the Council said it would explore an alternative provision and the Denbighshire Music Co-operative was set up in April 2015.

Over the summer, a Task and Finish Group set up by the Council to examine the impact of cuts has been looking at the music service and was delighted to hear that the co-operative has gone from strength to strength, with more pupils than ever before are now receiving music tuition in the county. Over 2,200 pupils are receiving lessons on a weekly basis on a range of instruments and vocally and the six ensembles in the county are continuing.

Denbighshire continues to loan instruments to the co-operative free of charge.

Councillor Huw Hilditch Roberts, Chair of the Task and Finish Group, said: "We have been looking at some of the bigger cuts introduced to understand their real impact on communities and the music service has been the latest issue under the spotlight.

"At the time the cut was introduced, there was concern that Denbighshire pupils would miss out on school music tuition, but the Council made a commitment to look at providing the service in an alternative way, whilst still making the financial saving.

"The music co-operative set up in 2015 is providing to be really successful and we would like to congratulate the whole team for their hard work, diligence and motivation in making the co-operative work, for the benefit of Denbighshire pupils and for turning that vision into a thriving business.

Councillor Eryl Williams, Cabinet Lead Member for Education, said: "We are delighted that there has been such a positive outcome to this issue which was resolved through such positive discussions between the Council and the music service.

"The setting up of the Co-operative means that so many of our children and young people are able to continue accessing the music lessons, creating a new generation of musical performers in the county.

"The Council has written to the Music Co-operative to congratulate them on their success".

Posted on Thursday 6th October 2016



Eich cyf / Your ref:

Ein cyf / Our ref:

Dyddiad / Date: 29 September, 2016

Rhif union / Direct dial: 01824 712554

Appendix  
4



Ms Lesley Powell

Chief Executive,

Denbighshire CAB,

23 High Street,

**DINBYCH/DENBIGH**

LL16 3HY

Dear Ms Powell,

### **Provision of Financial Advice Services**

As you are aware during recent years the Council has, due to central government cuts, had to look very carefully at the services it was providing to Denbighshire's residents. In order to live within its means and deliver a balanced budget, some difficult decisions had to be taken on which services it could afford to continue to deliver. Some of the cuts implemented resulted in a reduction in services whilst other services unfortunately had to be discontinued altogether. Whether it was a cut in service provision or a cessation of a service that was agreed the Council was keen to examine the long term effects of those cuts on residents and service users.

To facilitate detailed examination of the cuts' impact on the community a 'Task and Finish Group' was established. This Task and Finish Group, called the 'Cutting Our Cloth' Task and Finish Group – as Cutting Our Cloth was the name of the public consultation exercise on the Council's proposed budget cuts for the period 2015-17, has been studying the impact of various cuts for some months. During the autumn of 2015 and into 2016 the Group decided to examine the impact of the decision which resulted in the Council ceasing to deliver a Welfare Rights Service and outsourcing its delivery to an external provider.

During its examination of the evidence relating to the above decision it became evident that the Citizens Advice Bureau (CAB) as the new service provider had worked tirelessly to ensure that the services they were delivering for Denbighshire residents were a success. As an organisation that was attuned to changes to the benefit system it was continuously 'horizon-scanning' with respect to forthcoming

welfare changes. Now that the Service Level Agreement (SLA) between the Council and the CAB had been in place for 12 months the Authority had a clearer picture of the CAB's performance in delivering against the SLA.

Despite the fact that the Council's own Welfare Rights Unit (Unit) had continued to operate for part of the 2015/16 year, prior to the CAB assuming responsibility for delivering the financial advice service, the CAB's performance in delivering against the SLA was very positive and was continuing to improve during the current financial year. It was extremely pleasing to learn that no formal complaints had been lodged against the CAB for services it delivered for the Council. Other positive aspects of the CAB's work was the outreach service, already established in Rhyl and other areas of the county, the availability of evening and weekend advice sessions and home visits if necessary, and the financial planning information and advice service it was going to offer to Denbighshire County Council staff during work time.

The Task and Finish Group felt that the CAB's holistic approach to examining each individual's personal circumstances ensured that they were provided with the most appropriate support and advice to meet their own and their family's needs. The Group concluded that the service provided by the CAB was meeting and actually exceeding the original expectations. Residents were therefore being provided with a more holistic service which had the potential to refer them to an array of different services and support.

On the basis of their findings the Task and Finish Group have asked me to write to you on their behalf to congratulate you and your officers for your efforts, diligent work and commitment in ensuring the success of the new service and to wish you well for the future.

Yours sincerely,

Cynghorydd/Councillor Huw Hilditch-Roberts

**Cadeirydd y Grŵp Tasg a Gorchwyl**

**Chair of the Task and Finish Group**

**Eich cyf / Your ref:**

**Ein cyf / Our ref:**

**Dyddiad / Date:** 29 September, 2016

**Rhif union / Direct dial:** 01824 712554

Mrs Heather Powell,  
Director, Denbighshire Music Co-operative,  
Unit 1,  
Speddyd Business Park,  
Llandyrnog,  
**DINBYCH/DENBIGH**  
LL16 4LE

Dear Mrs Powell,

### **School Music Service**

As you are aware during recent years the Council has, due to central government cuts, had to look very carefully at the services it was providing to Denbighshire's residents. In order to live within its means and deliver a balanced budget, some difficult decisions had to be taken on which services it could afford to continue to deliver. Some of the cuts implemented resulted in a reduction in services whilst other services unfortunately had to be discontinued altogether. Whether it was a cut in service provision or a cessation of a service that was agreed the Council was keen to examine the long term effects of those cuts on residents and service users.

To facilitate detailed examination of the cuts' impact on the community a 'Task and Finish Group' was established. This Task and Finish Group, called the 'Cutting Our Cloth' Task and Finish Group – as Cutting Our Cloth was the name of the public consultation exercise on the Council's proposed budget cuts for the period 2015-17, has been studying the impact of various cuts for some months. During the summer of 2016 the Group decided to examine the impact on the county's pupils of the Council's decision to withdraw from the Gwasanaeth Ysgolion William Mathias School Music Service (GYWMSMS).

It became apparent during consideration of the evidence relating to the decision to withdraw from the GYWMSMS that this particular decision had actually led to the establishment of a new organisation, the Denbighshire Music Co-operative. Since the establishment of the co-operative more pupils than before had been receiving music tuition in the county. In addition there was now a wider choice of music tuition opportunities available to the County's pupils.

Having reviewed all the evidence the Task and Finish Group concluded that the cut to the school music service, a cut which had been widely reported in the local press as a detrimental cut which would deprive the county's pupils of opportunities in field of music, had actually resulted in positive outcomes for pupils across the county as they now had a wider range of musical opportunities and experiences available to them at no extra cost. In effect they were now receiving a superior service to what had previously been received, a service that was also available and accessible to more pupils than ever before.

In reaching the above conclusion they acknowledged that this success could not have been achieved without your hard work and determination to realise your vision.

On behalf of the Task and Finish Group I, on behalf of the Task and Finish Group, wish to congratulate and thank you and your excellent team for all your hard work, diligence and motivation in making the co-operative work for the benefit of Denbighshire's pupils, and for turning your vision into a thriving service model.

Yours sincerely,

Cynghorydd/Councillor Huw Hilditch-Roberts

**Cadeirydd y Grŵp Tasg a Gorchwyl**

**Chair of the Task and Finish Group**

Mae tudalen hwn yn fwriadol wag